

# Possibilities Toolbox Booklet

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A summary of key UNOPS policies, systems and initiatives for diverse suppliers interested in doing business with UNOPS



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## Introduction

[UNOPS](#) provides infrastructure, procurement and project management services for a sustainable world.

UNOPS mission is to help people build better lives and help countries achieve peace and sustainable development. Our vision is a world where people can live full lives supported by appropriate, sustainable and resilient infrastructure and by the efficient, transparent use of public resources in procurement and project management.

In achieving this, UNOPS brings the values and principles of the United Nations and the innovation, boldness and efficiency of a self-financed institution.

Annually, UNOPS procures over \$1 billion worth of goods and services in order to support the delivery of our projects. We do this with more than 5,000 suppliers from over 170 countries. As such, procurement is fundamental for the implementation of our projects.

In particular, UNOPS recognizes the importance of micro, small and medium enterprises (MSMEs) in the local and global economy as well as the significant role they play in society. According to 2020 figures from the United Nations Conference on Trade and Development, MSMEs represent approximately 90 per cent of businesses and more than 50 per cent of employment globally. Formal MSMEs contribute to 40 per cent of gross domestic product in emerging economies – and the number is considered to be much higher when including informal MSMEs. The positive social, environmental and economic impact that MSMEs can have when coupled with public spending provides significant opportunities for long-term value creation.

In order to enhance sustainability, resilience and inclusion in the supply chain, UNOPS believes it is essential to stimulate effective competition in markets. Effective competition can be fostered if diverse suppliers realize their potential, including local MSMEs, women and youth-owned businesses (WOB and YOB) and other special interest groups (e.g., people with disabilities, indigenous peoples, LGBTQI+, minorities, etc.).

Recognizing the potential to make a difference, as well as striving to lead by example, UNOPS Procurement Group launched the [UNOPS Possibilities \(UP\) Programme](#) which consists of resources for UNOPS procurement practitioners (guidelines, reporting tools, partnerships) as well as for our supplier community: supplier engagement events (UP Forums), a portal for diverse suppliers to submit sustainable and innovative solutions (UP Portal), and a suite of supplier resources (UP Toolbox).

This booklet was produced as part of the UP Toolbox to promote supplier diversity and inclusion. It aims to give an overview of UNOPS policies, systems and initiatives for diverse suppliers interested in doing business with UNOPS. The booklet is targeted at diverse suppliers although it can also be of use to all potential suppliers to UNOPS.

# UNOPS Procurement

## What does UNOPS procure?

### What are the most typical categories procured at UNOPS?

Every year, UNOPS procures over \$1 billion worth of goods, services and works on behalf of our partners. Considering the wide range of projects UNOPS implements, we procure a broad base of categories – from life-saving pharmaceuticals in Myanmar and security services in the Central African Republic, to solar power grids in Haiti and rehabilitation services in Yemen.

In 2020, the top categories of goods, services and works that UNOPS purchased include:

- Health (including pharmaceuticals, healthcare equipment, laboratory equipment and medical devices, including those required in response to COVID-19)
- Infrastructure (including goods, services and works needed to construct and rehabilitate roads, building, hospitals, etc.)
- Equipment and materials (including goods and services needed for demining and disarmament, energy generation and storage)
- Vehicles (including ambulances and armoured vehicles)
- ICT equipment (including computers, accessories, networking, ICT services, etc.)
- Operations and administration (including logistics, consultancy services, communication, design, legal, translations, etc.)
- Other goods and services (including fuel, training services and humanitarian services)

Procurement at UNOPS is decentralized. Approximately 85 to 90 per cent of procurement is done by our country offices with delegated authority and outside of UNOPS headquarters in Copenhagen.

### Key recommendations to vendors

- **Become familiar with what we have procured in the past:** UNOPS [contract awards](#) are published on the United Nations Global Marketplace (UNGM), as are consolidated procurement statistics, which can be found as part of the [Annual Statistical Report on United Nations Procurement \(ASR\)](#). You can view historical procurement activity for UNOPS and other UN organizations through interactive dashboards.
- **Find out what we plan to procure in the near future:** Projected potential requirements of goods, services and works for UNOPS projects can be found within our [Procurement Plans](#) published on the Current Opportunities page of our website.
- **See what we're procuring now:** Tender notices are published on [UNGM](#). Registration on UNGM is required in order to respond to a UNOPS tender. Optionally, you can also subscribe to the [UNGM Tender Alert Service](#) to receive notifications about relevant tenders from UNOPS and other organizations (see below).

