CONTRACT MANAGEMENT SYSTEM

Table of Contents

1. Introduction to Contract Management System
2. Supply order and e-Invoice for Procurement of Goods
3. Work order and e-Invoice for Procurement of Services
4. Contract Management for Procurement of Goods and Services
   a. Dispute Settlement
   b. Contract Amendment
   c. Contract Termination
   d. Performance Security

Contract Management System (CMS)

Contract Management System is a part of e-GP and is used for managing contracts for the procurement of gods and services after the contract has been awarded.

- To access the Contract Management System, users can log into e-GP and click on the "CMS" tab, which will direct the user to the Contract Management System page.
- To log into the Contract Management System, use the same Email ID and Password that you used to log into the e-GP system.

In the Contract Management System, users have the following capabilities:

a. Supply Order/Work Order - The Procuring Agency can create and issue Supply Order/Work Order.
b. Receipt Acknowledgement - The bidder can Acknowledge the receipt of the supply order,
c. Online invoicing - Once the Procuring Agency finalize the receipt of goods, the bidder can generate and submit the Invoice online. (Receiving and Inspection of goods has to be carried out offline).
d. Invoice confirmation/payment - The Procuring Agency can confirm the Invoice and forward it to the accounts officer for processing the payment in ePEMS.
e. Contract Management – Can also perform the other aspects of Contract Management like Dispute Settlement, Contract Amendment, Contract Termination and Release/Forfeit/Extend the Performance Security.

Supply order and e-Invoice for Procurement of Goods

A. *Creation of a supply order by a Procuring Agency User or an Authorized User:*

To Create a Supply Order:

- Log in to the Contract Management System using Procuring Agency credentials.
- Click on the “CMS” menu at the top to access the list of all awarded contracts.
- Search for the specific tender from the list or use the Advanced Search option by entering the Tender ID
- Click on the “Dashboard” link under the Action Column. The system will display the Awarded Contracts.
- Click on the “Dashboard” link under the Action Column.
- To create a supply order, click on the “Create Supply Order” button and ensure that you fill out all the necessary field.
- Choose the Accounts Officer responsible for processing the payment. (Ensure that the Accounts Officer is registered in the e-GP system to appear in the dropdown list.
- Once Selected, proceed to the next step. Provide any necessary Remarks or comments related to the supply order.
- Click on the “Place Supply Order” button to finalize the order.
- Upon successful placement of the order, a notification message stating “Order Placed” will appear. The bidder will also receive an email notification regarding the placed order.

B. *Acknowledgement by Bidder (Bidder's Dashboard)*

To acknowledge the receipt of a Supply Order, follow these steps:

- To access the Contract Management System, Bidder can log into e-GP and click on the "CMS" tab, which will direct the user to the Contract Management System page.
- To log into the Contract Management System, use the same Email ID and Password that you used to log into the e-GP system.
- Once logged in successfully, click on the "CMS" menu located at the top of the page.
- Search for the specific tender from the list or use the Advanced Search option by entering the Tender ID
- Click on the "Dashboard" link under the Action Column. The system will display the Awarded Contracts.
- Click on the "Dashboard" link under the Action Column.
- Click on the "Acknowledge" link and provide any necessary remarks.
- Click on the "Acknowledge" button to confirm your acceptance. A message displaying "Acknowledged" will appear on the system to indicate that the receipt of the Supply Order has been acknowledged successfully.

C. *Finalization of Supply Order by Procuring Agency User or Authorized User (Procuring Agency User)*

Once the goods have been delivered, inspected and accepted. The Procuring Agency user should finalize the supply order. Follow these steps:

- Log into the Contract Management System as the Procuring Agency User.
- Navigate to the CMS tab and search for the specific tender from the list or using any search parameters.
- Click on the "Dashboard" link under the Action Column.
- Go to the "Supply Order" tab and select "In Progress" tab.
- Click on the "Finalize" link of the Supply Order you want to finalize.
- Choose the appropriate option (Accept/Reject) from "Action" provide any necessary remarks, and click on the "Submit" button.

- A message displaying “Finalized” will appear on the system indicating that the Supply Order has been successfully finalized.

D. *Invoice Submission by Bidder (Bidder)*

After the Supply Order has been finalized by the Procuring Agency user, and if the delivered goods have been accepted, the bidder can generate an invoice and submit it online. Follow these steps:

- Log into the Contract Management System and click on the “CMS” tab.
- Search for the specific tender from the list or using any search parameters.
- Click on the “Dashboard” link under the Action Column.
- To proceed further again Click on the “Dashboard” link under the Action Column.
- Navigate to the “Completed” tab to create the invoice.
- Click on the “Create Invoice” link and fill in the required fields.
- Once completed, Submit your invoice. The invoice will be submitted to the Procuring Agency User or Authorized User.

