UNOPS eSourcing: Guide for Suppliers

A guide for suppliers on how to be registered in UNGM and submit reply to notices of UNOPS in system eSourcing of UNOPS.

Version: 1.4

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Date: May 10th 2019

1. PURPOSE OF THIS GUIDE

In January 2016, the Office of United Nations of Services for Projects (UNOPS) started implementing progressively an electronic system to carry out bidding processes and identification of suppliers (UNOPS eSourcing). To access to complete details of ads and submit answers to ads through system, suppliers shall be registered as suppliers of UNOPS in worldwide site for suppliers of United Nations (UNGM).

This guide provides instructions to suppliers on how to sign in in UNGM and how to access and submit answers to ads of UNOPS in eSourcing system. In eSourcing system of UNOPS, suppliers can consult totality of details of ads, express interest for the ad, report to UNOPS their intention to submit an answer, request clarifications of an ad, submit answers to ads and answer requests of clarifications submitted by UNOPS during evaluation.

UNOPS will revise and update this guide regularly to show the new functions of system, as well as comments and suggestions of users.

What is UNGM?

UNGM (www.ungm.org) is the common site of acquisitions of system of bodies of United Nations.

Collects personnel of acquisitions of United Nations and to community of suppliers. United Nations represent a global market of more than 18.6 million dollars a year for all type of products and services.

UNGM acts as a single window of self-service through which possible suppliers can be registered as suppliers of one or several of 29 bodies of United Nations that use UNGM as database of suppliers. These bodies represent more than 99 % of total expense of United Nations in relation to acquisitions. Therefore, UNGM is an excellent launch that allows suppliers to submit products and services to several bodies of United Nations, countries and regions, completing a single form of request online. UNGM also provides a general vision of several ads, such as bidding ads, published for more than 40 bodies of United Nations and other entities. Sign in in UNGM or consult ads in Website does not lead to any cost. As well, Website of ANGM contains additional information on acquisition practices.

UNGM serves for access point to electronic management systems of acquisitions of several bodies of United Nations integrated in Website in UNGM, among them eSourcing system of UNOPS.

What is eSourcing system of UNOPS?

eSourcing platform of UNOPS is an electronic management system of acquisitions that eases acquisition processes of UNOPS because it allows to manage online, through a single system, identification of suppliers, bidding, opening of answers, evaluation and allocation. So far, these stages are not carried out on Internet but offline; so, the new eSourcing system of UNOPS will simplify and systematize interactions between UNOPS and suppliers, improving efficiency and management of acquisition processes.

UNOPS recognizes that this supposes an important change for suppliers and thanks to these to improve to use the system and provide suggestions and constructive and useful comments.

Remember that this guide only covers operations of acquisitions related to UNOPS and carried out through eSourcing system of UNOPS, and is not related to electronic management systems of acquisitions used by other bodies of United Nations. If you need help with

the notices published by other bodies of United Nations through other electronic management systems of acquisitions, please contact the respective body.

New aspects of version 1.5 of this guide

From 1.4 version, the following changes have been made:

- Sections 2.1 to 2.4 of UNGM system have been updated according to new design.
- Section 2.5 has been included. Identify UNGM number.
- Other changes and minor adjustments.

2. SIGN IN IN UNGM

To access to complete details of ads and submit answers to ads through system, suppliers **shall first be signed in as suppliers of UNOPS in UNGM.**

A **basic registration** is enough, UNOPS does not require suppliers to be registered at level 1 and 2.

Remember that signing in in UNGM is <u>free</u>. Also, UNGM allows suppliers being informed of next ads of bidding through a payment service called **Servicio de Alerta de Licitaciones**. Through subscription to **Servicio de Alerta de Licitaciones**, suppliers can receive pertinent business opportunities directly to inbox of your e-mail.

2.1 Sign in

Access to www.ungm.org

Click on section **Inicio de sesión and nuevos registros**.

Click on **Crear una cuenta**.

Select type of registration clicking on corresponding box. If it represents a company or an NGO, clicking on box **Compañías/ONG**. Please log in as Individual Consultant in UNGM will limit your ability to participate electronically in bidding with UNOPS.

Complete required information and select appropriate box to confirm that accepts Behavior Code for suppliers of United Nations, and click on button Enviar enlace de activación.

Please provide your company name as written in Incorporation Certificate of your company. If an error message appears, which informs you that there is a company with a similar name, please contact UNGM at registry@ungm.org .

Then, click on 'Enviar el enlace de activación'.

2.2 Activate your UNGM account

Once you have created your account in UNGM, do not forget to activate it.

Check inbox of your personal e-mail, where you have received an e-mail from UNGM that contains an activation link, Activate your account UNGM clicking on 'Activar' ('Activate').

If you have not received the activation e-mail, consider you can resend it by yourself. You can do it with button 'No he recibido el correo electrónico, reenvíelo a mí' ('I have not received the email please resend it to me'):
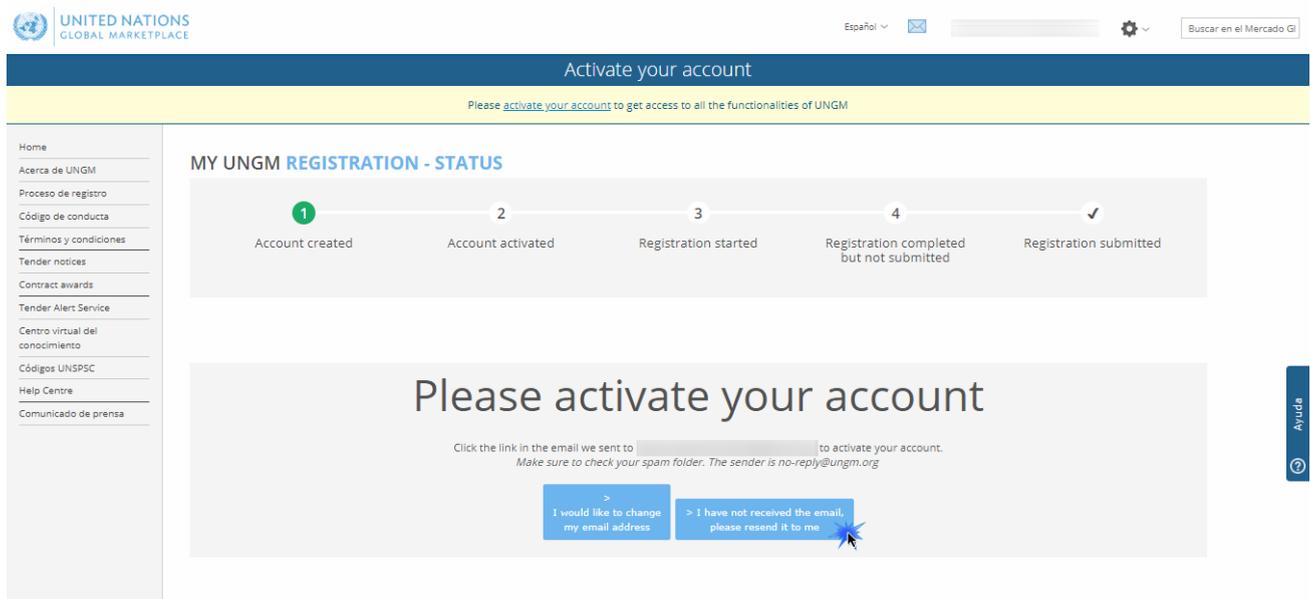
Or from your inbox of UNGM accessible from symbol of small wheel in upper right part of the page:

