



## Question and Answers on New Contract Management Module

### 1. How does the new Contract Management Module help task teams and Borrowers?

The new system will better equip task teams and borrowers to track contracts, key deliverables, key performance indicators (KPIs) and payments to suppliers, consultants, and contractors. This in turn will speed up project implementation and disbursements while minimizing cost and time overruns.

### 2. For which contracts are Borrowers required to use the new system?

Borrowers are required to use the new Contract Management Module to track and manage all contracts recorded in STEP signed on or after October 3, 2022. This includes contracts signed prior to October 3, 2022, but not yet recorded in the STEP by October 3, 2022, as signed contracts. The only exception to this is contracts not tracked through the system because they are low value / low risk contracts as identified in the procurement plan and thus do not require tracking in general through the contract management system.

### 3. May Borrowers use the new system to track existing contracts signed before October 3, 2022?

Yes, borrowers have the option and are encouraged to use the new system to track and manage existing contracts signed prior to October 3, 2022, in order to enjoy the benefits offered by the new system in managing contracts.

### 4. Are Borrowers required to track the same information for all contracts using the system?

No, the system has been designed to be fit-for-purpose considering the risk, value, and complexity of the procurement. The details to be tracked are therefore proportional to the value and complexity of the contract as illustrated below. Borrowers will be required to use the full system functionality for all contracts subject to prior review. For contracts subject to post review, borrowers will be required to at a minimum track the key deliverables and payments. For low risk and value contracts identified in the procurement plan borrowers are only required to notify the Bank of signature and publish contract award through the system. Borrowers, however, have the option to use the full system functionality for all contracts where they deem it beneficial.

Key aspects to be tracked	Contract Type		
	Prior Review	Post Review	Low risk / value identified in the procurement plan
Recording contract signature and notifying the Bank	×	×	×
Deliverables	×	×	
Payments	×	×	
Key Performance Indicators (where applicable and agreed in PPSD)	×		
Key contractual milestones and events	×		

## **5. What is the role of World Bank staff for the new STEP contract management Module?**

During the initial phase, task teams have the following roles:

- a. Following up with borrower agencies to view the learning material to be able to use the system to track their contracts;
- b. Processing any requests received via email for provisioning of new STEP users to be assigned the role of contract manager within the borrower agency. This follows the same current process for adding new STEP borrower users; and
- c. Identifying low value /risk contracts in the procurement plan for which tracking using the contract management system is not justified.

During the next phase expected by the end of Q2 of FY23, task teams have the following additional roles upon the launch of the Bank/task team application:

- a. Monitoring the borrowers' management of contracts through the system and providing relevant feedback on individual contracts
- b. Using available reports and dashboards to monitor progress with the borrowers' implementation of contracts

## **6. What is the role of the contract manager in the new contract management module?**

The contract manager is the individual within the agency that is assigned to lead the management of the implementation of a specific contract on behalf of the borrower. The contract manager will, through the system, now be assigned the additional responsibility of using the system to track and record the key stages of contract implementation. A primary contract manager is required to be assigned for each individual contract. A secondary contract manager may be assigned to support the primary contract manager. Contract managers will receive alerts of upcoming or overdue milestones as well as relevant reports.

## **7. Can an individual outside the agency be assigned the contract manager role?**

Yes. An individual outside the borrower's agency, such as a consultant supporting the borrower to supervise a construction project, may be assigned the role of secondary contract manager to support the primary contract manager to update the system. However, the primary contract managers must be from within the borrower's agency.

## **8. How will the Contract Manager know that they have been assigned this role in the system?**

Upon assignment of this role for an individual contract, the contract manager will receive an email notification of this assignment including instructions on how to access the system. A separate notification will be issued for each contract assigned to an individual contract manager.

## **9. Where can I find more information and resources about the new enhancement?**

Further resources including a user guide, online tutorials and other learning resources are available on the [STEP website](#).

For further questions contact the Procurement Specialist for your project at the World Bank