International Labour Organization

▶ INSTRUCTIONS, CONDITIONS AND DISCLAIMER FOR THE SUBMISSION OF ELECTRONIC DOCUMENTS IN THE ILO'S E-TENDERING SYSTEM
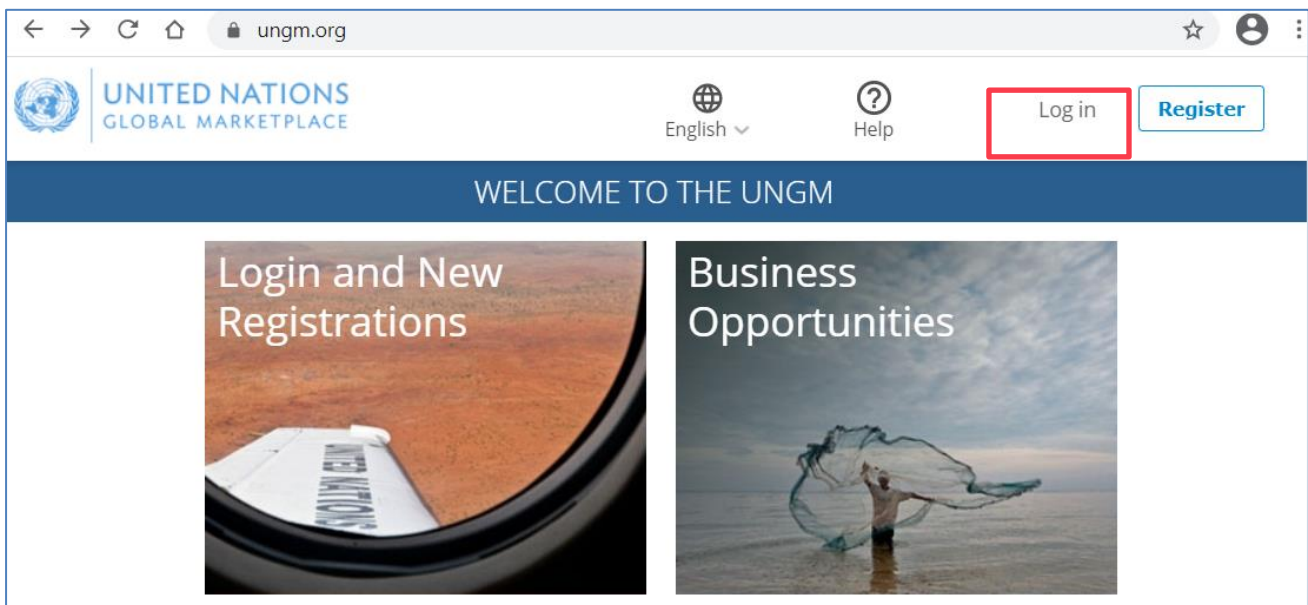
A. INSTRUCTIONS ON HOW TO ACCESS ILO e-TENDERS AND SUBMIT AN OFFER

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

A tutorial video on how to download the tender documents and submit the offers can be found here (https://youtu.be/eSGVsSRHF2o).