If you have not received the activation e-mail because you have provided an incorrect e-mail account when creating your account, consider you can modify e-mail address provided through button 'Deseo cambiar mi dirección de correo electrónico' ('I would like to change my email address'):
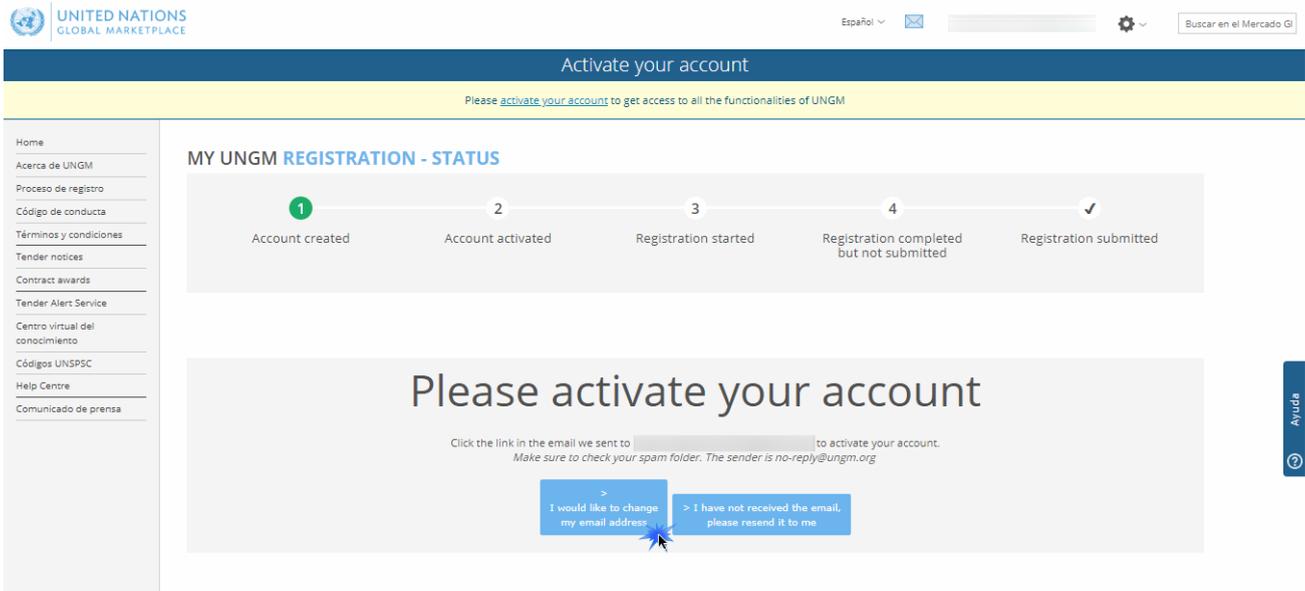
Once your UNGM account is activated, it shall redirect you to the next page. Click on 'Completar el registro' ('Complete the registration') to complete Registration in UNGM. You can also click in link 'Registro' in left menu:
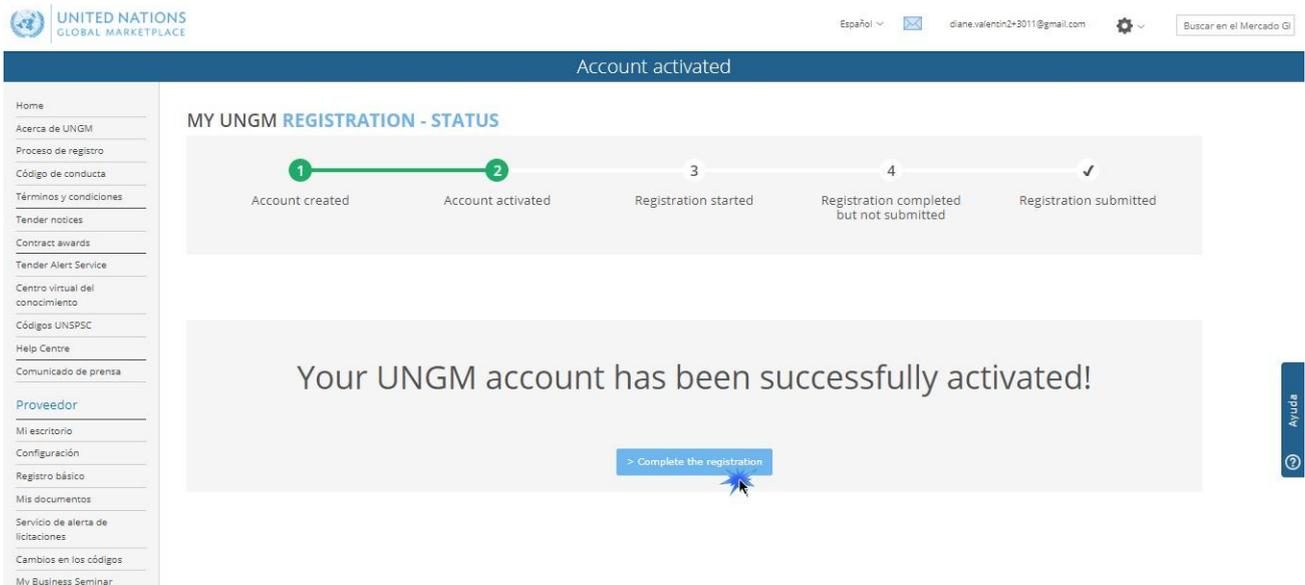
2.3 Complete registration form of supplier in UNGM

You will be redirected to registration form of UNGM. It only takes 5 to 8 minutes to complete registration.

To successfully complete registration process, provide necessary details and click on button 'Guardar y continuar' ('Save and Continue') for each and every steps. After clicking on button 'Guardar y continuar', the provided details will be saved and you will be redirected automatically to the next step of registration process.

Asterisk (*) states the mandatory information to complete step.

Note: UNGM is recently updated in 5 languages: English, French, Spanish, Portuguese and Mandarin. UNGM will be available in Arabic and Russian soon. English is predetermined language. If you want to change language, go to page **Configuración** clicking on corresponding icon in upper right corner and select preferred language.

1. General

In 'General', provide basic details of your company.

It is important to provide exactly the same company name provided in incorporation certificate of your company or any other legal document related to the establishment of your company.

The license number refers to reference number of municipal, state and/or federal document granted to holder of the capacity to participate in commercial activities specified in the area.

Once you have completed this step, click on button "Guardar y continuar" in lower right part of page.

2. Address

In 'Dirección', provide the information of your company address.

Once you have completed this step, click on button "Guardar y continuar". If you want to return to previous step to edit information, click on button "general information" in lower left part of page.

3. Type of registration

In 'Tipo de registro', inform if you prefer doing business only in your country or internationally. Click on 'Nacional' o 'Internacional'.

Once you have completed this step, click on button 'Guardar y continuar'. If you want to return to previous step to edit any information, click on button 'Dirección'.

4. Contacts

In **Contactos**, provide your own contact data.

Once you have completed this step, click on button 'Guardar y continuar'. If you want to return to previous step to edit information, click on button 'Tipo de registro' ('Registration Type').

