Next generation contract management

Strategic Contract Management System

July 2022

Disrupting contract management across Government

The Strategic Contract Management System (SCMS) is effective, consistent, and nimble P3 contract management and oversight designed for government. This first of its kind, low-code, scalable application has been developed to enhance user performance and management oversight.

SCMS ensures the Right People are doing the Right Things at the Right Time.

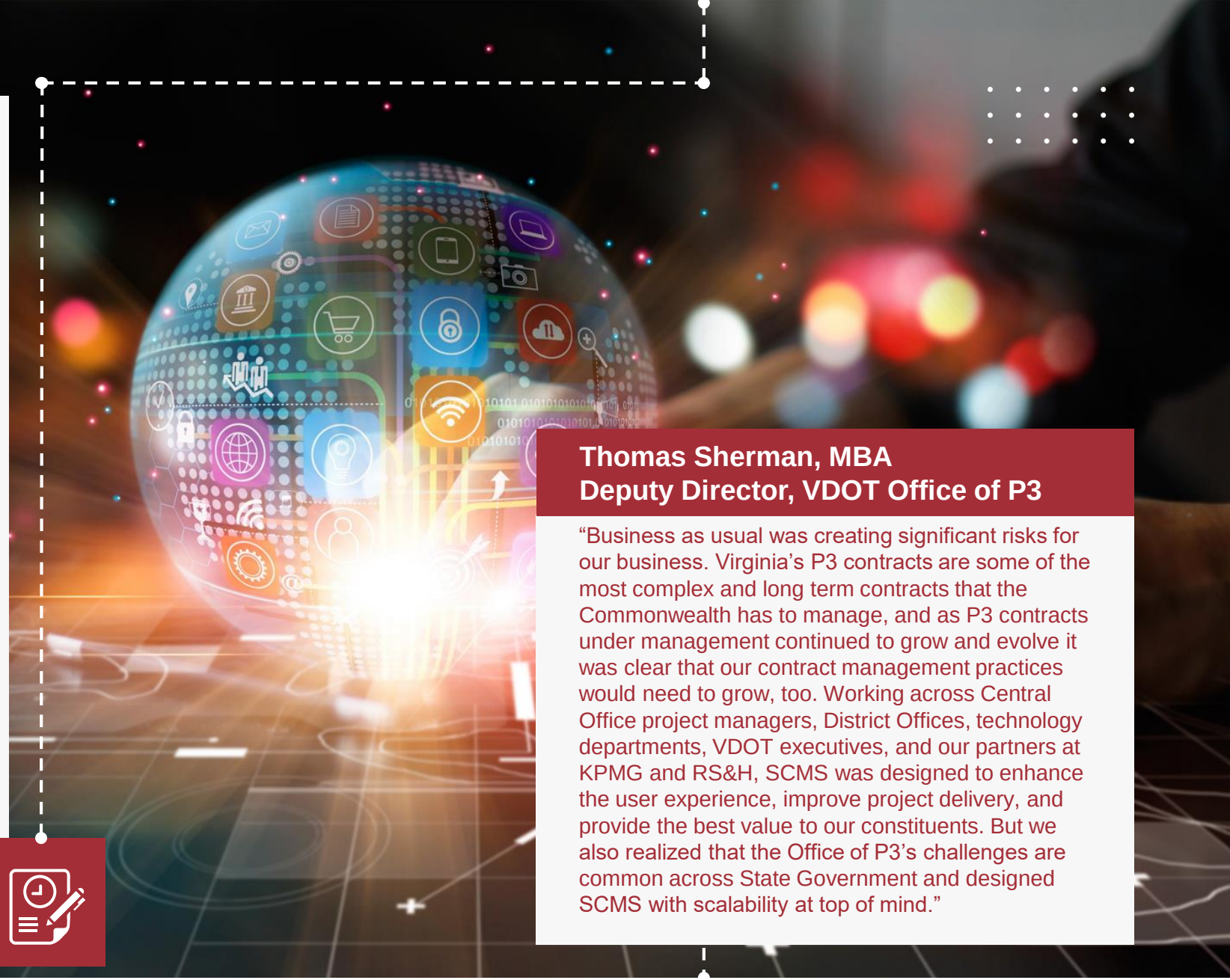
Now more than ever, Government demands consistent approaches across contract managers while simultaneously delivering users and managers flexibility and customization. SCMS is built from the ground-up to deliver on these competing goals through enhanced communication, intuitive user experience, and complete data transparency.

