



RRC Enhanced Contract and Performance Monitoring Guidelines

ENHANCED MONITORING Enhanced monitoring is an increased level of monitoring beyond the regular contract monitoring normally used. Such increased monitoring may include but is not limited to; frequency of site visits, provider meetings, and documentation requirements deemed necessary to assess progress of the contractor toward meeting the identified goals and outcomes established in response to assessments of unsatisfactory performance in accordance with these guideline procedures.

In accordance with Tex. Gov't Code §2261.253(c), the RRC has established these guidelines to identify high dollar and/or high-risk contracts that require enhanced contract and performance monitoring.

1. RRC Contracts with a lifetime value of \$1M or greater, and/or
2. RRC Service Contracts with a term of 12 months or more to complete.
3. This guideline does not include memorandum of understandings, interagency contracts, interlocal agreements, or contracts for which there is no cost.
4. As contracts, identified as enhanced monitoring, are awarded, they will be added to the Enhanced Monitoring Contract List. The list will include contract: type, number, vendor name, contact name and information, term dates, amount, RRC manager, and enhanced monitoring description.
5. The list will be sent to the Executive Director on or about the 15th of every month.
6. The designated Business Area, with secondary support from the Contract Management Department will closely monitor the listed contracts in the manner described on the Enhanced Monitoring Contract List to quickly identify progress or unsatisfactory performance.
7. The Business Area and/or Contract Manager shall notify the Compliance Analyst and/or Chief Operating Officer who shall immediately notify the Executive Director of any significant issue or risk that is identified with respect to a contract identified under these guidelines.