



# **PROCUREMENT OF WORKS AND RELATED SERVICES**

**UNOPS ALBANIA**

# Agenda

- 1 UNOPS and its mandate
- 2 UNOPS in Albania
- 3 Procurement at UNOPS
- 4 Opportunities in Albania



## What UNOPS does

UNOPS is a UN agency with the mission to help people build better lives and countries achieve peace and sustainable development. We work with Governments, other UN agencies, NGOs, the private sector & other institutions through transactional, advisory, & implementation services.

Our partners call on us to **supplement their own capacities**, improve **speed**, **reduce risks**, boost **cost-effectiveness** and **increase quality**.

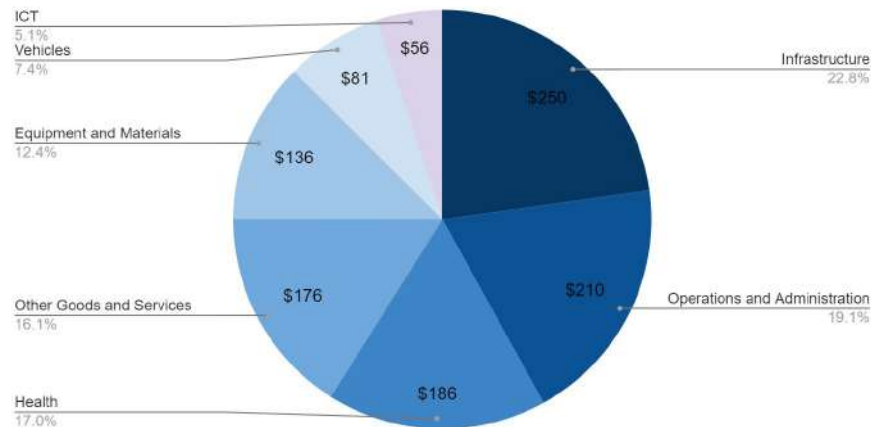
In 2021 - through more than **900 projects** - UNOPS delivered more than **\$3.4 billion** worth of support to our partners, mainly in **fragile** and **conflict affected environments**.



# UNOPS expertise

- We offer **five core service lines** that can be tailored to partners' objectives: procurement, infrastructure, project management, financial management, human resources.
- Procurement is a major component of UNOPS activity, the largest amount at **59% of all delivery in 2021**; goods, services and works in a broad range of categories, through a global supplier base of over 6,000 suppliers from 150 countries.

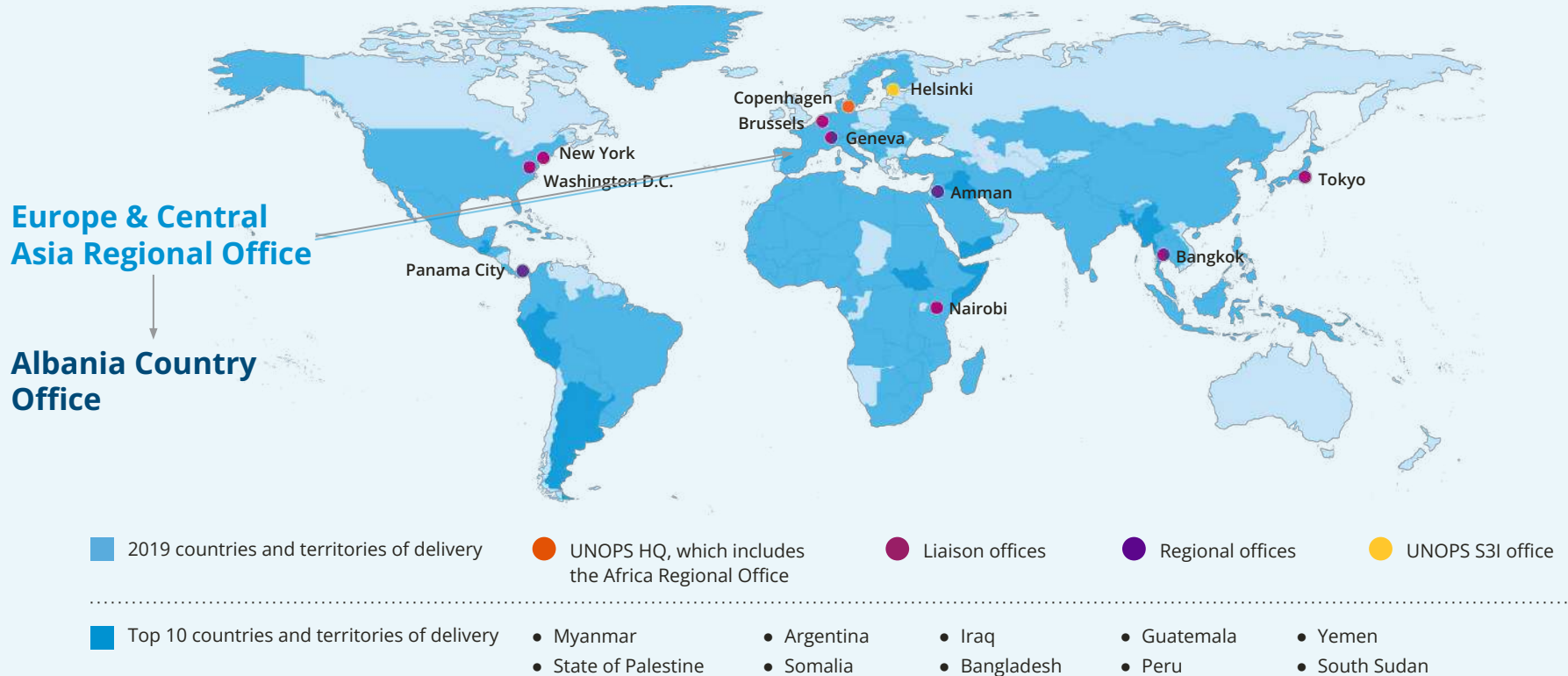
Procurement categories 2019 (\$ millions)