Out with the old…

SCMS was conceived by the Virginia Department of Transportation (VDOT) Office of P3 to answer the challenges of a complex and growing portfolio of contracts. Like many State agencies and offices across the Commonwealth of Virginia, the Office of P3 spent years struggling with inefficient contract management practices. These include:

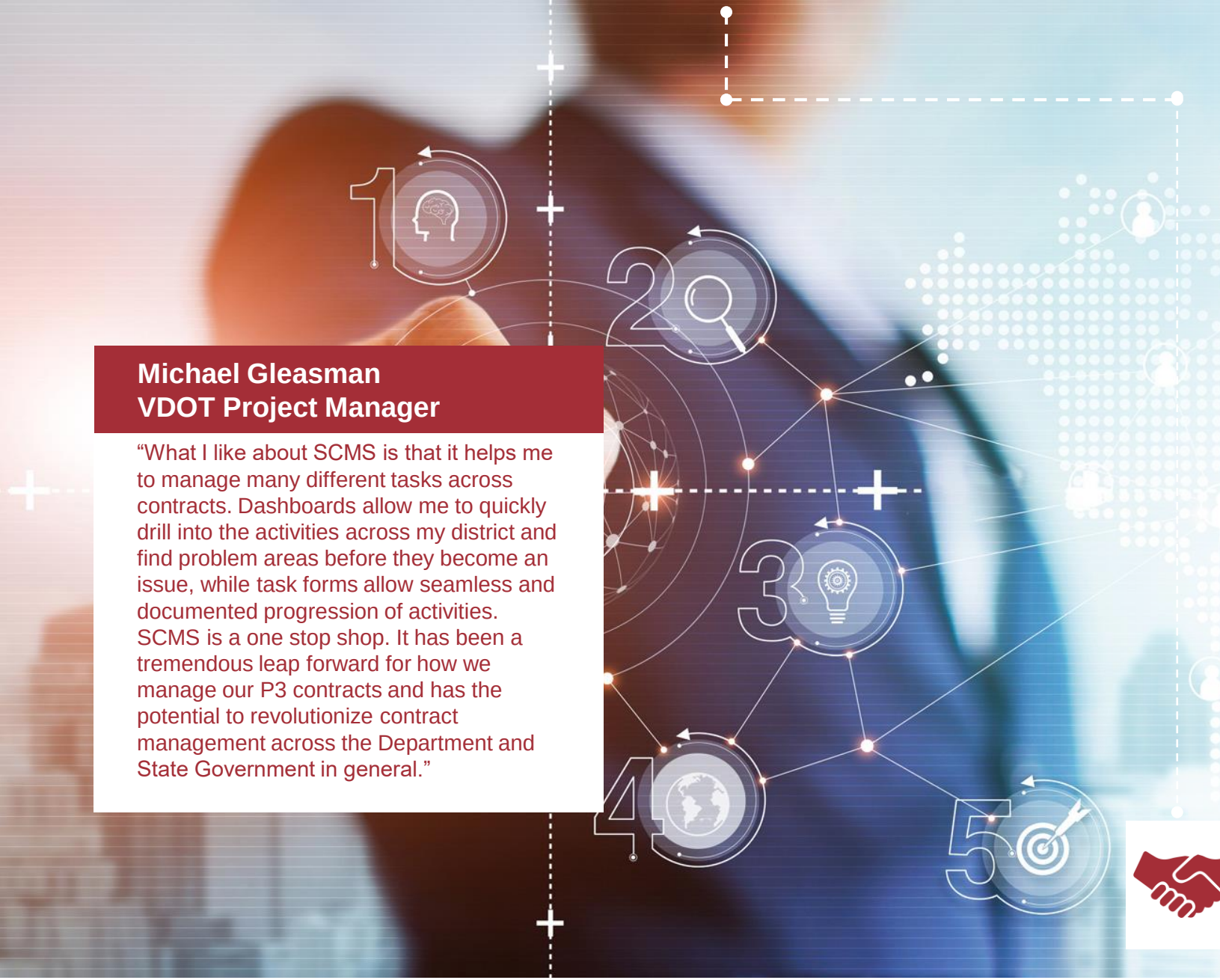
- Inconsistent application of agreements
- Undefined contract roles
- Decentralized data and document storage
- Inefficient management of a growing portfolio
- Weak coordination between Central and District Offices

