UNOPS eSourcing vendor guide

A guide for vendors to register on UNGM, and submit responses to UNOPS tenders in the UNOPS eSourcing system

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By: UNOPS Procurement Group
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1. PURPOSE OF THIS GUIDE

In January 2016, the United Nations Office for Project Services (UNOPS) started progressively implementing an e-tendering system **(UNOPS eSourcing)** to conduct its tender processes. In order to access the full UNOPS tender details and submit a vendor response to a tender using the system, vendors need to be registered as a UNOPS vendor on the **United Nations Global Marketplace** (UNGM).

This guide provides vendors with instructions on how to register on UNGM and how to access and submit offers to UNOPS tenders in the UNOPS eSourcing system. In UNOPS eSourcing, vendors can view full tender details, express interest in tenders, inform UNOPS about their intention to submit a tender, request clarifications about tenders, submit responses to tenders, and respond to UNOPS evaluation clarifications.

UNOPS will periodically review and update this guide to reflect new system functionalities and user feedback.

What is UNGM?

UNGM (www.ungm.org) is the common procurement portal of the United Nations system of organizations.

It brings together UN procurement staff and the vendor community. The United Nations represents a global market of over USD 17.6 billion annually for all types of products and services.

The UNGM acts as a self-service portal where potential suppliers can register with one or more of the 26 UN organizations using the UNGM as their vendor database and sourcing tool. These organizations account for over 99% of the total UN procurement spent. The UNGM therefore provides an excellent way to introduce your products and services to many UN organizations, countries and regions by completing only one registration form. UNGM also provides an overview of procurement notices, such as tenders, published by more than 40 UN organisations and other entities. There is no cost to register on UNGM or to view the procurement notices on the website. Also, additional information about procurement practices can be found on the UNGM website.

UNGM is the entry point for various UN agencies' e-procurement systems which are integrated with the UNGM website, such as the UNOPS eSourcing system.

What is UNOPS eSourcing?

UNOPS eSourcing is an e-procurement system that facilitates the procurement processes conducted at UNOPS by handling on-line sourcing, solicitation, bid opening, evaluation and award. These functions are currently done offline, so the new eSourcing system will streamline how UNOPS and vendors interact, providing increased efficiency and governance to the procurement process.

UNOPS acknowledges the change this represents for vendors and appreciates their effort in using the system and providing valuable feedback.

Please note that this guide is for UNOPS-related procurement tenders carried out with the UNOPS eSourcing system, and does not cover other eTendering systems used by other UN Organizations. For help with tenders posted by other UN Organizations using other eTendering systems, please contact the specific Organization.

What is new in version 1.3 of this guide?

The following changes have been made compared to version 1.2:

- Adjusted section 4.5.1 (Option 2) as per new tender statuses and color coding.
- Created a new section 6, to explain the new functionality to check tender results and contract awards.
- Other minor changes and adjustments.

2. REGISTER ON THE UNGM PORTAL

In order to access the full UNOPS tender details and respond to a tender in the UNOPS eSourcing system, you must **first register as a UNOPS vendor on UNGM**.

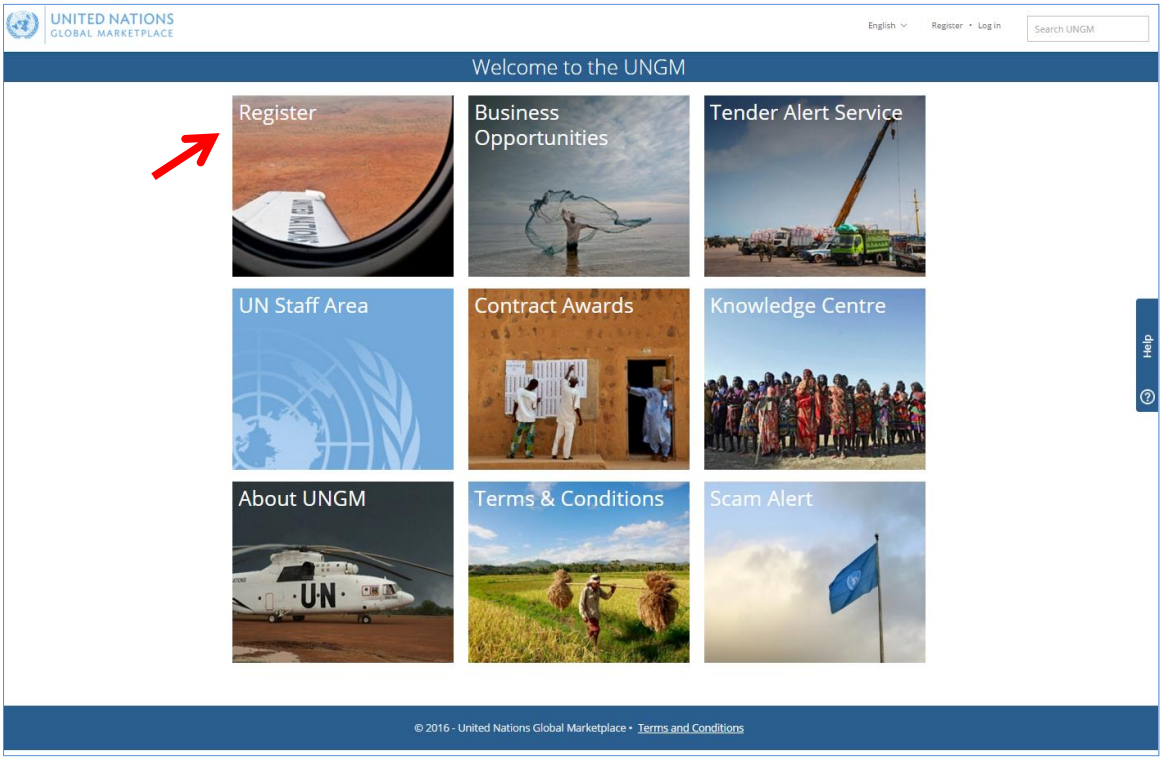
Registration at **basic level** is sufficient, as UNOPS does not require level 1 and 2 registrations.

Please note that registration at UNGM is free of charge. In addition, UNGM enables vendors to keep informed of upcoming tender notices through a paid service called Tender Alert Service. By subscribing to the **Tender Alert Service**, vendors can receive relevant business opportunities directly by email.

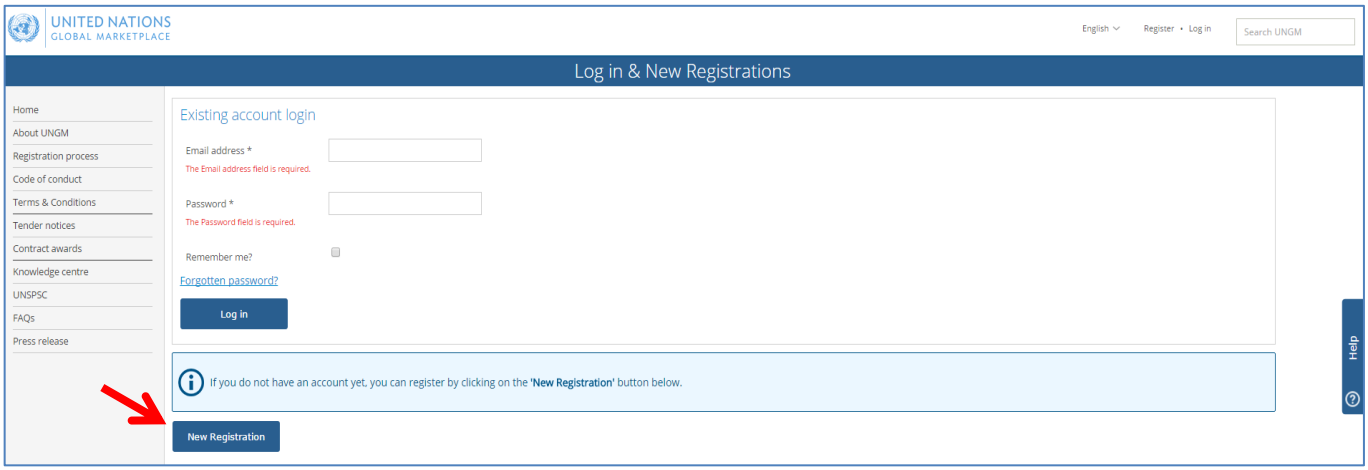
2.1 Register

Go to www.ungm.org

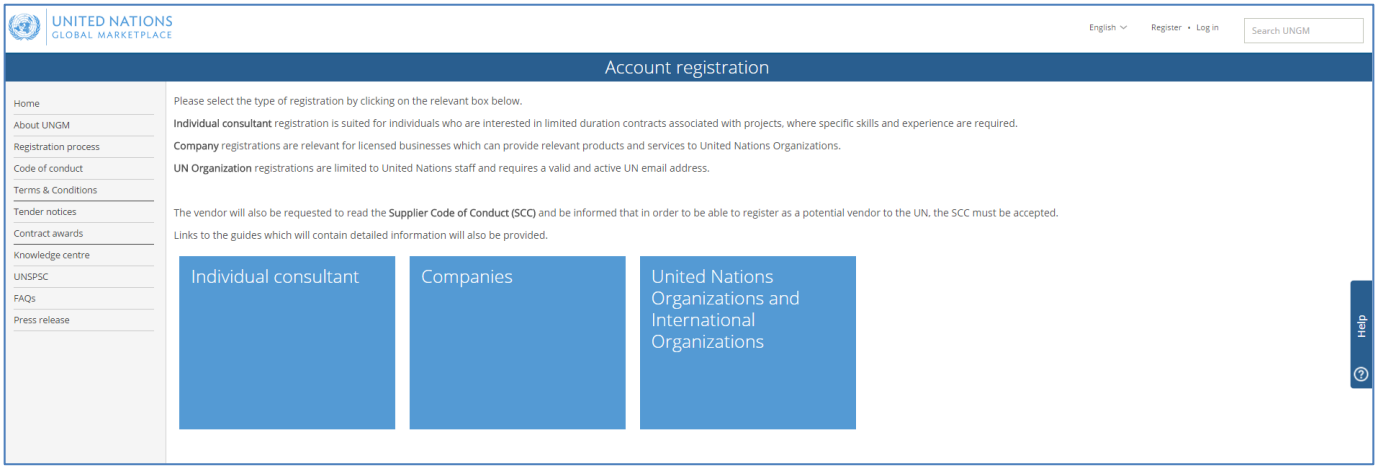
Click on the **Register** section.



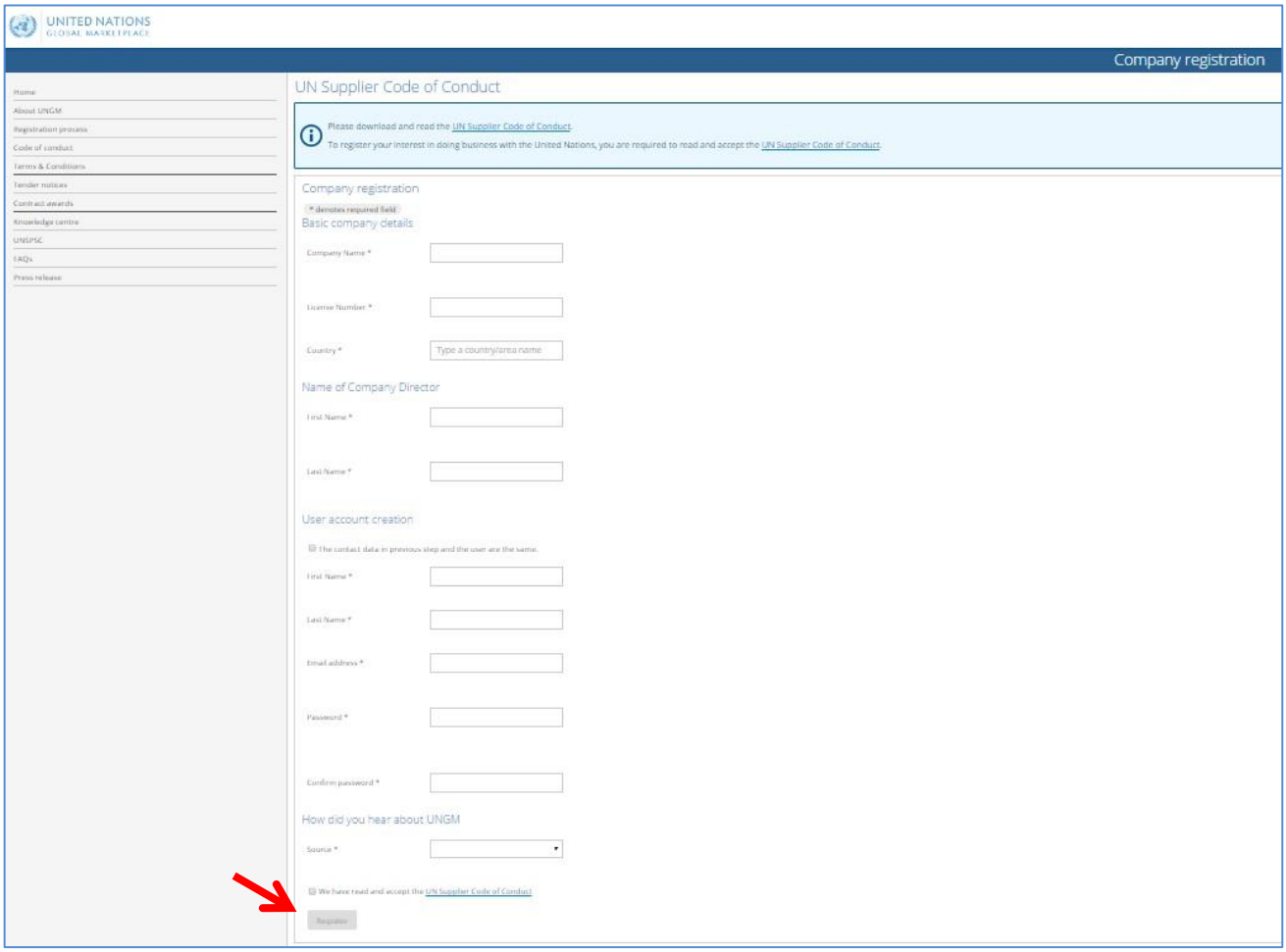
Click on **New Registration**.



