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# ▶ ILO e-Sourcing Platform

Supplier User Guide

ILO PROCUREMENT

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## ▶ 2. Glossary

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**Buyer** – in all occurrences in this document identifies the ILO

**Pre-solicitation** – general term to identify RFIs (Requests for Information), and EOIs (Expressions of Interest)

**Procurement type** – general term for RFPs (Requests for Proposals), RFQs (Requests for Quotation) and ITBs (Invitations to Bid)

**RFX** – general abbreviation for all pre-solicitations and procurement types

## ► 3. How to access ILO Tenders

The ILO e-Sourcing System is integrated with the United Nations Global Marketplace portal ([www.ungm.org](http://www.ungm.org)). Please find below instructions on how to access the e-tender documentation.

### 3.1 Authenticating to the UNGM portal

To access ILO e-tenders, log into your UNGM account by clicking on “Log in” at the top right-hand corner of the webpage.

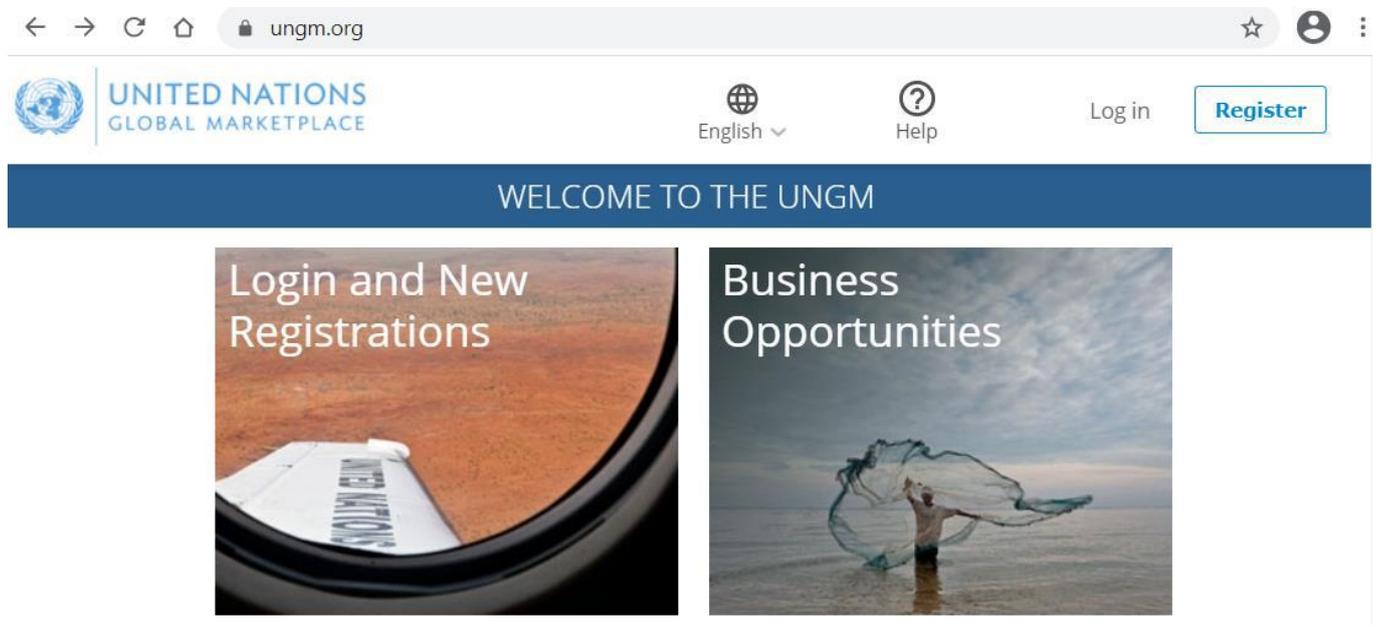


Figure 1: UNGM Portal

*IMPORTANT: If you do not remember your credentials, please use the “forgotten password” functionality.*

If you do not have an account, you can register your company by clicking on the “Register” button. Registration at basic level is sufficient as the ILO does not require level 1 and 2 registrations. Make sure the ILO is selected in the organization list during registration to ensure that you can view ILO tenders.

*IMPORTANT: For queries and additional support related to the UNGM portal, please click the question mark icon on top of the page for the UNGM Help Centre.*

From the United Nations Global Marketplace (UNGM) homepage <https://www.ungm.org>, click on "Business Opportunities".

