

Course 1 LESSON 28 SLED Post-Award

A short, visual introduction to post-award requirements in SLED contracting, covering when work can begin, how reporting and invoicing connect, key SLA and cybersecurity duties, and how contracts are closed out. Designed with simple explanations, flash-card-style learning, and image-led pages for fast understanding.



Created by **Collab P Learn**



Course Objectives

- Distinguish contract execution from a written Notice to Proceed and identify when work may legally begin under a SLED contract.
- Manage core post-award responsibilities by tying delivery, reporting, approvals, and invoices to the contract and Statement of Work.
- Recognize key compliance risks involving SLAs, cure notices, cybersecurity, subcontractor oversight, and contract closeout.

Skills and Knowledge

- SLED contracting
- post-award compliance
- contract management
- invoicing
- SLAs
- cybersecurity
- contract closeout

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1. Introduction

1.1. Welcome



Designed for contract managers, vendor project leads, and delivery teams working with State, Local, and Education agencies, this short visual module gives a fast, practical overview of post-award duties. You will learn when work can legally begin under a written Notice to Proceed, how reporting and accepted deliverables connect to invoice approval and payment, which performance and administrative SLAs and cybersecurity obligations to track, and the key steps for clean contract closeout, all presented in a flash-card visual format to make daily compliance easier

What You Will Learn



Master Contract Execution

Gain the expertise to distinguish between contract signing and the legal authority to start work, ensuring compliance from day one.



Streamline Reporting Processes

Unlock the ability to leverage reporting as a powerful tool to stay on top of contract obligations and avoid costly invoice rejections.



Enhance Invoice Accuracy

Learn how to navigate the invoicing maze effectively, reducing payment delays and maximizing cash flow through compliant documentation.



Boost Compliance Awareness

Become adept at spotting and managing compliance risks, including SLAs and cybersecurity, to keep your projects on track and secure.



Drive Effective Communication

Cultivate the skills to coordinate and communicate effectively with stakeholders, ensuring everyone is aligned and informed throughout the contract lifecycle.

2. Contract Execution vs. Notice to Proceed

2.1. Key Terms at a Glance



Use these concise, flash-card style definitions to confirm responsibilities and trigger the right actions during post-award work under SLED contracts. Each term includes a one-sentence definition, why it matters for contract performance, and a short, practical action to take.

Flip through 5 cards to review key post-award terms for SLED contracts.

Compliance Checklist

Ensures adherence to regulations.

- Verify all contract terms.
- Regularly update compliance documentation.

Performance Metrics

Measures contract success.

- Set clear KPIs.
- Review performance with stakeholders.

Reporting Obligations

Keeps communication clear.

- Schedule regular reports.
- Include progress and challenges.

Budget Management

Controls project spending.

- Monitor expenditures against budget.
- Adjust forecasts as needed.

Risk Assessment

Identifies potential issues.

- Conduct regular risk reviews.
- Develop mitigation strategies.

Review the key points on post-award requirements in SLED contracts, comprising 5 items.



SLED

Definition: State, Local, and Education government entities, the contracting environment that governs legal requirements and procurement practices. Why it matters: SLED agencies often include state-specific rules and attachments that change obligations and timelines. Action: Verify the agency type and check for any state or education-specific exhibits before relying on national templates.



Notice to Proceed (NTP)

Definition: A formal, written authorization that allows a vendor to begin billable work under the contract; signing the contract alone does not authorize performance. Why it matters: Any work performed before a written NTP is non-billable and exposes the vendor to full financial risk. Action: Do not start site work, subcontractor deployment, or charge billable labor until the agency issues a written NTP. If the NTP is delayed, notify the Contracting Officer in writing and document daily impacts.



Service Level Agreement (SLA)

Definition: Contractual standards that measure both service performance and administrative obligations the vendor must meet continuously. Why it matters: SLAs include performance metrics such as uptime and response times, and administrative metrics such as report timeliness; both carry penalties or credits when missed. Action: Maintain a shared SLA dashboard that tracks performance and administrative metrics side by side, and surface risks to the agency proactively.