Select the type of registration by clicking on the relevant box. If you represent a company, click on **Company.**



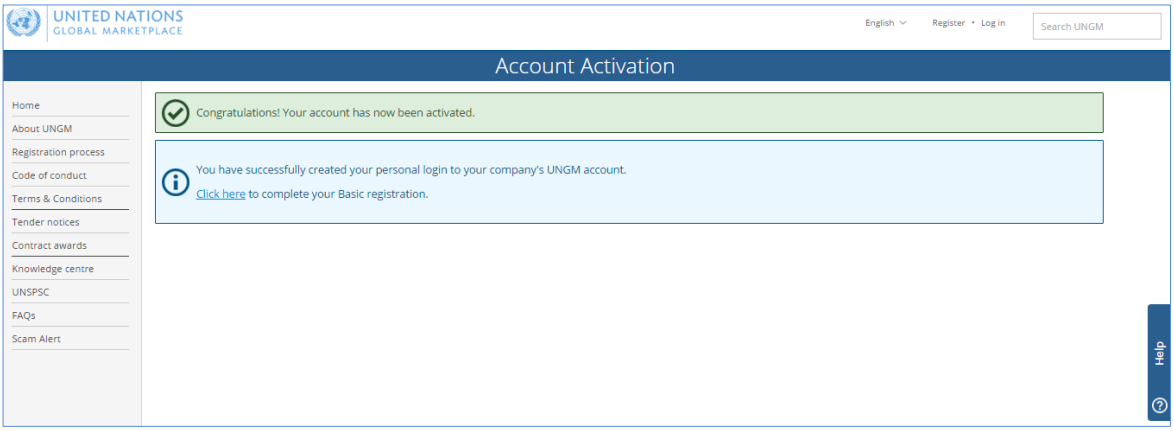
Enter the required information and tick the relevant box to confirm your acceptance of the UN Supplier Code of Conduct, and click on the **Register** button.



Once you click on **Register**, you will receive an **activation email** including your user name and UNGM number. Please note, however, that in order to respond to UNOPS tenders you must activate your account and complete your registration. If you have not received the activation email, you can resend it to yourself from your UNGM inbox. (If you do not see the activation email, check your Spam Inbox. UNGM-related emails are sent through the email address no-reply@unops.org. We recommend that you add this email address to your address book, and/or contact your IT department to ask that emails sent from UNGM not be blocked by your organization's email server.)

2.2 Activate your UNGM account

Click on the link included in the **activation email**. You will then see the following **Account Activation** screen confirming you successfully created a UNGM account.



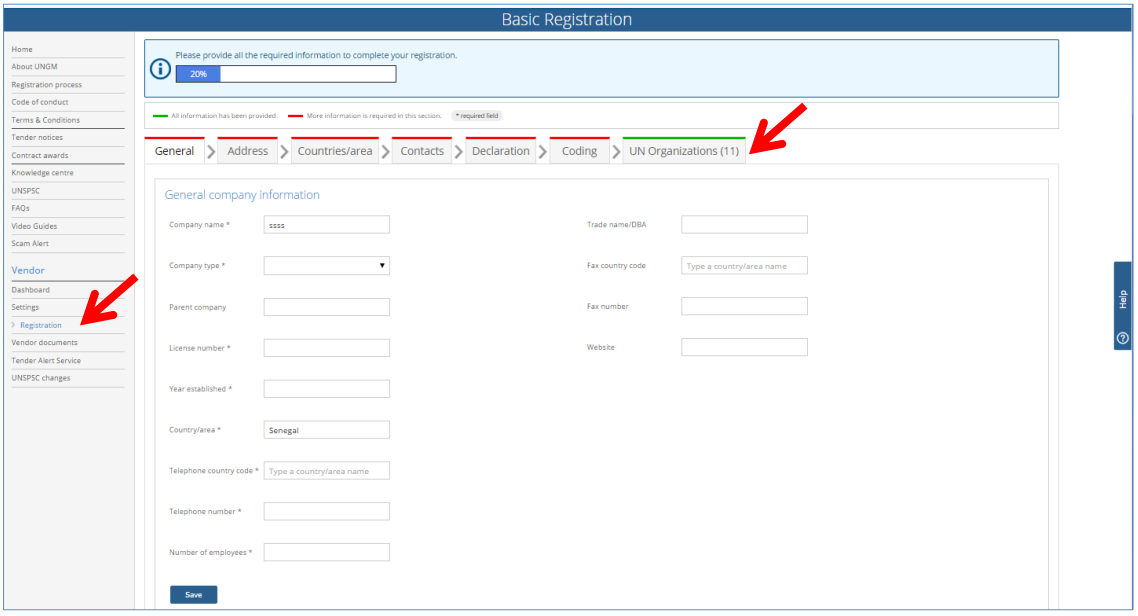
2.3 Complete your registration

In order to log in to your UNGM account, please click the **Log in** link at the top right-hand corner of the page. You will need your **username** which is the email address you registered with, and your **password**. If you do not remember your password, please click the **Forgotten password?** link.

From the **Registration** link in the left-hand menu you can complete your registration form. It only takes about 5-8 minutes to complete your **Basic** registration.

Please note that some tabs appear in red and others in green. The **red tabs** indicate that you must provide information.

Please enter the required information in the fields provided and click the **Save** button. The asterisk (*****) indicates information that is mandatory. You will not be able to submit the registration without this information.



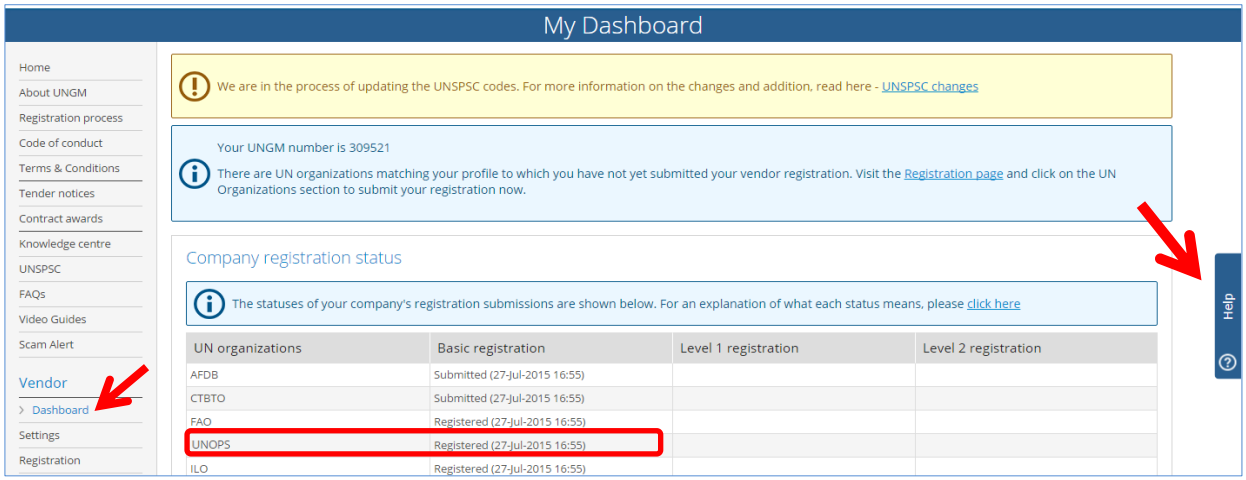
Note: UNGM is available in 4 languages: English, French, Spanish and Portuguese. The default language is English. If you want to change to another language, go the **Settings** by clicking on the icon in the top-right corner and select your preferred language.

In the **UN Organizations** tab (the right-most tab) please select **UNOPS**. You may also select other UN Organizations which match your company's profile. Please note that this guide is for UNOPS related procurement activities, and does not describe or support other UN Organizations. For help with procurement activities related to other UN Organizations, please contact the specific Organization.

Please click on **Submit your registration** to complete the process.

2.4 Verify your UNOPS vendor registration status

In order to verify your UNOPS vendor registration status, go to the **Dashboard** link in the left-hand menu.



To access UNOPS tender details and respond to a tender, you need to have the status **Registered** as a UNOPS vendor on UNGM at the **Basic registration** level. The **Basic registration** level is sufficient to access UNOPS tender information.

If UNOPS does not appear in your list of UN organizations, please ensure you complete your registration and select UNOPS in the **UN Organizations** tab (see previous section in this guide).

If you need assistance to activate or complete your registration, please do not hesitate to contact the UNGM help desk by clicking the **Help** tab at the right-hand side of the screen (see red arrow above).

3. SEARCH FOR A UNOPS TENDER NOTICE, EXPRESS INTEREST AND VIEW TENDER DETAILS

3.1 Search for a UNOPS tender notice

UNOPS advertises both open competition and limited competition business opportunities through UNGM. For the purpose of this guide, tender means any of the following procurement methods: Request for Quotation (RFQ), Invitation to Bid (ITB), Request for Proposals (RFP), Request for Information (RFI), Request for Expressions of Interest (EOI), and Prequalification (PQ). (See the Glossary at the end of this guide for a definition of these procurement methods.)

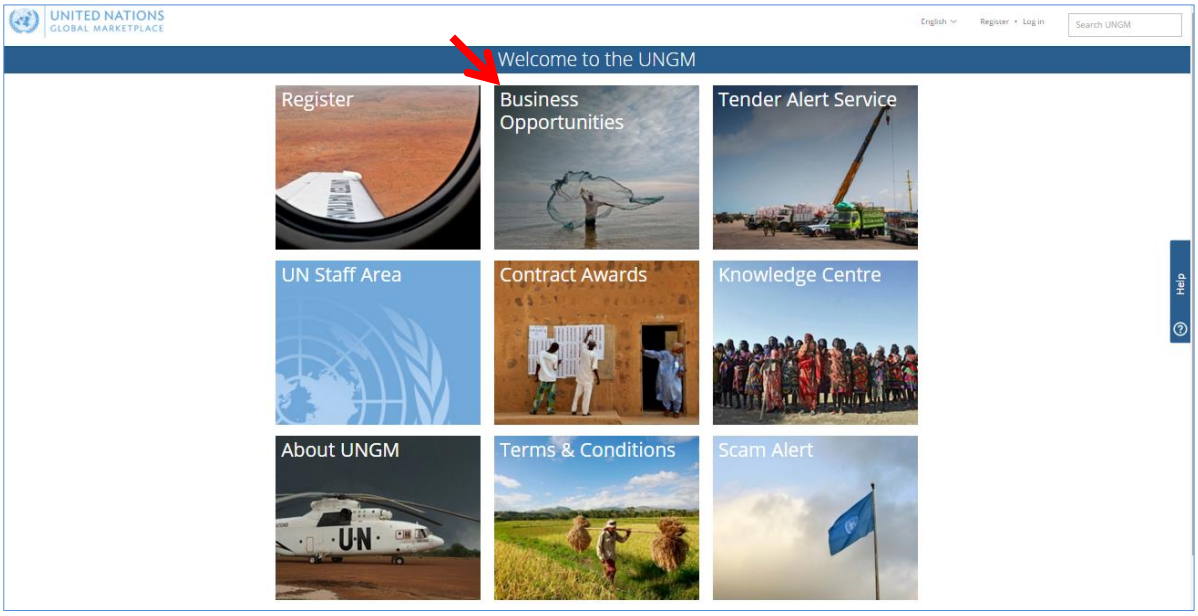
Open competition refers to business opportunities accessible to all vendors. Vendors have to respond to these tenders either through traditional methods (hard-copy submission or email) or through the UNOPS eSourcing system as per instructions specified in the tender notice.

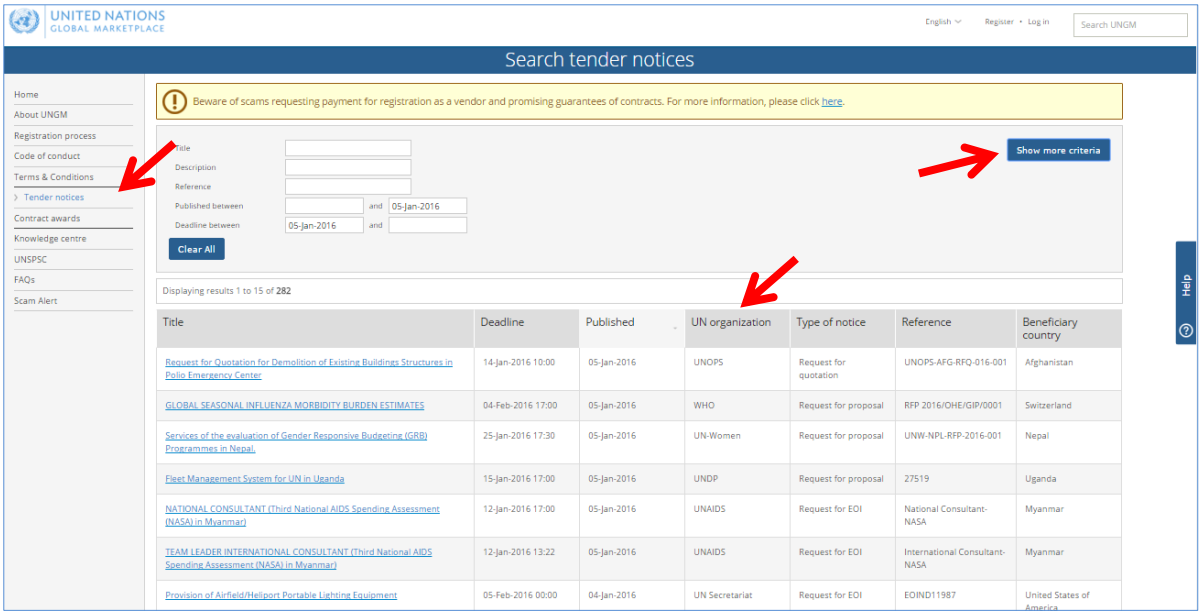
Limited competition refers to business opportunities accessible to select vendors through UNGM. The vendors selected may respond to these tenders only through the UNOPS eSourcing system.