Consider that you can also invite / add colleagues to company account in UNGM in Step of "Contactos". They will receive an account link and then they can log in in an account with their own e-mail address and password. To invite colleagues to UNGM account, click on button "Invite another contact" in lower part of page.

5. Coding

In 'Codificación', select codes that best describe products and/or services that your company can provide following class UNSPSC for products and services.

Search new codes UNSPSC both writing key words or using class of cut tree. To select a code, select check box next to code.

If you cannot find correct codes for products and services, please contact UNGM in registry@ungm.org and provide us a description of products / services.

Once you have completed this step, click on button 'Guardar y continuar'. If you want to return to previous step to edit information, click on button
'Contactos'.

6. Statement

Eligibility statement is a formal and explicit statement of your company. In "Declaración", check seven statements and select the most appropriate option checking corresponding box.

Once you have completed this step 'Guardar y continuar'. If you want to return to previous step to edit information, click on button 'Codificación'.

Once you have clicked on button 'Guardar y continuar', you have successfully completed your registration and you will be redirected to step '¿Qué sigue?' ('What's next'). This section provides you access to registration status in organizations of United Nations and to certain information on Alert Service of optional bidding.

Consider that this guide is for activities of acquisition related to UNOPS, and does not describe or support to other Organizations of United Nations. To get help with acquisition activities related to other Organizations of United Nations, please contact the specific Organization.

In case you see the next message informing a doubled account has been identified, communicate with UNGM immediately to registry@ungm.org.

2.4 Test status of registration as supplier of UNOPS

To test your registration status as supplier of UNOPS, click on **Mi escritorio** in left menu.
To check status of registration as supplier of UNOPS, click on button 'Gestionar envíos de Agencia' in section "¿Qué sigue?' ('What's next'') and link 'Panel de control' ('Dashboard') in left menu.

To access to complete details of notices of UNOPS and submit answers to notices, suppliers shall get status **Registered** as supplier of UNOPS in UNGM, registering at **basic level registration**. The **basic registration level** is enough to access to details of notices of UNOPS.

If you need help to activate or complete registration, do not hesitate in contacting assistance service of UNGM clicking on tab Ayuda ("Help") in right margin of page (see red arrow in previous screenshot).

2.5   Identify UNGM number

Your UNGM number is a six-digit number that allows personnel of United Nations to identify company account in UNGM. It is possible that you are requested this UNGM number when participating in offers. You can find UNGM number in "Control Panel" once you have logged in in UNGM account.

3. SEARCH FOR ADS OF UNOPS, EXPRESS INTEREST AND SEE DETAILS OF ADS

3.1 Search for ads of UNOPS

UNOPS publishes in UNGM the business opportunities both for opened competition processes and for limited competition. For the purposes of this guide, the term ad refers to any of the following acquisition methods: quote request (RFQ), call to bidding (ITB), call to submission of proposals (RFP), request of information (RFI), request of interest expression (EOI) and pre-qualification (PQ). (Consult available glossary at the end of this guide for a more detailed definition of these acquisition methods).

It is about an opened competition in case of business opportunities to which all suppliers can access. Suppliers shall answer to these ads through traditional methods (submitting documents in printed format or by e-mail) or through eSourcing system of UNOPS, according to instructions specified in ad.

It is about a limited competition in case of business opportunities to which certain suppliers cannot access, selected through UNGM. The selected suppliers can reply to these ads only through eSourcing system of UNOPS.

3.1.1 Ads in an opened competition process

Access to www.ungm.org

In Homepage of UNGM, click on box **Anuncios de licitaciones**. If you are browsing beyond Home page, click on **Anuncios de licitaciones** in left menu.
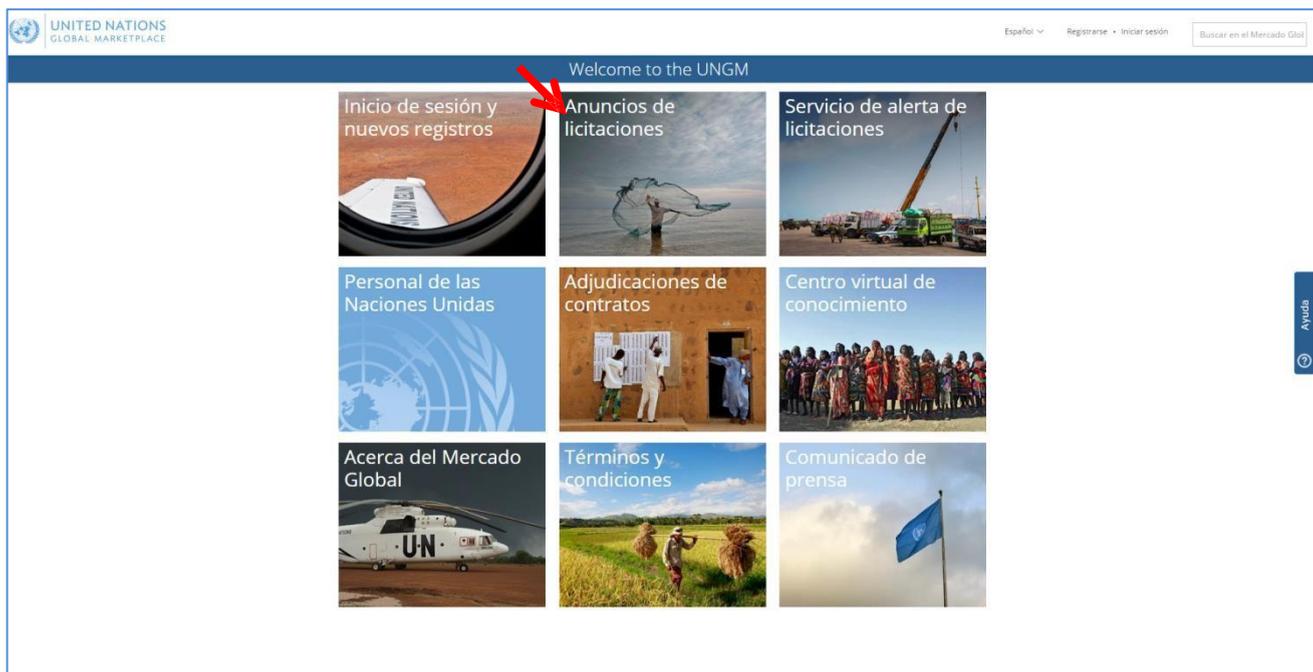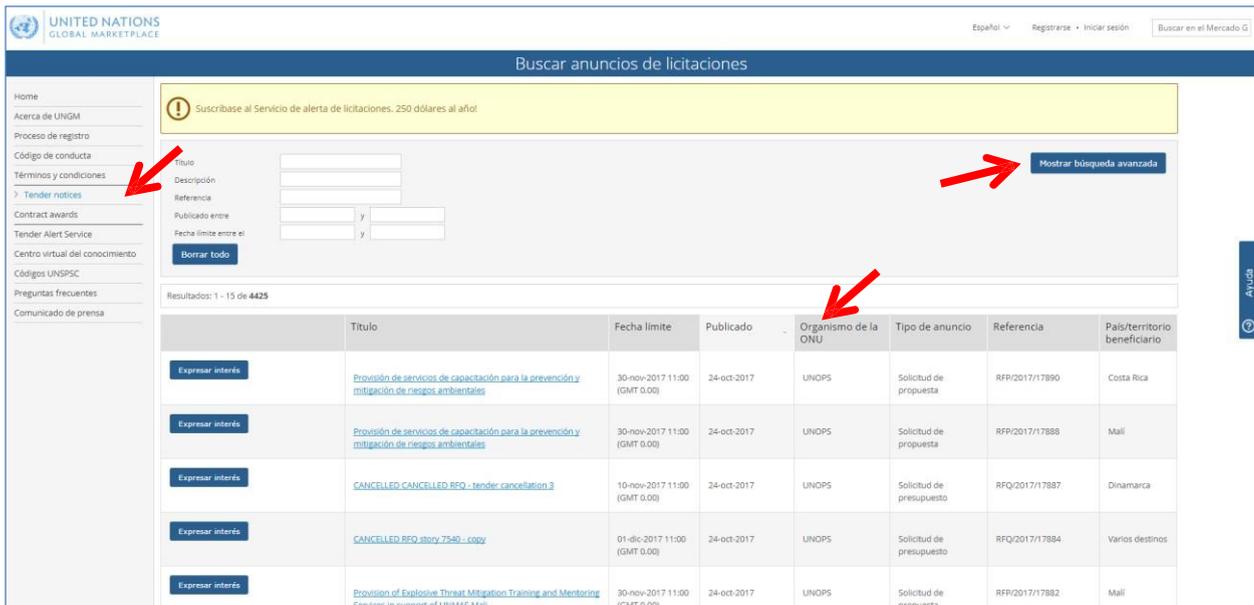
Click in title of column **Organismo de la ONU** to classify business opportunities by body of United Nations. Scroll down to find opportunities published by UNOPS. Alternatively, click on **Mostrar búsqueda avanzada** and insert UNOPS in field **Body of United Nations**. All active ads published by UNOPS will automatically appear. If you click on title of ad, you shall see the details of ad in the following tabs: **General, Contactos, Enlaces, Documentos, Códigos UNSPSC** (applicable codes to this ad), and **Revisiones**

