

# **BPP Internal Regulator SOPs & Configurable SLAs**

Regulatory Service Standards Across the Public Procurement Lifecycle (8 Topics)

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Prepared for: Bureau for Public Procurement (BPP), Federal Republic of Nigeria

Purpose: Internal regulator operating procedures and configurable turnaround standards (SLAs)

## How to use this document

- This document defines **internal BPP regulatory processes** (what BPP does as a regulator, not as a procuring entity) and the **service standards (SLAs)** BPP commits to for predictable, transparent oversight.
- Where Nigerian extant rules specify a time requirement, it is marked as **Legal/Extant requirement** with an in-line reference.
- Where Nigerian extant rules do **not** specify a time requirement (common for many ‘No Objection’ workflow steps), this document proposes **Configurable internal targets**. These are *not legal mandates* and should be set by BPP management and reviewed periodically.
- All SLAs assume **complete and correct submissions**. The ‘clock’ pauses when BPP issues a request for clarification/additional information and resumes upon receipt.
- Each SLA is designed to be **configurable parameters** in an Exceptions Reporting / Oversight Platform (e.g., target days, escalation thresholds, exception codes).

## Regulatory model adopted

- **Standard Setting**: issuing templates, checklists, and guidelines; clarifying interpretation; building capacity.
- **Compliance Information Gathering**: collecting procurement plans/records; validating disclosures; conducting audits/inspections; maintaining databases.
- **Behaviour Modification**: feedback loops, corrective actions, sanctions referrals, transparency incentives, and performance benchmarking.

## Definitions (operational)

- **Complete submission**: package includes required documents, signatures, approvals, and data fields for the relevant request type; otherwise treated as ‘incomplete’.
- **Prior review / ‘No Objection’**: BPP review/certification where procurement values exceed applicable thresholds, or where otherwise required by extant policy/threshold guidance. [PPA 2007 s.16(1)(a)-(d); thresholds circular]
- **Administrative review (bidder complaint)**: bidder complaint escalation to BPP after accounting officer decision; BPP must decide within a legal timeline. [PPA 2007 s.54(6)]
- **Disclosure validation**: verification/approval of procurement information prior to publication on NOCOPO. [BPP Open Contracting Disclosure Guideline, s.6(c)–7]
- **Working day**: official working day (excluding public holidays/weekends), consistent with common practice in BPP standard bidding documents.

## Core regulatory service catalogue

Service family	Typical request types (examples)	Primary outputs
Guidance & standard setting	Standard bidding documents, standard forms, interpretation notes,	Guideline/SBD issuance; advisory response; published FAQ/clarification

Service family	Typical request types (examples)	Primary outputs
	helpdesk responses	
Prior review & certification	Review of procurement plans (as required), review of solicitation documents (as required), issuance/refusal of Certificate of 'No Objection' / compliance certification	Certificate; query letter; refusal letter with reasons; corrective actions
Transparency & disclosure	NOCOPO data/document validation, redaction checks, publication approval	Validated disclosure; return for correction; publication log
Monitoring, audit & enforcement	Post review/audit, inspections, exception investigations, sanctions referrals	Audit report; corrective action plan; referral; sanctions recommendation
Dispute & complaint resolution	Administrative review complaints, stakeholder petitions	Decision within statutory timeline; remedies; directions to procuring entity

## SLA architecture for configuration in an Oversight Platform

### Common SLA parameters (to configure)

- SLA\_START\_EVENT: e.g., 'Complete submission received' (timestamped).
- SLA\_STOP\_EVENT: e.g., 'Decision issued' / 'Certificate issued' / 'Complaint decision issued'.
- CLOCK\_PAUSE\_EVENTS: 'Clarification requested', 'Awaiting MDA response', 'Awaiting external expert review', 'Awaiting legal review'.
- SLA\_TARGET\_DAYS: integer (working days) per request type and complexity band.
- ESCALATION\_1\_AT: % of SLA consumed (e.g., 70%) to notify team lead.
- ESCALATION\_2\_AT: % (e.g., 90%) to notify director/management dashboard.
- EXCEPTION\_CODES: completeness defects, scope creep, missing approvals, suspected fraud, litigation hold, etc.
- EVIDENCE\_FIELDS: mandatory metadata captured for audit trail (request ID, threshold band, method, value, MDA, dates, decision-maker).