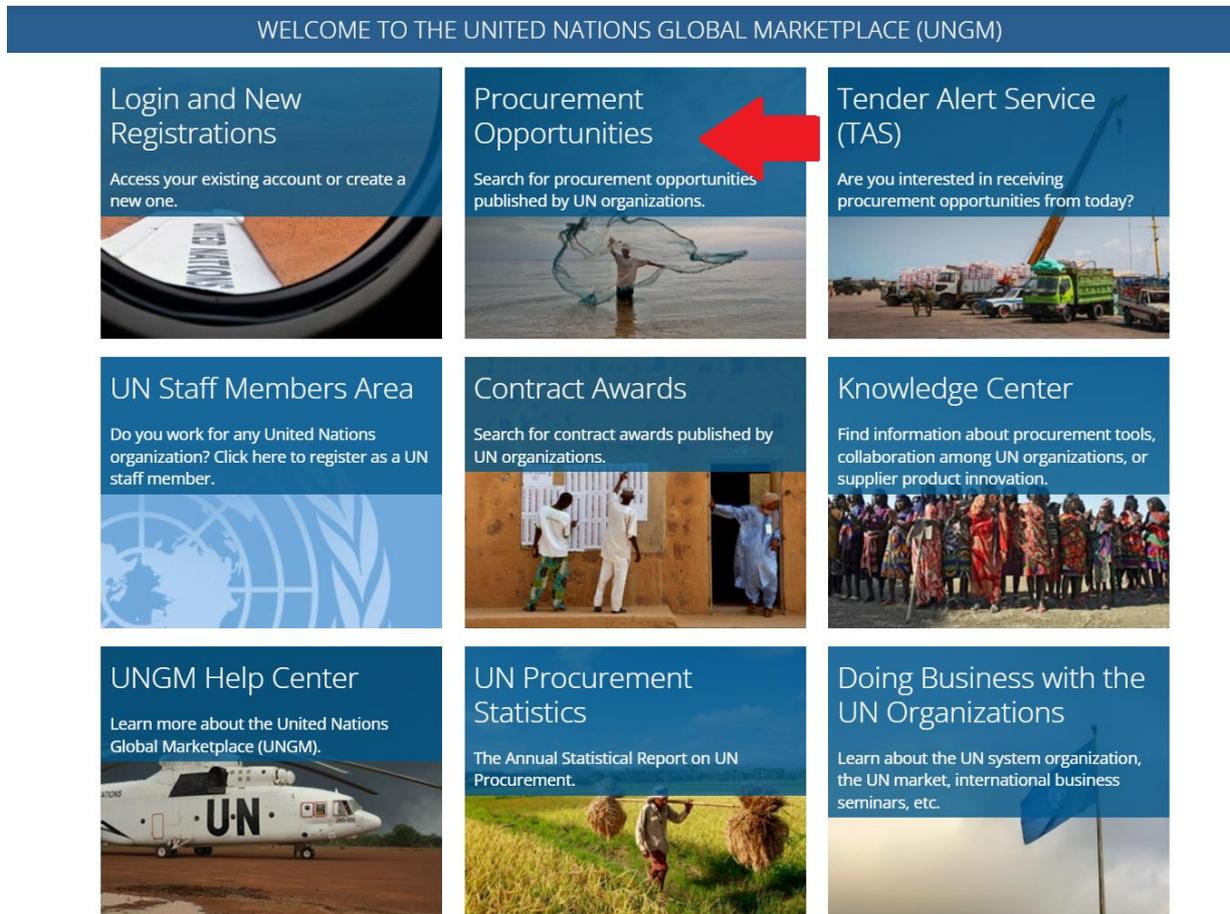


Figure 2: United Nations Global Market web portal

### 3.2 Searching for tenders issued by the ILO

From the left-side menu, click on "Procurement Opportunities". The Search Engine enables you to identify a tender either by its reference, title, or by UN Organization. To view ILO e-tenders, remove the dates in both cells by clicking "Clear All", then click on the "Show more criteria" button on the upper right-hand side and select "ILO" from the drop-down menu. The system will automatically show all the active tender notices issued by the ILO.

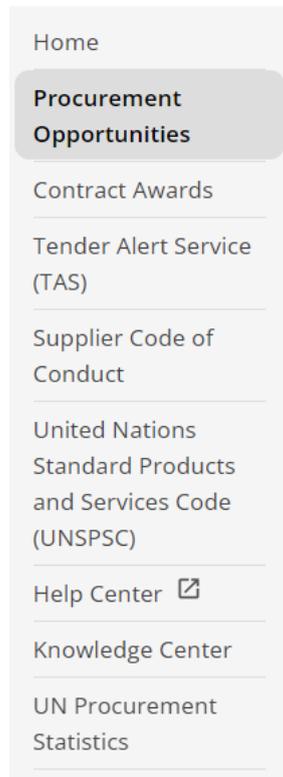


Figure 3: UNGM Procurement Opportunities

The UNGM Search Engine enables you to identify a tender either by its reference, title, or by UN Organization. To view ILO e-tenders, remove the dates in both cells by clicking “Clear All”, then click on the “Show more criteria” button on the upper right-hand side and select “ILO” from the drop-down menu. The system will automatically show all the active tender notices issued by the ILO.

