TRAINING MANUAL FOR NATIONAL E-GOVERNMENT PROCUREMENT SYSTEM OF NEPAL FOR BIDDERS

www.bolpatra.gov.np/egp

Organized By:

Government of Nepal
Public Procurement Monitoring Office,
Tahachal, Kathmandu
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Module: Bidder Registration

To initiate the registration process, bidder visits the e-GP System ([www.bolpatra.gov.np/egp](http://www.bolpatra.gov.np/egp)) and fills in the personal and organizational detail. The registration request is verified and approved by super user. Once approved the bidder account will be activated and bidder can successfully log into the e-GP system.
**Registration Steps**

**Bidder Registration**

1. **Step 1:**
   User clicks on 'Register New User' from home screen and selects Firm

2. **Step 2:**
   User then submits the firm details for registration

3. **Step 3:**
   An email is sent to user with a link for activating registered account

4. **Step 4:**
   Upon clicking the activation link, the registered account is set for approval from superuser

5. **Step 5:**
   Superuser verifies the applicant details and approves/rejects the registered firm account

**End**

Fig: Bidder Registration
**Step 1:**

To initialize process the user selects *Register New User* and then selects the radio button *Firm* on the Home Page of National e-GP system.

**Step 2:**

The user is directed to a page where three forms have to be filled regarding the registration details. The user needs to enter organization details, personal details and document details including a username and password which will be used for future login and all supporting documents regarding the organization needs to be uploaded.

The three forms that need to be filled are mentioned below:

1. Organization Details
2. Personal Details
3. Document Details

**Step 2A:** Organization Details basically includes company registration information, type of organization, VAT/PAN information, Office address and contact details.
The fields marked with (*) are mandatory to be filled. After entering the necessary details the user will have to click on Next at the bottom of the page to navigate to personal detail page.

**Step 2B**: Personal details basically includes personal information of user trying to register with his/her name, contact detail, email address, username for login, password & secret question answer.
The fields marked with (*) are mandatory to be filled. After entering the necessary details the user will have to click on Next at the bottom of the page to navigate to document detail page.

**Step 2C:** Document Detail contains company registration and PAN/VAT registration certificate to be uploaded.

![Government of Nepal](image)

**Step 2C: Document Details**

User clicks the Browse button to upload required documents for completing the bidder registration process. All files to be uploaded should be in the pdf format and the size of the attachment should not be greater than 5 MB in size. If file is other than pdf format the system will generate the error message.

Then finally the user should click on Register to complete the registration process.

**Step 3:**

![Government of Nepal](image)

**Fig: Bidder Registration Step 3: User Successfully Registered acknowledgement**

After pressing register button in document detail page, an e-mail is sent to the registered user’s e-mail id with an activation link. The user has to login into their e-mail account to retrieve that e-mail.
**Step 4:**

Hello Ramash Deyshw,

You are successfully registered in the Bolpatra system

Your User Name: nameshibider

Before you can login, your account needs to be activated within 10 days. Please click on the following link to activate your account:

**Activate Bolpatra Account**

If clicking on the link above does not work then please paste this link in the browser:

```
www.bolpatra.gov.np/member/activateUser?verificationCode=1980311e981-4b74-498
```

Please note that this is a system-generated email. Do not respond to this email. If you have any query, please contact EGPMS.

Warm regards,

Bolpatra Admin Team

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**Fig: Bidder Registration Step 4: Activation Link received at email**

User will click on that activation link. This will confirm that the e-mail id provided by user with e-GP system is valid.

**Step 5:**

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**Fig: Bidder Registration Step 5: User Successfully Verified**

Upon clicking on highlighted link, the system navigates to the Home Page and the approval task will be allocated to the Super User in super user pending task list. Upon approval from the Super User the user will receive the e-mail containing the massage of successful registration including Bolpatra ID.
Hello Ramesh Devota,

This is to inform you that your GEPSON account has been approved by GEPSON administrator.

your username is rameshdevota
your Bopatra id is BDE27302014
your Organization’s Bopatra id is :BORGNE8852014

Now you can log into GEPSON system with your user name and password.

Please note that this is a system generated mail. Do not respond to this mail. If you have any query, please contact PPSO.