The list of ads of UNOPS will contain both ads to which suppliers shall answer through traditional methods (sending printed documents or by e-mail) and ads to which suppliers shall answer through eSourcing system of UNOPS.

Remember to log in in UNGM and complete sign in process as supplier of UNOPS to consult the complete details of an ad and answer to this.
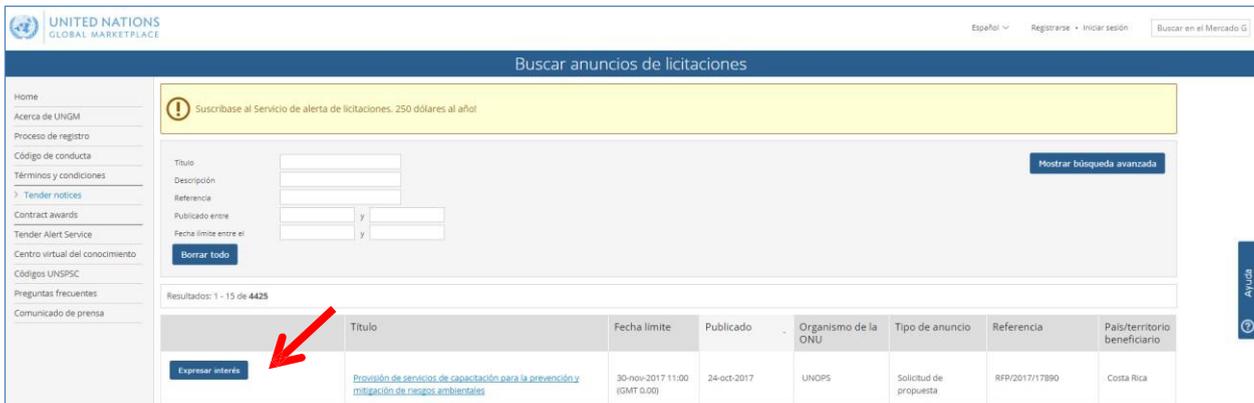
3.1.2   Ads in a limited competition process

Access to www.ungm.org and **log in** with used name and password.

Click on **Mis licitaciones** in left menu.

If you have been invited to participate in a limited competition process, you will receive a notification by -email to inform you this opportunity.

You will only see these buttons if you have logged in in UNGM (with user name and password) and you are already a registered supplier of UNOPS in UNGM.

3.2 Express interest by notice

On the left of every notice of UNOPS, see button that will indicate or **Express interest** if it is the first time you consult notice, or **Visualize documents.**

Click on **title** of notice to see details of notice. If this notice interests you, click on **Expresar interés** to inform UNOPS of interest in participating in this process. After a few seconds, the text in blue button and will indicate **Visualize documents and will be green color**. Consider that, for processes of limited competition, it is not necessary to express interest and button **Visualizar documentos** will appear directly.
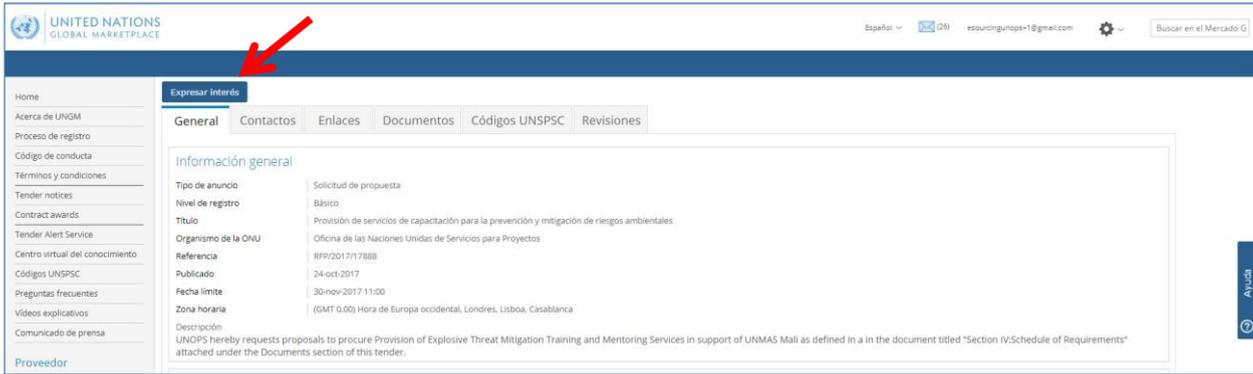
Note: Express interest for an advertisement is an important step. All providers who have expressed their interest for an ad will receive automatic notifications of ad, for example, when deadline of submission is imminent, or when UNOPS provides clarifications or amendments to ad. Once you have expressed interest for an ad, you can consult it clicking on **Mis licitaciones** in left menu.

