

Dear Supplier,

The United Nations Secretariat (UN) is consolidating sourcing activities into the SAP Ariba e-Sourcing Platform (Ariba). Since 1 July 2021, the UN began to increase the number of solicitation events being performed in Ariba with the plan to initiate all UN Procurement Division solicitations through Ariba from September 2021. The solution is used for sourcing goods and services and for managing the tendering process, including bidder communications and bid/tender receipts in one easily accessible cloud-based tool. The transition to electronic sourcing reduces paper-based, manual processes, provides a more effective flow of information between the UN and its suppliers and is a vital step to increasing efficiency and expediency in the procurement process.

Ariba solely utilises the supplier contact information that is in the United Nations Global Marketplace (UNGM) as the source of vendors and vendor contacts. To ensure a smooth transition and avoid any missed opportunities, you are strongly encouraged to review and update your contact information in UNGM (How to manage the contact details in the UNGM account?' <https://help.ungm.org/hc/en-us/articles/360012815220-How-to-manage-the-contact-details-in-the-UNGM-account>). This is critical to ensure your company and nominated contacts are invited to events in which you have expressed an interest. For any queries regarding UNGM registration/updates please submit your queries to the Help Center contact form: <https://help.ungm.org/hc/en-us/requests/new>.

If your company is included in a solicitation conducted in Ariba, your contact focal points nominated in UNGM will receive an email invite with details regarding logging into the Ariba Network, where your company will be able to access the supplier dashboard and be able to review and respond to the specific solicitation within the set timeframe. Your bid can be edited up to the closing date and time of the bid, and the last recorded submission by your company will be considered as final. The system will not allow late responses.

To see detailed steps on updating your Ariba Network account and using the Ariba Network, please refer to the attached “E-Tendering Information Pack” and watch the video. In case you are unable to log into Ariba or have further questions, please email [aribae-tendering@un.org](mailto:aribae-tendering@un.org).

We hope you find this guidance useful and we look forward to working with you.

Thank you.

1. A [link to the video](#) for guiding suppliers
2. E-Tendering Information Pack – [attached](#)



# INTRODUCING THE E-TENDERING SOLUTION

A NEW ERA IN UN PROCUREMENT

PAPERLESS • EFFICIENT • SIMPLE • QUICK



# E-TENDERING

## Information Pack for *Suppliers*

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# 1.INTRODUCTION

The United Nations Secretariat (UN) is moving to an e-sourcing platform using SAP Ariba. This will change current process for submitting a bid/proposal to the UN and everything will be done electronically via the Ariba Network.

Refer to the Figure 1 below to see the high-level process flow for bidding for the United Nations solicitations using Ariba Network. In order to have the most updated information in Ariba Network, suppliers are requested to please keep their UNGM account up to date.

