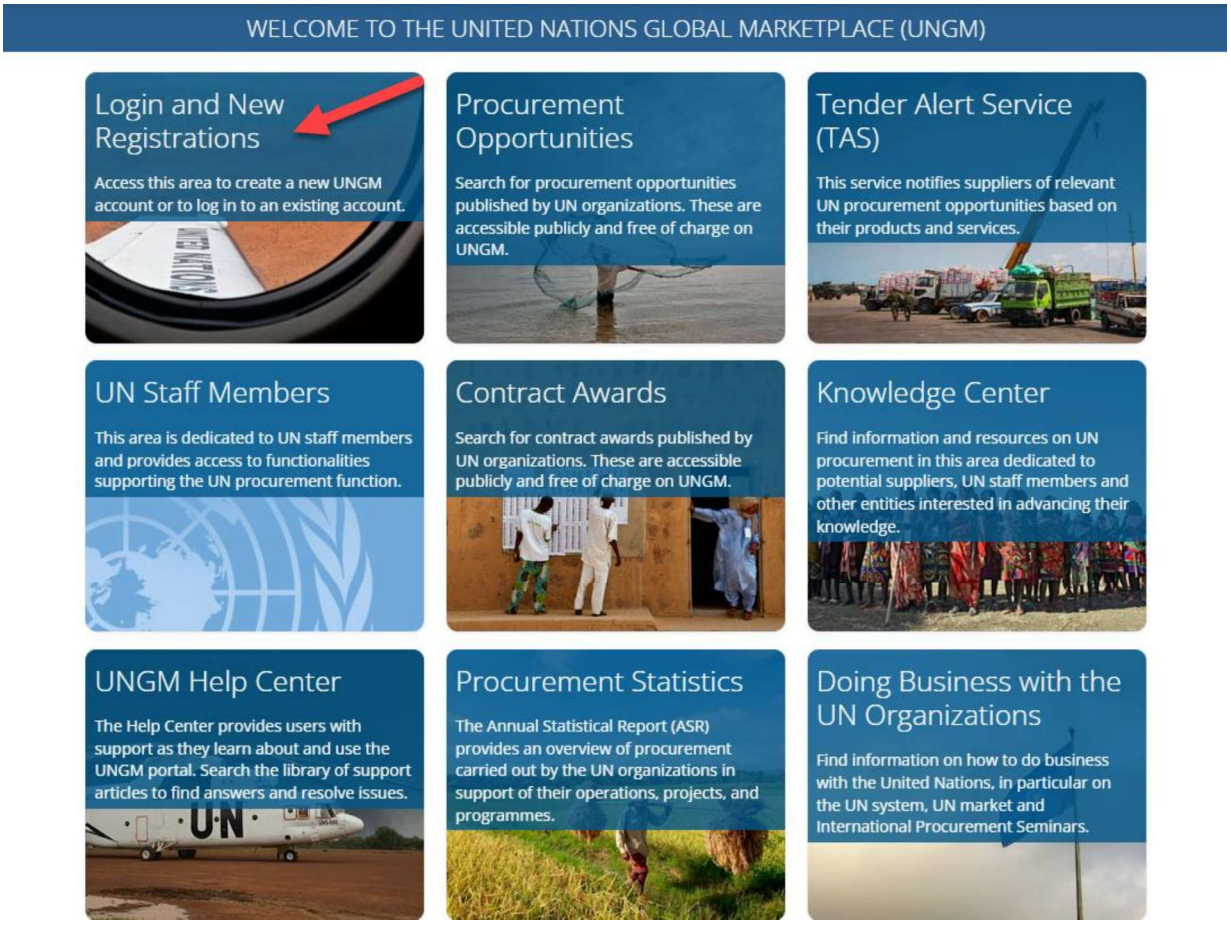
Document last updated Maj 2023

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.