### Resources

- UNGM [contract awards](#)
- Information on [future opportunities](#)
- [Current opportunities](#)
- [Annual Statistical Report on United Nations Procurement](#) (ASR)

## How does UNOPS procure?

### Key definitions

#### 1. Procurement principles

UNOPS procurement activities are based on the careful and responsible management of our funds or the funds entrusted to us by a partner. UNOPS procures according to the following principles:

- Best value for money
- Fairness, integrity and transparency
- Effective competition
- Best interest of UNOPS and its partners

UNOPS Procurement Manual details our policy for carrying out procurement activities. It ensures that all procurement activities comply with the UNOPS legislative framework. UNOPS Procurement Manual is available in English, French and Spanish on our website.

#### 2. The procurement process

UNOPS communicates its business opportunities by using different solicitation methods, which include shopping, request for quotation (RFQ), invitation to bid (ITB) or request for proposal (RFP). These methods are used to solicit offers from suppliers.

- **RFQ:** Informal method of solicitation. Suppliers are requested to submit a quotation for the provision of goods or services. Normally used for standard, off-the shelf items, where the value of the procurement falls below the established threshold for formal methods of solicitation (< US\$50,000). The evaluation method used is "*lowest priced, most technically acceptable offer*".
- **ITB:** Formal method of solicitation. Suppliers are requested to submit a bid for the provision of goods or services. Normally used when the requirements are clearly and completely specified. The evaluation method used is "*lowest priced, substantially compliant offer*" and is used for high value procurement (> US 50,000).
- **RFP:** Formal method of solicitation. Suppliers are requested to submit a proposal for the provision of goods, works or services based on the specifications, statement of work or terms of reference included in the solicitation documents. Normally used in cases where the requirements are complex, cannot be clearly or completely specified, and where detailed technical evaluations are to be performed and/or where pricing or cost may not be the sole basis of award. RFPs are conducted through a "two-envelope" system, by which technical and financial proposals are submitted separately. The evaluation methodology applied is "*cumulative analysis of technical and financial proposals*" and is used for high value procurement (> US\$50,000).

UNOPS solicitation methods may also be preceded by a sourcing exercise, which helps UNOPS to identify suitable suppliers that could provide required goods, services or works. UNOPS sourcing methods are request for information (RFI), expression of interest (EOI) and pre-qualification (PQ). Various types of competition may be used, depending on the value of the procurement, market conditions and other factors, namely **open competition** (publicly accessible to all vendors, UNOPS default method of competition), **limited competition** (accessible to a restricted number of vendors previously short-listed typically through a previously openly advertised EOI or PQ process) and **direct contracting** (sole-sourced from one supplier).

The majority of UNOPS business opportunities are competitively tendered to provide equal access and fair opportunity to our suppliers to compete for contracts for required goods, services or works. These opportunities are posted in the form of tender notices on the [United Nations Global Marketplace \(UNGM\)](#). Almost all UNOPS business opportunities require that suppliers submit their offers through the UNOPS [eSourcing](#) system which is integrated with UNGM. UNOPS requires all of its prospective suppliers to register in UNGM at the "Basic" registration level, which is a self-registration process. This is required in order to submit an offer using the UNOPS eSourcing system.

### 3. Procurement of innovation

UNOPS has in place a range of procedures within its Procurement Manual that enable the procurement of innovative goods and services, including allowing for the submission of alternative offers at the solicitation stage. However, there may be situations (e.g., pre-commercial activities such as research and development services, goods or services not yet available on a large-scale commercial basis) where the use of these procedures may not be sufficiently effective to procure innovation or to influence the market towards innovative solutions. If so, UNOPS might allow alternative procedures such as multi-stage solicitation processes (e.g., meetings are held prior to the tender to inform the specifications design) or quality based evaluations (e.g., where cost is not used as an evaluation criterion) for the procurement of innovation.



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### 4. Important aspects on solicitation documents

UNOPS solicitation documents include essential details on the business opportunity being tendered, including:

- **Bid particulars and instructions to bidders:** detail the provisions under which the solicitation process is undertaken. This includes the bid submission deadline, tender clarifications deadline, bid validity period, bid currency, pre-bid meeting and site visit if applicable, language required for the bids, details on UNOPS bid protest procedures, etc.
- **Evaluation method and criteria:** the method and criteria used to evaluate the bids received. Criteria include formal and eligibility criteria, qualification criteria, technical criteria and financial criteria.
- **Schedule of requirements:** details on the goods, services or works that UNOPS is requiring. May be in the form of technical specifications, Terms of References, design documents, etc.
- **Returnable bidding forms/schedules:** information that the supplier must provide in their offer. The amount of information requested will depend on the complexity and value of the requirements.
- **Contract information:** the type of contract to be signed with the awarded supplier, including the general conditions of contract.

