

# CONTRACT LIAISON UPDATES

4/6/21

Office of Contract Administration (OCA)

## 2021 OCA Customer Experience Survey

**Thank you** to everyone who took the time to complete the OCA Customer Experience Survey. Comments that are received via the survey are very helpful in our efforts to implement ideas that will help you succeed in contracting. Some of the comments received are:

*"Please consider doing a process LEAN project. It takes too long...and impedes business"*

In fact, OCA completed a process improvement project in March 2016 with the help of Transforming Solutions, Inc. As a result, OCA implemented Total Contract Manager (TCM) and automated approvals and signatures; brought visibility into the contract lifecycle for customers; eliminated redundant approvals; created face-to-face, online and self-paced training; and improved the OCA website with job aids, video tutorials and FAQs.

*"...setting expectations on the timeline is very important for new customers"*

OCA has service standards and holds service level agreements with several UNTHSC (ITS, Compliance) and UNT System departments (OGC, BSS) that are involved in the administration and execution of contracts. Unfortunately, the second parties to contracts have their own processes that we have no control over. Our metrics show that overall, most contracts (75%) are fully executed within 28 days. **All** contract requests received in OCA are reviewed within 4 days of receipt.

Since all contracts are unique, there is no way to predict how long it takes for full execution, but Contract Liaisons can help by providing full and accurate information on the Contract Request in TCM.

## Expiring Contracts

Please review your contracts ending August 31, 2021 so you can initiate renewals, new contracts, purchase orders, etc. Email us at [contractadmin@unthsc.edu](mailto:contractadmin@unthsc.edu) if you need assistance.

## Required Review of Quotes

FYI...BSS Procurement routes all **quotes that reference terms and conditions** to OCA for review/approval. This means that a TCM Contract Request must be entered by the requisitioning department so the review/approval can be accomplished. Buyers will notify ePro Coordinators and OCA via email that the contract is being reviewed and that a Contract Request is required.

Let us know how we can help!

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