3.1.1 Open competition tenders

Go to www.ungm.org

From the UNGM **Home** page, click the **Business Opportunities** box. If you are already past the **Home** page, click the **Tender notices** link on the left hand menu.

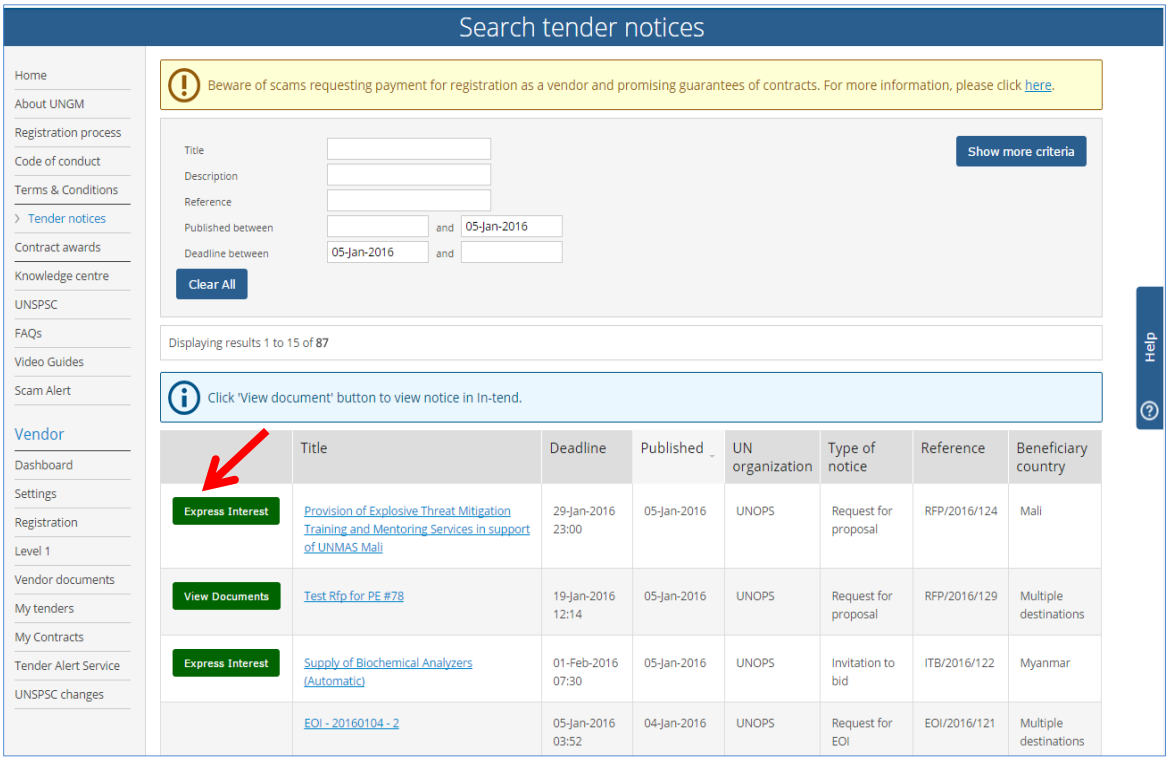




Click on the **UN organization** column title to list the business opportunities by UN organization. Then, scroll down to find the opportunities from UNOPS. Alternatively, click on the **Show more criteria** button and type **UNOPS** in the **UN Organization** field. UNGM will automatically show all the active tender notices issued by UNOPS. If you click on the title of a tender, UNGM will display information about the tender organized under these tabs: **General**, **Contacts**, **Links**, **Documents**, **UNSPSC** (codes applicable to tender), and **Revisions**.

The list of UNOPS tender notices will include both tenders that vendors have to respond to through traditional methods (hard-copy submission or email) or through the UNOPS eSourcing system. Tenders that must be replied to through the UNOPS eSourcing system will display a **green button** to the left of the tender title.

You will only see these green buttons if you are logged in to UNGM (with your user name and password), AND the tender has to be replied to using the UNOPS eSourcing system, AND you are already a registered UNOPS vendor at UNGM. Please remember to log in to UNGM and complete your registration process as a UNOPS vendor to be able to see the full details of the tender and respond to it.

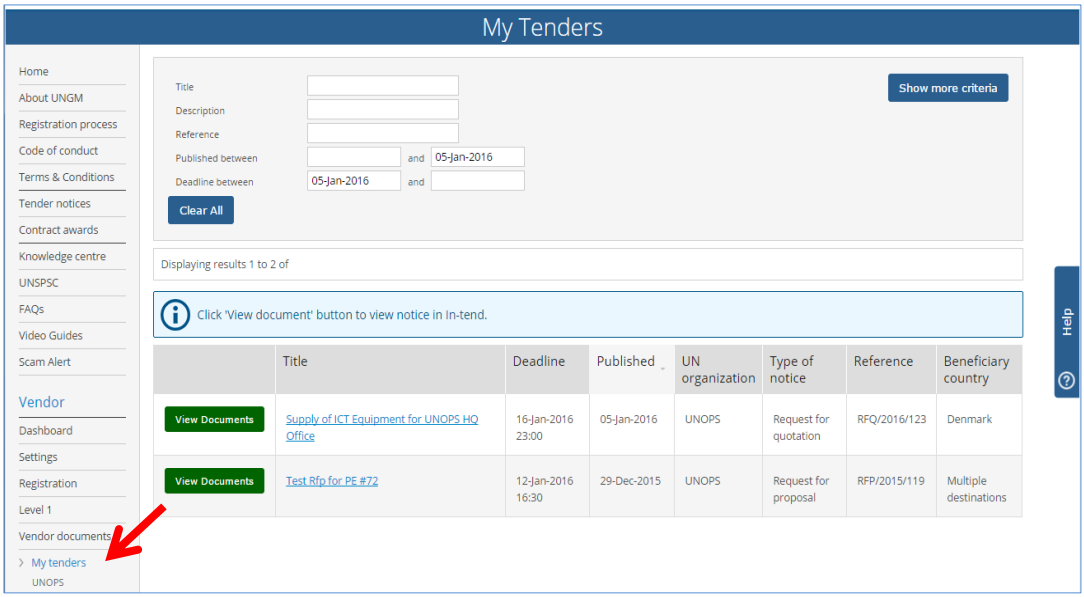


3.1.2 Limited competition tenders

Go to www.ungm.org and **log in** with your user name and password.

Go to **My Tenders** on the left-hand menu.

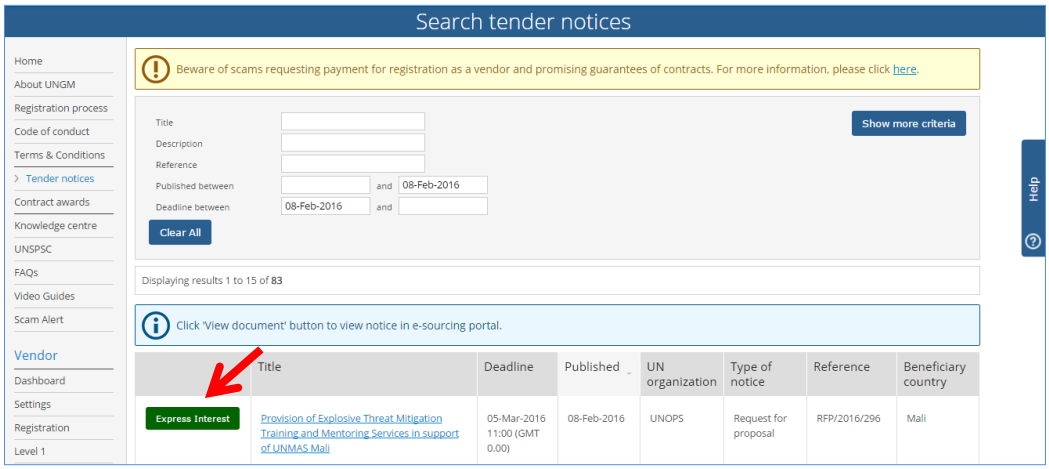
If you have been invited to a limited competition tender, you will receive an email notification alerting you of this opportunity.



3.2 Express interest in a tender

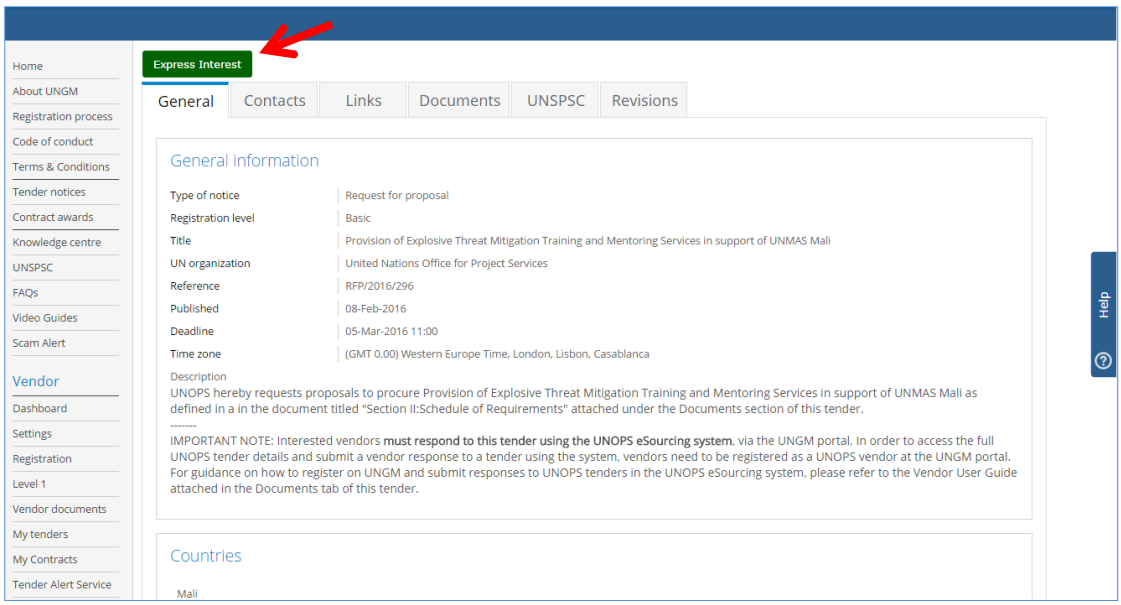
To the left of each UNOPS tender notice you will find a green button displaying either **Express interest** if this is the first time you are viewing the notice, or **View documents**.

You will only see these green buttons if you are logged in to UNGM (with your user name and password), AND the tender has to be replied to using the UNOPS eSourcing system, AND you are already a registered UNOPS vendor at UNGM.



Click on the tender's **title** to display information about the tender. If you are interested in this tender click on the **Express Interest** button to notify UNOPS that you are interested in participating in this tender. After a few

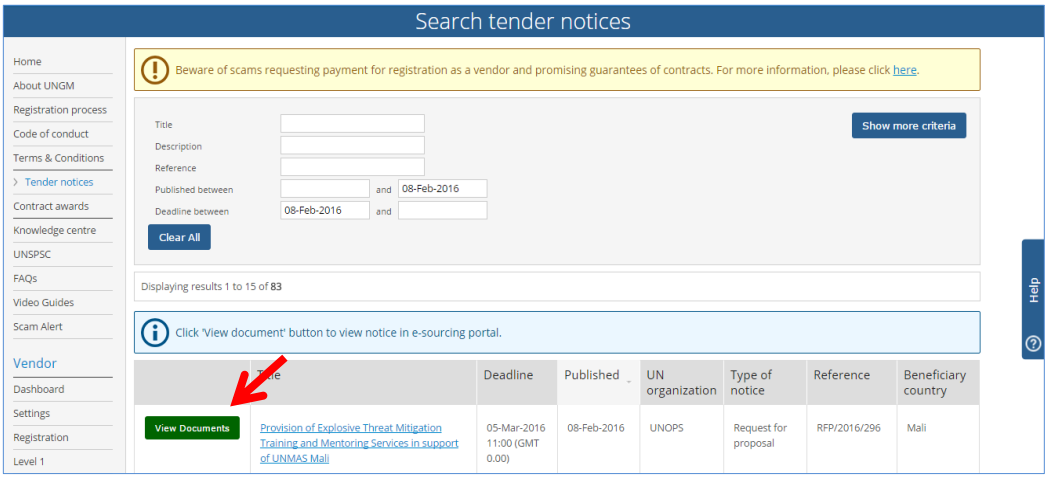
seconds, the text in the green button will change to **View Documents**. Please note that for limited competition tenders there is no need to express interest, as you will only see the **View Documents** button.