### Complexity bands (recommended)

Band	Definition (examples)	Typical handling approach
A – Standard/Low complexity	Standard goods/non-consulting services; no novel risks; clean documentation	Template-driven checklist review
B – Medium complexity	Works with moderate technical risk; multiple lots; borderline responsiveness issues	Checklist + specialist review
C – High complexity	Complex works/EPC; major ICT; PPP-like structures; high value; multiple stakeholders	Multi-disciplinary panel; legal/technical review
D – High-risk/Integrity red flags	Collusion allegations; single-source justification; repeated exceptions; audit flags	Enhanced scrutiny + enforcement pathway

## Need Identification

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Issue guidance on whatever **\*\*needs justification\*\*** and linkage to appropriation/procurement plan. [PPA 2007 s.16(1)(b)]
- Define 'red flags' for demand inflation/splitting and prescribe exception indicators.
- Provide advisory opinions on whether proposed procurement is within scope and compliant (non-binding unless escalated to enforcement).

### Internal SOP (BPP) – process steps

1. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
2. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
3. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
4. Conduct a substantive review using standardised checklists and decision rules, document findings and evidence.
5. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause the SLA clock.
6. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
7. Quality assurance (peer review / supervisor sign-off) for Band B–D or where monetary thresholds require higher authorization.
8. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to MDA	1 working day (configurable internal target)	Internal target (no explicit statutory)

Service	Applies to	Output	Target turnaround time	Basis / source
				time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.
- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Market Research & Analysis

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Set standard for market/price intelligence documentation and acceptable sources; maintain benchmarks where feasible.
- Use NOCOPO and other datasets to publish reference price ranges and vendor capacity signals (where lawful and appropriate).
- Define exceptions triggers: unjustified sole source, unexplained price variance, weak competition signals.

### Internal SOP (BPP) – process steps

9. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
10. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
11. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
12. Conduct a substantive review using standardised checklists and decision rules, document findings and evidence.
13. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause the SLA clock.
14. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
15. Quality assurance (peer review/supervisor sign-off) for Band B–D or where monetary thresholds require higher authorisation.
16. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to	1 working day (configurable)	Internal target (no explicit

Service	Applies to	Output	Target turnaround time	Basis / source
		MDA	internal target)	statutory time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.
- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Solicitation: Tender Preparation & Publication

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Publish and maintain BPP standard bidding documents (SBDs) and templates; provide interpretation notes.
- Define minimum advertising/publication standards and evidence required in the file (e.g., adverts, media proofs).
- Ensure disclosure timelines for tender-stage information are met via NOCOPO and validate them before publication. [BPP Open Contracting Disclosure Guideline 2019]

### Internal SOP (BPP) – process steps

17. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
18. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
19. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
20. Conduct a substantive review using standardised checklists and decision rules, document findings and evidence.
21. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause the SLA clock.
22. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
23. Quality assurance (peer review/supervisor sign-off) for Band B–D or where monetary thresholds require higher authorisation.
24. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to	1 working day	Internal target (no explicit statutory)