Warm regards,
GEPSON Admin Team

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*Fig: Bidder Registration: User Approved Successfully*

Bidder can then successfully log in to the system with username and password.
Bidder logins to the e-GP system and opens his/her profile. The user will then make necessary update in details. Finally, after making the desired changes, the user saves them.
Bidder Profile Update

Step 1:
User clicks on ‘My profile’ from home screen

Step 2A:
User updates Organization details and clicks ‘Save’

Step 2B:
User updates Personnel details and clicks ‘Save’

Step 2C:
User updates Financial details and clicks ‘Save’

Step 2D:
User updates Contract details and clicks ‘Save’

Step 2E:
User updates Litigation details and clicks ‘Save’

Step 2F:
User uploads supporting document details and clicks ‘Save & Exit’

End
Step 1

Bidder logs into the e-GP system and selects ‘My profile’.

Fig. Bidder profile update: Step 1
**Step 2A**

The user then updates organizational details and clicks on 'Save'

*Fig. Bidder profile update: Step 2A*


**Step 2B**

Thereafter, the user updates personnel details of organization if necessary.

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**Fig. Bidder profile update: Step 2B**

---

**Step 2C**

The user then updates the financial details and clicks ‘Save’

---

**Fig. Bidder profile update: Step 2C**

---

**Step 2D**

Henceforth, the user updates contract details including Bolpatra and Non-Bolpatra contracts.
Step 2E

The user then enters litigations if any and clicks on ‘Save’
**Step 2F**

The user then fills up equipment details under his ownership.

---

![Fig. Bidder profile update: Step 2F](image)

**Step 2G**

The bidder finally uploads documents including Registration Certificate, Tax Registration Certificate, Board Resolution or Similar Authorization and Historical Financial Statement. Similarly yearly financial documents can be updated as per the necessity.

---

![View / Update Balance Sheet Document(s)](image)
In this way, a bidder can update his/her user profile in e-GP system.

Module: Bid Query

A bidder can post his query about any published bid to the corresponding PE from the system. The bid query response from the PE can be viewed accordingly. This feature provides a facility for communication between the PE and the perspective bidders so that precise information about the project is known to all participating bidders. The step wise procedure to post and view bid queries and relevant responses is provided below with illustrative screenshots.

Step 1

Bidder logs into the e-GP system.
Step 2

The User clicks on Bid Query -> Process.

Step 3

The user able to view the published opportunity and selects the Action button of desired bid.
Step 4
Bidder submits his query along with supporting documents if any.

Step 5
After the PE responds to the posted queries, the bidder can view response details by clicking Bid Query-> Bid Query Response.
Other participating bidders may click View Query icon to view the posted queries and View icon to see relevant responses as public information.

**Module: Bid Response Submission**

**Business Flow Diagram**

Registered Bidder/Supplier logs into the e-GP system (www.bolpatra.gov.np/egp). The user selects the interested bid, pays bid related fee and submits the bid response validated with OTP.
Steps

Bid Response Submission

Step: 1
Registered Bidder/Supplier logs into the e-GP system.

Step: 2
Bidders/Suppliers are able to view the published opportunity with number of days remaining for bidding, select action button of desired bid.

Step: 3
The User fills the General Info tab and clicks on Save and Next button.

Step: 4
The User uploads letter of bid in Bid Letter section and clicks on Save and Next button.

Step: 5
The User fills the Technical Details tab by uploading mandatory fields and clicks on Save and Next button.

Step: 6
The User fills the Financial Situation tab and clicks on Save and Next button.

Step: 7
The User fills the BOQ tab and clicks on Save and Next button.
(Note: BOQ tab is represented as Schedule of Requirement tab in case of GOODS procurement)

Step: 8
The User fills the Price Adjustment tab and clicks on Save and Next button.

Step: 9
The User clicks on Procurement Execution -> Fee/Security -> Process for payment of bid related fees.

Step: 10
The User search and selects the action button of respective bid for payment.
Step: 11
The User pays the bid related fee i.e. Bid doc fee and Bid Security and clicks on submit button.

Step: 12
The User navigates to his/her own dashboard by clicking the Home menu button and clicks on view button of In Progress Bid.

Step: 13
The User clicks on Save and Next button of Fee & Securities tab.

Step: 14
The User fills the Works Requirement tab by uploading mandatory fields and clicks on Save and Next button. Note that this tabs lacks in case of GOODS procurement category.

Step: 15
The User fills the Documents tab by uploading Additional Document and clicks on Save and Next button.

Step: 16
The User clicks on Generate OTP of Summary tab.

Step: 17
A system generated mail is triggered to the user regarding the OTP.

