

Responding to an RFP/RFQ/RFI in the TGF Sourcing Application Supplier Instructions

Version 1.0
The Global Fund



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2. Purpose and Scope

The purpose of the document is to provide guidance to suppliers to respond to RFP/RFQ/RFI through the Global Fund Sourcing Application $\,$

Whenever is mentioned RFx, it refers to RFP/RFQ/RFI.

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3. Background

TGF Sourcing application is an online platform for The Global Fund (TGF) to publish its Tenders/Negotiations (Request for Information/Request for Proposals) and for suppliers to submit their response online. The platform enables all related transactions & communication between the two entities.

This user guide is intended for suppliers to enable them participate in the TGF tendering process.

Any general queries or clarifications regarding this online platform may be addressed to solicitation@theglobalfund.org.

Any queries or clarifications regarding a specific RFx may be raised using 'Online Discussions' feature on the TGF Sourcing application (explained in this user guide: <u>Online Discussions</u>), or by sending a message to the contact notified in the RFx.

4. Login into the Global Fund Sourcing Application

In order to access to the TGF Sourcing application, please use the below URL:

https://access.theglobalfund.org



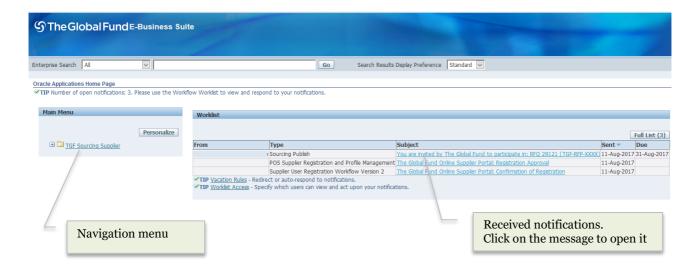
Enter your username and password (this should have been communicated to you earlier by email). Case you don't remember your username or password, you can easily recover them, by clicking on the 'Login Assistance' link.



5. TGF Sourcing Application home page

TGF Sourcing application home page contains two main sections:

- On the left side: the Main Menu (Navigation Menu) shows to what you have access
- On the right side: the Worklist
 - o This list contains all notifications sent from TGF to you through the system.
 - All messages are also sent to your email
 - o You can open and reply to messages directly from here



To read a message, just click on it.

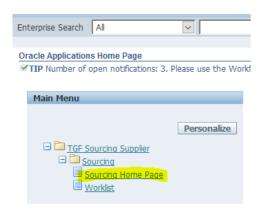
The image below displays an example of an invitation to participate into an RFP. You can respond directly from this notification.



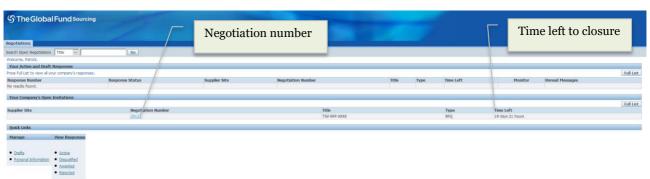
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6. Viewing the details of an RFx

Go to the 'Sourcing Home Page'



The negotiations home page will display any open RFx that you are invited to participate



Note: Only the supplier contact entered on the initial invitation will have the negotiation on the home page.

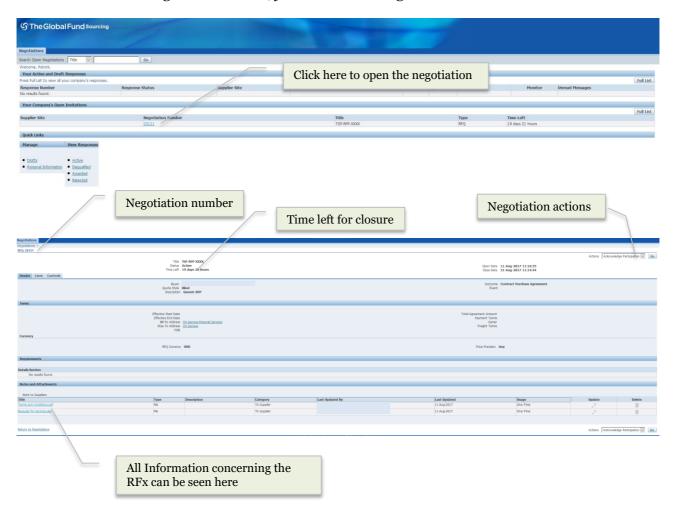
Other supplier contacts that have access to the TGF Sourcing application can search, see and respond to RFx, by searching in the portal:



In case you do not see the RFx number on this page, please contact the Sourcing department: **solicitation@theglobalfund.org**

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In order to view the negotiation details, just click on the negotiation number



Note: Make sure that you download and read all attachments shared on the RFx.

