NC eProcurement

Sourcing Requests and Procurement Exceptions

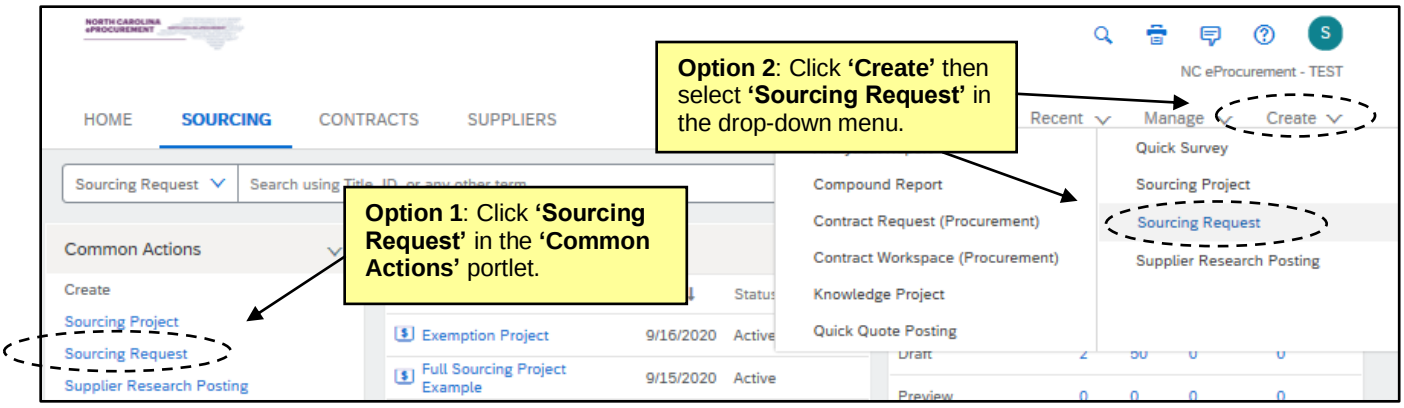
A Sourcing Request (SR) is used to request the creation of a Sourcing Project and Event to conduct a solicitation when the initiating user is not able to create or complete a Sourcing Project on their own. The requesting user will fill out the **'Sourcing Request Attributes'** section, select the template, and create the Sourcing Request. They will then add the **'Solicitation Document'** to the Request before submitting it to another user via an **'Approval Task.'** The approving user will then turn the Request into a Sourcing Project on behalf of the initiating user. This can be done between users within an agency, or an agency user can submit a Sourcing Request to P&C if they are attempting to solicit Non-IT Goods over their agency's delegation.

I. Creating a Sourcing Request for Non-IT Goods Over Agency Delegation

1. There are two options for initiating a Sourcing Request:

   a. In the **'Common Actions'** portlet on the left side of the screen, click the **'Sourcing Request'** link.

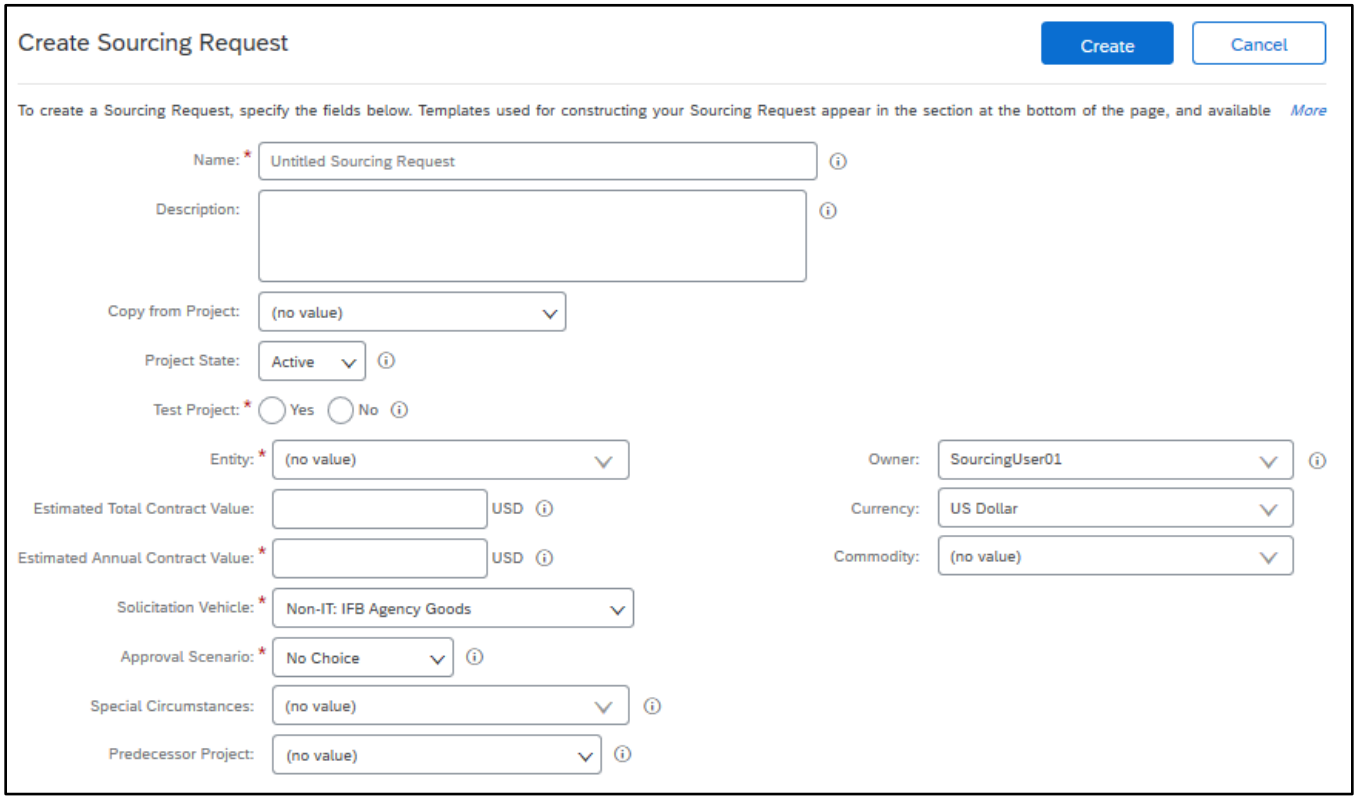
   b. In the upper right corner of the screen, click **'Create'** and select **'Sourcing Request'** in the subsequent drop-down menu.



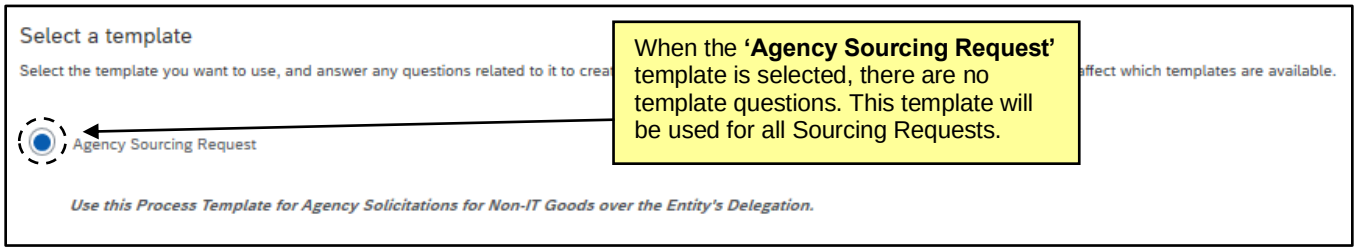
2. The **'Sourcing Request Attributes'** page will display. Populate all relevant fields including the six required fields, as noted by an asterisk (*). Some fields are conditional, meaning that the information entered in these portions of the SR determine options later in the process, including the selection of the **'Solicitation Document.'**

   Notes:

   - In the **'Entity'** field, select the entity of the requesting user, not P&C, even if it is being routed there to be turned into a Sourcing Project.
   - Select **'Non-IT: IFB Agency Goods'** in the **'Solicitation Vehicle'** field.
   - For more detailed guidance on filling out these fields, please see the **'Creating a Sourcing Project'** job aid.



