

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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1. PURPOSE OF THIS GUIDE

Starting in January 2016, The United Nations Office for Project Services ([UNOPS](#)) will progressively implement 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 15 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. 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.

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**.

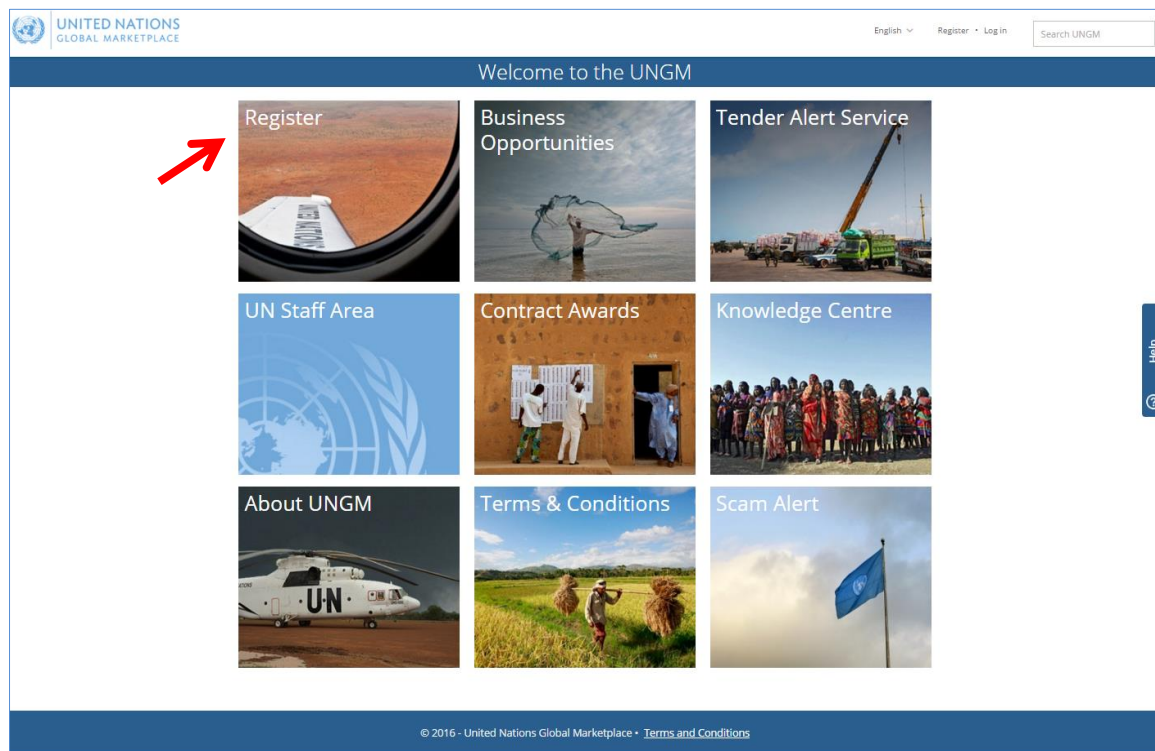
Registration at **basic level** is sufficient, as UNOPS does not require level 1 and 2 registrations.