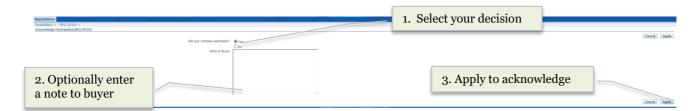
7. The Actions menu



Possible actions:

7.1 Acknowledge participation

You can also express your intention to participate on this negotiation from the actions menu: Note: you only need to acknowledge the participation once.



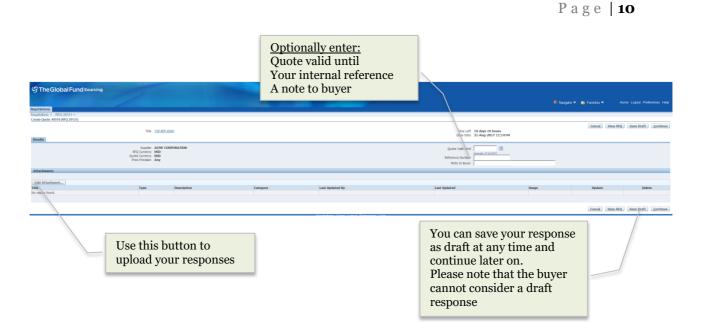
7.2 Create Quote

Use the Create Quote action to respond to the RFx

Select Create Quote and press the Go button

Open Date 11-Aug-2017 11:16:35
Close Date 31-Aug-2017 11:14:44

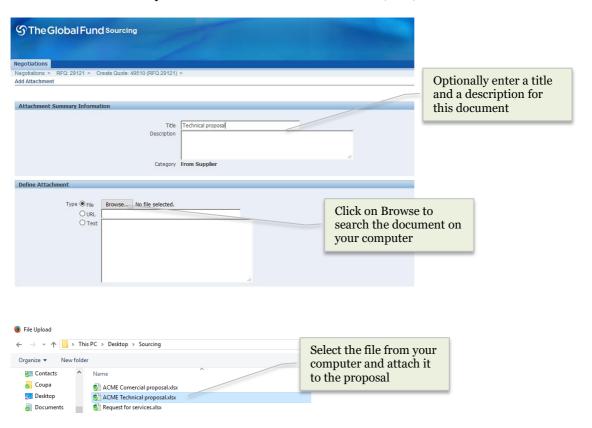
Outcome Contract Purchase Agreement
Event



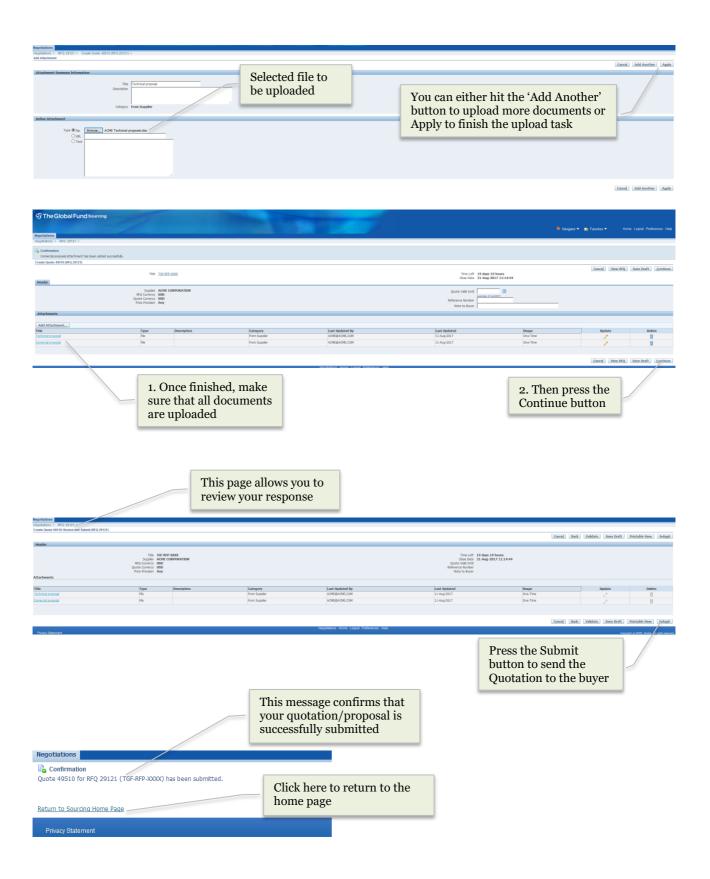
Important: On most responses to RFx, suppliers are asked to provide two documents, at least:

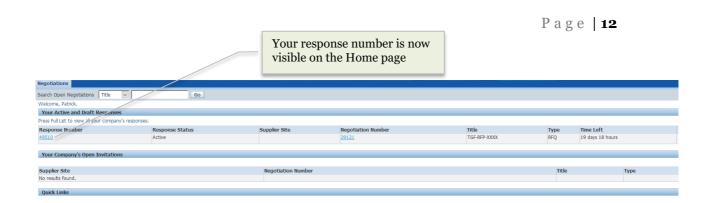
- Technical proposal
- Cost proposal

Please make sure that you attach two distinct documents (files)



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If you click on the response number, you will be able to see all the details



Note: Only submitted quotations are taken into account. Draft Quotations will **not** be considered, because they cannot be seen by the buyer.

