DIRECT CONTRACTING APPLICATION
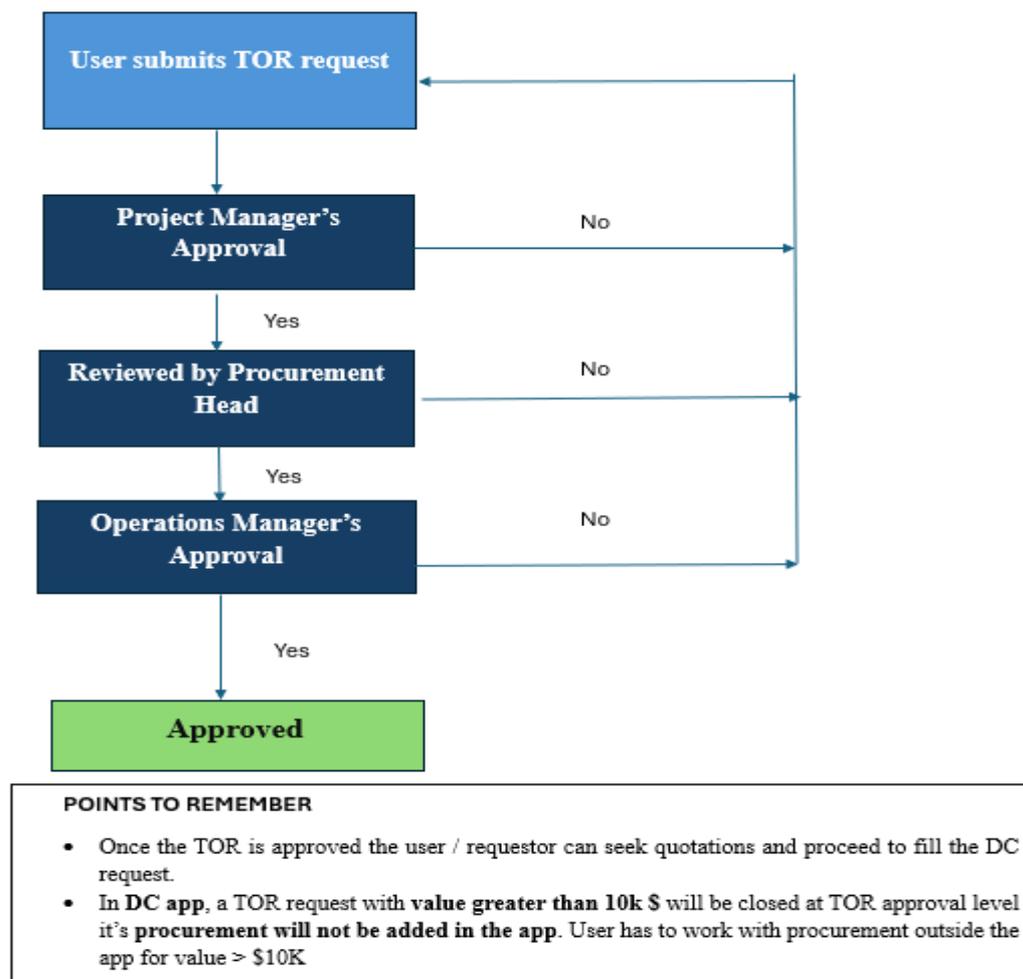

USER GUIDE

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INTODUCTION: The Direct Contracting Application was developed and restructured to eliminate the recurring issue of Terms of Reference (TORs) being signed out or lost from the system before a corresponding procurement request could be initiated. The primary objective of the application is to **streamline and enforce a structured approval workflow** for procurement activities related to **goods**, **services**, and **individual consultancies**, thereby improving efficiency, traceability, and compliance. It ensures secure handling of procurement-related data and provides an organized framework for end-to-end processing of procurement requests, starting from TOR submission to the assignment of a case officer for final action.

