

► **ILO e-Sourcing Platform**

Supplier User Guide :

External Collaborators

Version 2

1. Contents

1. Contents	2
2. Glossary	3
3. How to access ILO Tenders	4
3.1. Authenticating to the UNGM portal	4
3.2. Searching for tenders issued by the ILO	5
3.3. Accessing tender documentation	6
3.4. Downloading tender documents	9
4. How to respond to ILO tenders	10
4.1. Preparing a response	10
4.2. Preparing a response offline	11
4.3. Submitting a response	12
4.4. Declining to respond	13
4.5. Editing and deleting responses	13
4.6. Printing a response	15
5. How to communicate with the ILO	16
5.1. Requesting a clarification on a tender	16
5.2. Responding to an evaluation clarification	17
6. Submission Status	18
6.1. RFX submission Status	18
7. Contact and Assistance	21
7.1. Contacting UNGM	21
7.2. Contacting Jaggaer helpdesk	21
8. Disclaimer for the Submission of Electronic Documents in ILO's e-Sourcing Platform	22

2. Glossary

Buyer – in all occurrences in this document identifies the ILO

Procurement type – general term for RFPs (Requests for Proposals), RFQs (Requests for Quotation) and ITBs (Invitations to Bid). A “call for external collaborator” (“EXCOLLS”) is technically a procurement type assimilated to an RFQ.

Tender – general term for an individual procurement event pertaining to one of the procurement types.

RFX – general abbreviation for all procurement types

UNGM - The United Nations Global Marketplace (UNGM) is the official procurement portal of the United Nations System. The UNGM portal brings together UN procurement staff and suppliers interested in doing business with the United Nations.

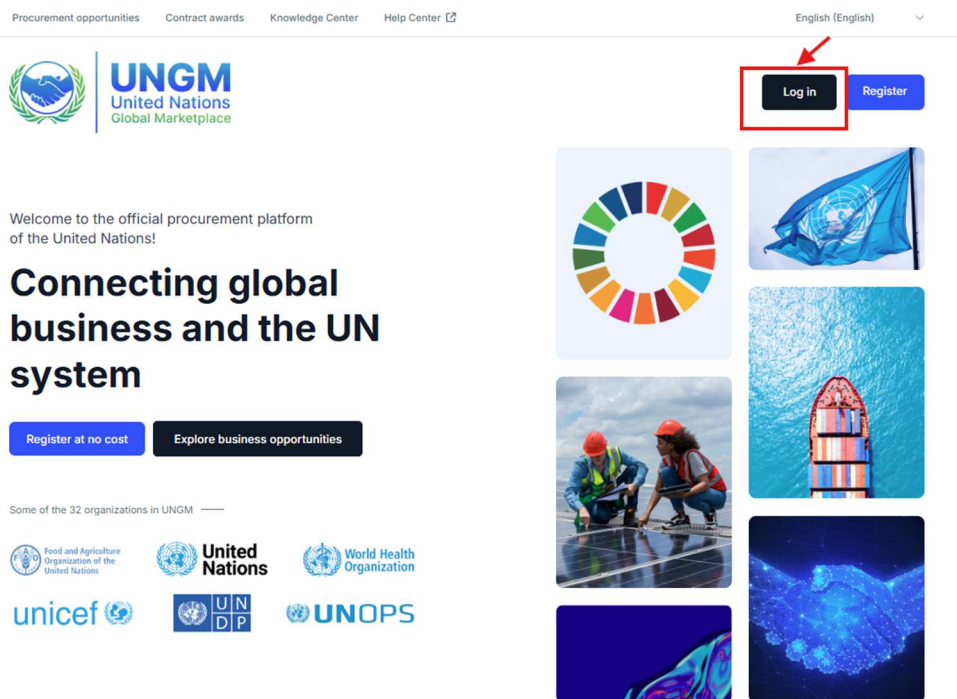
For the purpose of this Guide, the general terms “Tender” and “RFX” are used to represent an ILO “call for external collaborator” event.

3. How to access ILO Tenders

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

3.1. Authenticating to the UNGM portal

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



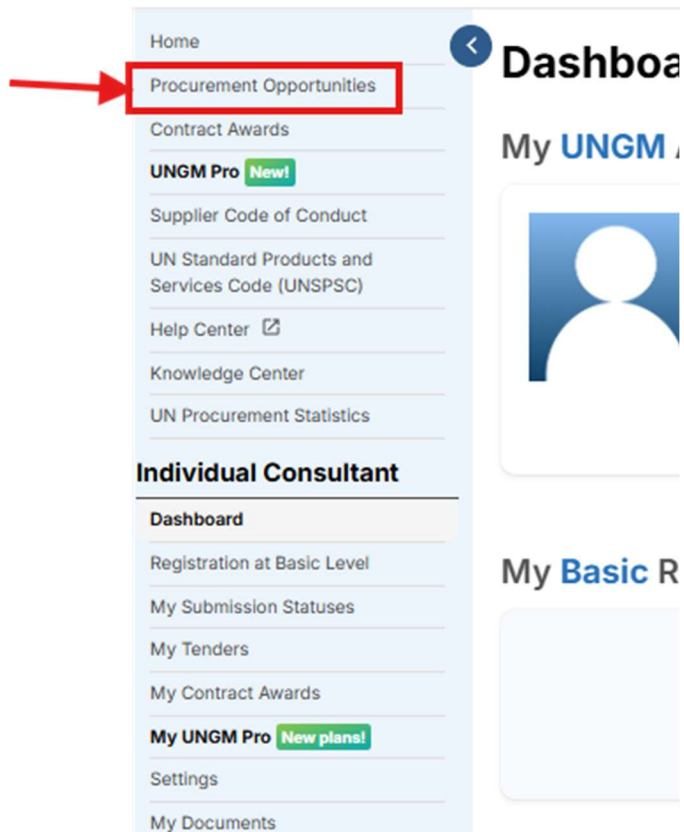
IMPORTANT: If you do not remember your credentials, please use the “forgotten password” functionality.

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

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

3.2. Searching for tenders issued by the ILO

1. From the left-side menu, click on "Procurement Opportunities". The Search Engine enables you to identify a tender either by its reference, title, or by UN Organization.



2. To view ILO e-tenders, remove the dates in both cells by clicking "Clear All".
3. On the upper right-hand side and select "ILO" from the drop-down menu. The system will automatically show all the active tender notices issued by the ILO. For calls for external collaborators, you may further filter the "Type of opportunity" as "Call for individual consultants".