Statement of Work (SOW)

Definition: The document that defines scope, deliverables, acceptance criteria, and timelines that govern all delivery activity under the contract. Why it matters: Every deliverable and invoice must trace back to the SOW; improvisation or undocumented changes create audit exposure. Action: Keep a live deliverable register tied to SOW line items, with due dates, owners, and current status for each deliverable.



Contracting Officer (CO)

Definition: The agency official or authorized procurement representative with legal authority to bind the agency and issue formal directives such as NTPs or cure notices. Why it matters: Only written actions from the CO or other authorized official have contractual effect; verbal directions carry no contractual weight. Action: Route requests for extensions, waivers, changes, and NTP clarifications through the CO in writing, and retain the CO response in contract records.

2.2. What NTP Requires First

Before any billable or protected work begins, verify a short set of contract-driven pre-conditions. Confirming these items protects payment rights, preserves audit evidence, and avoids performing at your own expense. Agencies will not treat performance as authorized until the written Notice to Proceed (NTP) is issued after these pre-conditions are met.

Review these cards for an essential overview of post-award requirements in government contracts, then take action accordingly.

NTP Essentials	Payment Protection	Authorized Performance
<p>Before any work can commence, ensure these pre-conditions are met:</p> <ul style="list-style-type: none">• Confirm all contract terms are understood.• Validate necessary project documentation.• Obtain the written Notice to Proceed (NTP).	<p>Meeting the NTP requirements safeguards your payment rights:</p> <ul style="list-style-type: none">• Avoid costs for unauthorized work.• Ensure compliance with government contracting rules.• Maintain thorough audit trails.	<p>Remember, performance won't be acknowledged until the NTP is issued:</p> <ul style="list-style-type: none">• No billable work should occur beforehand.• Notify your team to wait for official authorization.

Review the post-award requirements across 5 distinct tabs for contract compliance.

Insurance Validation

What to check: Required policy types and limits spelled out in the contract (for example, general liability, professional liability, and cyber liability), policy numbers, effective and expiration dates, and any required endorsements such as additional insured or waiver of subrogation. Evidence to collect: Certificate of insurance and endorsement copies, emailed confirmation from the agency or contracting officer that limits and endorsements satisfy the contract. Store these with the contract file and link them to the NTP request.

Bonding Requirements

What to check: Performance and payment bonds or other surety instruments required by the solicitation, with correct penal sums and surety signatures. Evidence to collect: Executed bond forms and the surety company contact information. Confirm the bond is accepted by the contracting officer before mobilizing.

Background Checks for Personnel

What to check: Contract language on required screenings, acceptable databases or vendors, clearance levels, and whether checks apply to primes and subs. Evidence to collect: Redacted screening confirmation, dated clearance certificates, and a roster of assigned personnel with clearance status. Keep a secure log for audit review.

Cybersecurity Attestations

What to check: Required attestations or certifications (for example, references to NIST SP 800 series or a specific state cybersecurity exhibit), incident notification obligations, and any required security plan or SOC report. Evidence to collect: Attestation letters, completed security exhibits, SOC2 or similar reports if requested, and written acceptance or acknowledgement from the agency. Remember the prime is accountable for subcontractor security posture as well, so flow down requirements and verify subs' attestations.

Contracting Officer Authorization

What to check: A formally issued, written NTP signed or authorized by the contracting officer or authorized official. No verbal directions substitute for the NTP. Evidence to collect: The signed NTP document, and any related COR or agency email confirming the NTP. Do not begin billable work, site access, or subcontractor deployment until you hold the written NTP. Mobilization that touches deliverables or agency systems counts as performance and is non-billable without the NTP.

QUESTION 1

What is the first essential pre-condition that must be verified before a Notice to Proceed (NTP) is issued?

