OPS Contracts Module

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About This Mural

This mural is for anyone attempting to help OPRE design a "contracts module" for its future system. Its goal is to make it easier to understand what users need in the future system and why, and to make it easier to consult existing research when questions arise.

Research Now	Pretty much everything we've learned about contracts at OPRE: the lifecycle of a contract from idea to award; its connection to other concepts like CANs, projects, contracts, and budget lines; how we and future system owners and admins for OPRE use to manage contracts; major pain points; and questions.
Hypothesized Solution Next	Drawing on what we've learned and observed, this mural also contains what we think OPRE needs in its future system to manage contracts and budgets, in the form of decisions, user stories, and data plans.

This mural does NOT focus on invoicing, procurement, or Congressional reporting.

Research

Background on contracts at OPRE

See Life cycle of a contract Section 2

User feedback on contracts in MAPS

See User feedback by module Section 3

Projects vs agreements/contracts

See User research activity summary Section 4

Relationship between CANs, projects, contracts, and budget lines

See Relationship diagrams Section 5

Current state

Viewing a contract

MAPS Contract Page Section 1

Description:
The main page to **view contract info**. The page a user gets taken to when they click on a CID Name for a contract to see details about the contract

Who uses this?

Budget Officers

Project Leads / CORs

What for?

To check and/or update contract info.
To create and/or update budget lines.

To get budget info/status.
To enter invoices.
To initiate AAPs (acquisition action plans).

When / How often?

This is a textbox...

At least monthly.

What data is on this page?

"Contract info"	Project Title	Contract Name	Contract Number	Task Order Number	PO Number	Acquisition Vehicle (aka Acq Type)	Contract Type	Proc Fee %	Product Service Code	COR	Non-COR / Contractor	Start Date	End Date	Proc Shop Specialist
											Display as FALSE or TRUE (checkbox) or Non-COR/Contractor (text)			
"Vendor info"	Vendor Name	Vendor DUNS	Vendor Address	Vendor Contact	Contact Phone	Contact Email	Vendor Head of Contracts	Head of Contracts Phone	Head of Contracts Email					
Other	Contract Status	Date Closed	Closed Memo											
"Budget line info"	Budget Lines	FY	CLIN # / CLIN Name	Line Description	Comments	Date Needed	CAN	Amount	Status	Award Action Type	Extended POP To	AAP #		
				Needs context: Should we show the budget line description here? Or is that only relevant when editing budget lines?						When do you care about this info?	When do you care about this info?	When do you care about this info?		
Proc Award	Date Obligated	POP Starts	POP Ends	Object Class Code	Invoice Line #	Mod #	Proc Fee Amount	Certified						
		When do you care about this info?	When do you care about this info?	When do you care about this info?	What is this?	What is Invoice Line # for?	When do you care about this info?							
Proc Award	Date Obligated	Funds Expire On	Time To Complete Fly	Invoice to Date	% Spent	Available Balance	Closed By							
			How helpful is Time to Complete?											

What data is NOT on this page?

New Project (Contract) Template														
MAPS Non-Budget Line Data	Proc %	Fee Doc #	Fee Payment Ref #											
	Why is this not in MAPS? Should we be tracking it in MAPS?	What is this?	What is this?											
Project Trackers														
MAPS Contract Budget grid	Budget ID	Proc Fee Rate	Mod Type	Proc Fee Pay Ref #										
		Same as Proc %	Same as Award Action Type?	Same as Fee Payment Ref #										
MAPS CAN Budget Summary Tool (Excel)														
MAPS Contract Status Report (Powerpoint)	Total Budget	Total Awarded to Date	Balance Not Yet Awarded	Budget subtotals by FY										
	Sum of all budget lines entered for a contract	Funds that are obligated and certified (in past, current, or future years) to a vendor.	Funds that are not yet obligated and certified (current, future years) to a vendor.											

What actions can a user take from this page?

General	Budget Officer only	Move (to a different) Project	Edit Contract Info	Close Contract			COR / Project Lead							
Financial	Budget Officer only	Create New Budget Line	Edit Duplicate / Delete Budget Line	Update Budget Lines from Invoices			COR / Project Lead	Create New Invoice	View Existing Invoices	View Invoices for a Budget Line	View Contract Status Detail Report	View Contract Status Summary Report		
Procurement	Budget Officer only	Update Budget Mods					COR / Project Lead		View Existing Mods	Group Budget Lines into an AAP	Manage CLINs			

What actions can a user NOT take from this page?

