

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>

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

WELCOME TO THE UNITED NATIONS GLOBAL MARKETPLACE (UNGM)

Login and New Registrations Access this area to create a new UNGM account or to log in to an existing account.	Procurement Opportunities Search for procurement opportunities published by UN organizations. These are accessible publicly and free of charge on UNGM.	Tender Alert Service (TAS) This service notifies suppliers of relevant UN procurement opportunities based on their products and services.
UN Staff Members This area is dedicated to UN staff members and provides access to functionalities supporting the UN procurement function.	Contract Awards Search for contract awards published by UN organizations. These are accessible publicly and free of charge on UNGM.	Knowledge Center Find information and resources on UN procurement in this area dedicated to potential suppliers, UN staff members and other entities interested in advancing their knowledge.
UNGM Help Center The Help Center provides users with support as they learn about and use the UNGM portal. Search the library of support articles to find answers and resolve issues.	Procurement Statistics The Annual Statistical Report (ASR) provides an overview of procurement carried out by the UN organizations in support of their operations, projects, and programmes.	Doing Business with the UN Organizations Find information on how to do business with the United Nations, in particular on the UN system, UN market and International Procurement Seminars.

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 Center button on the righthand 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 into

your account

Contact email *

Password *

The Password field is required.

Remember me?

[Forgotten password?](#)

→ Log in

or

Do you already have a UNGM account?

+ Create a new account

🌐 English ▾

🔗 Help

3. SEARCH FOR OPEN TENDER NOTICES ISSUED BY UNICEF

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

The screenshot shows the UNGM user interface. On the left is a navigation menu with items like Home, Procurement Opportunities (highlighted with a red arrow), Contract Awards, Tender Alert Service (TAS), Supplier Code of Conduct, United Nations Standard Products and Services Code (UNSPSC), Help Center, Knowledge Center, and UN Procurement Statistics. Below this is the 'Supplier Section' with a 'Dashboard' sub-section containing links to Settings, Registration at Basic Level, My Submissions Statuses, Registration at Level 1, My Documents, My Tenders, My Tender Alert Service (TAS), and My Business Seminars. The main content area is titled 'MY UNGM ACCOUNT' and displays a user profile icon, account details (UNGM number, Last login, Contact email, Preferred language: English), and a 'Manage account settings' button. Below this is the 'MY UNGM REGISTRATION' section, which shows a progress bar with two steps: '1 Account created' and '2 Account activated', followed by a partially visible '3 Registration' step.

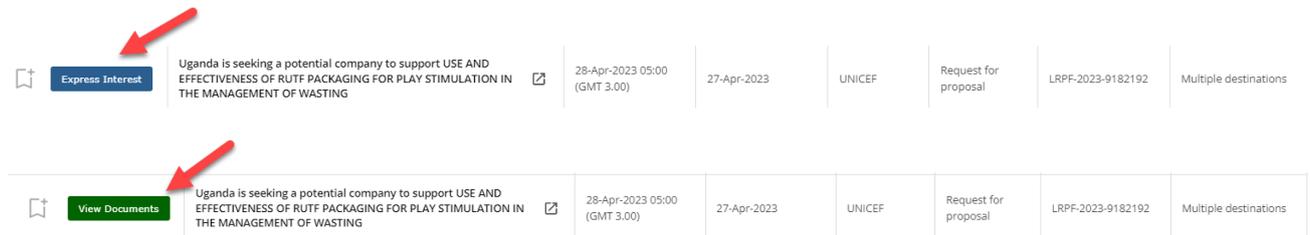
Click on **SHOW MORE CRITERIA** on the upper right side. In the “UN Organization” Field, type **UNICEF**.

The screenshot shows the search criteria filter interface. It features two identical filter panels. The top panel has a 'Show more criteria' button highlighted with a red arrow. The bottom panel has a 'Hide advance criteria' button. The bottom panel also includes a 'UN Organization' field with a dropdown menu showing 'UNICEF (remove) UNICEF' and a text input field containing 'UNICEF', both highlighted with red arrows. Other fields include 'Beneficiary country or territory' with a text input field, 'Goods and Services' with a 'Search codes' link, and 'Type of opportunity' with several checkboxes: 'Not set', 'Request for EOI', 'Request for proposal', 'Request for quotation', 'Invitation to bid', 'Request for pre-qualification', 'Request for information', 'Grant support-call for proposal', 'Pre-bid notice', and 'Individual consultant'. There is also a 'Sustainable procurement opportunity' section with a 'Sustainable' checkbox. Both panels have 'Search' and 'Clear all' buttons at the bottom.