Business as usual was creating significant risks for VDOT's P3 contracts and the need for an innovative contract management solution was identified. When a sufficient, cost effective solution could not be found the team decided to build a solution from the ground-up. The result: **The Strategic Contract Management System** – the industry's first cost effective, scalable P3 contract management system.



Thomas Sherman, MBA
Deputy Director, VDOT Office of P3

"Business as usual was creating significant risks for our business. Virginia's P3 contracts are some of the most complex and long term contracts that the Commonwealth has to manage, and as P3 contracts under management continued to grow and evolve it was clear that our contract management practices would need to grow, too. Working across Central Office project managers, District Offices, technology departments, VDOT executives, and our partners at KPMG and RS&H, SCMS was designed to enhance the user experience, improve project delivery, and provide the best value to our constituents. But we also realized that the Office of P3's challenges are common across State Government and designed SCMS with scalability at top of mind."



Michael Gleasman
VDOT Project Manager

"What I like about SCMS is that it helps me to manage many different tasks across contracts. Dashboards allow me to quickly drill into the activities across my district and find problem areas before they become an issue, while task forms allow seamless and documented progression of activities. SCMS is a one stop shop. It has been a tremendous leap forward for how we manage our P3 contracts and has the potential to revolutionize contract management across the Department and State Government in general."

And in with the new

The contract management challenges confronted by the Office of P3 are typical across VDOT and State Agencies across the country. For this reason, SCMS was designed to be scalable across VDOT and beyond. SCMS incorporates several core tenets that allow the application to standardize contract management while simultaneously allowing a high degree of customization across contracts.

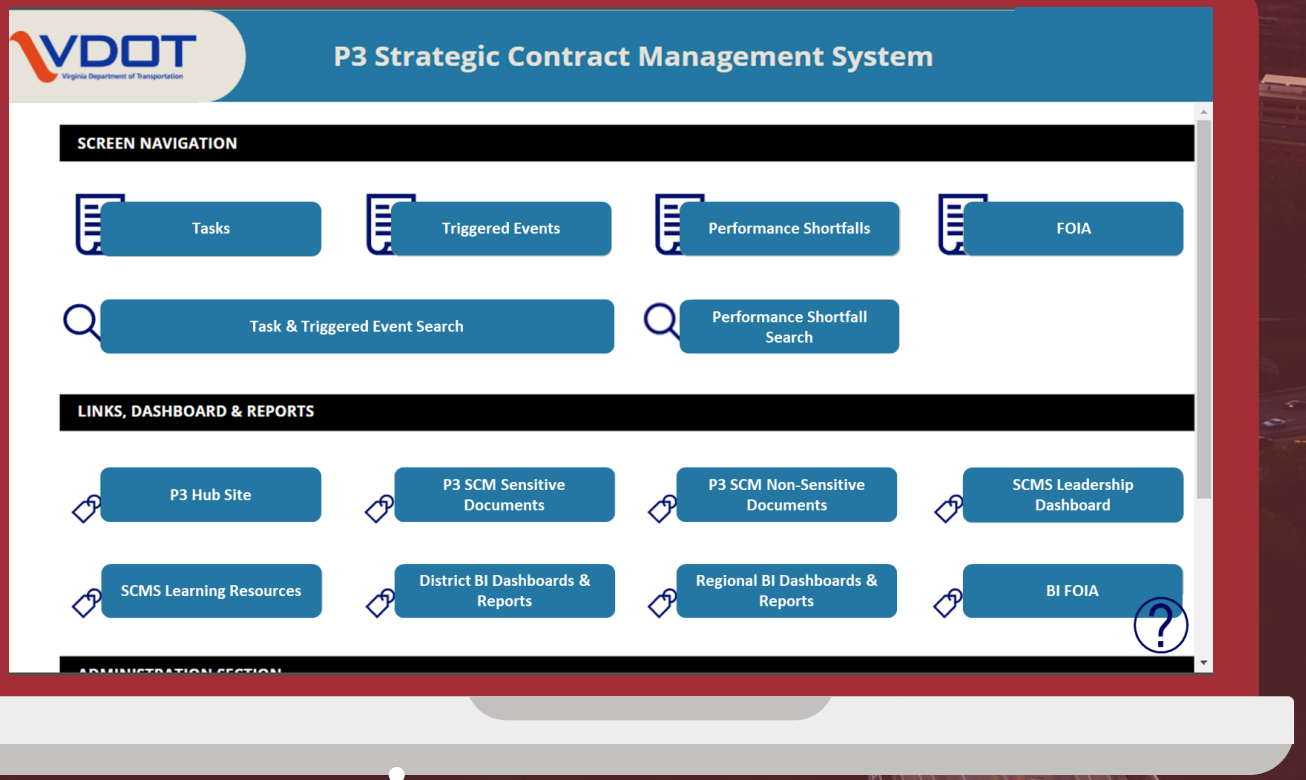
- ✓ Standardized oversight
- ✓ Comprehensive monitoring and reporting
- ✓ Centralized data and document storage
- ✓ Seamless contract management
- ✓ Complete user support