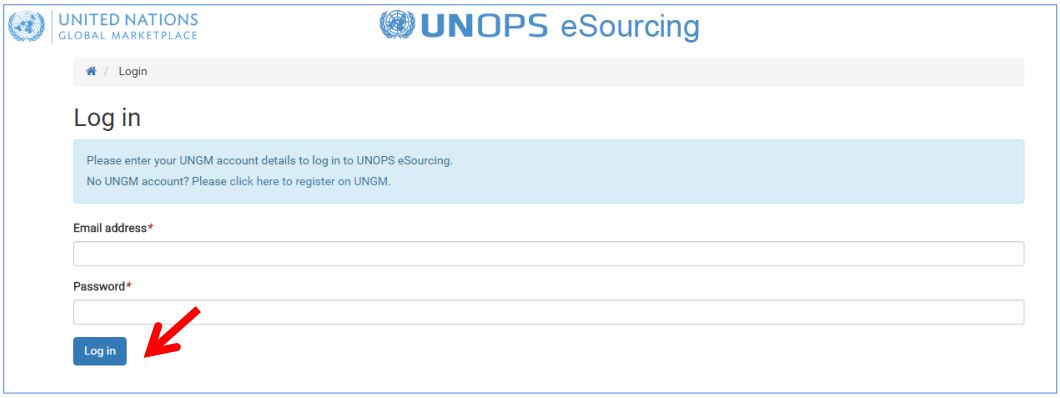
Note: expressing interest in a tender is an important step. All vendors who have expressed interest in a tender will receive automatic notifications about the tender, such as when the deadline for submissions is approaching, or when clarifications or amendments to the tender have been added by UNOPS. Once you have expressed interest in a tender, that tender can be found by clicking **My tenders** in the left-hand menu.

3.3 View full tender details by logging into the UNOPS eSourcing system

Once you've clicked on **Express interest**, the green button will now say **View documents**. Click on the green **View Documents** button for the tender. This will automatically transfer you from the UNGM portal to the UNOPS eSourcing system.



The following UNOPS eSourcing screen will appear. If this screen does not appear, please contact UNOPS Helpdesk at: esourcing@unops.org

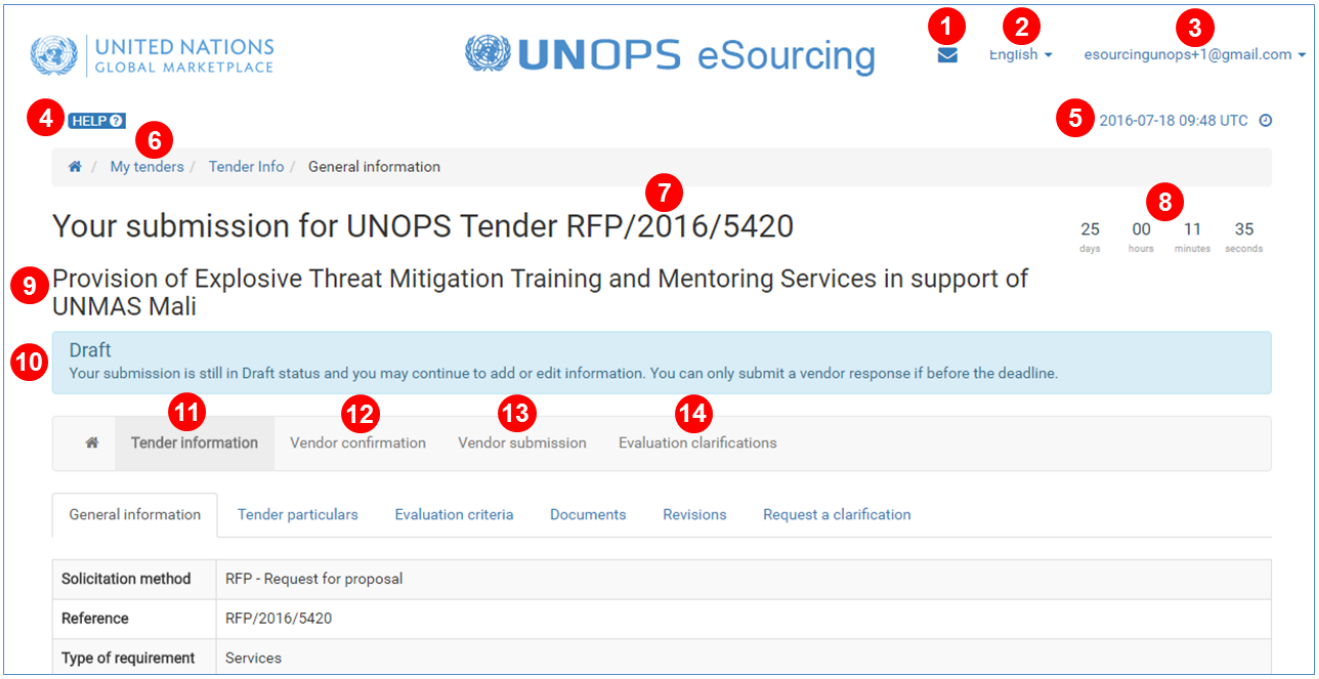


Insert your email address and password and click on the **Log in** button. Note that the email address and password are the same of your UNGM account. UNOPS eSourcing system does not require a specific (different) account, it is the same as UNGM. All account aspects (emails, passwords, etc.) are managed directly in UNGM as per guidance in section 2 of this guide.

Please note that if you are responding to a tender from another UN organization, that tender will not be accessible through the UNOPS eSourcing system. This guide is for UNOPS related procurement tenders carried out with the UNOPS eSourcing system, and does not cover other eTendering systems used by other UN Organizations. For help with tenders posted by other UN Organizations using other eTendering systems, please contact the specific Organization.

3.4 Navigate the UNOPS eSourcing system

Once you have logged in, you will have access to the tender on the UNOPS eSourcing system. You will see a screen with the below information. Please see below a description of the key areas which you'll see in the screen.



Key points in navigating the UNOPS eSourcing system:

1	**Notifications**	Access and search email notifications sent by the UNOPS eSourcing system to the vendor's email address(es). Notifications include when a vendor has been notified of an upcoming tender, when UNOPS posts a clarification or amendment on a tender the vendor has expressed interest in, when the tender deadline is approaching, when UNOPS requests a clarification during the evaluation process, etc.
2	**Language**	Select language of the eSourcing system. Note that at the date of issuing this version of the guide, the system is available in English, Spanish and French.
3	**Email address**	Email address used to log into the UNOPS eSourcing system. This email address is as per the vendor's UNGM account. Note that a vendor can set up more than one email address in UNGM and can access UNGM and UNOPS eSourcing through each of those addresses included in the UNGM vendor profile. You can also **Log out** of eSourcing here by clicking the small arrow.
4	**Help**	Access user guides, FAQs, helpdesk contact details and other support resources.
5	**Actual time in UTC**	Actual time in UTC terms. **UTC** refers to the Coordinated Universal Time which is a time standard commonly used across the world. UNOPS uses UTC as the standard for all its tenders published through the eSourcing system in order to avoid confusions regarding time zones and considering that our offices and vendors are based across the world.
6	**My tenders**	List of all tenders that you have expressed interest in. It shows a grid showing the tender reference, title, date published, deadline date, submission status and tender status.
7	**Tender reference**	UNOPS tender reference. It shows the tender type / year / ID number, for instance "RFP/2016/296".
8	**Countdown timer**	Countdown timer showing how much time remains until the tender deadline.
9	**Tender title**	Title of the tender.
10	**Submission status**	Status of your submission showing either **Draft** (blue colour) or **Submitted** (green colour).

11	**Tender information**	Access the tender details, arranged in the following tabs: • **General information**: general information about the tender, such as the solicitation method, type of requirement, description, deadline, deadline for clarifications, contact person, etc. • **Tender particulars**: more detailed information about the tender, such as: scope of the tender, eligibility, clarifications and pre-bid meeting information, validity period, type of contract to be awarded, etc. • **Evaluation criteria**: criteria how the tender will be evaluated on. • **Documents**: all attachments related to the tender. These can be downloaded individually, or all at the same time. The documents include both PDF documents and other documents in editable format (Word, Excel) for vendors to complete and submit with their response. • **Revisions**: responses to clarifications and amendments to the tender posted by UNOPS. • **Request a clarification**: where a vendor can request clarifications on the tender.
12	**Vendor confirmation**	Where vendors can inform UNOPS of their intention to submit or not a vendor response to the tender.
13	**Vendor submission**	Aspects that a vendor need to complete in order to be able to submit a response. It can include the following tabs (some of them might not display, depending on the specific tender): • **Lots**: if the solicitation tender provides for bidding by lots, a vendor can select here the lot(s) the vendor wants to bid for • **Questionnaires:** requested information by UNOPS in the form of on-line questionnaires • **Document checklist:** requested information by UNOPS by which vendors upload documents. • **Financial offer details:** requested price information by UNOPS (total financial offer, currency) • **Submit:** Where vendors can submit or withdraw their vendor response.
14	**Evaluation clarifications**	Correspondence between UNOPS and the vendor at evaluation stage.

4. SUBMIT A VENDOR RESPONSE TO A UNOPS TENDER

4.1 Inform UNOPS about your intention to submit or not a tender response

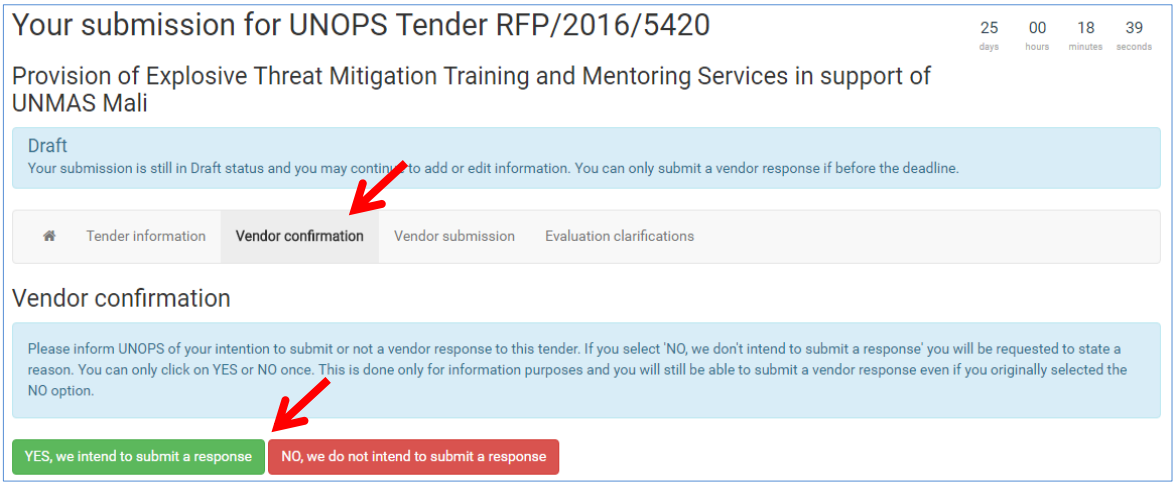
UNOPS would like to know in advance of your intention to submit or not a vendor response to the tender as that is very useful information for our procurement process.

In order to do this, click on the **Vendor confirmation** tab.

Click on either of the two buttons displayed:

- **YES, we intend to submit a response** (green button)
- **NO, we do not intend to submit a response** (red button). If you select this option you will be requested to state a reason.

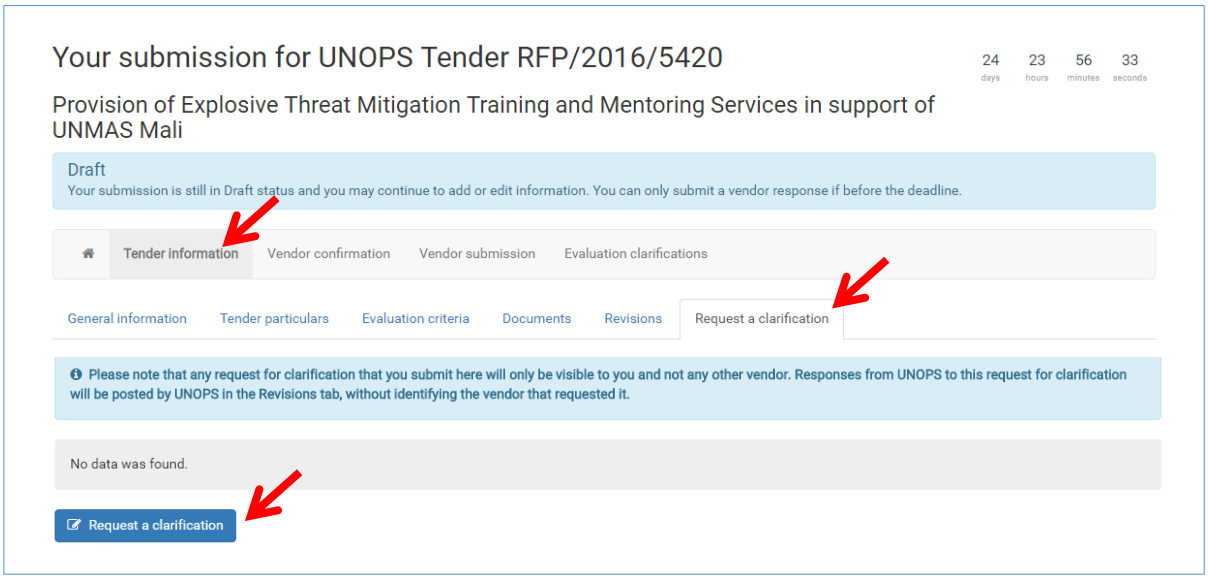
Please note that you can only click on YES or NO once. This is done only for information purposes and you will still be able to submit a vendor response even if you originally selected the NO option.