1. Log into your UNGM account

In order to access ILO e-tenders, log into your **UNGM** account by clicking on "**Log in**" at the top right-hand corner of the webpage.
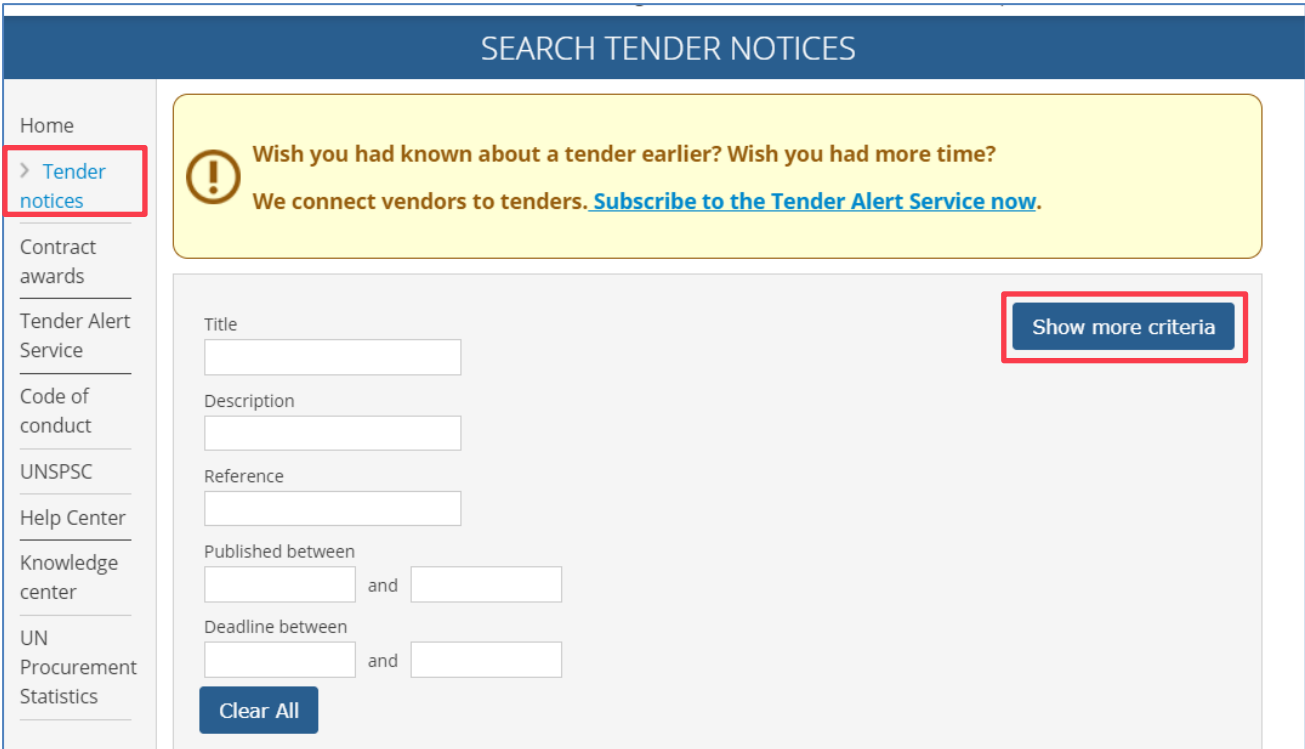

Note: If you do not remember your credentials, please use the **"forgotten password"** functionality.

If you do not have an account, you can register your **company** by clicking on the "**Register**" button. 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. For queries and additional support, click the question mark icon on top of the page for the UNGM Help Centre.

2. Search for the tender notice issued by the ILO

From the left-side menu, click on "**Tender notices**". The Search Engine enables you to identify a tender either by its reference, title, or by UN Organization. In order to view ILO e-tenders, remove the dates in both cells by clicking "**Clear All**", then click on the "**Show more criteria**" button 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.**
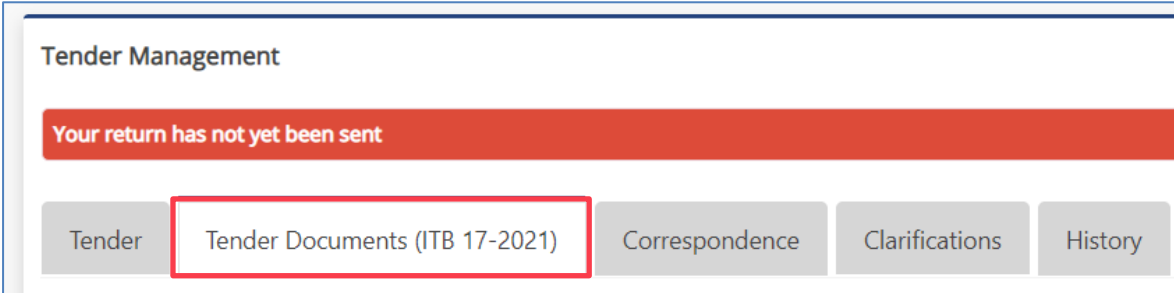

For a tender you wish to participate in, click on the blue button "Express Interest" and the button's colour will change to green as **"View documents"**. By clicking on the "View documents" button, you will be transferred to the **Tender Management page** which contains all the e-documentation.

IMPORTANT: If you are not directed to the Tender Management page, please inform the ILO immediately at pcrt@ilo.org .