MAPS Contract Budget grid	What?	Mark Budget Line as "Done" like in Excel	Batch update Budget Lines

Feedback & Observations

General
There is a lot going on in this one page, which makes it confusing to use.
There is no clear direction to the user about what they should use this page for.
The info is not optimized for a task, it's all the info for all the tasks for all the users.

It is difficult to quickly see key information.
The identifying information (the contract name) is not visually distinct.
The contract name is different in MAPS than in the Project Catalog and website.
Procurement-related info is interspersed with budget-related and hidden among lots of other data.
Procurement-related info is interspersed with contract-management-related info.
Not all the data from the New Project Template are displayed.
The page itself is so long and consumed by a lot of info users rarely need to see.
The project name is not listed.

Some actions/functions are unintuitive or rarely used.
"Move Project" is actually "Change Project."
"Edit Contract" is not discoverable through Edit Contract Info
No one closes contracts.
Users don't know what Contract Status Details and Contract Status Summary reports are for.
The reports are not optimized for the key details a user would want to see at a glance.
These reports could be good inspiration when designing the Contract Details page.

The breadcrumbs are unhelpful.
They don't tell you what page you're on.
Clicking on them does not navigate you to where you'd expect.

Budget lines
There is a lot going on in this table, which makes it confusing to use.
This info is not optimized for a task, it's all the info for all the tasks for all the users.
It combines financial management tasks with procurement management tasks.

Users find it difficult to understand budget lines.
Budget lines are inherently somewhat difficult.
The default sort order isn't obvious.
Users don't understand what the Admin budget lines are for.
Text is cut off, and there's no way to increase column width or hover/click for full text.
Field order is different in different tabs.

Users find it difficult to understand the status of budget lines, money, and spending plans.
Users don't understand that the different tabs are for budget lines in different statuses.
There are more statuses that users care about than tabs.

Users find it difficult to find the budget line they care about, making mistakes more likely.
Sorting by CLIN # / CLIN Name doesn't seem to sort alphabetically.
Not all fields are available to sort by.
The header row and the first column aren't frozen in place when the user scrolls.

Budget info is incomplete; users have to cobble together different reports to get an accurate picture of budget and spending info.
It doesn't include amounts spent on fees and shared costs.
There are no totals or sub-totals displayed.
Percent remaining is not displayed.
It doesn't track spending at a task level (more granular than the CLIN level).

Some actions/functions are unintuitive or rarely used.
Workflow / UI pattern for updating budget line status is different for different statuses.
Users don't know what happens when they click "Edit" on budget lines in different tabs or the status.
"Edit" on budget line does different things depending on which tab user is in, pops up confusingly-named modals.
Edit Budget Line: "Typically to Uncertify, so I can edit other parts of the line. Actually, I don't know why I'd edit this. Very rarely. Maybe if there was an old problem and we're trying to correct an issue with it. Or if I'm de-obligating."
Close Budget Line: Don't know what this does.

There are opportunities for automating logic worth considering. For example:
Budget line status.
Hold budget line (i.e., don't allow invoicing against this budget line if funds expire before being fully utilized).

There are pain points around entering CLIN and Service Component info, and workarounds created as a result. Inconsistently entered info can make searching and sorting more difficult.

Additional feedback from user interviews Section 6

Questions

When does a Budget Officer need to view contract details?	How often?
When does a COR who is not the Project Lead need to view contract details?	How often?
When does a CAN Lead or Division Director need to view contract info?	How often?
What are the key fields a user most wants to see?	Would the Contract Status Report be a helpful starting point for this page?
What is a logical order to display the contract-related fields?	
What is a logical way to group budget lines?	By FY? By CLIN? By CAN? By status?

Creating and editing a contract

New Project (Contract) Template

Description:
The spreadsheet that gets filled out to **request a new project/contract** be created in MAPS

Who uses this?

Project Lead?

Budget Officer

What for?

To request the Budget Officer to create a contract in MAPS

To collect info from Project Leads so that they can create the contract in MAPS

When / How often?

This is a textbox...

What data is on this page?