E. *Forwarding invoice to Accounts Officer by Procuring Agency User (Procuring Agency User)*

The procuring agency user will receive the invoice submitted by the bidder and to process it,

- Log into the Contract Management System and click on the “CMS” tab.
- Search for the specific tender from the list or using any search parameters.
- Click on the “Dashboard” link under the Action Column.
- To proceed further again Click on the “Dashboard” link under the Action Column.
- From the “e-Invoice” tab, click on the “Process” link of the Invoice you want to process.
- Fill in the necessary field and ensure that the details are accurate as per the supplied goods. (TDS)
- After verifying the information, click on “Submit” to forward the e-Invoice to the Accounts Officer for payment processing.

F. *Acknowledgement by Accounts Officer (Accountant)*

The account officer needs to acknowledge the e-Invoice forwarded by Procuring Agency User in order to initiate the payment processing. Follow these steps:

- The accounts officer should log into the “Contract Management System” and click on the “Goods” tab to view the pending e-Invoice.
- The System will display a list of e-Invoices under the pending tab.
- Click on the “Acknowledge” link corresponding to the e-Invoice that you wish to process.
- Provide any necessary remarks, then click on “Acknowledge” to confirm the receipt of the e-Invoice.

Work Order and e-Invoice for Procurement of Services

After signing the contract with the consultant, the Procuring Agency is required to issue a work order to initiate the work.

A. *Creation of Deliverables by the Procuring Agency User*

To issue the work order: The Procuring Agency User needs to create the deliverables as per the agreed Terms of Reference. Follow the steps:

- To begin the process, login to the Contract Management System using Procuring Agency Credential
- Click on the “CMS” menu at the top to access the list of all awarded contracts.
- Search for the specific tender from the list or use the advanced search option by entering the Tender ID.
- Click on the “Dashboard” link under the Action column, which will redirect you to the awarded contract page.
- Click on the “Dashboard” link again under the Action Column.
- Click on the “Create Deliverable” button
- Next, click on “Add Activity” and input the activities specified in the terms of reference one by one.
- In the “Remarks” column, you can provide additional information such as specific requirements, assignment, delivery due dates, ect. Based on your needs.
- The “weightage” refers to the weight assigned to each activity, which determines the payment allocation.
- Once all the activities have been added, click “Save” to store the information and confirm the creation of deliverables.

B. *Issuance of work order by Procuring Agency User*

Once the creation of deliverables is completed, the Procuring Agency User can proceed to issue the work order. Follow the steps:

- Click on the "Work Order" tab and then click on the "Create Work Order" button
- Fill in the required information. Select the Accounts Officer who is responsible for processing the payment. (Ensure that the Accounts Officer is registered in the e-GP system to appear in the dropdown list).
- Enter any necessary remarks, then click on "Create Work Order" to issue the work order.
- The bidder will receive a notification via email accordingly.

C. *Creation of work completion by Procuring Agency User*

Follow the steps:

- After the successful delivery of an assignment, the Procuring Agency user should navigate back to the "Deliverable" tab.
- Then, click on the "Create Work Completion" link corresponding to the delivery activity.
- Confirm the "Work Completion Weighable" for the activity, enter any necessary remarks, and "Submit" the work completion details.

D. *Invoice submission by Bidder*

The bidder has the ability to generate on e-Invoice for the delivered activity that has been confirmed by the Procuring Agency. Follow the steps:

- The bidder should login into the Contract Management System and search for the specific tender from the list or use the advanced search option by entering the Tender ID.
- Click on the "View Work Completions" link under the Action column.
- In the work completion table, click on the "Create Invoice" link under the Action column.
- Enter the required details and provide any necessary remarks to generate the e-Invoice.
- Once completed, click on "Submit".
- The e-Invoice will be submitted to the Procuring Agency for further processing.

E. *Forwarding Invoice to Accounts Officer by Procuring Agency User*

The Procuring Agency User will receive the e-Invoice submitted by the bidder.

- To process it, login to the Contract Management System and click on the “CMS” tab
- Search for the specific tender from the list or using any search parameters.
- Click on the “Dashboard” link under the Action Column.
- To proceed further again click on “Dashboard” link under Action Column.
- From the “e-Invoice” tab, click on the “Process” link of the invoice you wish to process.
- Fill in the necessary fields and ensure that the details are accurate as per the delivered assignment.
- After verifying the information, click on “Submit” to forward the e-Invoice to the Accounts Officer for payment processes.

F. *Acknowledge by Accounts Officer*

The accounts officer needs to acknowledge the e-Invoice forwarded by Procuring Agency user in order to initiate the payment processing. Follow the steps:

- The Accounts Officer should login to Contract Management System and click on the “Services” tab to view the pending e-Invoice.
- The system will display a list of e-Invoice under the pending tab.
- Click on the “Acknowledge” link corresponding to the e-Invoice that you wish to process.
- Provide any necessary Remarks, then Click on “Acknowledge” to confirm the receipt on the e-Invoice.