<b>Service</b>	<b>Applies to</b>	<b>Output</b>	<b>Target turnaround time</b>	<b>Basis / source</b>
		MDA	(configurable internal target)	time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target
Prior-review / 'No Objection' substantive review (Band A)	Standard, low complexity submissions above threshold	Decision memo + clearance for certificate issuance	10 working days (configurable internal target)	Internal target; PPA requires certificate but not timeline for issuance [PPA 2007 s.16]
Prior-review / 'No Objection' substantive review (Band B)	Medium complexity submissions above threshold	Decision memo + clearance for certificate issuance	15 working days (configurable internal target)	Internal target
Prior-review / 'No Objection' substantive review (Band C)	High complexity submissions above threshold	Decision memo + clearance for certificate issuance	20 working days (configurable internal target)	Internal target
Enhanced integrity review (Band D)	High-risk/red-flag cases	Decision + enforcement/audit trigger where warranted	25 working days (configurable internal target)	Internal target; may require pauses for investigations
Certificate issuance after clearance	Where decision is to issue certificate	Certificate of 'No Objection' / compliance certificate issued	2 working days (configurable internal target)	Internal target
NOCOPO disclosure validation/approval	Disclosure items uploaded by procuring	Approve for publication / return for correction	7 working days (extant guideline expectation)	BPP Open Contracting Disclosure Guideline: MDAs

Service	Applies to	Output	Target turnaround time	Basis / source
	entity			should leave at least 7 full working days for BPP validation/approval [Guideline s.6(c)]

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.
- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Supplier Selection: Submission & Evaluation

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Set standard evaluation methodology, scoring templates, and documentation requirements (minutes, opening register, evaluation report).
- Define record retention and reporting requirements; promote observer participation where applicable. [PPA 2007 s.19(b)]
- Trigger targeted reviews/audits where evaluation anomalies appear (e.g., high disqualification rates, identical bids).

### Internal SOP (BPP) – process steps

25. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
26. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
27. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
28. Conduct a substantive review using standardised checklists and decision rules, document findings and evidence.
29. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause the SLA clock.
30. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
31. Quality assurance (peer review/supervisor sign-off) for Band B–D or where monetary thresholds require higher authorisation.
32. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to	1 working day (configurable)	Internal target (no explicit

Service	Applies to	Output	Target turnaround time	Basis / source
		MDA	internal target)	statutory time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target
Prior-review / 'No Objection' substantive review (Band A)	Standard, low complexity submissions above threshold	Decision memo + clearance for certificate issuance	10 working days (configurable internal target)	Internal target; PPA requires certificate but not timeline for issuance [PPA 2007 s.16]
Prior-review / 'No Objection' substantive review (Band B)	Medium complexity submissions above threshold	Decision memo + clearance for certificate issuance	15 working days (configurable internal target)	Internal target
Prior-review / 'No Objection' substantive review (Band C)	High complexity submissions above threshold	Decision memo + clearance for certificate issuance	20 working days (configurable internal target)	Internal target
Enhanced integrity review (Band D)	High-risk/red-flag cases	Decision + enforcement/audit trigger where warranted	25 working days (configurable internal target)	Internal target; may require pauses for investigations
Certificate issuance after clearance	Where decision is to issue certificate	Certificate of 'No Objection' / compliance certificate issued	2 working days (configurable internal target)	Internal target
Administrative review decision (bidder complaint)	Complaint escalated to BPP after accounting officer decision	Written decision + remedies (if any)	21 working days (LEGAL requirement)	Public Procurement Act, s.54(6) [PPA 2007]

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.

- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Contract Award Processes

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Operate prior review and issue/refuse Certificates of 'No Objection' for procurements above applicable thresholds. [PPA 2007 s.16(1)(b); s.16(3)]
- Enforce service-wide prior review thresholds (and updates) as approved and communicated. [Thresholds Circular 2022]
- Publish award-stage disclosures and validate for NOCOPO publication. [BPP Open Contracting Disclosure Guideline 2019]

### Internal SOP (BPP) – process steps

33. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
34. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
35. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
36. Conduct a substantive review using standardised checklists and decision rules, document findings and evidence.
37. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause the SLA clock.
38. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
39. Quality assurance (peer review/supervisor sign-off) for Band B–D or where monetary thresholds require higher authorisation.
40. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to	1 working day	Internal target (no explicit statutory)