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

Next to the title of the tender you can see a blue button with “**EXPRESS INTEREST**”, if you click on this, it notifies UNICEF that you are interested in participating in this tender. Once you clicked on the blue button, it changes into a green button “**VIEW DOCUMENTS**”.

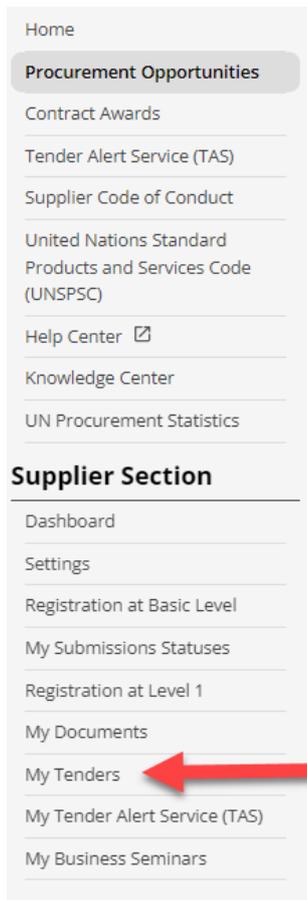
Click on this **VIEW DOCUMENTS** button to access to the tender documents of each specific tender.



	Express Interest	Uganda is seeking a potential company to support USE AND EFFECTIVENESS OF RUTF PACKAGING FOR PLAY STIMULATION IN THE MANAGEMENT OF WASTING 	28-Apr-2023 05:00 (GMT 3.00)	27-Apr-2023	UNICEF	Request for proposal	LRPF-2023-9182192	Multiple destinations
	View Documents	Uganda is seeking a potential company to support USE AND EFFECTIVENESS OF RUTF PACKAGING FOR PLAY STIMULATION IN THE MANAGEMENT OF WASTING 	28-Apr-2023 05:00 (GMT 3.00)	27-Apr-2023	UNICEF	Request for proposal	LRPF-2023-9182192	Multiple destinations

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 invitees 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**.



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.

The screenshot displays the UNICEF Tender Management interface. At the top, there is a navigation menu with links for Home, Messages, Tenders, UNGM, Help, and Logout. Below the menu, a red banner indicates "Your return has not yet been sent". The main content area features a "Tender Management" header and a set of tabs: "Tender", "Documents", "Correspondence", and "History". A blue note states: "Please note: All date & time fields are being displayed using ()". The main content area displays a tender notice with fields for "Title:" and "Reference:". The "Description:" field contains the following text: "UNICEF has now issued a Request for Proposals in order to select a supplier for the provision of [redacted]. This tender will be run through the UNICEF e-submissions system. By clicking on the blue 'Express Interest' button in the UNGM tender notice, the full UNICEF e-submission system instructions to bidders document (including instructions on how to access the tender documents and submit an Offer) will be automatically emailed to the 'contact persons' included in your UNGM registration. Alternatively, the full UNICEF e-submission system instructions to bidders document is publicly available on the UNICEF supply internet pages here: https://www.unicef.org/supply/index_procurement_policies.html. In the tender management site, if you navigate to the documents tab and opt in to confirm your intention to submit a Bid – 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. Please note that in order to access the tender documentation through UNICEF's e-submissions system, vendors must: (i) be registered with UNICEF in UNGM as a company/NGO; (ii) have successfully completed all mandatory information currently required by UNGM when registering."

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 (if any) 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.

Tender Documents Received - Main	Description	Options
		View Download
		View Download
		View Download

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.

Opt In

Opt Out

My Tender Return - Main	Description	Envelope	Options
Bid Form	Please upload a signed copy of the Bid Form / Request for Proposal for Services Form available in the tender document.		Upload Document
Financial	Please upload your Price Proposal here. Do not include any technical information.	Financial	Upload Document
Technical	Please upload your Technical Proposal here. Do not include any price information.	Technical	Upload Document

- **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. 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.

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	Envelope	Options
Bid Form	Please upload a signed copy of the Bid Form / Request for Proposal for Services Form available in the tender document.		<input type="button" value="Upload Document"/>
Financial	Please upload your Price Proposal here. Do not include any technical information.	Financial	<input type="button" value="Upload Document"/>
Technical	Please upload your Technical Proposal here. Do not include any price information.	Technical	<input type="button" value="Upload Document"/>

- III. You can upload additional (non-mandatory documents) by either drag the file to the designated placeholder or click on the “upload file” button. If uploading additional (non-mandatory) documents you can determine the nature of the document whether it is *technical/financial*, or *none* of these categories. It is vital that if you upload a financial document under the non-mandatory placeholder, you select the financial envelope category.