Step: 18
The User fills the received OTP and clicks on Validate button.

Step: 19
The User clicks on Submit Bid button of Summary tab.
Step 1

Registered Bidder/Supplier logs into the e-GP system.

Fig: Bid response submission fig 1
Step 2

Bidder/Supplier can view the published opportunity with number of days remain for bidding, selects the Action button of desired bid.

![Bid response submission fig 2](image-url)
Step 3

The user fills in the General Info tab and clicks on Save and Next Button.

![Bid Response Submission fig 3](image)

**Fig: Bid Response Submission fig 3**

Step 4

In Bid Letter Tab, Technical Bid Letter and Price Bid letter are separately uploaded by the bidder.

![Bid Submission- Letter of Technical Bid and Price Bid Upload](image)

**Fig: Bid Submission- Letter of Technical Bid and Price Bid Upload**

Step 5

In Technical Details tab, bidder fills Add Similar Experience and Add Key Experience from the profile data. Pending litigation is auto fetched from the bidder’s profile.
Bid Submission - Technical Details Upload Section
Step 6

In Financial Situation tab, Financial Details are filled by the bidder. These financial details are maintained by the bidder in their profile and fetched as per the requirement. Bidder also provide the credit line details and other financial resource related information if any.

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**Fig: Bid Submission- Financial Details Upload Section**
Step 7

In BOQ tab, bidder give their rate in each of the item purposed by the Public Entity. The total amount given by the bidder is taken as the quoted amount in further process.

![Bid Submission - Bill of Quantities Section](image_url)

**Fig: Bid Submission - Bill of Quantities Section**
Step 8

The user clicks on Procurement Execution -> Fee/Security -> Process, to pay bid document fee and bid security fee.

![Bid Submission- Bid Document Fee and Security Payment](image1)

**Step 9**

After clicking on the menu user gets the list of published tender, user searches the required tender to pay the bid related fee using different search criteria. Once the bidder find the related tender bidder clicks on action button.

![Bid Submission- Bid Document Fee and Security Payment](image2)
**Step 10**

Bidder selects the Instrument type as Bid Doc Fee to pay the bid document fee. Here bidder upload the Guarantee document and fills the Bank transaction id and click in submit button.

![Bid Submission - Bid Document Fee Payment](image)

**Fig: Bid Submission - Bid Document Fee Payment**

**Step 11**

Bidder selects the Instrument type as Bid Security to pay the bid security fee and fills the other required information and click on submit button,

![Bid Submission - Bid Security Payment](image)

**Fig: Bid Submission - Bid Security Payment**
Step 12

Bidder navigates to dashboard by clicking on Home menu and clicks on the view button of respective bid from “In Progress Bids” tab.

![Bid Submission - In Progress bids](image)

Fig: Bid Submission - In Progress bids

Step 13

Bidder finds the pending Bid doc fee and Bid Security paid and clicks on Save and next button.

![Bid Submission - Fees and Security](image)

Fig: Bid Submission - Fees and Security
Step 14

In Employer’s Requirement tab, bidder uploads the required document and fills Equipment and Personal Information as per the requirement. Please note that this tab lacks in case of GOODS procurement category.

![Fig: Bid Submission - Employer's Requirement](image)

### General Info | Bid Letters | Technical Details | Financial Situation | BOQ | Fees & Securities | Employer’s Requirement | Additional Documents | Summary

<table>
<thead>
<tr>
<th><strong>Site Organization</strong></th>
<th><strong>[Attachment should not be more than 1MB in size]</strong></th>
<th><strong>Site Organization</strong></th>
<th><strong>[Attachment should not be more than 1MB in size]</strong></th>
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</thead>
<tbody>
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<table>
<thead>
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<th><strong>Upload Equipment Requirement</strong></th>
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</tr>
</thead>
<tbody>
<tr>
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### Proposed Equipments

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<th>Equipment Type and Characteristics</th>
<th>Minimum Number Required</th>
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<tbody>
<tr>
<td>1</td>
<td>Power Trailers</td>
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<td>2</td>
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### Declaration for proposed equipments (owned)

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<tr>
<th>Sl No.</th>
<th>Equipment Name</th>
<th>Equipment Type and Characteristics</th>
<th>No. of Equipments proposed for this contract</th>
<th>Comments/Clarification</th>
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<tbody>
<tr>
<td>1</td>
<td>Tractor</td>
<td>good</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Concrete Mixture Machine</td>
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<td></td>
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</table>

