

# Symphony Procurement Suite Contract Management Instructions



URL <https://oasis.app.cloud.gov/>

## Registration

All users must register in Symphony to verify their email address and set up their preferred method of Multi-factor Authentication for the correct Contract Vehicle in order to be linked to the

For security purposes, we use SAM.gov to verify all registrations and determine the trusted representatives for your company.

- Verify the UEI and cage code retrieved from SAM matches the contract.
- You must register with your personal corporate email address - no group addresses.
- If you need to register for multiple companies on one Symphony website, you must have a unique email for each company, and you should not use a group email address.
- If you are not a SAM POC, Symphony displays the SAM POC(s) when you successfully register.

## Login

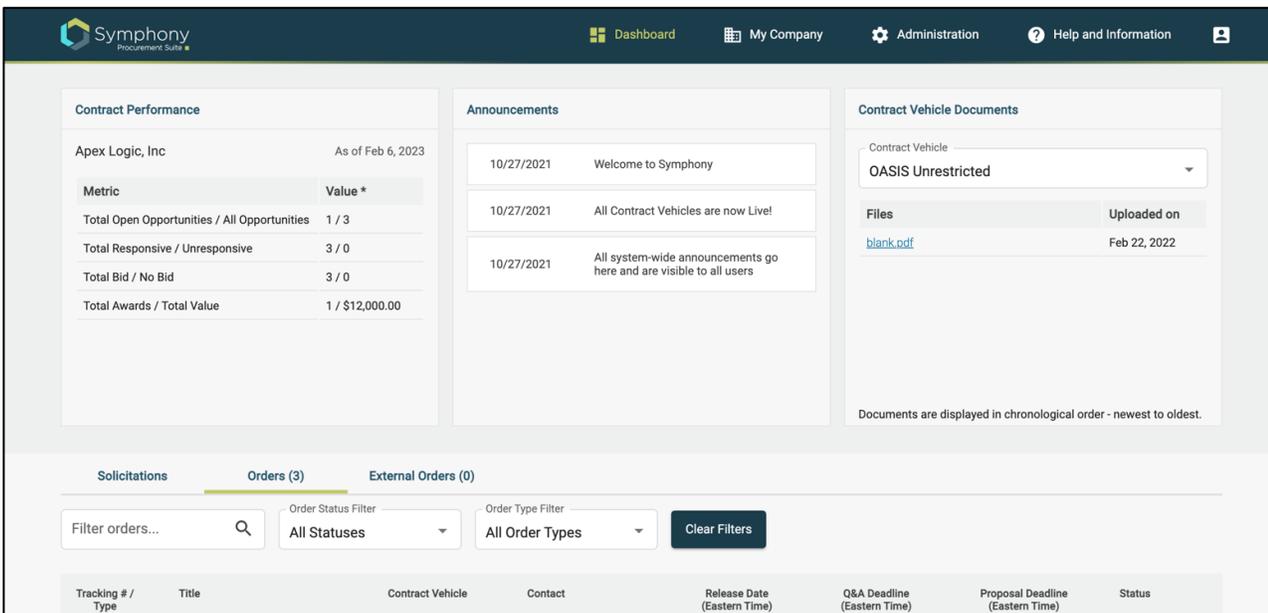
Only an authorized SAM.gov Point of Contact (POC) during their registration will have immediate access to sign in to Symphony. Additional users will not have access until their account is activated by an administrator.

- During registration,

- Communicate with your SAM POC to register at the same Symphony website with the same UEI and cage code. After signing in, they can use their Administration link to update users' initial status to active.

## Dashboard

As a Contract Holder, you can use Symphony to monitor released orders and solicitations, deadlines for questions and proposals, amendments, and awards.



The screenshot displays the Symphony Procurement Suite dashboard. At the top, there is a navigation bar with links for Dashboard, My Company, Administration, and Help and Information. The main content area is divided into three columns:

- Contract Performance:** Shows data for Apex Logic, Inc. as of Feb 6, 2023. A table lists metrics: Total Open Opportunities / All Opportunities (1 / 3), Total Responsive / Unresponsive (3 / 0), Total Bid / No Bid (3 / 0), and Total Awards / Total Value (1 / \$12,000.00).
- Announcements:** Lists three announcements from 10/27/2021: "Welcome to Symphony", "All Contract Vehicles are now Live!", and "All system-wide announcements go here and are visible to all users".
- Contract Vehicle Documents:** Shows a dropdown for "Contract Vehicle" set to "OASIS Unrestricted". A table lists files, with one file named "blank.pdf" uploaded on Feb 22, 2022. A note at the bottom states: "Documents are displayed in chronological order - newest to oldest."

