

BIDDERS' INSTRUCTIONS ON HOW TO ACCESS UNICEF TENDER DOCUMENTS IN UNGM AND SUBMIT OFFERS THROUGH THE UNICEF E- SUBMISSION SYSTEM

1. REGISTRATION IN UNGM

To access the tender documents, it is a mandatory requirement that your company is registered in UNGM (Basic Level is sufficient) - <https://www.ungm.org/Account/Registration>.

Please click on "Login and New Registrations", follow the instructions and define your UNGM LOG-IN account (your e-mail) and password.



Please ensure that your UNGM BASIC REGISTRATION with UNICEF is complete. If not, please add the information requested by the UNGM system before proceeding. Please ensure that, after registering, you activate your UNGM account (you will receive an activation email). Finally, it is extremely important to check that **all relevant up to date email addresses are included in your company's UNGM registration**.

For any UNGM registration queries, please contact UNGM's help desk via the HELP button on the right hand side of the [ungm.org](https://www.ungm.org) home page.

2. LOG-IN TO THE UNGM WEBSITE

Once the registration at Basic Level is complete, please log-in with your e-mail address and password

Log in

- [Home](#)
- [About UNGM](#)
- [Registration process](#)
- [Code of conduct](#)
- [Terms & Conditions](#)
- [Tender notices](#)
- [Contract awards](#)
- [Knowledge centre](#)
- [UNSPSC](#)
- [FAQs](#)
- [Press release](#)

Existing account login

Email address *
The Email address field is required.

Password *

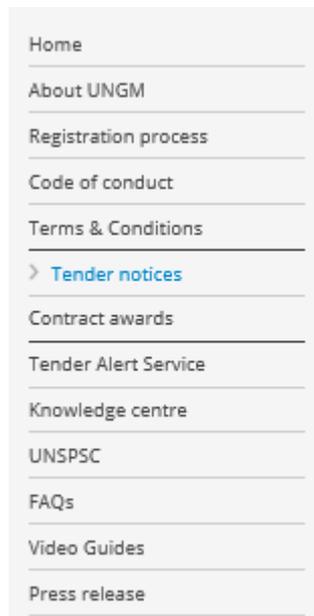
Remember me?

[Forgotten password?](#)

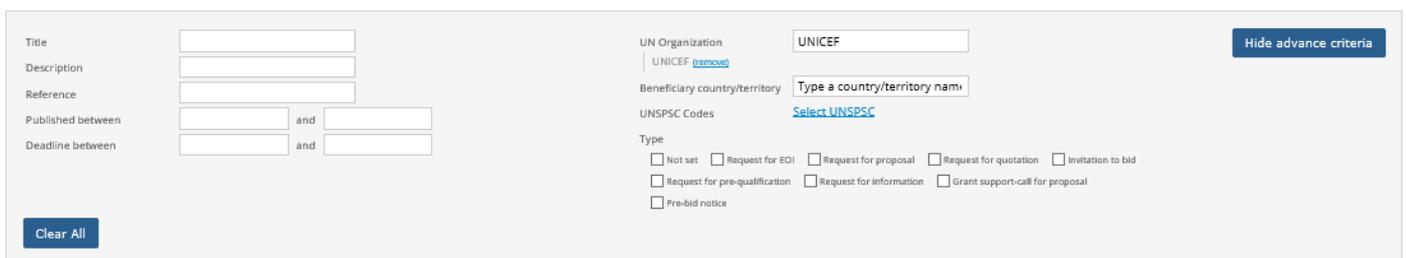
 If you do not have an account yet, you can register by clicking on the **'New Registration'** button below.

3. SEARCH FOR OPEN TENDER NOTICES ISSUED BY UNICEF

Once you have logged in, select “Tender notices”.



Click on **SHOW MORE CRITERIA** on the upper right side. In the “UN Organization” Field, type **UNICEF**.



The system will automatically show all the active open tender notices issued by UNICEF.

By clicking on any of the tenders you will be taken to the detailed information for each tender.

