TRAINING MANUAL FOR NATIONAL E-GOVERNMENT PROCUREMENT SYSTEM OF NEPAL

Bidders Group

www.bolpatra.gov.np/egp

Organized By:

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

Business Flow Diagram

To initiate the registration process, bidder visits the e-GP System (www.bolpatra.gov.np) 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 logs into the e-GP system.
Registration Steps

**Bidder Registration**

**Step 1:**
User clicks on ‘Register New User’ from home screen and selects Firm

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

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

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

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

End
Step 1:

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

![Bidder Registration Step 1](image_url)

**Fig: Bidder Registration Step 1**

Step 2:

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

The three forms that needs 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.
### Fig: Bidder Registration Step 2A: Organization 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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country Of Registration</td>
<td>Nepal</td>
</tr>
<tr>
<td>Company Registration No.</td>
<td>46789659894</td>
</tr>
<tr>
<td>Registration Date</td>
<td>02-06-2012</td>
</tr>
<tr>
<td>Organization Name</td>
<td>ABC Nepal Pvt. Ltd.</td>
</tr>
<tr>
<td>Organization Type</td>
<td>Private</td>
</tr>
<tr>
<td>Acronym</td>
<td>ABC</td>
</tr>
<tr>
<td>Description</td>
<td>This is Consulting Office situated at Babarmahal, Kathmandu, Nepal</td>
</tr>
<tr>
<td>No. of Employees</td>
<td>9</td>
</tr>
<tr>
<td>Category of Interest</td>
<td>Consulting Services</td>
</tr>
<tr>
<td>VATIN NO.</td>
<td>536685414</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.abcnepal.com.np">www.abcnepal.com.np</a></td>
</tr>
<tr>
<td>Country</td>
<td>Nepal</td>
</tr>
<tr>
<td>Address Line 1</td>
<td>Babarmahal Kathmandu</td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>Address Line 3</td>
<td></td>
</tr>
<tr>
<td>District</td>
<td>Kathmandu</td>
</tr>
<tr>
<td>Municipality</td>
<td>Kathmandu</td>
</tr>
<tr>
<td>VDC</td>
<td>--Select VDC--</td>
</tr>
<tr>
<td>Fax No. 1</td>
<td>014472167</td>
</tr>
<tr>
<td>Fax No. 2</td>
<td></td>
</tr>
<tr>
<td>Contact No. 1</td>
<td>014471150</td>
</tr>
</tbody>
</table>

[Image: bidder-registration-step-2a-organization-details.png]
**Step 2B:** Personal details basically includes personal information of user trying to register with his/her name, contact detail, email address, username for future login, password and 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.

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:

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:

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:

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.

Fig: Bidder Registration Step 5: User Successfully Verified

Hello Ramesh Devkota,

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

your username is rameshbidder
your Bolpatra id is BDNE27302014
your Organization’s Bolpatra id is :BORGNESS52014

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 PPMO.

Warm regards,
GEPSON Admin Team

Fig: Bidder Registration: User Approved Successfully

Bidder can then successfully log in to the system with username and password.
Module: Bidder Profile Management

Business Flow Diagram

BIDDER PROFILE UPDATE

Bidder logs into e-GP system → The user views his/her profile → The user makes necessary update in his/her profile → The user saves the changes

Bidder logs into 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.
Steps

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](image-url)
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.

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.

Fig. Bidder profile update: Step 2D
Step 2E

The user then enters litigations if any and clicks on ‘Save’

Fig. Bidder profile update: Step 2E
Step 2F

Finally, the user uploads documents such as Registration certificate, Tax registration certificate, etc. and clicks ‘Save & Exit’

In this way, a bidder can update his/her user profile in e-GP system.
Module: Bid Response Submission

Business Flow Diagram

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

Steps
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 incase 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
Bidder/Supplier are able to view the published opportunity with number of days remain for bidding, selects the Action button of desired bid.

Fig: Bid response submission fig 2
Step 3

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

Step 4

The user uploads the Letter of bid and clicks on Save and Next button.
Step 5

The user uploads the mandatory fields of Technical details tab and clicks on Save and Next button.