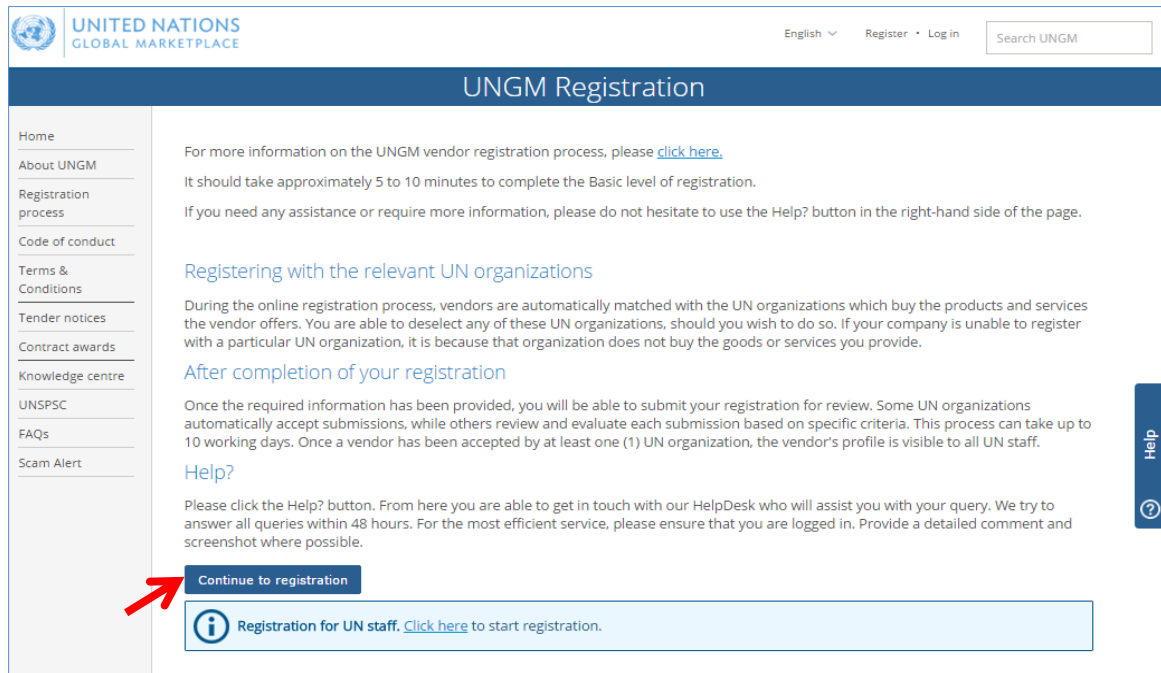
Please note that registration at UNGM is free of charge. In addition, UNGM enables vendors to keep informed of upcoming tender notices through a paid service called Tender Alert Service. By subscribing to the **Tender Alert Service**, vendors can receive relevant business opportunities directly by email.

2.1 Register

Go to www.ungm.org

Click on the **Register** section.





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GLOBAL MARKETPLACE

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UNGM Registration

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For more information on the UNGM vendor registration process, please [click here](#).

It should take approximately 5 to 10 minutes to complete the Basic level of registration.

If you need any assistance or require more information, please do not hesitate to use the Help? button in the right-hand side of the page.

Registering with the relevant UN organizations

During the online registration process, vendors are automatically matched with the UN organizations which buy the products and services the vendor offers. You are able to deselect any of these UN organizations, should you wish to do so. If your company is unable to register with a particular UN organization, it is because that organization does not buy the goods or services you provide.


After completion of your registration

Once the required information has been provided, you will be able to submit your registration for review. Some UN organizations automatically accept submissions, while others review and evaluate each submission based on specific criteria. This process can take up to 10 working days. Once a vendor has been accepted by at least one (1) UN organization, the vendor's profile is visible to all UN staff.

Help?

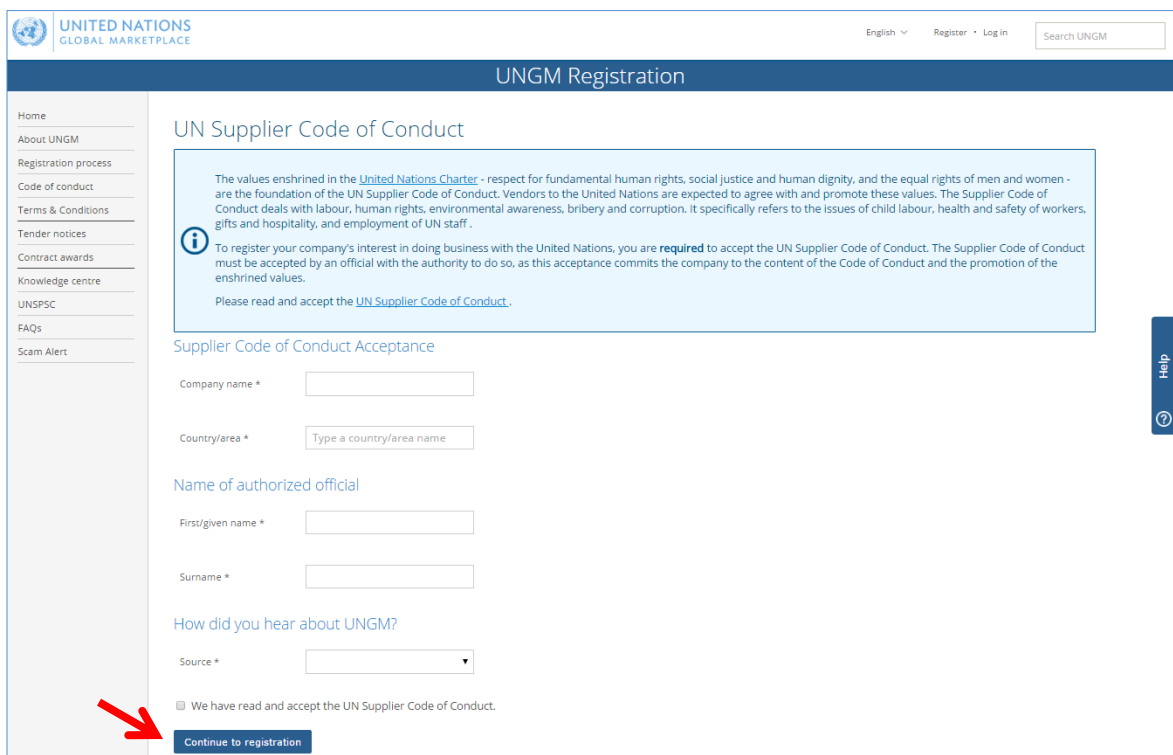
Please click the Help? button. From here you are able to get in touch with our HelpDesk who will assist you with your query. We try to answer all queries within 48 hours. For the most efficient service, please ensure that you are logged in. Provide a detailed comment and screenshot where possible.