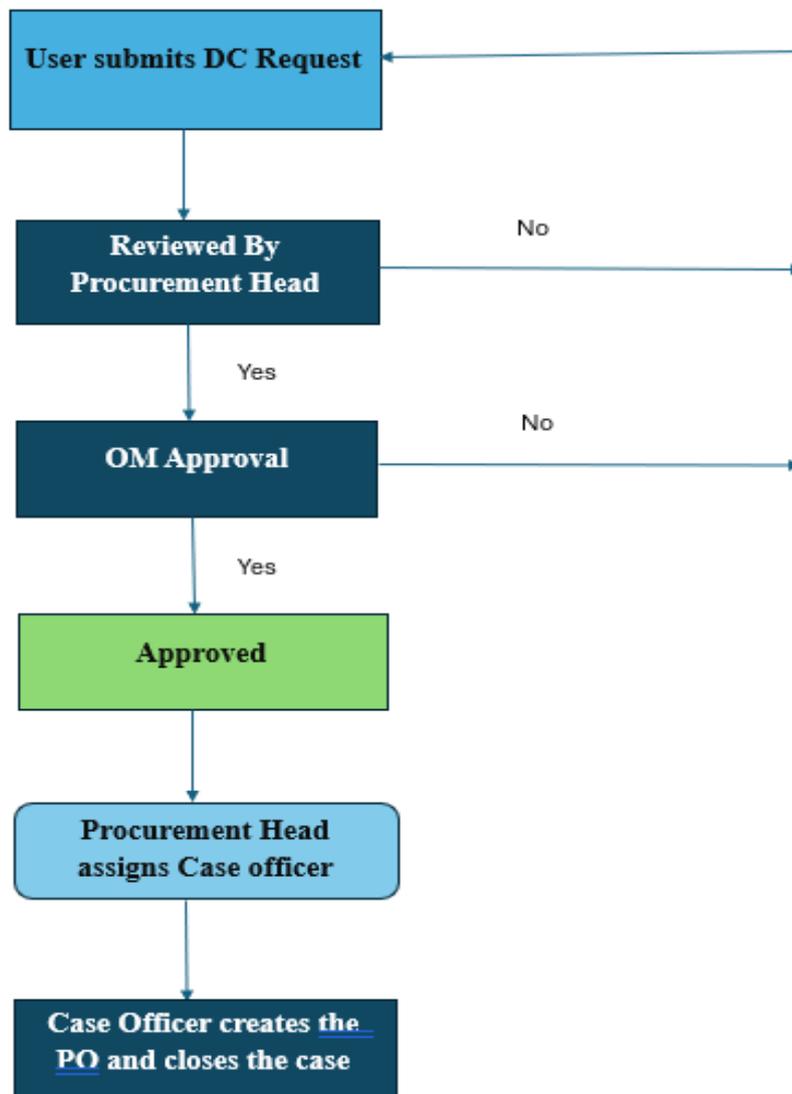**LOGIN:** User can login using their UNDP credentials through below url https://apps.undp.org.in/DirectContractingIC/

APPROVAL FLOW:

DIRECT CONTRACTING - APPROVAL FLOW
Part 1- TOR Approval

POINTS TO REMEMBER

- Once the TOR is approved the user / requestor can seek quotations and proceed to fill the DC request.
- In **DC app**, a TOR request with **value greater than 10k $** will be closed at TOR approval level it's **procurement will not be added in the app**. User has to work with procurement outside the app for value > $10K

