Webinar introduction

- **Objectives**
  - Introduction to UNGM and UNOPS eSourcing
  - Vendor registration on UNGM
  - Main system functionalities
  - Q&A session

- **Duration**: 1 hour

Please add questions using the **chat functionality** of the WebEx application. Questions will be answered in the **Q&A session**, at the end of the presentation.

- This presentation is part of a detailed [UNOPS eSourcing Vendor Guide](https://esourcing.unops.org/#/Help/Guides) which is available in Adobe PDF format on this link: [https://esourcing.unops.org/#/Help/Guides](https://esourcing.unops.org/#/Help/Guides)
1. Introduction to UNGM and UNOPS eSourcing
2. Register on the UNGM portal
3. Search tender notices / express interest / access eSourcing
4. Main functionalities of UNOPS eSourcing
5. Key recommendations for vendors
6. Contact and resources
7. Q&A session
INTRODUCTION TO UNGM AND UNOPS SOURCING
United Nations Global Marketplace (UNGM)

- **Common procurement portal** of the United Nations system of organizations
- Brings together **UN procurement staff and the vendor community**.
- **Self-service** portal where potential suppliers can register with one or more of the **29 UN organizations** using the UNGM as their vendor database and sourcing tool. These organizations account for over 99% of the total UN procurement spent (approx. USD 17.7 Bn. per year)
- Excellent way to introduce products and services to many UN organizations, countries and regions by completing **only one registration form**
- **No cost** for vendor’s to register
- UNGM also provides an overview of **tender notices**
- **Entry point for various UN** agencies’ e-procurement systems which are integrated with the UNGM website, such as the **UNOPS eSourcing system**

1. **INTRODUCTION TO UNGM AND UNOPS eSourcing**
UNOPS eSourcing

- UNOPS eSourcing is an e-tendering system developed by UNOPS to conduct its tender processes.
- The system handles on-line the sourcing, solicitation, bid opening, evaluation and award stages of the procurement process (next slide: system scope).
- Streamlines how UNOPS and our vendors interact, providing increased efficiency and governance to the procurement process.
- In order to access the full UNOPS tender details and submit a vendor response to a tender using the system, vendors must be registered as a UNOPS vendor on UNGM.
- Roll out eSourcing started at UNOPS progressively from February 2016 and it is expected that by the end of 2017 almost all procurement processes will be done in the system.
1. INTRODUCTION TO UNGM AND UNOPS eSourcing

Scope of UNOPS eSourcing system

The system is a transformative change on how UNOPS and our vendors carry out procurement processes as these steps are currently done off-line or by email.
Why implement eSourcing: advantages for our vendors

- Increases the efficiency of procurement processes both to UNOPS and our vendors
- Generates data to enable analysis and strategic decision making, including identification of best practices and areas for improvement,
- Increases transparency and integrity
- Assures consistency of practice and facilitates compliance with policy
- Aligns UNOPS with international best practices
1. INTRODUCTION TO UNGM AND UNOPS eSourcing

Why implement eSourcing: advantages for our vendors

1. UNGM as single entry to UNOPS + other UN agencies e-Tendering systems

2. Simple to use, clear UI. All functions, incl. clarifications in one place

3. Can save draft responses and avoid issues to submit in the last minute

4. Easy to track tender and submission status. Automatic email notifications
REGISTER ON THE UNGM PORTAL
2. REGISTER ON THE UNGM PORTAL

UNGM registration

- **Registration is critical**: 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.
- Once you have registered, the **log-in details is the same** for UNGM and UNOPS eSourcing.
- Registration at **basic level** is sufficient, as UNOPS does not require level 1 and 2 registrations.
- Registration should take **under 10 minutes** to complete.
- Please note that registration at UNGM is **free of charge**.
How to register

- Go to [www.ungm.org](http://www.ungm.org)
- Click on the Register section
- Follow the instructions on the screen, and enter the required information. Consult the user guide for details
- At the end of the process, click Create login

- You will be requested to Activate Account
- Log in UNGM with your username (email address), and your password. This is the same log in details used in UNOPS eSourcing
- Complete your registration filling in info on: general, address, countries/area, contacts, declaration, coding, UN organizations
If you are already registered, please ensure your information is complete