3. In the **'Select a template'** section of the Sourcing Request Attributes page, note that the radio button next to the '**Agency Sourcing Request'** template is automatically selected**.**

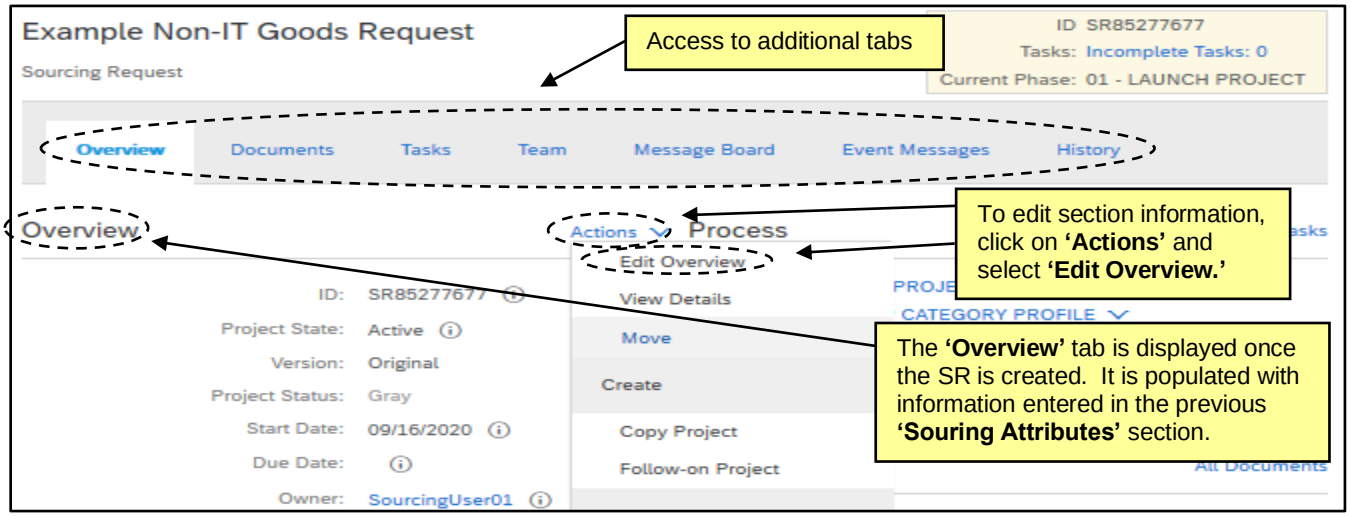


4. When all fields have been completed and it is confirmed that the template has been selected, click the **'Create'** button in the top or bottom right of the screen. If any required fields are missing, or there are any other issues, the system will alert the user to the missing or incorrect information by highlighting those fields in a red border accompanied by an informative error message.

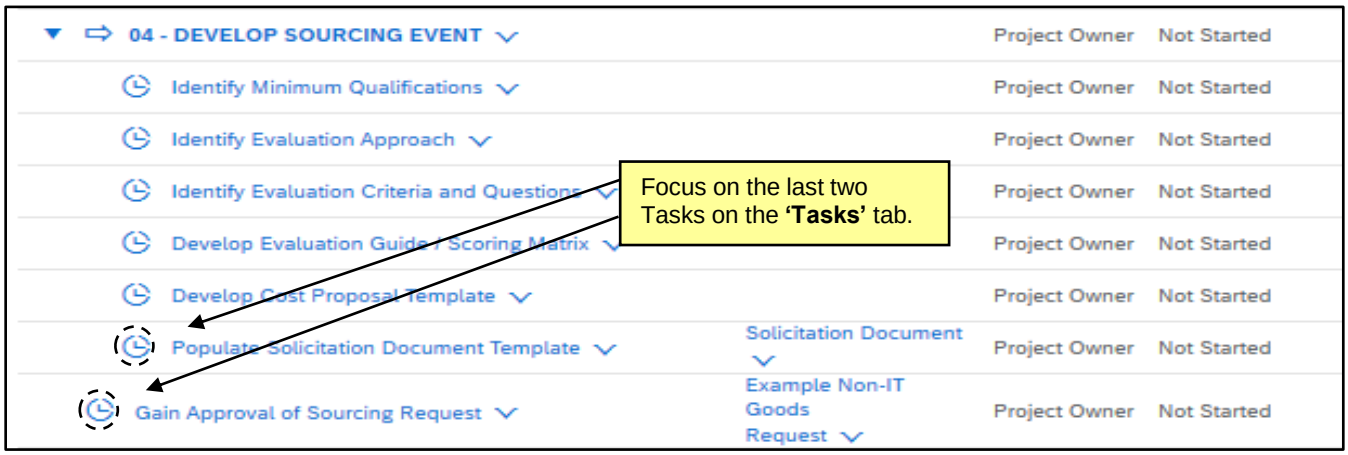
   Note: Users cannot save a Sourcing Request before clicking **'Create.'** If it is not completed in one session, it will have to be re-entered from the beginning. Once the user clicks **'Create,'** the SR will be saved in the system and assigned a system-generated ID # beginning with **'SR.'**

5. After clicking **'Create'** on the **Sourcing Attributes** page, the Sourcing Request (SR) is saved, and the **Overview Tab** is displayed. This screen contains information about the Sourcing Request captured on the previous **Sourcing Attributes** page. From this screen, users can access six other tabs for the management of the SR: **'Documents,' 'Tasks,' 'Team,' 'Message Board,' 'Event Messages,'** and **'History.'** At this point, the **'Project State'** is **'Active.'**

6. On the **'Overview'** tab, scroll down the screen to verify the accuracy of the information populated in the previous **'Sourcing Attributes'** section. To edit any of this information, click on **'Actions'** at the top of the page and select **'Edit Overview'** from the drop-down.

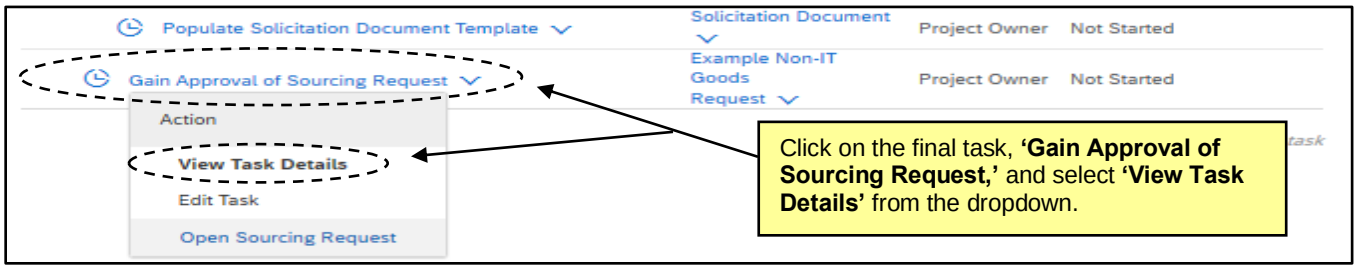


7. Navigate to the **'Tasks'** tab and note the four Phases consisting of fifteen Tasks. These Tasks are a best practice roadmap to submitting the Sourcing Request per the guidance of P&C. In order for the Sourcing Request to be accepted by P&C, the last two Tasks on this tab must be completed: **'Populate Solicitation Document Template'** and **'Gain Approval of Sourcing Request.'**



8. To complete the **'Populate Solicitation Document Template'** task, navigate to the **'Documents'** tab and click the blue triangle to the left of the **'Solicitation Document'** folder. Next, click the arrow to the right of the **'IFB_Agency_Goods'** document and select **'Download'** from the dropdown menu. Fill out the template with the requisite information so that P&C can complete the solicitation on the user's behalf. Then click back onto the arrow to the right of the **'IFB_Agency_Goods'** document, but this time select **'Replace Document'** and attach it back in its completed form.