## Main procurement categories:

- ❖ Infrastructure
- ❖ Operations & administration
- ❖ Health

# Our global presence



# UNOPS Albania in action

- Operationally active since end of 2020, with focus on growth. Part of the UN family in Albania supporting development initiatives through the Cooperation Agreement with the Government of Albania 2022-2026.

- Currently implementing 2 projects in cultural heritage & health.  
**Main project:** *EU4CULTURE- EU Support for Revitalization of Cultural Heritage Sites and Monuments*

**Donor:** European Union;

**Beneficiary:** Ministry of Culture;

**Funds:** 47 mil USD



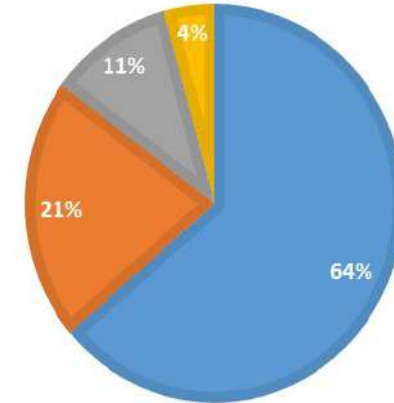
# UNOPS Albania delivery

## Projects' main components & areas of procurement

- conservation design & infrastructure
- interpretation & digitalization;
- capacity building (cultural heritage and business management plans);
- grant management for socio-economic development initiatives;
- communications

## 2021 DELIVERY

■ Infrastructure ■ Design ■ Cultural Heritage Management ■ Communication activities



- Infrastructure- 3,000,000 USD
- Design- 1,000,000 USD
- CH Management-500,000 USD
- Communications- 150,000 USD

# 8 UNOPS approach

We bring the highest **international standards to what we do, while respecting local contexts:**

- **Collaborative approach aiming to Increase local capacity**, as all projects delivered by UNOPS have a special focus on national capacity and sustainability, to contribute to the ability of countries to design, construct and maintain infrastructure. International companies can participate in the tenders for implementation of the restoration works, if form a joint venture with the local company, that holds the license in the implementation of the required works/services.
- **Adherence to UNOPS internal processes and standards** to ensure quality and compliance to organizational policies, ie. in design review, Internal certification processes for architecture and infrastructure works, & review of procurement cases at different levels of authority.
- **Making sustainability a priority** through the integration and balancing of economic, social and environmental considerations to achieve the most resilience outcomes in accordance with the UNOPS Policy for Sustainable Infrastructure.
- **0 accident culture** through strict adherence to Health and Safety policy and measures  
[Annex 1: Sustainable Procurement Framework](#)  
[Procurement-Manual-2021 EN.pdf](#)





# Opportunities in 2022:

- **Musealization interventions**, for the protection and enhancement of archaeological/historical/ethnographic assets
- **Structural consolidation and architectural restoration**
- **Rehabilitation/construction of essential services:** fire protection system, hydraulic water supply and sewage systems, electrical systems, heating/ventilation and air conditioning systems HVAC, electronic systems, in compliance with Albanian laws and regulations and UNOPS standards.
- **Architectural landscape interventions**, in compliance with local regulations and UNOPS standards.
- **Modern tools** for providing information on the monument or cultural asset, such as audio guides, video guides, virtual tours, websites etc.