Project Name	Contract Name	Why a new contract?	If an company, who is incumbent?	Acquisition / Contract Type	Contract Type	Acquisition Strategy	Competition Type	Product Service Code	COR(s) of record	COR Title	COR Phone Email	Others needing access	Date where bulk of work will be done	
Created by Nicole, users in MAPS, more and more data populated as the record progresses	Created by Nicole, users in MAPS, more and more data populated as the record progresses	Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)		Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)	Name of COR(s) who will be responsible for managing the contract	Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)	
Contract Description	NAICS Code	Program Support Code	Estimated POP Start Date	Estimated POP End Date										
Info needed for Intial Business Need memo (Contract Justification)	Info needed for Intial Business Need memo (Contract Justification)	Code associated with Product Service Code. Not in the New Project (Contract) Template. Should it be?												
Budget Lines	Month & Year period/period	Line Description	CAN	Amount	Sub-total Current FY	Total Contract	Balance of Contract							
	Data Needed is not in the New Project (Contract) Template. Why?	Many OPRE users budget lines with the same description. When does this matter?			Are users entering this? Is this a useful field? Should it be in the New Project (Contract) Template?		How is this defined / CALCULATED?	For forecasts, need to know how much is left this FY, and how much overall		Sometimes have return funds at the end of the FY, sometimes just know overall budget/balance				

Feedback & Observations

This seems to be geared towards enabling procurement actions rather than budget planning.

Project and Contract names aren't aligned with naming used by program side.
Contract Details are entered here, and also in other places -- duplicative efforts, get out of sync.

COR details should be stored elsewhere and shouldn't have to be re-entered here.

Questions

Who fills out this template?	Why are they filling it out? What are they doing with the info they provide?	How often?
What is their experience filling out this template?		
How does the Project Lead / program side know what is the contract's budget?		
What happens on the project/program side when the contract needs to be filled out?	Are there any entities that should be exempt?	
What are each of these data points used for?		
Is all the data entered into MAPS?		

Acquire different fields depending on which Acquisition Strategy is selected? Ex: Blind FY or future FY?

Should need to input much less info to be able to create a contract if most of this info is for any processing.

Need much more accuracy for this FY than for forecasts

Reporting on a contract

Project Tracker

Description:
An example of a spreadsheet that a Project Lead creates to track the budget for their contract

Who uses this?

This is a textbox...

What for?

This is a textbox...

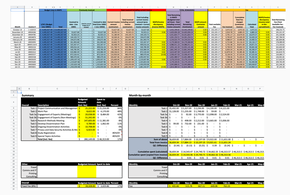
When / How often?

This is a textbox...

Feedback & Observations

This is a textbox...

Questions



MAPS Contract Budget grid

Description:
The grid a user can generate to see all the budget lines for all their contracts

Who uses this?

Budget Officer

Project Lead

What for?

This is a textbox...

To pull Proc Fee Amounts so they can calculate total budget spend (not just invoices)

When / How often?

This is a textbox...

Feedback & Observations

Users find the UI confusing
They don't know how to customize the grid and often have to ask for help.
The "Filter" button is unclear that there is an expandable panel to select columns.
The search UI is ...
Can only sort by one field at a time.

The fields are not organized in any obvious way
E.g., CLIN # and CLIN Name are far away from Line Description, despite similarities.
The fields are in a different order than on the Contract details page.
Financial info is interspersed with procurement info and admin info.
This is the only place to get Proc Fee Amount for each budget line.

Column names are inconsistent.
Proc Fee Pay Ref # vs Fee Payment Ref #
POP Starts in Perf Start Date.
POP Ends is Perf End Date.
Proc % is Proc Fee Rate.
Mod Type is Award Action Type.
Date Obligated is Obl Date.

Some fields are editable.
You can only tell by clicking on the field and seeing if it changes to edit mode.
Hard to know tab if wrong tab.

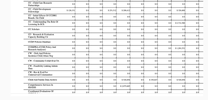
It is possible to bulk update rows.

Questions

What are the career profiles you've had to create for people?	What functions or tasks are delegated to delegates?	
When do you run this report?	What costs and columns do you care about?	
Who is allowed to edit data here?		
When do you edit data from here?	What fields?	
When do you bulk update data here?		

MAPS OPRE Project Summary Table (report)

Description:
The report a user can generate to see how much each project is spending from each CAN



Who uses this?

This is a textbox...

What for?

This is a textbox...

When / How often?

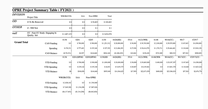
This is a textbox...

Feedback & Observations

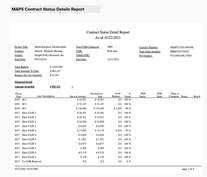
Users run this report for the numbers at the very bottom.
They have to scroll all the way down to see what they care about.