9. Return to the **'Tasks'** tab, expand **Phase 4**, and click on the last task, **'Gain Approval of Sourcing Request.'** From the dropdown menu, select **'View Task Details.'**

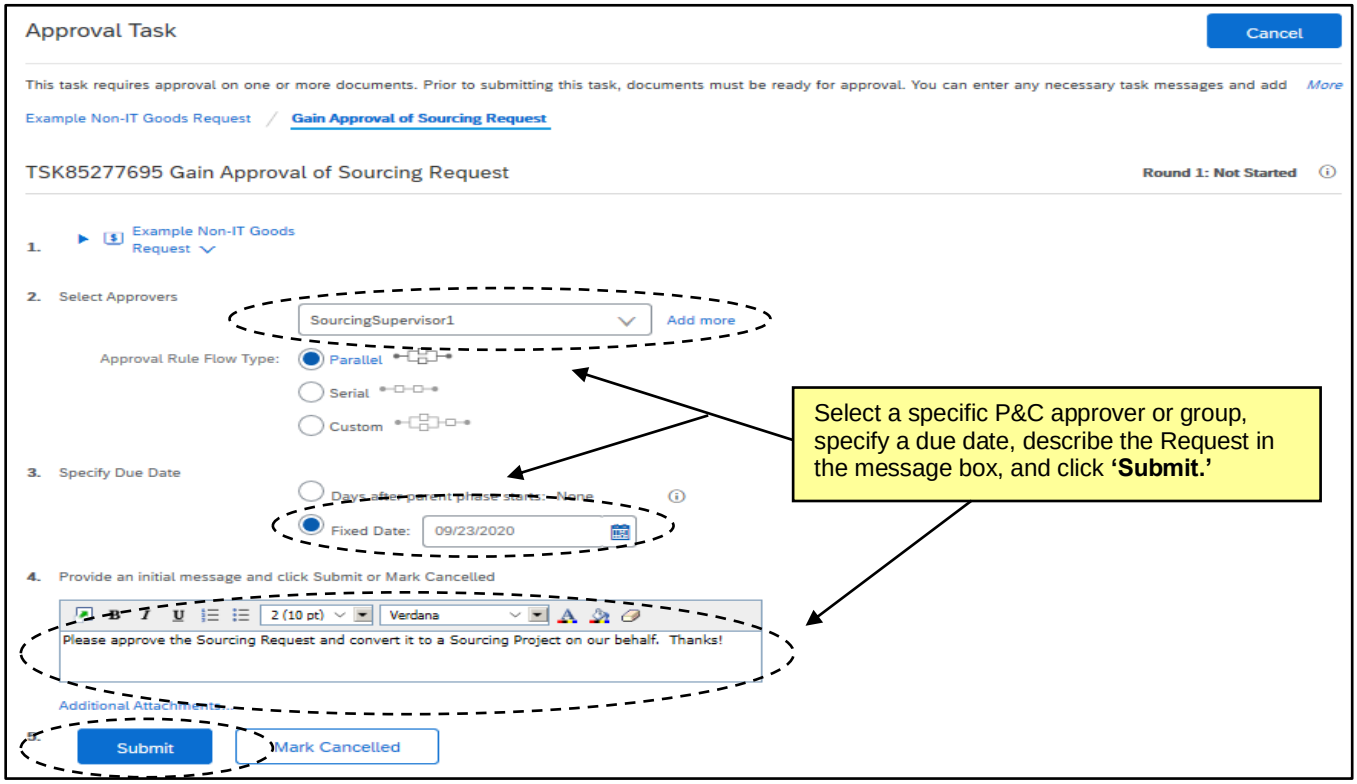


10. On the subsequent **'Approval Task'** page, click the dropdown in the **'Select Approvers'** section and choose the appropriate group or individual at P&C to which this request should be directed.

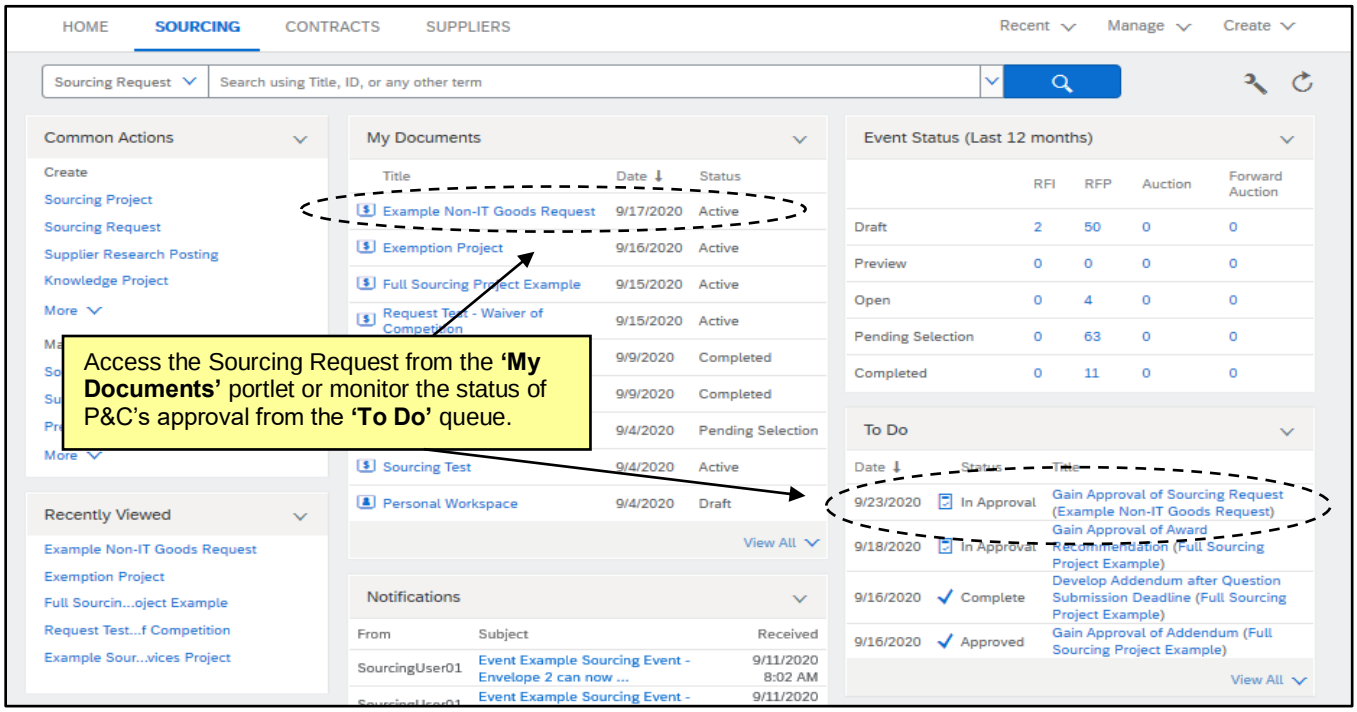
11. The default **'Approval Rule Flow Type'** is **'Parallel,'** but that can be changed if either **'Serial'** or **'Custom'** is preferred. If there is only one approver being added, this selection does not matter.

12. It is not required to specify a due date, but by doing so, a notification to complete this **'Approval Task'** will display in the approver's **'To Do'** portlet in addition to the email notification they will receive.

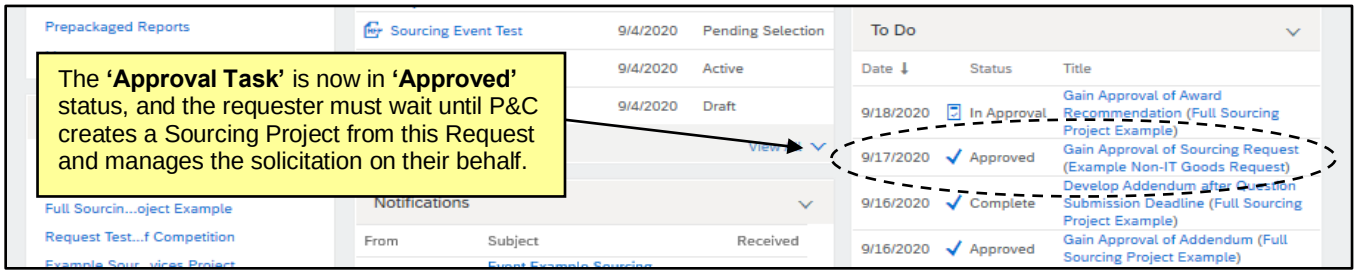
13. Include an informative message further explaining the Request and include any additional attachments if necessary (there is no need to attach the Solicitation Document here as it is attached to the overall SR) and click **'Submit.'**