3.3   Consult details of ad connecting to system eSourcing

Once you have clicked on Expresar interés, button will indicate Visualize documents. Click on green button Visualizar documentos left to ad title that interests you. You will be, then, redirected from UNGM site to platform eSourcing of UNOPS.
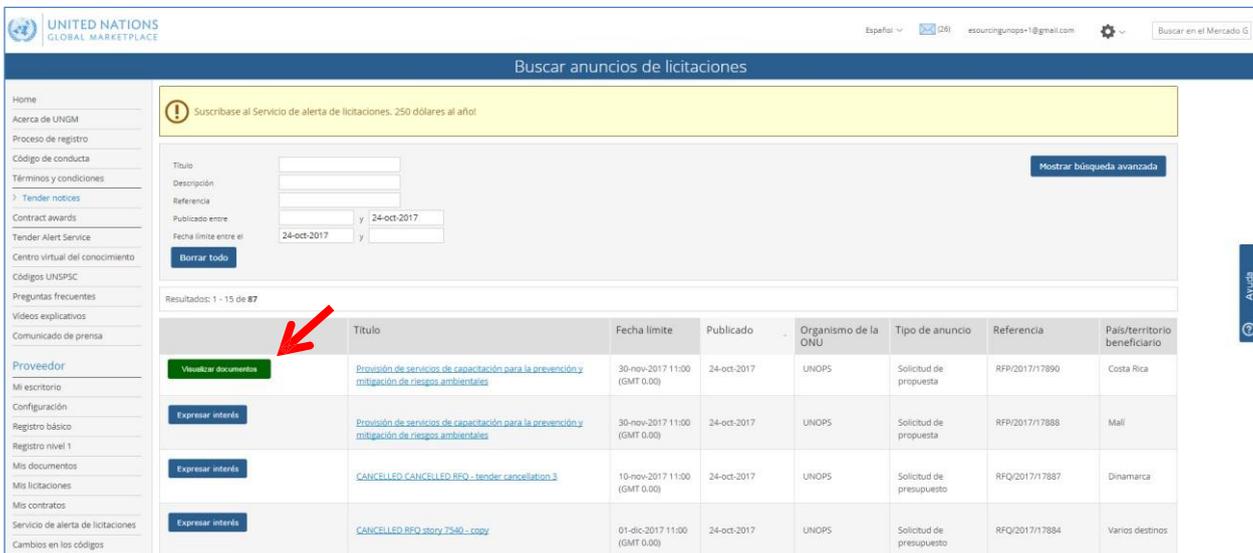
The next screen of system eSourcing of UNOPS will open. If screen does not appear, contact technical assistance service of UNOPS writing the next address: esourcing@unops.org

Insert your e-mail address and your password and make click in the button **Conectarse.** The e-mail address and the password are the same that you use to log in in your UNGM account. The UNOPS eSourcing System do not use a specific account (different) but the same in UNGM. All the account details (e-mail addresses, passwords, etc.) are managed directly in UNGM, according the stated in section 2 of this guide.

Remember that if you want to answer a published ad by other United Nations body, you cannot access to it through UNOPS eSourcing System. This guide only cover the acquisition operations related to UNOPS and made through UNOPS eSourcing System, and do not concern other acquisition electronic process systems used by other United Nations bodies. If you need help with the published ads by other United Nations bodies through other acquisition electronic process systems, contact the related body.

3.4 Be oriented in UNOPS eSourcing System

Once you log in, you can access to the interest ad on the UNOPS eSourcing System. A screen with the following information will appear. Next, you can see a description of key elements in the page.

Main elements oriented on UNOPS eSourcing System.

1	**Start**	A list of all the ads, which has expressed interest. Present a table that has the ad reference, title, publication date, answer status and ad status.
2	**Notifications**	Consult and search notifications sent by eSourcing System to the supplier e-mail addresses. In this Inbox, the supplier can find a notification when the ad publication is imminent, when UNOPS provide a clarification or amendment about an ad by which the supplier has expressed interest, when the limit date for the answer presentation is imminent, when UNOPS request an explanation during the evaluation process, etc.
3	**Help**	Here you can consult the user guides, FAQs, the help service contact details and other support resources.
4	**Language**	Select your preference language. When this guide is issued, the system is available in English, French and Spanish.
5	**E-mail address**	It is the address that supplier uses to connect to the UNOPS eSourcing system. Is the same address that the address used on the UNGM account. A supplier can add more than one address in UNGM and can have access to UNGM and to UNOPS eSourcing System with any of the addresses included on their UNGM profile. Also, it can **be offline** of the system by making click on the arrow.

6	**Actual time (UTC)**	Actual time expressed on the standard UTC. **UTC** refers to the coordinated universal time (*Coordinated Universal Time'* in English), a time standard frequently used in the entire world. UNOPS use the UTC standard for all its published ads on eSourcing system, to avoid all confusion that can emerge with the different time zones, since our offices and suppliers work in different parts around the world.
7	**Ad reference**	UNOPS ad reference. States the ad type, year and reference number, for example 'RFP/2016/296'.
8	**Countdown**	A countdown watch that states how much time is remaining until the limit date for the answers presentation.
9	**Ad title**	Ad Title
	Status of answer	Answer status. **Draft** (blue) or **Presented** (green).
	Ad information	Consult the ad details, divided on the following tabs. **General Information:** General information about the ad, as bidding method, requirement type, description, limit date for the answers presentations, the limit date to request explanations, contact person, etc. **Ad details:** More detailed information about the ad, as scope, bidding eligibility, information or explanation about previous meetings, validity period, type of agreement to be signed, etc. **Evaluation criteria:** criteria based on which answers will be evaluated. **Documents:** all the annex documents of the ad. Can be individually downloaded or all at the same time. Include PDF documents and other documents with editable form (Word, Excel) that suppliers can complete and present with their answer. **Revisions**: answers to the explanation requests and published amendments by UNOPS. **Request explanation:** screen where supplier can request explanations about the ad.
	Supplier confirmation	Screen where suppliers can inform UNOPS if they have or not the intention to present an ad answer.
	Supplier Answer	Fields that supplier should fill to present an answer. Can include the following tabs (it is possible that some do not appear, depending on the related ad): **Batches:** if the bidding ad provide the possibility to present offers per batches, a supplier can select here the batches for which want to present an answer. **Questionnaires:** information requested by UNOPS, as questionnaires online. **Required documents list:** Information requested by UNOPS, for which suppliers should upload documents. **Details of financial offer:** information about the price requested by UNOPS (total of financial offer, foreign currency)

		⬚ **Submit:** Screen where supplier can submit or remove answer.
	Clarifications during evaluation	Interchange between UNOPS and supplier during evaluation stage.

4. ANSWER TO AN UNOPS AD

4.1 Report to UNOPS your intention to submit an ad answer

UNOPS would like in advance if it has or not the intention to answer the ad, because this information results very useful to organize our acquisition process.

To provide this information, click on tab **Confirmación del proveedor**.

Click on one of two existing buttons:

- **YES, we have intention to submit an answer** (green button)
- **NO, we do not have intention of submitting an answer** (red button). If you select this last option, you will be asked to provide a reason.

Consider that you shall only click in YES or NO once. This confirmation is requested with informative purposes. You shall submit an answer, although you have initially selected NO.

4.2 Request a clarification of this ad

If you have questions on this ad, you can request clarifications to UNOPS.

You can submit a request of clarifications on ad, click on tab **Solicitar aclaración** (in tab **Información sobre el anuncio**) and then button **Solicitar aclaración**.

Insert questions and click on button **Enviar solicitud de aclaración**. No other supplier shall see requests of clarifications submitted here, only you can see them.

Consider that system will only allow you to clarify before deadline for clarifications. This date is stated in tab **Información general**.

When UNOPS answers to this clarification request, the answer will appear in tab **Revisiones**, in tab **Información sobre el anuncio**. All suppliers shall see answers of UNOPS to requests of clarifications but supplier identity will not be stated, who submitted request.

All suppliers interested of an ad will receive an automatic notification by e-mail once UNOPS publishes a clarification or an amendment on this ad.