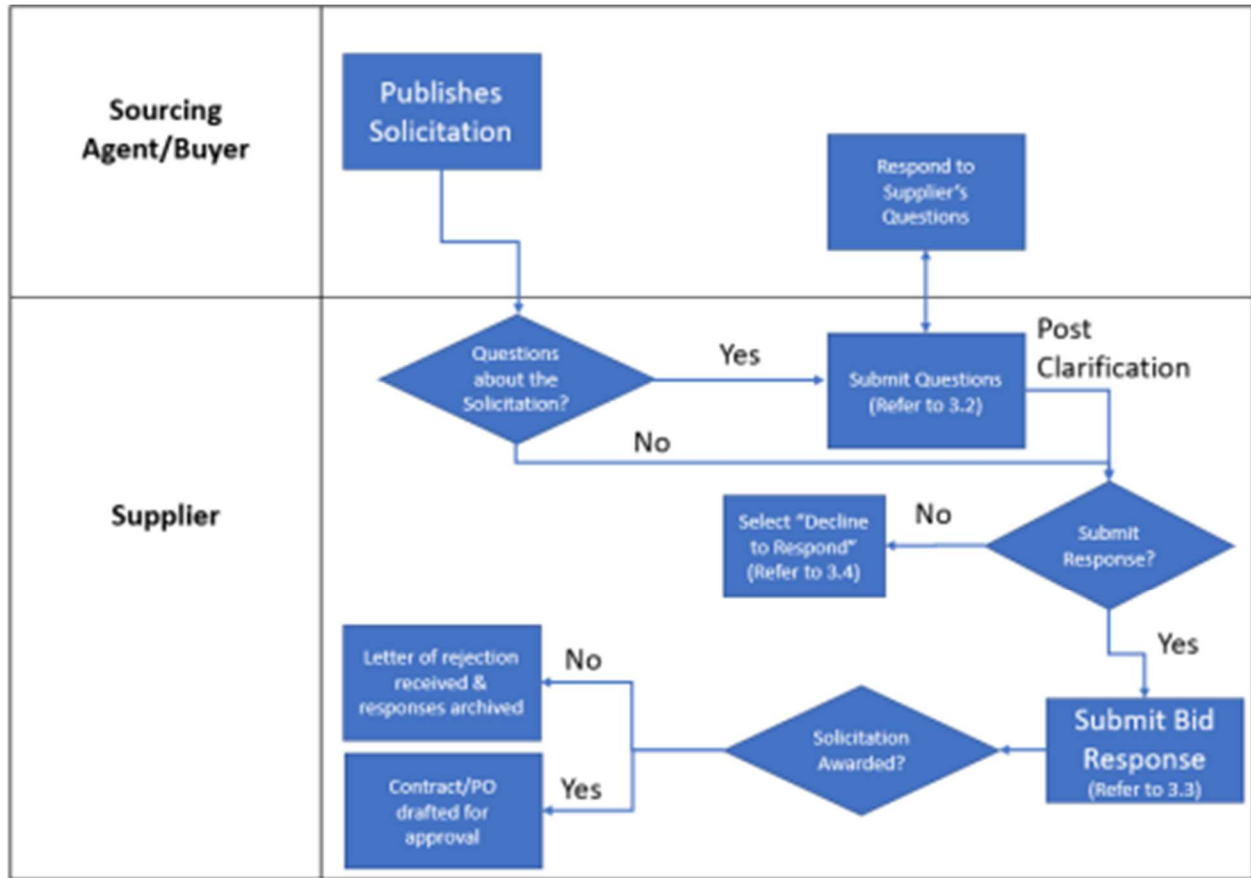


Figure 1: Process Flow

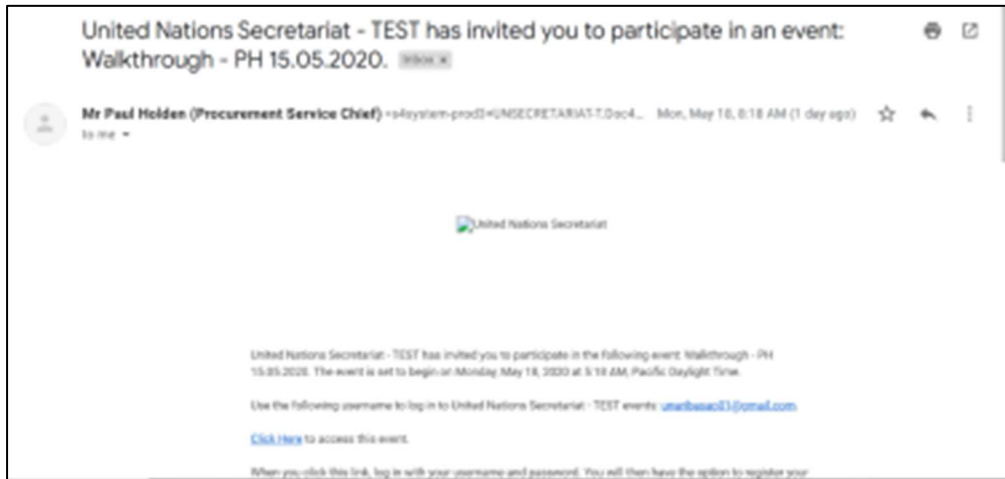
Request for Expression Of Interest (REOI) are posted on the PD (<https://www.un.org/Depts/ptd/eoi>) and UNGM (<https://www.ungm.org/Public/Notice>) websites. The suppliers are encouraged to register themselves in UN Global Marketplace and information on the registration process can be found at <https://help.ungm.org/hc/en-us/articles/360012810860-How-to-register-as-a-supplier-on-UNGM>. Suppliers who have responded to REOIs and are registered in the UN Global Marketplace ([www.ungm.org](http://www.ungm.org)) will receive instructions as described in 2.1 below to access the "Ariba Network" and participate in UN solicitations (RFxs).

## 2. GETTING STARTED WITH ARIBA NETWORK

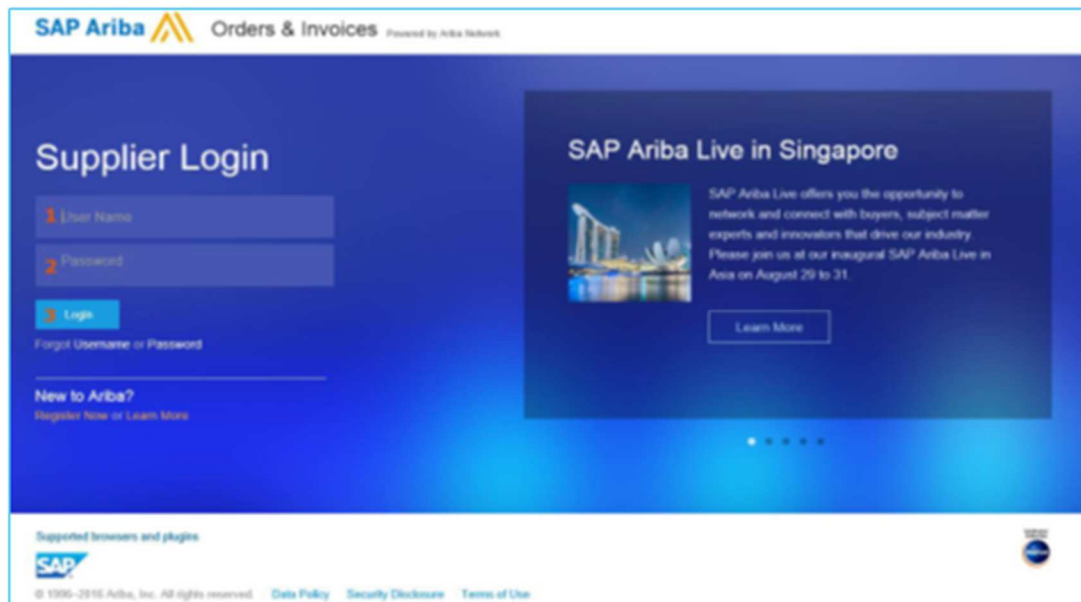
This quick-start guide will help you set up your Ariba Network account so you can access E-Sourcing Platform and participate in United Nations Solicitations.

### 2.1 LOGGING IN

1. Once you have been shortlisted for a solicitation, you will receive an email notification that you have been invited to participate in an event. Click on the link in the email. You will receive a notification like below:



Alternatively, navigate directly to [supplier.ariba.com](http://supplier.ariba.com)