### Declaration for proposed equipments (leased/rented)

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<th>Comments/Clarification</th>
<th>Delete</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Power Trailers</td>
<td>good condition</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Personnel Information

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<th>Minimum Experience in Similar Works</th>
<th>Add Personnel</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Engineer</td>
<td>10</td>
<td>5</td>
<td></td>
</tr>
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</table>

<table>
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<tr>
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<th>Name</th>
<th>Academic Qualification</th>
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<th>Similar Work Experience (in Years)</th>
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<td>Encl Bidder</td>
<td>Costante Fellowship</td>
<td>10</td>
<td>5</td>
<td>resume.pdf</td>
<td></td>
</tr>
</tbody>
</table>
Step 15

In Additional Document tab, bidder upload any other required document related to bid and selects the document to be uploaded that are maintained in the profile.

**Fig: Bid Submission – Additional Documents**

Step 16

In summary tab, bidder is provided with the option to download technical and financial document separately. Bidder can also see the status of each tab provided to fill. Green tick in front of each tab indicate that the information is filled. Once all the information is filled bidder gets Generate OTP button. Bidder clicks on Generate OTP button and receive one time password in his/her mailing id.

**Fig: Bid Submission – OTP Generation**
Step 17

A system generated mail regarding OTP is received by the user.

gepsonadmin@gepson.gov.np
Bolpatra OTP
To subarna.kc@cscpi.com.np

Hello Skc Kc,

Your One Time Password is 476773 valid till 27-06-2015 16:08, applicable for a single use only.

Please do not share this OTP to anyone for security reasons and Bolpatra shall not responsible for any misuse.
In case multiple OTP has been generated, please use the latest one.

Please note that this is a system generated mail. Do not respond to this mail. If you have any query, please contact PPMO.

Warm regards,
Bolpatra Admin Team

Fig: Bid Submission – OTP Generation – Email
**Step 18**

Bidder fills the OTP received in mail and clicks on the Validate button.

---

**Fig: Bid Submission – OTP Validation**

**Step 19**

If the bidder enters the correct OTP and clicks on validate Submit bid button gets appeared otherwise bidder needs to regenerate the OTP and validate it again. Once bidder get Submit Bid Button, bidder clicks on Submit Bid button to submit the bid.

---

**Fig: Bid response submission fig 19**

In this way, following these steps bid submission is done successfully.
Module: Bid Response Submission JV Bid

To submit a JV bid, organizational bolpatra ID of partner/s must be shared. In General Tab of the bidder dashboard, bidder selects the option “Yes” in “Do you want to Bid as Joint Venture” and provide JV name and clicks Add Joint Venture Partners button.

In the appeared dialogue box, bidder provide the shared Organization Bolpatra Id of partner. After Entering the JV partner/s Bolpatra ID, system auto fetches the partner’s information. The number of JV partners for a bid is determined by PE during bid document creation.

Fig: JV Bid response submission
After adding the JV partner/s, bidder needs to upload the scanned copy of the JV agreement. The invitation for JV is sent to the designated partner over email including the JV confirmation link. The bidder can submit the JV bid only after the partner confirms the partnership by clicking on the link.
The Bid Opening Committee selects assigned procurement from the e-GP system. Thereafter, a Bid Opening Record (MUCHULKA) is downloaded, signed and uploaded into the e-GP system. The committee completes the Bid Opening Proceeding.
Steps

**Bid Opening**

**Step: 1**
A bid opening committee member logs into e-GP system.

**Step: 2**
The user clicks Procurement Execution -> Bid Opening.

**Step: 3**
The user then selects the desired procurement.

**Step: 4**
The members of Bid Opening Committee enters their credentials and proceed.

**Step: 5**
The committee members views the online bids and download the bid responses of each bidder.

**Step: 6**
The committee member enters Discount and Methodology and Remarks of each bidder and fills up offline bid (if any).

**Step: 7**
A Bid Opening Record (MUCHULKA) is downloaded from the e-GP system.

**Step: 8**
The signed copy of Bid Opening Record (MUCHULKA) is uploaded into the e-GP system.

**Step: 9**
Bid Opening Proceeding is completed after successful upload of signed copy of Bid Opening Record (MUCHULKA).
Module: Technical Bid Opening: Single Stage Two Envelope

Single Stage Two Envelope (1S2E) system requires separate Technical and Price Bid Opening. Technical opening and evaluation of the bid is followed by the Price Bid Opening of the technically qualified bidders only.