<b>Service</b>	<b>Applies to</b>	<b>Output</b>	<b>Target turnaround time</b>	<b>Basis / source</b>
		MDA	(configurable internal target)	time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target
Prior-review / 'No Objection' substantive review (Band A)	Standard, low complexity submissions above threshold	Decision memo + clearance for certificate issuance	10 working days (configurable internal target)	Internal target; PPA requires certificate but not timeline for issuance [PPA 2007 s.16]
Prior-review / 'No Objection' substantive review (Band B)	Medium complexity submissions above threshold	Decision memo + clearance for certificate issuance	15 working days (configurable internal target)	Internal target
Prior-review / 'No Objection' substantive review (Band C)	High complexity submissions above threshold	Decision memo + clearance for certificate issuance	20 working days (configurable internal target)	Internal target
Enhanced integrity review (Band D)	High-risk/red-flag cases	Decision + enforcement/audit trigger where warranted	25 working days (configurable internal target)	Internal target; may require pauses for investigations
Certificate issuance after clearance	Where decision is to issue certificate	Certificate of 'No Objection' / compliance certificate issued	2 working days (configurable internal target)	Internal target
NOCOPO disclosure validation/approval	Disclosure items uploaded by procuring	Approve for publication / return for correction	7 working days (extant guideline expectation)	BPP Open Contracting Disclosure Guideline: MDAs

Service	Applies to	Output	Target turnaround time	Basis / source
	entity			should leave at least 7 full working days for BPP validation/approval [Guideline s.6(c)]

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.
- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Contract Management

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Set minimum contract administration standards (change control, variation approvals, performance securities monitoring).
- Define exception events that require notification to BPP (major variations, extensions, terminations, integrity incidents).
- Enable post-review/audit focus in line with threshold guidance, emphasising increased monitoring/post-review. [Thresholds Circular 2022]

### Internal SOP (BPP) – process steps

41. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
42. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
43. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
44. Conduct substantive review using standardised checklists and decision rules; document findings and evidence.
45. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause the SLA clock.
46. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
47. Quality assurance (peer review/supervisor sign-off) for Band B–D or where monetary thresholds require higher authorisation.
48. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to	1 working day	Internal target (no explicit statutory)

Service	Applies to	Output	Target turnaround time	Basis / source
		MDA	(configurable internal target)	time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target
NOCOPO disclosure validation/approval	Disclosure items uploaded by procuring entity	Approve for publication / return for correction	7 working days (extant guideline expectation)	BPP Open Contracting Disclosure Guideline: MDAs should leave at least 7 full working days for BPP validation/approval [Guideline s.6(c)]

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.
- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Delivery & Payment

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Set standards for acceptance, certification, and payment documentation; define minimum evidence for value-for-money checks.
- Use disclosure and monitoring to detect ‘payment-before-delivery’, ghost deliveries, and excessive interim certificates.
- Define reporting cadence for implementation and payments disclosure (e.g., quarterly in disclosure guidelines). [BPP Open Contracting Disclosure Guideline 2019]

### Internal SOP (BPP) – process steps

49. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
50. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
51. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
52. Conduct substantive review using standardized checklists and decision rules; document findings and evidence.
53. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause SLA clock.
54. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
55. Quality assurance (peer review / supervisor sign-off) for Band B–D or where monetary thresholds require higher authorization.
56. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to	1 working day	Internal target (no explicit statutory)

Service	Applies to	Output	Target turnaround time	Basis / source
		MDA	(configurable internal target)	time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target
NOCOPO disclosure validation/approval	Disclosure items uploaded by procuring entity	Approve for publication / return for correction	7 working days (extant guideline expectation)	BPP Open Contracting Disclosure Guideline: MDAs should leave at least 7 full working days for BPP validation/approval [Guideline s.6(c)]

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.
- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Review & Disposal

### Regulatory intent (BPP role)

- Standard setting: define minimum documentation, templates, and quality gates for this stage.
- Compliance information gathering: define what data/documents must be reported to BPP/NOCOPO and when.
- Behaviour modification: define how BPP uses exceptions, audits, and transparency to improve compliance and deter abuse.