[Continue to registration](#)

 Registration for UN staff. [Click here](#) to start registration.

Help

Click on the **Continue to registration** button.



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UN Supplier Code of Conduct

The values enshrined in the [United Nations Charter](#) - respect for fundamental human rights, social justice and human dignity, and the equal rights of men and women - are the foundation of the UN Supplier Code of Conduct. Vendors to the United Nations are expected to agree with and promote these values. The Supplier Code of Conduct deals with labour, human rights, environmental awareness, bribery and corruption. It specifically refers to the issues of child labour, health and safety of workers, gifts and hospitality, and employment of UN staff.

 To register your company's interest in doing business with the United Nations, you are **required** to accept the UN Supplier Code of Conduct. The Supplier Code of Conduct must be accepted by an official with the authority to do so, as this acceptance commits the company to the content of the Code of Conduct and the promotion of the enshrined values.

Please read and accept the [UN Supplier Code of Conduct](#).

Supplier Code of Conduct Acceptance

Company name *

Country/area *

Name of authorized official

First/given name *

Surname *

How did you hear about UNGM?

Source *

☐ We have read and accept the UN Supplier Code of Conduct.

[Continue to registration](#)

Help

Enter the information related to the acceptance of the UN Supplier Code of Conduct, and click on the **Continue to registration** button.

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Here you are able to create your company's UNGM account, as well as your username and password. Please ensure that your email address is correct. An email containing an activation link will be sent to this address. To activate the account, you need to click on the link or copy it into your browser. After activation, you will be able to complete the registration process. Please note that you will at a later stage be able to invite or add other contacts to your company account.

i Please note that if you do not receive the email or misplace it, you can always resend it to yourself. A copy of the email will be available in the UNGM Inbox of your account. You can access it by clicking on the Email icon in the top banner of your screen. You can log in with your email address and the password you have chosen. If you cannot remember your password, please click on the Forgotten Password button when logging in.

If you need assistance, please use the Help? button.

Login details

* required field

☐ Same details as entered before

First/given name *

Surname *

Email address *

Password *

Repeat password *

Create login

Help

Enter your Login details and click on the **Create login** button.



Once you click on **Create login**, 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.

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Account Activation

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✓ Congratulations! Your account has now been activated.

i You have successfully created your personal login to your company's UNGM account. [Click here](#) to complete your Basic registration.

Help

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** link in the in the left-hand menu 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.

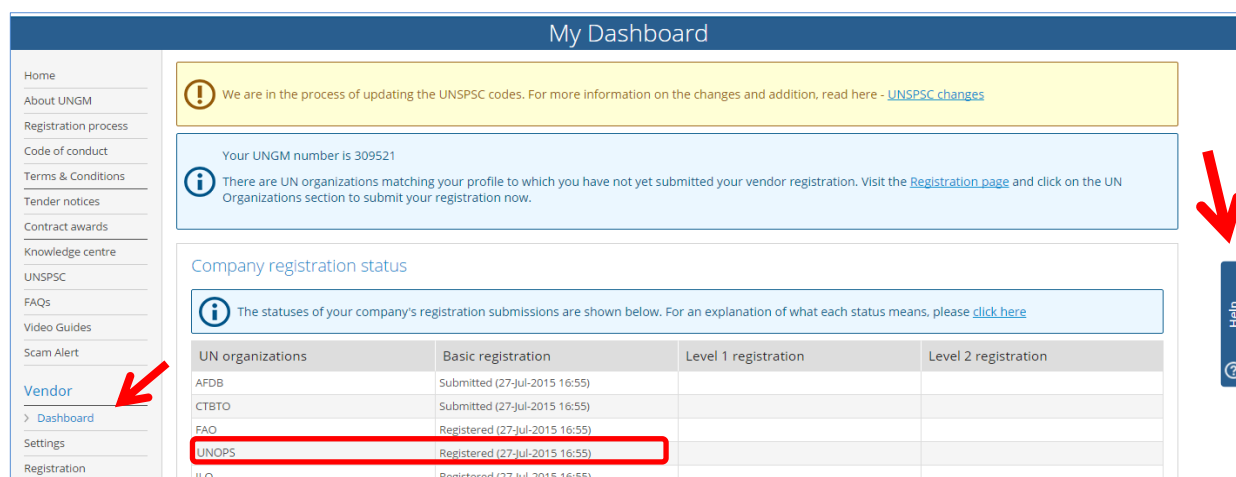
Please click **submit your registration** to complete the process.