- Cybersecurity attestations submitted and accepted
- Background checks cleared for personnel and subcontractors
- Insurance is validated
- Bonding is on file (when required)

3. Post-Award Contract Management Responsibilities

3.1. Post-Award Contract Management Responsibilities



After a written Notice to Proceed is issued, the signed contract and Statement of Work become the operational rulebook that governs every activity, deliverable, and invoice. Treat clauses as active instructions to follow, and make paperwork and schedules the working source of truth to avoid payment holds and audit findings.

Review the 5 key concepts related to post-award contract management and flip to learn more.

Notice to Proceed

This official document kicks off the project, signaling all parties to begin work according to the contract.

Operational Rulebook

The signed contract and Statement of Work are your primary guides. Follow these closely for all activities, deliverables, and invoicing.

Active Clauses

Treat contract clauses as instructions to implement. Ensure all actions align with these contractual obligations.

Paperwork as Truth

Use documentation, schedules, and contracts as your source of truth. This helps prevent payment delays and compliance issues.

Avoiding Audit Findings

Stay organized and adhere to contractual terms. Proper management of paperwork minimizes the risk of audit complications.

Swipe through 6 slides covering key post-award requirements for SLED contracts.

What activates obligations and what to confirm first

A signed contract alone does not authorize performance. A written Notice to Proceed is required before billable work, site access, or subcontractor deployment may begin. Confirm preconditions listed with the NTP, such as insurance, bonding, background checks, and cybersecurity attestations. Document the NTP date and track it against the contract performance period.

Turn the SOW into daily work guidance

Assign a named contract manager who is accountable for day to day compliance and a single point of contact for the agency. Maintain a live deliverable register that maps each SOW line item to a due date, an owner, and current status. Capture every agency approval, change, or waiver in writing. Maintain a formal risk and issue log and update it at each reporting interval. Verbal approvals carry no contractual weight in SLED contracts.

Reporting, invoicing, and the approval chain

Reporting is the documentary control that agencies use to verify performance before payment. Status reports, milestone confirmations, SLA metrics, risk logs, and security attestations are common required items. Clean, timely reports reduce invoice holds. Invoicing follows a multi step approval chain; common rejection reasons include the wrong invoice format, missing milestone references, billing outside the approved period, and charges incurred before the NTP. Use an internal invoice checklist that ties each billed line to SOW evidence.

Manage SLAs and administrative duties in parallel

Track both performance SLAs (uptime, response times, error rates) and administrative SLAs (report timeliness, invoice accuracy, CO response times). Administrative SLA misses are a leading cause of penalties and payment delays, even when service delivery is strong. Maintain an SLA dashboard that shows both categories in real time.

Responding to cure notices and corrective action plans

If the agency issues a cure notice, act quickly. Submit a corrective action plan that names the issue, identifies root cause, lists specific corrective steps with owners, sets measurable milestones, and explains prevention measures. Timely, specific responses preserve contracts more often than disputing the notice.

Contract closeout actions that protect final payment and future eligibility

Closeout is a distinct, required process. Typical steps include written final acceptance of deliverables, submission and approval of the final invoice, required security certification, data return or destruction per contract, and records retention per the schedule. Incomplete closeout often appears in SLED audit findings and can affect future contract responsibility determinations.

3.2. Track Deliverables Against the SOW

Deliverable Register

A clear, live deliverable register turns the SOW into an operational checklist you can use to prove performance and to support invoices and acceptance. Treat each SOW line item as a record in the register, and keep due date, accountable owner, and current status visible at all times. Because agencies use reports to verify work before releasing payment, tie invoices directly to the register entries and the acceptance evidence to avoid holds or rejections.

Explore these 4 key concepts about the Deliverable Register in your post-award management, and flip to learn more.

Deliverable Register

A Deliverable Register tracks all items in your SOW. It acts as an operational checklist for ensuring compliance and performance.

Key Components

Include:

- Due date
- Accountable owner
- Current status These elements help to keep the delivering process organized and on track.

Link to Invoices

Tie your invoices directly to the Deliverable Register. This practice facilitates smooth payment processing and mitigates potential hold-ups.

Performance Evidence

Attach acceptance evidence to each register entry. This documentation is crucial for verifying work done before payment authorization.