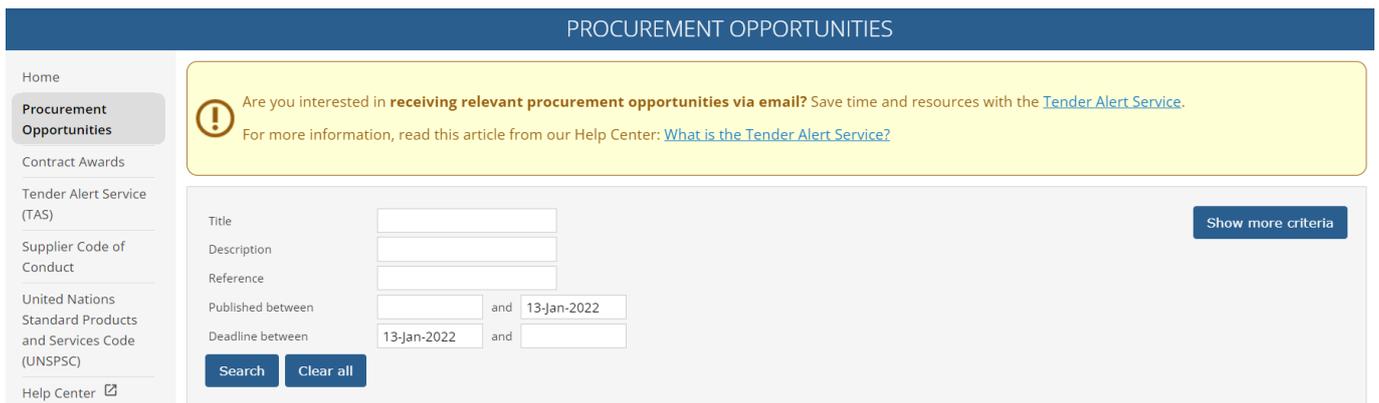


Figure 4: UNGM Search functionality

In the field UN Organization, please type in “ILO” and select from the drop-down list. The system will automatically display active tender notices published by the ILO.

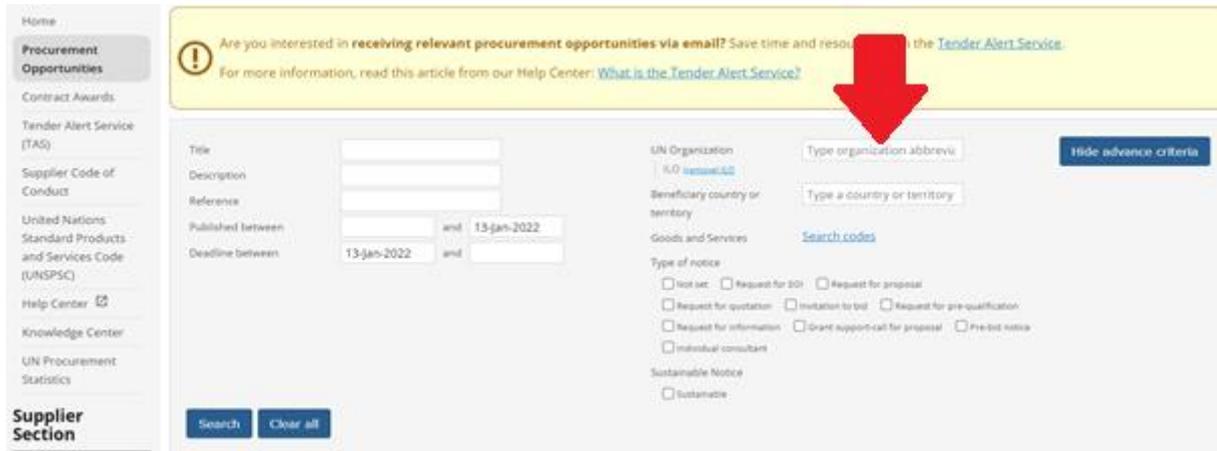


Figure 5: UNGM Advanced Search for ILO tenders

For a tender you wish to participate in, click on the blue button **“Express Interest”** and the button’s colour will change to green as **“View documents”**. By clicking on the **“View documents”** button, you will be transferred to the Tender Management page which contains all the e-documentation.