## Tendering for:

- Conservation interventions for 8 sites
- Development of multimedia content for 6 sites

## Where?

The Archaeological Museum, Durrës; The Castle of Bashtova; Castle of Ishmi and a Building next to Fortification, Durrës; Ruins of Church of St Mary; Building of Institution of Formerly Persecuted; Former Archbishopric, Durrës; Ministry of Culture; National Historic Museum; National Library, Tirana; National Gallery of Arts; National Library the Fund.



Doing Business  
with  UNOPS

# Solicitation types

## Shopping

- Value < US \$5000
- Award criteria based on "lowest priced technically acceptable"
- No solicitation document needed – email or phone

## Request for Quotations

- Value > US \$5000 < US \$50,000
- Award criteria based on "lowest priced technically acceptable"
- Technical compliance on pass or fail criteria
- Bids opened directly by procurement official

## Invitation to Bid

- Value > US\$50,000
- Award criteria based on "lowest priced substantially compliant"
- Technical compliance on pass or fail criteria
- Bids opened by a committee (financial & technical together)

## Request for Proposal

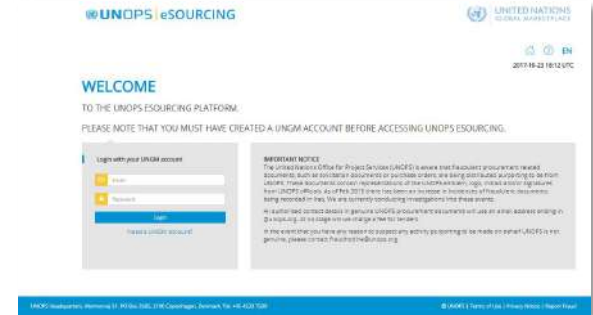
- Value > US\$50,000
- Award criteria based on "cumulative analysis"
- Technical compliance on weighting of technical points (60 or 70%)
- Bids opened by a committee (financial & technical separately)

# UNGM & UNOPS eSourcing system

- In order to access UNOPS tenders, vendors must be registered in **UNGM** (<https://www.ungm.org/>) .

Women-owned businesses (WOBs) can register as such in UNGM!

- Almost all UNOPS business opportunities require that suppliers submit their offers through the **UNOPS eSourcing system**, the UNOPS' e-Tendering platform (integrated with UNGM)
  - Important benefits achieved:
    - Increase efficiency of procurement processes
    - Increase transparency and integrity
    - Consistency of practice and policy compliance
  - Advantages for suppliers
    - UNGM as single entry to UNOPS + other UN agencies
    - Simple to use, clear user interface.
    - All functions of procurement process (incl. clarifications)
    - Can save draft responses and avoid last minute issues
    - Easy to track tender and submission status
    - Automatic email notifications



# How does UNOPS procure?

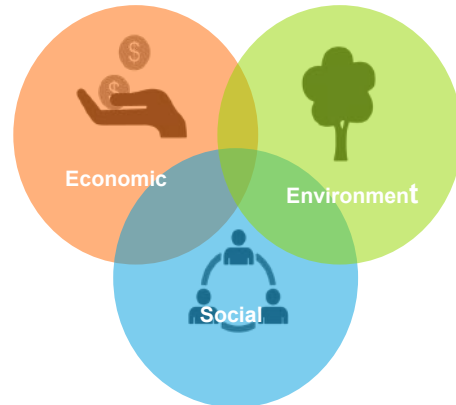
- Follows a strict process outlined in our Procurement Manual



## UNOPS Procurement Principles



## Sustainable Development Principles



# What UNOPS does to work with diverse suppliers

International and  
Limited national  
competition &  
reserved  
tenders/lots

Special provisions reserved to diverse suppliers (including women-owned businesses(WOBs))