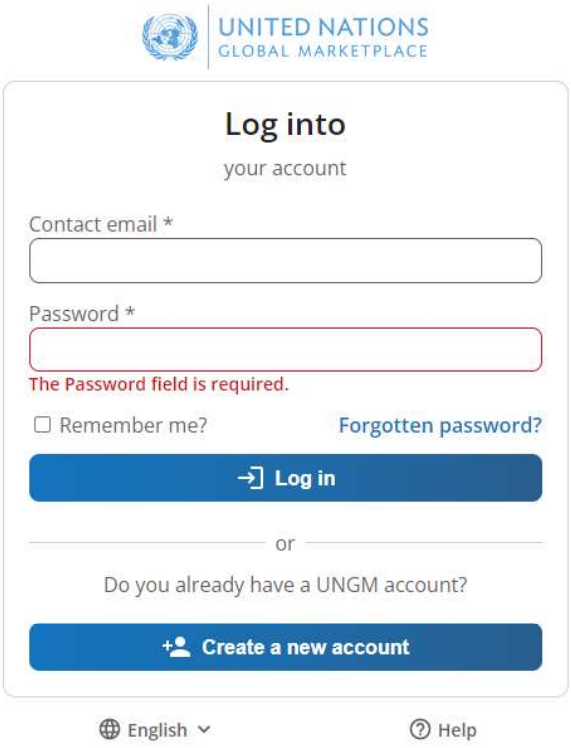


Please ensure that your UNGM BASIC REGISTRATION with UNICEF is complete. If not, please add the information requested by the UNGM system before proceeding. Please ensure that, after registering, you activate your UNGM account (you will receive an activation email). Finally, it is extremely important 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 home page.