View Documents

General | Contacts | Links | Documents | UNSPSC | Revisions

General information

Type of notice	Request for quotation
Registration level	None
Title	Training 003 - IG RFQ for chairs
UN organization	United Nations Children's Fund
Reference	IG-001
Published	12-Sep-2017
Deadline	14-Sep-2017 01:00
Time zone	(GMT 2.00) Brussels, Copenhagen, Madrid, Paris
Description	test 003

Countries/territories

Denmark

Express Interest

General | Contacts | Links | Documents | UNSPSC | Revisions

General information

Type of notice	Request for quotation
Registration level	None
Title	Training 004 - DG/004 RFQ (With Questionnaire)
UN organization	United Nations Children's Fund
Reference	DG/004
Published	12-Sep-2017
Deadline	21-Sep-2017 00:00
Time zone	(GMT 2.00) Brussels, Copenhagen, Madrid, Paris
Description	RFQ with questionnaire

Countries/territories

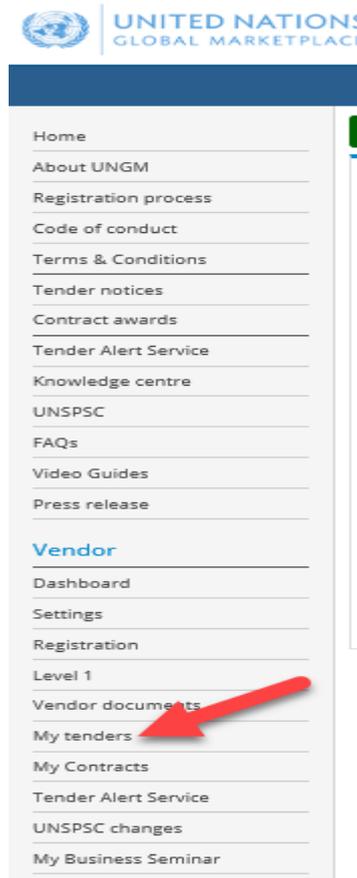
Denmark

At the top of each tender, you should see a green button with “**VIEW DOCUMENTS**” (if applicable) or a blue button with “**EXPRESS INTEREST**”. If applicable, click on “**EXPRESS INTEREST**” to notify UNICEF that you are interested in participating in this tender. This button will then change into a green button “**VIEW DOCUMENTS**”.

Click on this **VIEW DOCUMENTS** button to access to the tender documents of each specific tender.

4. ACCESS SHORTLIST ONLY TENDER OPPORTUNITIES TO WHICH YOUR COMPANY HAS BEEN INVITED

For some procurement exercises, UNICEF will undertake a shortlisting exercise based on relevant qualifications prior to launching the tender. For these invitee only exercises, your company will receive an email notification and to access these invite only exercises you must go to the 'my tenders' tab in UNGM. Once you click on this tab and then select the specific tender, the same process can be followed as under paragraph 3 above – starting by clicking on the green button **VIEW DOCUMENTS**.



My Tenders

- Home
- About UNGM
- Registration process
- Code of conduct
- Terms & Conditions
- Tender notices
- Contract awards
- Tender Alert Service
- Knowledge centre
- UNSPSC
- FAQs
- Video Guides
- Press release
- Vendor**
- Dashboard
- Settings
- Registration
- Level 1
- Vendor documents
- > **My tenders**

Title

Description

Reference

Published between and

Deadline between and

[Clear All](#)

[Show more criteria](#)

Displaying results 1 to 15 of

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country/territory
Closed tender test	20-Sep-2017 01:00 (GMT 2.00)	18-Sep-2017	UNICEF	Invitation to bid	dsaa	Denmark
[Redacted]	28-Sep-2017 00:00 (GMT 2.00)	14-Sep-2017	UNICEF	Request for quotation	[Redacted]	Denmark
[Redacted]	28-Sep-2017 00:00 (GMT 2.00)	14-Sep-2017	UNICEF	Invitation to bid	[Redacted]	Denmark
[Redacted]	29-Sep-2017 00:00 (GMT 2.00)	12-Sep-2017	UNICEF	Invitation to bid	[Redacted]	Denmark
Training 005 - DG/004 RFQ (With Questionnaire)	25-Sep-2017 01:00 (GMT 2.00)	12-Sep-2017	UNICEF	Request for quotation	DG/005	Denmark

5. TENDER MANAGEMENT

After clicking the **VIEW DOCUMENTS** button you will be transferred from the UNGM portal to the UNICEF e-submission system. The “Tender Management” screen will appear.

TRAINING 003 - LGS - Test RFQ	
Title :	TRAINING 003 - LGS - Test RFQ
Reference :	RFQ/DAN-001
Description :	This is supposed to be the standard text
Contact :	[Redacted]
Directive :	Supplies
Procedure :	RFQ

At any time you will be able to return to UNGM by selecting the “UNGM tab” on the upper menu.

You are now in the UNICEF e-submission system. In this area, you have four/five menu tabs.