4.2 Request a clarification on a tender

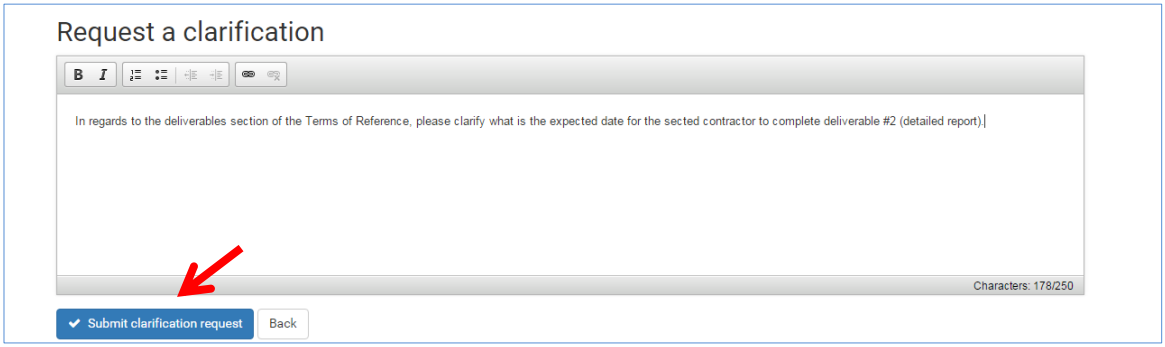
If you have questions about this tender, you can submit a request for clarification to UNOPS.

To submit a request for clarification of a tender, click the **Request a clarification** tab (under the **Tender information** tab) and then the **Request a clarification** button.

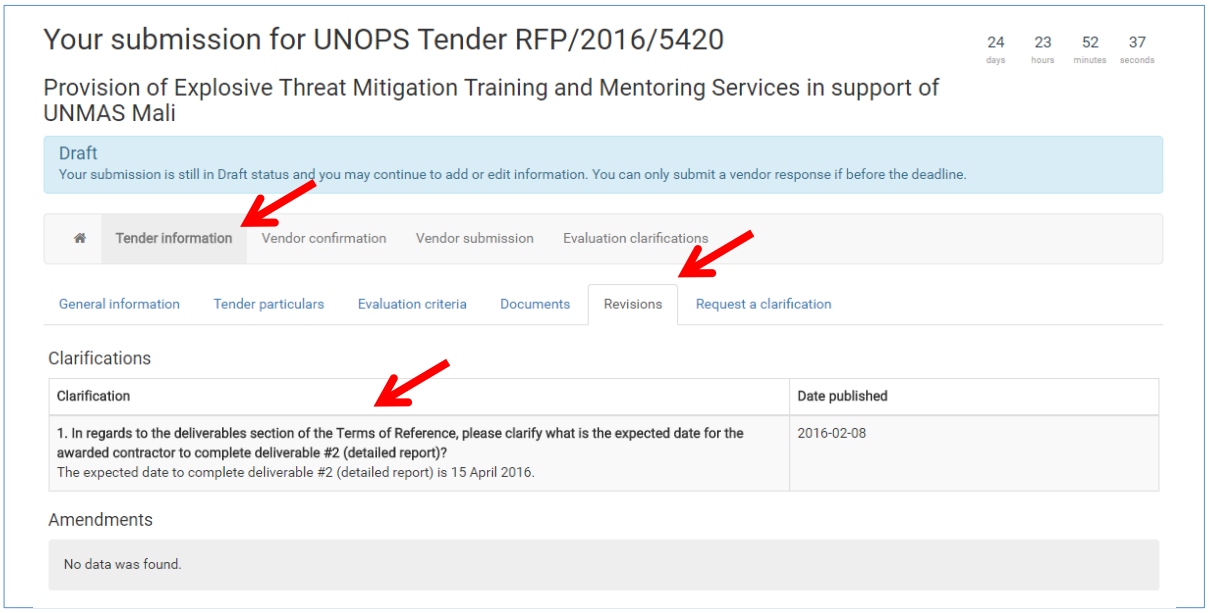


Enter your question(s) and click the **Submit clarification request** button. The requests for clarification that you enter will only be visible to you and not any other vendor.

Please note that the system will only allow you to submit clarifications prior to the deadline for clarifications. This deadline can be found in the **General Information** tab.



Once UNOPS responds to your request for clarification, it will be posted in the **Revisions** tab, under **Tender Information**. Any responses to clarification requests will be visible to all vendors but they will not identify the vendor that submitted such request to clarification.



All vendors who have expressed interest in a tender will receive an automatic email notification each time UNOPS posts a response to a clarification, or an amendment to that tender.

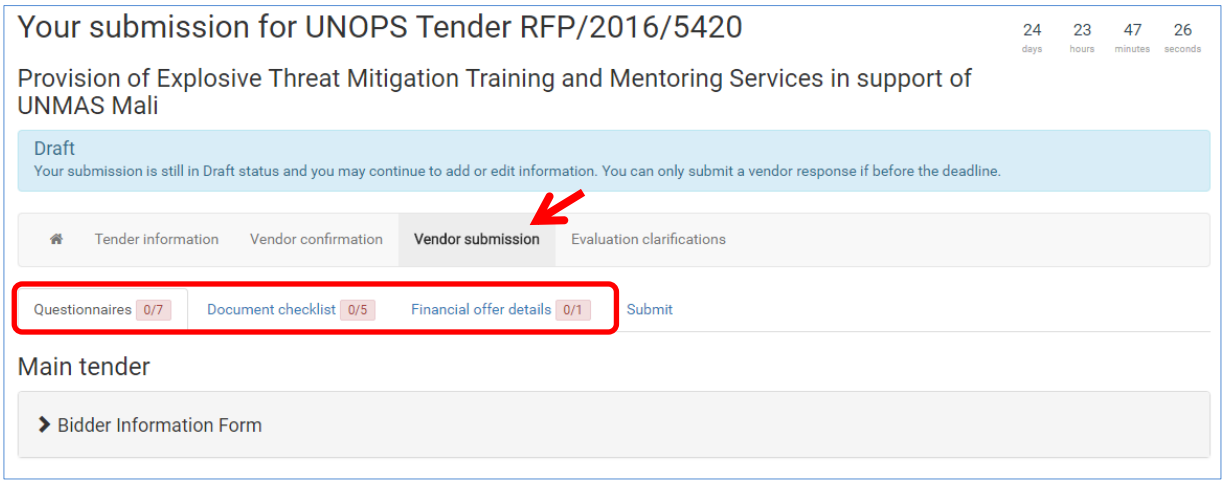
4.3 Submit a response to a tender

To respond to a tender, complete the requirements under the following tabs (note that some of these three tabs might not display, depending on the specific tender):

- **Questionnaires:** requested information by UNOPS in the form of on-line questionnaires
- **Document checklist:** requested information by UNOPS by which vendors upload documents.
- **Financial offer details:** requested price information by UNOPS (total financial offer, currency)

These are all displayed under the **Vendor submission** tab.

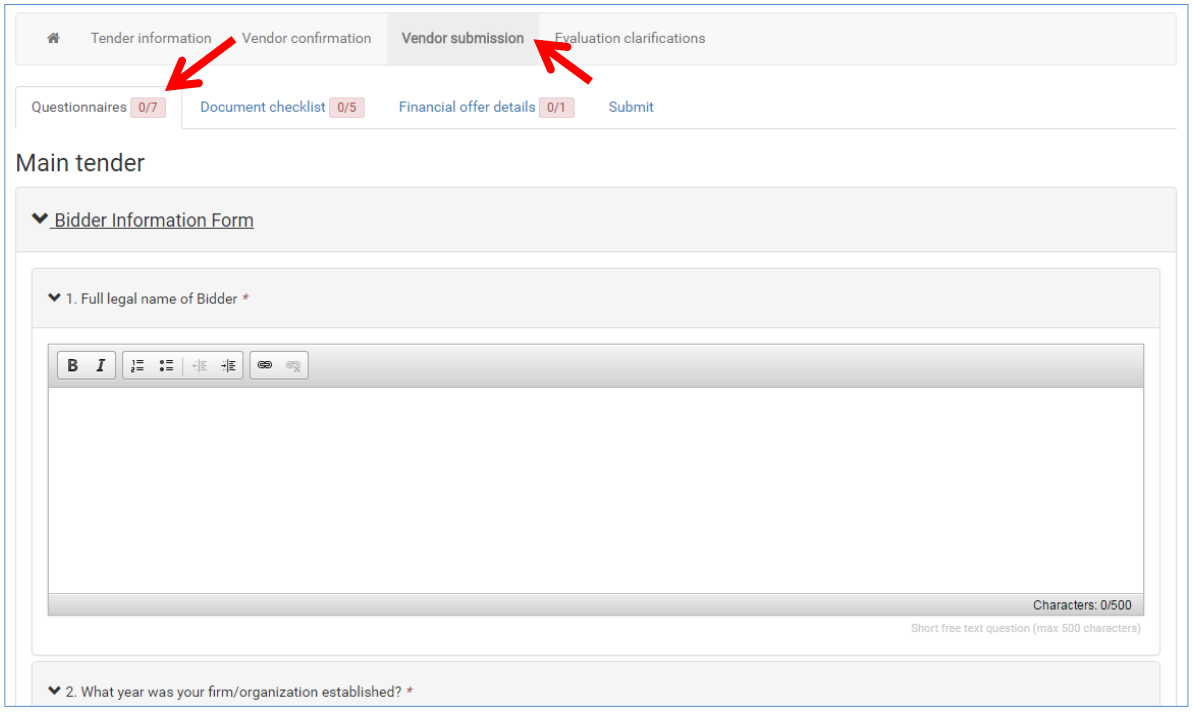
Once all the required information has been uploaded, the display colour beside each tab will change colour, from Red (**0/5**), to Green (**5/5**).



4.3.1 Questionnaires

As part of the tender process, UNOPS may require vendors to complete information in the form of on-line questionnaires.

Click on the **Questionnaires** tab to view the questions and enter your responses. When you have completed the questionnaire(s), click on the **Save** button at the bottom of the page. Note that questions marked with an asterisk (*) are mandatory.

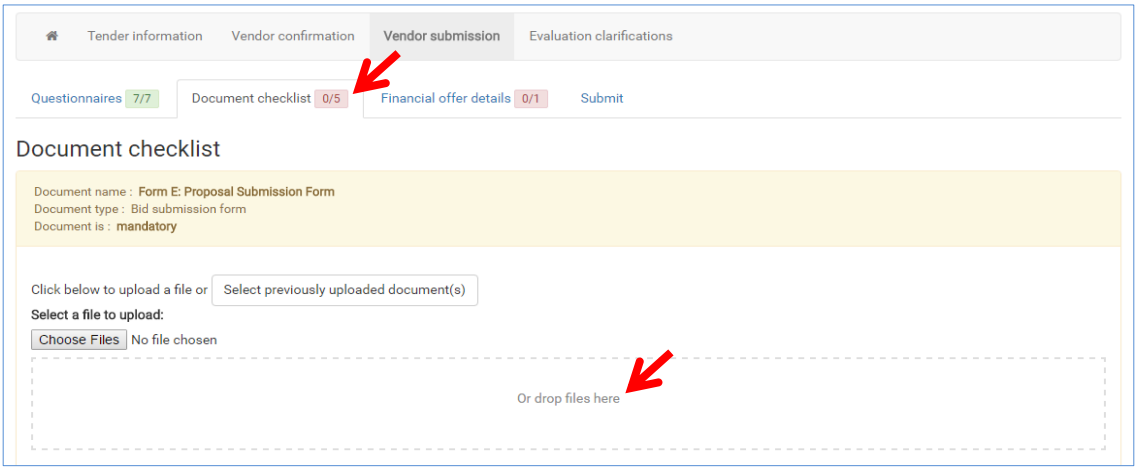


4.3.2 Document checklist

As part of the tender process, UNOPS may require you to submit documents as part of your response. This could include documents such as your financial statements or specific forms. If there is a requirement to upload specific forms (e.g. Form E: Proposal Submission Form) you will be able to download editable versions of the forms in the **Documents** tab under **Tender Information**.

When you have completed the documents, click on the **Documents checklist** tab to upload your files to the eSourcing system. You can upload files either by clicking on the **Choose Files** button or by dragging them directly to the **Or drop files here** section. Note that you can upload more than one document against each document checklist if needed. The maximum allowed size for each document uploaded to eSourcing is 20 MB (twenty megabytes).

Before you upload a file against a document checklist, the document name heading will display as orange colour (if the document is mandatory) or blue colour (if it's optional). Once you have uploaded a file, the document name heading will change to green.



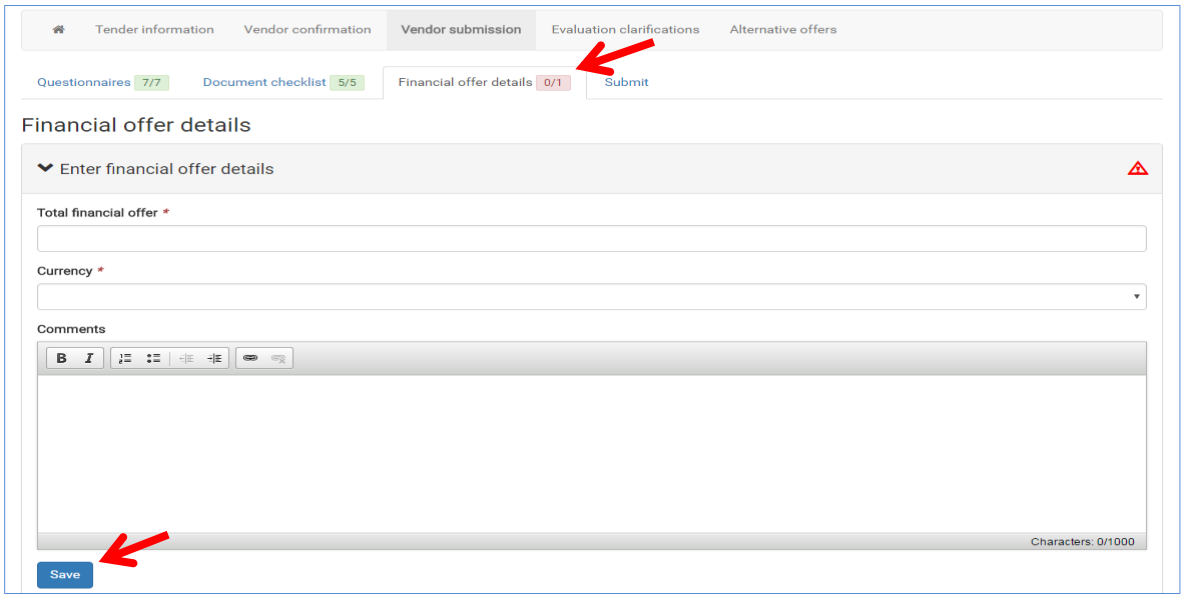
Please note that if the tender is a Request for Proposals (RFP) there will not be a document checklist requesting financial/price information. In an RFP you may only submit financial/price information through the financial envelope section under the **Financial offer details** tab (see below section for more information).