4.3   Submit an answer to this ad

To reply to this ad, complete required fields in the following tabs (it is possible that some of these tabs do not appear, depending on specific ad):

- **Questionnaires:** Information requested by UNOPS, as questionnaires online
- **List of required documents:** Information required by UNOPS, for which suppliers shall upload documents
- **Details of financial offer:** Information on price requested by UNOPS (total financial offer, currency)

There three tabs appear in tab **Respuesta del proveedor**.

Once you have completed required information, the color of numbers in title of each tab will change and will go from red (**0/7**) to green (**7/7**).

4.3.1   Questionnaires

In the context of this ad, UNOPS shall require suppliers that provide information as questionnaires online.

Click on tab **Cuestionarios** to see questions or insert answers. When you have completed questionnaires, click on button **Guardar** in lower part of page. Consider that questions that have an asterisk (*) are mandatory.

4.3.2   List of required documents

In the context of this ad, UNOPS shall require suppliers to submit documents as part of their answer. This can include documents as financial statements of the company or specific forms. If it is required that suppliers upload specific forms (for example, Annex E: Submission Form), they shall download editable versions of forms in tab **Documentos**, in tab **Información sobre el anuncio**.

When you have completed documents, click on tab **Lista de documentos exigidos** to upload files to eSourcing system. You can upload files clicking on button **Choose files** or adding them directly on box or **draw them and release the files here**. Consider that, if necessary, it is possible to upload more than one document in each section of documents listing. In eSourcing system, files cannot exceed a maximum size of 20 MB (twenty megabytes).

If you have not uploaded any file yet in section of documents listing, the rectangle on the top of section and states the name of document will appear in orange color (if document is mandatory) or blue (if it optional). Once you have uploaded file, the rectangle will change to green color.

Consider that if ad is a call to proposals submission (RFP), the listing of documents will not include section that requests financial information / relative to price. In a calling to proposal submission, suppliers can submit financial information / relative to price only in section "Documents of financial offer" in tab **Detalles de la oferta financiera** (for more information, consult the following section of this guide).

4.3.3   Details of financial offer

In the context of an ad, UNOPS shall require suppliers to submit details financial offer of answer.

Click on tab **Detalles de la oferta financiera** and insert details of answer: total financial offer (mandatory field), currency (mandatory) and comments (optional).

When you have finished, click on button **Guardar** in lower part of page.

If the notice is a calling for proposal submission (RFP), there will be a section called **Documentos de oferta financiera**. You can upload required files clicking on button **Choose Files** or adding them directly on section **O arrastre y suelte los archivos aquí**.

4.3.4 Submit your answer

Be sure to complete all required information, proving that little numbers on right part of titles of tabs **Cuestionarios, Lista de documentos exigidos and Detalles de la oferta financiera** are in green color.

As follows, click on tab **Presentar**. Then, click on button **Presentar** to send answer to UNOPS.

Note: the system will not allow you to submit an answer if you have not completed all required information or if you have exceeded deadline for submitting answers, which is stated in tab **Información general** within tab **Información sobre el anuncio**. If you have not completed all information and/or once term has expired, button **Presentar** will not appear.
Therefore, be sure to prepare your answer with time and accuracy necessary and complete it progressively, adding answers to questionnaires and uploading files in list of required documents when these are ready. We recommend you to keep enough time to complete all necessary information. In system, it is possible to save a draft of answers in questionnaires, documents listing and details of financial offer. When answer is complete and prepared to be sent, you can click on **Presentar**.

When you have clicked on **Presentar,** the status of answer will change and will go from status of **Borrador** (blue) to status **Presentada** (green).

✉ You will receive automatic notification by e-mail when you have submitted answer.

4.3.5 Submit an answer to an ad with batches

If ad of bidding states you are invited to bidding for individual batches and every batch will be evaluated individually (you will find explanations in relation to tab **Información sobre el anuncio**), suppliers can submit answers for individual batches through special functionality available in eSourcing system.

If ad includes batches, between tab **Respuesta del proveedor** and click on **Lotes**. You shall see several lines that state batch number, description and column called "Respuesta del proveedor".

In column **Respuesta del proveedor,** the predetermined option for all batches will be 'Bid' (green color).

If you do not want to submit an offer for a specific batch, slide corresponding button to that batch to right until stated "No bid" (in red color). This way, not applicable fields will be erased not to be completed to submit your offer, i.e., tabs **Cuestionarios, Lista de documentos exigidos y Detalles de la oferta financiera** will be adjusted.

When you have decided for which batches you want to submit an offer, complete required information in tab **Respuesta del proveedor and submit** your answer, in accordance to instructions stated in section 4.3 of this guide. Consider that, if you have selected option "Bid" for more than one batch, you shall not send your answer until you have completed all required information for all batches you are interested of.

4.4 Submit an alternative offer to an ad

The system allows you to submit alternative offers if ad allows it, according to what set forth in tab **Detalles del anuncio** in tab **Información sobre el anuncio**. Consider you shall submit alternative offers only before deadline for submitting answers specified in tab **Información general** within tab **Información sobre el anuncio.**

When you have submitted an ad answer and status of answer is Submitted (in green), you shall submit an alternative offer if ad states that alternative offers will be accepted.

Click in icon [home icon] to go to **Homepage** of ad and click on button **Presentar una oferta alternativa**.

A new answer **Draft** will be created. Complete required information in tab **Respuesta del proveedor** and **submit** your answer, in accordance to instructions stated in section 4.3 of this guide.

When you have submitted alternative offer, you shall visualize both Original Answer and Alternative Offer submitted.

4.5   See, modify and remove an answer from an ad

Once you have sent an answer to an ad, you can execute the following actions: see, modify and remove answers. Consider you can modify and remove answers only before deadline for submitting answers specified in tab **Información general** within the tab **Información sobre el anuncio**.

4.5.1   See and consult answers

Once you are interested on an UNGM ad, you shall access to ad details and answer in two ways:
- Option 1 – through UNGM
- Option 2 – directly through eSourcing system of UNOPS

Option 1 – through UNGM

Access to www.ungm.org and log in with user name and password.

Go to **Mis licitaciones** in left menu and click on **Visualizar documentos** next to title of ad you want to consult.
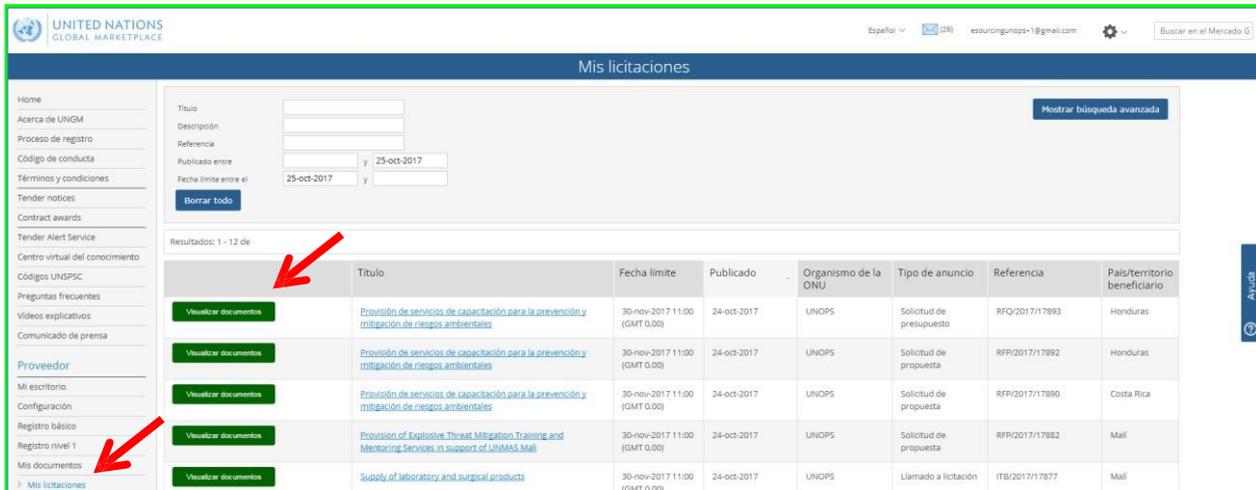
You will be, then, automatically redirected from UNGM site to eSourcing platform of UNOPS.