Technical opening requires simultaneous login from at least two members of the Opening Committee. Like earlier explained modules, opening committee downloads all the online submitted bids and makes necessary inputs for offline submitted bids.

![Technical Bid Opening – Login](image)

Any discount and methodology remarks are provided in the dashboard input field and Muchulka is generated from the system. The system generated Muchulka (Opening Record) is signed by the committee members and bidders' representatives and the scan copy is uploaded to the system before forwarding to the PE Chief.
The Offline bids addition is like that explained in earlier module (Works PPMO template).
Once the technical evaluation is finished, Price Bid Opening can be initiated by the Opening Committee after the opening date is met.

Fig: Login Screen for Price Bid Opening

After login, the opening committee can view price bid response details for all technically qualified bidders. Bid Opening Record (Muchulka) is generated after entering any discount offered in the price bid letter. The signed Muchulka is uploaded in the system and Financial Bid Opening Proceeding is completed. The Muchulka is sent to PE Chief for initiation of the Financial Evaluation.
Module: Bid Clarification

During evaluation, Evaluation Committee can seek clarification from bidders on any matter that needs further information relevant to evaluation. Such request for clarification is sent via email and also appears in the bidder’s dashboard. Following steps are followed to respond to the clarification request:

Step 1

Bidder needs to go to Bid Clarification Menu.
Step 2
The bids that need response from the bidder are shown in the list.

Step 3
The bidder needs to click Action button to view the clarification request.

Step 4
The bidder can respond to the clarification request by clicking the Respond icon at the right top corner of the screen.
The bidder can fill up the text and attach any relevant document from the interface.

**Step 5**

Finally, the bidder clicks the Submit button to complete the response.
Module: Contract Awarding

PE Approver logs into the e-GP system and approves the final Evaluation Report. Thereafter, LOI is uploaded into the system after which an email is sent to the winning bidder along with other participating bidders. After expiry of bid protest deadline, PE Approver uploads LOA in the system and email is sent to the winning bidder by the system. Finally, PE Approver uploads contract document after ensuring verified PG through bank, hence completing the contract awarding process.
**Steps**

## Contract Awarding

**Step: 1**  
PE Approver logs into the e-GP system, finds evaluation report pending in my pending task.

**Step: 2**  
PE Approver approves the final report and completes the Evaluation process.

**Step: 3**  
PE Approver navigates to Contract Awarding Process via Procurement Execution in his dashboard.

**Step: 4**  
PE approver selects the action button of respective bid line item whose contract awarding process is to be initiated.

**Step: 5**  
PE Approver uploads the LOI via upload document and submits it.

**Step: 6**  
A system generated mail is triggered to the winning bidder/supplier and copy of that mail is also sent to the participating bidder/supplier of that procurement.

**Step: 7**  
PE Approver uploads the LOA document via upload document and submits it.

**Step: 8**  
A system generated mail is triggered to the winning bidder/supplier.

**Step: 9**  
Before uploading the Contract document, the performance guarantee needs to be verified by the bank maker and checker, after that successful verification PE Approver uploads the Contract Document and submits it.

**Step: 10**  
A system generated mail is triggered to the winning bidder/supplier.
**Step 1**

PE approver logs into the e-GP system, clicks on Evaluation Report from Category of Pending Task.

*Fig. Contract Awarding: Step 1*

**Step 2**

The user approves the respective bid and completes the Evaluation process.

*Fig. Contract Awarding: Step 2*
Step 3

The user navigates to Contract Awarding Process via Procurement Execution from his dashboard.

![Fig. Contract Awarding: Step 3](image)

Step 4

The User selects the action button of the respective bid line item whose Contract Awarding process is to be initiated.

![Fig. Contract Awarding: Step 4](image)
Step 5

The User uploads the LOI document and submits it.

![Fig. Contract Awarding: Step 5](image)

Step 6

A system generated mail is triggered to the awarded bidder/supplier and copy of that mail is set to all participating bidders/supplier. LOI is also available as a public info in the bidder dashboard.

**Bolpatra LOI Document Issued**
gepsonadmin@gepson.gov.np

Sent: Fri, 6/12/2015 1:25 PM

To: subarna.ikk@cscpl.com.np
Cc: subarna.ikk@cscpl.com.np; sanju.poudel@cscpl.com.np; sandeep.dhungana@cscpl.com.np

Message

Hello Sir,

This is to inform you that LOI for skcnotice0001 - Reconstruction of Skc college at Bhaktapur has been uploaded in the system. Please review it and respond us back within 15 days.

