



Contract Management System Processes and Procedures

Communications Management

► Who is involved in managing this new system?

Business Unit Owner:

Department of Personnel & Administration
Office of the State Controller
Office of Contract Administration

Business Owner:

Brenda Lujan
Director, Office of Contract Administration
633 17th Street, Suite 1520
Denver, Colorado 80203
Phone: 303.866.5703
Email: brenda.lujan@state.co.us

OIT Technical Support

EAS – Enterprise Application Services

► Who do I contact for help?

Every agency or institution of higher education (IHE) has a designated **Single Point of Contact** (SPC). End Users should always contact their SPC first with questions or issues. The list of SPCs is available on the Office of Contract Administration link from Office of the State Controller's Website: <http://www.colorado.gov/dpa/dfp/sco/contracts.htm>

Steps to get help:

1. The End User contact's their agency/IHE Single Point of Contact.
2. If necessary the SPC will contact the Office of Contract Administration.
3. The Office of Contract Administration facilitates the resolution by contacting the CMS vendor or OIT staff.
4. The SPC is notified of the resolution.
5. The SPC follows-up with the End User.