Procurement Opportunities

Title:

Description:

Reference:

Published between: and 16-Jul-2026

Deadline between: 16-Jul-2026 and

Active opportunities
☒ Only currently active

Organization: **ILO**

Beneficiary country or territory:

Goods and services: [Search codes](#)

Type of opportunity

☐ Not set ☐ Request for EOI ☐ Request for proposal

☐ Request for quotation ☐ Invitation to bid

☐ Request for pre-qualification ☐ Request for information

☐ Grant support-call for proposal ☐ Pre-bid notice

☒ Call for individual consultants ☐ Call for implementing partners

Sustainable opportunities
☐ Only sustainable

Search **Clear all** [Save this search](#)

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

	View Documents	Call for External Collaborators: Develop a strategic Roadmap, for Cashew Nut Value Chain - Agroforestry Skills for Employment and Resilience (TLS/23/01/EU)		17-Jul-2026 05:00 (GMT 2.00) Expires within 24 hours	24-Jun-2026	ILO	Call for individual consultants	rfx_7525_ROAP	Timor-Leste
	Express Interest	Call for External Collaborator - To analyse the Third Sector landscape in Barbados		17-Jul-2026 05:59 (GMT 2.00) Expires within 24 hours	30-Jun-2026	ILO	Call for individual consultants	rfx_7660_ROLAC	Barbados

3.3. Accessing tender documentation

- Click on the title of the tender to see further details or if you open the event, you can also click on the “Express Interest” and/or “View Documents” button. Clicking on the “View Documents” button you will be redirected to the UNGM Identity Center, where your UNGM credentials are required to access the ILO e-Sourcing platform.

ILO

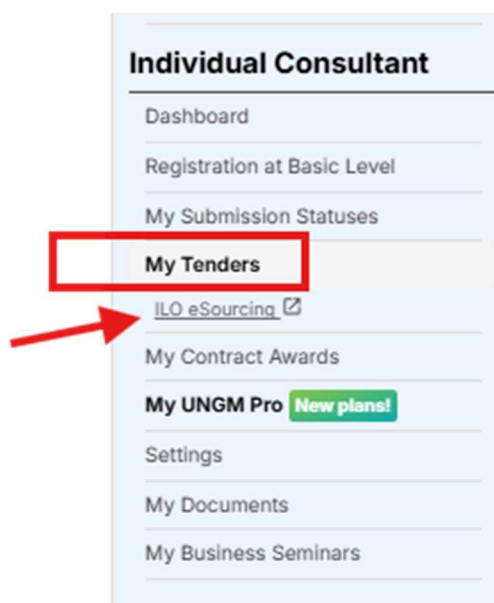
Call for External Collaborators: Develop a strategic Roadmap, for Cashew Nut Value Chain - Agroforestry Skills for Employment and Resilience (TLS/23/01/EU) [Call for individual consultants](#)

[View Documents](#)

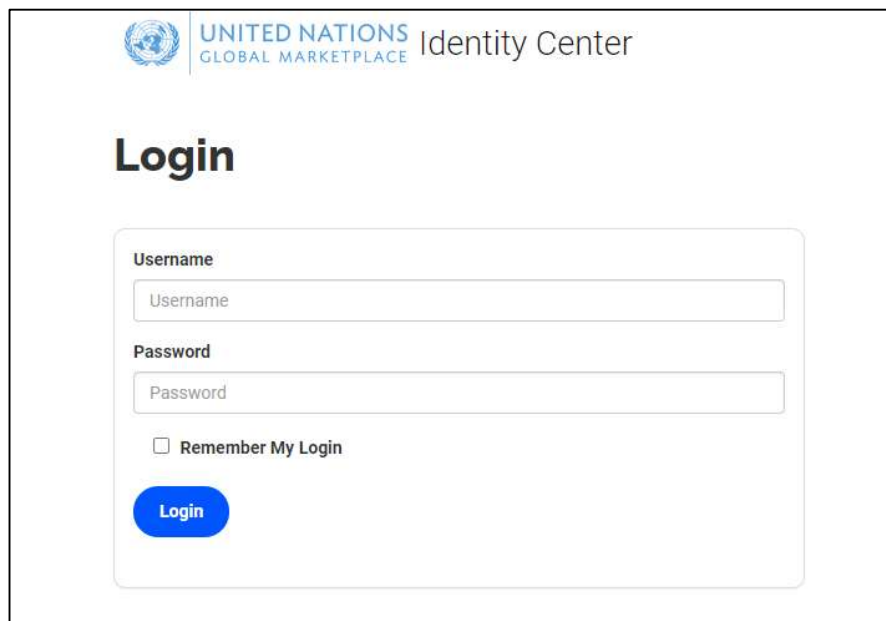
Reference: rfx_7525_ROAP
Beneficiary countries or territories: Timor-Leste
Registration level: Basic
Published on: 24-Jun-2026
Deadline on: 17-Jul-2026 05:00 (GMT 2.00)

Description

If you have been invited to the tender, you will see the tender on your UNGM dashboard, under the Individual Consultant section → “My Tenders” → ILO eSourcing:



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



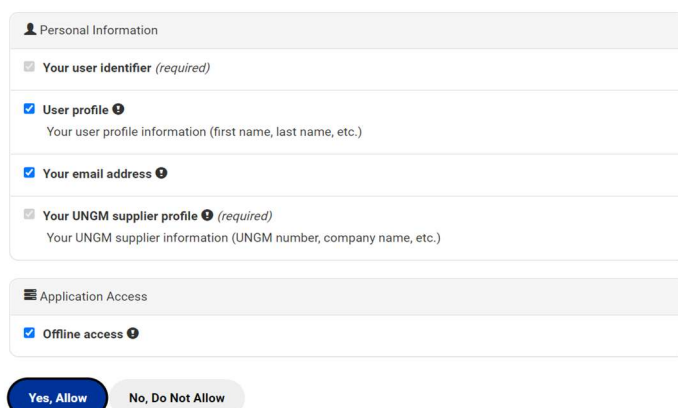
The screenshot shows the 'UNITED NATIONS GLOBAL MARKETPLACE Identity Center' login page. It features a 'Login' heading and a form with fields for 'Username' and 'Password'. Below the password field is a checkbox for 'Remember My Login' and a blue 'Login' button.