Consider that if you have not logged in in eSourcing system, you will be asked to log in using account data UNGM (e-mail address and password). Consult section 3.3 of this guide for more information.

Option 2 – directly through eSourcing system of UNOPS

Access to https://esourcing.unops.org/ and log in with your UNGM account data.

Click on button **Inicio**.
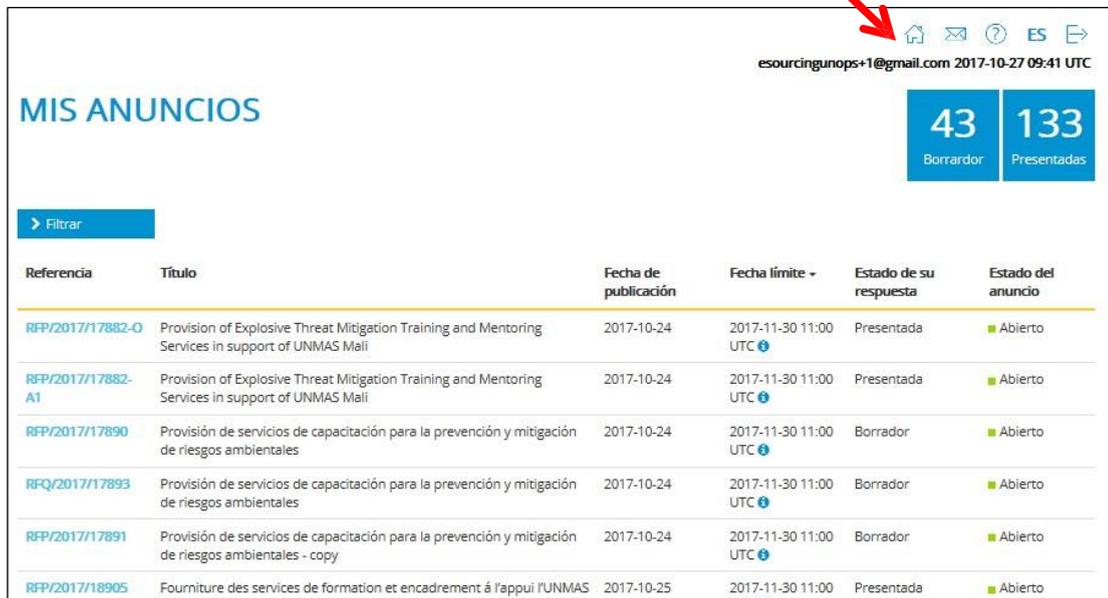
A list of all ads you are interested of will appear, which includes the following details:

- **Reference:** ad reference number. To consult ad you are interested of, click on link contained in reference.
- **Title:** title of ad
- **Publication date:** publication date of ad by UNOPS

- **Deadline:** deadline after which suppliers cannot reply to ad, expressed in UTC standard.
- **Status of answer.** There are two possible status for the answer:
    - <u>Draft</u> (blue color): when supplier has not submitted his answer yet
    - <u>Submitted</u> (green color): when supplier has submitted his answer
- **Status of ad.** There are four possible status for an ad:
    - <u>Opened</u> (green color): before deadline for submitting answers
    - <u>Evaluation</u> (orange color): after deadline, when UNOPS has started evaluation of received answers. He cannot submit his answer when ad is in Evaluation status.
    - <u>Finished</u> (blue color): when UNOPS has finished evaluation and has determined results.
    - <u>Cancelled</u> (gray color): when bidding has been cancelled by UNOPS.

You can also filter results clicking on section **Criterios de búsqueda**.

You can order ads according to reference number, title, publication date and deadline, clicking on title of column.

4.5.2   Modify an answer to an ad

The system does not allow to modify answer already submitted. To modify your answer, you shall remove it first (see the following section of this guide). When you remove answer, the status will go from **Presentada** (green color) to **Borrador** (blue color) and you shall modify content.

When you have finished modifications, remember to go back to submit answer (see section 4.3 of this guide). Suppliers shall submit their answers before deadline for submitting answers specified in tab **Información general** within the tab **Información sobre el anuncio**.

✉   You will receive an automatic notification by e-mail when you have submitted your answer.

4.5.3   Remove answer

You can modify your answer you have already submitted, any time before deadline for submitting answers. Select the ad for which you have submitted the answer you want to remove.

On tab **Respuesta del proveedor**, please go to tab **Presentar** and click on **Retirar oferta presentada.**

Status will go from **Presentada** (green color) to **Borrador** (blue color).

If you have submitted alternative offers for this notice, you can also remove them. Similarly, you can remove original answer. Consider that if you remove original answer, all alternative offers will be automatically removed.

5. REPLY TO REQUESTS TO CLARIFICATIONS OF UNOPS DURING EVALUATION

When there is an answer to this ad, it is possible that UNOPS requests clarifications on answer. UNOPS will request clarifications after deadline for submission of answers, this is, during the evaluation stage of answers.

You will receive an automatic notification by e-mail if UNOPS requires clarifications of its part during evaluation. You are required to answer clarification requests of UNOPS as soon as possible.

5.1 Consult clarifications during evaluation

Access the ad clicking on direct link included in <u>clarification request e-mail</u> you have received, or go to tab **Aclaraciones durante evaluación** of related ad..

5.2 Reply to a clarifications request

In tab **Aclaraciones durante evaluación**, click on **Responder**.

A text square will appear, in which you will have to write an answer. If UNOPS requires it, you can also upload document clicking on button **Choose files**. Click on button **Presentar** when you have finished.

6. CONSULT STATUS AND RESULT OF ADS

6.1 Consult status of ad

If you want to consult status of an ad of eSourcing system by which you have previously expressed interest, go to https://esourcing.unops.org/, log in with your account data UNGM and click on button **Ver mis operaciones**. If you are logged in, go to section **Mis anuncios**.

The status of ad appears in right column of box. There are four possible status:

- o <u>Opened</u> (green color): before deadline for submitting answers
- o <u>Evaluation</u> (orange color): after deadline, when UNOPS has started evaluation of received answers. There is no submission of answer when ad is in **Evaluation** status.
- o <u>Finished</u> (blue color): when UNOPS has finished evaluation and has determined results. If agreements have been allocated as a result of this ad, the button Finished will contain a link to the page "Allocation of agreements" in UNGM (see section 6.2 for more information).
- o <u>Cancelled</u> (gray color): when bidding has been cancelled by UNOPS.