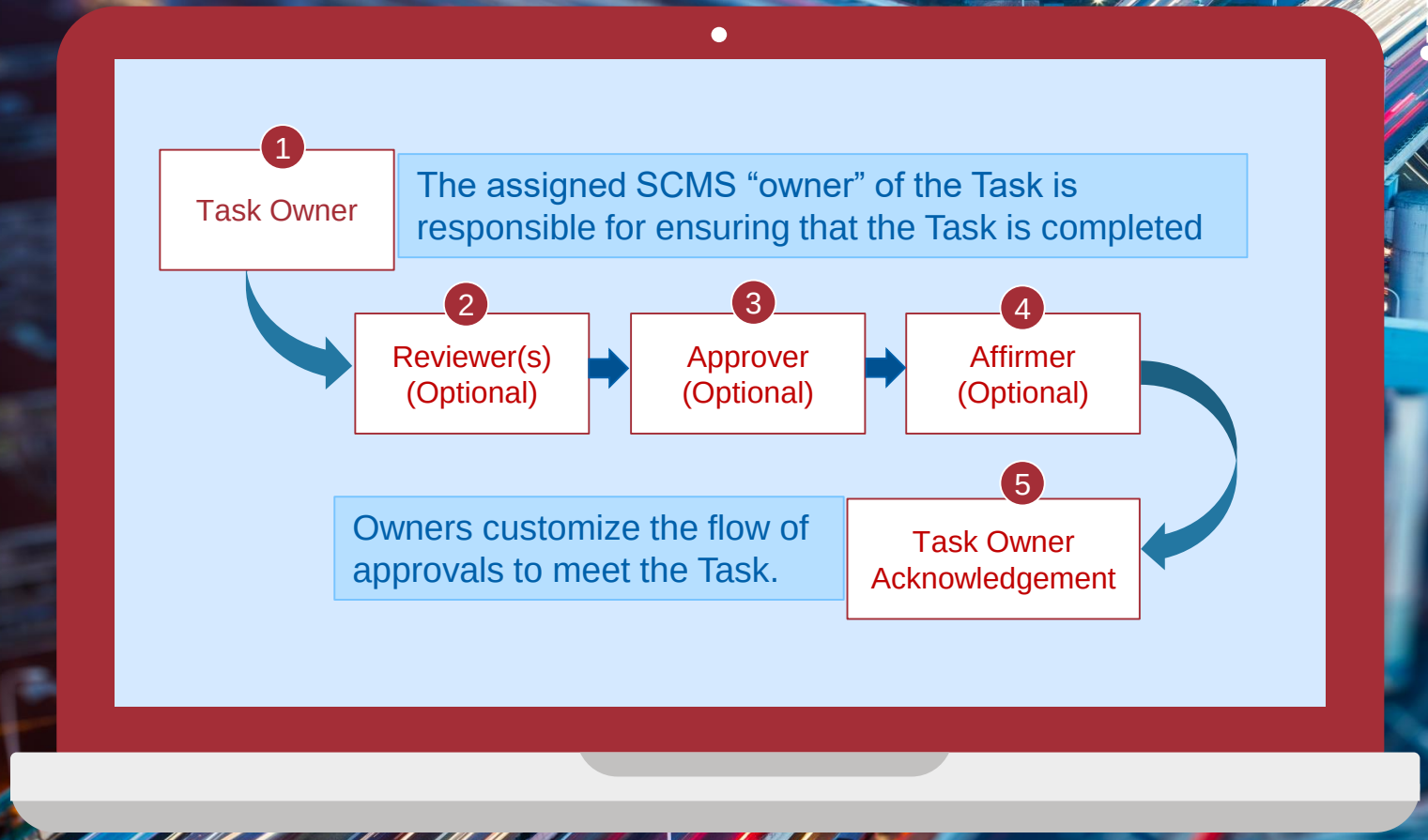
Intuitive and customizable interface

It all starts with getting users where they need to be. With its intuitive interface, the SCMS homepage provides quick access to the tools and forms that your team needs to get the job done. Launching SCMS from the website or your desktop, users will have instant access to:

- Tasks
- Search tools
- Dashboards and reports
- Learning and support resources
- Document libraries
- And more!

There is no one size fits all. SCMS is designed to give users instant access across the application's resources while tailoring the design to the needs and requirements of the users.





Seamless management across tasks

Effectively coordinating and documenting approvals across contract tasks is critical for responsible and ethical contract management in Government. But too often Government contract managers are not given the appropriate tools and resources to properly execute on time. In many instances