4.3.3 Financial offer details

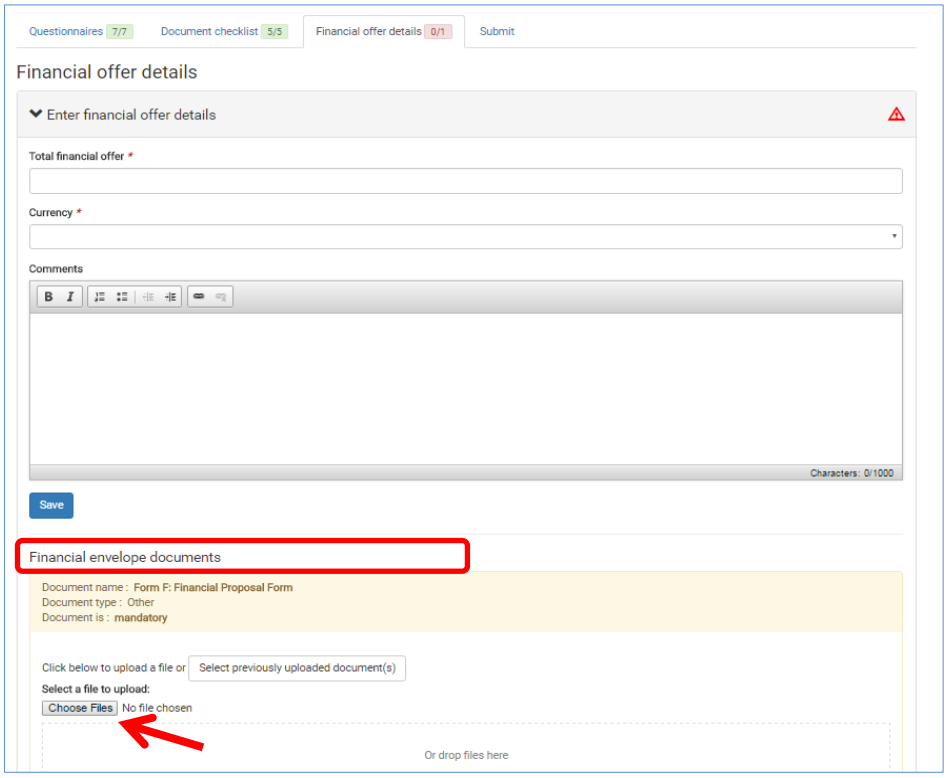
As part of the tender process, UNOPS may require you to complete the financial offer details of your offer.

Click on the **Financial offer details** tab and enter your details: total financial offer (mandatory field), currency (mandatory), and comments (optional).

When you are done, click the **Save** button at the bottom of the page.



If the tender is a Request for Proposals (RFP) there will be a **Financial envelope documents** section. You can upload files either by clicking on the **Choose Files** button or by dragging them directly to the **Or drop files here** section.



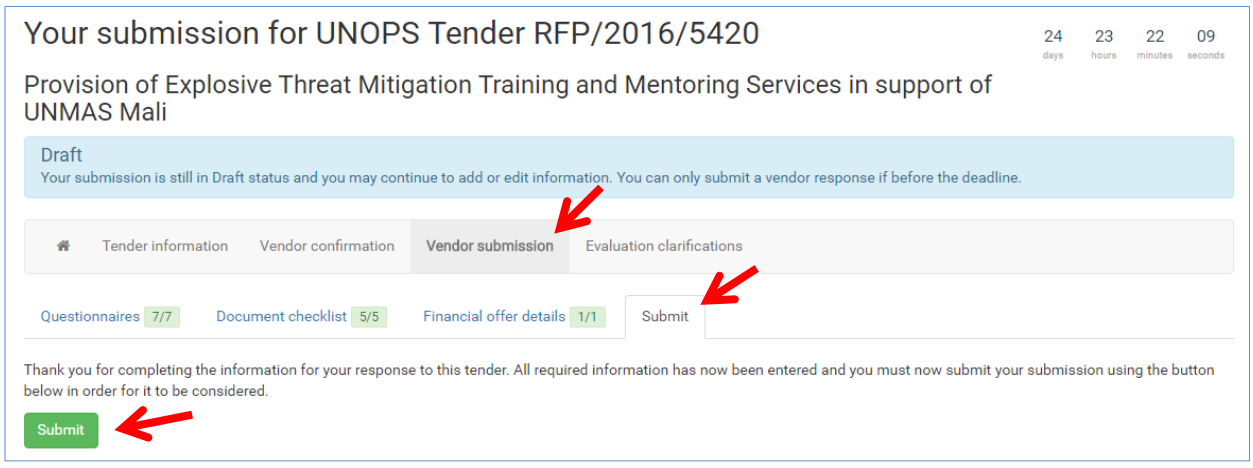
4.3.4 Submit your vendor response

Verify that you have completed all the required information by checking that the boxes beside **Questionnaires**, **Documents checklist** and **Financial offer details** are green.

Then, click on the **Submit** tab. After that, click the **Submit** button to send your response to UNOPS.

Note: the system will not allow you to submit unless all required information has been completed or if it is past the deadline for submission, which is specified in the **General Information** tab under **Tender information**. If you have not completed all information and/or it is past the deadline you will not be able to see the **Submit** button.

Please therefore ensure you prepare your vendor response with sufficient time and care by progressively adding responses to the questionnaires and uploading documents against document checklists once they are ready. We suggest you allow plenty of time to complete all the information required. The system allows you to save your draft responses to questionnaires, document checklists and financial offer details. Once your response is complete and ready to send, you can click on **Submit**.



Once you have clicked on **Submit**, your submission status will change from **Draft** (blue colour) to **Submitted** (green colour)

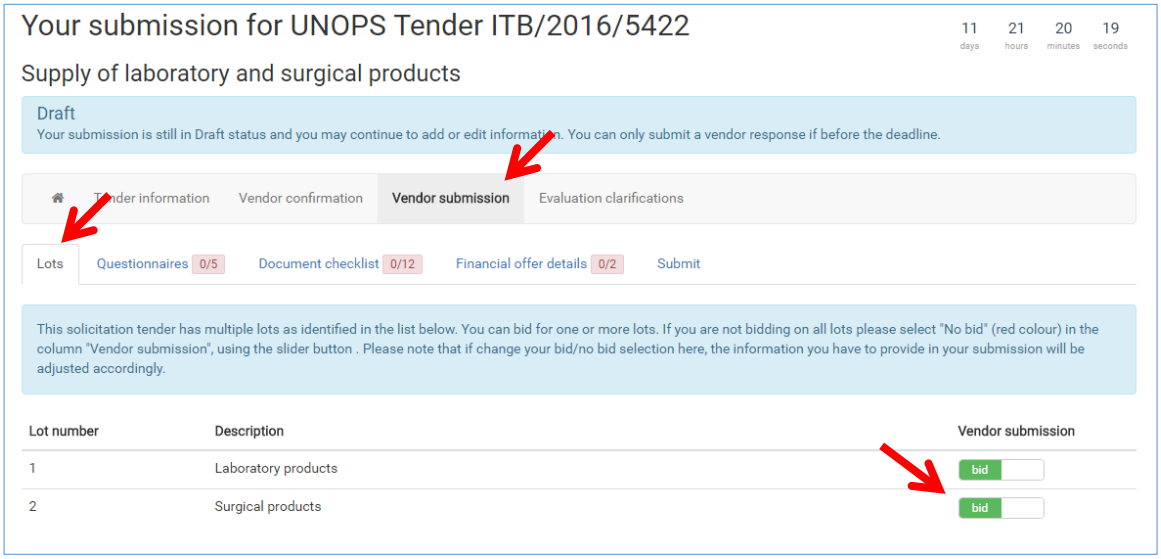
You will receive an automatic email notification once you have submitted your vendor response.

4.3.5 Submit a response for a tender with lots

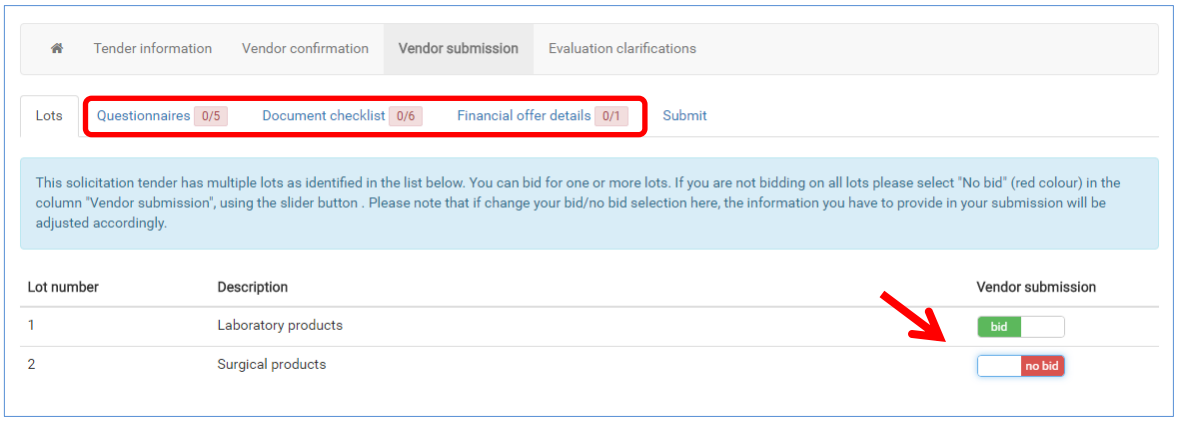
If the solicitation tender specifies that the evaluation will be done per lot (this would be explained in the **Tender information** tab), the vendors will be able to make submissions per lot using the eSourcing functionality.

If the tender includes lots, go to the **Vendor submission** tab and then click on **Lots**. You will see a number of rows showing the lot number, description and a section called Vendor submission.

Under **Vendor submission**, the default setting will be “Bid” (green colour) for all lots.



If you are not interested in bidding for a specific lot, then move the slider button for that lot to the right until it shows “No bid” (red colour). This will automatically remove the information that you need to submit in your bid related to your bid i.e. it will adjust the **Questionnaires**, **Document checklist** and **Financial offer details** tabs.



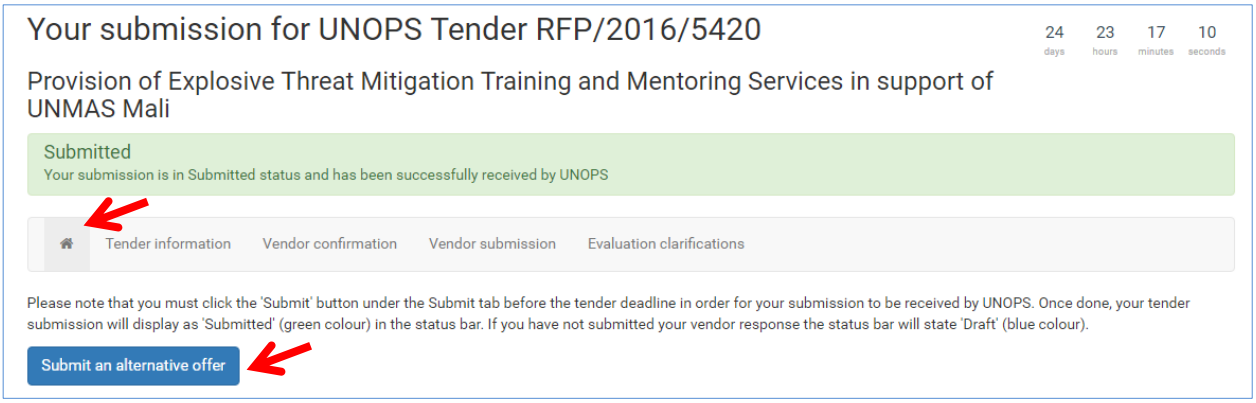
Once that you have decided which Lots to bid for, complete the required information under the **Vendor submission** tab and **submit** the vendor response using the instructions in section 4.3 of this guide. Please note that if you have selected more than one lot to bid for, you cannot submit the bid until you have completed all the mandatory information for all the lots you have selected to bid for.

