

INSTRUCTIONS ON HOW TO ACCESS FAO TENDER DOCUMENTS

(Last update 3 July 2014)

The FAO e-tendering system, In-tend, is integrated with the United Nations Global Marketplace portal (www.ungm.org). Below are some instructions on how to access the tender documentation on **UNGM**.

1. REGISTRATION IN UNGM

To access the tender documents, you need to be fully registered in UNGM (Basic Level is sufficient).

The screenshot shows the 'UNGM – Start Registration' page. At the top is the United Nations Global Marketplace header with a row of small images. The main content area is titled 'UNGM – Start Registration' and contains two numbered steps:

- 1- Click on "Register"**: Points to a 'Register' button on a simulated laptop screen.
- 2- Click on "Continue to registration" button**: Points to a 'Continue to registration' button at the bottom of a registration form.

The registration form includes the following text:

For more information on the UNGM vendor registration process, please [click here](#).
It should take approximately 5 to 10 minutes to complete the Basic level of registration.
If you need any assistance or require more information, please do not hesitate to use the Help? button in the right-hand corner of the page.

Registering with the relevant UN organizations
During the online registration process, vendors are automatically matched with the UN organizations which buy the products and services the vendor offers. You are able to deselect any of these UN organizations, should you wish to do so. If your company is unable to register with a particular UN organization, it is because that organization does not buy the goods or services you provide.

After completion of your registration
Once the required information has been provided, you will be able to submit your registration for review. Some UN organizations automatically accept submissions, while others review and evaluate each submission based on specific criteria. This process can take up to 10 working days. Once a vendor has been accepted by at least one (1) UN organization, the vendor's profile is visible to all UN staff.

Help?
Please click the Help? button. From here you are able to get in touch with our HelpDesk who will assist you with your query. We try to answer all queries within 48 hours. For the most efficient service, please ensure that you are logged in. Provide a detailed comment and screenshot where possible.

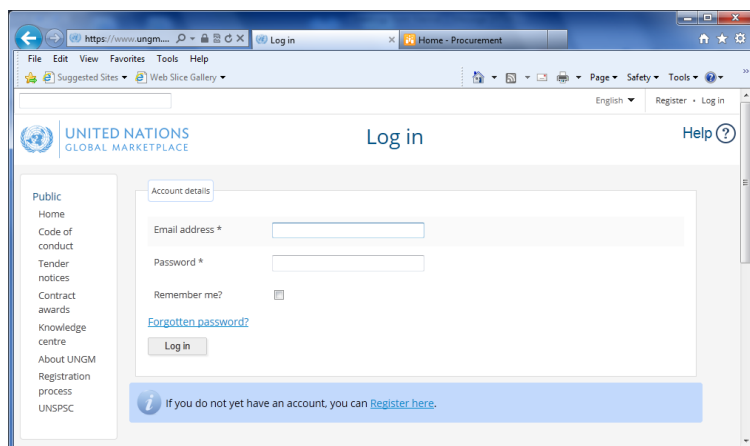
At the bottom of the form is a blue bar with the text: **Continue to registration** (with a mouse cursor icon) and **Registration for UN staff. [Click here](#) to start registration.**

The footer of the page reads: - United Nations Global Marketplace • www.ungm.org -

Follow the instructions and define your UNGM LOG-IN account (your e-mail) and password.

2. LOG-IN IN UNGM

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



Please ensure that your BASIC REGISTRATION in UNGM with **FAO is complete**. If not, please add the information requested by the UNGM system before proceeding.

3. SEARCH FOR THE TENDER NOTICE ISSUED BY FAO

From the UNGM Home page, select BUSINESS OPPORTUNITIES, or from any other webpage, select TENDER NOTICES on the left-hand menu. Click on SHOW MORE CRITERIA on the upper right side.

In the “UN Organization” Field, type **FAO**. The system will automatically show all the active tender notices issued by FAO.

On the right side of each line, you will see a green button with either “EXPRESS INTEREST” (if this is the first time) or “VIEW DOCUMENTS” .

In case of first access, click on “EXPRESS INTEREST” to notify FAO that you are interested in participating in this Tender. After a few seconds, the button will change to a green button “VIEW DOCUMENTS”.

Click on this VIEW DOCUMENTS button (on the left side) to have access to the tender documents.

4. TENDER MANAGEMENT

You will be transferred from the UNGM portal to the FAO e-tendering system. The “Tender Management” screen should appear.

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

IMPORTANT: If it does not show the Tender Management screen, please inform immediately contact: support@in-tend.com , referencing the exact FAO ITB number.

You are now in the FAO e-tendering system. Under this area you have a few menu tabs.

- **TENDER:** General information about this tender
- **BIDDING PROCESS:** IMPORTANT! Here the **deadline is provided, as well as**, all the **documents of the tender process (RFP or ITB)**. In the same area, are found the placeholders for **uploading your proposal and all your documents**.
- **CORRESPONDENCE:** an area where you can write emails and receive answers from FAO
- **CLARIFICATIONS:** an area for reading the **clarifications issued by FAO** and made available to all bidders. Please ensure to read all the clarifications as they become part of the specifications.
- **HISTORY:** a log of past activities related to this tender.

If you click on **UNGM** in the upper menu, you can return to the UNGM home page.

In case you have questions, concerning system navigations and functionality, please contact: support@in-tend.com , referencing the exact FAO ITB number.

5. IF YOU RE-ENTER UNGM AT A LATER STAGE

There is a short-cut to the tender notices.

After the LOGIN in UNGM, you can select the Menu option **MY TENDERS/CONTRACTS**, under the Vendor Menu on the left side of the UNGM main page. Again, click on **VIEW DOCUMENTS** to see the details of the Tender Notice and its documents.

6. HOW TO DOWNLOAD THE TENDER DOCUMENTS

In the TENDER MANAGEMENT, select the BIDDING PROCESS menu tab, scroll down to the section TENDER DOCUMENTS RECEIVED, and download all documents.

7. HOW TO ATTACH & SUBMIT DOCUMENTS

1. If any mandatory documents have been requested, they will be shown in the **MY TENDER RETURN** section against a Red button. You will need to attach them using the **Attach Documents button** within the My Tender Return section to the bottom of this screen.

2. If a Questionnaire is required to be completed, it will be shown in Red and marked Not Started in the My Tender Return section. It is mandatory that any Questionnaires must be completed.

3. To attach additional documents you wish to submit as part of your tender return, click the Attach Documents button under the My Tender Return section (if available). These will then appear in the My Tender Return section.

NOTE : Large files may take some time to upload. We advise you to keep the files under 5MB.

4. **IMPORTANT** : When you have completed all the above steps and are ready to submit your tender return, click the red **Submit Return** at the bottom of this page.