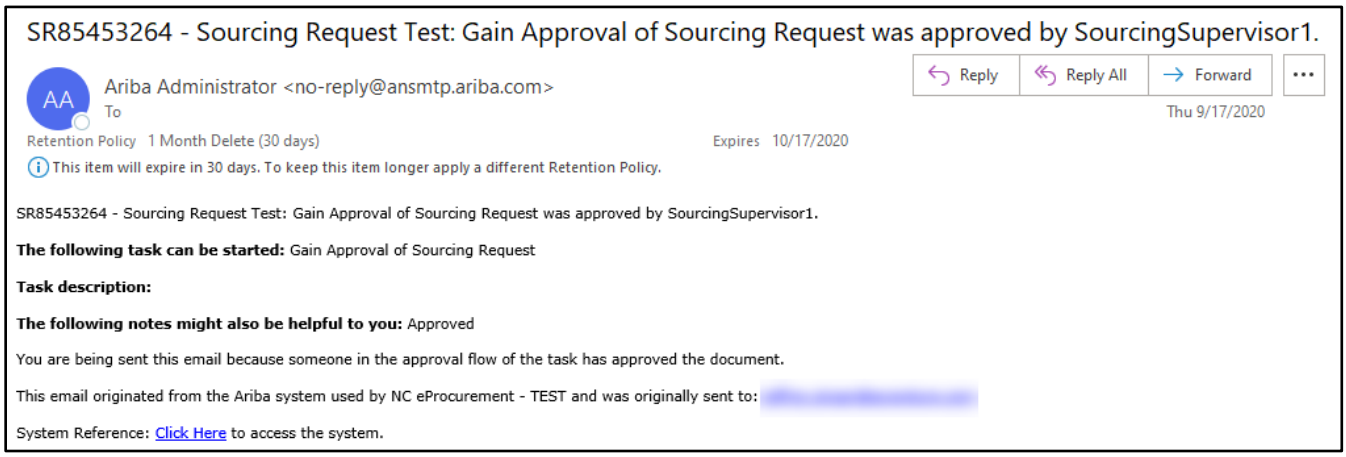
14. The Sourcing Request will display in the user's **'My Documents'** portlet, and the **'Approval Task'** will show up in their **'To Do'** queue with a status of **'In Approval.'** If the requester needs to follow its progress or make any changes, they can click on the task **'Title'** and look at the **'Approval Flow'** tab or click **'Withdraw'** on the subsequent page if they need to pull it back.



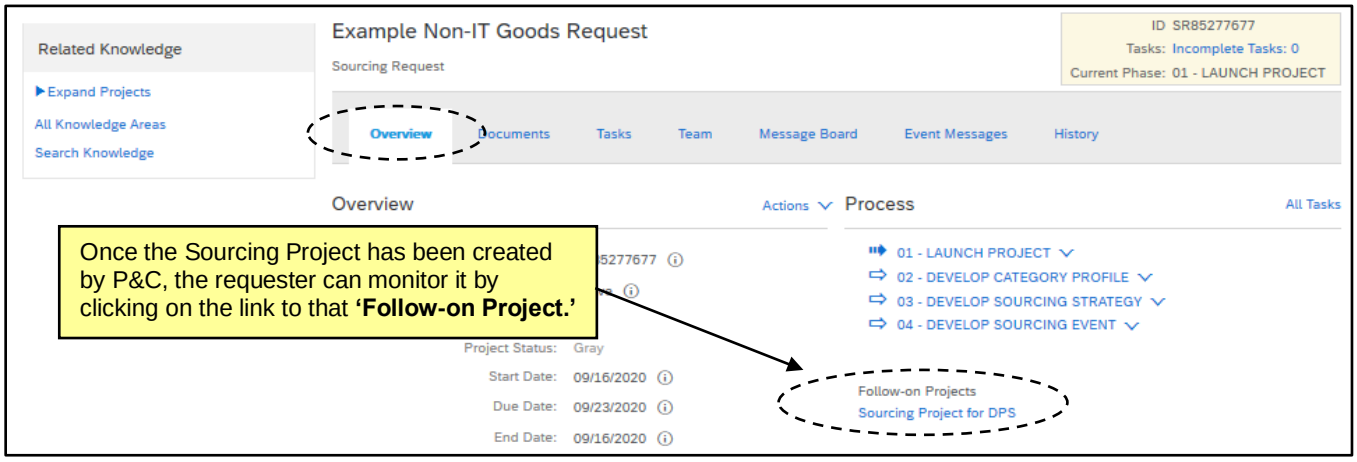
15. When P&C approves the Sourcing Request, the **'Approval Task'** will transition to **'Approved'** status and the P&C approver will be prompted to turn the Request into a Sourcing Project so they can manage the solicitation on behalf of the requester.



16. The requester will also receive an email letting them know that P&C has approved the Sourcing Request.



17. When the Sourcing Request has been turned into a Sourcing Project by P&C, the original requester will note that there is a link to the resulting Sourcing Project beneath **'Follow-on Projects'** on the right side of the **'Overview'** tab of their original Request. From this link they can monitor the progress of the solicitation being handled on their behalf by P&C.



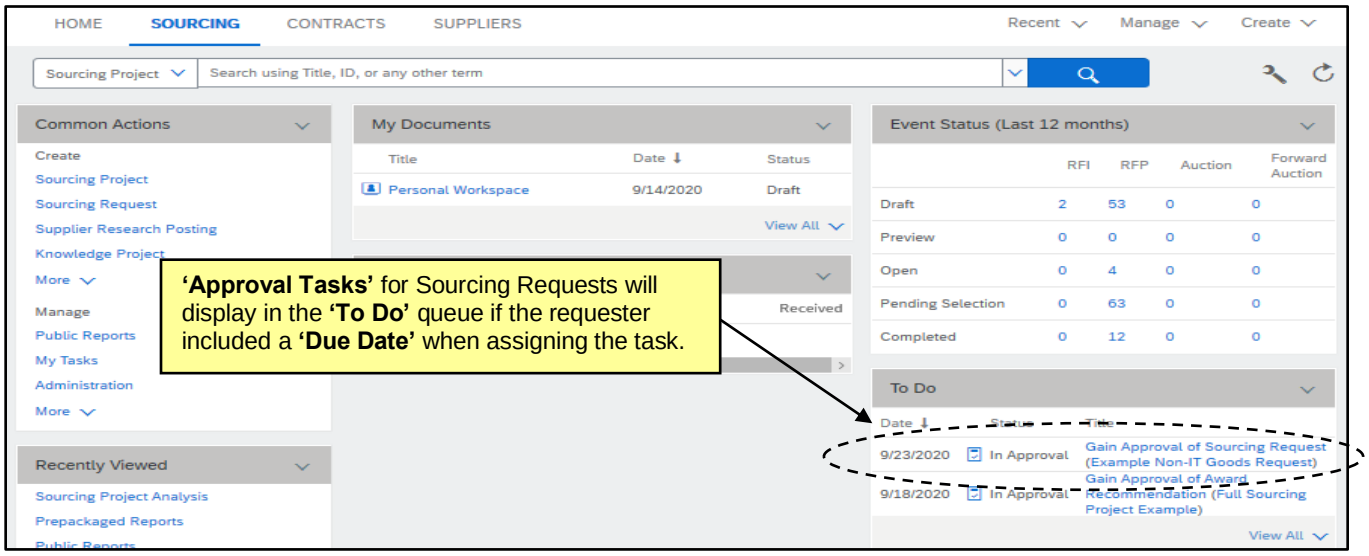
II. Creating a Sourcing Project from a Sourcing Request

When a user receives notification they have been asked to execute an **'Approval Task'** for a Sourcing Request, the user is expected to approve that task (assuming the requester submitted a complete and appropriate Sourcing Request) and turn the Request into a Sourcing Project on behalf of the requester. Often, these steps will be taken by P&C when they are asked to conduct a solicitation for Non-IT Goods above an agency's delegation.