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

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

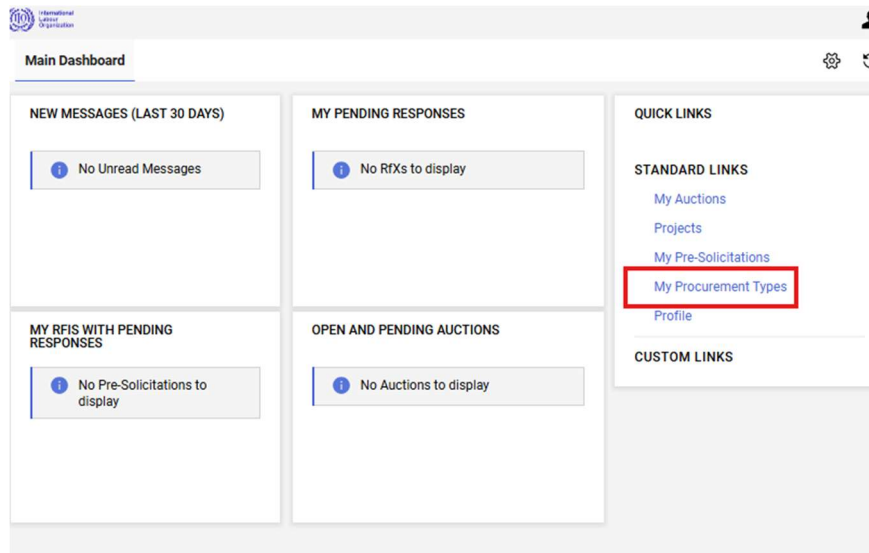
The screenshot shows the 'UNITED NATIONS GLOBAL MARKETPLACE Identity Center' header. Below it, the text 'ILO eSourcing is requesting your permission' is displayed.

Uncheck the permissions you do not wish to grant.



The screenshot shows a permission request form with two sections: 'Personal Information' and 'Application Access'. Under 'Personal Information', there are three items: 'Your user identifier (required)' (unchecked), 'User profile' (checked, with a subtext 'Your user profile information (first name, last name, etc.)'), and 'Your email address' (checked). Under 'Application Access', there is one item: 'Offline access' (checked, with a subtext 'Your UNGM supplier information (UNGM number, company name, etc.)'). At the bottom, there are two buttons: 'Yes, Allow' (blue) and 'No, Do Not Allow' (grey).

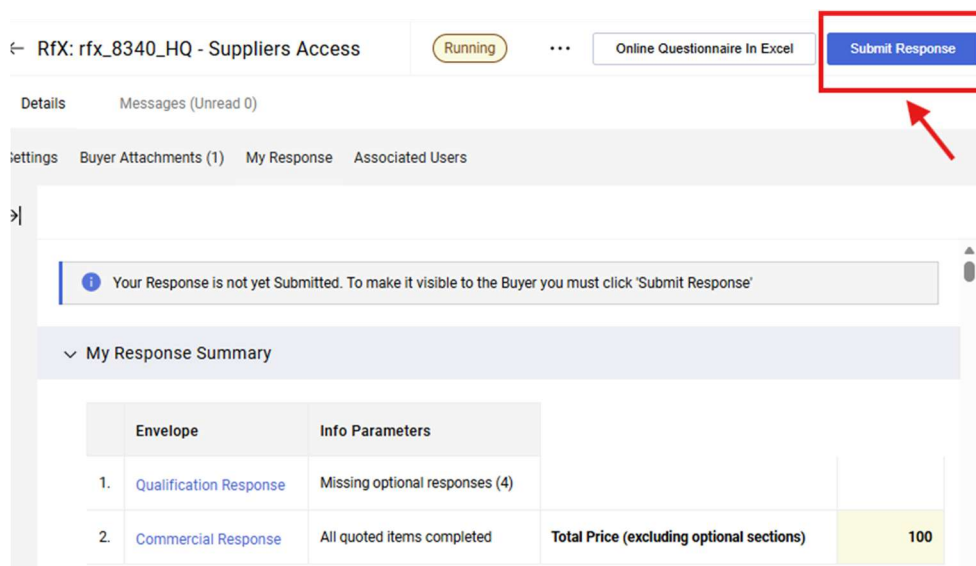
4. Click on "My Procurement Types"



5. Click on "Intend to Respond" and proceed to complete all requested information in each Envelope. Attach any appropriate documentation in the Envelopes if requested.