### 5. Types of contracts

UNOPS has developed the below standard contracts types to engage with our suppliers:

- **Purchase order:** contract issued to a supplier to document the purchase of goods and/or simple services.
- **Goods contracts:** contract for goods and related services.

- **Small services contract:** contract for simple services, valued below US\$50,000.
- **Professional services contract:** contract to perform services, generally valued above US\$50,000.
- **Long-term agreement (LTA):** written agreement between UNOPS and a supplier that is established for a longer period of time (normally 3–5 years) for specific goods or services at prescribed prices or pricing provisions and with no legal obligation to order any minimum or maximum quantity.
- **Blanket purchase agreement:** A written agreement between UNOPS and a supplier that is established for a shorter time period (normally 12 months) and for a limited monetary value (US\$50,000).
- **For works:** UNOPS has in place six template works contracts based on the International Federation of Consulting Engineers (FIDIC) standard suite of contracts.

## 6. Contract structure and General Conditions of Contract

UNOPS contracts are generally structured as follows:

- Instrument of agreement
- Special or Particular Conditions of Contract
- General Conditions of Contract (GCC)
- Annexes, including schedule of requirements, schedule of pricing, etc.

The GCC contain the general conditions governing the contract. They include specific provisions on mines, child labour, sexual exploitation and the fundamental rights of workers. Suppliers signing UNOPS contracts agree to abide by these conditions. The GCC are available on the UNOPS [website](#).

### Key recommendations to vendors

- Become familiar with UNOPS policies and procedures by reviewing the [UNOPS Procurement Manual](#)
- Review UNOPS [General Conditions of Contract](#)
- Complete the [Doing Business with UNOPS](#) online course
- [Register in UNGM](#) as a UNOPS supplier
- Be ready to assist UNOPS in better understanding the market and participate in RFIs, EOIs and PQs
- Focus on the types of solicitations where you think you have the most chance of success and consider partnering with another organization as a joint venture to join forces
- Read the tender documents carefully and ask for clarifications if needed
- If you have an innovative solution that might not fit in in traditional tender specifications, approach the local office where you operate to pitch your solution

### Resources

- [UNOPS Procurement Manual](#)
- UNOPS [General Conditions of Contract](#)
- [Doing Business with UNOPS](#) online course
- [United Nations Global Marketplace \(UNGM\)](#)
- UNOPS [eSourcing](#)

## Ethics and fraud prevention at UNOPS

### Why is ethical behaviour important for UNOPS?

#### 1. UNOPS approach towards ethics

UNOPS implements projects using public funds entrusted to the organization by our partners. We strive to use these resources in the most efficient, effective and transparent and accountable manner.

UNOPS aims to meet the highest standards of integrity and competency in all of its work and demands the same from its suppliers, both during the bidding process and throughout the execution of a contract. Therefore, UNOPS expects all suppliers who wish to do business with UNOPS to embrace the UN Supplier Code of Conduct, adhere to the principles of the United Nations Global Compact and comply with UNOPS General Conditions of Contract.

#### 2. Ethical behaviour of suppliers

UNOPS expects all suppliers who wish to do business with UNOPS to embrace the UN Supplier Code of Conduct given that it originates from the core values outlined in the Charter of the United Nations, which binds all nations. As such, an acknowledgement of the UN Code of Conduct is required to register as a vendor in the United Nations Global Marketplace (UNGM). In addition, suppliers should note that certain provisions of this Code of Conduct will be binding on the supplier in the event the supplier is awarded a contract by UNOPS pursuant to the terms and conditions of any such contract. Failure to comply with certain provisions may also preclude suppliers from being eligible for a contract award.

In addition, UNOPS suppliers are expected to adhere to principles of the UN Global Compact and embrace and advance the principles of social and environmental sustainability.



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#### 3. Supplier conflict of interest

UNOPS requires that suppliers participating in a procurement process do not have a conflict of interest to avoid any distortion of competition and to ensure fairness of the process. A supplier shall be considered to have a conflict of interest in a procurement process if, for example, the supplier has a close business or family relationship with UNOPS personnel who are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, in the evaluation process of such contract, or in the implementation or supervision of such contract.

Suppliers must disclose any actual or potential conflict of interest to UNOPS as soon as possible during the procurement process. Based on that disclosure, UNOPS will evaluate if the conflict of interest can be resolved in a

manner acceptable to UNOPS. If it cannot, then the supplier will be deemed ineligible for that procurement process. Failure to disclose any actual or potential conflict of interest may lead to the supplier being sanctioned.