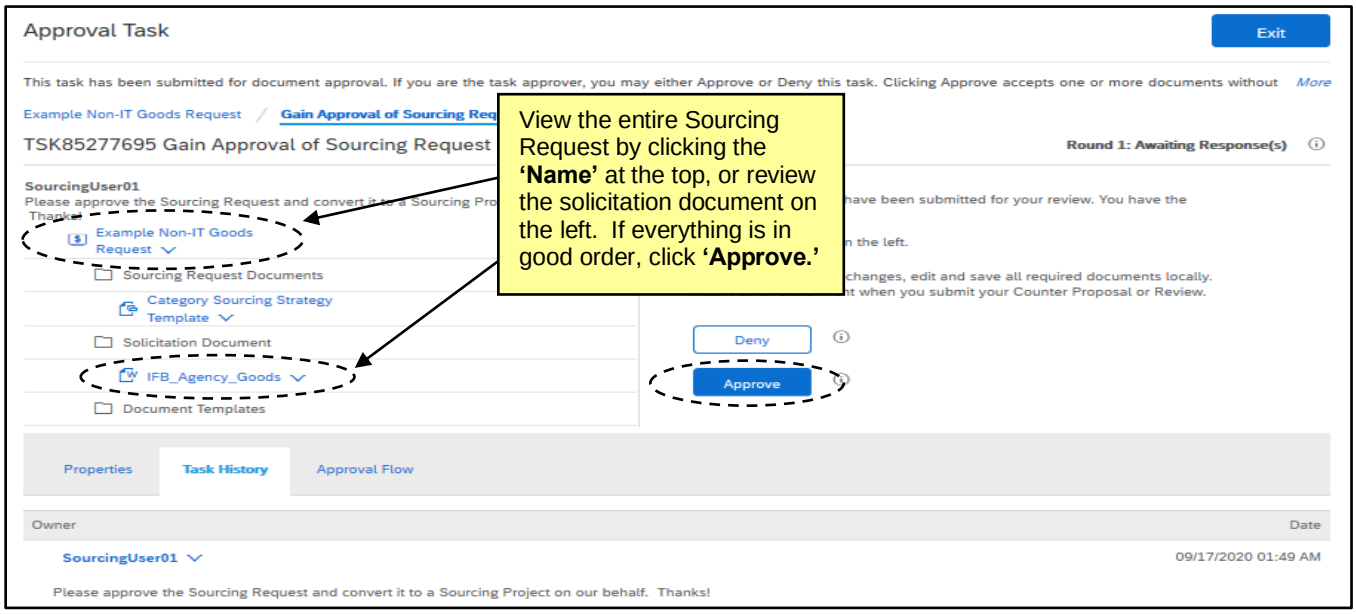
1. The Sourcing Request recipient will receive an email requesting their approval. They can click the link to go directly to the Sourcing Request or take note of the SR# and search for that from their dashboard.

2. If the Requester included a **'Due Date'** on the **'Approval Task,'** a notification will display in the **'To Do'** queue, and the task can be accessed from there.

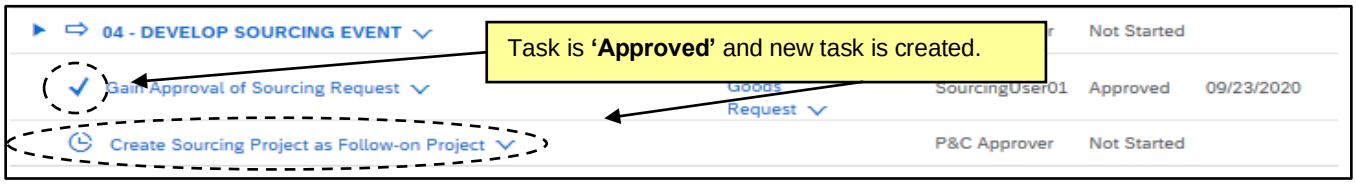
   Note: To see **'Task'** notifications for Sourcing Requests on the dashboard, click the wrench icon in the top right of the **'Sourcing'** tab, select **'Edit Properties,'** and check the boxes in the **'Sourcing Request'** row. That is not a default setting.



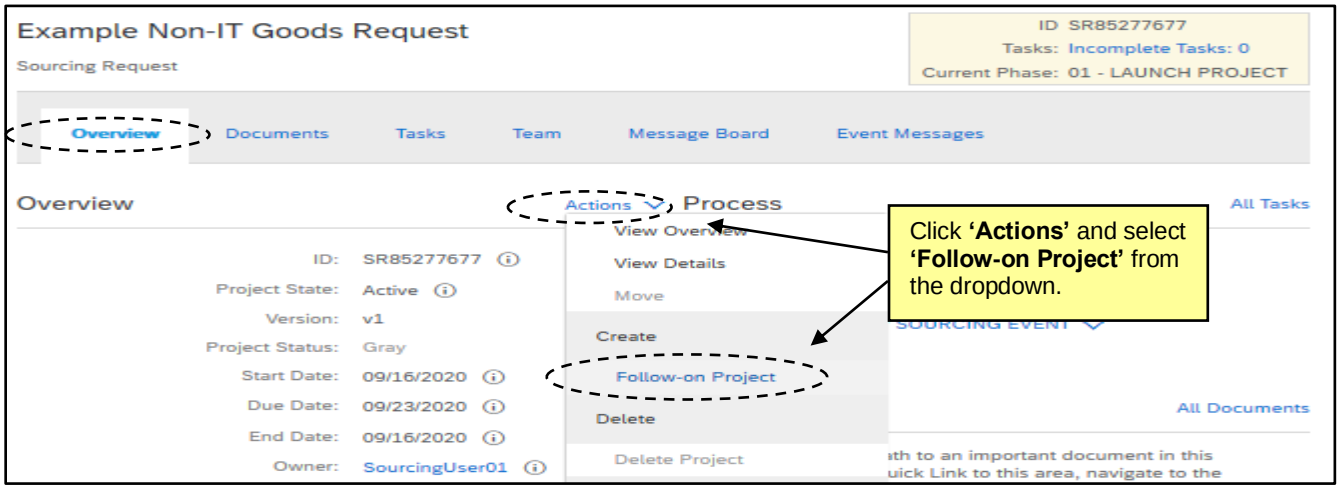
3. From the **'Approval Task'** page, the approver can view the Sourcing Request by clicking on the SR **'Name,'** or view any attached documents by clicking on whichever of them are of interest, particularly the **'IFB_Agency_Goods'** solicitation document. If everything looks good, click the **'Approve'** button. Add a message on the subsequent page if necessary and click **'OK.'**



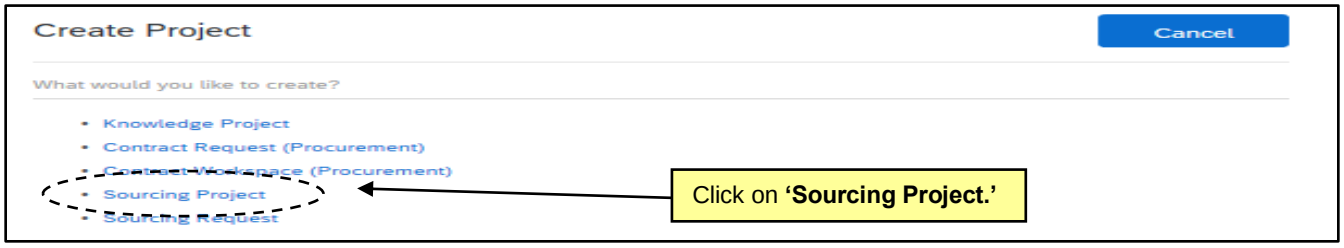
4. The Sourcing Request is now approved as noted by the checkmark next to that task. Below that task, a new task displays to prompt the P&C approver to **'Create Sourcing Project as Follow-on Project.'**



5. Navigate to the **'Overview'** tab and click the **'Actions'** link. Select **'Follow-on Project'** from the dropdown menu.