<b>Express Interest</b>	TRANSFORM - Technical Support to the Coordination Hub on Monitoring and Strategic Advocacy (Call for proposals - Individual Consultant)	26-Jan-2022 17:00 (GMT 2.00)	13-Jan-2022	ILO	Request for proposal	106446/22-001	Zambia
<b>View Documents</b>	 EIIP Lebanon ITB 1-2022 Rehabilitation of Agricultural Roads of 6.93km in Hrar Municipality, Akkar Governorate	09-Feb-2022 15:30 (GMT 2.00)	11-Jan-2022	ILO	Invitation to bid	ITB/1/2022/MOA	Lebanon

Figure 6: Example of tenders and **“Express Interest”** vs **“View Documents”** functionality

**IMPORTANT:** If you are not directed to the Tender Management page, please inform ILO PROCUREMENT immediately, at [pcrt@ilo.org](mailto:pcrt@ilo.org), mentioning your UNGM Supplier ID, the ID of the tender you cannot access and a screenshot of the error. Add any other details you might deem significant for the resolution (special browser, special add-ons, configuration errors, etc).

### 3.3 Accessing tender documentation

Click on the title of the tender to see further details or if you open the event, you can also click on the **“Express Interest”** and/or **“View Documents”** button:

**ILO**

**EIIIP Lebanon ITB 1-2022 Rehabilitation of Agricultural Roads of 6.93km in Hrar Municipality, Akkar Governorate** [invitation to bid](#) [View Documents](#)

Reference: ITB/1/2022/MOA  
Beneficiary countries: Lebanon  
Published on: 11-Jan-2022  
Deadline on: 09-Feb-2022 15:30 (GMT 2.00) Kaliningrad, South Africa

**Description**

Dear Bidders, On behalf of the International Labour Organization, your company is invited to submit a proposal for ITB 1/2022 pertaining to the Rehabilitation of Agricultural roads of 6.93km in Hrar Municipality, Akkar Governorate. Site Visit & Pre-bid Meeting on 20/01/2022 at 10:00AM: The mandatory pre-bid meeting and site visit are scheduled to take place at the Municipality of Hrar. LRBT Training: 18 Jan 2022. only for companies that do not already have at least 2 trained staff that will be dedicated for this specific project. Request for clarification deadline: 21 Jan 2022 before 15:30. Bid submission deadline: 09 Feb 2022 before 15:30. Note: Only bidders who attended the Site visit, pre-bid meeting and the LRBT training can submit their proposals. If for some reasons the access to ILO eTS is not possible, please contact the ILO at [pcrt@ilo.org](mailto:pcrt@ilo.org) Note: The ILO will only accept electronic offers submitted via UNGM. Your participation is highly appreciated and we thank you in advance for your interest in doing business with the ILO. Best Regards. ILO Procurement EIIIP

[Documents](#) [Contacts](#) [Sustainability](#) [UNSPSC codes](#)

Figure 7: ILO RFX Details and the “View Documents” button

Clicking on the “View Documents” button you will be redirected to the UNGM Identity Center, where your UNGM credentials are required to access the ILO e-Sourcing platform.

Please note that if you have been invited to the tender, you will see the tender on your UNGM dashboard, in the Supplier section, “My Tenders” area:

**Supplier Section**

- Dashboard
- Settings
- Registration at Basic Level
- My Submissions Statuses
- Registration at Level 1
- My Documents
- My Tenders**

Figure 8: UNGM Supplier Section

After entering the login details, your permission will be requested to transfer your user profile information to the ILO e-Sourcing platform.

Figure 9: UNGM Identity Center Login Page

Please note that this step is only required the first time you access ILO e-Sourcing platform:

Figure 10: Granting permissions for accessing the ILO e-sourcing platform

You will then be directed to the ILO e-Sourcing platform where you can access all details of the tender by clicking the "Access Documents" button.

The screenshot shows the header for RFX: rfx\_174 - ec2 test4, which is in a 'Running' state. Below the header, there are buttons for 'Access Documents', 'Decide Later', and 'Printable View'. The 'Response Status' section indicates 'No Response Prepared'. The 'Overview' section contains a table with the following data:

Code	Title
rfx_174	ec2 test4
Description	Event Currency

Figure 11: ILO e-sourcing platform

### 3.4 Downloading tender documents

Along with the RFX setting and project titles and codes, the RFX header displays the closing date and supplier submission status:

The screenshot shows the header for RFX: rfx\_151 - handbook, which is in a 'Closed: To Be Evaluated' state. A warning message is displayed: 'Warning: You have unread Buyer Attachments (2). Click here to read the files before Submitting your Response.' Below the warning, there are navigation tabs for 'Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (2)', 'My Response', and 'Associated Users'. An 'Intend To Respond' button is located at the bottom right.