#### 4. Proscribed practices and UNOPS Vendor Sanction Policy

The UNOPS Vendor Sanctions Policy, which is based on a common UN policy, establishes the framework and procedures by which UNOPS imposes sanctions against suppliers that have engaged or attempted to engage in proscribed practices. UNOPS has a zero tolerance policy towards proscribed practices, which include:

- *Corrupt practice*: the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party.
- *Fraudulent practice*: any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- *Coercive practice*: an act or omission that impairs or harms, or threatens to impair or harm, directly or indirectly, any party or the property of the party to improperly influence the actions of a party.
- *Collusive practice*: an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.
- *Unethical practice*: conduct or behaviour that is contrary to the conflict of interest, gifts and hospitality, post-employment provisions or other published requirements of doing business with UNOPS.
- *Obstruction*: acts or omissions by a vendor that prevent or hinder UNOPS from investigating instances of possible proscribed practices.

UNOPS may sanction suppliers that have engaged in proscribed practices and such sanctions are also in effect for other UN organizations.

#### Key recommendations to vendors

- Become familiar with [UNOPS Procurement Manual](#) Section 1.5 *Ethical Standards*, including Section 1.5.4.2 *Proscribed practices by suppliers and vendor sanctions* and Section 1.5.4.3 *Supplier conflict of interest*
- Become familiar with [UNOPS Vendor Sanctions Policy](#)
- Review the [UN Supplier Code of Conduct](#)
- Adhere to the principles of the [UN Global Compact](#)
- Comply with [UNOPS General Conditions of Contract](#)
- Complete the [Doing Business with UNOPS](#) online course, which includes UNOPS expectations on ethics and fraud prevention
- Create a culture of ethical behaviour and prevention of proscribed practices within your organization and when working with subcontractors
- Avoid placing your organization in a position of conflict of interest and disclose any real or potential conflict of interest to UNOPS
- Timely report any allegation of unethical practices or other proscribed practices to [UNOPS](#)

#### Resources

- [UNOPS Procurement Manual](#)
- [UNOPS Vendor Sanctions Policy](#)
- [UN Supplier Code of Conduct](#)
- [UN Global Compact](#)
- [UNOPS General Conditions of Contract](#)

# United Nations Global Marketplace

## What is the United Nations Global Marketplace?

The [United Nations Global Marketplace \(UNGM\)](#) is the official procurement portal of the United Nations system which brings together UN procurement staff and suppliers interested in doing business with the United Nations and connects suppliers to the UN marketplace.

A total of 54 UN organizations or UN-affiliated bodies publish procurement notices on UNGM, including UNOPS. These are accessible publicly and free of charge. UNGM also provides a value-added email service - the Tender Alert Service - which enables suppliers to receive alerts of relevant procurement opportunities via email.

## Key recommendations to vendors

### 1. Register in UNGM

- Registration is the first step to doing business with the United Nations. It is free of charge and available to any incorporated companies
- It is a central and unique registration process common to 29 UN organizations
- It can increase your exposure to UN staff members globally
- It contains procurement notices from a total of 54 UN organizations or UN-affiliated bodies
- It provides equal opportunities for all suppliers
- It is a **requirement** to participate in UN procurement opportunities

### 2. MSMEs and/or a women-owned businesses

When completing the registration process on UNGM, you are required to provide general information about your company. If relevant, this is also an opportunity to self-declare that you are an MSME (employing less than 250 employees) and/or a women-owned business (>51 per cent owned and controlled by one or more women). UNOPS may occasionally make use of the UNGM vendor database to source specifically from MSMEs and/or women-owned businesses, so we recommend you to diligently provide such information when registering on UNGM, if applicable.

### 3. UNGM and sustainable procurement

In UNGM, all UN tenders that incorporate each pillar of sustainable development (environmental, social and economic) are highlighted with a sustainable procurement logo. If you want to demonstrate how you are able to respond to the UN quest for sustainable purchases, make sure to check business opportunities with the sustainable procurement logo. Therefore, sustainable and diverse suppliers have a competitive advantage that they should leverage.



### 4. Annual Statistical Report on UN Procurement (ASR)

UNOPS publishes the Annual Statistical Report on UN Procurement on behalf of the UN system. The report, as well as interactive dashboards, can be found in the procurement statistics section of the [United Nations Global Marketplace \(UNGM\)](#). This is a useful tool for you to understand the historical spend of the different organizations, with a breakdown by category and geography - in a way that can ultimately support you in identifying where potential opportunities may lie for your company. In addition, the ASR contains information regarding the UN sustainable procurement efforts.