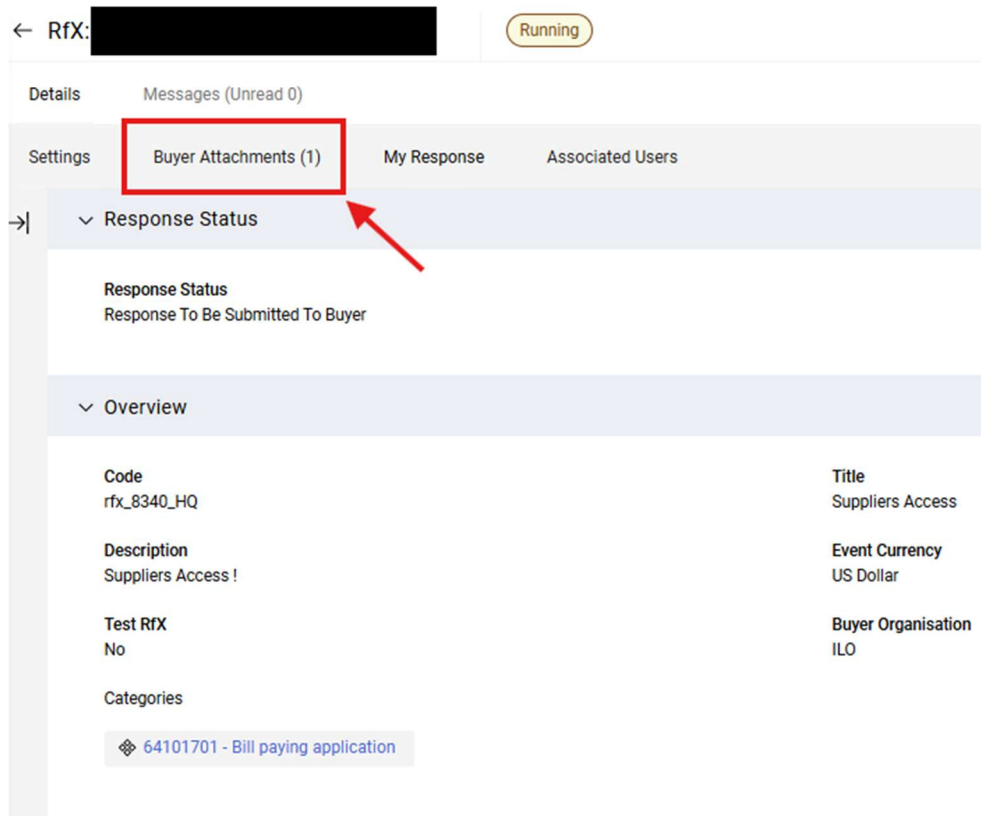


6. Once you have completed your response, click 'Submit Response' to send your response.

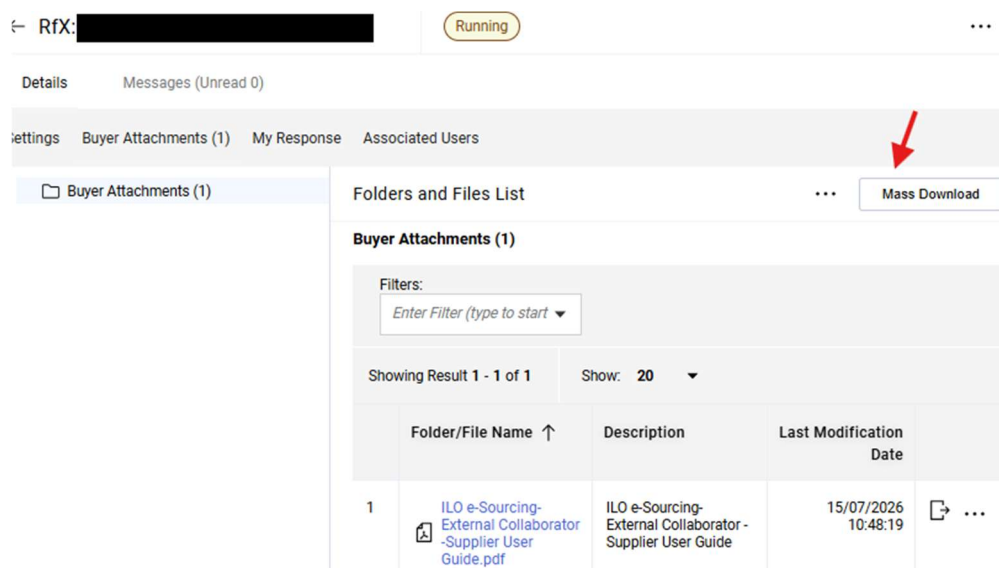


3.4. Downloading tender documents

1. Along with the RFX project title and code, click on the section on the left under Details → Buyers Attachments and read and download the attachments if applicable.



2. Click on the button “Mass Download” to select and download all the documents associated with the tender:



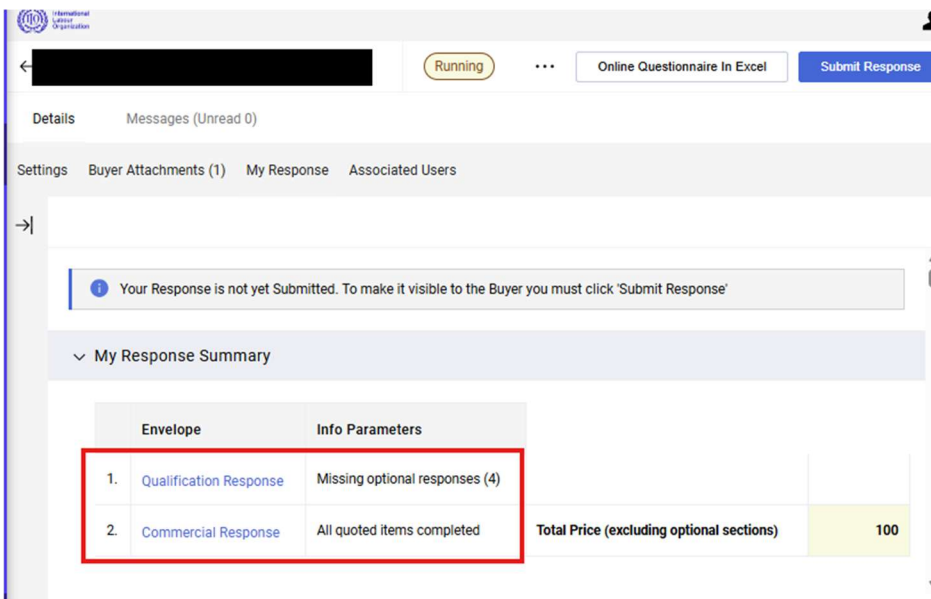
4. How to respond to ILO tenders

4.1. Preparing a response

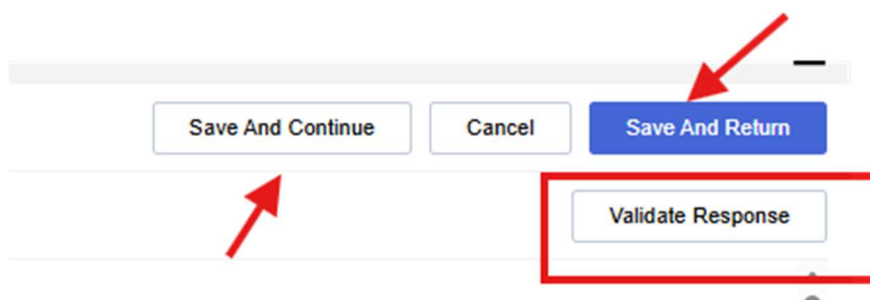
1. To start the process to respond to the RFX, click on "Intend To Respond".



2. An RFX is composed of, at most, two response envelopes: Qualification and Commercial.
3. In the section My Response, you can see the envelopes for the selected tender and you are invited to submit your proposal including the required information as outlined in the tender documents.

