

# Cross Ministry Implementation

## Corporate Contract Management

### Situation

Every year, the BC Government manages thousands of contracts worth over \$4 billion that provide services for and on behalf of the Government. Each Ministry has their own specific processes for authoring and managing contracts whilst making sure that they adhere to the Government financial and procurement policies.

There were a number of generic contract templates available for Ministries to use but many of these had been modified to suit local needs and there was little version control in place to manage any changes to the templates.

Ministries would enter the purchase order information into the Province's financial system managed by Corporate Accounting Services (CAS) but there was no program specific data entered. This meant that reporting on cross-Government contract spend for a specific service was difficult and typically involved asking the Ministries to provide separate reports which were then amalgamated to produce the final report.

The goal was to create a Corporate Contract Management system that empowered users to proactively manage their contracts, reduce the risk from using out-of-date contract templates and provide a robust reporting solution.

## Challenges

- Inability to Report Contract Spend Effectively:
  - Difficult to report on spend by Contractor or program
  - Non-standardized capture and consolidation of information
- Multiple Non-Integrated Systems:
  - Inconsistency between Contract and Financial information
  - Redundant data entry and manual processing
- Inconsistent Authoring Practices Increase Risk:
  - No standardized library of terms and conditions
  - Lack of control in usage of terms and conditions
- Inability to Effectively Evaluate Contract and Supplier Performance:
  - Ineffective capture of supplier and deliverable information
  - Difficult to manage and enforce contract compliance

## Rockland's Solution

Rockland's consultants facilitated a number of user requirements gathering sessions with a cross-ministry working group made up of experienced contract managers and contract administrators. Then, working with Oracle Product Development Team, a solution was designed that utilized existing Oracle modules along with custom built integration between the Contracts Workbench and the Purchase Order module.

The Contract Workbench provided contract visibility by creating access to a common, secured, and shared repository of all contracts allowing users to search and reference existing contracts in place for similar services. The Contract Workbench also allowed the users to proactively manage the contract deliverables to ensure compliance and the proper receipt of services. It simplified the contract amendment process and communication and showed the full history of the contract along with details of related contracts.

A Contract Authoring module was developed which used approved contract templates and allowed user to copy features to quickly create a draft contract and estimated costs. The draft contracts are linked to the electronic contract file and supporting planning documents. The new authoring module facilitated the renewal/sourcing, awarding, and negotiating of contracts based on policy, and allowed for previous supplier performance information to be readily available.

By utilizing the Purchase Order system, there was a full integration of contract spend and utilization, contract payments and receipt review.

Rockland also developed a new subject area in the CAS Data Warehouse that provided for a common contract repository, which enabled consolidated and detailed reporting on spend by contract, supplier, and program services. This significantly reduced the need for redundant data entry in different systems and improved the consistency of reporting.

A future phase is planned that would enhance supplier integration and collaboration through the implementation of a Supplier Self-Service module. The new module would allow suppliers to electronically submit deliverables, invoices, and output reporting for review and approval.

## Key Benefits

**Rockland's solution for the BC Government has helped them achieve the following benefits:**

- Implementation of a core corporate contract management solution
- Provided a common government wide repository of contract information
- Created streamlined business processes and demonstrated value for the adopting ministries
- Engaged all ministries and central agencies to ensure the solution met cross-government requirements

## Technologies Deployed

- Oracle eBusiness Suite 11i
- Oracle Database 10g Enterprise Edition 64bit with Partitioning Option
- Oracle Application Server 10g
- Oracle Identity Management 10g
- Oracle Portal 10g
- Oracle Discoverer 10g
- Oracle Reports 10g
- Oracle Forms 10g

- Oracle Warehouse Builder 9i
- Oracle Designer 10g
- Appworx Enterprise Job Scheduler by UC4

## About Rockland System Solutions

Rockland's expert consultants deliver strategic value through an integrated approach to Financial/ERP Systems Implementation and Business Intelligence and Data Warehouse Solutions.

Rockland is an "execution" team specializing in Systems Solutions Implementations, and ongoing Service Operations Support. We also have a proven track record delivering these services in a Shared Services environment.

During Project Implementation, we focus on integrating systems with our clients' other applications, business and IT environments to ensure that present and future management information and reporting needs can be supported.

Our Operations Support Services ensure value for Rockland clients by helping them achieve effectiveness and efficiency in the delivery and support of services, ensuring that medium-to long-term strategic objectives are realized.

For more information regarding Rockland's Contract's Implementation please contact:

Sonya Serafin, Senior Project Manager

Ali Hemani, Senior Project Manager

250-381-7641

[info@rocklandsolutions.com](mailto:info@rocklandsolutions.com)

[www.rocklandsolutions.com](http://www.rocklandsolutions.com)