4.4 Submit an alternative offer to a tender

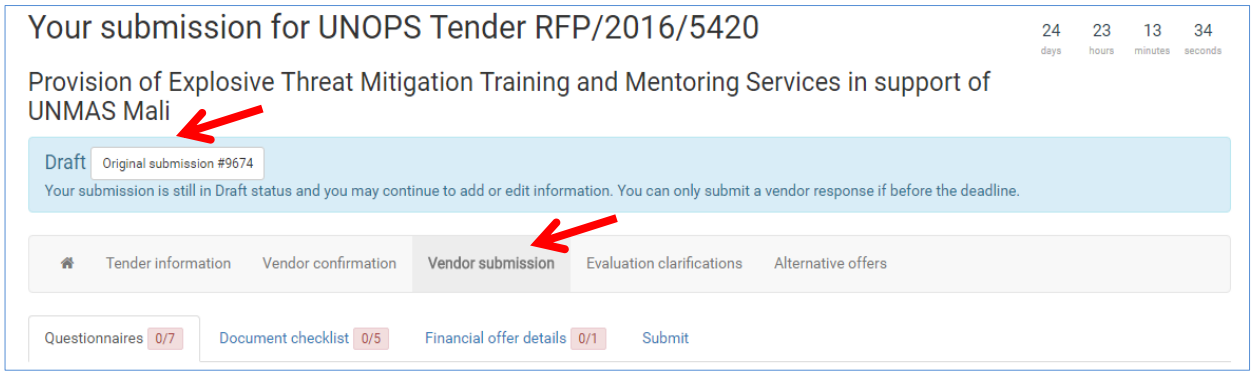
The system allows you to submit alternative offer(s) if so specified in the **Tender particulars** tab under **Tender information**. Note that alternative offer(s) can only be submitted before the deadline for submission specified in the **General information** tab under **Tender information**.

After you have submitted a response to a tender and your status is Submitted (green color), you can submit alternative offer(s) if so allowed for in that tender.

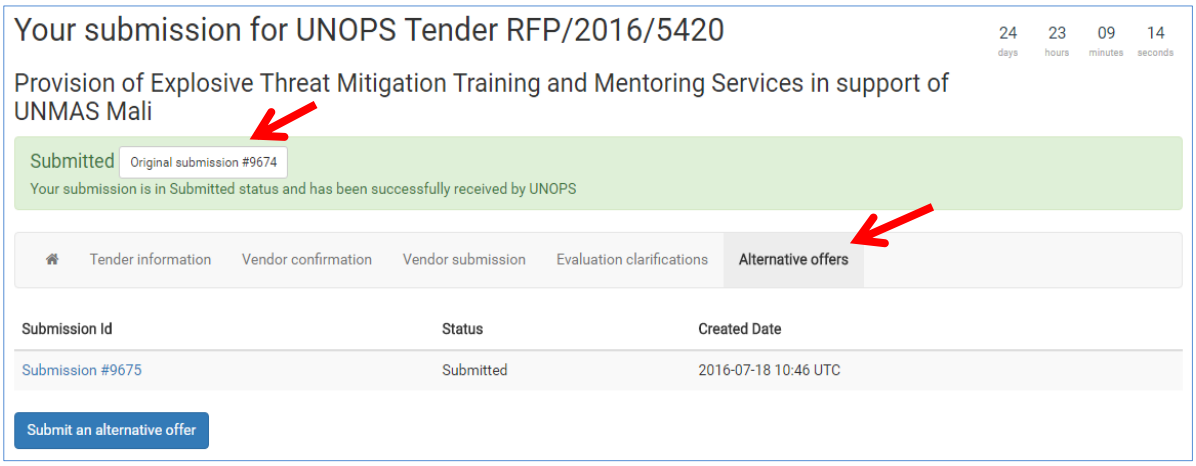
Go to the **home** tab of the tender submission and click on the **Submit an alternative offer** button.



A new **Draft** vendor submission will be created. Please complete the required information under the **Vendor submission** tab and **submit** the vendor response using the instructions in section 4.3 of this guide.



Once you have submitted the alternative offer, you will be able to view both your **Original submission** and the **Alternative offer(s)** submitted.



4.5 View, edit and withdraw a vendor response to a tender

Once you have submitted a vendor response to a tender, you can perform the following actions: view, edit, and withdraw your response(s). Note that you can only edit and withdraw before the deadline for submission as specified in the **General information** tab under **Tender information**.

4.5.1 View and access your vendor responses

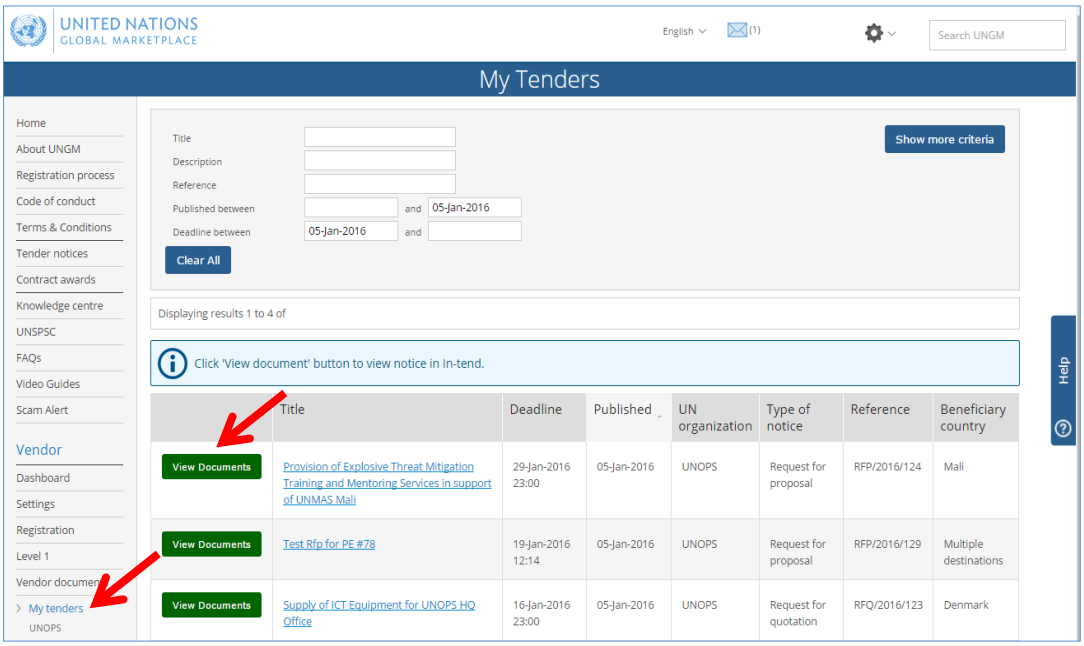
Once you have expressed interest in a tender in UNGM, you can access the tender details and your vendor response in two ways:

- Option 1 – through UNGM
- Option 2 – through the UNOPS eSourcing system directly

Option 1 – through UNGM

Go to www.ungm.org and log in with your UNGM user name and password.

Go to **My Tenders** on the left-hand menu and click on the **View documents** button next to the tender you want to access.



You will be automatically transferred from the UNGM portal to the tender in the UNOPS eSourcing system.

Note that if you are not logged in to the UNOPS eSourcing system you will be prompted to log in using your UNGM account details (email address and password). See section 3.3 of this guide for details.

Option 2 – through the UNOPS eSourcing system directly

Go to https://esourcing.unops.org/ and log in using your UNGM account details.

Then click on the **View my tender submissions** button.

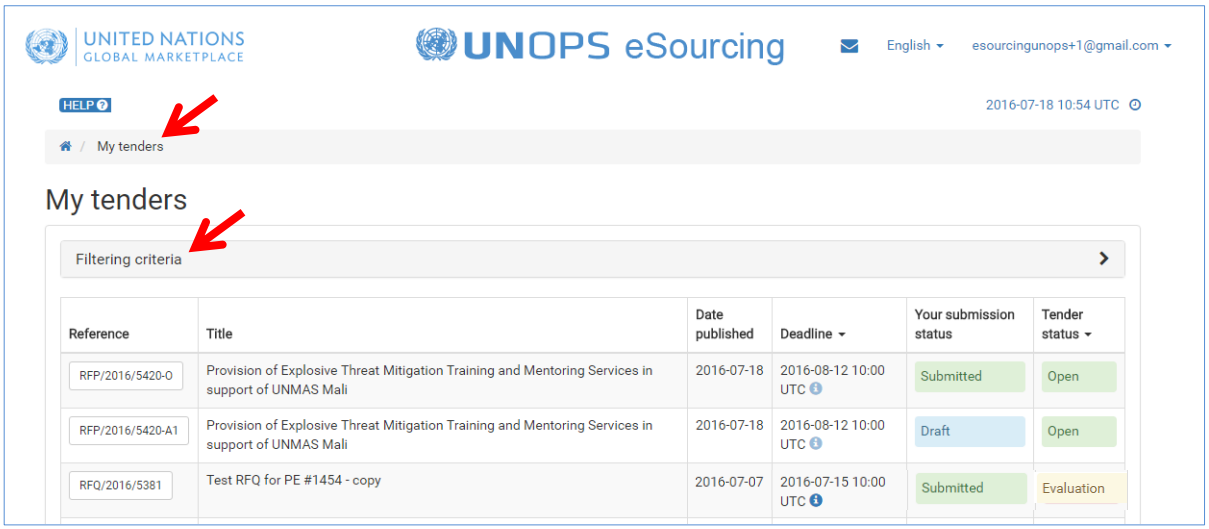
This will display a list of all tenders that you have expressed interest in with the following information:

- **Reference:** tender reference. To access the tender you are interested in, click on the hyperlink showing the tender reference.
- **Title:** tender title
- **Date published:** date the tender was published by UNOPS

- **Deadline:** deadline to submit a vendor response to the tender, expressed in UTC terms
- **Your submission status.** There are two possible submission status:
  - Draft (blue colour): when you have not submitted yet a vendor response
  - Submitted (green colour): once you submit a vendor response
- **Tender status.** There are three possible tender status:
  - Open (green colour): when the deadline has not passed yet.
  - Evaluation (orange colour): when the deadline has passed and UNOPS is making an evaluation of the vendor submissions received. You cannot submit a vendor response once the tender status is on Evaluation.
  - Finalized (grey colour): when UNOPS has already finalized the evaluation and determined the results.

You can also filter the results by clicking on the **Filtering criteria** section.

Note that if you are already in the UNOPS eSourcing system, you can access the **My tenders** link located at the top left of the page.



You can sort the tenders according to their reference, title, date published and deadline by clicking on the column heading.

4.5.2 Edit a vendor response

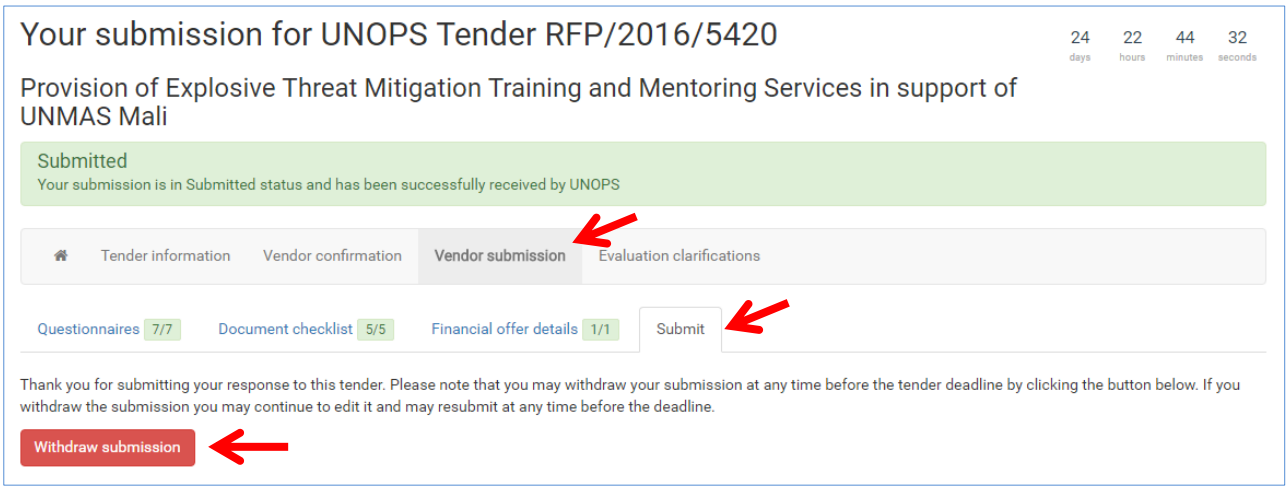
You cannot edit a vendor response that has been submitted. In order to edit your response, you must first withdraw your submission (see next section of this guide). Once your submission is withdrawn, the status will change from **Submitted** (green colour) to **Draft** (blue colour), and you will be able to edit the content.

When you are finished editing your vendor response, remember to submit the response again (see instructions in section 4.3 of this guide). All vendor responses must be submitted before the deadline for submission, which is specified in the **General Information** tab under **Tender information**.

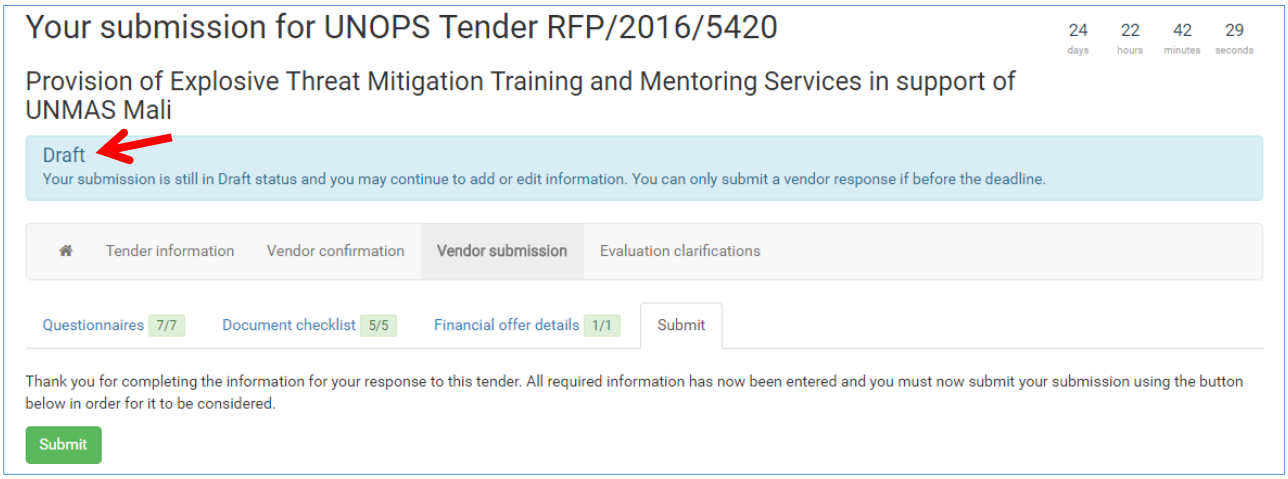
You will receive an automatic email notification every time you submit a vendor response.