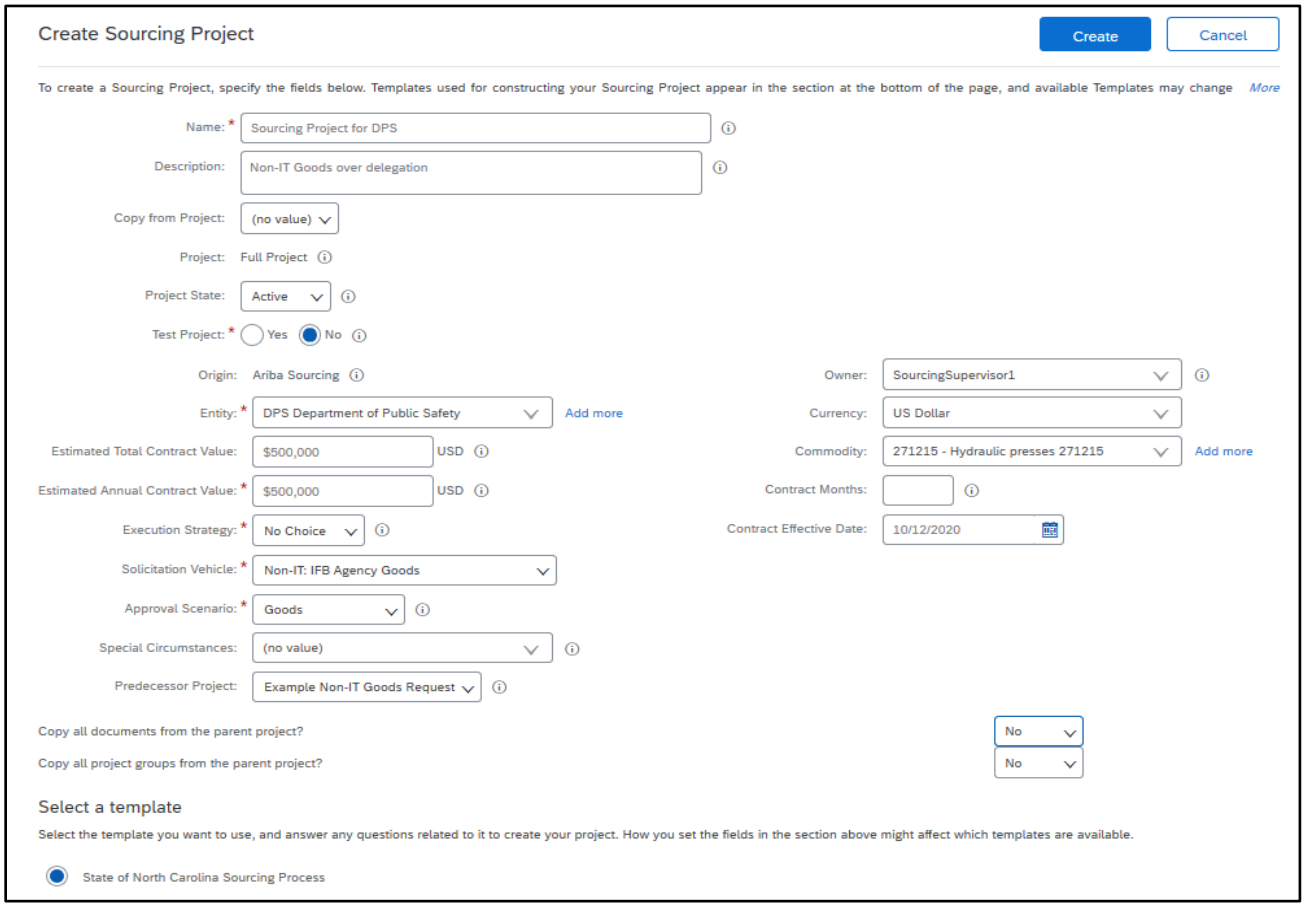
6. On the subsequent **'Create Project'** page, click on **'Sourcing Project.'**



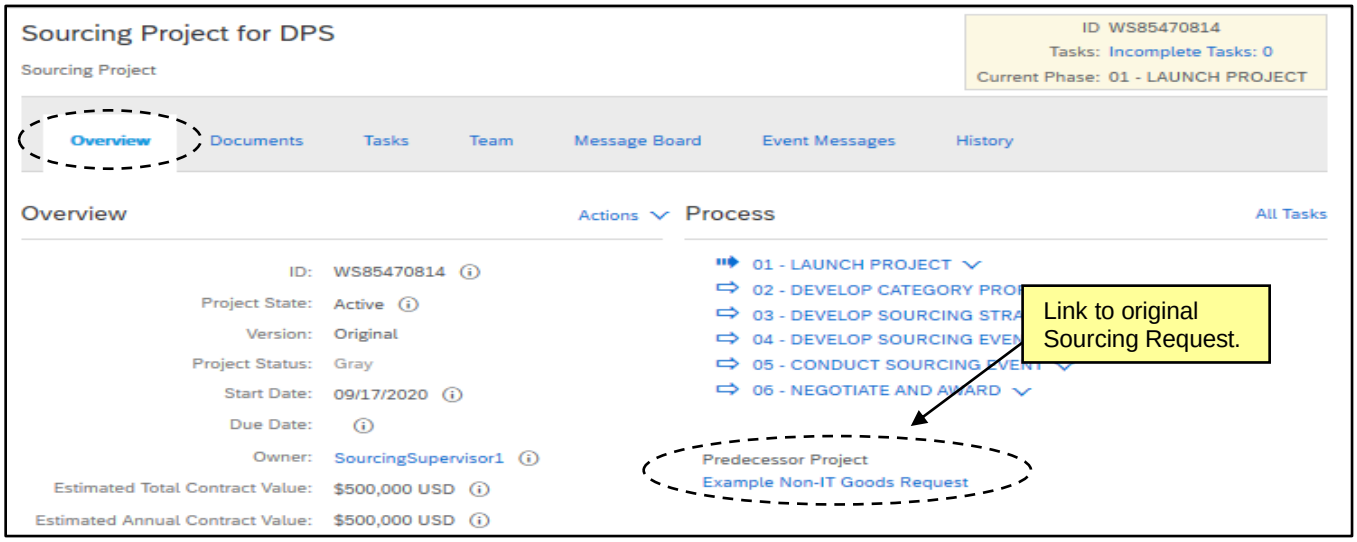
7. The **'Create Sourcing Project'** page will display. Fill in the fields as necessary. Certain fields will have pre-populated based on the information entered in the Sourcing Request. When all fields are complete and the **'State of North Carolina Sourcing Process'** template has been selected, click **'Create.'**

Notes:

- The **'Predecessor Project'** field will auto populate with the name of the Sourcing Request that was just finalized.
- Leave the **'Entity'** field populated with that of the requester.
- For the question at the bottom regarding copying documents from the parent project, it is advisable that the user leave this field as **'No.'** It will be important to copy the Solicitation Document from the Sourcing Request to the Sourcing Project at some point, but there is no way to copy only certain documents, so many other documents would transfer over with it if the user answered **'Yes,'** which would lead to duplicate folders and documents in the Sourcing Project.



8. On the **'Overview'** tab of the new Sourcing Project, note the link to the initial Sourcing Request underneath **'Predecessor Project.'** At this point, the user should manage the Sourcing Project and Event like any normal Sourcing Project.