- **Tender:** General information about this tender.
- **Documents:** Here you can see the tender documents, the deadline to submit your Offer and the deadline for any supplier queries. In the same area, you can opt in to confirm your intention to submit an Offer – by doing so you will see any mandatory placeholders that must be filled and questionnaires completed prior to submitting your Offer. You also finalize submission of your Offer at this tab. If, after reviewing the tender documents, you decide not to participate in the tender, please click on “Opt out” and indicate the appropriate reason.
- **Correspondence:** In this section, you can send requests for clarification or any other question you want to address to UNICEF. Please send any correspondence related to the tender through this section (instead of via regular email).
- **Clarifications:** In this section, you can read the clarifications issued by UNICEF (made available to all bidders). Please ensure you read all the clarifications, as they are an integral part of the tender specifications. Note this tab will only appear if and when UNICEF makes any clarifications for a particular tender exercise.
- **History:** a log of past activities related to this tender. If you have finalized your submission you will be able to view and print a receipt under this History tab.

All vendors are strongly recommended to regularly log in to the UNICEF e-submissions system to check for any deadline extensions, new clarifications, new correspondence or updated tender documents relating to this tender.

6. DOWNLOADING THE TENDER'S DOCUMENTS and UPLOADING YOUR OFFER– remember to click **SUBMIT RETURN to finalize your submission**

- I. Click Documents tab and scroll down to view (and download) the tender documents;
- II. Click on the “**OPT IN**” button. You will then see the mandatory placeholders for documents that must be attached prior to submitting your Offer (you will also see if there are any mandatory questionnaires to complete). As such, you are recommended to `opt in` well before the submission deadline so you are clear exactly what documents are required to be uploaded prior to completing your submission.
- III. To upload all the files in the designated placeholder(s), click on the relevant “**UPLOAD DOCUMENT**” red button(s) under the “MY TENDER RETURN” heading. You can upload additional (non-mandatory documents) by clicking on the “**ATTACH DOCUMENTS**” button. If uploading additional (non-mandatory) documents and a financial ‘envelope’ is available then it is vital that only financial documents are put in the financial envelope. If bidders are required to complete a **Questionnaire**, it will be shown in Red and marked “**VIEW QUESTIONNAIRE**” button. You will not be able to submit your Offer until any mandatory questions in the questionnaire have been answered. Please ensure that any files submitted as part of your Bid are not corrupt or damaged in any way. Please exercise particular caution when using compressed files. Any corrupt or damaged files may lead to your Bid being invalidated.
- IV. **IMPORTANT:** Once all mandatory documents (and any additional non-mandatory documents) are uploaded (and the Questionnaire completed, if applicable), please remember to click on the red button “**SUBMIT RETURN**” to finalize your submission. If the submission is properly completed, you will be able to view and print a receipt under the “HISTORY” tab.

Confirmation of Your Involvement

Please ensure that you inform us of your decision to participate. To submit a response, you will be required to Opt In.

Opt In- This will confirm to us of your involvement and your intention to submit a return.
Opt Out- This will confirm to us that you are not submitting a return. You will be able to provide a reason as to your decision and have the option to cease any system-generated communication. You will be able to opt back in at any point.

My Tender Return - Main	Description	Options
T&C Acceptance and Payment Terms	Not Started	<input type="button" value="View Questionnaire"/>
Insurance - Public Liability	Please upload your Public Liability Insurance	<input type="button" value="Upload Document"/>

Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload.
NOTE : Document Placeholders have been uploaded by the Procurement Department. Please upload a document for each mandatory placeholder before making a return.

Click Submit Return to finalize submission

Submit My Return

When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

7. NO BID NOTICE

In the event that your company is not interested in participating in this tender, UNICEF would appreciate your feedback. In this case, you are kindly requested to click on the “OPT OUT” button displayed on your UNICEF Tender Management page and select one of the following reasons for non-participation:

- Product/services are not in the company’s range
- Cannot meet the tender’s specifications/terms of reference
- Insufficient time to prepare an Offer
- Cannot accept UNICEF’s terms and conditions
- Insufficient volume of orders expected
- Product not yet commercially available
- Cannot offer a competitive product/service
- Cannot deliver to the receiving country (access limitation)
- Not interested in doing business with UNICEF
- Other (please specify)

The screenshot displays the UNICEF Tender Management interface. At the top, there are two buttons: 'Opt In' (highlighted in green) and 'Opt Out'. Below this is a section titled 'Options' with a 'View Questionnaire' button. A document titled '(ord Document) Public Liability' is shown with 'View', 'Download', and 'Remove' buttons. A modal dialog box titled 'Opt Out' is open, featuring a 'Details' tab. The dialog prompts the user to 'Please confirm your reasons for opting out of this stage.' and shows a dropdown menu with the selected option 'Product/services are not in my product/service range'. There is a text input field for additional comments and a checkbox labeled 'Stop Receiving Correspondence'. At the bottom of the dialog are 'Opt Out' and 'Cancel' buttons. The background interface includes an 'Attach Documents' button and a 'Submit Return' button.

