

Contract management solution

Modernizing contract intake, procurement, and oversight

Built for State Agencies. Designed to scale everywhere.



The challenge

Public sector agencies often manage contracts through a patchwork of emails, spreadsheets, and disconnected systems. This makes it difficult to:

- Maintain visibility into contractual obligations across divisions and contract types
- Understand ownership, status, and approvals throughout the contract lifecycle
- Produce timely, accurate reports for leadership, auditors, and legislative bodies
- Defend decisions and demonstrate compliance with confidence

At a state government organization, a statewide audit brought these challenges into sharp focus, revealing limited visibility into binding agreements managed outside the State's ERP and a heavy reliance on email and institutional knowledge to create, manage, and track contracts.



The RSM contract management solution

RSM delivered a modern, configurable Contract Management Solution (CMS) that replaces fragmented, manual processes with a single, structured system and brings clarity, consistency, and accountability to the full contract lifecycle.

The solution combines guided intake, automated routing, lifecycle tracking, document management, and real-time reporting into a scalable model designed for public sector procurement and grants management.



How the solution works

Guided contract intake

A centralized intake portal replaces ad hoc email requests with a structured, self service experience that:

- Collects complete, standardized information upfront
- Dynamically adapts questions based on procurement need and responses
- Reduces rework by eliminating incomplete or misrouted requests

Intelligent back office processing

Procurement and contracts teams manage work through a centralized CMS application that:

- Reviews and validates intake submissions
- Converts requests into the appropriate procurement records (e.g., RFx, Agreements)
- Preserves a clear separation between requestor input and procurement decision making

Automated routing & business logic

Thousands of embedded, configurable business rules instantly:

- Route requests to the correct team (e.g., Procurement, Parks Procurement, Specialty Contracts, or Grants & Contracts) based on responses provided during intake
- Account for dollar thresholds, funding sources, statutes, and special conditions
- Reduce manual triage and accelerate processing timelines
- Align contract financial data with what exists in the State's ERP system via daily integration, including encumbered and billed amounts

Built for security, compliance, and accessibility

- Aligned with State security standards
- Supports accessibility requirements for user facing portals

Maintains complete audit trails with clear timelines and approvals

Full lifecycle visibility

From intake through execution, amendment, and renewal, the system captures:

- Original request details and final contract values
- Contract amendments, extensions, and renewals over time
- Supporting documentation, automatically generated, organized, and version controlled

Integrated document management ensures contracts remain accessible, traceable, and audit ready throughout their lifecycle.

Reporting & oversight

What once took months of manual effort can now be produced instantly and with confidence. Real time dashboards and refreshable reports provide:

- Visibility into contractual commitments and maximum liability
- Insights by division, county, and contract type
- Clear views into timelines, workload, and process bottlenecks through the entire lifecycle of the contract
- Faster, more reliable responses to legislative and executive inquiries

Why it's different

- **Configurable, not rigid** – adapts to each team's rules and processes, as well as legislative requirements by contract type
- **Scalable** – proven in a complex, multi division state environment
- **Platform based** – built leveraging Microsoft Power Platform tools organizations already trust
- **Experience driven** – designed by teams with deep understanding of procurement in public sectors

Click here to bring clarity and accountability to your contracts — explore the platform.

Assurance, Tax and Consulting

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