Users often download the report because it's too small to read on screen.

Questions



MAPS Contract Status Details Report



Who uses this?

This is a textbox...

What for?

This is a textbox...

When / How often?

This is a textbox...

Feedback & Observations

Displays key contract info at top.

Shows budget lines broken down by whether funds have been awarded (obligated and certified) or not.
Focus is on financial info only.
Includes Award Amount, Invoice to Date, Avail Balance, etc.

Questions

MAPS Contract Status Summary Report

Who uses this?

This is a textbox...

What for?

This is a textbox...

When / How often?

This is a textbox...

Feedback & Observations

Displays budget by FY.

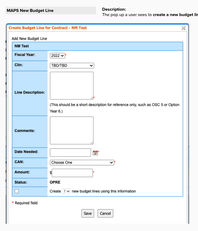
Shows budget lines not awarded.
Displays Amount Awarded, Amount Invoiced, Remaining Balance, etc.

Contract info fields are in a different order than on Contract Status Details Report.

Questions

MAPS New Budget Line

Description:
The pop up a user sees to **create a new budget line**



Who uses this?

Budget Officer

What for?

This is a text box...

When / How often?

This is a textbox...

Feedback & Observations

Placeholder budget lines are created with TBD/TBD or Admin/Admin in a way that is confusing to some users.

The UI for creating multiple budget lines is non-intuitive, cumbersome, and error-prone.
The BO often needs to create multiple budget lines at a time, with only small differences between them.
Here, they have to create several of the same budget line, then go back in and edit each budget line and change the fields that are different.

CAN admins should only be active CANs (CANs with funds available this FY).

Type-aheads would be useful.

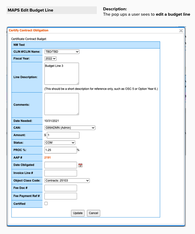
Comments box is tiny.

Questions

At what point are budget lines created?	How much is known about them at that time?
When / why do you create placeholder budget lines?	

MAPS Edit Budget Line

Description:
The pop ups a user sees to **edit a budget line**



Who uses this?

Budget Officer

What for?

This is a text box...

When / How often?

This is a textbox...

Feedback & Observations

The modals are different depending on which budget line tab you're in when you click "Edit".
The titles are different and non-intuitive.
The field's available and the field order is different.

Some budget lines can only be edited from the AAP page.

There's a mix of financial fields and procurement-related fields.

"Edit" is a generic action that doesn't direct the user to the kinds of events/changes they care about.

"Edit" from Post-Award Tracking: Typically to Uncertify, so budget line can be edited to fix a typo. Or if we de-obligate money.

Questions

When / why are you updating budget lines in MAPS (other than status)?	What fields?
Are there some fields which shouldn't be editable?	Does it depend on the status of the budget?
Are CORs allowed to edit or delete budget lines?	

MAPS Edit Contract

Description:
The pop up a user sees to **edit a contract**

Who uses this?

Budget Officer

What for?

When / How often?

This is a textbox...

Feedback & Observations

This is the same as the New Contract modal, but with data filled it.

Vendor is now editable.

Questions

When / why are you editing contract info in MAPS?	What fields do you need to edit?
Is there any info that would be ok for a non-Budget Officer to edit?	

MAPS New Contract

Description:
The pop up a user sees to **create a new contract**

Who uses this?

Budget Officer

What for?

To create a new contract in MAPS so that AAPs can be initiated

When / How often?

This is a textbox...

Feedback & Observations

This is quite different than the New Project Template
New fields: Contract Number, Task Order Number, PO Number, Proc Fee %, Proc Shop Specialist
Missing fields: Why a new contract, Incumbent, Acquisition Strategy, Competition Type, COR Title / Phone / Email, Others needing access, State where work will be done, Contract Description, NAICS Code, Sole Detail, Total, Balance
...

There is no organization/grouping of the fields to help guide a user.
This is a mix of contract info and procurement info.
The order is illogical.
The user has to enter Proc Fee % rather than just indicating which proc shop they're using.

It is not obvious how to add budget line info.
A user has to click create, get taken to the contract details page, then know to click "new budget line"

Questions

When / why are you creating a contract in MAPS?	What is the intended next thing the user should do after creating a contract?	Why is this so different from the New Project (Contract) Template?
Which of the info do you usually have?	Why are these fields (and only these fields) required?	
What is a logical order to enter this info?	Where are you sourcing this info from?	
Is there any info that would be ok for a non-Budget Officer to enter?		