Government project managers are forced to manage contracts through self-made excel sheets, email, and verbal agreements. This creates additional work and burden for project managers as well as threats for the organization such as lack of transparency, over reliance on institutional memory, and too much lost expertise with employee turnover.

SCMS creates and records the chain of actions related to each individual contract task in one centralized location. This approach streamlines actions to ensure all relevant parties are engaged and creates a historical record with each action that can be leveraged by project managers decades into the future.

Comprehensive Business Intelligence

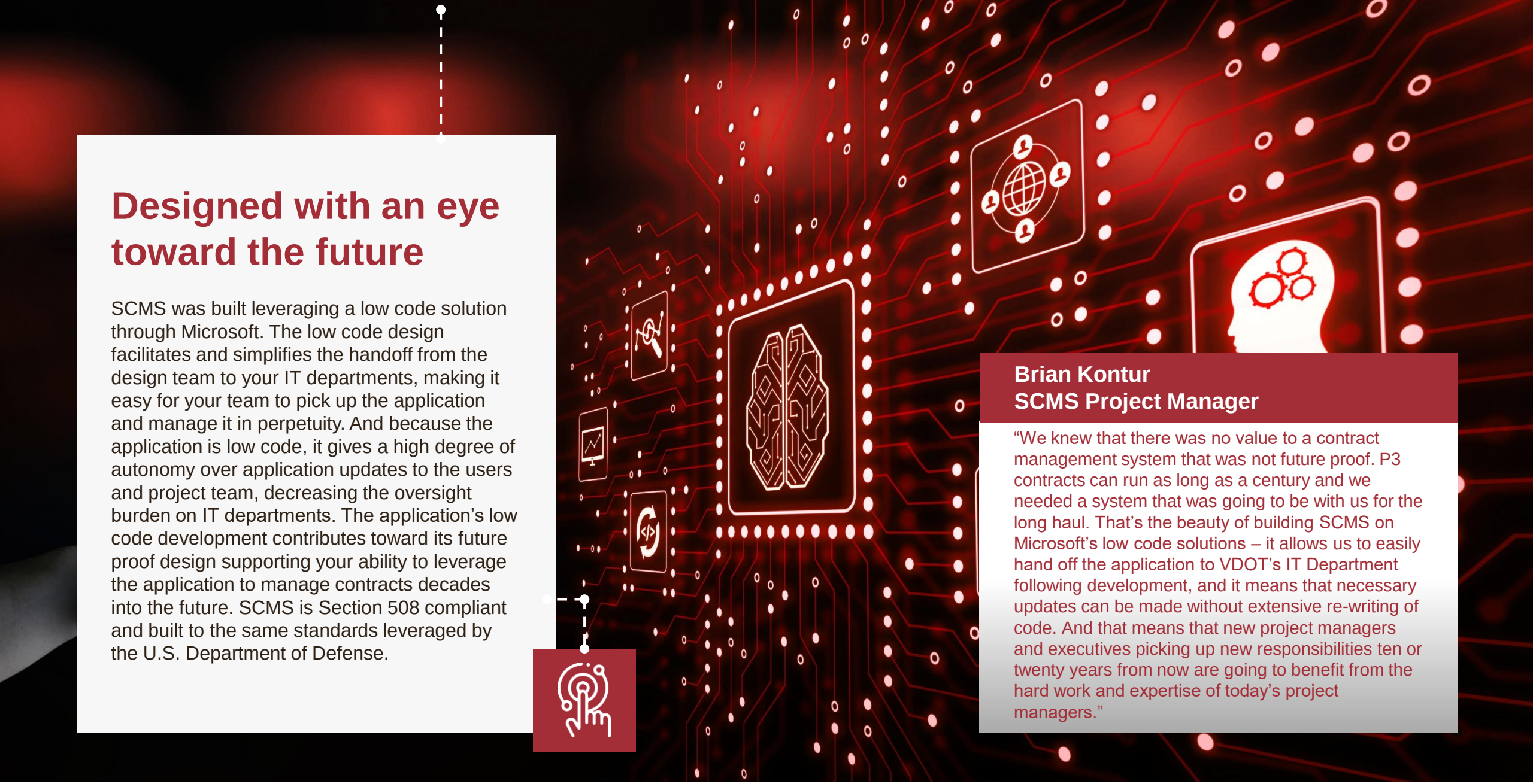
Business Intelligence dashboards allow for high level, comprehensive oversight for all tasks and activities related to contracts. Dashboards are tailored to the individual needs of users from local offices up to central office and executive level.