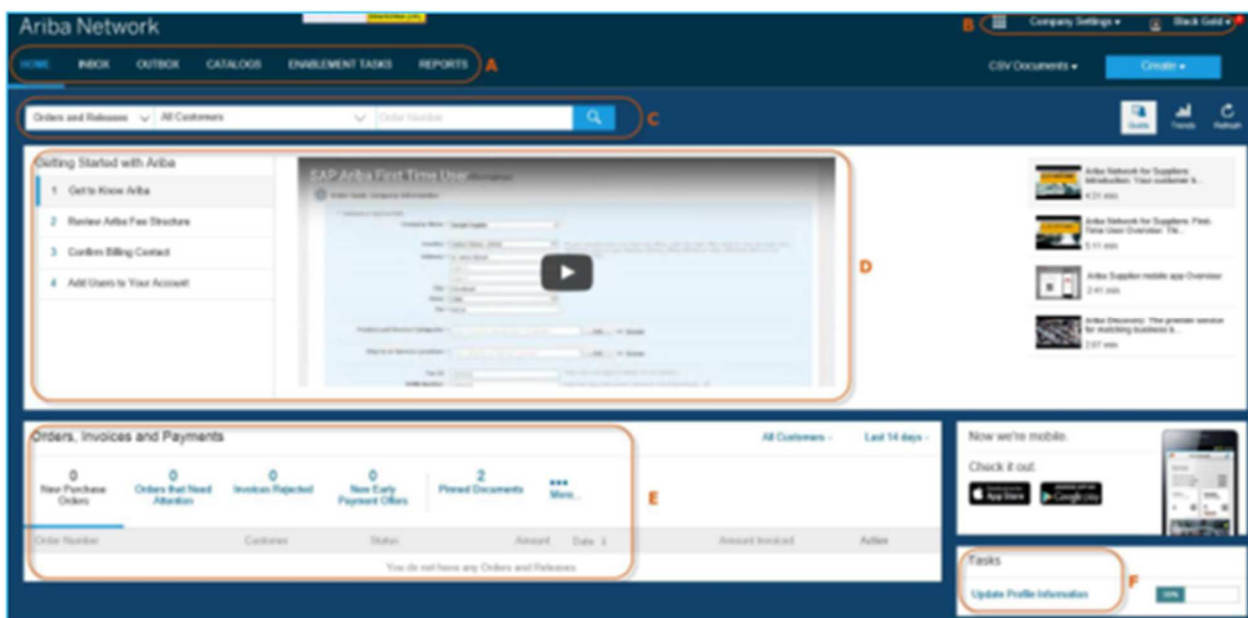
2. Create **UserName** and **Password** if this is your first login or enter **Username** and **Password** as created, if your company already uses Ariba Network.
3. Click **Login**.

## 2.2 NAVIGATING THE HOME PAGE

Once logged in, you will be directed to the home page. From here you will have access to training guides and the tools you will need to begin transacting electronically.

### Home Page Major Sections:

- A. Main navigation** – Easily navigate between tools within Ariba Network.
- B. Company information and settings** – Quickly view your account information and settings.
- C. Search box** – Search for documents directly from your home page.
- D. User guides** – Get helpful guides on how to use Ariba Network to its fullest potential.
- E. Order, invoice, and payment notifications** – Quick overview of order, invoice, and payment status. *This is not relevant for the United Nations*
- F. Tasks** – View any pending tasks to make sure your account is complete.



## 2.3 MAIN NAVIGATION



From the main navigation, the following will be used by the United Nations:

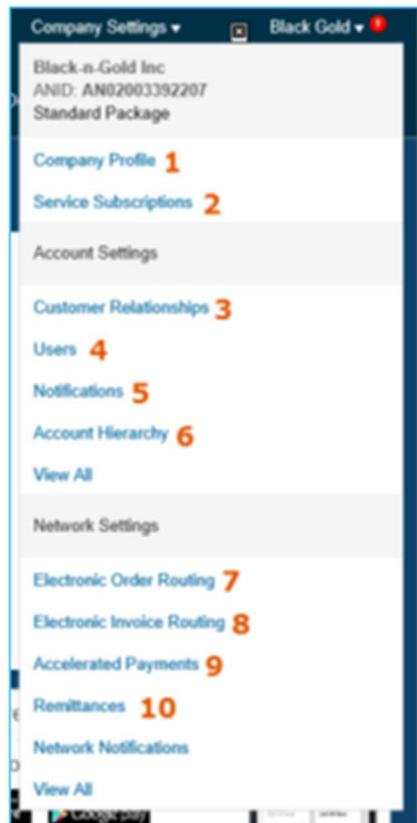
- 1. Home** – This is how you will navigate back to the home page.
- 2. Inbox** – This is where you will find incoming notifications, orders, and releases. You will be able to create invoices, ship notices, order confirmations, and much more from this tab. **However, only incoming messages are relevant for the United Nations solicitations at this time.**
- 3. Outbox** – This is where you can find your outgoing invoices, order confirmations, and ship notices. You will be able to create credit memos and non-PO invoices and view their status from this tab. **However, only outgoing messages are relevant for the United Nations solicitations at this time.**

From the main navigation, note that the following will **not** be used by the United Nations at the moment:

- 4. Catalogs** – This is where you will be able to create, view, and edit your standard or PunchOut catalogs. *This is not relevant for the United Nations at the moment.*
- 5. Enablement Tasks** – This is where you will be able to view and complete any pending enablement tasks your customer has set for you. *This is not relevant for the United Nations at the moment.*
- 6. Reports** – This is where you will be able to create and view reports on your account usage, such as POs and invoices sent through the network. *This is not relevant for the United Nations at the moment.*

## 2.4 COMPANY SETTINGS MENU

Click on Company Settings on the top right-hand corner:



From Company Settings, the following may be relevant for the United Nations but are not mandatory:

**1. Company Profile** – This is where you can fill out or edit your company profile information (address, product and service categories, tax info, certifications, and more). However, **please note that this is not mandatory for the United Nations however, as your UNGM details should be kept up to date instead as your company information from UNGM will be used.**

**2. Service Subscriptions** – This is where you can review and upgrade your current subscription packages as well as billing and payment information. *This is not mandatory for the United Nations as there is no charge for using the Ariba Network.*

**3. Customer Relationships** – This is where you can view current relationships and approve or reject potential relationships as well as set your relationship acceptance rules. *This is not mandatory for the United Nations.*

**4. Users** – This is where you can create and modify users and user roles. **This is only for administrator roles but is not relevant for the United Nations.** In case users must be modified/changed/added, please go to <https://help.ungm.org/hc/en-us/articles/360012815220-How-to-manage-the-contact-details-in-the-UNGM-account>.