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).



My Dashboard

! We are in the process of updating the UNSPSC codes. For more information on the changes and addition, read here - [UNSPSC changes](#)

Your UNGM number is 309521

i There are UN organizations matching your profile to which you have not yet submitted your vendor registration. Visit the [Registration page](#) and click on the UN Organizations section to submit your registration now.

Company registration status

i The statuses of your company's registration submissions are shown below. For an explanation of what each status means, please [click here](#)

UN organizations	Basic registration	Level 1 registration	Level 2 registration
AFDB	Submitted (27-Jul-2015 16:55)		
CTBTO	Submitted (27-Jul-2015 16:55)		
FAO	Registered (27-Jul-2015 16:55)		
UNOPS	Registered (27-Jul-2015 16:55)		
ILO	Registered (27-Jul-2015 16:55)		

Help

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 green 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.)

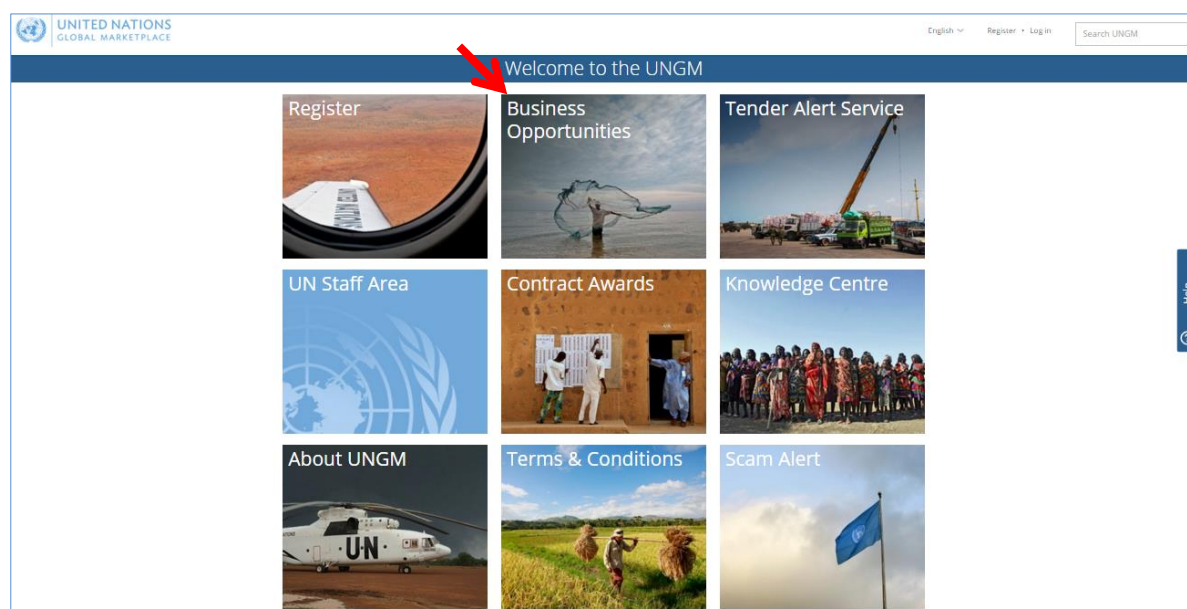
Open competition refers to business opportunities accessible to all vendors. Vendors have to respond to these tenders either through traditional methods (hard-copy submission or email) or through the UNOPS eSourcing system as per instructions specified in the tender notice.

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.



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Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please click [here](#).