<table>
<thead>
<tr>
<th>General Info</th>
<th>Bid Letter</th>
<th>Technical Details</th>
<th>Financial Situation</th>
<th>BOQ</th>
<th>Price Adjustment</th>
<th>Fees &amp; Securities</th>
<th>Works Requirement</th>
<th>Documents</th>
<th>Summary</th>
</tr>
</thead>
</table>

**Technical Proposal**

Please upload technical details containing 1) Site Organization 2) Method Statement 3) Mobilization Schedule 4) Construction Schedule and 5) Other Sections

<table>
<thead>
<tr>
<th>SLNo</th>
<th>Document Title</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Technical Detail</td>
<td></td>
</tr>
</tbody>
</table>

**Personnel**

Add Personnel

<table>
<thead>
<tr>
<th>SL No</th>
<th>Biodata Id</th>
<th>Name</th>
<th>Position</th>
<th>Academic Qualification</th>
<th>Total Work Experience (in Years)</th>
<th>Work Experience (in Years)</th>
<th>Resume</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No project members added yet

**Equipments**

Please upload equipment details

<table>
<thead>
<tr>
<th>SLNo</th>
<th>Document Title</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Equipment Details</td>
<td></td>
</tr>
</tbody>
</table>

**Pending Litigation**

If you want to add or delete any pending litigation, please do it from "my profile" screen.

<table>
<thead>
<tr>
<th>Year</th>
<th>Matter in Dispute</th>
<th>Value of Pending Claim in INRs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No Result Found</td>
<td></td>
</tr>
</tbody>
</table>

**National eGP System Litigations**

<table>
<thead>
<tr>
<th>Year</th>
<th>Matter in Dispute</th>
<th>Value of Pending Claim in INRs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No Result Found</td>
<td></td>
</tr>
</tbody>
</table>

Value of Pending Claim as a Percentage on Value for External Litigation

**General Construction Experience**

Add General Experience

<table>
<thead>
<tr>
<th>SL No</th>
<th>Name of the Contract</th>
<th>Client</th>
<th>Start Date</th>
<th>End Date</th>
<th>Employer’s Name</th>
<th>Delete</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No Result Found

**Specific Construction Experience**

Add Specific Experience

<table>
<thead>
<tr>
<th>SL No</th>
<th>Name of the Contract</th>
<th>Client</th>
<th>Start Date</th>
<th>End Date</th>
<th>Employer’s Name</th>
<th>Delete</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No Result Found

**Fig: Bid response submission fig 5**
Step 6

The user fills in the Financial Situation tab and clicks on Save and Next button.

---

### Invitation Details

- **Invitation No.:** Notice/Construction/Works/001
- **Project Title:** Development of Infrastructure in various relief works
- **Procurement Category:** Works
- **Procurement Method:** NOB
- **Bidding Procedure:** Pre-Qualification Not Needed
- **Bidding Type:** Open
- **Submission Deadline:** 23-06-2015 18:00
  
- **Bid Opening Date:** 24-06-2015 10:00

---

### Financial Situation

**Information from Balance Sheet**

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Assets</th>
<th>Total Liabilities</th>
<th>Net Worth</th>
<th>Current Assets</th>
<th>Current Liabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>342134345345</td>
<td>4524524524</td>
<td>33709829821</td>
<td>452345245</td>
<td>2345234523</td>
</tr>
<tr>
<td>2016/17</td>
<td>4234345345</td>
<td>435234534</td>
<td>37911081</td>
<td>45234534</td>
<td>54345345</td>
</tr>
</tbody>
</table>

**Information from Income Statement**

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Revenues</th>
<th>Profit before Taxes</th>
<th>Profit after Taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>4534523.00</td>
<td>45234523.00</td>
<td>22345.00</td>
</tr>
<tr>
<td>2016/17</td>
<td>34345345345.00</td>
<td>435245245.00</td>
<td>4545353.00</td>
</tr>
</tbody>
</table>

1. **Average Annual Turnover Form**

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount (in NRs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>43532534523.00</td>
</tr>
<tr>
<td>2016/17</td>
<td>32435325345.00</td>
</tr>
</tbody>
</table>

2. **Financial Resources**

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Source of Financing</th>
<th>Amount (in NRs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bit Bank</td>
<td>342342343538</td>
</tr>
</tbody>
</table>

---

*Fig: Bid response submission fig 6*
**Step 7**

The user fills in the BOQ tab and clicks on Save Item button. Please note that there is Schedule of Requirement tab instead of this BOQ tab in GOODS procurement category.

