## TSC Category
Stakeholder and Customer Management

## TSC
Contract Preparation, Evaluation, Negotiation and Tendering

## TSC Description
Manage contract creation, evaluation, negotiation, tendering to maximise operation and financial performance of an organisation

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td><strong>Collaborate with stakeholders to prepare contracts and tender documents</strong></td>
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<td><strong>Review contract and tender documents to ensure alignment to business requirements and negotiated terms</strong></td>
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<td><strong>Manage contract and confirm the service levels with the service provider/buyer</strong></td>
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### Knowledge
- Industry standards for service agreements
- Regulatory and organisational requirements for tenders
- Procedures and guidelines for contract and tender document formulation and amendments
- Components in tenders and quotations
- Tender requirements
- Components for computation of costs
- Organisational policies and guidelines relating to costing for service provided and preparing of quotations
- Components in tenders and quotations
- Tender process management
- Tenders and quotations and requirements
- Types of contract risks
- Regulatory and organisational requirements for tenders
- Assessment of organisational capability to meet tender requirements
- Stakeholders and their roles on assessment of organisational capability
- Components for computation of costs and to meet tender requirements
- Factors vitiating a contract, contract termination and breach of contract
- Contract risk management
- Negotiation strategies and techniques
- Stakeholders management approach
- Pricing strategies

### Abilities
- Interpret contractual and tender terms
- Identify the deliverables and expected standards of performance accurately for services from tender specifications
- Identify the resources required to deliver
- Analyse and document contractual and tender terms
- Identify scope of work, resources and service deliverables accurately for tender specifications
- Assess organisational capability and determine
- Oversee the management of contract creation, evaluation, negotiation and tendering
- Determine contract creation timelines and milestones
- Determine the needs of the organisation and

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<table>
<thead>
<tr>
<th>Cleaning services from tender specifications</th>
<th>If scope of work can be accomplished</th>
<th>Draft purchase specifications</th>
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<tbody>
<tr>
<td>Assessment of organisational capability to meet tender requirements</td>
<td>Acquire relevant information or documents to guide in computation of costs</td>
<td>Facilitate business negotiations with vendors to ensure business profitability</td>
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<tr>
<td>Specify relevant terms and conditions in quotation in accordance with organisational policies and guidelines</td>
<td>Compute costs required to cover the resources and time required to accomplish the scope of work based on tender specifications</td>
<td>Evaluate tender development and submission</td>
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<td>Consolidate costs and prepare quotation accurately using prescribed format and in accordance with instructions in tender specifications</td>
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<td>Formulate strategy to obtain optimum mix of reliability, costs and service from stakeholders</td>
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<td>Submit quotation to relevant personnel using prescribed mode of communication and in a timely manner</td>
<td>Collaborate and clarify with stakeholder to ensure contract and tender formulation and amendments are compliant with regulatory and organisational requirements for tenders</td>
<td>Review business contracts according to service level negotiated</td>
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<td>Collaborate with relevant stakeholders to ensure contract and tender formulation and amendments are compliant with regulatory and organisational requirements for tenders</td>
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