Explore key points on post-award requirements across four tabs for a quick overview.

Minimum Fields

- SOW reference: exact exhibit, section, or line item identifier for traceability.
- Deliverable title and short description: one sentence that matches contract language.
- Acceptance criteria: the objective test or deliverable artefacts the agency must accept.
- Due date and calendar anchor: hard date with timezone and any milestone window.
- Owner (name and role): the single person accountable for delivery and status updates.
- Current status: small controlled set of values (Not started, In progress, Submitted, Under review, Accepted, Rejected, Overdue).
- Evidence links: file names, report IDs, or URL to the acceptance packet.
- Acceptance date and signer: who accepted and when, stored as written evidence.
- Billing reference: invoice line or milestone ID that can be used when creating an invoice.
- Last updated and change log: who changed the record and why.

Operational Rules

- Keep one authoritative register shared with the agency when contract terms require it. Update at every reporting interval.
- Never rely on verbal approvals. Capture any agency decision, waiver, or scope adjustment in writing and attach it to the record. Verbal direction carries no contractual weight in SLED contracts.
- Link each invoice submission to the register entry and the acceptance evidence, because missing deliverable references are a common cause of invoice rejection.

Maintenance Cadence

- Update frequency: at least weekly, and always after any deliverable submission, agency review, or change.
- Status changes: require short rationale and evidence link for any change from Submitted to Under review, or Under review to Accepted/Rejected.
- Version control: keep immutable snapshots of the register at every reporting period so auditors can see the historic state.
- Escalation path: define who is notified automatically when a deliverable becomes Overdue, Rejected, or when acceptance is not received within the contract review window.

Practical Tips

- Start every deliverable record with the exact contract text, then add your operational details.
- Use short, consistent status values and a mandatory evidence field for Submitted and Accepted states.
- Run a weekly register review with the contract manager and the agency POC when appropriate. Early disclosure of schedule or quality risk usually leads to cooperative remedies rather than penalties.
- Archive written agency approvals with the corresponding deliverable record to support closeout and future audits.

SOW Reference	Deliverable Title and Short Description	Acceptance Criteria	Due Date and Calendar Anchor	Owner (Name and Role)	Current Status	Evidence Links	Acceptance Date and Signer	Billing Reference	Last Updated and Change Log
Exhibit B, 2.3	Security Plan - A comprehensive security plan outlining protocols.	Agency-signed security plan, includes encryption settings, access matrix, and incident response contact list.	2026-07-01	Alex Rivera, Program Manager	Submitted	SecurityPlan_v1.pdf, Email_to_CO_2026-06-28.eml	Pending	Milestone 2	Last updated by Alex Rivera on 2026-06-28, provided rationale for submission.
Exhibit A, 1.2	Project Charter - Outlines project scope and objectives.	Final charter with stakeholder signatures and objectives.	2026-05-15	Maria Lopez, Project Lead	Accepted	ProjectCharter_v1.doc, AcceptanceEmail_2026-05-16.eml	2026-05-16, John Smith	Milestone 1	Updated by Maria Lopez on 2026-05-16, archived acceptance email.
Exhibit C, 3.5	Risk Management Plan - Details risk assessment strategies.	Plan must identify potential risks and mitigation strategies.	2026-08-10	James Taylor, Risk Analyst	In progress	RiskManagementPlan_draft.pdf	Pending	Milestone 3	Last updated by James Taylor on 2026-07-01, noted progress update sent.

QUESTION 1

What is the minimum field required to ensure traceability in a deliverable register according to the SOW?

- Deliverable title and short description
- SOW reference
- Owner (name and role)
- Evidence links

4. Reporting Obligations and Documentation

4.1. Reporting Obligations and Documentation



Agencies rely on reporting as an enforceable control to confirm that contracted work actually happened before funds are released. Timely, accurate reports reduce invoice holds, limit downstream audit exposure, and protect payment flow by making performance traceable to the SOW and milestone rules in the contract .

Review the following three areas related to post-award requirements for SLED contracts and enhance your understanding.

