

# *Getting What You Want: System Contract Negotiation*



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*"Unleashing the Power of Technology"*



# Setting Expectations



Let's have an interactive conversation

- Why are you here?



- What do you hope to learn?



# *The Steps*

- Setting the Stage
- Documentation the Process
- Building the Statement of Work
- Verifying compliance
- Taking Title
- Wrapping up



# *Setting the Stage: Knowing What You Want*



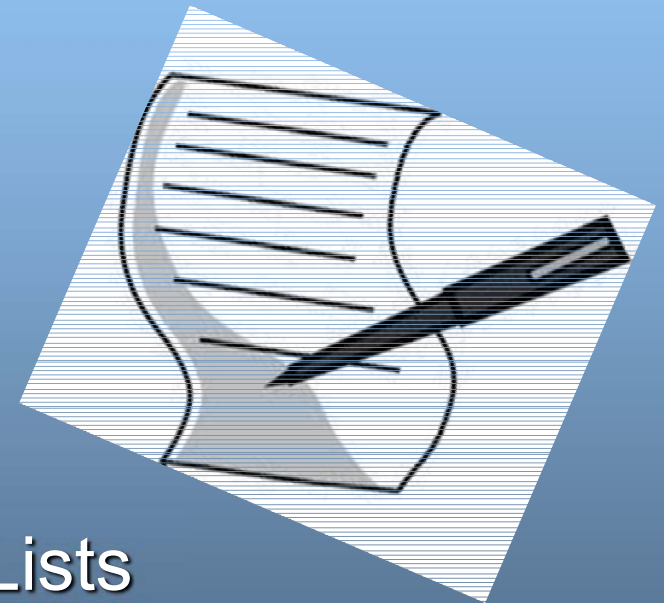
- Develop Your Team
- Establish a “Chain of Command”
- Create a Roadmap
- Define Expectations



# *If It Is Not In Writing, It Does Not Exist*



- Precedence of Documentation
- Clear Responsibilities
- Named Staff / Key Personnel
  - Rights to change
- Use Plain Language
  - Even for common terms
- Require Detailed Equipment Lists
- Title and Title Transfer
- Confidentiality



# *The Statement of Work; Your Roadmap to Completion*



- Three Critical Components
  - The Implementation Plan
  - The Schedule
  - The Responsibility Matrix
- Each should be clear and concise
  - Proposal “Sales-ey” language should be avoided



# *Test Plans; If it can not be measured, It can not be assured*



- Test to the proposed design as well as the standard features
- It is your right to have every feature tested
- Define criteria for success
  - And the requirements if failed
- Define requirements and allowances for retesting
- Define which tests are separable and which are not
- Tightly define coverage, voice quality, message success, and other performance tests



# *Taking Ownership:* *System Acceptance, Beneficial Use, and Warranty*



- Define System Acceptance
  - Avoid unintended acceptance
- Define Beneficial Use
  - or “use for intended purpose”
- Define warranty start, and maintenance responsibilities during;
  - Implementation, Testing, Test Use,
  - And Inadvertent Use
- Define warranty/maintenance requirements and allowances





# *Negotiation: It's Not a Contest*



- A successful implementation can not start if one side “loses” during negotiations
  - For success both sides must come to agreement
- Negotiation failures are rarely a success for anyone
- Know your parameters and limits
  - Know when to call it quits





# Q & A, Discussion



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# *Expectations Reviewed*



*Negotiation:*

*You can't always get what you want*

*But if you negotiate right,*

*You can get what you need!*



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