**5. Notifications** – This is where you can edit your notification settings for each solution.

**6. Account Hierarchy** – If you have multiple Ariba Network accounts, this is where you can set the parent-child hierarchy. *This is not mandatory for the United Nations at the moment.*

From Company Settings, the following are **not** relevant for the United Nations at this time:

**7. Electronic Order Routing** – This is where you can set or edit your order routing options for different document types. *This is not relevant for the United Nations at the moment.*

**8. Electronic Invoice Routing** – This is where you can set or edit your invoice routing options for different document types. *This is not relevant for the United Nations at the moment.*

**9. Accelerated Payments** – This is where you can view and edit early payment terms and notification settings. *This is not relevant for the United Nations at the moment.*

**10. Remittances** – This is where you can create, view, and edit remittances as well as create acceptance rules and set notifications. *This is not relevant for the United Nations at the moment.*

**11. Network Notifications** – This is where you can set your preferences about notifications related to electronic order routing, catalog subscriptions, service sheets, electronic invoice routing, accelerated payments, and settlement. *This is not relevant for the United Nations. at the moment.*

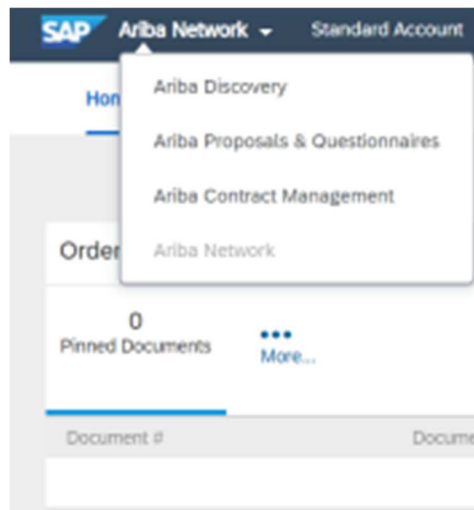
## 3.RESPONDING TO BIDS

Once you have logged in and your account is set up, you are now ready to participate in UN Solicitations.

### 3.1 NAVIGATING TO PROPOSALS

1. On the top left corner of your Ariba Network screen, click on “Ariba Proposals & Questionnaires”





2. Under the events section, click on the project title under the “status: pending selection”

UNITED NATIONS SECRETARIAT - TEST

Welcome to the Ariba Spend Management site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

**Events**

Title	ID	End Time	Event Type
▶ Status: Completed (7)			
▼ Status: Pending Selection (21)			
UNHQ-BOU-1	Doc36591129	4/25/2020 11:55 AM	RFP
UNHQ-ST IRS2	Doc3648542	4/25/2020 5:55 PM	RFP
Testing phase 3	Doc36487348	4/25/2020 5:52 PM	RFP
UNHQ-ST ISR	Doc34908396	4/25/2020 5:28 PM	RFP
Test SAP Ariba Review	Doc36378900	4/25/2020 3:56 PM	RFP
Test Message Board	Doc36378958	4/25/2020 3:50 PM	RFP
Supply of Modular Kitchens	Doc35928733	4/25/2020 3:10 PM	RFP

3. You can also see projects under the “status: completed” to see past submissions. 3.2

## SUBMITTING QUESTIONS ON RFXS

This section indicates how you can communicate your questions about the RFX to the United Nations, for further clarification.

1. Once inside the project, click on the “Event messages” link on the top left corner.

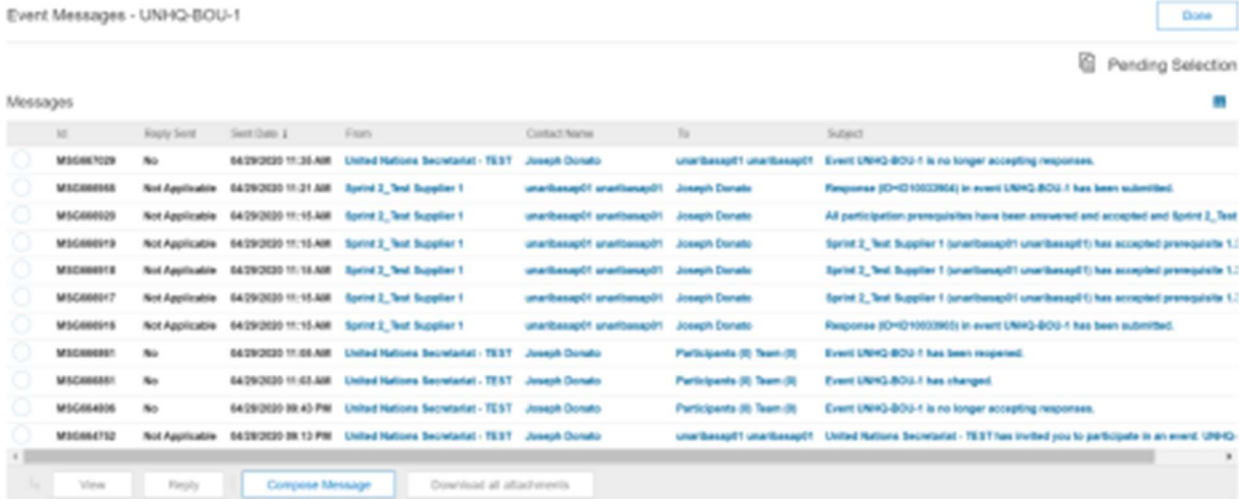
## Event Details

[Event Messages](#)

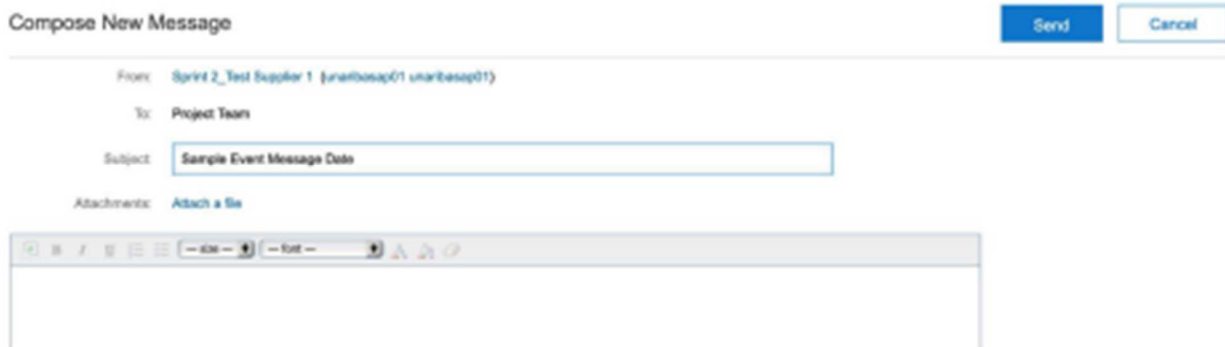
[Download Tutorials](#)