3. e-Tender documents

To access all the e-tender documentation, please click on the **second tab**.

Tender Management

Your return has not yet been sent

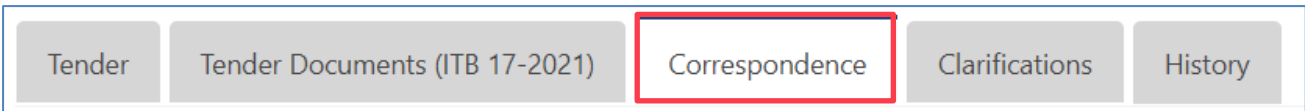| Tender | Tender Documents (ITB 17-2021) | Correspondence | Clarifications | History |

Scroll down to the section "Tender documents Received-Main", where you can find all the downloadable tender documents.

Tender Documents Received - Main	Description	Options	
ITB 17-2021 Laqlouc Cluster Road Maintenance.pdf		View	Download
Annex 3-Drawing_Laq Louq.pdf		View	Download

4. Correspondence and Clarification

The third tab **"Correspondence"** is used for tender-based queries. Any question on technical, commercial or legal aspects of the e-tender should be addressed to the ILO using this functionality through the platform before the clarification deadline. By clicking on "Create Correspondence" on your left-hand side, you can add a message as well as an attachment.

| Tender | Tender Documents (ITB 17-2021) | Correspondence | Clarifications | History |

WARNING: **Do not send your offer via the Correspondence Tab as this may disqualify your offer.**

The fourth tab **"Clarifications"** will only appear if there is any Clarification shared with all the bidders participating in this tender. Bidders shall read carefully all the Clarifications sent by the ILO as Clarifications are considered as part of the tender document.

5. How to submit an offer and attach documents

Go to the **second tab** and scroll down to "**My Tender Return - Main**" and upload all documents following the instructions in each placeholder (if applicable).

My Tender Return - Main	Description	Options
ILO EIIP Lebanon Tender Documents - Bidder Information Questionnaire	Incomplete	View Questionnaire
Technical Offer	Please upload Annex 9A BoQ Preamble (Signed in pdf)	Upload Document
Financial Offer	Please upload Annex 9B BoQ Aley Cluster in Excel format	Upload Document
Financial Offer	Please upload Annex 9C Unit Rate Analysis FORM in Excel format	Upload Document

For an RFP with **Double Envelopes**, the TECHNICAL and FINANCIAL components of the proposal must be uploaded **separately and independently** by using the designated **red "Upload Document" buttons**.

WARNING: The ILO reserves the right to disqualify proposals that are not in line with these instructions.

To add additional documents, the below **"Upload File"** button can be used. Bidders can also drag the documents directly to the below section.

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.

Drag file here or click 'Upload File' below.

Upload File

For an RFP, ensure the appropriate envelope type is selected for the additional documents to avoid disqualification of your offer.

NOTE: The maximum size of one single file is 2GB. Zip files are allowed.

WARNING: All components of an offer must be submitted before the deadline. Once the submission deadline has expired, the system will block any further uploads, <u>even if partially completed</u>. Depending on the quality of bidders' internet connection and the size of the files, the upload may require some time. The ILO strongly recommends for offers to be uploaded well in advance of the submission deadline.

It is also recommended that no special characters, such as \ /: *? "<> | [] $ &; ", are used to name of the files.

6. Submit Return

Once all documents are uploaded, click on the "Submit Return" button on the bottom of the webpage to submit your offer.

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.

Submit Return

7. How to modify a Return

A return can be modified as many times as needed before the submission deadline by clicking on **"Modify my Return".**

B. DISCLAIMER FOR THE SUBMISSION OF ELECTRONIC DOCUMENTS IN THE ILO'S E-TENDERING SYSTEM

1. For tenders published in the Electronic Tendering System (hereafter "e-Tendering system" or "eTS") 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:

   • 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.

   • The ILO shall not be liable for the loss, damage, destruction or corruption of any expression of interest or proposal, however caused.

   • Bidders are advised that the ILO may not discover corrupted or unreadable files submitted via the eTS until after the tender submission deadline.

   • 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.

   • The Server Clock displayed within the eTS shall govern the time.