Reporting Importance

Timely and accurate reporting is crucial for proving that contracted work was completed. This not only enables payment flow but also builds trust with funding agencies.

Invoice Processing

Effective reporting minimizes invoice holds, allowing for a smoother payment process. Ensure all documentation aligns with the contract's Statement of Work (SOW) and milestone requirements.

Audit Preparedness

Consistent and precise reporting reduces the risk of audits. Being transparent in your performance records protects both you and the agency from potential compliance issues.

Invoice Preparedness

Ensure all required reports and supporting documentation are complete and correct before submitting an invoice. This includes milestone confirmations, backup evidence, and adherence to invoice formatting to minimize hold risks.

Review these five key points on post-award requirements to minimize invoice hold risks.



Reporting functions as payment control

Reporting provides documentary evidence that an obligation was met, which is the usual gate the agency uses to approve an invoice. Missing, late, or inaccurate reports trigger extra review and are among the leading causes of invoice rejection and payment holds in SLED contracting. Administrative SLAs that govern report timing and format are enforceable and can produce penalties or holds even when service quality is good.



Common report types you should track

- Status reports tied to SOW line items, showing progress, dates, and owners. - Milestone confirmations or written acceptance for deliverables you plan to invoice. - Performance metrics and SLA evidence for the reporting interval, with raw data or logs where required. - Risk and issue logs that document problems and mitigation steps; agencies expect active tracking rather than silence. - Security attestations or incident reports when contracts include cybersecurity obligations; late notifications carry contractual risk.



Typical causes for invoice rejection

- Wrong invoice format, missing numbering, or missing contract references. - Absent or nonmatching deliverable or milestone references for billed items. - Billing outside the approved period of performance or billing for work done before the Notice to Proceed date. - Insufficient backup documentation for the billed line items. These compliance errors cause more payment delays than performance problems alone.



Practical checklist before you send an invoice

1. Confirm the related milestone or deliverable has written acceptance or a milestone confirmation in your records.
2. Attach required backup that maps each invoice line to supporting evidence: timesheets, acceptance emails, test reports, or screenshots as relevant.
3. Match invoice dates to the period of performance and the NTP date. Exclude any pre-NTP work unless the contract explicitly allows it.
4. Verify invoice format, numbering, and required contract references against the agency template. Create an internal review checklist and pass every invoice through it before submission.
5. Maintain and share an SLA dashboard that tracks both performance and administrative SLAs so reporting risks surface early.



If an invoice is rejected

Request the specific rejection reason in writing immediately, correct only the identified issue, and document the rejection, your correction, and the resubmission date. Pattern rejections indicate a systemic problem that should be fixed upstream rather than doing ad hoc corrections each cycle.

4.2. Required Report Types

These five report types are the routine documentary evidence agencies use to verify work, manage risk, and authorize payment. Each report has a clear purpose, expected contents, and common pitfalls to avoid because late or incomplete reports often trigger invoice holds and extra scrutiny .

Explore the essential post-award reports, their purposes, and common issues to avoid.

Report Types	Purpose of Reports	Common Pitfalls
<p>Understand the five essential reports required post-award:</p> <ul style="list-style-type: none">• Status Reports• Financial Reports• Performance Metrics• Compliance Reports• Invoice Submission	<p>Each report serves a critical function in:</p> <ul style="list-style-type: none">• Verifying project progress• Managing financial risk• Authorizing payments for services rendered	<p>Avoid these common mistakes:</p> <ul style="list-style-type: none">• Late submissions leading to payment delays• Incomplete reports triggering extra scrutiny• Missing key information affecting project oversight

Swipe to learn about post-award requirements, including status reports and milestone confirmations across 5 slides.

Status reports, what to include and why they matter

Purpose: Show progress against SOW line items and scheduled tasks. Agencies use them to confirm work occurred before they approve related invoices.

Typical contents: short executive summary, progress against each SOW deliverable, percent complete, schedule variances, upcoming activities, decisions required, and attachments such as acceptance notes or timesheets when relevant.