Figure 12: Example RFX

If the buyer has provided attachments to the RFX, a link to the attachment(s) will be displayed prominently above the RFX navigation. This action link will take you to "Details" > "Buyer Attachments" area.

Click on the button "Mass Download" to select and download all the documents associated with the tender:

The screenshot shows the 'Buyer Attachments' section with a 'Mass Download' button. Below it is a table with the following data:

Folder/File Name	Description	Last Modification Date
1  Annex_1-BidForm.docx		13/01/2022 12:52:51

Figure 13: Downloading tender documents

## ► 4. How to respond to ILO tenders

### 4.1 Preparing a response

An RFX is composed of, at most, three response envelopes: Qualification, Technical and Commercial.

In the section My Response Summary, you can see the envelopes for the selected tender and you are invited to submit your proposal including the required information as outlined in the tender documents.



Figure 14: Envelopes associated to a test RFX

Click Edit Response for each envelope, completing the sections within the envelope and ensure that you save your responses before moving to the next envelope. If applicable, mandatory questions are marked with a \*.

Upon completion of a section, click "Validate Response" to ensure that all mandatory questions are answered and that the responses provided are compliant with the required format.

Click Save and Continue to remain in the current envelope. Alternatively, click on Save and Return to exit the current envelope and navigate back to "My Response".

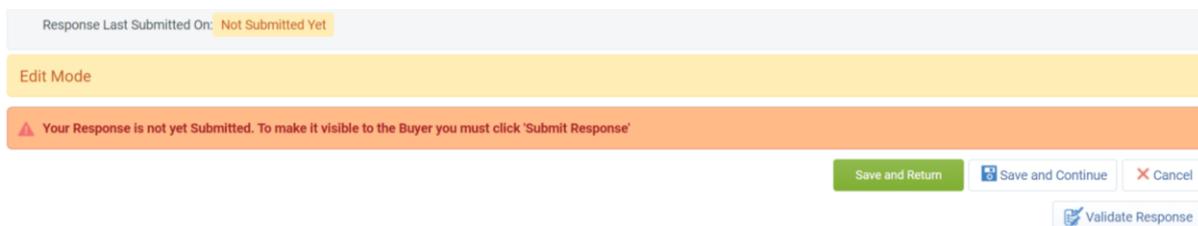


Figure 15: Preparing a response

### 4.2 Preparing a response offline

Click the "Online Questionnaire in Excel" button to respond to the Pre-Solicitation or Procurement type offline.

Clicking the "Download" button downloads the questionnaire to your computer in the Excel format. Cells for mandatory responses are color-coded yellow. Cells for optional responses are color-coded blue.

After entering all your responses, save the file and return to the Export/Import Response page.

Use the “Choose File” look-up to select your file, then click “Import Excel” to upload your response. The system will run a compliance check to ensure that there are no missing rows, invalid responses, or missing mandatory responses. If all validation checks pass, the platform will upload the file. If not, you will be prompted to correct the errors indicated by the system message and you will be required to re-import the questionnaire.

Once your response is successfully uploaded, you will be returned to the My Response page where you can review your responses for accuracy and make any corrections if necessary. You have the option to Save Changes or to Undo All Changes and remove all responses.

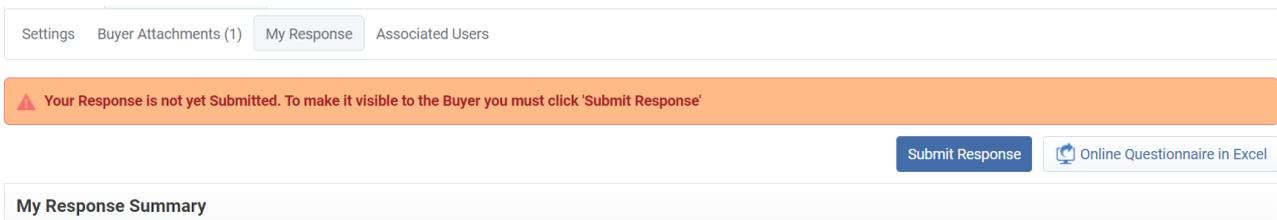


Figure 16: Online questionnaire

### 4.3 Submitting a response

When the response is complete, click Submit Response on the “Details” > “My Response” page to submit your offer.

If any mandatory data is missing or invalid, a pop-up box will indicate the fields that must be corrected before the response can be submitted.

After the response is submitted, the status will change from “Response to be Submitted to Buyer” to “Response Submitted to Buyer”.