All tenders are posted online and almost all contract awards (90%) are available on UNGM. Also, eSourcing facilitates the process

eSourcing ensure  
transparency and  
fairness

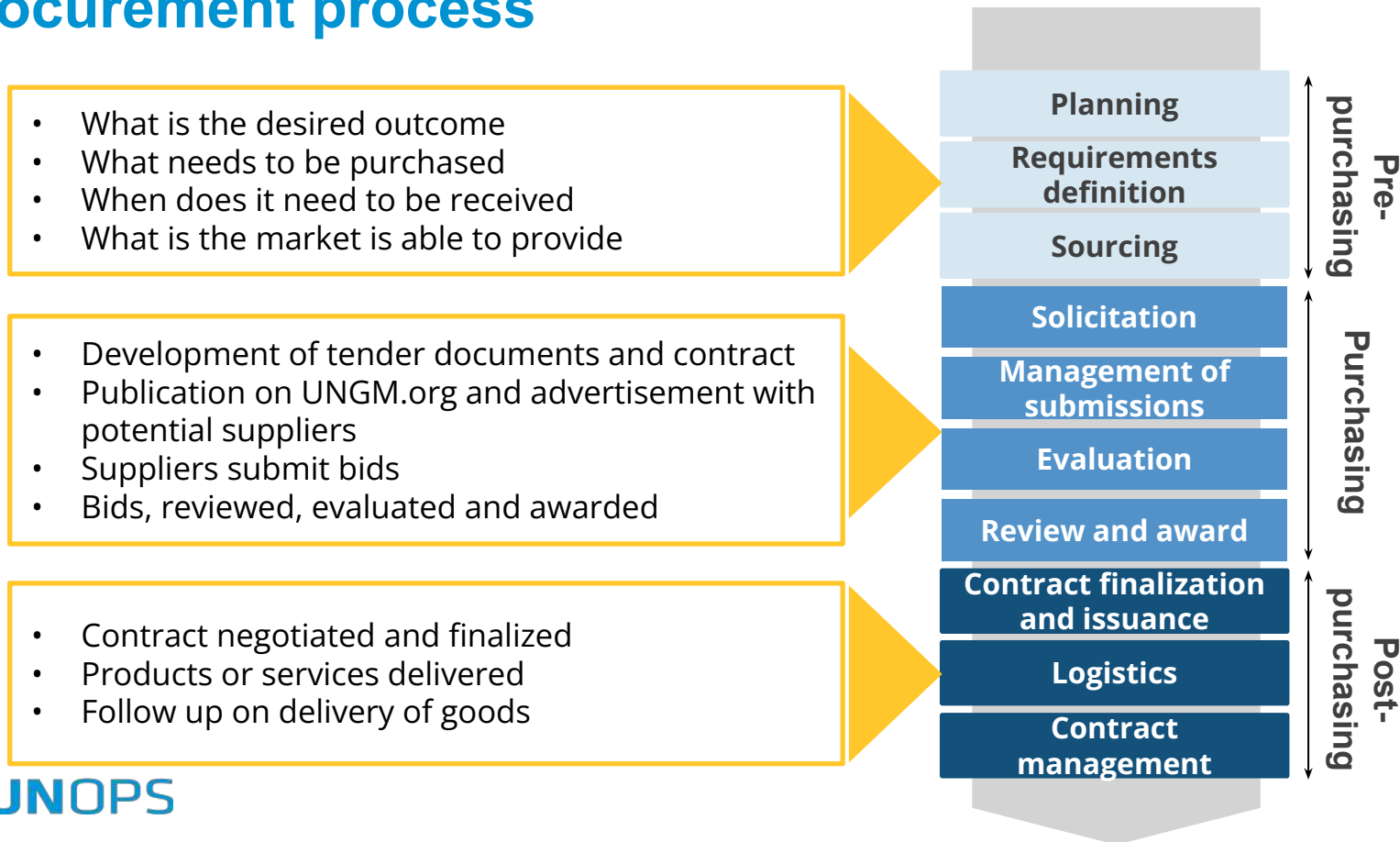
Creation of lots and  
tenders

>50% of UNOPS tenders are Request for Quotation(RFQs) which are less than \$50k

Through UP Forums and UNGM and regular business seminars, and publication of procurement plans online every year