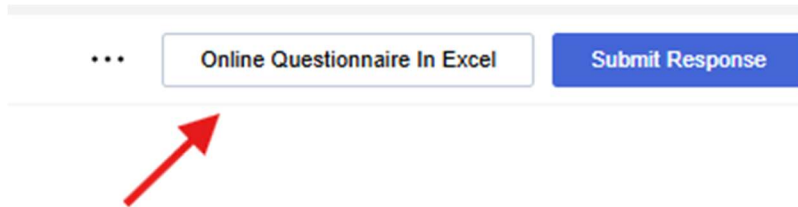


4. Click on the Edit button  for each envelope, completing the sections within the envelope and ensure that you save your responses before moving to the next envelope. If applicable, mandatory questions are marked with a *.
5. Upon completion of a section, click "Validate Response" to ensure that all mandatory questions are answered and that the responses provided are compliant with the required format.
6. Click "Save and Continue" to remain in the current envelope. Alternatively, click on "Save and Return" to exit the current envelope and navigate back to "My Response".

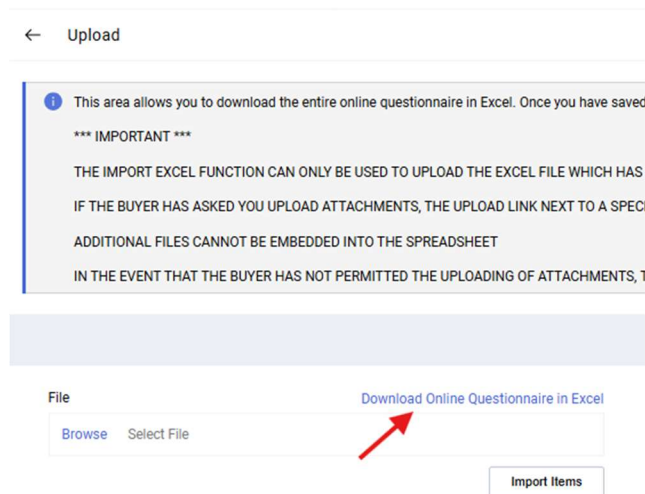


4.2. Preparing a response offline

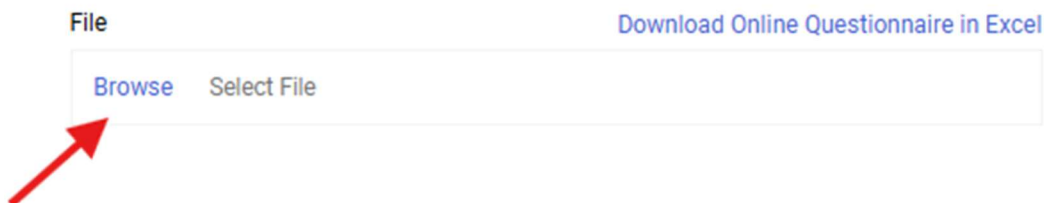
1. Click the "Online Questionnaire in Excel" button to respond to the tender offline.



2. Click on the link "Download Online Questionnaire in Excel" to download the questionnaire to your computer in the Excel format. Cells for mandatory responses are color-coded yellow. Cells for optional responses are color-coded blue.



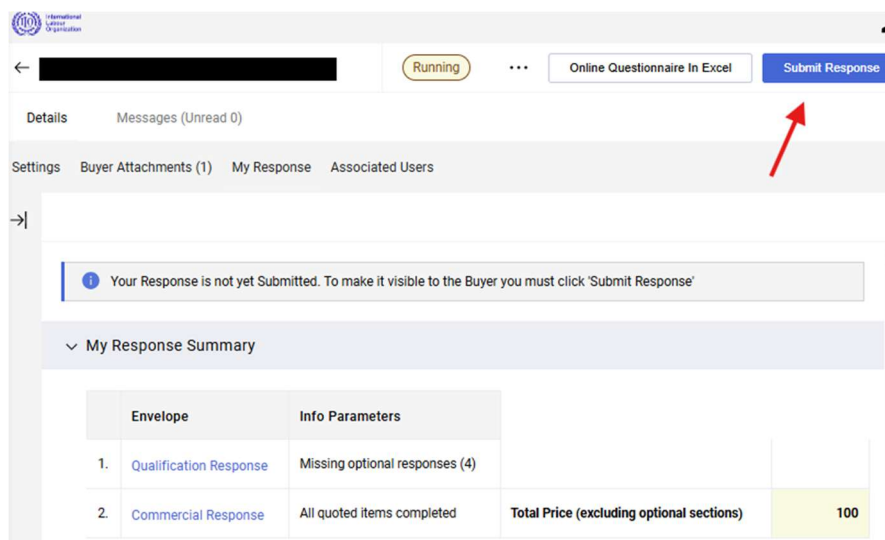
3. After entering all your responses, save the file and return to the Export/Import Response page.
4. Use the "Browse" look-up to select your file, then click "Import Items" to upload your response. The system will run a compliance check to ensure that there are no missing rows, invalid responses, or missing mandatory responses. If all validation checks pass, the platform will upload the file. If not, you will be prompted to correct the errors indicated by the system message and you will be required to re-import the questionnaire.



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

4.3. Submitting a response

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



International Labour Organization

← [Redacted] Running ... Online Questionnaire In Excel **Submit Response**

Details Messages (Unread 0)

Settings Buyer Attachments (1) My Response Associated Users

→|

ⓘ Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

▼ My Response Summary

	Envelope	Info Parameters		
1.	Qualification Response	Missing optional responses (4)		
2.	Commercial Response	All quoted items completed	Total Price (excluding optional sections)	100

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

After the response is submitted, the status visible in Details->Settings will change from “Response to be Submitted to Buyer” to “Response Submitted to Buyer”.

4.4. Declining to respond

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

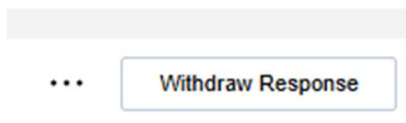
The screenshot shows the top navigation bar with the ILO logo and the text 'International Labour Organization'. Below this, a header bar displays 'Rfx: rfx_548_ROAF - Purchase of new materials' and a status indicator 'Running' with a yellow dot. To the right of the header are two buttons: 'Cancel' and 'Decline To Respond'. Below the header, a note states: 'Note that ILO will only be informed of your decision to decline after the RFX closing date. If you want to inform ILO before the closing date, communicate through the Messages tab instead.' Below the note is a large text input field. At the bottom right of the input field, it says 'Characters available 512'.