Below these sections is a filter section for "Orders (3)" and "External Orders (0)". It includes a search box "Filter orders...", "Order Status Filter" (set to "All Statuses"), "Order Type Filter" (set to "All Order Types"), and a "Clear Filters" button. At the bottom, a table header is visible with columns: Tracking # / Type, Title, Contract Vehicle, Contact, Release Date (Eastern Time), Q&A Deadline (Eastern Time), Proposal Deadline (Eastern Time), and Status.

## Administration

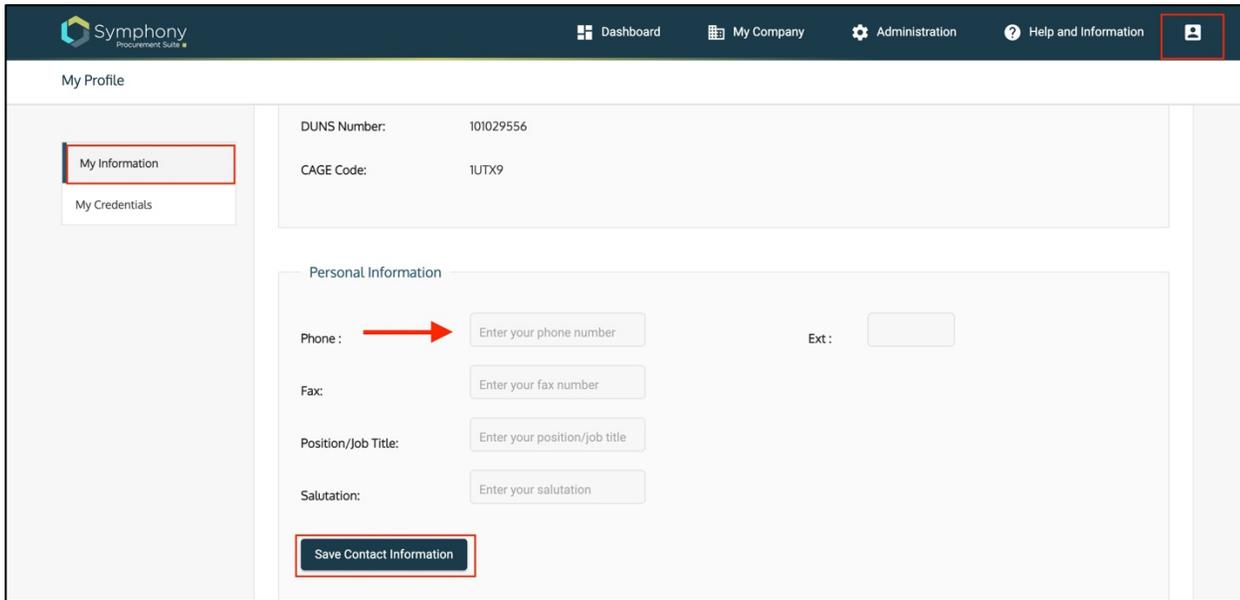
Administrators can add or remove additional group permissions from all registered users within their company in the Administration link. You cannot assign permissions to users who have not registered in Symphony and a user's status must be active for the permissions to apply.

- Administrators have full access to everything including managing users.
- Program Managers can submit proposals on behalf of the organization for their awarded contract vehicle.
- Staff users have the ability to view Task Order Requests and edit proposal data.
- The Contract Manager and Program Manager roles are part of Contract Management, not automatically Administration.
- The Authorized Negotiator role is not part of Symphony. These users can be added as anyone of the above role.

## Profile Management

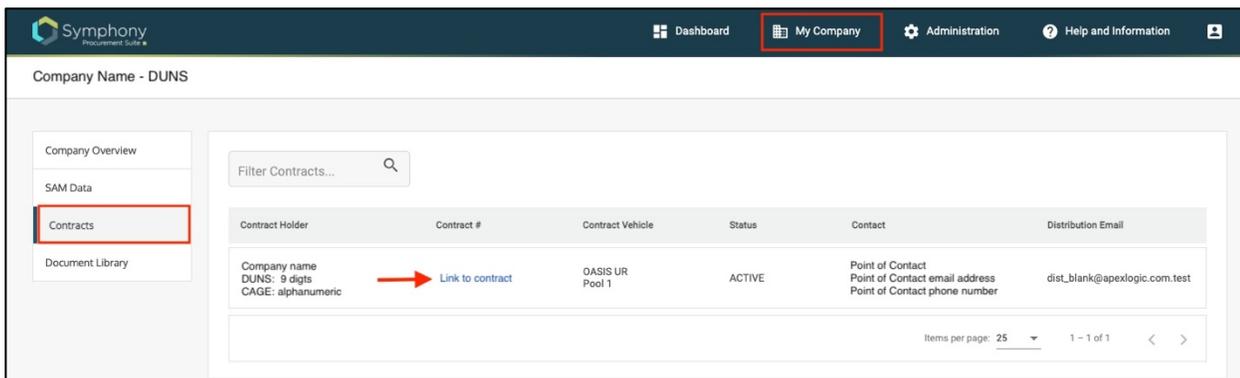
You can sign out or update your profile information from the top-right icon.