Part 2 – Direct Contracting < $10K Approval

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                    │  User submits DC Request │                        │
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                    ┌─────────────────────────┐        No              │
                    │      Reviewed By         │ ──────────────────────►│
                    │   Procurement Head       │                        │
                    └─────────────────────────┘                        │
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                                  │                  No                 │
                                  ▼                                     │
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                    │       OM Approval        │
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                    │    Procurement Head      │
                    │  assigns Case officer    │
                    └─────────────────────────┘
                                  │
                                  ▼
                    ┌─────────────────────────┐
                    │  Case Officer creates the │
                    │  PO and closes the case  │
                    └─────────────────────────┘
```

FOR USERS

ADD TOR REQUESTS: The **"Add TOR Requests"** tab allows users to initiate a new TOR (Terms of Reference) request by filling out essential details related to the requirement. When the user navigates to **Requests → Add TOR Requests**, a form opens where the following fields must be completed:

- **Title of the Request**
- **Category**: Choose from **Individual Consultant (IC), Goods, or Services**
- **Region & Country**
- **Project**
- **Consultant/Vendor Name**
- **Contract Duration & Timeline**
- **Estimated Amount in Local Currency**
- **Exchange Rate**
- **Amount in USD** *(auto-calculated and read-only)*

If the **Amount in USD exceeds $10,000**, the checkbox **"Is Cumulative Amount More than $10K"** becomes enabled. Once this checkbox is selected, the user is prompted to provide **additional justifications** specific to high-value requests.

After completing the form:

- Users must **download the TOR template**, fill in the necessary details, and **upload** the finalized TOR document.
- Once all required fields are filled and validations are met, the user can click **Submit** to send the request for further processing.

This tab ensures that all TOR submissions are standardized, justified, and ready for approval workflows based on the value threshold.

MY TOR REQUESTS TAB: The **My TOR Requests** page provides a personalized view for each user, listing all **Terms of Reference (TOR)** requests submitted by the currently logged-in user. It serves as a central dashboard to **track, manage, and take action** on submitted TORs.

Key Features of the My TOR Requests Page:

- View the real-time **status** of each TOR request (e.g., Pending, Approved, Returned).
- If a TOR is **returned by the approver**, the user is given the option to either **edit** the request and resubmit it or **delete** it entirely if no longer needed.
- Ensures transparency, traceability, and easy management of TOR submissions, allowing users to stay updated and act promptly when needed.
- **TOR requests are categorized into two sections:** one for those with an estimated amount less than or equal to USD 10,000, and another for requests exceeding this threshold.

ALL TOR REQUESTS: The **All TOR Requests** page provides a comprehensive view of all Terms of Reference (TOR) submissions within the system, regardless of the user who created them. This tab is primarily designed for administrators or approvers to:

- **View the status** of all TOR requests across different users and categories
- **Track submissions** based on title, category, region, requester name, and dates
- **Monitor workflow progress** and identify pending actions.
- Displays both categories of TORs:
  - TORs with a total value **less than or equal to USD 10,000**
  - TORs with a value **greater than USD 10,000**, which require additional justification and compliance checks.

This centralized view ensures transparency, simplifies oversight, and helps in efficient decision-making throughout the approval process.

ADD PROCUREMENT FOR DC

The **My DC Requests** tab provides users with a streamlined and categorized overview of all their Direct Contracting activities. It is thoughtfully divided into **three sections**, each corresponding to a key stage in the DC request lifecycle:

1. TORs READY FOR PROCUREMENT SUBMISSION

This section lists all **TORs (Terms of Reference)** that have been created and finalized by the requestor but have **not yet been submitted to procurement**.
What you can do:
- View key details such as **Title, Category (IC/Goods/Services), Region, Country, Project**, and **Estimated Amount**.
- Perform important actions such as:
    - **View TOR details**
    - **Submit Procurement request**
    - **Upload necessary supporting documents**

This section helps the user initiate the procurement process after finalizing the TOR and ensures that only completed and ready-for-review requests are pushed forward.

Add TOR – Ready to Submit (Procurement Tab)
Upon clicking the **"Add"** button under the **TOR Ready to Submit** section against approved TOR request, the user is redirected to a structured data entry form. This form facilitates the completion of the final TOR submission by capturing critical procurement details.
Key Features of the Form:
- Fields to input **Approved Vendor ID**, **Consultant/Vendor Name**, and **Consultant/Vendor Email ID** ensure accurate identification of the selected service provider.
- Users must specify **Contract Duration From** and **To** dates, clearly outlining the timeline for the assignment or service delivery.
- Dedicated sections to input **Justification**, **Value for Money**, **Quality Assurance Measures**, and **Risk Mitigation Strategies** ensure alignment with procurement standards and compliance protocols.
- The form includes fields for **Amount in Local Currency**, **Exchange Rate**, and a **read-only calculated USD amount**, ensuring transparency in financial estimations.
- Depending on the **Request Category** (e.g., Individual Consultant, Goods, or Services), mandatory document attachments are dynamically displayed to ensure completeness of submission.
- The user is provided with two options at the bottom of the form:
    - **Submit** – to send the completed TOR request for further action.
    - **Save as Draft** – to retain the information entered for future completion or review.

This form plays a critical role in streamlining the procurement workflow by ensuring standardization of the data captured, thereby maintaining consistency across submissions. It reduces manual errors through built-in validations, read-only financial calculations, and category-specific dynamic fields. By providing a structured interface, it enhances efficiency and guides users through all mandatory steps and documentation. Furthermore, it improves

transparency and audit readiness by collecting justifications and compliance-related inputs upfront. This enables faster and more informed decision-making, as all essential information is readily available to approvers and case officers in a consistent format.

2. DRAFT DC REQUESTS

This section displays all **Direct Contracting requests** that the user has **started but saved as drafts**, meaning they have not yet been finalized or submitted.
Use this section to:
- Resume incomplete requests
- Continue editing fields like **Consultant/Vendor Name, Duration, Timeline, Justification, Estimated Cost**
- Upload the TOR document and other attachments
- Finalize and **submit when ready**

This draft functionality allows users to work at their own pace and prevents loss of information during the request drafting process.

3. SUBMITTED PROCUREMENT REQUESTS