### Regulatory services and decision points

- Set guidelines for disposal of public property and reporting standards; monitor compliance. [PPA 2007 s.55(4)(a)-(c)]
- Define minimum process for disposal approvals, valuation evidence, and transparency/publication requirements.
- Use audits and enforcement pathways for disposal irregularities.

### Internal SOP (BPP) – process steps

57. Receive request/notification (platform ticket or official correspondence) and auto-generate case ID.
58. Perform a **\*\*completeness check\*\*** against the stage-specific checklist; if incomplete, issue a deficiency notice and pause the SLA clock.
59. Assign reviewer(s) based on complexity band and risk flags; route to specialist/legal review where required.
60. Conduct a substantive review using standardised checklists and decision rules, document findings and evidence.
61. If clarification is required, issue a single consolidated query (to reduce ping-pong) and pause the SLA clock.
62. Prepare decision memo/output (advisory response, validation approval, compliance direction, certificate decision, or audit trigger).
63. Quality assurance (peer review/supervisor sign-off) for Band B–D or where monetary thresholds require higher authorisation.
64. Issue decision formally; update the platform record; publish/validate disclosures where applicable; log exceptions and lessons learned.

### Configurable SLAs and turnaround standards (BPP internal)

Service	Applies to	Output	Target turnaround time	Basis / source
Acknowledgement of receipt	Any stage request	Ticket created + acknowledgement to MDA	1 working day (configurable internal target)	Internal target (no explicit statutory)

Service	Applies to	Output	Target turnaround time	Basis / source
				time)
Completeness screening	Any stage request	Complete/Incomplete status + deficiency list	2 working days (configurable internal target)	Internal target
Advisory response / interpretation note	Need identification / market research / solicitation queries	Written advisory response (non-binding unless escalated)	5 working days (configurable internal target)	Internal target

### Platform configuration – data fields and exception signals

- Mandatory metadata: MDA, project title, procurement category, method, estimated value, threshold band, complexity band, risk flags, submission completeness score.
- Stage-specific documents received (yes/no) + versioning; reviewer assignment; decision-maker; timestamps for each workflow step.
- Exception signals (examples): scope/need mismatch to appropriation; unusual price variance; weak competition; repeated cancellations; high variation orders; delayed disclosures; complaint volume.
- Auto-generated outputs: SLA countdown; escalation alerts; dashboards (per MDA, per method, per reviewer, per risk flag).

## Cross-cutting governance of SLAs

### Clock rules (recommended)

- SLA starts only when the submission is complete and acknowledged as complete.
- One consolidated clarification request is preferred; multiple sequential queries should be treated as an internal process defect unless justified.
- Where external reviews are required (e.g., technical expert opinion), the case is tagged 'external dependency', and the pause reason is recorded.
- All SLA breaches must generate an automated 'exception report' with root cause categories (capacity, incomplete submission, policy ambiguity, integrity risk, external dependency).

### Review and continuous improvement

- Quarterly SLA performance review: by service type, by MDA, by complexity band, by reviewer/team.
- Annual review of SLA targets and checklists to reflect policy changes, capacity changes, and risk trends.
- Publish a subset of performance metrics (where appropriate) to strengthen behaviour modification via transparency (aligned with open contracting objectives). [BPP Open Contracting Disclosure Guideline 2019]

### Reference key (sources used for in-line references)

- PPA 2007 = Public Procurement Act, 2007 (Nigeria), especially s.6, s.16, and s.54. Source: PLAC Laws of Nigeria PDF.
- Thresholds Circular 2022: OSGF Circular approving revisions to prior review & monetary thresholds (19 Jan 2022). Includes BPP prior review thresholds.
- BPP Open Contracting Disclosure Guideline 2019 = Open Contracting Disclosure Guideline (BPP). Includes disclosure timelines and requirements for MDAs to leave at least 7 working days for BPP validation/approval.
- NOCOPO portal = Nigeria Open Contracting Portal.