If you are the Contract Manager and/or Program Manager please make sure your contact information is up to date, including your phone.



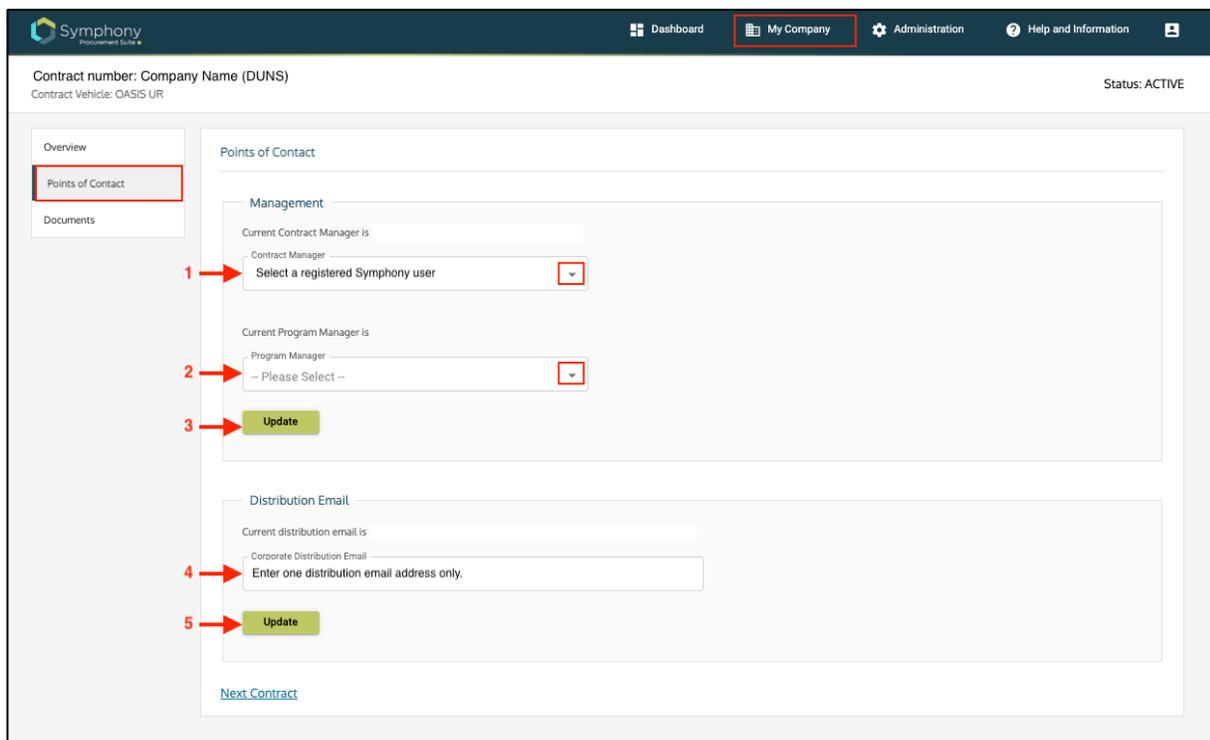
## Contract Management

My Company is where you manage your contract award documents, Points of Contact, and notification settings for each contract you have in Symphony.



1. Go to My Company and then use the Contracts link in the left menu.
2. Select the contract that you need to update.
3. Go to the Points of Contact tab.

4. Choose the **registered** user you would like to assign to the Contract Manager and/or Program Manager role. Save and update your changes.
  - If the user isn't here, verify they registered correctly.
5. Enter your company's distribution email address.
  - A sample distribution email is oasis\_contracts@abccorp.com.
6. Symphony sends an email to validate that your email address is correct. You will need the validation code from this email to update and save your distribution email address.
  - If you are unable to validate your distribution email, please check your junk/spam folders and make sure that the distribution email works outside of Symphony.



You must change all your contract Points of Contact (POCs) for each contract individually because some companies have different POCs for each contract.

## Communications

Symphony will send notifications to **one** distribution email address for Solicitations, Amendments, Orders, and Award Announcements when released/posted. Please update the distribution email so that it is a company email address and do not use individual accounts.

- A distribution email is required for each contract.
- It is advisable that a group email address such as oasis\_contracts@abccorp.com is created as a distribution list in your company so that notifications are not missed when people leave or emails become invalid. You can manage the users on your distribution email within your own company.
- **Please make sure your email address works!**  
Amazon Web Services has very stringent bounce-back requirements and we are bound to monitor and disable email addresses that are invalid. This is to prevent Amazon from being marked as a spammer.