4.5. Editing and deleting responses

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

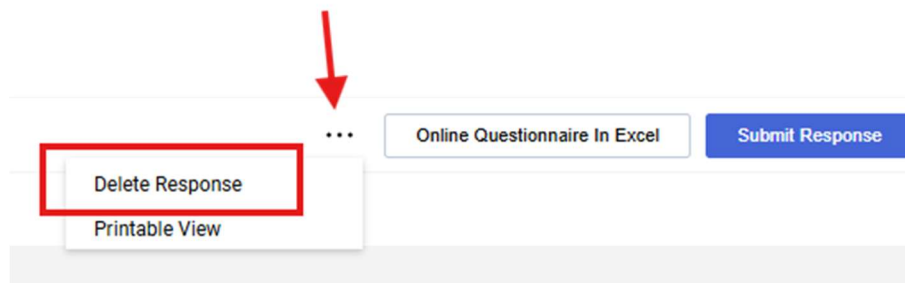
To modify responses online:

1. Navigate to "Details" > "My Response" and click "Withdraw Response". You will then be able to edit your response as seen in paragraph 4.1. Once all changes are complete, click on Submit Response.



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

2. To delete your response, navigate to "Details" > "My Response" and click "Withdraw Response".
3. Click on the three dots
4. Click the "Delete Response" option that appears when clicking on the three dots. Once confirmed, all previous responses will be deleted.

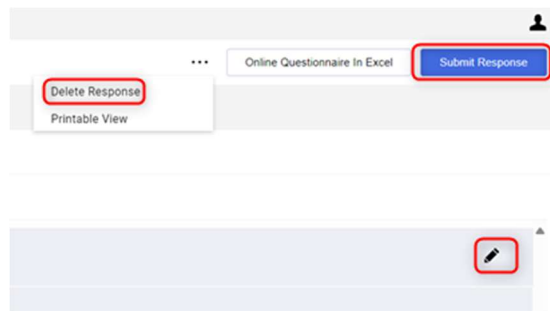


5. You will return to the "My Response" page, where you will have the options to "Intend to Respond" or "Decline to Respond".



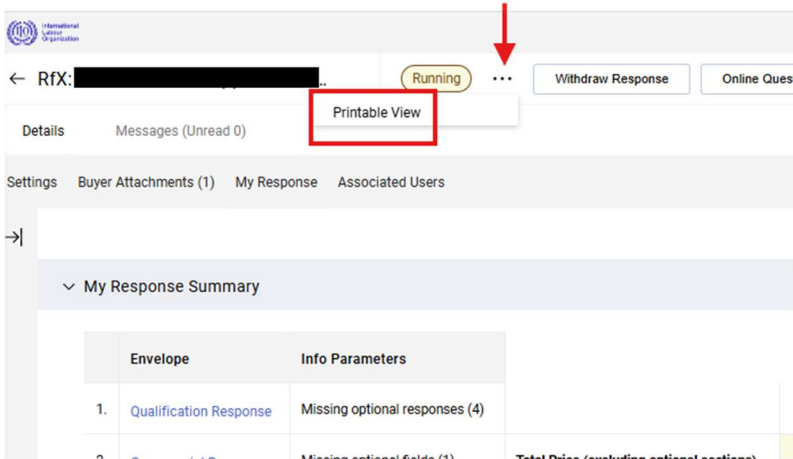
In case the buyer made changes to the envelopes in a running RfX, you will receive a notification that will contain the message "IMPORTANT! The buyer has made important changes to the response forms for this event. Any previous response to this event is now invalid. You are required to review the changes and resubmit your response to the buyer."

You can access again the RfX according to the instructions in the email to be able to delete or edit your response. Then, submit the response again.

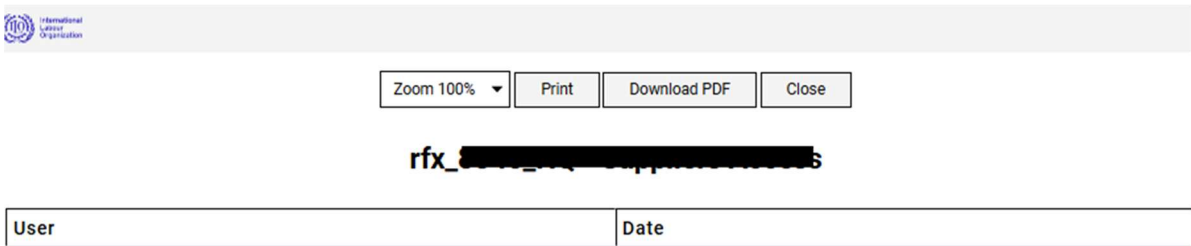


4.6. Printing a response

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



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



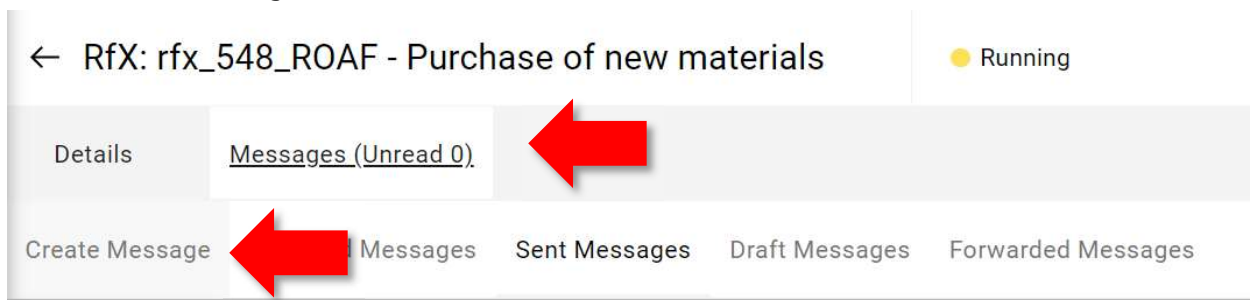
5. How to communicate with the ILO

5.1. Requesting a clarification on a tender

You have the ability to communicate with ILO using the 'Messages' tab, in case you have any question about the tender while it is running.