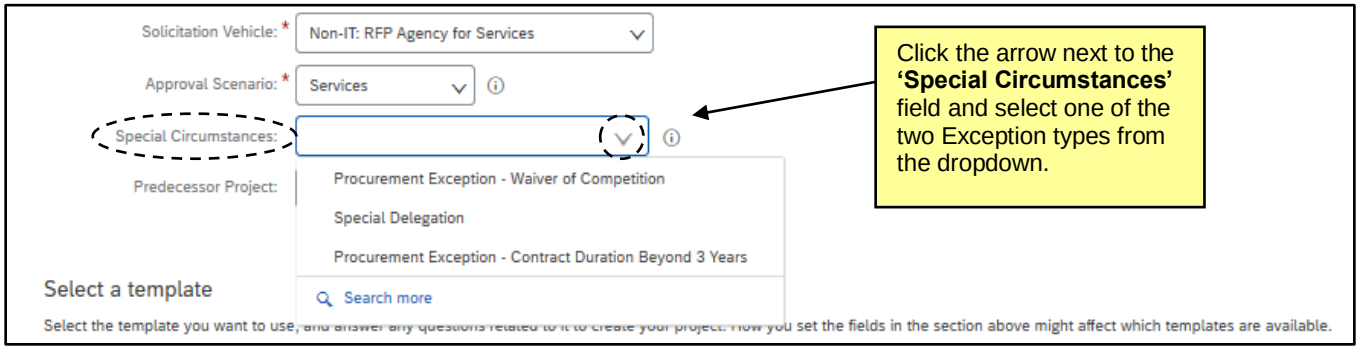


III. Requesting a Procurement Exception

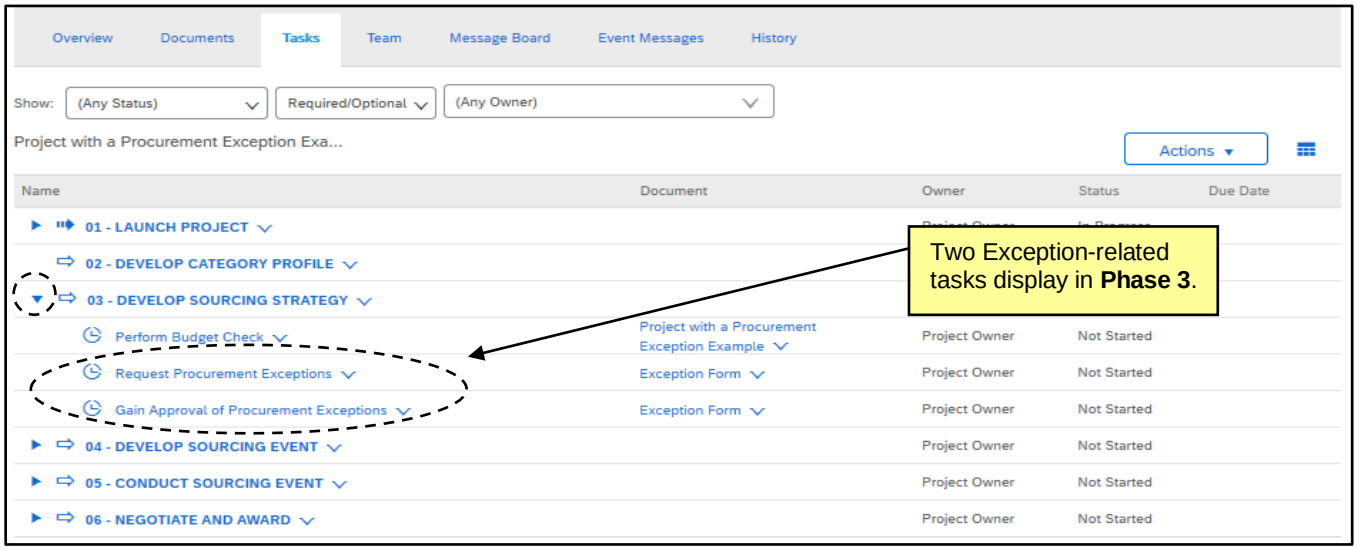
If circumstances arise where a user needs to petition P&C for a Procurement Exception, that request and approval process is built into the Sourcing Project workflow. Users will indicate their intent to request an Exception in the **'Special Circumstances'** field on the **'Sourcing Project Attributes'** page, which triggers additional tasks and documents to be added to the Sourcing Project. The user will submit their specific Exception request to P&C for approval via the custom **'Exception Form'** before completing the Sourcing Project and initiating the Sourcing Event.

1. While completing the **'Sourcing Project Attributes'** page after initiating a Sourcing Project, the user should click the dropdown arrow in the **'Special Circumstances'** field and select one of the two Exception types: **'Procurement Exception – Waiver of Competition,'** or **'Procurement Exception – Contract Duration Beyond 3 Years.'**

   Note: 'Special Delegation' is an additional circumstance that can be selected, but that does not require P&C approval. If no options display in the dropdown menu immediately, click **'Search more.'**

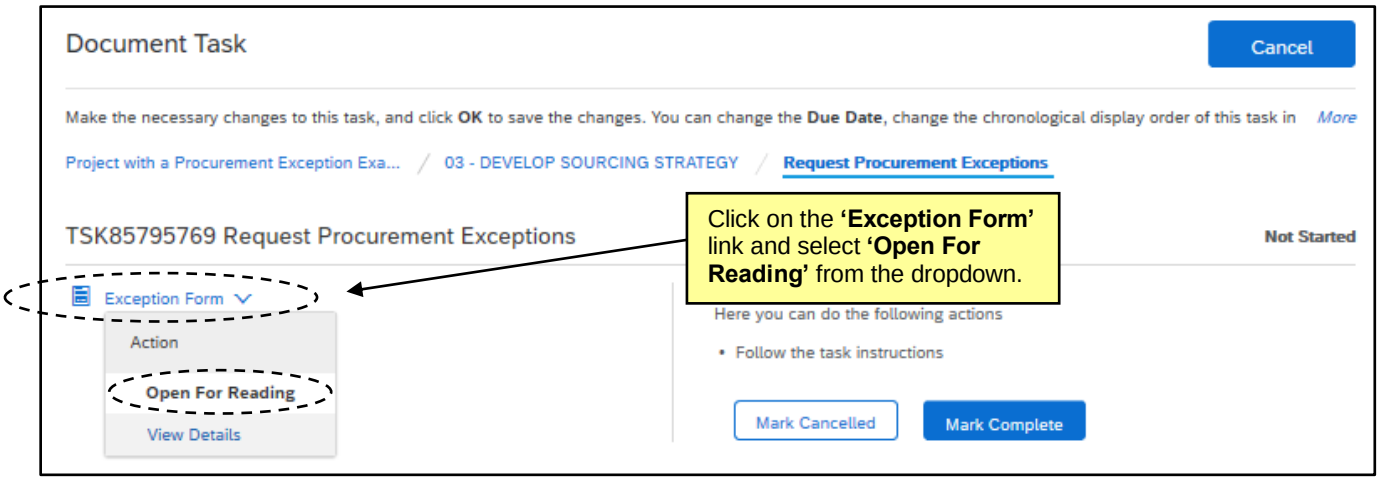


2. After clicking **'Create'** on the **'Sourcing Project Attributes'** page, navigate to the **'Tasks'** tab on the Sourcing Project and note the two Exception-related tasks in **Phase 3**: '**Request Procurement Exceptions'** and **'Gain Approval of Procurement Exceptions.'**

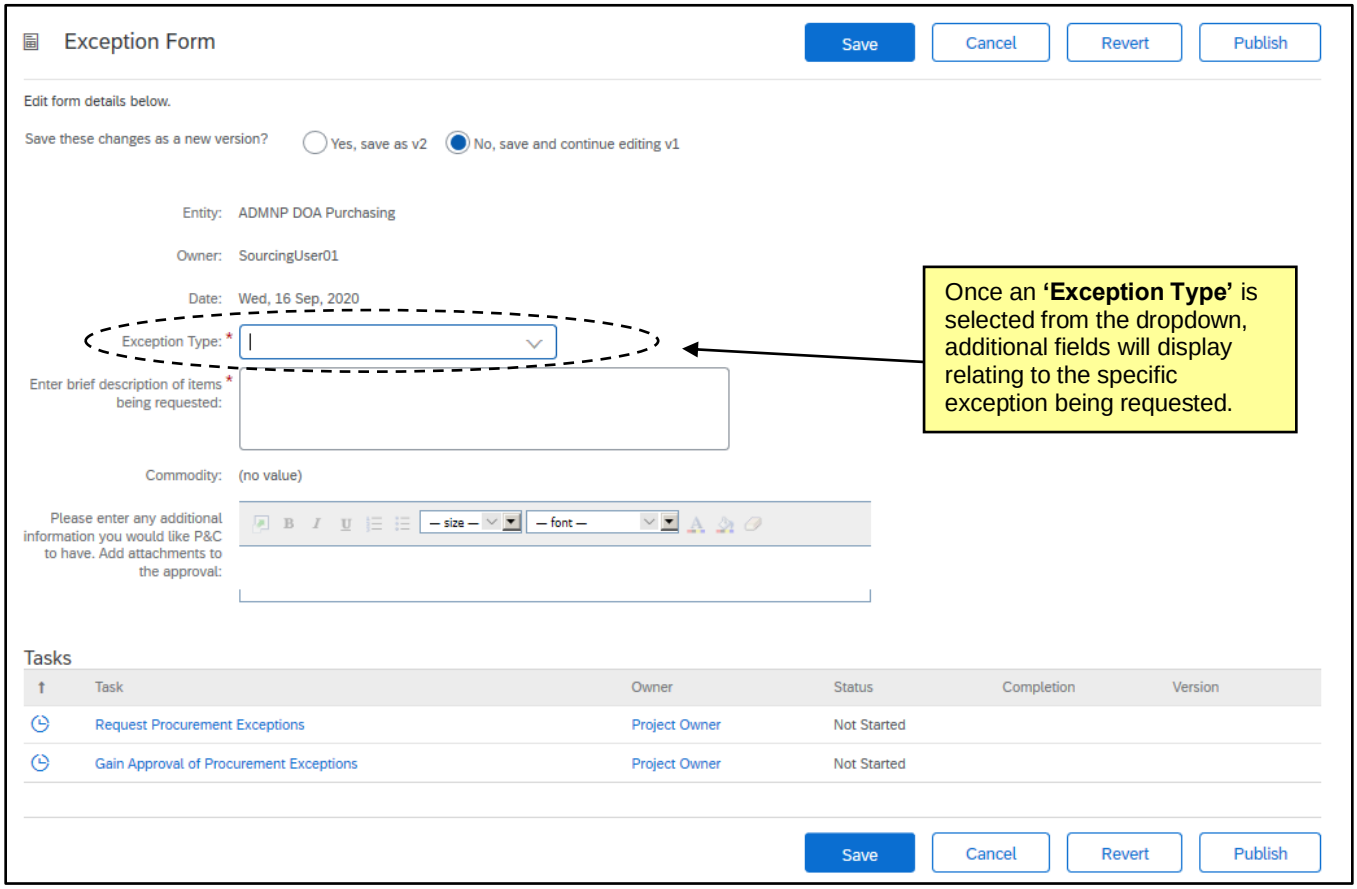


3. Click on the **'Request Procurement Exceptions'** task and select **'View Task Details'** in the dropdown.

4. The **'Document Task'** page will display, and there will be a link to the **'Exception Form'** in the top left. Click the link and select **'Open For Reading'** from the dropdown. Alternately, the user will find a link to the **'Exception Form'** at the top of their **'Documents'** tab if they do not access it through the task.