[Response Team](#)

2. Click on “compose message” on the bottom of the screen



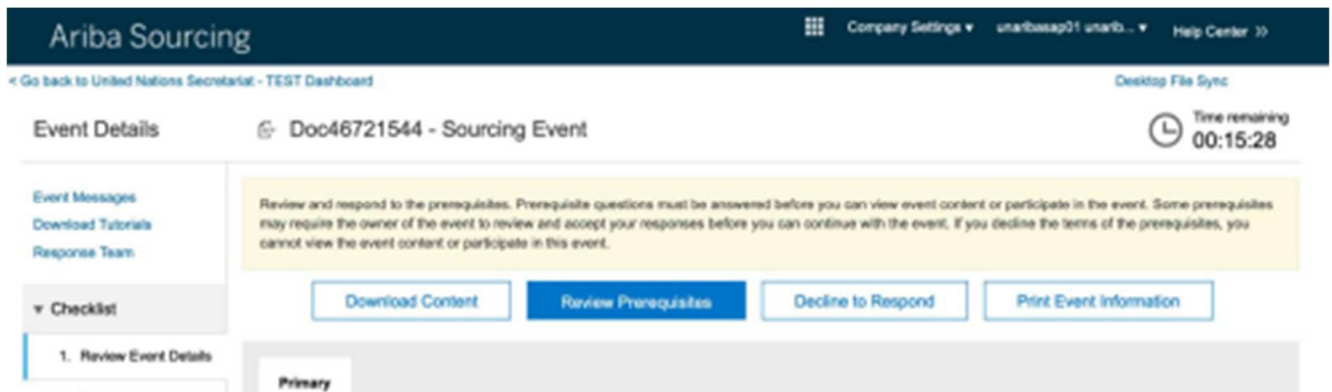
3. Enter subject and content of your message. Attach any files you think might be relevant to support your question(s) and then click “send”. Please use this space only to request for clarifications regarding RFXs.



4. In the same space “Event Messages”, you will receive responses to your request for clarifications. Click “Done” to return to project.

### 3.3 SUBMITTING RESPONSES

1. Once inside the project, click on "Review Prerequisites". This step is for you to review and answer specific questions prior to participating in the bidding process.



Answer the prerequisite questions by using the drop-down list, text or numeric inputs. Note that questions with an asterisk are mandatory to be answered:

2. Observe the “time remaining” on the top right corner.

Note: You will be able to edit your bid responses till the closing date and time (**New York time**).

If the time for responding to the RFX has expired, then you will not be able to submit your responses. You will only be able to see “Download content” and “print event information” options on top and the timer will disappear as shown below.

Ariba Sourcing

Company Settings | unarib... | Help Center

Go back to United Nations Secretariat - TEST Dashboard | Desktop File Sync

Event Details | Doc46721544 - Sourcing Event | Pending Selection

Event Messages | Download Tutorials | Response Team

Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots
4. Submit Response

Event Contents

All Content

1 Introduction

2 Annexes

Download Content | Print Event Information

Primary

Introduction (Section 1 of 5) Next

Name 1

1 Introduction

1.1 Instructions

1.1.1 General Less

1. The UN solicits Proposals in response to this RFP. Proposers must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the provisions stipulated in this RFP will be accepted unless approved in writing by the UN. However, whilst fully complying with the RFP requirements, Proposers are encouraged to provide any suggestions and solutions that may achieve a more cost-effective and value-for-money approach to fulfilling the requirements of this RFP. Submission of a Proposal shall be deemed to constitute an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and unless specified otherwise, the Proposer has read, understood and agreed to all the instructions provided in this RFP.

2. This RFP does not commit the UN to award a Contract or to issue a Purchase Order. Any Proposal submitted will be regarded as a proposal by the Proposer and not as an acceptance by the Proposer of any proposal by the UN.

3. The Proposer shall bear any and all costs and expenses related to the preparation and/or submission of a Proposal, regardless of whether its Proposal is accepted or not.

Next Section: Annexes

3. After clicking on "Review Prerequisites", click on "Okay" twice

Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots
4. Submit Response

To continue with this event, complete the prerequisites below. Some of the prerequisites might be access gate questions that you must answer before you can see the event information. Other prerequisites might serve as a participation gate that restricts you from submitting your response unless you have responded to them.

Primary

Prerequisites

Name 1

1 Introduction

1.1 Instructions

1.1.1 General Less

1. The UN solicits Proposals in response to this RFP. Proposers must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the provisions stipulated in this RFP will be accepted unless approved in writing by the UN. However, whilst fully complying with the RFP requirements, Proposers are encouraged to provide any suggestions and solutions that may achieve a more cost-effective and value-for-money approach to fulfilling the requirements of this RFP. Submission of a Proposal shall be deemed to constitute an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and unless specified otherwise, the Proposer has read, understood and agreed to all the instructions provided in this RFP.

2. This RFP does not commit the UN to award a Contract or to issue a Purchase Order. Any Proposal submitted will be regarded as a proposal by the Proposer and not as an acceptance by the Proposer of any proposal by the UN.

3. The Proposer shall bear any and all costs and expenses related to the preparation and/or submission of a Proposal, regardless of whether its Proposal is accepted or not.

(\*) indicates a required field

OK | Cancel

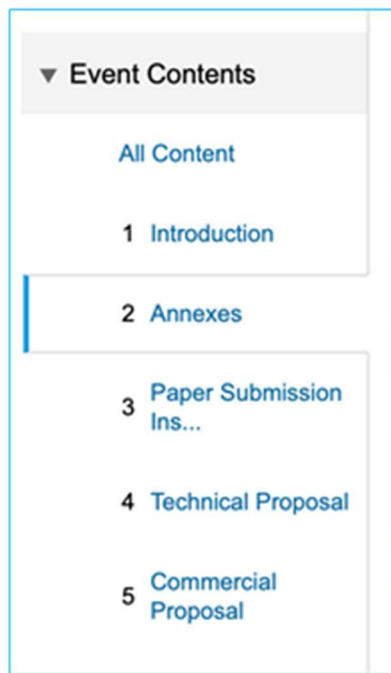
4. Scroll through the entire sourcing event content and respond to all questions in each section.  
 Note: While some questions may require Yes/No responses from suppliers, others may require attachments, text or numeric inputs as shown in the screenshots below.