Show more criteria

Clear All

Displaying results 1 to 15 of 282

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
Request for Quotation for Demolition of Existing Buildings Structures in Polio Emergency Center	14-Jan-2016 10:00	05-Jan-2016	UNOPS	Request for quotation	UNOPS-AFG-RFQ-016-001	Afghanistan
GLOBAL SEASONAL INFLUENZA MORBIDITY BURDEN ESTIMATES	04-Feb-2016 17:00	05-Jan-2016	WHO	Request for proposal	RFP 2016/OHE/GIP/0001	Switzerland
Services of the evaluation of Gender Responsive Budgeting (GRB) Programmes in Nepal	25-Jan-2016 17:30	05-Jan-2016	UN-Women	Request for proposal	UNW-NPL-RFP-2016-001	Nepal
Fleet Management System for UN in Uganda	15-Jan-2016 17:00	05-Jan-2016	UNDP	Request for proposal	27519	Uganda
NATIONAL CONSULTANT (Third National AIDS Spending Assessment (NASA) in Myanmar)	12-Jan-2016 17:00	05-Jan-2016	UNAIDS	Request for EOI	National Consultant-NASA	Myanmar
TEAM LEADER INTERNATIONAL CONSULTANT (Third National AIDS Spending Assessment (NASA) in Myanmar)	12-Jan-2016 13:22	05-Jan-2016	UNAIDS	Request for EOI	International Consultant-NASA	Myanmar
Provision of Airfield/Heliport Portable Lighting Equipment	05-Feb-2016 00:00	04-Jan-2016	UN Secretariat	Request for EOI	EOIND11987	United States of America

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.

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Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please click [here](#).

Show more criteria

Clear All

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Click 'View document' button to view notice in In-tend.

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
Express Interest	Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali	29-Jan-2016 23:00	05-Jan-2016	UNOPS	Request for proposal	RFP/2016/124	Mali
View Documents	Test Rfp for PE #78	19-Jan-2016 12:14	05-Jan-2016	UNOPS	Request for proposal	RFP/2016/129	Multiple destinations
Express Interest	Supply of Biochemical Analyzers (Automatic)	01-Feb-2016 07:30	05-Jan-2016	UNOPS	Invitation to bid	ITB/2016/122	Myanmar
	EOI - 20160104 - 2	05-Jan-2016 03:52	04-Jan-2016	UNOPS	Request for EOI	EOI/2016/121	Multiple destinations

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.

My Tenders

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Title:
Description:
Reference:
Published between: and
Deadline between: and
Clear All **Show more criteria**

Displaying results 1 to 2 of

Click "View document" button to view notice in In-tend.

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
View Documents	Supply of ICT Equipment for UNOPS HQ Office	16-Jan-2016 23:00	05-Jan-2016	UNOPS	Request for quotation	RFQ/2016/123	Denmark
View Documents	Test Rfp for PE #72	12-Jan-2016 16:30	29-Dec-2015	UNOPS	Request for proposal	RFP/2015/119	Multiple destinations

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.

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Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please click [here](#).

Title:
Description:
Reference:
Published between: and
Deadline between: and
Clear All **Show more criteria**