Please note that this is a system generated mail. Do not respond to this mail.

Regards,
Approver Latest Bhaktapur

![Fig. Contract Awarding: Step 6](image)
Step 7

After the successful issuance of LOI document, PE Approver uploads the LOA document in the system.

![Fig. Contract Awarding: Step 7](image)

Step 8

A system generated mail is triggered to the winning bidder. Bidder can also log in to the system and see the LOA and Performance Guarantee Amount in his dashboard.

![Fig. Contract Awarding: Step 8](image)
Step 9

After LOA is issued, the Contract related Documents are available for download in the dashboard of PE user (Chief). Based on the documents, a formal contract document is prepared. Similarly, the selected bidder is able to see the performance security amount which needs to be prepared by him via bank.

![Contract related Documents: PE Chief's dashboard](image1)

![Bidder's Dashboard: Performance Guarantee Amount](image2)

Note: Bidder prepares the Performance Guarantee from the bank and uploads the document in the system from Fee/Security >> Process Menu
The verification from the Bank’s Maker and Checker regarding the Performance guarantee is required before uploading the Contract Document, after the successful verification of the Performance guarantee PE Approver uploads the Contract Document to the system and contract signing can be done.
**Step 10**

A system generated mail is triggered to the winning bidder.

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**Fig. Contract Awarding: Step 10**

In this way, Contract Awarding process ends with the successful upload of the Contract Document. By the time PE Approver uploads LOA and Contract Document, an auto generated mail is sent to the winning bidder/supplier.

**In case the L1 bidder doesn’t appear with performance guarantee after getting LOA**

---

**Fig: Selecting L2 Bidder**
L2 Bidder can be selected if L1 doesn’t appear within stipulated time with the performance Guarantee. Select L2 Bidder button gets active in the PE Chief Dashboard.

![Bidder L2 Selection](image1)

*Fig: Bidder L2 Selection*

![Confirmation Dialog](image2)

L2 Bidder Successfully selected.

*Fig: L2 Bidder Selected*
LOA Button Gets Active for the L2 Bidder.

Any additional document can be appended to Contract Document while uploading.
After LOI is issued by PE during contract awarding process, an aggrieved bidder can lodge complaint to PE within 7 days of LOI Issuance. Thereafter, PE creator receives a system generated mail notifying the lodged complaint in e-GP system by Aggrieved Bidder. PE creator then views the complaint and decides whether to reject the complaint or suspends the further contract awarding process.
Steps

**Complaint Management**

**Step: 1**
Aggrieved Bidder clicks on Procurement Execution -> Complaint Management -> Complaint Lodge -> Create

**Step: 2**
The user selects the contract to lodge the complaint.

**Step: 3**
The user then raise complaint against evaluation decision to PE.

**Step: 4**
The user fills the Application Letter, uploads the supporting documents and clicks on submit button.

**Step: 5**
A system generated mail regarding the complaint is sent to the PE creator.

**Step: 6**
PE creator logs into the e-GP system and navigates to Procurement Execution -> Complaint Management -> Complaint Lodge -> View.

**Step: 7**
The user selects the action button of lodged complaint.

**Step: 8**
The user reviews the lodged complaint and suspend the contract awarding process till another decision is made.

**Step: 9**
A system generated mail regarding the suspend of contract awarding process is sent to the aggrieved bidder.

**Step: 10**
Aggrieved bidder logs into the system and views the response of PE on lodged complaint.
Step 1

Aggrieved bidder logs into the e-GP system and navigates to Procurement Execution -> Complaint Management -> Complaint Lodge -> Create.

![Complaint Management fig 1](image1)

Step 2

The User selects the action button of desired contract to lodge the complaint.

![Complaint Management fig 2](image2)
Step 3

The user raises the complaint against evaluation decision into the system.

Fig: Complaint Management fig 3
**Step 4**

The user fills the Application Letter field, uploads the supporting documents and clicks on the submit button.

![Fig: Complaint Management fig 4](image)

**Step 5**

A system generated mail is sent to the PE creator regarding the complaint lodged by the aggrieved bidder.