If you have submitted an answer to an ad through eSourcing system, you will receive an automatic notification by e-mail when UNOPS has finished the evaluation of answers. This e-mail will inform you the result of process: if it has been included in a short list (if it is about an identification process of suppliers: EOI or PQ) or if an agreement has been allocated (if it is about a bidding process: RFQ, ITB, RFP). These automatic e-mails will also provide contact details of employee of UNOPS responsible of related process, in case there is no more information needed. If agreements have been allocated as a result of an ad, the electronic ad of notification will equally include a link to page "Allocations of agreements" in UNGM (see section 6.2 for more information). If bidding has been cancelled and is important, you will receive an automatic notification by e-mail.

6.2 Consult allocations of agreements

If UNOPS has finished the evaluation of an ad and agreements have been allocated as a result of this ad, it will publicly publish details of page **Adjudicaciones de contratos** of UNGM.

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

Search for allocated agreement that interests you, using: title, description, reference number, supplier or allocation date. You can also use additional search criteria (Body of United Nations, country/territory, or codes UNSPSC) clicking in button **Mostrar búsqueda avanzada**.

Note: If you know eSourcing reference of ad (for example, RFP/2016/124), you can insert it in reference field in page on Allocations of agreements in UNGM. The eSourcing reference number and reference number of allocation are identical, to result easily link ads and agreements.

When there is an agreement allocation that interests you, click on link contained in title. A new window will open, in which the following details will appear, distributed in four tabs:

- General: provides general information on allocation (title, body of United Nations, reference, allocation date, value of agreement, value of agreement in USD, description) and beneficiary countries related to allocated agreement.
- Supplier: name of selected supplier. Note: in case of exceptional circumstances, UNOPS can decide not revealing the name of supplier for safety reasons.
  - Contacts: details of contact of employee of UNOPS in charged on agreement.
- UNSPSC Codes: codes of categories related to agreement.

7. CONTACTS AND RESOURCES

7.1 UNGM

For more information, please visit Website www.ungm.org

If you need help with registration process in UNGM:

- Use function **Ayuda** available in Website

- Consult section of FAQs of Website

7.2 eSourcing of UNOPS

For more general information on UNOPS, please visit Website www.unops.org

For more general information on acquisitions in UNOPS, please visit
https://www.unops.org/espanol/Opportunities/suppliers/Paginas/default.aspx

If you need help with system eSourcing of UNOPS:

- Use function **Ayuda** available in left upper corner of Website. You can also access to this function directly on the next link: https://esourcing.unops.org/#/Help/Guides

- Consult **Guides**, **Videos** and section of FAQ available in function **Ayuda**.

Contact with assistance service of UNOPS: esourcing@unops.org. State user name UNGM, registration number UNGM and reference number of notice (i.e. RFP/2016/296).

8. GLOSSARY

In this glossary, you will find key terms used in this guide.

EOI	A request of interest expression (EOI) is an identification method of suppliers, in which an ad is published to identify suppliers who want to participate in a future bidding process. The information provided by interested suppliers is evaluated and suppliers are considered for inclusion in a short listing of companies that can be invited to submit detailed offers/proposals.
ITB	A calling to bidding (ITB) is a formal bidding method in which potential suppliers are inviting to submit an offer for supply of goods or services. It is normally used when requirements are specified and quantified clearly and completely. The evaluation methodology is applied according to which supplier agreement is allocated whose offer substantially fulfill with requirements and offers a lower price for UNOPS.
PQ	Prequalification (PQ) is a formal method of evaluating suppliers with arrangement for predetermined criteria included in an invitation for prequalification. Only suppliers who fulfill stated criteria will be invited to submit detailed offers/proposals.
RFI	The request of information (RFI) is an instrument to carry out a market study in order to get information used to identify available solutions or possible solutions to meet specific identified needs.
RFP	A calling of submission of proposals (RFP) is a formal bidding method in which potential suppliers shall submit an offer for supply of goods or services, based on specifications, description of works or reference terms included in bidding documents. It is normally used when requirements are complex or cannot be specified clearly or completely, and if necessary carry out detailed technical evaluations and/or when price or cost does not constitute the single basis for allocation. In a calling to proposals submission, suppliers shall deliver their technical and financial proposals sealed separately (system of "two folders"). Methodology of known evaluation is applicable as accumulative analysis, which combines an analysis of technical and financial proposals.
RFQ	A request of quote (RFQ) is an informal method of bidding, in which suppliers shall submit a quote for supply of goods or services. It is normally used for standard products and easily accessible, when acquisition value is lower than stated threshold for formal methods of bidding. Methodology of evaluation is applicable according to which supplier agreement is allocated, which has the lowest offer, technically in conformance.
Ad	For the purposes of this guide, the term ad refers to any of the following acquisition methods: request of quote (RFQ), calling of bidding (ITB), calling to proposal submission (RFP), request of information (RFI), request of interest expression (EOI) and prequalification (PQ).

UNGM	UNGM is the common site of acquisitions of system of bodies of United Nations.
UNOPS	The office of United Nations of Services for Projects (UNOPS) is an operational body of United Nations that supports associates in the execution of humanitarian, development and consolidation of peace projects all over the world.
UNSPSC	United Nations Standard Products and Services Code – UNSPSC in a global system and multisectoral of coding that classifies goods and services in order to ease analyses of expenses in relation to acquisitions and optimize acquisition processes.

9. MAIN RECOMMENDATIONS FOR SUPPLIERS ABOUT UNOPS eSOURCING SYSTEM

Read out next main recommendations for suppliers in relation to the use of eSourcing system of UNOPS.

1	**Register as UNOPS supplier in UNGM**	This step is important, since it should be registered as **UNOPS supplier** in UNGM to answer the published ads through UNOPS eSourcing System. If it is already registered, prove that **UNOPS** is in your UNGM profile, on United Nations bodies. Consult section 2 of this guide for more information.
2	**Express interest of an ad**	After **searching for** interest susceptible ads, remember to click on the button **Expresar Interés** in UNGM. All suppliers have expressed interest for an ad and they will receive automatic notifications about the ad, for example when the presentation limit date is imminent or when UNOPS provide clarifications or amendments to the ad. Consult section 3.1 and section 3.2 of this guide for more information.
3	**Consult the ad details, especially the limit date**	Remember to check all ad details before answering. If you want to answer the ad, you should do it before the limit date for the answers presentation. The **limit date** is stated on the **Información general** tab of the ad.
4	**Inform UNOPS if they have the intention or not to present the answer**	UNOPS would like to know in advance if they have or not the intention to answer the ad, since this information is useful to organize our acquisition process. You can confirm their intention on the **Supplier Confirmation** tab. Consult section 4.1 of this guide for more information.
5	**Ask for explanations about the ads if you have any question**	If you have questions about an ad you can ask for explanations to UNOPS. You should do it before the **explanations limit date,** stated on the **Información general** tab of the ad. Consult section 4.2 of this guide for more information.
6	**Save your answer as draft and do not wait until the last minute**	You can save information gradually while filling out the required fields (for example, answering **Questionnaires** online or charging documents on the **demanded documents list**) and save their answer as a **Draft.** Do not wait until the last minute to fill out your answer, since you cannot present it after the **limit date.** When you have completed all the information, make click on **Presentar** button. Consult section 4.3 of this guide for more information.

7	**Answer as soon as possible to requests of clarifications sent by UNOPS during evaluation**	After deadline for submission of answers, during evaluation process, it is possible that UNOPS requests clarifications. Reply as soon as possible to requests of **clarifications during evaluation.** Consult section 5 of this guide for more information.