![Bill Of Quantity](https://example.com/bill-of-quantity.png)

- The user can either fill the details regarding the BOQ/GLS items in the page or the user can select Export to Excel and download the system generated excel file containing the list of all items. The user will open the downloaded file and select Enable Editing. Thereafter, the user will fill all the necessary details in the excel file and save the file.
- The user will have to upload the file back into the system by selecting Import and all the values filled in the excel file will get reflected in the BOQ/GLS table in this page.

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
<th>Quantity</th>
<th>Unit Rate (Currency)</th>
<th>Amount (Currency)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisional Sum: Rs.0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sub Total 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction work: Rs.45000000</td>
<td>Rs.0.00</td>
<td>1.0</td>
<td>4504.00 NPR</td>
<td>4504.00 NPR</td>
</tr>
<tr>
<td>Sub Total 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction work: Rs.45000000</td>
<td>Rs.0.00</td>
<td>1.0</td>
<td>4504.00 NPR</td>
<td>4504.00 NPR</td>
</tr>
<tr>
<td>Sub Total 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction work: Rs.45000000</td>
<td>Rs.0.00</td>
<td>1.0</td>
<td>4504.00 NPR</td>
<td>4504.00 NPR</td>
</tr>
<tr>
<td>Sub Total 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sub Total [1 + 2 + 3 + 4]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisional Sum</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VAT: 13.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Fig: Bid response submission fig 7**
Step 8

The user fills the Price Adjustment tab and clicks on Save and Next button.

Fig: Bid response submission fig 8

Step 9

The user clicks on Procurement Execution -> Fee/Security -> Process and to pay bid related fees.

Fig: Bid response submission fig 9
Step 10

The user clicks on Action button of respective bid whose bid response submission is initiated.

Fig: Bid Response Submission fig 10
Step 11

The user pays bid related fees and clicks on Submit button.

Fig: Bid response submission fig 11
Step 12

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

Fig: Bid response submission fig 12
Step 13

The user finds the pending fee amount paid and clicks on Save and next button.

![Bid Details](image)

<table>
<thead>
<tr>
<th>Invitation No.</th>
<th>Notice: Construction Works 001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement Category</td>
<td>Works</td>
</tr>
<tr>
<td>Bidding Procedure</td>
<td>Pre Qualification Not Needed</td>
</tr>
<tr>
<td>Submission Deadline</td>
<td>29-06-2015 11:00</td>
</tr>
<tr>
<td>Project Title</td>
<td>Construction of Warehouse for storage and distribution of relief</td>
</tr>
<tr>
<td>Procurement Method</td>
<td>NCB</td>
</tr>
<tr>
<td>Bidding Type</td>
<td>Open</td>
</tr>
<tr>
<td>Bid Opening Date</td>
<td>29-06-2015 14:00</td>
</tr>
</tbody>
</table>

### General Info

<table>
<thead>
<tr>
<th>Bid Doc Fee Amount</th>
<th>NRs. 5000.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid Doc Fee Payment Status</td>
<td>Paid</td>
</tr>
<tr>
<td>Bid Doc Fee Voucher</td>
<td>Voucher</td>
</tr>
</tbody>
</table>

### Bid Security

<table>
<thead>
<tr>
<th>Bid Security Amount</th>
<th>NRs. 308.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid Security Payment Status</td>
<td>Paid</td>
</tr>
<tr>
<td>Bid Security Voucher</td>
<td>Voucher</td>
</tr>
</tbody>
</table>

![Save & Next](image)

**Fig: Bid response submission fig 13**
**Step 14**

The user fills in the Works Requirement tab by uploading mandatory fields and clicks on Save and Next button. Please note that this tab lacks in case of GOODS procurement category.

![Bid response submission](image)

*Fig: Bid response submission fig 14*
Step 15

The user fills in Additional Document by uploading additional documents and clicks on Save and Next button.

---

**Fig: Bid response submission fig 15**
Step 16

The user clicks on Generate OTP tab to receive one time password in his/her mailing id.

![Bid response submission fig 16](image)

Fig: Bid response submission fig 16

Step 17

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

To: subarna.kc@cscf.com.np

Subject: Bolpaatra OTP

Hello SKe 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 Bolpaatra shall not be 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,
Bolpaatra Admin Team

![Bid Response Submission fig 17](image)

Fig: Bid Response Submission fig 17
Step 18

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

![Bid response submission fig 18](image)
Step 19

The user clicks on Submit Bid button to submit the bid.