![Inbox - Mail Items - Outlook](image)

Dear Sir,

This is to inform you that the Bidder Organisation : Bidding Nepal Association has raised a bid protest against the final evaluation feedback of the tender IFD No.: moe/001/72-73/100

Please login into the Bolpatra system to process the bid protest.

Please note that this is a system generated mail. Do not respond to this mail. If you have any query, please contact Bolpatra admin team.

Warm Regards, Bolpatra Admin Team

![Fig: Complaint Management fig 5](image)
**Step 6**

PE creator logs into the e-GP system and navigates to Procurement Execution -> Complaint Management -> Complaint Lodge -> View.

![Fig: Complaint Management fig 6](image)

**Step 7**

The user selects the action button of contract in which the complaint is lodged.

![Fig: Complaint Management fig 7](image)
Step 8

The user views the complaint and suspends the contract awarding process if the complaint is relevant or rejects the irrelevant complaint.

Fig: Complaint Management fig 8
Step 9

A system generated mail is received by the aggrieved bidder regarding the response of PE on his/her complaint.

Hi,

This is inform you that your Bid Protest has been accepted by the Ministry of Information and Communication for the Tender IFB No.: moic/001/72-73/100. Please log into the Bolpatra system for more details. Please note that this is a system generated mail. Do not respond to this mail. If you have any query, please contact admin team.

Warm Regards, Bolpatra Admin Team

Fig: Complaint Management fig 9
Step 10

The Aggrieved bidder logs into the e-GP system and views the response made by PE.

In this way, following the above-mentioned steps Complaint Management can be handled successfully.
Project coordinator updates work schedule submitted by consultant, tracks the physical progress claimed by consultant, process the payment requested by the consultant and request PE chief to certify the payment certificate after reviewing the physical progress. After that Consultant submits the Performa invoice to Accountant for further processing. Finally accountant process the payment.
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1    | Contractor logs into the system and navigates to Procurement Execution Menu.  
Execution -> Contract Mgmt -> Payment Mgmt -> Bill -> Create |
| 2    | The User searches for the respective contract and clicks on its Action button. |
| 3    | The User initiates the Mobilization Advance payment with verified APG, and clicks on Submit button. |
| 4    | Project coordinator logs into the system and clicks on “Bill Approval Request” from category of pending task. |
| 5    | The User selects the Action button of initiated Bill Approval Request. |
| 6    | The User verifies it and sends it to PE chief. |
| 7    | PE chief logs into the system and clicks on “Bill Approval Request” from category of pending task. |
| 8    | The User selects the Action button of initiated Bill Approval Request. |
| 9    | The User verifies it and clicks on Certify button. |
| 10   | The Mobilization Advance payment is now processed to the Accountant, Accountant logs into the system and navigates to Procurement Execution -> Contract Management -> Payment Management -> Bill -> Process. |

Similarly, Contractor and PE process the running bill (Monthly Statement) and Final Bill.
Step 1

The User initiates the Mobilization Advance payment bill with verified APG and clicks on submit button.

![Contract Management: Step 1](image)

Step 2

Project coordinator logs in to the system and clicks on the bill approval request from category of pending task.

![Contract Management: Step 2](image)
Step 3

The User clicks on the Action button of the initiated bill approval request.

![Fig. Contract Management: Step 3](image)

Step 4

The User verifies the bill approval request and sends it to PE chief.

![Fig. Contract Management: Step 4](image)
**Step 5**

PE chief logs into the system and clicks on the bill approval request from category of pending task.

![Contract Management: Step 5](image)

**Step 6**

The User clicks on the Action button of initiated bill approval request.

![Contract Management: Step 6](image)
**Step 7**

The User verifies it and clicks on the certify button.
Step 8

The Mobilization advance bill payment is then processed to the accountant, accountant logs into the system and navigates to Procurement Execution -> Contract Management -> Payment Management -> Bill -> Process.

![Fig: Contract Management: step 8](image)

Step 9

The User fills in the contract number and clicks on the search button.

![Fig: Contract Management: step 9](image)
Step 10

The User clicks on the Action button of claimed advance bill payment.

Fig: Contract Management: step 10

Step 11

The User fills the payment order date and clicks on the submit button.

Fig: Contract Management: step 11
Step 12

Project coordinator needs to keep update on works completion of the contract hence the user logs in the system and navigates to Procurement Execution -> Contract Management -> Project Management -> View/Update.

![Fig: Contract Management: step 12](image)

Step 13

The User clicks on the action button of the respective contract.

