



**Plateau State Universal Basic Education Board (PLSUBEB)**

# **PROJECTWATCH CONTRACTOR ONBOARDING & REPORTING STANDARD OPERATING PROCEDURE (SOP)**

**Welcome & Orientation (Day of Award Letter Issuance).**



Prepared by: PLSUBEB ProjectWatch Technical Working Group.  
For: Plateau State Universal Basic Education Board

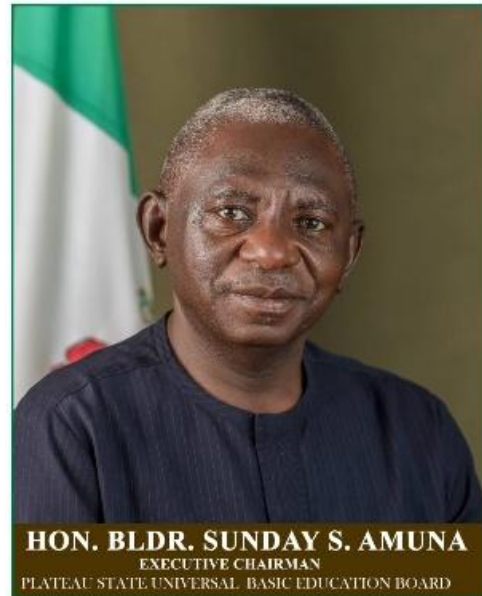


© May 2025



# PLSUBEB ProjectWatch Contractor Onboarding & Reporting SOP

## Welcome & Orientation (Day of Award Letter Issuance)



1. **Venue:** PLSUBEB HQ, No. 7, Dogon Dutse, Jos North.
2. **Time:** Contractors to be seated by **9:30 AM**.
3. **Facilitators:** PLSUBEB ProjectWatch Technical Working Group (TWG)

## Objectives of Contractor Onboarding

- Introduce contractors to the **ProjectWatch platform**.
- Emphasize that **milestone-based progress reporting** is tied directly to **payment processing**.
- Guide contractors through the **installation, registration, and use of the ProjectWatch app**.
- Present the **ProjectWatch Progress Validation Report format** and clarify expectations.



## Contractor Onboarding Checklist

Stage	Activity	Responsibility
1	Award Letter Collection & Lot Confirmation	PLSUBEB Desk Officer
2	Contractor Identity & WhatsApp Number Registration	ProjectWatch™ Front Desk
3	ProjectWatch App Installation (Mobile or Web)	ProjectWatch™ Tech Support Team
4	Connection Request to “PLSUBEB Admin” on ProjectWatch	Contractor (guided by ProjectWatch™ support)
5	Acceptance of Project Invitation	Contractor
6	WhatsApp Group Onboarding	PLSUBEB ProjectWatch™ Admin
7	Walkthrough of SOP and Reporting Guide	Project Manager (Job Dawulung)

## Project Milestones & Required Updates

Each project is structured into **four (4) milestones**:

Milestone No.	Title	Required Task & Reporting
<b>Milestone 1</b>	<b>Preliminaries and Substructure</b>	Site visit, clearing, staking, foundation up to DPC. Upload geo-tagged <b>before, during, after</b> images.  <b>At least the first two items are required for 30% mobilization payment.</b>
<b>Milestone 2</b>	<b>Blockwork and Concrete Work</b>	Blockwork up to lintel. Include clear photos and description of quality and materials.
<b>Milestone 3</b>	<b>Roofing, Carpentry, Metal Works</b>	Upload progress shots of framing, roofing, fascia, etc.
<b>Milestone 4</b>	<b>Finishing, Electrical, Painting</b>	Ensure all finishing works are reported with clean documentation before requesting completion validation report to accompany final payment request.



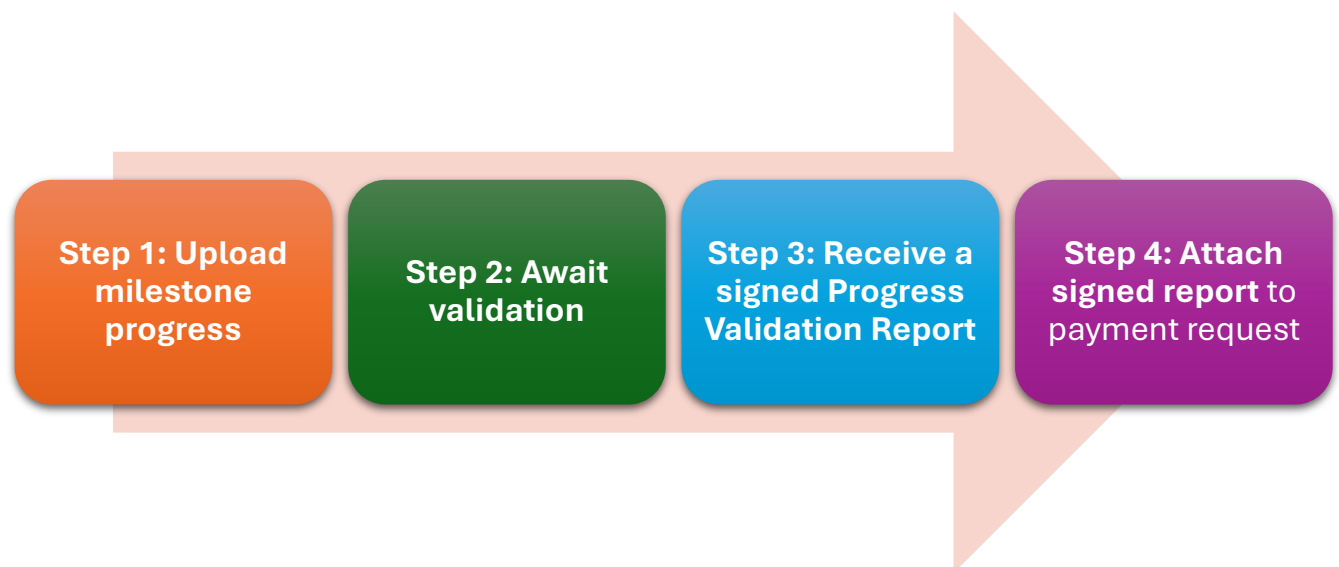
## Mandatory First Task for All Contractors