## Resources

- Register on [UNGM](#)
- Browse [procurement opportunities](#)
- [UN procurement and market information](#)
- [Help Center](#) and support articles
- Contact [UNGM support](#)
- [UNGM Tender Alert Service](#)
- [Annual Statistical Report on UN Procurement \(ASR\)](#)

# eSourcing, the UNOPS e-tendering system

## What is UNOPS eSourcing?

[UNOPS eSourcing](#) is the UNOPS e-tendering system, which is used for the vast majority of UNOPS procurement processes and is integrated into the United Nations Global Marketplace (UNGM). eSourcing handles five procurement process stages online (sourcing, solicitation, management of submissions, evaluation, and procurement review and award) and has helped achieve organizational benefits such as increased efficiency; generated useful data to enable strategic decision making; enhanced integrity and transparency; assured consistency of practice and facilitated policy compliance; and aligned UNOPS with international best practices. These benefits have also been acknowledged by our supplier community to which we thank the adoption of the system.

**UNOPS | eSOURCING**

UNITED NATIONS  
GLOBAL MARKETPLACE

2021-06-01 14:02 UTC

## WELCOME

to the UNOPS eSourcing platform.

Please note that you must have created a UNGM account before accessing UNOPS eSourcing.

**Login with your UNGM account**

Email

Password

Login

[Need a UNGM account?](#)

**IMPORTANT NOTICE**

The United Nations Office for Project Services (UNOPS) is aware that fraudulent procurement related documents, such as solicitation documents or purchase orders, are being distributed purporting to be from UNOPS. These documents contain representations of the UNOPS emblem, logo, initials and/or signatures from UNOPS officials. We are currently conducting investigations into these events.

All authorised contact details in genuine UNOPS procurement documents will use an email address ending in @unops.org. At no stage will we charge a fee for tenders.

In the event that you have any reason to suspect any activity purporting to be made on behalf UNOPS is not genuine, please contact [fraudhotline@unops.org](mailto:fraudhotline@unops.org).

© UNOPS/eSourcing platform

## Key recommendations to vendors

- Register as a UNOPS vendor in UNGM at a “Basic” registration level
- Frequently search for business opportunities in [UNGM](#)
- Review in detail the business opportunities you are interested in and submit complete offers in line with the required information
- Familiarize yourself with the UNOPS eSourcing system, including key actions such as expressing interest in a tender, requesting tender clarifications, submitting an offer, responding to evaluation clarifications, and checking tender/submission status

## Resources

- [UNGM help centre](#)
- Vendor [user guide, videos, helpdesk and other support materials](#)
- Complete the [Doing Business with UNOPS](#) online course
- Contact the [eSourcing helpdesk](#)

# Sustainability at UNOPS

## UN Sustainable Development Goals

### What are the UN Sustainable Development Goals (SDGs)?

To address the global challenges we face with poverty, inequality, climate change, environmental degradation, peace and justice the United Nations have established a set of **17 Sustainable Development Goals** to be achieved by 2030 that are the blueprint for a better and more sustainable future for all. The Sustainable Development Goals are also referred to as “SDGs” or “**The 2030 Agenda**” and you can see their objectives in the figure below. For more information on each of the SDGs visit the [official website](#).



© UNOPS/Sustainable Development Goals

### Key recommendations to vendors

Suppliers implementing the SDGs in their operations and products/services are highly desirable in bids for UNOPS tenders. We therefore suggest the below recommendations.

- Become familiar with the SDGs and their sub-goals
- Analyze your products, services, and your commitments as a company and pinpoint the SDGs to which YOU contribute to
- If you assess that your contribution is not the level you would wish, prepare an Action Plan with the steps that you can take to transform your company to one that shares the same visions

### Resources

- [Official site for SDGs](#)

## UN Supplier Code of Conduct

### What is the UN Supplier Code of Conduct?

The United Nations Supplier Code of Conduct is promulgated by the United Nations Procurement Division and is fully endorsed by UNOPS. Companies doing business with the United Nations are required to acknowledge the [UN Supplier Code of Conduct](#) when registering on the United Nations Global Marketplace (UNGM).

The provisions as set forth in the Code of Conduct provide the minimum standards expected of suppliers to the UN. The UN expects suppliers to strive to exceed both international and industry best practices. The UN also expects that its suppliers encourage and work with their own suppliers and subcontractors to ensure that they also strive to meet the principles of this Code of Conduct. The UN recognizes that reaching some of the standards established in the Code of Conduct is a dynamic rather than static process and encourages suppliers to continually improve their workplace conditions accordingly.



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The UN Supplier Code of Conduct includes four main focus areas: Labour, Human Rights, Environment and Ethical Conduct. The key principles in each of the four areas can be summarized below.