![Fig. Contract Management: Step 13](image)
Step 14

The user navigates to Manage Program Schedule -> Program Schedule -> Add Program Schedule.

![Fig. Contract Management: Step 14](image)

Step 15

The User fills the works completion percentage, uploads the completion documents and clicks on the Add button.

![Fig. Contract Management: Step 15](image)
Step 16

Contractor can claim for the monthly statement bill when 30% of work is completed and verified by the PE coordinator, the user clicks on the Add Item button to claim.
Step 17

The User fill in the Item BOQ as per works completed and clicks on the OK button.

Fig. Contract Management: Step 17
Step 18

The User clicks on the submit button after adding the Item BOQ.

Fig. Contract Management: Step 18
Step 19

Project coordinator clicks on bill approval request from category of pending task.

Step 20

The User clicks on the Action button of initiated monthly statement bill payment.
Step 21

The User verifies the initiated monthly statement bill payment and send it to PE chief.

Fig: Contract Management: step 21

Step 22

PE chief logs into the system and clicks on bill approval request from category of pending task.

Fig: Contract Management: step 22
Step 23
The User clicks on the Action button of initiated monthly statement bill.

![Contract Management: step 23](image)

Step 24
The User reviews the initiated monthly statement bill and clicks on certify button.

![Contract Management: step 24](image)
**Step 25**

Contractor needs to upload original invoice document for the account approval of monthly statement bill payment, hence the user navigates to Procurement Execution -> Contract Management -> Payment Management -> Bill -> Process.

![Contract Management: Step 25](image-url)
Step 26

The user clicks on the Action button of initiated monthly bill statement.

Fig. Contract Management: Step 26
**Step 27**

The User uploads the original invoice document and clicks on the submit button.
Step 28

Accountant logs into the system and navigates to Procurement Execution -> Contract Management -> Payment Management -> Bill -> Process.

![Fig. Contract Management: Step 28](image)

Step 29

The User fills in the contract number and clicks on the submit button.

![Fig. Contract Management: Step 29](image)
Step 30

The User selects the Action button of claimed monthly statement bill.
Step 3

The User fills the payment order date and clicks on the submit button.

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**Government of Nepal**

**Procurement Management Office**

**National Electronic Government Procurement System**

**Fig. Contract Management: Step 3**

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**Project Details**

- **Project Name:** New Project
- **Project Supervisor:** Baluwar, Pokhara
- **Intended Start Date:** 2015-07-01
- **Intended End Date:** 2015-07-31
- **Procurement Method:** NCE

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**Item Description**

1.2 Earth work in excavation in trenches, pits, foundation in all types of soil including existing drains and ditch fills and all structure if any up to the specified depth including leveling, shining, dressing of site, cleaning of bottom, removing of mud, debris, dirt to the extent of 1 meter.

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Cumulative Quantity</th>
<th>Quantity</th>
<th>Rate</th>
<th>Amount (NPR)</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>100</td>
<td>203000.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>100</td>
<td>203000.00</td>
</tr>
</tbody>
</table>

**Compensation Payment**

- **Total Compensation Amount (inclusive of VAT):** 203000.00
- **VAT 15% Total Amount:** 30450.00
- **Sub Total + VAT:** 233450.00

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**Invoice Details**

- **Invoice Date:** 2015-07-07
- **Invoice Amount:** 203000.00
- **Invoice Currency:** NPR
- **Retention Percentage Released:** 5
- **Retention Amount:** 10150.00
- **Retention Currency:** NPR
- **Advance Payment Realisation Amount:** 0
- **Release Amount:** 203000.00
- **Payment Order Date:** 07-07-2015

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**Step 32**

Project coordinator updates the work completion as in the previous steps and clicks on Add button.
Step 33

Contractor logs into the system same as in previous steps, claims for the final bill and clicks on the submit button.
Step 34

Project coordinator verifies the final bill initiated by bidder and sends it to PE chief.
**Step 35**

PE chief verifies the final bill and clicks on the certify button.
Step 36

Contractor uploads the original invoice document for the final bill payment and clicks on the submit button.

Fig: Contract Management: step 36
Step 37

Accountant fills the payment order date and clicks on the submit button to make final bill payment same as previous step made by the accountant.

Fig. Contract Management: Step 37

Contract Management process ends with the completion of works and release of payment to the contractor. After that DLP or warranty period starts based on terms specified in contract document.