MAPS Edit Budget Line

Who uses this?

Budget Officer

What for?

This is a text box...

When / How often?

This is a textbox...

Feedback & Observations

The modals are different depending on which budget line tab you're in when you click "Edit".
The titles are different and non-intuitive.
The field's available and the field order is different.

Some budget lines can only be edited from the AAP page.

There's a mix of financial fields and procurement-related fields.

"Edit" is a generic action that doesn't direct the user to the kinds of events/changes they care about.

"Edit" from Post-Award Tracking: Typically to Uncertify, so budget line can be edited to fix a typo. Or if we de-obligate money.

Questions

When / why are you updating budget lines in MAPS (other than status)?	What fields?
Are there some fields which shouldn't be editable?	Does it depend on the status of the budget?
Are CORs allowed to edit or delete budget lines?	

Hypothesized Solution

General principles

We want to split out workflows and optimize the workflow for the task at hand. In particular, we want to distinguish between budget management tasks and procurement-related tasks.

We want to customize workflows and displays to be appropriate for the *user type* (i.e., budget officer vs project lead). These different users care about different pieces of data and are trying to complete different tasks.

We want to only display the information relevant for the task at hand. We may want to make additional information available "on demand."

We want to improve how the information if organized to make it easier for a user to understand what the info is about/for (e.g., separating contract/project info from procurement info from vendor info, etc).

Relationship between Projects and Contracts:
Moving forward, OPRE would like for OPS to have a concept of a "project" and a concept of a "contract" different from how these are related in MAPS.

A project in OPS will specify a research description, topics, methods, populations, etc and will be associated with the contract(s) or other agreements implemented to carry out the project work. Usually, this will be a 1:1 relationship, but sometimes a project will have multiple contracts or agreements (e.g., when it's a long-running project that has multiple awards, like evaluation).
The contract name will match the project name, both of which should match with how OPRE staff reference the work internally and on the OPRE website.
It would be helpful to be able to link projects that are associated with each other, e.g., through a "related projects" field.
OPRE would like to not bring the MAPS concept of "project" into OPS.
In the future, a more robust concept of "portfolio" (i.e., related projects) could be explored.

For more context, click here for notes from OPS Discussion 9/16/21 (responses captured in speaker notes).

Click to go

Budget management decisions (to be validated by user testing)

Currently, contracts are added to the system when a Project Lead is planning to initiate a procurement request. A lot of details about the procurement need to be provided at this time (see "New Project (Contract) Template"). However, OPRE staff are tracking more basic information about their spending plans at a much earlier stage, and we are keeping track of this information in individual spreadsheets. This information would be helpful to centralize and share more widely.

With OPS, OPRE would like to be able to add early-stage budget plans into the system so that we have a central record of all the different things we're thinking of spending money on this year. This would be the primary way/point-in-time new contracts get added to the system. This should be a light-weight process.
Key details to provide:
Project info: Contract name, description
Key roles: Project lead, COR, additional team members
Budget info: Budget lines, descriptions, anticipated amounts, anticipated dates

Both Project Leads and the Budget Team should be able to add this data and update it as plans change and settle. If the Project Lead is inputting the data, the Budget Team should have a way to either approve the inputs before they're accepted or be notified when changes are made (to be further explored with OPRE).

Procurement related workflows would be covered by future work, but the expectation is that at the time that we want to initiate a procurement request, we would have the info that is currently tracked above and provide the necessary pre-related information to initiate a requisition and secure approvals (as well as update the budget plan if it's changed).

Even if procurement-related workflows are happening outside of OPS, the Budget Team needs to be able to update the status of budget lines as the contract moves through the procurement process. The statuses we care about:
In planning (OPRE needs to take actions to initiate procurement)
In procurement (requisition has been sent to the procurement shop)
Committed (requisition is finalized)
Obligated (award has been executed)
Obligated and Certified (funds can be invoiced against)

OPRE needs to see spending plan totals at the contract level (e.g., total amount on the contract, total this FY, total future FYs, etc) – to be further explored with OPRE.

OPRE needs to see these spending plans reflected in the associated CANs, and we need to see the status of these plans/budget lines update as the contract moves into and completes procurement.
TBD: Should "committed" budget lines roll up to "In procurement" or "Obligated" on the CAN-level spending plan?