4.5.3 Withdraw a vendor response

At any time before the submission deadline you may withdraw a response that you have already submitted. Select the **tender** you would like to withdraw your vendor response from. Then, go to the **Vendor submission** tab, then **Submit** tab and click **Withdraw submission**.



The status will change from **Submitted** (green colour) to **Draft** (blue colour).



If you have submitted alternative response(s) to the tender, you may also withdraw them. You may also withdraw the original vendor response. Note that if the original response is withdrawn then all the alternative responses will be withdrawn.

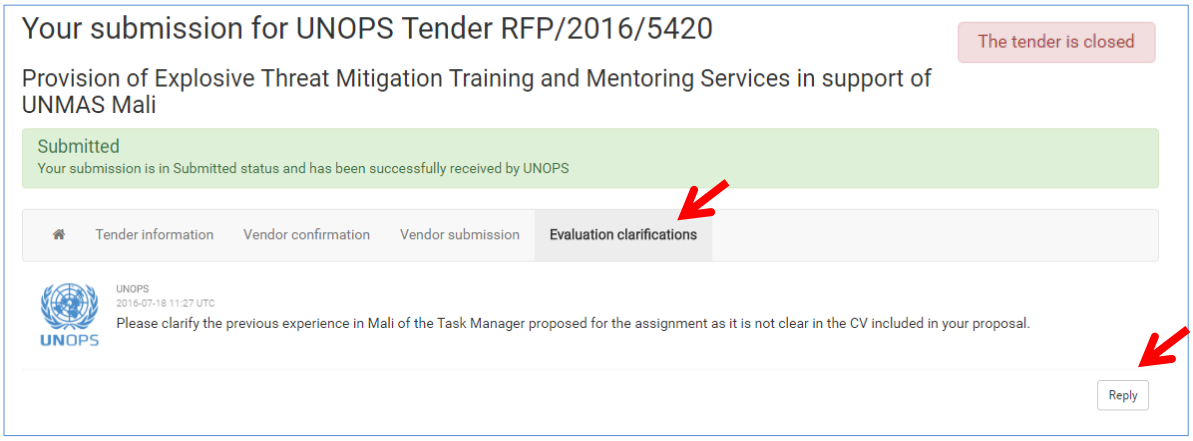
5. RESPOND TO UNOPS EVALUATION CLARIFICATIONS

After you have submitted a submission to a tender, UNOPS may request a clarification of your submission. UNOPS issues any clarifications after the deadline for submission has passed, i.e. during the tender evaluation stage.

You will receive an automatic email notification if UNOPS requests an evaluation clarification from you. Please respond to any UNOPS requests for clarification in a promptly manner.

5.1 View evaluation clarifications

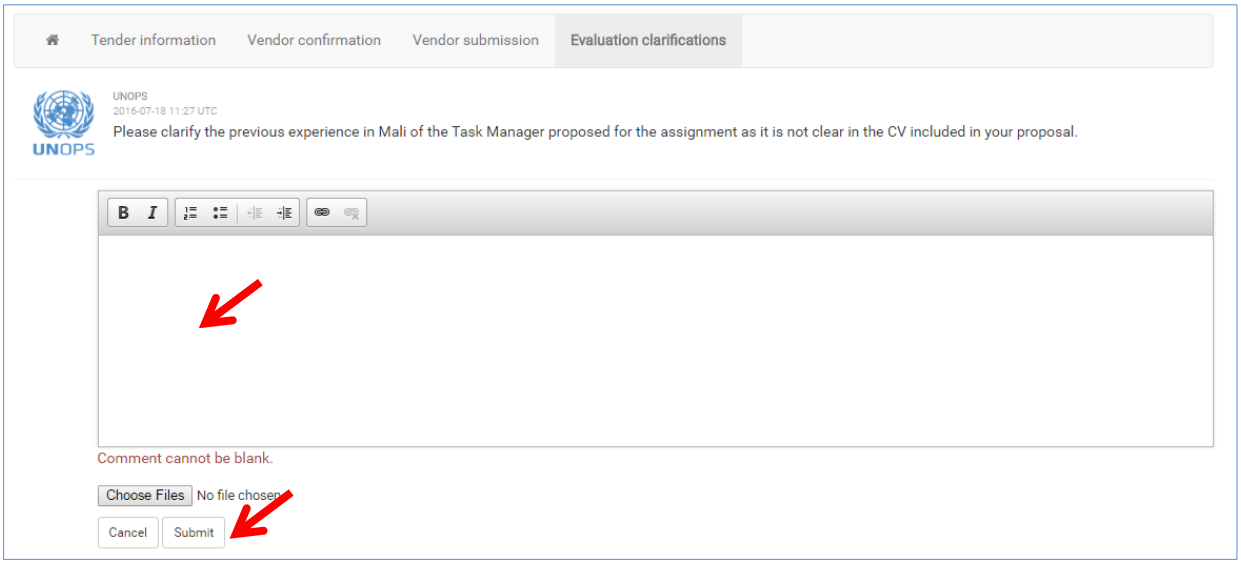
Access the tender through the direct link in the clarification email you received, or go to the **Evaluation clarifications** tab of the tender.



5.2 Respond to an evaluation clarification

In the **Evaluation clarifications** tab, click on the **Reply** button.

This will open a text box where you can type in your response. You can also upload documentation if requested by clicking the **Choose files** button. Click the **Submit** button when you are done.



6. CHECK TENDER STATUS AND RESULTS

6.1 Check tender status

If you would like to check the status of any of the eSourcing tenders that you expressed interest on, go to https://esourcing.unops.org/ and log in using your UNGM account details and click on the **View my tender submissions** button. Or if you are already logged in, go to **My tenders**.

The **Tender status** will show in the right column of the table. There are three possible tender statuses:

- Open (green colour): when the deadline has not passed yet.
- Evaluation (orange colour): when the deadline has passed and UNOPS is making an evaluation of the vendor submissions received. You cannot submit a vendor response once the tender status is on **Evaluation**.
- Finalized (grey colour): when UNOPS has finalized the evaluation and determined the results. If there have been any contracts awarded as a result of this tender, the **Finalized** button will also have an hyperlink to the UNGM contract awards page (see section 6.2 for details).



If you submitted a vendor submission for a tender using eSourcing, you will receive an automatic email notification once UNOPS has finalized the tender evaluation. This email will inform you on the outcome: whether you have been short listed or not (in EOI and PQ tenders) or whether you have been awarded a contract or not (in solicitation tenders: RFQ, ITB, RFP). These automatic emails will also include the contact details of the UNOPS personnel responsible for the tender if you would like to seek further information. And in case there have been any contracts awarded as a result of this tender it will also provide a link to the UNGM contract awards page (see section 6.2 for details).

6.2 Check contract awards

When UNOPS has finalized the evaluation of a tender using eSourcing and there have been any contract awards made resulting from the tender, it will publicly publish the main details on the **UNGM contract awards** page.

To access the page, go to https://www.ungm.org/Public/ContractAward.

Search the contract award you are looking for by either: title, description, reference, supplier, or award date. You can also search by additional criteria (UN Organization, country/area, or UNSPSC codes) if you click on the **Show more criteria** button.

Note: if you already know the eSourcing tender reference (e.g. RFP/2016/124) you can insert it in the Reference field of the UNGM contract awards page. The eSourcing reference is the same as the contract award reference to facilitate linkages amongst the two.

Once you have identified the contract award you are interested on, click on the hyperlink with the **title**. This will open a new screen showing the following information distributed in four tabs:

- General: shows general information about the contract award (title, UN Organization, reference, award date, contract value in USD, description) and the beneficiary countries the award relates to.
- Supplier: name of the awarded supplier. Note: in exceptional circumstances, UNOPS may decide to withhold the name of the supplier for security reasons.
- Contacts: contact details of UNOPS personnel in charge of the award.
- UNSPSC: category code(s) related to the award.

7. CONTACT AND RESOURCES

7.1 UNGM

For more general information please visit www.ungm.org

For further assistance on the UNGM vendor registration process:

- Use the **Help** functionality available on the site
- Check the Frequently Asked Questions (FAQ) section on the site

7.2 UNOPS eSourcing

For more general information about UNOPS please visit www.unops.org

For general information about UNOPS procurement please visit
https://www.unops.org/english/Opportunities/suppliers/Pages/default.aspx

For further assistance on the UNOPS eSourcing system:

- Use the **Help** functionality available on the top left corner of the site. You can also access it directly on this link: https://esourcing.unops.org/#/Help/Guides
- Check the **Guides**, **Videos** and Frequently Asked Questions (**FAQ**) included in the **Help** functionality

Contact the UNOPS Helpdesk at: esourcing@unops.org. Please provide your UNGM user name, your UNGM Registration Number and the tender reference (e.g. RFP/2016/296).

8. GLOSSARY

This glossary defines the important terminology used in this document.

EOI	Request for Expression of Interest is a sourcing method by which an advertisement is made to identify suppliers that wish to participate in a future solicitation. Information provided by interested suppliers is assessed and suppliers are considered for inclusion on the short list of companies that are invited to submit detailed offers/proposals.
ITB	Invitation to Bid is a formal method of solicitation where prospective suppliers are requested to submit a bid for the provision of goods or services. Normally used when the requirements are clearly and completely specified. The evaluation methodology applied is lowest priced, substantially compliant offer.
PQ	Pre-qualification is a formal sourcing method to assess suppliers against pre-determined criteria included in the invitation for Pre-qualification. Only suppliers who meet established criteria are invited to submit detailed offers/proposals.
RFI	Request for Information is an instrument to conduct a market survey in order to obtain information that can be used to identify available or potential solutions for fulfilling identified needs.
RFP	Request for Proposal is a formal method of solicitation where prospective suppliers are requested to submit a proposal for the provision of goods, works or services, based on the specifications, statement of work, or terms of reference included in the solicitation documents. Normally used in cases where the requirements are complex, cannot be clearly or completely specified, and where detailed technical evaluations are to be performed, and/or where pricing or cost may not be the sole basis of award. RFPs are conducted through a “two-envelope” system, by which technical and financial proposals are submitted separately. The evaluation methodology applied is combined analysis of technical and financial proposals.
RFQ	Request for Quotation is an informal method of solicitation whereby suppliers are requested to submit a quotation for the provision of goods or services. Normally used for standard, off-the shelf items, where the value of the procurement falls below the established threshold for formal methods of solicitation. The evaluation methodology applied is lowest priced, most technically acceptable offer.
Tender	For the purpose of this guide, tender means any of the following procurement methods: Request for Quotation (RFQ), Invitation to Bid (ITB), Request for Proposals (RFP), Request for Information (RFI), Request for Expressions of Interest (EOI), and Prequalification (PQ)
UNGM	United Nations Global Marketplace is the common procurement portal of the United Nations system of organizations.
UNOPS	United Nations Office for Project Services is an operational arm of the United Nations supporting implementation of partners’ peacebuilding, humanitarian and development projects around the world.
UNSPSC	The United Nations Standard Products and Services Code (UNSPSC) is an open, global, multi-sector standard for classification of products and services to aid in procurement spend analysis and procurement optimization

9. KEY RECOMMENDATIONS FOR VENDORS USING UNOPS eSOURCING

Please see below our key recommendations for vendors in using the UNOPS eSourcing system.

1	**Register as a UNOPS vendor in UNGM**	This is important as you must be registered as a **UNOPS vendor** in UNGM in order to submit vendor responses to tenders carried out with the UNOPS eSourcing system. If you are already registered, please ensure that **UNOPS** is amongst the UN organizations in your UNGM profile. See section 2 of this guide for details.
2	**Express interest in a tender**	After **searching for tenders** that might interest you, remember to click on the **Express interest** button in UNGM. All vendors who have expressed interest in a tender will receive automatic notifications about the tender, such as when the deadline for submissions is approaching, or when clarifications or amendments to the tender have been added by UNOPS. See section 3.1 and section 3.2 for full details
3	**View tender details, especially the submission deadline**	Remember to review all the details of a tender before responding to it. If you want to submit a response to a tender, you must do so before the submission deadline. The **Deadline** is under the **General information** tab of the tender. See section 3.3 for full details.
4	**Inform UNOPS whether you intend to submit or not**	It is important for UNOPS to know in advance of your intention to submit or not a vendor response to the tender as that is very useful information for our procurement process. Please do this through the **Vendor confirmation** tab. See section 4.1 for full details.
5	**Request clarifications on a tender if you have questions**	If you have questions about a tender, you may request a clarification from UNOPS. You have to do this before the **Deadline for clarifications** which is under the **General information** tab of the tender. See section 4.2 for full details.
6	**Save your submission in draft and don't wait for the last minute**	You may progressively save information as you complete it (i.e. responding to online **Questionnaires** or uploading documents against the **Document checklist**) and save your submission as **Draft**. Don't wait for the last minute to complete your submission as you cannot submit a vendor response after the **Deadline** has passed. Once you have completed all the information, click the **Submit** button. See section 4.3 for full details.
7	**Respond to all UNOPS evaluation clarifications in a promptly manner**	After the deadline for submission has passed, UNOPS may send you a request for clarification during the evaluation process. Please response to these **evaluation clarifications** in a promptly manner. See section 5 for full details.