#### A. Labour

- Freedom of association and collective bargaining **MUST** be permitted for employees of UN vendors
- Forced or compulsory labour is **PROHIBITED**
- Children below the age of 14 (or the minimum acceptable age in the country, if higher) **MUST NOT** be employed by UN vendors, and children under the age of 18, **MUST NOT** be employed for activities likely to harm their health, safety or morals
- Discrimination **MUST** be combated and UN vendors should seek to provide equal opportunities to all current and future employees
- Wages, working hours and other conditions of work **MUST** be in line with the country's legal requirements, minimum requirements by trade unions, etc.
- UN vendors **MUST** ensure that occupational health and safety is given appropriate importance and that hazards and risks are reduced to the greatest extent possible by implementing appropriate procedures with regards to the use of equipment/machinery, and chemicals and biological agents (e.g., by the use of protective equipment)

#### B. Human Rights

- All internationally proclaimed human rights **MUST** be respected and supported

- UN vendors, their parent, subsidiary and affiliated entities as well as any subcontractors MUST NOT engage, nor allow, harassment, harsh or inhumane treatment, such as threats of violence, verbal or psychological harassment or abuse, and/or sexual exploitation and abuse
- UN vendors MUST NOT engage in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines

### C. Environment

- UN vendors MUST comply with national regulations on environmental protection and should support environmental conservation
- Chemical and hazardous materials generated from operations MUST be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal
- Wastewater and solid waste generated from operations, industrial processes and sanitation facilities MUST be monitored, controlled and treated as required prior to discharge or disposal
- Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations MUST be characterized, monitored, controlled and treated as required prior to discharge or disposal.
- UN vendors MUST strive to minimize waste and maximize recycling

### D. Ethical conduct

- UN vendors must adhere to the highest standards of moral and ethical conduct and MUST NOT engage in corrupt practices, including but not limited to extortion, fraud, or bribery
- UN vendors are expected to disclose any conflicts of interest with the UN
- The UN has a “zero tolerance” policy and does not accept any type of gift or any offer of hospitality from vendors
- Post employment restrictions may apply to UN staff in service and former UN staff members who participated in the procurement process

### Key recommendations to vendors

- Read and understand the principles of the UN Supplier Code of Conduct and ensure that you are able to meet these expectations
- Communicate the Code of Conduct to employees, parent, subsidiary and affiliated entities as well as any subcontractors in the local language and in a manner that is understood by all (the original document is available in all official UN languages i.e. English, French, Spanish, Russian, Chinese and Arabic)
- Bear in mind that the Code of Conduct provides the minimum standards expected of UN suppliers though the UN expects its suppliers to strive to exceed both international and industry best practices
- Violation of the Code of Conduct can affect your ongoing contracts or the ability to do business with the UN in the future
- Set up clear goals towards meeting the expectations of the Code of Conduct and establish a management system regarding your business operations, which is regularly reviewed and improved, to ensure they are aligned with the principles of the Code of Conduct
- Be prepared to be able to describe how your company deals with quality management and how your approaches are appropriate for the industry in which it works and the size of your company

### Resources

- UN Supplier [Code of Conduct](#) in English, French, Spanish, Russian, Chinese and Arabic

# UN Global Compact

## What is the UN Global Compact?

The [United Nations Global Compact](#) (UNGC) is a non-binding United Nations pact to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation.



It includes 10 principles within four focus areas (Human rights, labour, environment, anti-corruption). We encourage our suppliers to become UNGC signatories and/or actively incorporate these principles in their operations and products/services.

### Human rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2: make sure that they are not complicit in human rights abuses.

### Labour

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

### Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

### Anti-corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

### Key recommendations to vendors

UNOPS encourages all its suppliers to adhere to the principles of the United Nations Global Compact, as it derives from the Universal Declaration of Human Rights, the International Labour Organization Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the UN Convention against Corruption. We therefore suggest the below recommendations.

- Become familiar with all 10 principles
- If you assess that your contribution is not at the level you would wish, prepare an action plan with the steps that you can take to transform your company to one that shares the same visions
- Consider becoming a signatory to the United Nations Global Compact

### Resources

- [Official site to the UNGC](#)

## Sustainable procurement at UNOPS

### When is procurement considered sustainable and why is it important to UNOPS?

Procurement is called sustainable when it "integrates requirements, specifications and criteria that are compatible and in favour of the protection of the environment, of social progress and in support of economic development, namely by seeking resource efficiency, improving the quality of products and services and ultimately optimizing costs."<sup>1</sup>

UNOPS procures over \$1 billion worth of goods and services each year. By including sustainability criteria in our tenders we can ensure that our decisions have a lasting positive impact for the environment and the social and economic progress of the communities we interact with. Therefore, by making procurement sustainable, we contribute to the Sustainable Development Goals (SDGs) – especially targets under SDG 12 (Responsible Consumption and Production).