Interactions with other modules:
Fees, shared costs, procurement-related workflows, invoice-related workflows, and project-catalog-related workflows would be covered by future work.

User Stories

As a Project Lead, CAN Lead, Division Director, or OPRE Admin, I need to view a list of all the contracts I'm responsible for so that I can manage them.

I need to easily see relevant and identifying information about the contract, with the option to view additional details as needed. ➡ View list of contracts
I need to easily see the actions I can take on the contract.
I need to group and/or sort my contracts to organize them (e.g., by status, Project Lead, division, etc).
I need to filter and/or search my contracts to find the ones of interest.

How do I navigate here?

What info do I want to see about them?

What can/I want to do I want to see?

I don't want inactive/ended contracts to clutter my view, but I want to retain access to them on an as-needed basis.

As a Project Lead, CAN Lead, Division Director, or OPRE Admin, I need to see a contract's budget breakdown so that I can make appropriate spending plans.

I need to see the budget for a single contract broken down by contract line items and the CANs that will pay for them. ➡ View a contract ➡ View budget lines
TBD (maybe later, maybe not at all): I want to see the budget for a single contract broken down by task (more granular than the contract line item).

I need to see the budget for a single contract broken down by status (e.g., planned vs committed vs obligated vs paid out). (Note: "paid out" will be tackled as part of Invoices and Fees & Shared Costs.) ➡ View a contract ➡ View budget lines

How do I navigate here?

As a Project Lead, I need new contracts I'm planning entered into the system so that I can track planned spending. (Form to request a contract be created? Or is there some data creation they can do independently?) ➡ Create a contract ➡ Create budget lines
As a Project Lead, I need to view a contract and easily see what funds are committed or obligated so that I know what money is already spoken for.
As a Project Lead, I need to view a contract and easily see what funds are allowed to be invoiced against so that I know what is available to spend.
As a manager, I need access to all the same views and functionality as my staff so that I can help support them, answer questions, and fill in for them as needed.
As a Budget Officer, I need to be sure financial info on the contract was entered correctly. ➡ Create a contract ➡ Create budget lines
As a Budget Officer, I need to update a contract as more information is known about the award and/or as budget statuses change so that Project Leads don't have to go into [HSS system of record] for this info. ➡ Edit a contract ➡ Edit budget lines

As a CAN Lead, Division Director, or OPRE Admin, I need to see how contracts affect my CAN budget so that I can make appropriate spending plans.

As a CAN Lead or Division Director, I need to view a CAN and see how the budget breaks down by status and/or by contract. ➡ View a CAN
As a CAN Lead or Division Director, I need to view my list of CANs and see how the budget breaks down by status and/or by contract. ➡ View a list of CANs
As an OPRE Admin, I need to view a list of all CANs (the budget for all of OPRE) and see how the budget breaks down by status and/or by contract. ➡ View a list of CANs
As a manager, I need access to all the same views and functionality of my staff so that I can help support them, answer questions, and fill in for them as needed.

How do I navigate here?

What info do I want to see about them?

What can/I want to do I want to see at what times?

Some now, some later: As a Budget Officer, I need to ensure that contract info in our system is in sync with HSS systems so that finances are processed appropriately.

As a Budget Officer, I need to pull a list of contracts that I need to input/update in other HSS systems, and I need the list to include information that helps me input/identify the contracts in those systems.
As a Budget Officer, I need to track what data I need to pull from our system about the contract and push into [HSS systems] and whether I've made the necessary updates.
As a Budget Officer, I need to pull a list of contracts that I need to get updates for from other HSS systems, and I need the list to include information that helps me identify the contracts in those systems.
As a Budget Officer, I need to track what data I need to pull from HSS systems about the contract and push into our system and whether I've made the necessary updates.

How do I navigate here?

What info do I want to see about them?

What can/I want to do I want to see at what times?

Later: As a Budget Officer, I need to know what procurement actions are being planned so I can initiate the procurement process in [HHS system of record].
As a Project Lead, I need new contracts I'm planning entered into the system so that I can indicate my planned procurement actions. (Form to request a contract be created?)

Needs research: Do contracts ever need to be deleted or inactivated? When/why? Soft delete or hard delete?

Needs research: As a Project Lead, I need to see what changes have been made to my contract in the past X days/weeks/months. (Why?)

Data Migration / Backfilling Plan

OPS Field Name	OPS Table	Description	Example	MAPS Field Name	MAPS Table	Transformation(s)	Comments