![Bid Details](image)

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

Business Flow Diagram

The Bid Opening Committee selects assigned procurement from the e-GP system. The committee views the submitted online bids and adds any submitted offline bids. 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).
Step 1

A member of Bid Opening Committee logs into the e-GP system.

Fig. Bid Opening: Step 1
Step 2

The user selects Procurement Execution -> Bid Opening as follows:

Fig. Bid Opening: Step 2
Step 3

User then searches and selects a desired procurement:

Fig. Bid Opening: Step 3
**Step 4**

Thereafter, the members of the Bid Opening committee enter their credentials:

*Fig. Bid Opening: Step 4*
Step 5

The members sees the online bids, download the submitted and modified bid responses of each bidder.

Fig. Bid Opening: Step 5
Step 6

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

Fig. Bid Opening: Step 6
Step 7

A Bid Opening Record (MUCHULKA) is downloaded by the committee members, which contains withdrawn bids, modified bids, online bids and offline bids. It is then printed and signed by all the committee members and bidders present in Bid Opening.

Fig. Bid Opening: Step 7
Step 8

A signed copy of Bid Opening Record (MUCHULKA) is uploaded into the system.

Fig. Bid Opening: Step 8
Step 9

After the signed Bid Opening Record (MUCHULKA) is uploaded into the system, the Bid Opening Proceeding is completed.

![Bid Opening: Step 9](image-url)

The submitted bid opening detail appears on PE Chief’s dashboard under “My Pending Tasks” as “Bid Opening”. PE Chief then views the bid opening details and assigns PE users to fill the offline bid data. The assigned PE User fills the offline bid data and after completion sends back the bid detail to the PE Chief. Then PE Chief then views the bid detail and assigns Bid Evaluation Committee and sends for evaluation.
Module: Complaint Management

Business Flow Diagram

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 raises a complaint against the 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 email 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 the lodged complaint.

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

**Step 9**
A system generated email 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.

Fig: Complaint Management fig 1
Step 2

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

Fig: Complaint Management fig 2
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
Step 5

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

Inbox - Mail Items - Outlook

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 IFB No : moic/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
Step 6

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

![Complaint Management fig 6]

*Fig: Complaint Management fig 6*
Step 7

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

Fig: Complaint Management fig 7
Step 8

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

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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.
Project coordinator updates work schedule submitted by contractor, tracks the physical progress claimed by contractor, process the payment requested by the contractor and request PE chief to certify the payment certificate after reviewing the physical progress. After that Contractor submits the Performa invoice to Accountant for further processing. Finally accountant process the payment.
Step 1
The User search for the respective contract and clicks on it's Action button.

Step 2
The User initiates the Mobilization Advance payment with verified APG, and clicks on Submit button.

Step 3
Project coordinator logs into the system and clicks on “Bill Approval Request” from category of pending task.

Step 4
The User selects the Action button of initiated Bill Approval Request.

Step 5
The User verifies it and send it to PE chief.

Step 6
PE chief logs into the system and clicks on “Bill Approval Request” from category of pending task.

Step 7
The User selects the Action button of initiated Bill Approval Request.

Step 8
The User verifies it and clicks on Certify button.

Step 9
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 processes the running bill (Monthly Statement) and Final Bill
Contractor navigates to Procurement Execution -> Contract Management -> Payment Management -> Bill -> Create.

**Fig: Contract Management: step 1**
Step 2

The User search for the respective contract and clicks on the Action button.

Fig: Contract Management: step 2
Step 3

The User initiates the Mobilization Advance payment bill with verified APG and clicks on submit button.
Step 4

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

Fig. Contract Management: Step 4
Step 5

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

Fig. Contract Management: Step 5
Step 6

The User verifies the bill approval request and send it to PE chief.
Step 7

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

Fig. Contract Management: Step 7
Step 8

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

**Fig. Contract Management: Step 8**
Step 9

The User verifies it and clicks on the certify button.

*Fig. Contract Management: Step 9*
Step 10

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 10*
Step 11

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

![Fig: Contract Management: step 11]

Step 12

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

![Fig: Contract Management: step 12]
Step 13

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

Following above steps payment can be raised by Contractor and PE or Employer will process the payment.