- Go to [www.ungm.org](http://www.ungm.org)
- Click on the **Registration** section
- Please review in particular:
  - **Contacts**: email addresses used for UNOPS eSourcing notifications
  - **Agencies**: ensure you are registered as a UNOPS vendor so that you can use the UNOPS eSourcing system
2. REGISTER ON THE UNGM PORTAL

If you are already registered, please ensure your information is complete

- Go to [www.ungm.org](http://www.ungm.org)
- Click on the Registration section
- Please review in particular:
  - **Contacts**: email addresses used for UNOPS eSourcing notifications
  - **Agencies**: ensure you are registered as a UNOPS vendor so that you can use the UNOPS eSourcing system
SEARCH TENDER NOTICES / EXPRESS INTEREST / ACCESS ESOURCING
Search tender notices

UNOPS advertises both open competition and limited competition business opportunities through UNGM. The types of tenders are:

- Request for Quotation (RFQ)
- Invitation to Bid (ITB)
- Request for Proposals (RFP)
- Request for Information (RFI)
- Request for Expressions of Interest (EOI)
- Prequalification (PQ)

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

**Limited competition**: business opportunities accessible only to specific vendors through UNGM (e.g. after a pre-qualification process). The vendors selected may respond to these tenders only through the UNOPS eSourcing.
Search tender notices

- Go to [www.ungm.org](http://www.ungm.org)
- Log in with your user name and password
- Go to UNGM **Home** page
- Click the **Business Opportunities** box
- Or, anywhere in UNGM, click the **Tender notices** link on the left hand menu
Search tender notices

- The list of UNOPS tender notices includes tenders to respond to by hard-copy submission or email, and tenders to respond to through UNOPS eSourcing.
- 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.
Express interest

- If you are interested in this tender, click on the **Express Interest** button (blue colour) to notify UNOPS that you want to participate.
- The blue button will change to **green** to **View Documents**.
- For limited competition tenders you will only see the **View Documents** button.
- Vendors who have expressed interest will receive **automatic email notifications**, such as when the deadline for submissions is approaching, or when clarifications or amendments to the tender have been added by UNOPS.
Access UNOPS eSourcing

- The UNOPS eSourcing Log in screen will appear. If this screen does not appear, please contact UNOPS eSourcing helpdesk at: esourcing@unops.org
- Enter your email address and password and click Log in.
- The eSourcing email address and password are the same as for UNGM. If you would like to change your account information, you have to do this directly on UNGM
UNOPS eSourcing navigation

- Once you have logged in to UNOPS eSourcing, you will have access to the tender
- Below screenshot shows the main information. See user guide for details.
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UNOPS ESOURCING: OVERVIEW OF MAIN FUNCTIONALITIES
Identification of main functionalities in UNOPS eSourcing

- In the next slides we give a quick overview of the following main functionalities:
  1. Inform UNOPS about your intention to submit a response (or not)
  2. Request a clarification on a tender
  3. Submit a response to a tender
  4. Submit an alternative offer to a tender
  5. View, edit and withdraw a response to a tender
  6. Respond to an evaluation clarification
  7. Check tender status

The next slides are just a quick outline. For details, please see user guide
1. Inform UNOPS about your intention to submit a response (or not)

- UNOPS would like to know if you intend to submit or not submit a response to a tender as this information is very useful for our procurement process.
- Click the **Vendor confirmation** tab:
  - Click the **YES** (green) button, or **NO** (red) button.
  - If you select **NO** you will be requested to state a reason.
- You can only click **YES** or **NO** once. If you click **NO**, you will still be able to submit a vendor response.

![Vendor confirmation tab screenshot](image_url)
2. Request a clarification on a tender

- If you have questions about this tender, you can submit a request for clarification to UNOPS
- Click the **Tender information** tab
- Click the **Request a clarification** tab
- Click the **Request a clarification** button.
- Enter your question(s)
- Click the **Submit clarification request** button
- The requests will be visible to you and not any other vendor
- You can only submit clarifications prior to the deadline for clarifications
- This deadline can be found in the **General Information** tab

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4. UNOPS ESOURCING: OVERVIEW OF MAIN FUNCTIONALITIES
3. Submit a response to a tender

- To respond to a tender, complete the following requirements (adjusted to specific tender)
- **Questionnaires**: vendors complete on-line questions requested by UNOPS
- **Document checklist**: vendors upload documents requested by UNOPS
- **Financial offer details**: vendors enter price information requested by UNOPS (total financial offer, currency)

Once all the required information has been uploaded, the display colour beside each tab will change colour, from Red (        ), to Green (       ). At that stage, click the **Submit** tab. Then, click the **Submit** button to send your response to UNOPS.