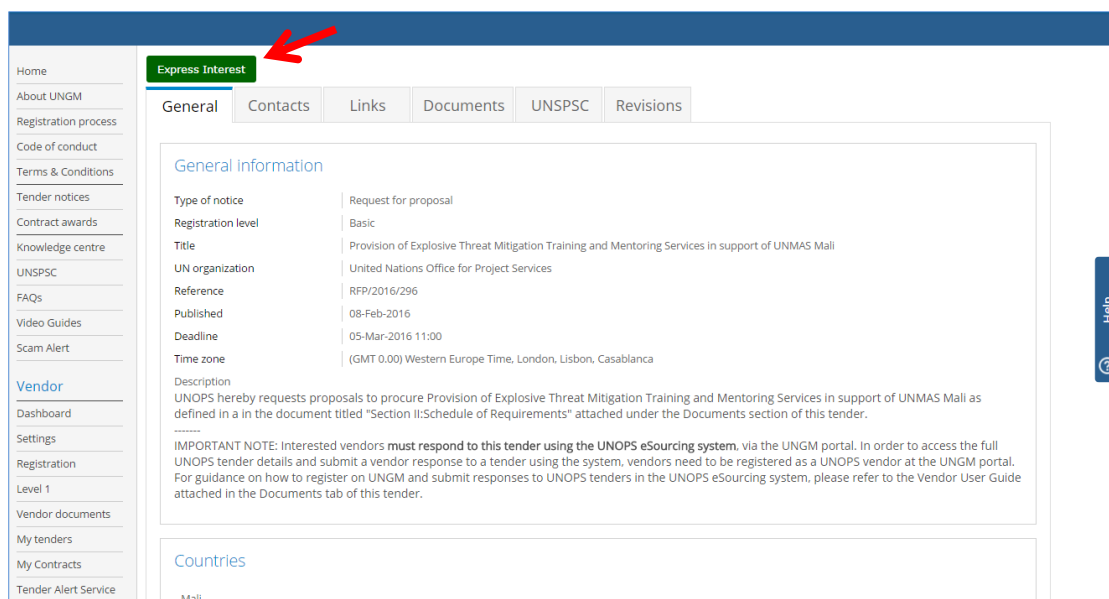
Displaying results 1 to 15 of 83

Click "View document" button to view notice in e-sourcing portal.

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
Express Interest	Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali	05-Mar-2016 11:00 (GMT 0.00)	08-Feb-2016	UNOPS	Request for proposal	RFP/2016/296	Mali

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.



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General Information

Type of notice Request for proposal

Registration level Basic

Title Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali

UN organization United Nations Office for Project Services

Reference RFP/2016/296

Published 08-Feb-2016

Deadline 05-Mar-2016 11:00

Time zone (GMT 0.00) Western Europe Time, London, Lisbon, Casablanca

Description

UNOPS hereby requests proposals to procure Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali as defined in a in the document titled "Section II: Schedule of Requirements" attached under the Documents section of this tender.

IMPORTANT NOTE: Interested vendors **must respond to this tender using the UNOPS eSourcing system**, via the UNGM portal. 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 at the UNGM portal. For guidance on how to register on UNGM and submit responses to UNOPS tenders in the UNOPS eSourcing system, please refer to the Vendor User Guide attached in the Documents tab of this tender.

Countries

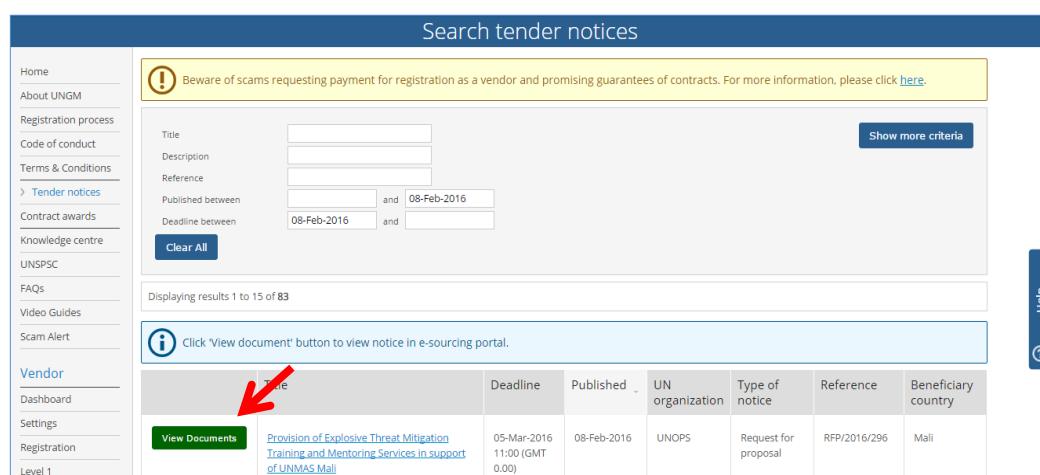
Mali

Help

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.



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Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please [click here](#).

Title

Description

Reference

Published between 08-Feb-2016 and 08-Feb-2016

Deadline between 08-Feb-2016 and 08-Feb-2016

Clear All

Show more criteria

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Click 'View document' button to view notice in e-sourcing portal.

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
View Documents Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali	05-Mar-2016 11:00 (GMT 0.00)	08-Feb-2016	UNOPS	Request for proposal	RFP/2016/296	Mali

Help

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.

1 My tenders / Submission #588 / Tender Info / General information

2 2016-02-08 12:14 UTC

3 Your submission for UNOPS Tender RFP/2016/296

4 25 days 22 hours 45 minutes 42 seconds

5 Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali

6 Draft

7 Your submission is still in draft and you may continue to add or edit information

8 Tender information Vendor confirmation Questionnaires 0/7 Document checklist 0/5 Financial offer details 0/3 Submit Evaluation clarifications

9 General information Tender particulars Evaluation criteria Documents Revisions Request a clarification

10 Solicitation method RFP - Request for proposal

11 Reference RFP/2016/296

12 Type Of Requirement Services

13 Description UNOPS hereby requests proposals to procure Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali as defined in a in the document titled "Section II: Schedule of Requirements" attached under the Documents section of this tender.