As long as the Negotiation is open you can amend as many times as you want your response.

You can do this by creating a new quotation.

System will archive the previous one and make the latest one active.

An RFx will keep only one quotation active.

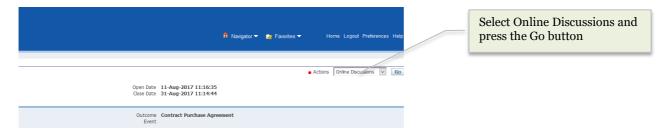
The latest submitted quotation will be the one considered for evaluation.

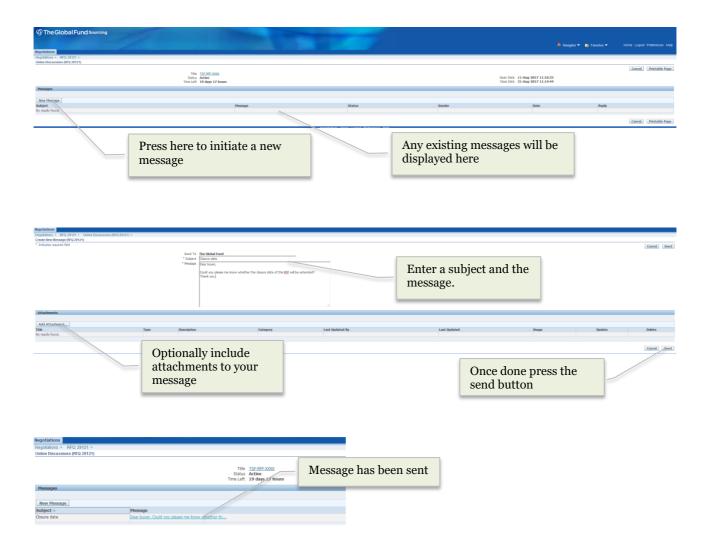
Important: Once the Negotiation is closed, system will not allow to submit further quotations. We strongly suggest that you create and submit your response ahead before the RFx closure to avoid any last minute issues.

7.3 Online Discussions

Online discussions are used for direct communication with the buyer. You must use this channel to clarify any questions or reply to messages sent by the buyer.

To create a new message:

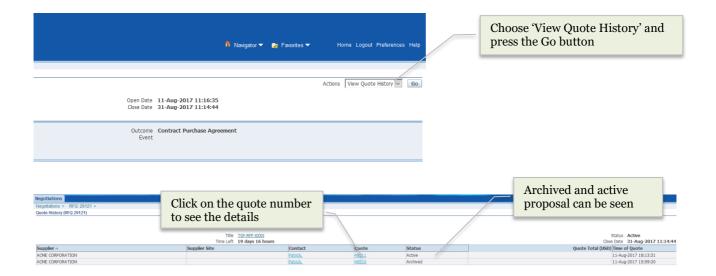




Important: Do not use Online Discussions to send quotations/proposals as these will not be taken into account by the buyer.

7.4 View Quote History

As described before you can amend an existing proposal, when you do so, system archives the existing active one and make your latest submitted quotation as active. This page will show all quotations you have submitted for this RFx.



7.5 Printable View

Use the printable view to see the RFx in pdf format.



8. Amendments

While the negotiation is open, buyer might need to amend the RFx.

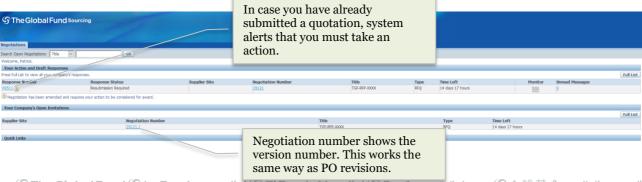
When this occurs suppliers will be notified and invited to accept the amendment to ensure that they are aware of the changes.

You cannot submit a quotation having a pending amendment to accept.

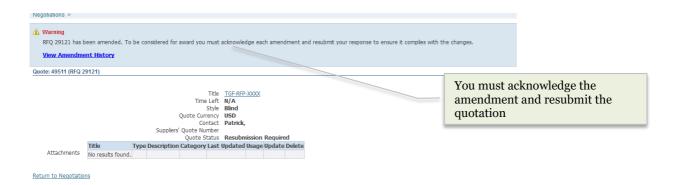
Note: Case you have already submitted a response and the RFx is amended, you must create and submit a new quotation as the existing one will be automatically archived.