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As of January 2020, UNOPS established a mandatory **Sustainable Procurement Framework** which prescribes sustainability criteria for certain solicitation types and categories of goods, services and works. Therefore, all potential suppliers must be prepared to respond to such sustainability requirements if you want to increase your likelihood of being awarded a contract with us.

Some examples of sustainability clauses you might encounter in our tenders are:

- **Technical/environmental sustainability:** environmental management systems, use of sustainable materials for the goods and their packaging, social well-being and health and safety policies for employees/in operation processes, use of local materials/employment of local communities, labour rights, reduction of packaging, energy efficiency, elimination of toxic substances, extended producer responsibility (take-back scheme at end of life), etc.
- **Gender:** gender equality policies/action plans in place, threshold of minimum per cent of female employees/women in leadership roles, tenders/tender lots reserved to women-owned businesses, women focal points, etc.

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<sup>1</sup> High Level Committee on Management Procurement Network

## Key recommendations to vendors

1. When bidding for **Invitations to Bid (ITBs) and Request for Proposals (RFPs) for goods and services, or Request for Quotations (RFQs) for specific goods and services<sup>2</sup>**, be prepared to meet:

- At least one technical/environmental sustainability criterion **or** a gender-related criterion
- Additionally, ITBs and RFPs will require completion of the Delivering Responsibility in Vendor Engagement (DRiVE) questionnaire – a supplier sustainability questionnaire

2. When bidding for **ITBs and RFPs for goods and services for an awarded amount above USD 1 million, as well as for LTAs for goods and services** be prepared to meet:

- At least one technical/environmental sustainability criterion **and** at least one gender-related criterion
- Completion of the DRiVE supplier sustainability questionnaire

3. When bidding for **ITBs, RFPs, and LTAs for works and for all Expressions Of Interest (EOIs) and Pre Qualifications (PQs)** be prepared to complete the DRiVE supplier sustainability questionnaire

### 4. Other recommendations

- UN tenders that incorporate all three pillars of sustainability (environmental, social and economic) are marked with a sustainable procurement logo in the [United Nations Global Marketplace \(UNGM\)](#). Check these business opportunities if you want to demonstrate your commitment to the SDGs
- If you are a small supplier, be aware that UNOPS might allow joint ventures and thus collaboration with other small suppliers can be a way of being awarded bigger contracts

## Resources

- [UNGM Sustainable Procurement Indicators](#)
- [“How we procure”](#) section on UNOPS website
- Contact the [Sustainable Procurement Team](#)

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<sup>2</sup>ICT equipment (desktops, laptops, monitors, projectors, (multifunctional) printers); Vehicles; Generators; Cleaning products; Cleaning services; Clothing and uniforms; Furniture and furnishings; Office supplies - copy paper; Office supplies - printer ink; Office supplies - writing instruments; Events and conferences; Consulting services; Medical devices; Pharmaceuticals.

## DRiVE Supplier Sustainability Programme

### What is the DRiVE Supplier Sustainability Programme and how can you benefit from it?

The overall scope of the DRiVE programme is to ensure that UNOPS vendors operate responsibly and in accordance with high standards of integrity. This is done through a vendor assessment, inspection and corrective action-planning processes. DRiVE is anchored in the UN Supplier Code of Conduct, and has a particular focus on the associated areas related to human rights, labour standards, equal opportunity, code of conduct, health and safety, quality management and environmental responsibility.

If you are bidding on a UNOPS tender, you might have to fill out the *DRiVE Supplier Sustainability Questionnaire*. The questionnaire has 66 questions related to all major areas of sustainability in the supply chain. This allows us to better understand how suppliers are managing and mitigating their impact in the supply chain. Answering the questions is user friendly by offering four options to choose from that best represent your situation. To help explain and clarify the question there is also a convenient *Help* section built into the questionnaire. We estimate that it takes around 20–30 mins to fill out the questionnaire.



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UNOPS uses the DRiVE Supplier Sustainability Questionnaire to understand the level of maturity of the processes and procedures that our suppliers have in place regarding the different areas of sustainability. This helps to identify opportunities for improvement by highlighting where we can focus our outreach efforts for support and development. This may also be done by sharing a voluntary Corrective Action and Preventive Action Plan with our suppliers that can be used to support the process of continuous improvement.