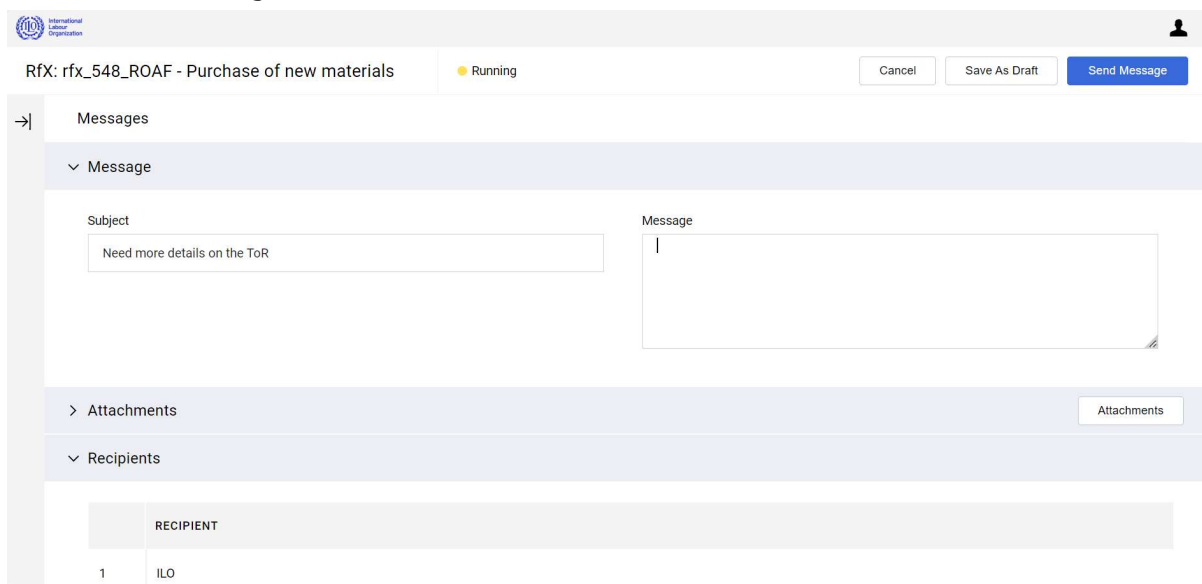
Follow these steps to send a message to the Buyer:

1. Click the "Messages" tab;
2. Click the "Create Message" tab;



The screenshot shows the top navigation bar with the breadcrumb '← RfX: rfx_548_ROAF - Purchase of new materials' and a status indicator 'Running'. Below this is a tabbed interface with 'Details' and 'Messages (Unread 0)'. The 'Messages' tab is active, and a red arrow points to it. Below the tabs is a row of buttons: 'Create Message', 'Messages', 'Sent Messages', 'Draft Messages', and 'Forwarded Messages'. A red arrow points to the 'Create Message' button.

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



The screenshot shows the 'Create Message' form. At the top, there is a header bar with the ILO logo, the text 'RfX: rfx_548_ROAF - Purchase of new materials', a status indicator 'Running', and buttons for 'Cancel', 'Save As Draft', and 'Send Message'. Below the header is a section titled 'Messages' with a sub-section 'Message'. The 'Message' section contains two input fields: 'Subject' (with the placeholder text 'Need more details on the ToR') and 'Message' (a large text area). Below the 'Message' section is a section titled 'Attachments' with a button labeled 'Attachments'. Below the 'Attachments' section is a section titled 'Recipients' with a table showing the recipient information.

	RECIPIENT
1	ILO

IMPORTANT: This message exchange is visible to you and not any other bidder; you may only submit clarification requests before the deadline for Submission of bidder Queries (visible in Details>Settings if present). If the deadline for suppliers to request clarification on the RfX content has passed, late queries will be declined.

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

For transparency and fairness, ILO will answer your clarification requests through a broadcast message sent to all applicants.

5.2. Responding to an evaluation clarification

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

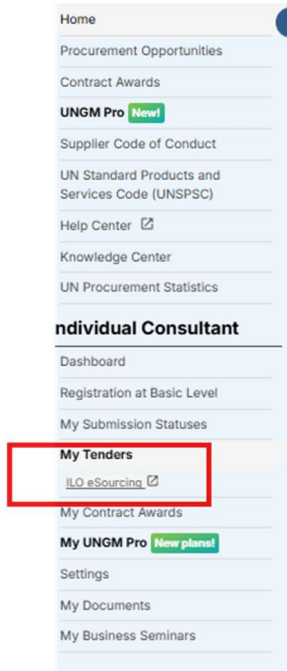
You will receive an automatic email alert from the e-sourcing platform, and you will access the clarification request either by following the steps contained in the alert email or via the “Messages” tab of the tender, check the clarification request sent by ILO and click on “Respond” to the message.

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

6. Submission Status

6.1. RFX submission Status

1. From the United Nations Global Marketplace (UNGM) homepage <https://www.ungm.org>.
2. From the left-side menu, click on "My Tenders".
3. Click on "ILO eSourcing".



4. Click on "Yes, Allow"

ILO eSourcing is requesting your permission

Uncheck the permissions you do not wish to grant.

Personal Information

☒ Your user identifier *(required)*

☒ User profile ⓘ
Your user profile information (first name, last name, etc.)

☒ Your email address ⓘ *(required)*

☒ Your UNGM supplier profile *(required)*
Your UNGM supplier information (UNGM number, company name, etc.)