Enhanced  
promotion  
with MSMEs

# Procurement process



## Becoming a successful bidder

- **Depending on contract type, incorporate sustainability and gender mainstreaming considerations**, using the *Delivering Responsibility in Vendor Engagement (DRiVE)* Supplier Sustainability Questionnaire to ensure operating responsibly and in accordance with high standards of integrity, with a focus on human rights, labour standards, equal opportunity, code of conduct, health and safety, quality management and environmental management
- **Additional points** for involving young professionals in the field of cultural heritage
- **Engage with UNOPS** during solicitation and evaluation period for possible clarifications needed mutually about tendering documents, processes, and criteria. <https://www.ungm.org/Public/Notice>
- **Speak up** if unjustly treated in connection with a solicitation process through [bid.protest@unops.org](mailto:bid.protest@unops.org) for tenders exceeding 50,000 USD after 10 days of communication of decision reached by UNOPS / UNGM



# Approach to ethics and fraud prevention

- **Fraud** - a knowing misrepresentation of the truth or a concealment of a material fact; **Corruption** - offering, giving, receiving or soliciting, directly or indirectly of anything of value to influence improperly the actions of another party; **Unethical conduct**: behaviour that is contrary to the conflict of interest, gifts and hospitality, post-employment provisions or other published requirements of doing business with UNOPS.
- **Examples**: forging documents, collusion or other anti-competitive scheme between suppliers during a procurement process, providing information in relation to a medical insurance claim or another entitlement that the claimant knows to be false etc.
- **Following investigations, UNOPS may declare** an entity ineligible to partake in UNOPS contracts, seek recovery of financial loss and refer cases to national authorities for criminal investigation.
- Vendors and other third parties may also **report their suspicions to UNOPS** of fraudulent or corrupt act, through: [Internal Audit and Investigation](#)

# Challenges

During 2021, main tendering challenges have related to:

1. Lack of supplier's experience in preparing a clear and detailed methodology.
2. Documentation gaps by suppliers, such as:
  - Detailed schedule of implementation should be part of the offer (bidders advised to use charts to better present/visualize)
  - Returnable schedules shall be filled out correctly, and then submitted signed from the authorized person and stamped.
  - Balance sheets shall be certified by Tax Authority or the relevant institution
3. Low understanding of sustainability criteria of the Tender, as well as low evidence of implementation of sustainability approaches.
4. Low interaction from the suppliers' side. Suppliers that have expressed interest in a process but then did not submit an offer are encouraged to explain the reasons.

# Final tips for diverse suppliers

**1. Do your homework and research your market**  
(ASR, UNGM, Procurement plans)

**4. Focus on the types of solicitations you have the most chance of success**  
(RFQs, ITBs, or RFPs)

**7. Ensure you are equipped with licenses required by local law** as you submit your proposal

**10.** If you have a better solution, submit it through the **Possibilities Portal** ([unops.org/possibilities](https://unops.org/possibilities))

**2. Register in UNGM & familiarize yourself with UNOPS eSourcing**

**5. Read the tender documents carefully** (there is lots of information to help you)

**8. Consider the sustainability of your solution**  
(This is a differentiator)

**11.** If you don't want to bid, **tell us why in your response** (returnable bid forms)

**3. Take the online course "Doing business with UNOPS"** to learn more about UNOPS procurement

**6. Ask for clarifications** if the tender doesn't make sense (using eSourcing)

**9. Consider partnering with another organization** to joint bid (not collusion but strength in numbers)

**12. Ask for feedback whether you win or not** (Read the award notices)

# Where to check UNOPS Business Opportunities

All UNOPS business opportunities are posted in the form of Tender Notices on the United Nations Global Marketplace (UNGM)

**<https://www.ungm.org/Public/Notice>**  
**EU4C website: <https://eu4culture.al/>**

## **Procurement Plans**

- [www.unops.org/business-opportunities/current-opportunities](https://www.unops.org/business-opportunities/current-opportunities)

## **Contract awards**

- [www.ungm.org](https://www.ungm.org)
- <https://unopsprocurementcourses.page.link/data-unops>

## **Historical information**

- <https://www.ungm.org/Shared/KnowledgeCenter/Pages/ASR>



# Resources

- **“How to do business with UNOPS”**

UNOPS has developed an online course with the aim of improving the knowledge of our current and potential suppliers on how to do business with us, including our expectations on sustainability and ethics. Free of charge; available in English, French and Spanish

Register to this course on UNOPS website:

<https://www.unops.org/business-opportunities/doing-business-with-unops>



**Public Webinar will take place on  
8th of February from 11 A.M. Albania time, online.  
All interested suppliers can connect to the Meeting link below:**

**[UNOPS Procurement webinar for Suppliers](#)**

**For further information contact:**



**[bids.albania@unops.org](mailto:bids.albania@unops.org)**