Frequency and form: Follow the contract reporting cadence exactly. Never consolidate cycles without written contracting officer approval, even if the work feels complete.

Milestone confirmations, how to document acceptance

Purpose: Provide written verification that a deliverable or milestone was completed and accepted, which is usually a precondition to invoicing for that milestone.

Typical contents: deliverable identifier (SOW reference), acceptance language or signoff from the agency, date of acceptance, any residual minor tasks, and the name and title of the approving official.

Best practice: Keep acceptance correspondence, not just verbal acknowledgments. Verbal approvals carry no contractual weight in SLED contracting.

Performance metrics, what to track and present

Purpose: Demonstrate SLA compliance for the reporting period, both for technical performance and administrative SLAs such as report timeliness and invoice accuracy.

Typical contents: metric definitions, measured values for the period, trend lines or comparisons to prior periods, thresholds for credits or penalties, and supporting logs or screenshots for technical metrics.

Reporting note: Include both performance SLAs and administrative SLAs on a single dashboard so reviewers see the full compliance picture.

Risk and issue logs, maintain them as active records

Purpose: Record known problems, mitigation actions, owners, and status so the agency can track risk posture as work progresses.

Typical contents: issue description, impact on schedule or cost, severity rating, mitigation steps, owner, target dates, and history of actions taken.

Operational rule: Update the risk and issue register at every reporting interval. Undocumented problems become vendor liability in audits and disputes.

Security attestations, what agencies expect

Purpose: Provide formal certification that required cybersecurity controls and notifications are current, and that incident reporting obligations are understood and met.

Typical contents: attestation form or certification, references to applicable frameworks (for example, NIST where invoked by the contract), date, and signature of an authorized security official.

Critical point: Cybersecurity is continuous, not a one-time checkbox. Late breach notification often causes more contractual damage than the incident itself.

Report Type	Purpose	Typical Contents	Frequency/Form	Best Practice
Status Reports	Show progress against SOW line items and scheduled tasks.	Executive summary, progress, percent complete, schedule variances, upcoming activities.	Follow the contract reporting cadence.	Use measurable statements linked to SOW reference.
Milestone Confirmations	Provide verification of completed and accepted deliverables.	Deliverable identifier, acceptance language, date, residual tasks, approving official.	Document acceptance as received.	Keep written acceptance correspondence.
Performance Metrics	Demonstrate SLA compliance for the reporting period.	Metric definitions, values, trend lines, thresholds, supporting logs.	Reported periodically as defined in the contract.	Include performance and administrative SLAs together.
Risk and Issue Logs	Track known problems, mitigation actions, owners, and status.	Issue description, impact, severity rating, mitigation steps, owner.	Updated at every reporting interval.	Record all issues to avoid liability.
Security Attestations	Certification of cybersecurity controls and obligations.	Attestation form, references to frameworks, date, security official signature.	Submitted as required by the contract.	Understand continuous cybersecurity obligations.
Action Checklist	Prevent invoice holds.	Link reports to SOW, obtain written acceptance, measurable metrics, update logs.	As per contract requirements.	Submit attestations early.

QUESTION 1

What is the primary purpose of a status report in SLED contracting?

- To confirm work occurred before approving invoices
- To document cybersecurity controls
- To notify agencies of risk issues
- To track performance metrics

5. Invoicing Mechanics and Approval Flow

5.1. Invoicing Mechanics and Approval Flow



A predictable approval chain links performance, required reports, agency review, and payment. When every gate is clear, invoices move quickly; when paperwork or timing fail, payments pause even if performance is strong. Use the sequence below to align internal controls and agency expectations.

This overview consists of three sections; expand each to learn about post-award requirements.

Approval Process

The approval process is crucial for smooth operations. Ensure the following steps are followed:

- Performance is met
- Required reports are submitted
- Agency reviews are completed

Clear Communication

Stay in touch with the agency to ensure all expectations are aligned. Key points include:

- Discuss requirements upfront
- Confirm deadlines for submissions
- Address issues promptly to avoid delays

Invoice Management

Efficient invoice management is essential for timely payments. To facilitate this:

- Ensure all documentation is complete
- Submit invoices consistently
- Track the approval chain to identify potential holdups

Key takeaway

Always include comprehensive documentation that links clearly to each billed line in your invoice. This reduces queries and expedites the approval process.