8. COMMUNICATING WITH UNICEF AND REQUESTING CLARIFICATIONS

All communications concerning this tender should reference the tender number and be submitted prior to the “Deadline for supplier queries” (as shown on the documents tab). All correspondence regarding this tender should take place via this UNICEF e-submission system (**not** via regular email correspondence). Correspondence can be created, read, sent and received under the Correspondence tab.

The screenshot shows the 'Correspondence' tab in a web application. At the top, there are navigation tabs: 'Tender', 'Documents', 'Correspondence' (selected), and 'History'. Below the tabs is a search bar with a magnifying glass icon. To the right of the search bar is a yellow warning box with the text: 'Please note : The correspondence area is only to be used for tender based queries, please see the help section for the technical contact details.' Below the search bar is a table with two columns: 'Date' and 'Subject'. The table is currently empty, with the text '- there is no correspondence that matches your criteria -' centered below the column headers. On the left side of the interface, there are three sections: 'Search' with a list of filters (Received, Sent, Unread, Read, Show all..), 'Filter' with a dropdown menu for 'Stage' set to 'None', and 'Options' with a button labeled 'Create Correspondence'.

Please notify UNICEF immediately in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the Solicitation Document or the notice on the UNICEF e-submission system, providing full details. Bidders will not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

When submitting a request for clarification, please do not, under any circumstances, submit a copy of your offer. **This will invalidate your offer.**

9. UNICEF'S REPLIES TO BIDDERS' REQUESTS FOR CLARIFICATION

UNICEF will compile the questions received. UNICEF may, at its discretion, at once copy any anonymized question and make its reply available to all Bidders as a clarification in the UNICEF e-submission system. As mentioned, once any clarifications for a particular tender are issued by UNICEF, a new clarifications tab will automatically be created in the system.

Ensure you read any and all clarifications as they are an integral part of the tender specifications.

The screenshot displays the UNICEF Tender Management system interface. At the top left is the United Nations Global Marketplace logo. The main header area includes navigation links: Home, Messages, Tenders, UNGM, Help, and Logout. A red notification bar states "Your return has not yet been sent". Below this is a tabbed interface with "Clarifications" selected. On the left, there are search and filter options. The main content area shows a list of clarifications with columns for "Added" and "Title". A single entry is visible: "22 September 2017" under "Added" and "Tender clarification" under "Title". Below the list, a "Clarification" detail view is shown with fields for Name, Description, and Date.

Added	Title
22 September 2017	Tender clarification

Clarification

Name: Tender clarification

Description: This is a brief tender clarification.

Date: 22 September 2017

10. MODIFICATION OF YOUR OFFER

Bidders may modify their offer before the deadline using the “MODIFY RETURN” function.

When there is any modification made to returns, it is vital that the “**SUBMIT RETURN**” button is clicked to finalize.

Submitted offers cannot be modified after the tender deadline.

My Tender Return - Main	Description	Options
170815 - [REDACTED]	(Microsoft Word Document)	<input type="button" value="View"/> <input type="button" value="Download"/>

Return Submitted

You have made a previous return for this tender on **22 September 2017**

It is possible to modify the your return by selecting the 'Modify Return' button. Please note that any documents not included in the subsequent return will not be considered. All tender documents you wish to return must be included in your modified bid as this replaces your first and existing bids.

You must press the 'Submit' button again, in order to submit any subsequent modified returns.

11. SYSTEM HELP - IN-TEND LTD

If you have any technical IT related issues concerning the UNICEF e-submission system please contact: support@in-tend.co.uk or +44 (0) 114 407 0065, referencing the UNICEF tender number.

Please note that data, including all bid documents, submitted in your use of the UNICEF e-submissions platform will be stored securely on In-Tend Ltd's (www.in-tend.co.uk) dedicated UN servers. Physical and remote access to the servers is heavily restricted to personnel involved in the infrastructure maintenance. In-Tend provides a Software as Service e-submissions solution to UNICEF. In-Tend grants access to confidential data in the UNICEF e-submissions platform to UNICEF officials. Data is sent across using SSL encryption technology to help provide communications security for the data submitted.

Note that any automatic system notifications will come from following email address: support@in-tend.co.uk