This table displays all **DC requests that have been formally submitted to Procurement** and are now in the review and approval workflow.
Used to:
- Track the **current status** (e.g., Under Review, Approved, Returned, Completed)
- View summary details such as:
  - Consultant/Vendor Name
  - Submitted Amount
  - Assigned Approvers
  - Justifications and Attachments
- **Download Reports** (after final approval) for documentation or auditing purposes

This section enhances **transparency**, **traceability**, and **user accountability**, ensuring that users stay informed of their submissions' progress.


ALL DC REQUESTS: The *All DC Requests* tab displays a comprehensive list of all procurement requests submitted through the Direct Contracting (DC) process. It enables users to monitor the status of each request—whether pending, approved, or returned. Once approved, users can print or download the official report. This tab ensures complete visibility over procurement activities, supports audit readiness, and facilitates efficient tracking and management of procurement workflows.

FOR APPROVERS

PENDING TOR FOR MY APPROVAL: This TAB provides approvers with a dedicated view of all TOR requests currently awaiting their action. Each request is listed with an **Action** button,

which redirects the approver to a detailed view where they can thoroughly review all submitted information and attached documentation.

- User can **enter comments or remarks** in the designated field to provide feedback, justification, or guidance to the requester according to their choice before **clicking either action**, **Approve** or **Return** .
- This process ensures clear communication, promotes accountability, and supports a transparent and efficient TOR approval workflow.
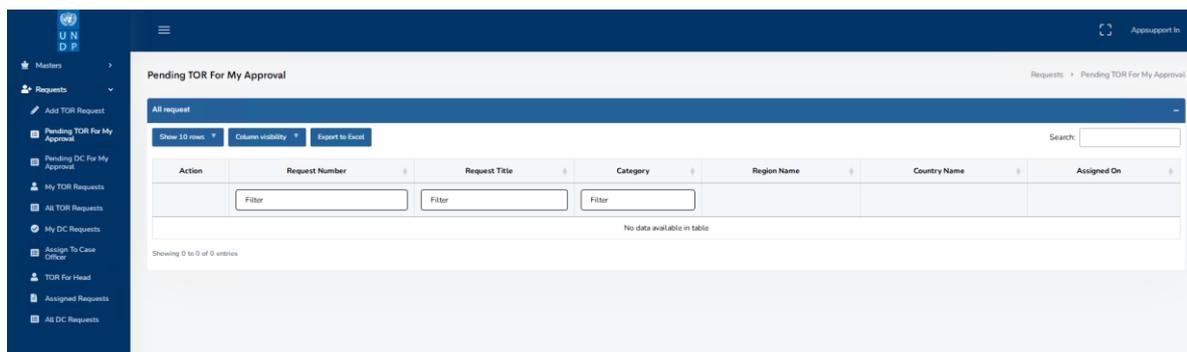
PENDING PROCUREMENT FOR MY APPROVAL

This tab provides approvers with a dedicated view of all procurement (DC) requests that are currently awaiting their review and action. Each request appears with an **Action** button, which navigates the approver to a detailed form displaying all relevant procurement information and mandatory attachments.

- Approvers must enter **comments or remarks** in the designated field **before** clicking either **Approve** or **Return**, allowing them to provide necessary feedback, justification, or instructions to the requester.

- This workflow ensures **clarity in communication**, promotes **accountability**, and contributes to a **transparent and streamlined procurement approval process**, maintaining compliance and decision-making efficiency.
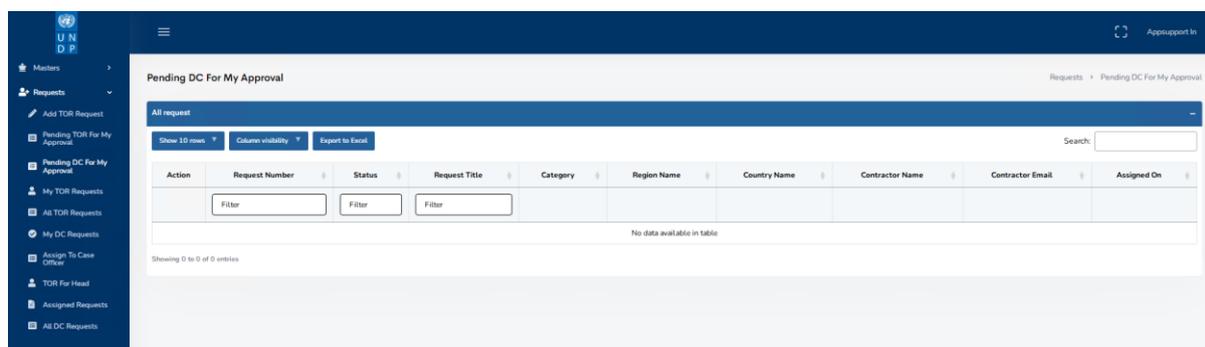
ASSIGN TO CASE OFFICER: This tab is designed for the **Procurement Head** to manage and delegate post-approval actions for TOR requests. It displays two distinct tables:

- The **first table** lists all requests where **Procurement has been approved** and the next step is to **assign them to a Case Officer** for further processing.

- The **second table** includes TORs with an amount **greater than $10,000 USD**, where the **TOR is approved** but **Procurement are not required within system**.

The Procurement Head can review each request and, using the **Assign** button or icon provided against each record, **allocate the request to a Case Officer**, ensuring smooth continuation of the procurement workflow. This facilitates effective task distribution and timely follow-up on high-value and approved requests.

ASSIGNED REQUESTS TAB: Once the Procurement Head assigns a request to a specific Procurement Focal Point (Case Officer), it becomes visible to them under the **Assigned Requests** tab.

In this tab, the Case Officer can:

- View the details of the requests assigned to them
- Print the request information or related documents
- Record the action taken along with relevant remarks

This helps streamline task ownership and ensures accountability throughout the procurement process.

NOTE: **For any query write us at appsupport.in@undp.org.**