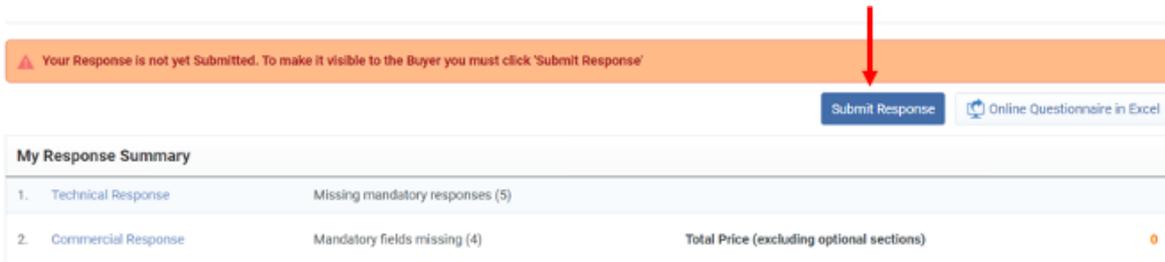


Figure 17: Submitting a response

### 4.4 Declining to respond

If you choose to not submit an offer, you are presented with a comment field to Enter Decline to Respond Reason Details.

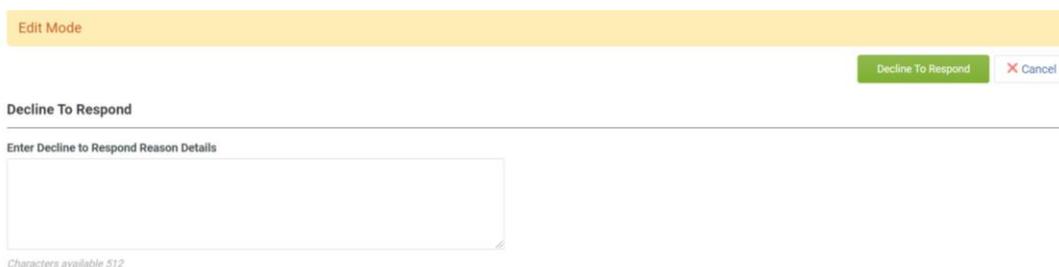


Figure 18: Declining to respond

## 4.5 Editing and deleting responses

You may edit or delete your responses at any time before the Pre-Solicitation or RFX Closing Date and Time.

To modify responses online, navigate to Details > My Response and click Edit Response. When finished, you have the option to Keep Changes or to Discard Changes. Once all changes are complete, click on Submit Changes to finalize the modifications.

*IMPORTANT: The status of a response you modified will change from "Submitted" to "Not Submitted Yet". You can then Edit the tender and Submit again if the deadline had not passed.*

To modify responses offline, download the Excel questionnaire, update your responses, and then import the questionnaire again into the system.

To delete your response, navigate to "Details" > "My Response" and click the "Delete Response" option in the "More" menu. Once confirmed, all previous responses will be deleted. You will return to the "My Response" page, where you will have the options to "Create Response" or "Decline to Respond".

## 4.6 Printing a response

To view and save your response, you can download a PDF and print the file by clicking on the ellipsis ("...") at the top right > Printable view:

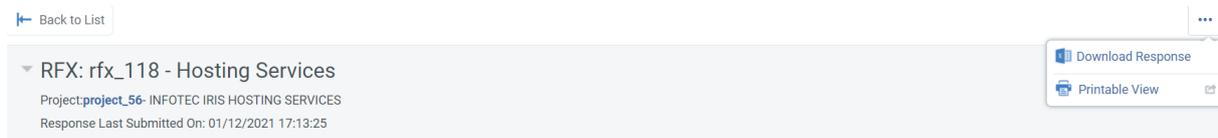


Figure 19: Preparing to print a response

The following screen will appear, allowing you to either print your tender response or download it as a PDF file:

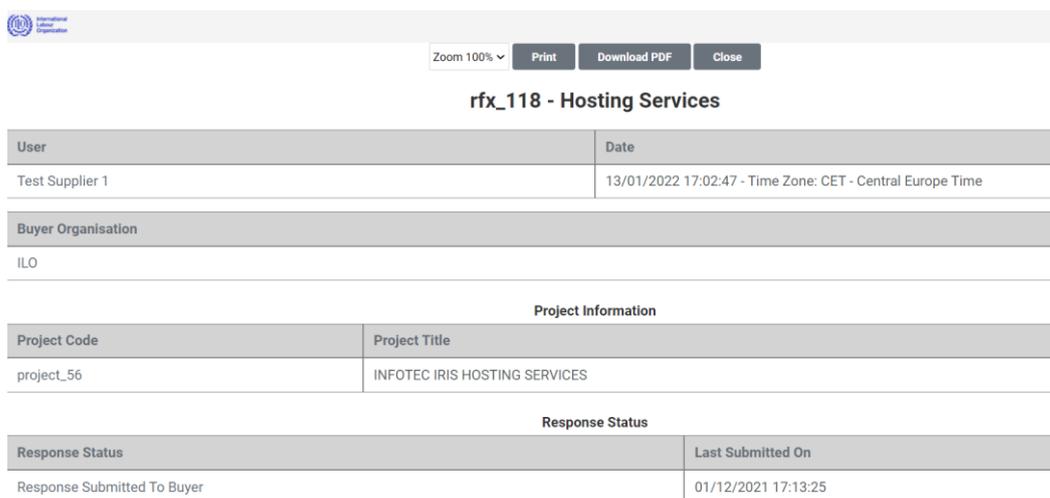


Figure 20: Preview of a print-ready response

## ▶ 5. How to communicate with the Buyer

### 5.1 Requesting a clarification on a tender

You have the ability to communicate with ILO using the ‘Messages’ tab, in case you have any question about the tender while it is running. Follow these steps to send a message to the Buyer:

1. Click the “Messages” tab;
2. Click the “Create Message” tab;

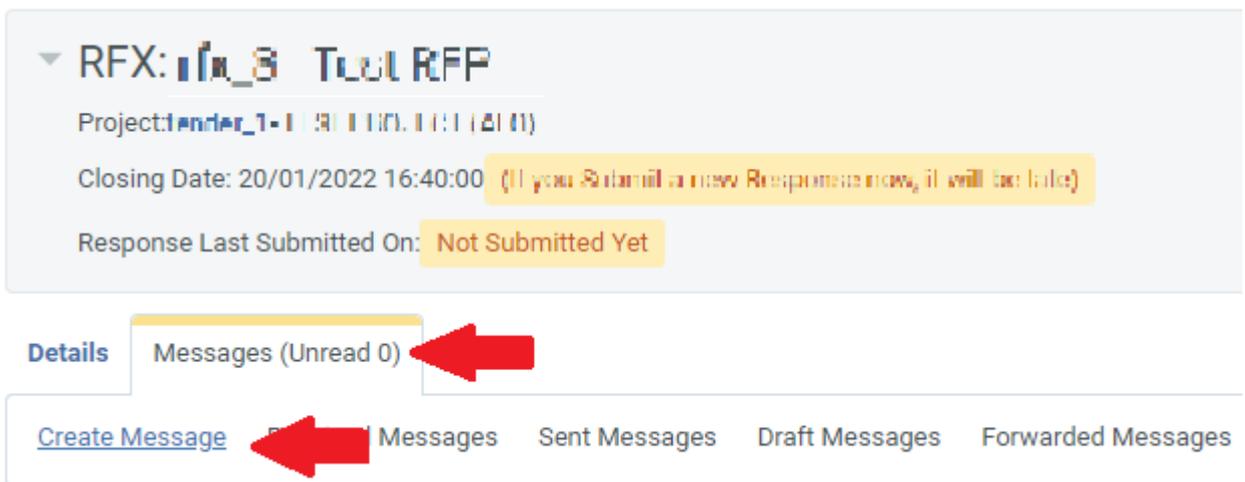


Figure 21: How to create a message

3. Enter your question and the subject;
4. Click the “Send Message” button;

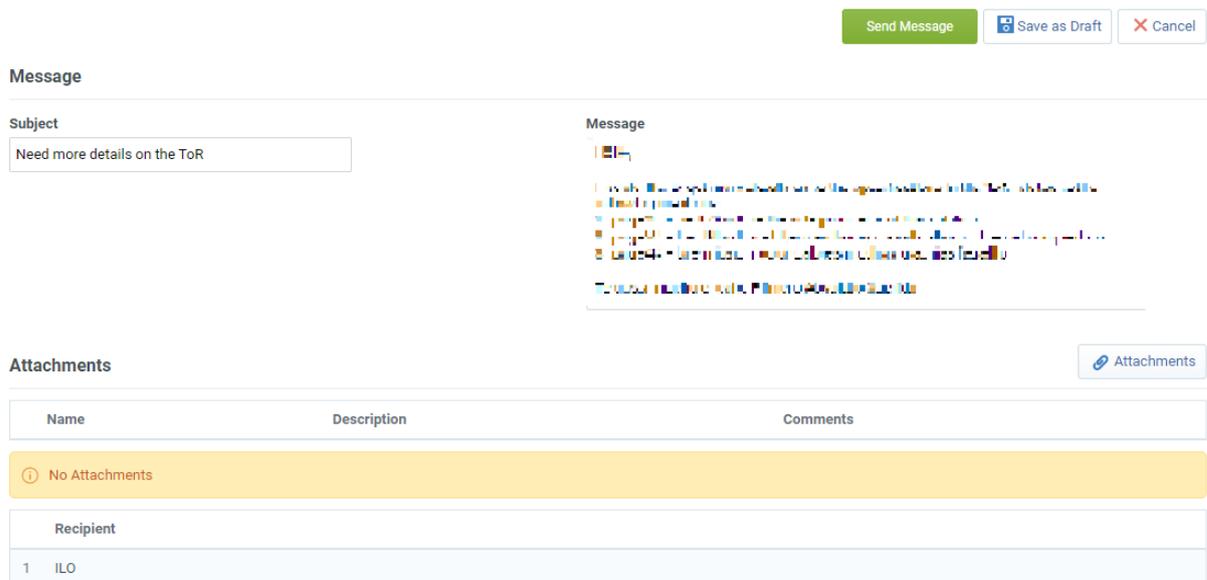


Figure 22: How to submit a message to the Buyer

**IMPORTANT:** This message exchange is visible to you and not any other bidder; you may only submit clarification requests prior to the deadline for clarifications.

*IMPORTANT: Do not send your offer via the "Messages" tab as this may disqualify your offer.*

## 5.2 Responding to an evaluation clarification

ILO may request a clarification of a response (bid) you submitted, and as such, ILO will issue any clarifications after the deadline for response has passed, i.e. during the tender evaluation stage.

You will receive an automatic email alert from the e-sourcing platform, and you will access the clarification request either through the link contained in the alert email or via the "Messages" tab of the tender, check the clarification request sent by ILO and click on "Respond" to the message.

*IMPORTANT: Do not send your offer via the "Messages" tab as this may disqualify your offer.*

## ► 6. Contact and Assistance

### 6.1 Contacting UNGM

If you have any questions or errors while you are navigating the UNGM portal, please authenticate using your UNGM credentials to the ungm.org portal and connect to the UNGM Help Center



Figure 23: UNGM Help Center

*IMPORTANT: If you do not remember your credentials, please use the "forgotten password" functionality.*

### 6.2 Contacting Jaggaer helpdesk

For additional information and assistance, you can contact Jaggaer helpdesk at:

+33 146 09 56 72 (France)

+39 02 12 41 21 302 (Italy)

+34 917 870 226 (Spain)

+1 877 528 2947 (United States)

0800 069 8630 (United Kingdom)

Additional Phone Numbers can be found at the following link:

<https://www.jaggaer.com/support/phone-numbers/>

You can also fill out the form below and a member of Jaggaer team will be in touch.

<https://www.jaggaer.com/submit-supplier-support-request/>

**Please note that Jaggaer Supplier Support (helpdesk above) may take up to 5 business days to reply to your call or e mail inquiries so ensure sufficient lead time is observed.**

## **6.3 Contacting ILO Procurement Team**

If your request is neither related to UNGM nor to Jaggaer, please contact the ILO Procurement team at [pcrt@ilo.org](mailto:pcrt@ilo.org). Your email subject should contain the tender number and a short description of your question / error. Your email message should contain all the necessary details, including any related communications you had with UNGM and / or with Jaggaer on the same issue. Whenever possible, please add screenshots of the steps you follow and the error message(s), to expedite the resolution process.

## ▶ 7. Disclaimer for the Submission of Electronic Documents in ILO's e-Sourcing Platform

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1. For tenders published via e-Sourcing Platform on the UNGM Portal, the ILO will only accept documents received electronically, unless explicitly stated otherwise in the ILO's Instructions to Bidders or upon the ILO's prior written authorization.
2. A proposal submitted electronically is deemed for all intents and purposes to be the true and legal version, in writing, duly authorized and executed by the Bidder with binding legal effect.
3. If the electronic files containing the proposal are corrupted, contain a virus or are unreadable for any reason, the ILO reserves the right to reject the proposal.
4. The ILO accepts no responsibility for Bidders' misunderstanding of the instructions or incorrect use of the system.
5. Bidders acknowledge and accept, with respect to electronically transmitted proposals, that:
  - a. The uploading of large electronic files may take time and as such they must allow for sufficient time to fully transmit all files prior to the bid closing time.
  - b. The ILO shall not be liable for the loss, damage, destruction, or corruption of any expression of interest or proposal, however caused.
  - c. Bidders are advised that the ILO may not discover corrupted or unreadable files submitted via the e-Sourcing Platform until after the tender submission deadline.
  - d. The ILO is not responsible for errors or failures in the Bidders' own systems, and no extension of the submission deadline or time will be granted.
  - e. The Server Clock displayed within the e-Sourcing Platform shall govern the time.