



Illinois Department of Corrections

Administrative Directive

Number: 02.20.182	Title: Contract Monitoring	Effective: 9/1/2021
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Authorized by:	<i>[Original Authorized Copy on File]</i> Rob Jeffreys Director
Supersedes:	02.20.182 effective 7/1/2002

Authority: Illinois Procurement Code, 30 ILCS 500/1-1, et seq.	Related ACA Standards: 5-ACI-1A-17 - 18
Referenced Policies:	Referenced Forms:

I. POLICY

The Department shall monitor all contracts except major construction contracts awarded by the Capital Development Board.

II. PROCEDURE

A. Purpose

The purpose of this directive is to define the responsibility for monitoring services rendered pursuant to written contracts.

B. Applicability

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department.

C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. General Provisions

1. The Chief Administrator shall monitor all contracts for services. This shall include ensuring services rendered meet specifications and that contractors provide only those services authorized by the contract or by the Chief Administrator and in the manner specified by the terms of the contract.
2. The Chief Administrator shall contact Procurement and/or Contract Monitoring in Springfield to determine appropriate action if problems are not resolved.

F. Requirements

1. **Monitoring Process**

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Monitoring procedures shall be developed and implemented within 30 calendar days following the date the contract is signed by the Director, or in the case of local contracts under \$10,000, by the Chief Administrator.

- a. The Business Administrator shall monitor all contracts to ensure contract billings are reconciled with sign-in sheets and other reports relevant to services provided. Monitoring of operational aspects of contracts shall be assigned to appropriate positions in the facility.
- b. The Chief Administrator shall assign an individual to monitor each contract. This individual shall be titled Monitoring Coordinator.
- c. The Monitoring Coordinator shall:
 - (1) Develop individual monitoring procedures for each contract for which he or she is assigned.
 - (2) Identify, by position title, the on-site staff member assigned to monitor specific duties of the contractor.
 - (3) Assign monitoring tasks to staff who are employees of the Department and who have expertise in the area of services being provided or who have proximity to visually confirm services being rendered.
 - (4) Ensure each specification of the contract is monitored.
- d. The following are examples of recommendations for assignments:
 - (1) The Health Care Unit Administrator or the Assistant Warden of Programs may be assigned to monitor medically related services. Comprehensive healthcare monitoring procedures and standardized forms are established and are available through the Office of Health Services. Use of these forms is required.
 - (2) The Chief Engineer may be assigned to monitor maintenance related services.
 - (3) Correctional officers may be assigned to monitor services such as garbage removal and pest control.
- e. Monitoring standards shall include a statement to identify:
 - (1) Who will be assigned to monitor identified specifications referenced by title and name;
 - (2) How the specification is to be monitored;
 - (3) How often the services will be monitored;
 - (4) Documentation used to support services rendered; and
 - (5) To whom the monitoring reports will be submitted and how often, for example, daily, weekly or monthly.

NOTE: Each monitoring standard statement shall be referenced by number to the specification being monitored. **Example:** Statement #1 - Monitors Specs. #1, 2, 6 and 7.

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2. Reporting Procedures

- a. The facility Monitoring Coordinator shall:
- (1) Immediately report critical violations of contract specifications to the Chief Administrator. Major incidents, such as security violations, shall be reported immediately to the respective Deputy Director.
 - (2) Coordinate the drafting and submission of formal vendor complaints; involving Contract Monitoring in Springfield, as appropriate.
 - (3) Prepare and submit a written report quarterly to the Chief Administrator and the Business Administrator.
- b. Quarterly reports shall detail identified problems with contractors not meeting specifications. If the Quarterly Report cites negative performance, a follow-up report covering those areas identified as deficient shall be submitted each month until the problems are resolved to the satisfaction of the Chief Administrator.
- c. The format for the Quarterly Contract monitoring report may be in the form of a memorandum to the Chief Administrator or a summary report. In all cases, the report shall contain, at minimum, the following information:
- (1) Contractor's name;
 - (2) Contract number and dollar amount;
 - (3) Brief description of services;
 - (4) Summary of all problems identified through the monitoring of the contract as reflected on contract monitoring compliance reports, including any vendor complaints;
 - (5) The description of the corrective action taken to resolve the problems;
 - (6) Other recommendations by the Monitoring Coordinator, if applicable; and
 - (7) The name, title and signature of the Monitoring Coordinator.
- d. Quality Assurance Committee reports may be a part of monitoring reports.
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