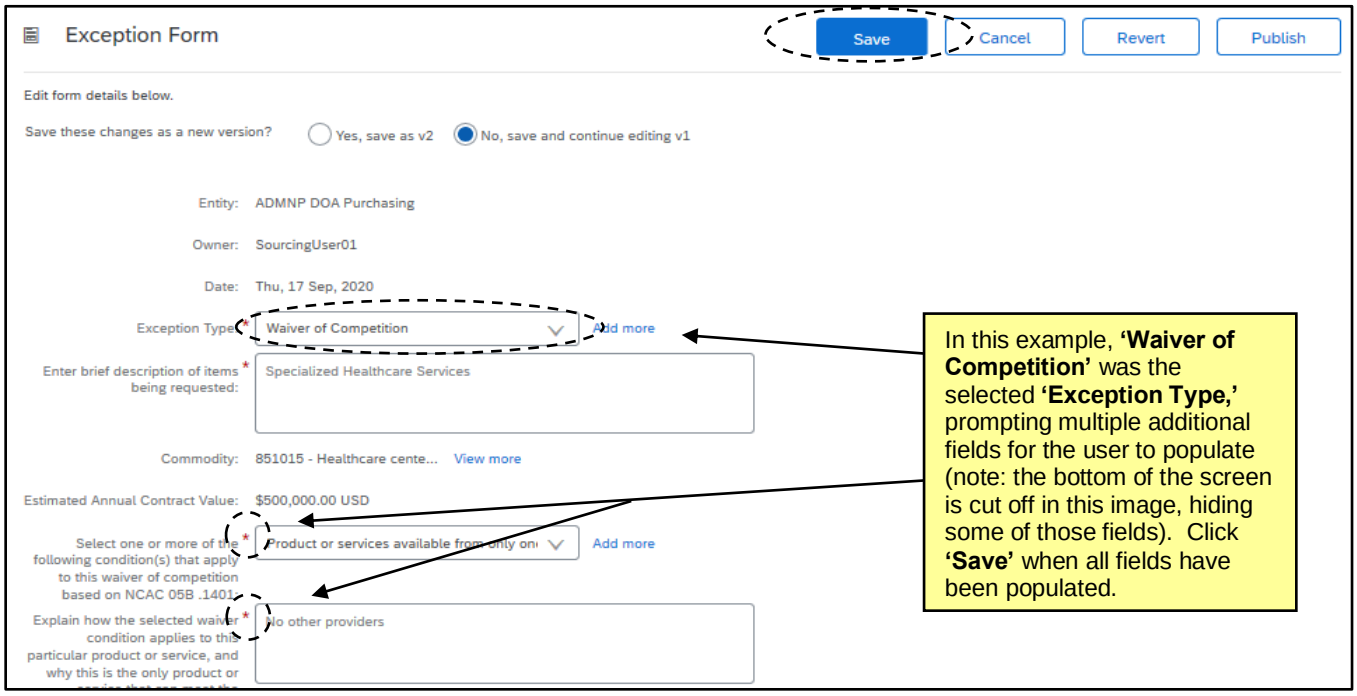


5. The **'Exception Form'** page will display, and the user will have to specify the **'Exception Type'** and **'Enter brief description of items being requested.'** Depending on the specific **'Exception Type'** selected, additional questions and fields will appear. One additional required field will display if **'Contract Duration Beyond 3 Years'** is selected, while five additional fields will display for **'Waiver of Competition.'**



Once an **'Exception Type'** is selected from the dropdown, additional fields will display relating to the specific exception being requested.

6. When all fields have been populated on the **'Exception Form,'** click **'Save.'**



In this example, **'Waiver of Competition'** was the selected **'Exception Type,'** prompting multiple additional fields for the user to populate (note: the bottom of the screen is cut off in this image, hiding some of those fields). Click **'Save'** when all fields have been populated.

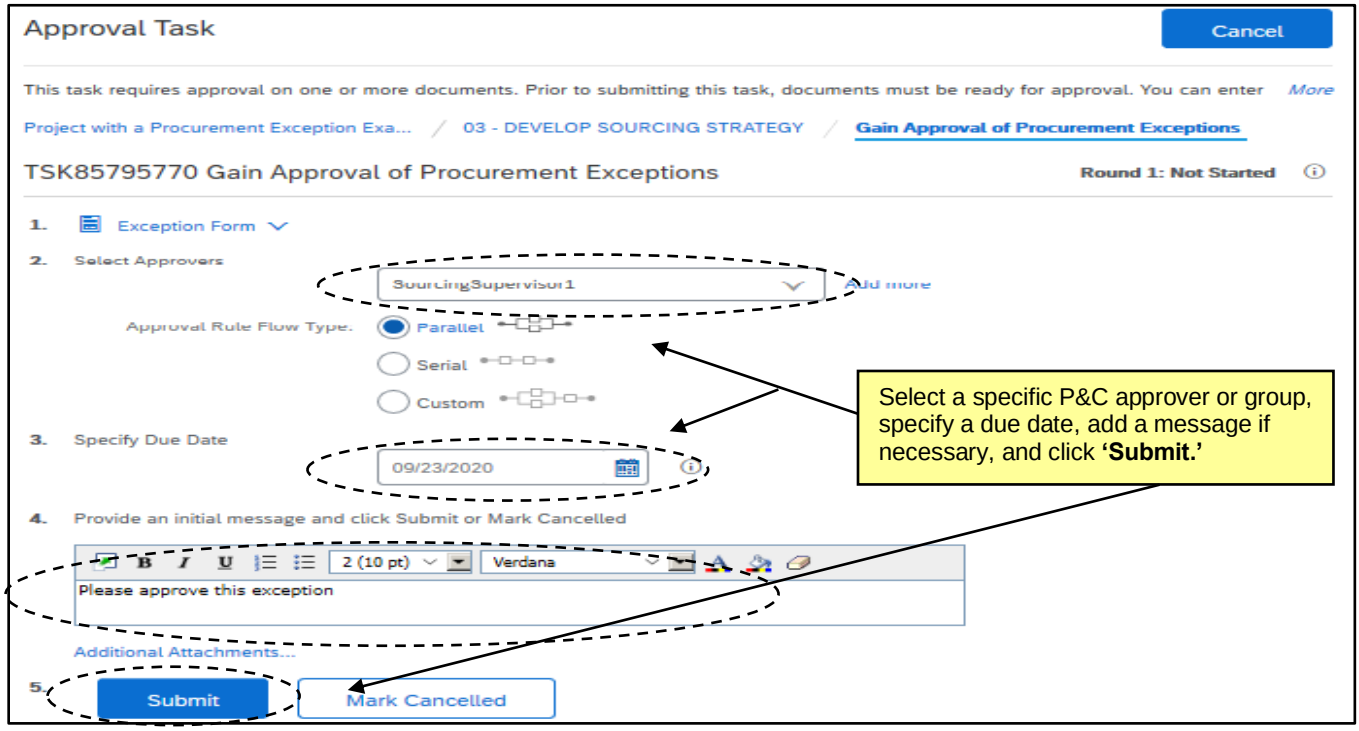
7. The user will be returned to the **'Documents'** tab. Navigate to the **'Tasks'** tab and click on the **'Gain Approval of Procurement Exceptions'** task and select **'View Task Details.'**

8. On the subsequent **'Approval Task'** page, click the dropdown in the **'Select Approvers'** section and choose the appropriate group or individual at P&C to which this request should be directed.

9. The default **'Approval Rule Flow Type'** is **'Parallel,'** but that can be changed if either **'Serial'** or **'Custom'** is preferred. If there is only one approver being added, this selection does not matter.

10. It is not required to specify a due date, but by doing so a notification to complete this **'Approval Task'** will display in the approver's **'To Do'** portlet in addition to the email notification they will receive.

11. Include an informative message further explaining the need for the Exception and include any additional attachments if necessary and click **'Submit.'**



12. When P&C approves the **'Exception Form,'** the user will be notified by email and the task in the **'To Do'** queue will change **to 'Approved'** status. On the **'Tasks'** tab, the **'Gain Approval of Procurement Exceptions'** task will be marked **'Approved'** with a check mark to its left. At this point, the user may move on to **Phase 4** and continue with the Sourcing Project in a normal fashion.