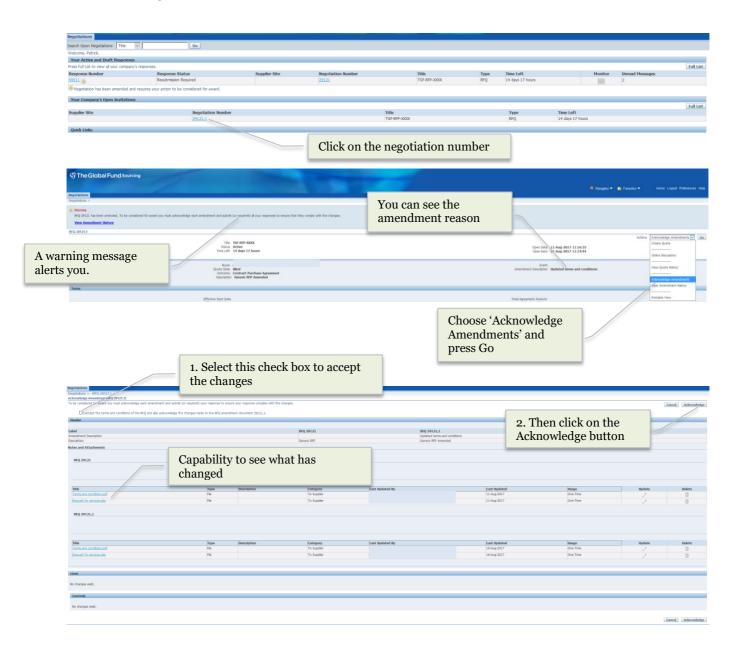
Go to the Sourcing Home Page



⑤ The Global Fund ⑤ Le Fonds mondial ⑤ El Fondo Mundial ⑤ Глобальный фонд ⑤全球基金 الصندوق العالمي ⑤

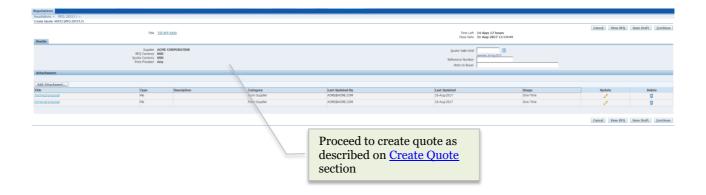


To acknowledge the amendment:





Note: You are not obliged to create your quotation immediately. In case you need to revise your response, just click on the 'No' button. You will be able to submit your response while the RFx is still open by following the steps described on the <u>Create Quote</u> section

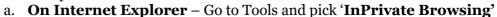


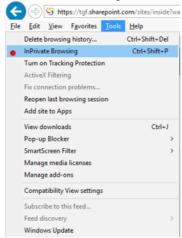
9. Common Issues

9.1 Login difficulties

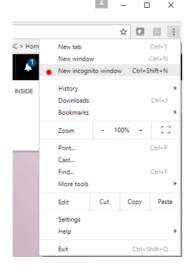
Most of the time, the login problems are due to browser cookies. Case you are facing the error message saying 'Session is no longer valid' of something similar, please try the following steps:

1. Open a new private browser window:

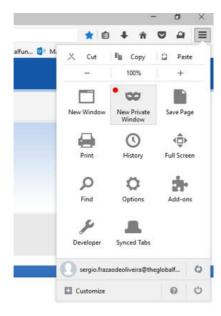




b. On Chrome – From the three points located on the upper right corner, pick 'New Incognito Window'



 c. On Firefox – from the menu located on the upper right corner, pick 'New Private Window'



d. On Safari - Go to File > New Private Window



2. Then enter the following URL: https://access.theglobalfund.org/

3. Login page will be displayed:

a. Enter the username and latest password received



9.2 Key point of contact out of the office

If the key point of contact for your company is out of this office and you need to access the RFx, please send a message to request to be added to the contact directory on the portal. You can then search for the RFx as detailed in paragraph 5 above.

9.3 Late bids

Late bid: once the RFx is closed, it cannot be re-opened by the buyer, so we cannot accept proposals. If you are experiencing any issues with the system you need to notify us ahead of the closing time, so we can identify and solve the problem

We strongly recommend that you familiarize yourself with the system before the deadline, and anticipate potential internet issues by submitting your response ahead of the closing time.

Bidders requesting assistance for system problems within 24 hours of the RFx closure risk not being able to submit a quotation/proposal.

9.4 Missing documents

Before submitting, check the final clean version of all relevant documents have been uploaded. Buyer will not be able to accept changes after the closing time.