Users have the option to view status of activities across the entirety of the Commonwealth, or drill down into District specific priorities. The SCMS project team is continuously engaging with users across all levels to maximize the value of dashboards.

BI Dashboards remove the guess work from executive level oversight while providing full user transparency across the system, even at the District level.

Designed with an eye toward the future

SCMS was built leveraging a low code solution through Microsoft. The low code design facilitates and simplifies the handoff from the design team to your IT departments, making it easy for your team to pick up the application and manage it in perpetuity. And because the application is low code, it gives a high degree of autonomy over application updates to the users and project team, decreasing the oversight burden on IT departments. The application's low code development contributes toward its future proof design supporting your ability to leverage the application to manage contracts decades into the future. SCMS is Section 508 compliant and built to the same standards leveraged by the U.S. Department of Defense.



Brian Kontur
SCMS Project Manager

"We knew that there was no value to a contract management system that was not future proof. P3 contracts can run as long as a century and we needed a system that was going to be with us for the long haul. That's the beauty of building SCMS on Microsoft's low code solutions – it allows us to easily hand off the application to VDOT's IT Department following development, and it means that necessary updates can be made without extensive re-writing of code. And that means that new project managers and executives picking up new responsibilities ten or twenty years from now are going to benefit from the hard work and expertise of today's project managers."

Award Winning

In 2022 SCMS was awarded State IT Innovation of the Year for excellence in State Government technology by StateScoop 50. Millions of votes were cast in this competition and SCMS was selected for SCMS's "game changing" approach to contract management and scalability across VDOT and State Agencies across the country.

In addition to the StateScoop 50 award, SCMS continues to be nominated for technological excellence and innovations in competitions across Virginia and throughout the country, from the VDOT Chairman's Award to the P3 Awards. Further, the Team is regularly fielding requests from throughout Virginia, across the United States, and with international partners to demonstrate this technology for broader implementation.

Strategic Contract Management System State IT Innovation of the Year

The Virginia Department of Transportation's new strategic contract management system has been "a game changer," says Brian Kontur, program manager for the department's Office of Public-Private Partnerships. "It's intuitive for users," Kontur says. "These contracts and these roles that VDOT is working with on the contracts, they can be dozens of years old, so as people come and go, that can be a pain point in handing off that information." He says the new system also uses low-code technology, making it easier for the commonwealth to maintain long-term.

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Want to know more?

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