You cannot submit until all mandatory information is complete and only if it is before the deadline

Once submitted, the status changes from **Draft** to **Submitted** and you will receive an email notification.

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4. UNOPS ESOURCING: OVERVIEW OF MAIN FUNCTIONALITIES
4. Submit an alternative offer to a tender

- You can submit alternative offer(s) if specified in the **Tender particulars** tab under **Tender information**
- Alternative offer(s) must 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 colour), you can submit alternative offer(s) if allowed
- Go to the home tab (      ) of the tender submission and click on **Submit an alternative offer**

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**Your submission for UNOPS Tender RFP/2017/17875**

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

Submitted

Your submission is in Submitted status and has been successfully received by UNOPS

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**TENDER INFORMATION** | **VENDOR CONFIRMATION** | **VENDOR SUBMISSION** | **EVALUATION CLARIFICATIONS**

Please note that you must click the 'Submit' button under the Submit tab before the tender deadline in order for your submission to be received by UNOPS. Once done, your tender submission will display as 'Submitted' (green colour) in the status bar; if you have not submitted your vendor response the status bar will state 'Draft' (blue colour).

Submit an alternative offer
5. View, edit and withdraw a 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)
- You can only edit and withdraw a response before the deadline for submission as specified in the **General information** tab under **Tender information**
- You can withdraw your response any time before the submission deadline
- Select the **tender** you would like to withdraw your response from
- Then, go to the **Submit** tab and click **Withdraw submission**
- The status of a response you withdraw will change from **Submitted** (in green) to **Draft** (in blue). You can then Edit the tender and Submit again if before the deadline
- **Draft responses are ignored by UNOPS eSourcing once the deadline for submission has passed**
6. Respond to an evaluation clarification

- UNOPS may request a clarification of a response you submitted
- UNOPS issues any clarifications after the deadline for submission has passed, i.e. during the tender evaluation stage
- Access the tender through the link in the clarification email you received,
- or go to the Evaluation clarifications tab of the tender
7. Check tender status

- Click under **View my tender submissions** (if you are already logged into eSourcing, go to **My tenders**)
- There are three possible tender status:
  - **Open** (**green** colour): deadline has not passed yet.
  - **Evaluation** (**orange** colour): deadline has passed and UNOPS is making an evaluation of the vendor submissions received.
  - **Finalized** (**blue** colour): when UNOPS has finalized the evaluation and determined the results. Click on the UNGM button to see the contract awards page.
  - **Cancelled** (**grey** colour): when the tender has been cancelled by UNOPS.

- You will receive an **automatic email notification** once UNOPS has finalized the tender evaluation, with information about the outcome. 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.
- 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: [https://www.ungm.org/Public/ContractAward](https://www.ungm.org/Public/ContractAward)
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KEY RECOMMENDATIONS FOR VENDORS
Key recommendations for vendors using UNOPS eSourcing

1. Register as a UNOPS vendor in UNGM. If already registered, check that your information is complete.

2. Express interest in a tender.

3. View tender details, especially the submission deadline.

4. Inform UNOPS whether you intend to submit or not.

5. Request clarifications on a tender if you have questions.

6. Save your submission in draft and don’t wait for the last minute.

7. Respond to UNOPS evaluation clarifications in a promptly manner.
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CONTACTS AND RESOURCES
6. CONTACTS AND RESOURCES

Contacts and resources

UNGM
- For general information please visit www.ungm.org
- For further assistance on the UNGM vendor registration process, use the Help functionality and FAQ available on the site: https://www.ungm.org/Public/Help

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

For assistance on the UNOPS eSourcing system
- Use the Help functionality available on the site, including the user guides, FAQ and videos: https://esourcing.unops.org/#/Help/Guides
- 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)
Q&A SESSION