Contract Management for Procurement of Goods and Services:

A. Dispute Settlement

i. *Dispute Creation by Procuring Agency User*

Any contract disputes during the project implementation shall be initiated through the e-GP. Follow the steps:

- The Procuring Agency User should log into the Contract Management System and navigate to “CMS” tab
- Click on the “Dashboard” of desired tender
- To proceed further, click on the “Dashboard” and then select the “Dispute” tab
- Navigate to the “Completed” tab under the Dispute Section
- Click on the “Create” link, fill in the necessary information, and click “Submit”
- The dispute will be successfully created

ii. *Dispute reply by Bidders*

The dispute initiated by the Procuring Agency user will now be available on the bidder’s dashboard, and the bidder should login to the Contract Management System to respond. Follow the steps:

- Go to the dashboard of the desired tender and click on the “Dispute” section
- Then, click on the “Completed” tab and view the details of the Dispute
- Click on the “Send to me” tab to respond
- Click on the “Response Link” to provide your response and click “Submit”

iii. *Dispute Resolve/Arbitrate by Procuring Agency User*

Once the bidder responds, the Procuring Agency user should log in to the Contract Management System and make an appropriate decision. Follow the steps:

- Go to the tender Dashboard and click on the “Dispute” section. The system will display the completed tab where you can view the response provided by the bidder.
- Click on the “View” link under the action column
- Click on “Created by me” to check the details

- Once the decision has been made, click on “Resolve/Arbitrate” enter “Remarks”, and click on “Resolve”

B. ***Contract Amendment***

i. *Initiating Amendment by Procuring Agency User*

Contract Amendments, if required, shall be initiated by the Procuring Agency User. Follow the steps:

- The Procuring Agency User should log into the Contract Management System and navigate to the “CMS” tab
- Go to the tender dashboard and click on the “Contract Variation” tab
- Click on the “Create Amendment” button and select the desired variation type from the dropdown menu
- If the amendment is related to the price schedule, select “Price Schedule Amendment” and click on “Open Items”
- Choose the specific item to be amendment and provide the necessary details, enter remarks and click on “Place Amendment Request”

ii. *Approve/Return/Reject Amendment by Head of Procuring Agency (HOPA)*

Follow the steps:

- The HOPA should log into the Contract Management System to verify the Contract Amendment
- Click on “Process” and select the appropriate action from the dropdown menu, such as “Return for Modification/Approve/Reject”
- Provide a justification for the chosen action and click “Submit”
- If the Amendment requested is approved by HOPA, the bidder will be notified, and the bidder must accept it.

iii. *Acceptance of Amendment by Bidder*

Follow the steps:

- To accept the Amendment request, the bidder should log in to Contract Management System and click on the dashboard of the desired tender
- Click on the “Contract Variation” tab
- Click on “Process”
- Select the “Accept” option. Provide remarks and click “Submit”

C. ***Contract Termination***

i. *Contract Termination request by Procuring Agency User*

If the contract needs to be terminated. Follow the steps:

- The Procuring Agency user should log into the Contract Management System and navigate to the “CMS” tab
- Search for specific tender and click on the “Dashboard”
- Navigate to the “Contract Termination” section and click on the “Termination Request” button
- Select the appropriate grounds for Termination, provide any additional information, and click on the “Create Termination Request” button
- The termination request will be sent to Head of Procuring Agency (HOPA) for verification

ii. *Process Termination request by Head of Procuring Agency (HOPA)*

To process the termination request by Head of Procuring Agency (HOPA). Follow the steps:

- Log into the Contract Management System and navigate to the Contract Termination Section
- Click on the “Process” link and select the appropriate action (Accept/Reject/Return for Modification) from the dropdown menu
- Provide justifications for the chosen action and click “Submit”
- If the request is approved, the contract will be terminated and both the bidder and the Procuring Agency User will be notified.

D. ***Performance Security (PS)***

i. *Performance Security Extension request by Procuring Agency User*

In case the validity of the Performance Security expires before the contract is completed, the Procuring Agency User can request an extension for the Performance Security. Follow the steps:

- Log into the Contract Management System and navigate to the “CMS” tab
- Search for the specific tender and click on its “Dashboard”
- Go to the “Performance Security” tab and click on “Extend”
- Select the desired date for extending the Performance Security, provide the reason, and click “Submit”
- This action will notify the bidder and the bank for necessary action
- The bidder will then need to visit the bank for necessary action
- The bidder will then need to visit the bank and process the extension request for the Performance Security

ii. *Performance Security Release/Forfeit request by Procuring Agency User*

In case the Performance Security needs to be RELEASED or FORFEITED, the Procuring Agency User should send the request through the e-GP system. Follow the steps:

- Navigate to the “Performance Security” section and click on the “Release/Forfeit” button
- If the Performance Security is to be forfeited, click on the “Forfeit” button
- If the contract has been successfully completed, the Performance Security can be released by clicking on the “Release” button
- State the reason for the release and forfeiture and click “Submit” to send the request
- This action will notify the bidder and the bank for necessary action
- The bidder will then need to visit the bank and follow the bank’s requirements for further processing