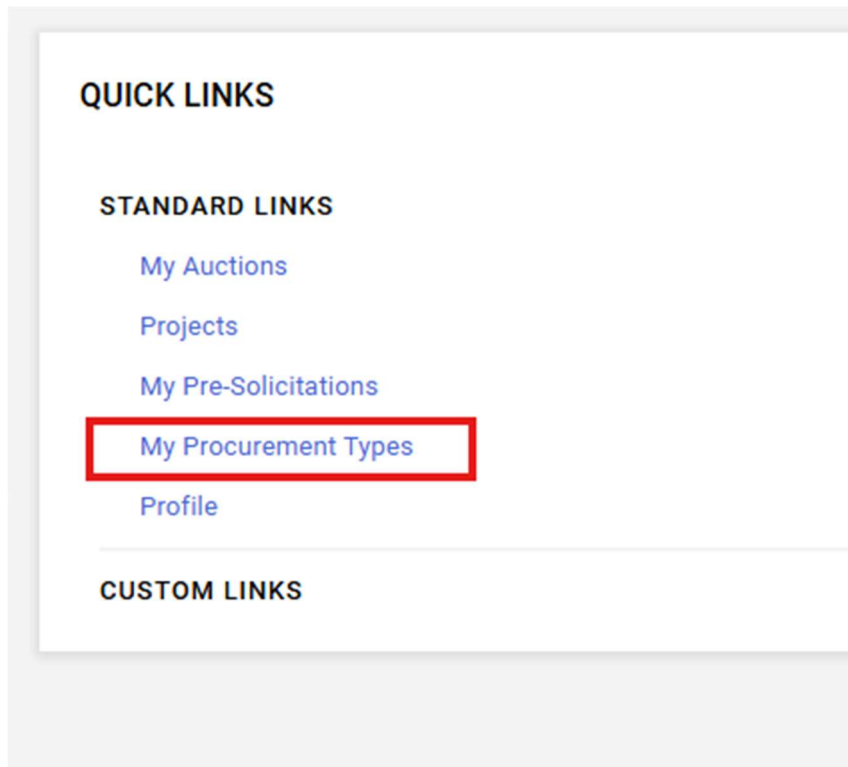
Application Access

☒ Offline access ⓘ

Yes, Allow

No, Do Not Allow

5. Click on “My Procurement Types”



6. Check the status of the rfx

- a. Running: This indicates that the RFX deadline has not yet been reached. You can still withdraw and update your response.

My Procurement Types Procurement Types Open to All Suppli...

Filters: Filter By:

Showing Result 1 - 1 of 1 Show: 20

	Code	Title	Project Code	Closing Date ↓	Status	Response Status	Buyer
1	rfx_5475_HQ	Test - Evaluators Guide	project_316	23/03/2026 12:30	Running	Response Submitted To Buyer	ILO

- b. Closed: To be Evaluated. This means the RFX deadline has passed, and you can no longer edit or withdraw your responses. The RFX is currently under evaluation by ILO.

Procurement Types

My Procurement Types Procurement Types Open to All Suppli...

Filters: Filter By:

Showing Result 1 - 1 of 1 Show: 20

	Code	Title	Project Code	Closing Date ↓	Status	Response Status	Buyer
1	rfx_5475_HQ	Test - Evaluators Guide	project_316	23/03/2026 12:30	Closed: To Be Evaluated	Response Submitted To Buyer	ILO

- c. Closed: Awarded. This indicates that the RFX has been awarded, and you, are the selected winner.

	Code	Title	Project Code	Closing Date ↓	Status	Response Status	Buyer
1	rfx_5475_HQ	Test - Evaluators Guide	project_316	23/03/2026 12:30	Closed: Awarded	Response Successful 🏆	ILO

- d.** Closed: Will Not Be Awarded. This indicates that the RFX has been closed without awarding it to any supplier.

	Code	Title	Project Code	Closing Date ↓	Status	Response Status	Buyer
1	rfx_5475_HQ	Test - Evaluators Guide	project_316	23/03/2026 12:30	Closed: Will Not Be Awarded	Response Evaluated	ILO

- e.** Closed: Evaluation Suspended. This indicates that the RFX has been closed, but the evaluation process has been paused or suspended. No final decision or award has been made.

	Code	Title	Project Code	Closing Date ↓	Status	Response Status	Buyer
1	rfx_5475_HQ	Test - Evaluators Guide	project_316	23/03/2026 12:30	Closed: Evaluation Suspended	Response Submitted To Buyer	ILO

- f.** Closed: Ended. This indicates that the RFX process has been completed and formally closed. The evaluation has concluded, and the process has reached its final stage, whether awarded or not.

	Code	Title	Project Code	Closing Date ↓	Status	Response Status	Buyer
1	rfx_5475_HQ	Test - Evaluators Guide	project_316	23/03/2026 12:30	Closed: Ended	Evaluation Ended	ILO

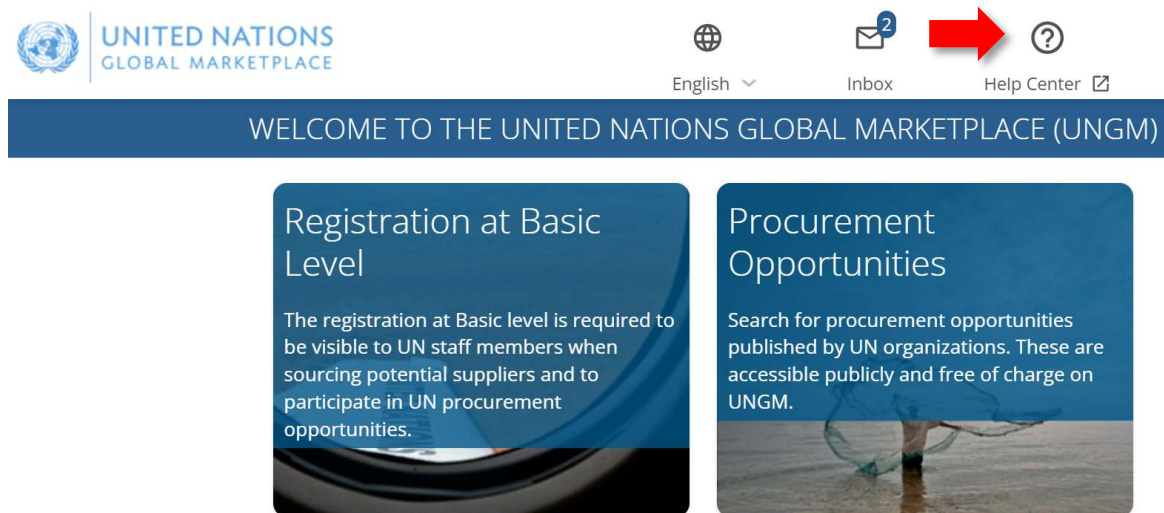
- g.** Closed: Awarded: This indicates that the RFX has been awarded to another supplier.

	Code	Title	Project Code	Closing Date ↓	Status	Response Status	Buyer
1	rfx_5475_HQ	Test - Evaluators Guide	project_316	23/03/2026 12:30	Closed: Awarded	Response Evaluated	ILO

7. Contact and Assistance

7.1. Contacting UNGM

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



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

7.2. Contacting Jaggaer helpdesk

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

+33 146 09 56 72 (France)

+39 02 12 41 21 302 (Italy)

+34 917 870 226 (Spain)

+1 877 528 2947 (United States)

0800 069 8630 (United Kingdom)

Additional Phone Numbers can be found at the following link:

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

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

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

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

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

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