The questionnaire is not used to evaluate your performance in a tender, unless communicated otherwise. The questionnaire is meant as an honest assessment of your current circumstances in meeting the expectations of UNOPS. We see some organizations use the questionnaire themselves to identify areas of improvement and as a guide for areas that they can focus on. This could be, for example, using the different answers to the questions as a way to set out a plan or a road map.

### **Key recommendations to vendors**

- Fill in the DRiVE Supplier Sustainability Questionnaire as honestly and accurately as possible to understand the areas that are asked about and the expectations that are presented
- Use the questionnaire as a road map for creating your own Corrective Action and Preventive Action Plan to manage and mitigate your impact in the supply chain

### **Resources**

- [“How we procure”](#) section on UNOPS website
- Contact the [Supplier Sustainability Team](#)

## Gender mainstreaming at UNOPS

### What is the UNOPS approach to gender mainstreaming?

UNOPS is committed to delivering solutions that serve all genders equally. To guide this commitment, UNOPS developed and launched two strategies and action plans in 2018 – the [Gender Parity Strategy](#) and the [Gender Mainstreaming Strategy](#). Moreover, in March 2020, UNOPS launched a [Prevention of Sexual Harassment and Sexual Exploitation and Abuse Strategy](#) to address this issue comprehensively.

### Key recommendations to vendors

UNOPS is committed to mainstreaming gender throughout the entire organization and places gender equality considerations at the front and centre of all our work – including procurement. UNOPS has introduced several initiatives which can, among other things, ensure gender diversity and inclusion throughout the various stages of the procurement process. Read the points below to explore the gender initiatives within our procurement process that might be relevant for you.



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### 1. General guidance

At any moment you can become familiar with UNOPS gender mainstreaming requirements, and prepare your company to internally achieve gender parity and make your own supply chain more gender-responsive. For example, you could subcontract or purchase raw materials from women-owned businesses. Check the “[I Know Gender in Procurement](#)” online course to learn more.

Moreover, if you are a diverse supplier, keep an eye out for [UNOPS Possibilities](#) activities that aim to increase the capacity of diverse suppliers through various areas including gender, sustainability and general procurement. In particular, Possibilities allows UNOPS to work with more women-owned businesses (WOBs). Therefore, **if you are a WOB**, you can share your company's solutions via the [Possibilities Portal](#), as UNOPS will include the relevant solutions in an internal repository that UNOPS Procurement Officials have access to. We also call upon WOBs to stay tuned for UNOPS Possibilities Forums (capacity building events) at the local level, and explore more resources through the Possibilities Toolbox.

Importantly, if you are a WOB, please ensure that this is reflected in your United Nations Global Marketplace (UNGM) vendor profile. UNOPS regularly invites WOBs to participate in our tenders as part of our supplier diversity efforts and we use UNGM as a means to identify such vendors.

## 2. Procurement process guidance

**If you are bidding for UNOPS business opportunities** be aware that UNOPS established a mandatory **Sustainable Procurement Framework** in 2020. The Sustainable Procurement Framework requires that the majority of UNOPS tenders include sustainability criteria in the schedule of requirements, including **gender-related criteria** (e.g., 30 per cent of UNOPS tenders in 2020 had a gender criterion). In addition to the gender criteria, for formal processes (>US\$50,000) the framework requires suppliers to fill in a supplier sustainability due diligence questionnaire (DRiVE) that includes **eight questions related to gender**. Through these criteria, UNOPS aims to receive information on the plans that suppliers have developed to impact gender equality and support gender mainstreaming through the delivery of the contract. In addition, this informs UNOPS of how the suppliers support gender mainstreaming practices within their operations. Some of the tender requirements that can be expected are:

- Company commitment/action plan towards gender mainstreaming and women's empowerment (read more on the [Women's Empowerment Principles Guidance](#) on ways to achieve that)
- Minimum per cent of female employees/minimum per cent of women in leadership roles
- Women to be the focal point in contract management
- Lots or whole tenders reserved to women-owned businesses

Suppliers may be asked to validate the answers to the DRiVE Supplier Sustainability Questionnaire during background checks in the tender process. Additionally, awarded suppliers may be required to provide additional validation for the answers provided. This could be done remotely by sending documentation or physically by UNOPS personnel.

### Resources

- [Gender Parity Strategy](#)
- [Gender Mainstreaming Strategy](#)
- [Prevention of Sexual Harassment and Sexual Exploitation and Abuse Strategy](#)
- Take the [course](#) 'I know gender- How to Series 4: Mainstreaming Gender Equality in Procurement' if you want to learn more about gender in procurement
- [Women's Empowerment Principles](#)