14 IMPORTANT NOTE: Interested vendors must respond to this tender using the UNOPS eSourcing system, via the UNGM portal. 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 at the UNGM portal. For guidance on how to register on UNGM and submit responses to UNOPS tenders in the UNOPS eSourcing system, please refer to the Vendor User Guide

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 only available in English. Spanish and French versions will be available later in 2016.
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.
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. <u>UNOPS uses UTC as the standard for all its tenders published through the eSourcing system</u> 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	<p>Access the tender details, arranged in the following tabs:</p> <ul style="list-style-type: none"> • 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 response	<p>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):</p> <ul style="list-style-type: none"> • 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)
14	Submit	Where vendors can submit or withdraw their vendor response.
15	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), 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)

Your submission for UNOPS Tender RFP/2016/296

Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali

Draft
Your submission is still in draft and you may continue to add or edit information

25 days 22 hours 45 minutes 42 seconds

Tender information Vendor confirmation **Questionnaires 0/7** Document checklist 0/5 Financial offer details 0/3 Submit Evaluation clarifications

General information Tender particulars Evaluation criteria Documents Revisions Request a clarification

Solicitation method	RFP - Request for proposal
Reference	RFP/2016/296
Type Of Requirement	Services

Once all the required information has been uploaded, the display colour beside each tab will change colour, from Red (0/7), to Green (7/7).

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.

Bidder Information Form

1. Full legal name of Bidder *

Characters: 0/500

2. What year was your firm/organization established? *

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.

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 its optional). Once you have uploaded a file, the document name heading will change to green.

The screenshot displays the 'Document checklist' tab in the UNOPS eSourcing system. At the top, a navigation bar includes tabs for 'Tender information', 'Questionnaires 7/7', 'Document checklist 1/5' (highlighted with a red arrow), 'Financial offer details 0/1', 'Submit', and 'Evaluation clarifications'. Below this, the 'Required documents' section for 'Form E: Proposal Submission Form' is shown. It contains a table with the following data:

Id	Filename	Category	Created on	
69	Proposal Submission Form_Vendor X.pdf	Bid submission form	05-Jan-2016 4:16PM	Remove

Below the table, there is a 'Download all files' button and a file upload section. The upload section includes a 'Choose Files' button (highlighted with a red arrow) and a dashed box labeled 'Or drop files here' (also highlighted with a red arrow). The 'Financial offer details' tab is also visible, showing a 'You must upload a document here' message and similar upload options.

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, currency, and any comments.

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

Financial offer details

Total financial offer *

78500

Currency *

USD

Comments

Characters: 0/1000

Save

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.

Financial offer details

Total financial offer *

78500

Currency *

USD

Comments

Characters: 55/1000

Save

Financial envelope documents

Form F: Financial Proposal Form

Id	Filename	Category	Created on	
466	FinancialProposal_VendorX.pdf	Other	2016-02-08 16:57 UTC	Remove

Download all files

Click below to upload a file or Select previously uploaded document(s)

Select a file to upload:

Choose Files No file chosen

Or drop files here

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**.

Your submission for UNOPS Tender RFP/2016/296

25 days 17 hours 59 minutes 09 seconds

Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali

Draft
Your submission is still in draft and you may continue to add or edit information

Tender information Vendor confirmation Questionnaires 7/7 Document checklist 5/5 Financial offer details 3/3 **Submit** Evaluation clarifications

Thank you for completing the information for your response to this tender. All required information has now been entered and you must now submit your submission using the button below in order for it to be considered.

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.

4.4 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.

Your submission for UNOPS Tender ITB/2016/298 11 days 02 hours 47 minutes 32 seconds

Supply of Biochemical Analyzers (Automatic)

Submitted
Your submission is complete and has been successfully received by UNOPS

Tender information Vendor confirmation Questionnaires 7/7 Document checklist 3/3 Financial offer details 2/2 Submit Evaluation clarifications

Thank you for initialising a submission to this tender. Please note that you must click the button under the submit tab before the tender deadline in order for your submission to be received by UNOPS

Print preview Submit an alternative offer

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

Your submission for UNOPS Tender ITB/2016/298 11 days 02 hours 44 minutes 16 seconds

Supply of Biochemical Analyzers (Automatic)