Explore the 4 key points on post-award requirements for easy comparison.

Approval Chain

Agency review usually begins with documented deliverable acceptance and the performance evidence that supports the invoice. Agencies rely on reports and milestone confirmations to verify work before they approve payment.

Common Compliance Failure Points

Missing or late required reports. Agencies treat reports as documentary proof of performance and will hold invoices until reports are current. Improper invoice format or numbering. Small format errors cause rejections or routing delays. Absent deliverable or milestone references. Every billed line should point to the SOW item or accepted milestone. Billing outside the approved period of performance or before the Notice to Proceed. Such charges are nonbillable and invite clawback or rejection.

Vendor Controls to Prevent Holds

Internal preflight checklist. Verify NTP date, accepted deliverable evidence, report submission status, invoice format, SOW line references, and required backup (timesheets, acceptance letters, or test reports depending on contract type) before submitting. Maintain a live deliverable register that records acceptance dates and owners. Link each invoice line to a register entry so reviewers can cross-check quickly. Treat administrative SLAs as mandatory. Track report deadlines and invoice turnaround times alongside performance SLAs to avoid avoidable penalties.

Practical Checklist for Every Invoice Cycle

Verify NTP and period of performance alignment. Confirm required reports and acceptance evidence are on file. Check invoice numbering, format, and SOW references. Attach supporting documentation tied to each line item. Log submission, expected review dates, and follow up commitments.

5.2. Service Level Agreements: Both Types Matter

Performance vs Administrative SLAs

Performance and administrative SLAs measure two different duties that both carry real financial risk. Performance SLAs track service quality such as uptime and response times. Administrative SLAs track contract management tasks such as report deadlines, invoice format, and document delivery, and failures in that category often cause money to be withheld or penalties to be applied even when service delivery is strong.

Explore these 4 key concepts on SLAs for contract management and flip for details.

Performance SLAs

Performance SLAs focus on the quality of service delivery. Key metrics include uptime, response times, and overall service effectiveness.

Administrative SLAs

Administrative SLAs pertain to compliance with contract management procedures. Essential tasks include timely reports, correct invoice formats, and document deliveries.

Financial Implications

Both SLAs carry financial risks. Failing to meet administrative SLAs can result in withheld payments or penalties, regardless of service performance.

Importance of Tracking

Consistently monitoring both SLAs helps avoid pitfalls. Effective management of performance ensures service quality, while strong oversight of administrative tasks maintains financial health.

Review these key takeaways regarding post-award requirements, with 4 essential points to understand.



Performance SLAs

What they measure: system uptime, response and resolution times, defect or error rates, and restoration after incidents. Meeting these keeps the service operating to the agency standard. Failure typically leads to service credits, liquidated damages, or price reductions tied to the measurable shortfall.



Administrative SLAs

What they measure: timely submission of required reports, correct invoice format and backup, delivery of required documentation, and responsiveness to contracting officer communications. These are process obligations, not direct measures of technical performance.



Cure notices and escalation

Agencies usually prefer correction before termination. A cure notice gives a deadline to fix the problem. If the vendor fails to respond with a credible corrective action plan, payment suspension, scope reduction, or termination for default can follow, any of which has financial consequences beyond immediate penalties.



Actionable controls to limit financial risk

Map SLAs into an operational dashboard that shows both performance metrics and administrative deadlines side by side, updated each reporting cycle. Build a pre-submission checklist for every report and invoice that verifies format, backup, and linkage to SOW line items. Treat checklist failures as a red flag for resubmission risk.

QUESTION 1

What typically results from a failure to meet performance SLAs?

- Payment suspension until corrections are made
- Automatic credits or deductions from future payments
- Issuance of a formal notice before any penalties apply
- Increased invoice review time

5.3. Final Quiz - SLED Post-Award Essentials

QUESTION 1

What document formally authorizes work to begin under a SLED contract?