All Content					
Name ↑	Item Description	Quantity Needed	Price	Quantity	Discount Amount
above?	Yes				
<b>2 Annexes</b>					
<b>2.1 Acknowledgement Letter</b>					
2.1.1 Do you agree to participate?	* Unspecified				
<b>2.2 SOW</b>					
2.2.1 Please find SOW attached here <a href="#">References</a>					
<b>2.3 UN Entities Form</b>					
(*) indicates a required field					

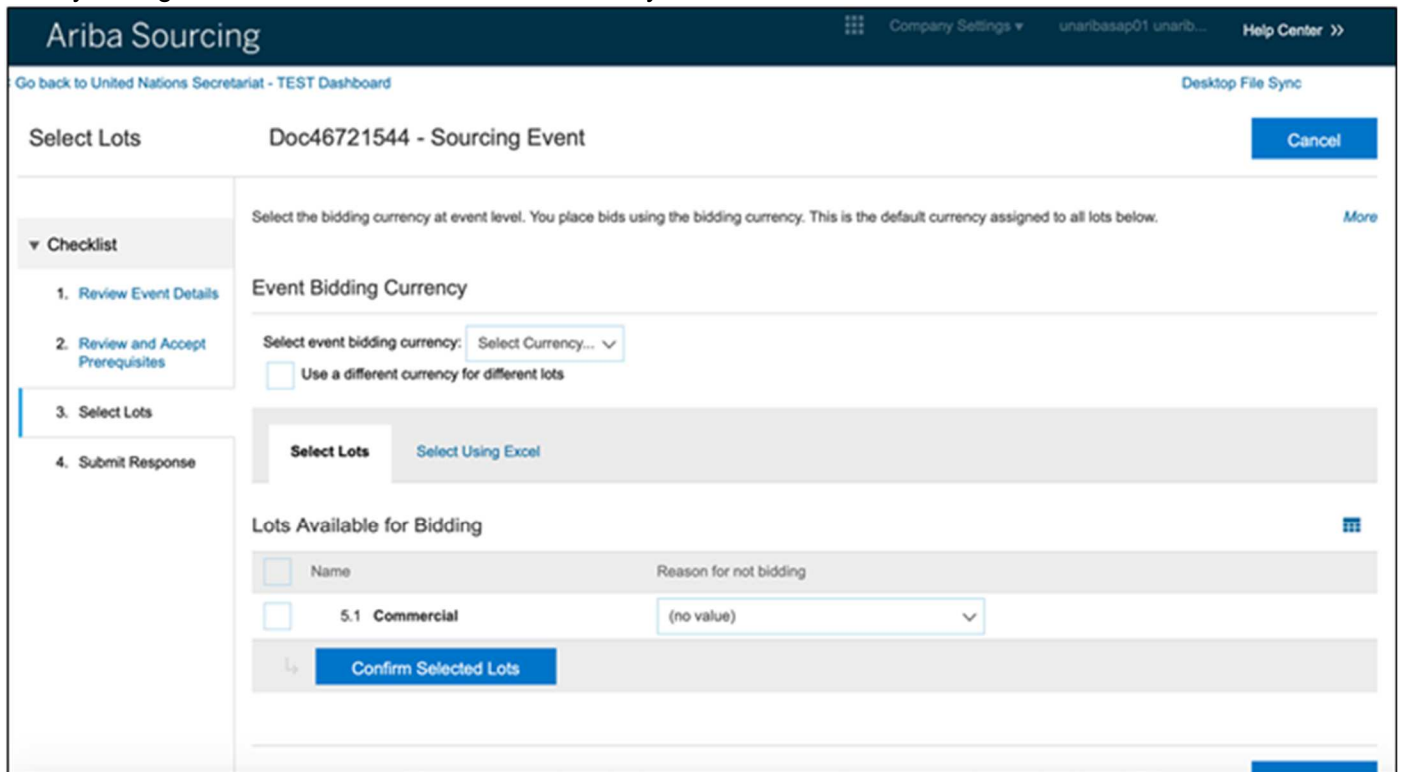
All Content					
Name ↑	Item Description	Quantity Needed	Price	Quantity	Discount Amount
2.3.1 Please find the UN Entities Form attached <a href="#">References</a>					
<b>2.4 Bid Bond Form</b>					
2.4.1 Download attached Bid Bond Form and provide a signed copy below <a href="#">References</a>	* Attach a file				
<b>2.5 Performance Security Form</b>					
2.5.1 Download attached Bid Bond Form and provide a signed copy below <a href="#">References</a>	* Attach a file				
<b>3 Paper Submission Instructions</b>	<a href="#">More...</a> +				
<b>4 Technical Proposal</b>					
(*) indicates a required field					

All Content					
Name ↑	Item Description	Quantity Needed	Price	Quantity	Discount Amount
<b>4.1 Technical Specifications - Video Wall Processor Hardware</b>					
4.1.1 Must have minimum two audio inputs / outputs to control audio with internal application or must be configured to use the existing Crestron control system for audio (Crestron integration included in the bid).	* Yes				
4.1.2 Rated for 24/7/365 operations	* Yes				
<b>4.2 Wall Structure Construction Requirements</b>					
4.2.1 Submit structural design plans and calculations (weight, airflow, etc.) utilising the existing space of the current video wall.	* Yes				
4.2.2 Current wall cannot be enlarged / reduced, unless specifically authorised by UNOCC.	* Yes				
4.2.3 The shelf area below the monitors shall be preserved to accommodate the camera's again. The specific dimensions have been provided. Any modification must be approved by the UNOCC.	* Yes				
4.2.4 Must comply with all applicable local ordinances, codes, and regulations. Acquire, properly display and include in quote, all necessary construction permits, and/or licenses.	* Yes				
4.2.5 Any existing building structure, ducts, dry wall, paint, floor, carpeting damaged during construction, installation, or testing of the video wall system shall be repaired or replaced at no cost to the UNOCC.	* Yes				
<b>4.3 Project Management</b>					
4.3.1 Provide a project schedule outlining the anticipated timelines from contract award to the final acceptance of the video wall.	* Yes				
<b>5 Commercial Proposal</b>					
5.1 Commercial	Airplane	1	*		USD

Ensure that you attach all annexes required and respond to the Technical and Commercial Proposals.