Draft Original submission #595
Your submission is still in draft and you may continue to add or edit information

Tender information Vendor confirmation Questionnaires 0/7 Document checklist 0/3 Financial offer details 0/2 Submit Evaluation clarifications Alternative offers

Thank you for initialising a submission to this tender. Please note that you must click the button under the submit tab before the tender deadline in order for your submission to be received by UNOPS

Print preview Delete submission

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

Your submission for UNOPS Tender ITB/2016/298 11 days 02 hours 39 minutes 00 seconds

Supply of Biochemical Analyzers (Automatic)

Submitted Original submission #595
Your submission is complete and has been successfully received by UNOPS

Tender information Vendor confirmation Questionnaires 7/7 Document checklist 3/3 Financial offer details 2/2 Submit Evaluation clarifications **Alternative offers**

Submission Id	Status	Created Date
Submission #596	Submitted	2016-02-09 08:15 UTC

Submit an alternative offer

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.

The screenshot shows the 'My Tenders' page in the UNOPS eSourcing system. The left-hand menu includes links for Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Knowledge centre, UNSPSC, FAQs, Video Guides, Scam Alert, Vendor, Dashboard, Settings, Registration, Level 1, and Vendor documents. The 'Vendor documents' section is expanded, showing 'My tenders' and 'UNOPS'. The main content area displays a table of tenders with columns for Title, Deadline, Published, UN organization, Type of notice, Reference, and Beneficiary country. Three tenders are listed, each with a 'View Documents' button. A red arrow points to the 'My tenders' link in the left-hand menu, and another red arrow points to the 'View Documents' button for the first tender.

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali	29-Jan-2016 23:00	05-Jan-2016	UNOPS	Request for proposal	RFP/2016/124	Mali
Test Rfp for PE #78	19-Jan-2016 12:14	05-Jan-2016	UNOPS	Request for proposal	RFP/2016/129	Multiple destinations
Supply of ICT Equipment for UNOPS HQ Office	16-Jan-2016 23:00	05-Jan-2016	UNOPS	Request for quotation	RFQ/2016/123	Denmark

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 you have previously expressed interest in.

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

- **Reference:** 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 status (blue colour): when you have not submitted yet a vendor response
 - Submitted (green colour): once you submit a vendor response
- **Tender status.** There are two possible tender status:
 - Open (green colour): when the deadline has not passed yet.
 - Closed (red colour): when the deadline has already passed. You cannot submit a vendor response once the tender status is closed.

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.



Reference	Title	Date published	Deadline	Your submission status	Tender status
RFQ/2016/184	Procurement of ICT equipment for IPAS	2016-01-15	2016-01-15 15:50 UTC	Draft	Closed
RFQ/2015/74	Request for Expression of Interest for Heavy Trucks, Large Buses and Material Handling Equipment for UN Web Buy	2015-12-15	2015-12-18 23:00 UTC	Submitted	Closed
RFQ/2015/36	ICT equipment	2015-12-11	2015-12-19 15:23 UTC	Submitted	Closed
RFP/2016/296	Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali	2016-02-08	2016-03-05 11:00 UTC	Submitted	Open

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 **Submit** tab and click **Withdraw submission**.

Your submission for UNOPS Tender RFP/2016/296 25 days 17 hours 49 minutes 22 seconds

Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali

Submitted

Your submission is complete and has been successfully received by UNOPS

🏠
Tender information
Vendor confirmation
Questionnaires 7/7
Document checklist 5/5
Financial offer details 3/3
Submit
Evaluation clarifications

Thank you for submitting your response to this tender. Please note that you may withdraw your submission at any time before the tender deadline by clicking the button below. If you withdraw the submission you may continue to edit it and may resubmit at any time before the deadline.

Withdraw submission

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

Your submission for UNOPS Tender RFP/2016/296 25 days 01 hours 05 minutes 44 seconds

Provision of Explosive Threat Mitigation Training and Mentoring Services in support of UNMAS Mali

Draft

Your submission is still in draft and you may continue to add or edit information

🏠
Tender information
Vendor confirmation
Questionnaires 7/7
Document checklist 5/5
Financial offer details 3/3
Submit
Evaluation clarifications

Thank you for completing the information for your response to this tender. All required information has now been entered and you must now submit your submission using the button below in order for it to be considered.

Submit

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 response to a tender, UNOPS may request a clarification of your response. 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 prompt 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. CONTACT AND RESOURCES

6.1 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.

6.2 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
- Check the 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).

7. 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

8. 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.