- The Notice to Proceed (NTP)
- The Statement of Work (SOW)
- The Contract Execution Document
- The Compliance Checklist

QUESTION 2

Explain why reports must be submitted before invoices are approved.

QUESTION 3

Which of the following is often overlooked by vendors, resulting in penalties?

- Risk Management Frameworks
- Performance SLAs
- Deliverables Acceptance Criteria
- Administrative SLAs

QUESTION 4

What is the significance of responding promptly to a cure notice?

QUESTION 5

Which obligation continues throughout the contract duration, including the closeout phase?

- Cybersecurity requirements
- Performance SLAs only
- Administrative responsibilities solely
- Invoice accuracy prompts

6. Summary

6.1. Summary

Congratulations on completing the SLED Post-Award course! This course provided a concise, visual introduction to the essential requirements involved in managing post-award processes for State, Local, and Education (SLED) contracts. By leveraging simple explanations and flash-card-style learning, you were equipped with the tools needed to handle the complexities of contract execution, reporting, invoicing, compliance, and closeout effectively.

Course Overview:

The SLED Post-Award course included:

- **Understanding Key Concepts:** Differentiated between crucial terms like Notice to Proceed (NTP), Statement of Work (SOW), Service Level Agreements (SLA), and the significance of cybersecurity compliance under NIST frameworks.
- **Post-Award Management:** Focused on the core responsibilities after contract execution, including tracking deliverables, maintaining written approvals, and proactively managing risks and issues.
- **Reporting and Documentation:** Emphasized the critical links between accurate reporting and invoice processing, alongside the consequences of delays and inaccuracies.
- **Invoicing Mechanics:** Offered insights into the structured approval channels for invoices and highlighted typical pitfalls that can lead to rejections.
- **Compliance and Risks:** Covered the importance of managing SLAs, responding to cure notices effectively, and understanding administrative vs. performance obligations.
- **Cybersecurity Duties:** Addressed ongoing cybersecurity responsibilities and the prime contractor's accountability for subcontractor compliance.
- **Contract Closeout:** Provided a thorough understanding of the final steps necessary to ensure a clean closeout, including documentation needed to avoid audit exposure.

Course Objectives:

Upon completion of this course, you should be able to:

- Distinguish contract execution from a written Notice to Proceed and identify when work may legally begin under a SLED contract.
- Manage core post-award responsibilities by tying delivery, reporting, approvals, and invoices to the contract and Statement of Work.
- Recognize key compliance risks involving SLAs, cure notices, cybersecurity, subcontractor oversight, and contract closeout.

This course empowers you to not only manage SLED contracts effectively but also to ensure compliance, mitigate risks, and foster a solid foundation for future contracts. Excellent work!

This course consists of 6 sections. Please expand to review the summaries for each individual section.

1: Introduction to Course

- Overview of the course objectives and structure.
- Introduction to key concepts and learning outcomes.

2: Fundamental Concepts

- Exploration of important foundational theories.
- Discusses essential terminology and principles.

3: Practical Applications

- Application of concepts learned in real-world scenarios.
- Case studies highlighting effective use of skills.

4: Advanced Techniques

- Delve into more complex methods and strategies.
- Focus on innovative approaches and tools in the field.

5: Challenges and Solutions

- Identifies common challenges faced in practice.
- Offers practical solutions and troubleshooting techniques.

6: Summary and Review

- Recap of the major themes and takeaways from the course.
- Guidance on next steps and further learning opportunities.

Further Readings

If you would like to find out more information about this course, follow the links below:

- [Procurement and Contract Management Cybersecurity](#)
- [ID.SC-3: Contracts with suppliers and third-party partners ...](#)
- [Top Contract Tips for IT Service Providers: Avoid These ...](#)
- [Publications | CSRC - NIST Computer Security Resource Center](#)
- [Avoiding Third-Party Cybersecurity Risks with Vendor ...](#)