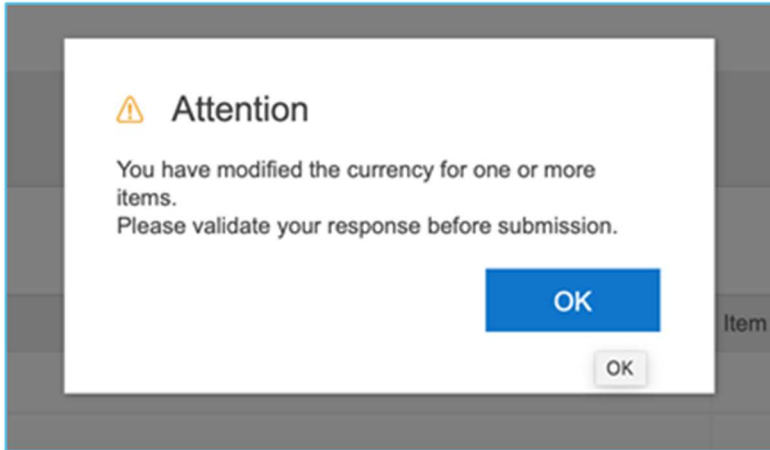
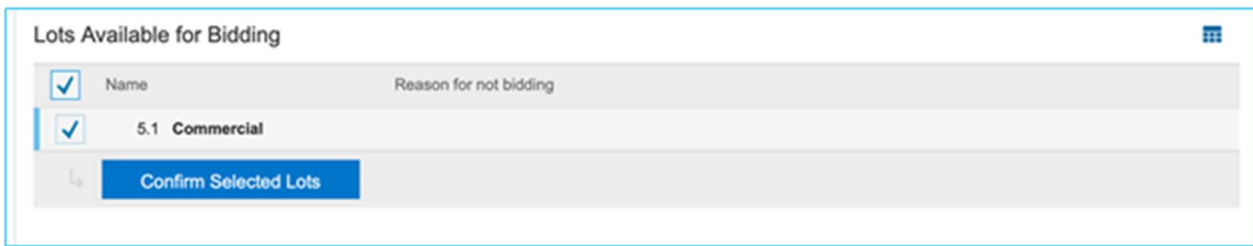


5. You can choose the currency you would like use for submitting responses. To do this, navigate to the “Select Lots” section and select the event bidding currency. You can also use different currencies for different lots by ticking the checkbox “Use a different currency for different lots”

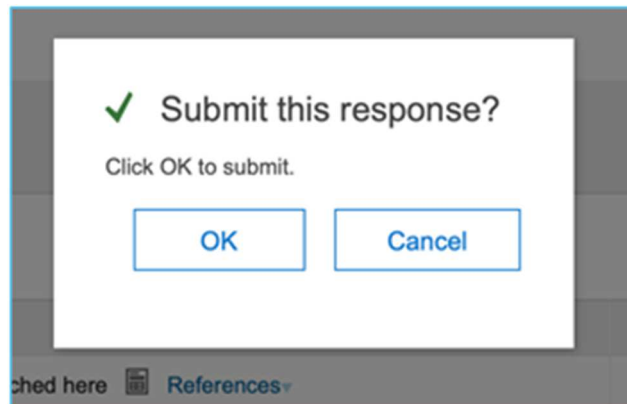
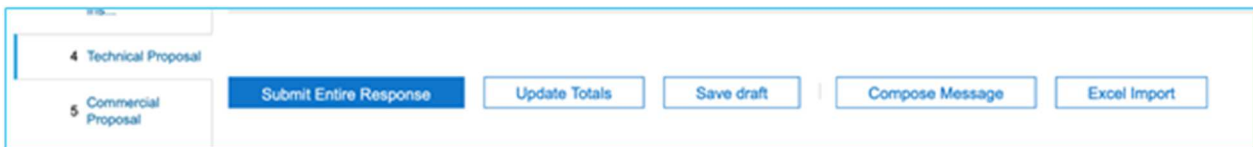


Note: the “Select Using Excel” tab beside the “Select Lots” tab is not an active feature at the moment.

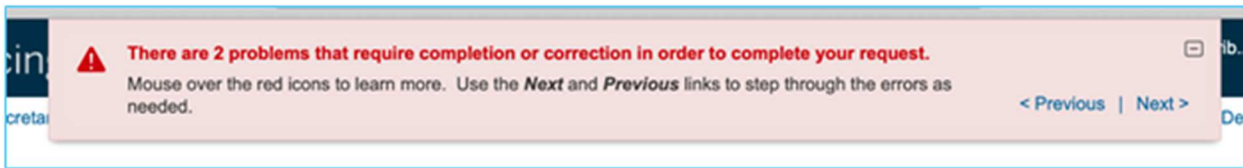
6. To continue selecting the currency, tick Box to select “Lots Available for Bidding”, click “Confirm Selected Lots” and then click “ok” in the pop-up box



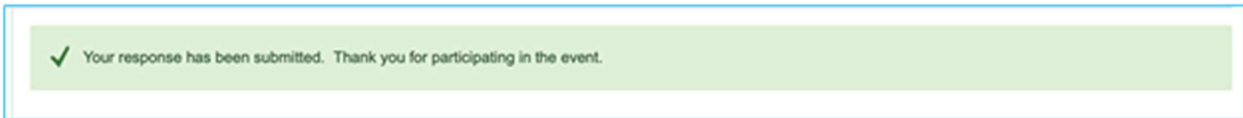
7. Once you have answered all questions, reviewed all sections and are ready to submit, click "Submit entire response" at the bottom of the screen and then click "OK" in the pop-up



8. You will see a red error message on top in case some items are missing prior to submission



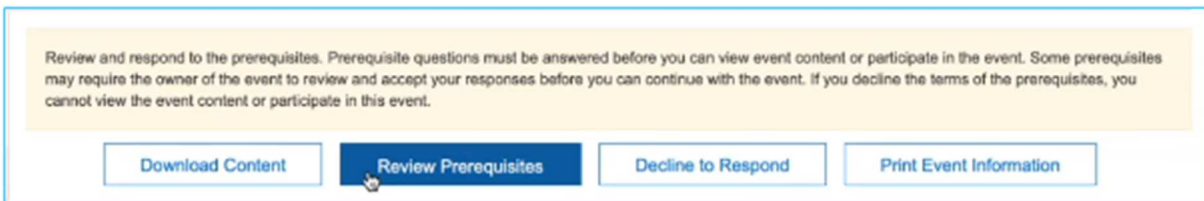
9. Once you submit you will see the below green message at the top confirming submission



Note: The last response submitted will be considered as the final response from the supplier.