- **Before requesting 15% Mobilization Payment:**
  - Visit the project site.
  - Upload **geo-tagged BEFORE photos** of the cleared land or site preparation.
  - This validates physical commencement.

**NOTE:** Contractors are expected to have already visited the site prior to bidding. No excuses for unfamiliarity will be entertained.

## Payment Approval & Reporting Requirements

To access payment at each valid milestones/stage:



1. **Upload milestone progress** with proper documentation (via ProjectWatch app).
2. **Await validation** by the ProjectWatch M&E Officer.
3. **Receive a signed Progress Validation Report.**
4. **Attach the signed report** to your payment request to PLSUBEB.
  - **No Progress Validation Report = No Payment Processing**



## Escalation SOP & Reporting Matrix

Issue Level	First Contact	Escalation Path
Technical Setup/App Error	ProjectWatch Tech Support	Tech Lead (Mr. Saviour)
Project Reporting Confusion	Assigned M&E Officer	QA/QC (Docas Gemu) → PM (Job Dawulung)
Delays/Approval Issues	PM (Job Dawulung)	Lead Consultant (Engr. Michael Mallo)
HR/Poor Customer Service Concerns	Admin Front Desk (Maureen)	CHRO (Blessing Mangai)



## Final Reminders to Contractors

- **Use only the assigned Lot** and do not switch or duplicate projects in the app.
- **Weekly progress updates** are expected (every Friday).
- Regular non-compliance may result in:
  - **Payment delays**
  - **Re-inspection at contractor's cost**
  - **Suspension or legal reporting (to EFCC/ICPC for fraud/malpractice)**

We look forward to your active cooperation as we drive transparency, efficiency, and impact together on the PLSUBEB 2025 Project cycle.



**ProjectWatch Contact Info.**

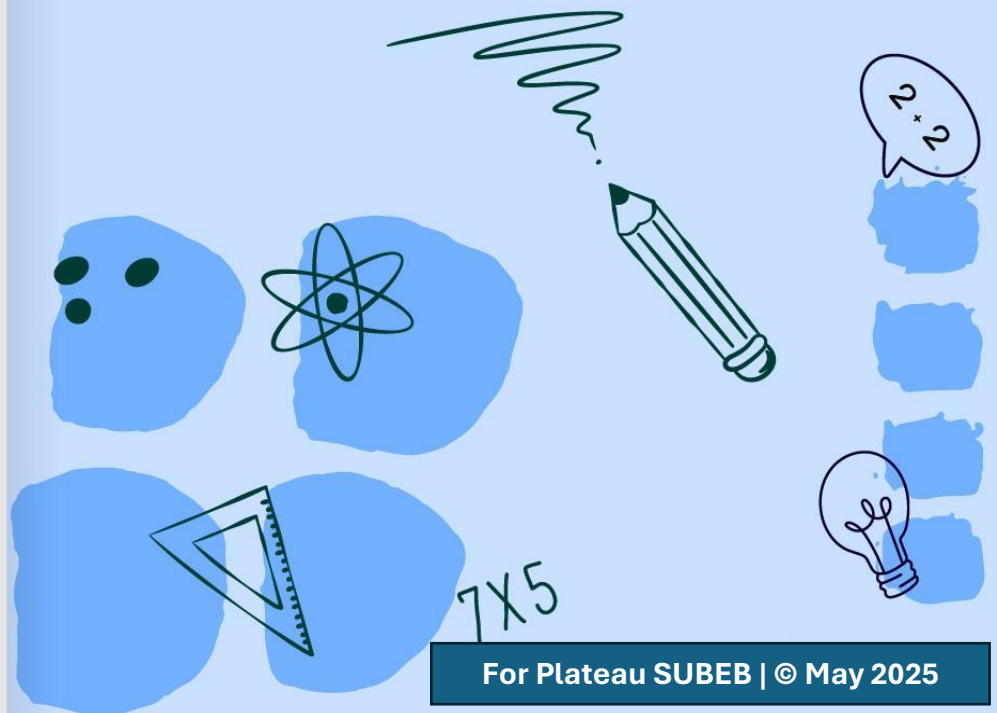


**Email:** [Info@projectwatch.com.ng](mailto:Info@projectwatch.com.ng) | **Phone:** +234 813 738 9111

**Web:** [www.projectwatch.com.ng](http://www.projectwatch.com.ng) | [www.plsubeb.gov.ng](http://www.plsubeb.gov.ng)

**Abuja Office:** S04 B, 2<sup>nd</sup> Flr, City Centre Mall, Gimbiya Street, Area 11, Garki Abuja.

**Jos Office:** #7, Mangu Rd, Off St. Piran's Str, Jos – Plateau State



**For Plateau SUBEB | © May 2025**