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.

Envelope

(None)

v

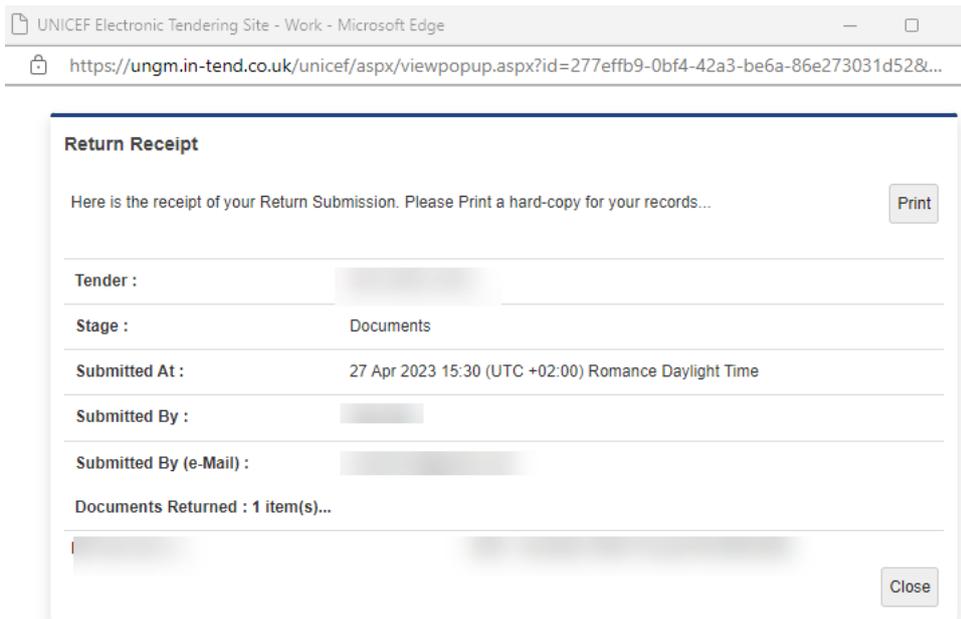
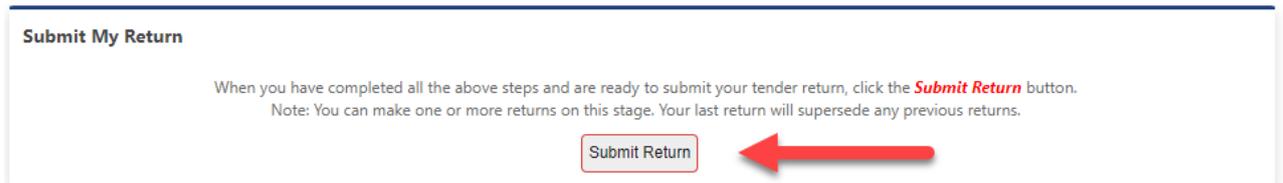
(None)

Technical

Financial

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 “**SUBMIT RETURN**” button to finalize your submission. Please note that no receipt of submission confirmation letter will be sent to your email account.



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
- Insufficient time to prepare an Offer
- Cannot meet the tender’s specifications/terms of reference
- Cannot accept UNICEF’s terms and conditions
- 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)

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.

Please note: All date & time fields are being displayed using

Search

Search

Received
Sent
Unread
Read
Show all..

Filter +

Options

Create Correspondence

Please note : The correspondence area is only to be used for tender based queries, please see the help section for the technical contact details. Further, please do not under any circumstances, submit a copy of your Offer via this 'Correspondence' area. This will invalidate your Offer.

Date Sent:	Subject
- there is no correspondence that matches your criteria -	

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 'Clarifications' tab in the UNICEF e-submission system. At the top, there is a navigation bar with tabs for 'Tender', 'Documents', 'Correspondence', 'Clarifications', and 'History'. Below this, a search box is visible on the left, and a table of clarifications is shown in the center. The table has columns for 'Added' and 'Title'. A single entry is listed: '25 April 2023' under 'Added' and 'Clarification #1:' under 'Title'. Below the table, there is a 'Showing 1 to 1 of 1 entries' indicator and navigation buttons for 'Previous', '1', and 'Next'. Below the table, there is a 'Clarification' tab and a detailed view of the selected clarification. The detailed view shows the following information:

- Name: Clarification #1:
- Description: (The description field is currently empty or redacted.)
- Date: 25 April 2023

A 'View Project' button is located at the bottom right of the detailed view.

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
	(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 **27 April 2023**

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