### 3.4 DECLINING TO RESPOND

1. In case you do not want to submit a response, you can choose to not respond by accessing the project in Ariba Network and selecting “Decline to Respond”



2. Please enter the text to justify why you will not be responding the bid and click “ok” to submit. This will ensure you are not sent reminders regarding the same bid.

Reason for Declining to Respond

Declining to respond will temporarily remove your accessibility to this event. If you decide to respond to this event later, click the 'Intend to Respond' button for this event. Please enter the reason for declining (limited to 500 characters).

OK Cancel



## 4. FREQUENTLY ASKED QUESTIONS

### **Q1. What is the Ariba Network?**

The Ariba Network is a cloud-based business-to-business marketplace where buyers and suppliers can find each other and do business within a single, networked platform. SAP Ariba solutions will allow the United Nations to collect bids and proposals from potential suppliers and quickly compare them across multiple dimensions to determine which one presents the best value.

### **Q2. Will I need to pay fees to conduct business on the Ariba Network?**

For the purposes of sourcing (i.e., responding to published Solicitations and submitting bids or proposals), no fees will be incurred by suppliers.

### **Q3. How will suppliers know when they are required to submit hardcopies of specific documents?**

All suppliers will be notified of bidding requirements, including the submission of hard copies, in the body of the procurement.

### **Q4. After I save the tender, how do I go back in to change the price?**

The system allows you to save your work and revise your response up until when you submit your final bid prior to closing.

### **Q5. Where can I get technical support for SAP Ariba?**

For any general technical support or guidance using SAP Ariba, you may visit the [SAP Ariba Help Desk](#).

Please also visit the [SAP Ariba Learning Center](#)

### **Q6. How will I know my company has been selected as a supplier to bid for a United Nations project?**

Ans: You will be notified by email. You can also see the project, after it has been published, on your dashboard once you login to Ariba Network.

### **Q7. I already have an Ariba Network username and password, can I use this for the United Nations solicitations?**

Ans: Yes, you can use the same credentials

### **Q8. Will the invoicing process for the United Nations now move to the Ariba Network?**

Ans: No, the invoicing process will not be moved to the Ariba Network.

**Q9. Will I be able to find the United Nations solicitations in Ariba Discovery?** Ans: No, they will not be published in Ariba Discovery. Only pre-selected suppliers will have access to United Nations Solicitations within Ariba Network.

### **Q10. I would like to add a colleague from my company to have access to the United Nations solicitation in Ariba Network, what do I do?**

Ans: Please add the user in UNGM via [How to add contacts to the supplier's account?](https://help.ungm.org/hc/en-us/articles/360012814680-How-to-add-contacts-to-the-supplier-s-account) <https://help.ungm.org/hc/en-us/articles/360012814680-How-to-add-contacts-to-the-supplier-s-account>. The new user will be notified if your company is selected to bid and when the project is published in Ariba Network. They can then set up their Ariba Network username password (if not already created).

### **Q11. The contact person from the supplier who has access to Ariba Network has left, what do I do?**

Ans: Please remove the user from UNGM and add a new user if required. The new user will be notified if your company is selected to bid and when the project is published in Ariba Network. They can then set up their Ariba Network username password (if not already created).

### **Q12. Will EOI's be published in Ariba Network?**

Ans: No, Ariba Network will be used only for bidding and the EOI will continued to be published outside Ariba.

### **Q13. Will I be able to submit a pre-bid for the United Nations?**

Ans: No, the pre-bid function is not being used by the United Nation at the moment.

### **Q14. Can I be locked out from solicitations for which I was originally shortlisted for, in Ariba Network?**

Ans: This is possible based on your account status in UNGM (if it is flagged/blocked). Ariba will not notify you regarding this. Please see <https://help.ungm.org/hc/en-us/articles/360012808560>

**Q15. Will I be able to submit a bidding response for specific "lots" for the United Nations?** Ans: Yes, this feature will be available in the future for solicitations for the United Nations but is currently not used.

### **Q16. Will I be able to "auction" for solicitations for the United Nations?**

Ans: Yes, this feature will be available in the future for solicitations for the United Nations but is currently not used.

**Q17. How will I know the result of the bidding process?**

Ans: Once the evaluation of proposals is complete, you will be notified by email if you were awarded the project or not.

**Q18. If I do not win the solicitation, what happens with my response in the technical and financial envelope?**

Ans: In case both envelopes were opened, and you did not win the solicitation, your responses will be maintained in Ariba. Unopened envelopes (if there was a prequalification required) will remain unopened and sealed.

## 5. QUICK LINKS

- For supplier support, access the Help Center at <http://supplier.ariba.com>.
- For supplier support regarding the UNGM registration process, suppliers are recommended to check the UNGM Help Center (<https://help.ungm.org/hc/en-us>) and contact the UNGM team if necessary through the UNGM Help Center contact form. Please always include your supplier UNGM number (6 digits).
- Other useful links on SAP Ariba include: [SAP Ariba Learning Center – Supplier Video](#)

### [Tutorials & SAP Ariba – User Community Home](#)

- If you would like more guidance material from Ariba directly, please sign-up or login to [https://support.ariba.com/Connect/Log\\_In](https://support.ariba.com/Connect/Log_In)
- In case you are facing issues with logging into Ariba Network as a supplier to the United Nations, please email [aribae-tendering@un.org](mailto:aribae-tendering@un.org).
- It is strongly recommended to watch the video tutorial for Ariba Network at : youtube....