

## 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**.

## 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

Home

About UNGM

Registration process

Code of conduct

Terms & Conditions

Tender notices

Contract awards

Knowledge centre

UNSPSC

FAQs

Press release

Log in

Existing account login


Email address \*  
The Email address field is required.

Password \*

Remember me? ☐

[Forgotten password?](#)

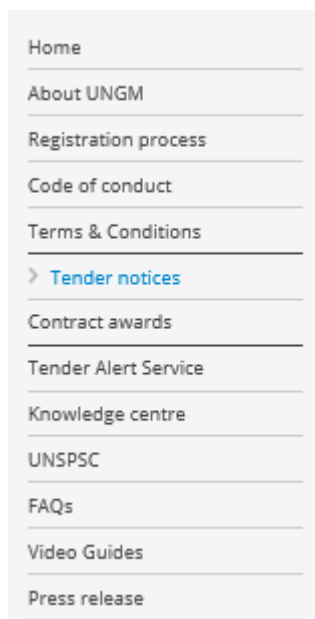
Log in

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

New Registration

### 3. SEARCH FOR OPEN TENDER NOTICES ISSUED BY UNICEF

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



Click on **CLEAR ALL** to clear the default dates in the fields “Published between” and “Deadline between”.

A search criteria form with fields for Title, Description, Reference, Published between (with 'and' separator), and Deadline between (with 'and' separator). A 'Clear All' button is at the bottom left. A 'Show more criteria' button is at the top right.

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

A search criteria form with additional fields: UN Organization (with 'UNICEF' entered and a 'remove' link), Beneficiary country/territory (with a placeholder 'Type a country/territory name'), and UNSPSC Codes (with a 'Select UNSPSC' link). There is a 'Type' section 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, and Pre-bid notice. A 'Clear All' button is at the bottom left. A 'Hide advance criteria' button is at the top right.

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

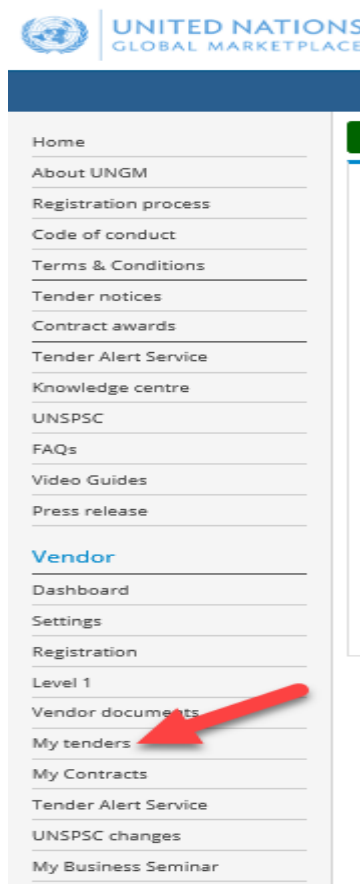
Denmark

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	Title <input type="text"/>						
About UNGM	Description <input type="text"/>						
Registration process	Reference <input type="text"/>						
Code of conduct	Published between <input type="text"/> and <input type="text"/>						
Terms & Conditions	Deadline between <input type="text"/> and <input type="text"/>						
Tender notices	<input type="button" value="Clear All"/>						
Contract awards	Showing results 1 to 15 of						
Tender Alert Service							
Knowledge centre							
UNSPSC							
FAQs							
Video Guides							
Press release							
Vendor							
Dashboard							
Settings							
Registration							
Level 1							
Vendor documents							
> My tenders							
Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country/territory	
<a href="#">Closed tender test</a>	20-Sep-2017 01:00 (GMT 2.00)	18-Sep-2017	UNICEF	Invitation to bid	dsaa	Denmark	
<a href="#">[redacted]</a>	28-Sep-2017 00:00 (GMT 2.00)	14-Sep-2017	UNICEF	Request for quotation	[redacted]	Denmark	
<a href="#">[redacted]</a>	28-Sep-2017 00:00 (GMT 2.00)	14-Sep-2017	UNICEF	Invitation to bid	[redacted]	Denmark	
<a href="#">[redacted]</a>	29-Sep-2017 00:00 (GMT 2.00)	12-Sep-2017	UNICEF	Invitation to bid	[redacted]	Denmark	
<a href="#">Training 005 - DG/004 RFQ (With Questionnaire)</a>	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.

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### Tender Management

Home Messages Tenders UNGM Help Logout

Your return has not yet been sent

Tender Documents Correspondence History

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 :	
Directive :	Supplies
Procedure :	RFQ

At any time you will be able to return to UNGM by selecting the “UNGGM 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 and in the top right a grey button “Instructions on how to submit an Offer” which links to this guidance document.
- **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.

## 6. DOWNLOADING THE TENDER'S DOCUMENTS and UPLOADING YOUR OFFER AND ANY RELATED DOCUMENTS

- I. Click Documents tab and scroll down to view and download the tender documents;
- II. Click on the “**OPT IN**” button;
- 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 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.
- 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 send your offer. If the submission is properly completed, you will be able to view and download 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.  

**Opt In** **Opt Out**

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

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.  

**Attach Documents**

**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. 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 shows a web interface for tender management. At the top, there are two buttons: 'Opt In' (highlighted in green) and 'Opt Out'. Below these is a section titled 'Options' with a 'View Questionnaire' button. Further down, there are buttons for 'View', 'Download', and 'Remove' next to a document titled '(ord Document) Public Liability'. A note states: 'NOTE : Large files can take some time to upload.' Below this is an 'Attach Documents' button. A red 'Submit Return' button is visible at the bottom of the main interface. An 'Opt Out' dialog box is open in the foreground. It has a blue header with the title 'Opt Out' and a 'Details' tab. The dialog contains the text: 'Please confirm your reasons for opting out of this stage.' Below this is a dropdown menu with the selected option 'Product/services are not in my product/service rang'. There is a large text input area below the dropdown. At the bottom of the dialog, there is a checkbox labeled 'Stop Receiving Correspondence' and two buttons: 'Opt Out' and 'Cancel'.



## 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 selected in a navigation bar with 'Tender', 'Documents', 'Correspondence', and 'History'. On the left, there is a 'Search' section with a text input field and a magnifying glass icon, followed by a list of status filters: 'Received', 'Sent', 'Unread', 'Read', and 'Show all..'. Below this is a 'Filter' section with a 'Stage' dropdown menu currently set to 'None'. At the bottom left is an 'Options' section with a 'Create Correspondence' button. A yellow banner at the top of the main area contains 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 this is a table with two columns: 'Date' and 'Subject'. The table body is empty, displaying the message '- 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.

The system will send automatic e-mail notifications to all bidders every time a clarification, or any other communication related to the tender notice, is sent out by UNICEF.

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



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Tender Management

Home Messages Tenders UNGM Help Logout

Your return has not yet been sent

Tender Documents Correspondence Clarifications History

Search

Read  
Unread  
Show all..

Filter

Stage  
None

Added Title

22 September 2017 Tender clarification

Clarification


Name: Tender clarification

Description: This is a brief tender clarification.

Date: 22 September 2017

## 10. MODIFICATION OR WITHDRAWAL OF YOUR OFFER

Bidders may modify or withdraw their offer before the deadline using the “MODIFY RETURN” function. Submitted offers cannot be modified after the tender deadline.

My Tender Return - Main	Description	Options
 170815 - [REDACTED]	(Microsoft Word Document)	<a href="#">View</a> <a href="#">Download</a>

**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.

[Modify Return](#)

## **11. SYSTEM HELP**

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

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