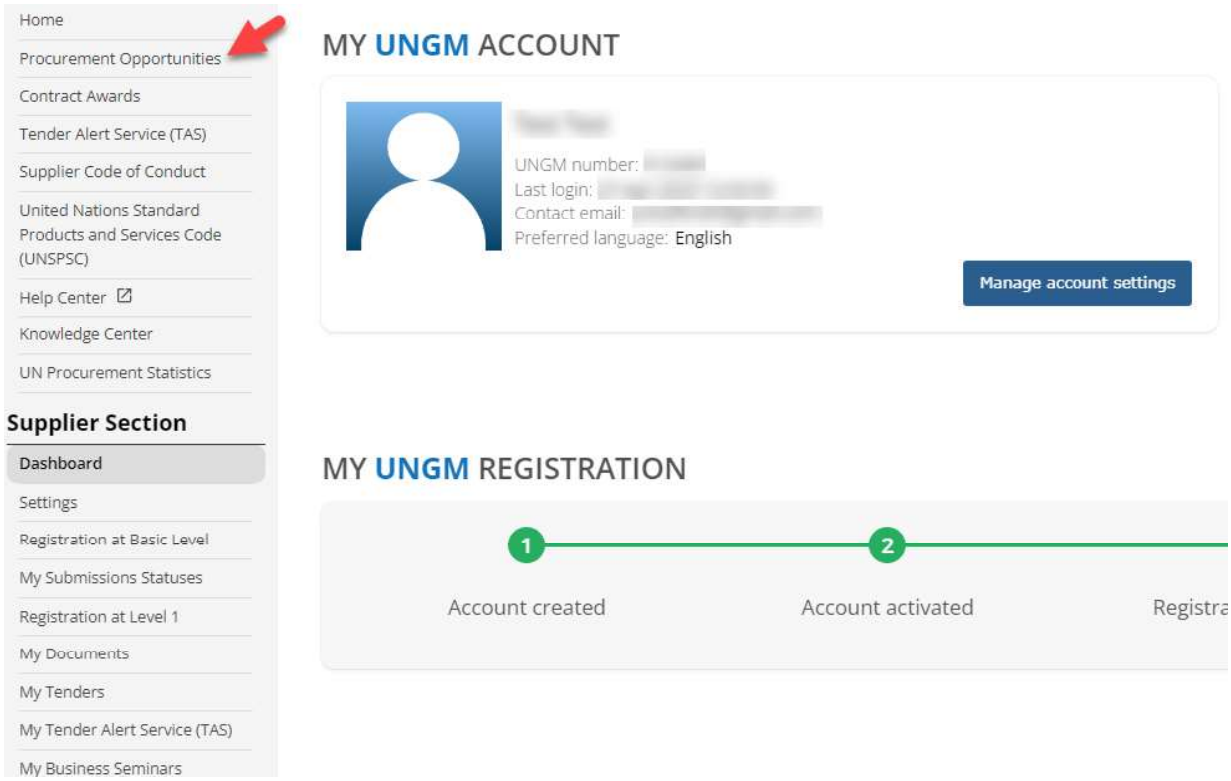
2. LOG-IN TO THE UNGM WEBSITE

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

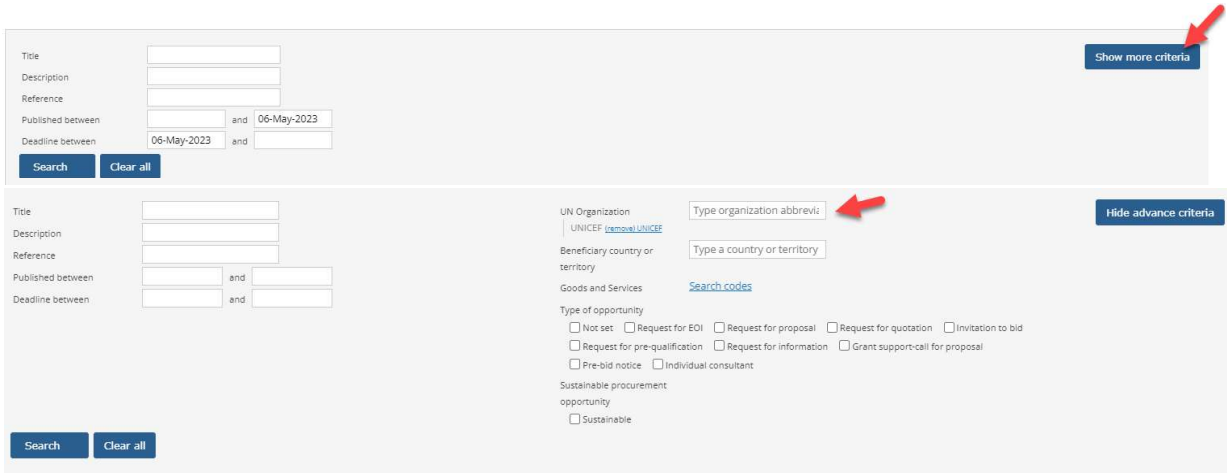


3. SEARCH FOR OPEN TENDER NOTICES ISSUED BY UNICEF

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



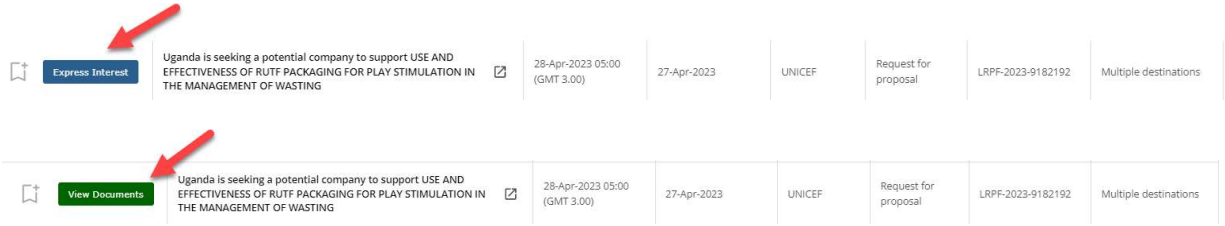
Click on **SHOW MORE CRITERIA** on the upper right side. In the “UN Organization” Field, type **UNICEF**.



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

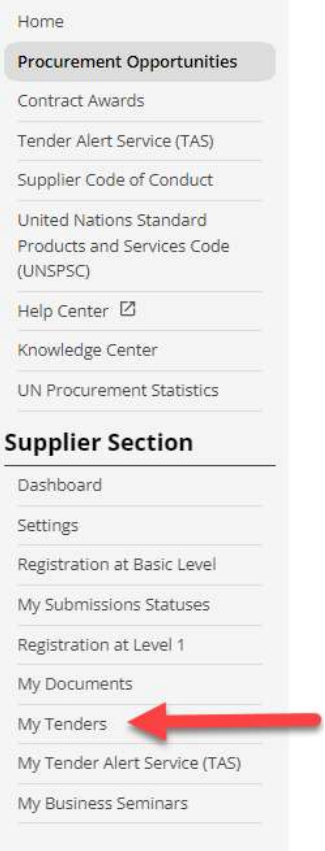
Next to the title of the tender you can see a blue button with "**EXPRESS INTEREST**", if you click on this, it notifies UNICEF that you are interested in participating in this tender. Once you clicked on the blue button, it changes into a green button "**VIEW DOCUMENTS**".

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



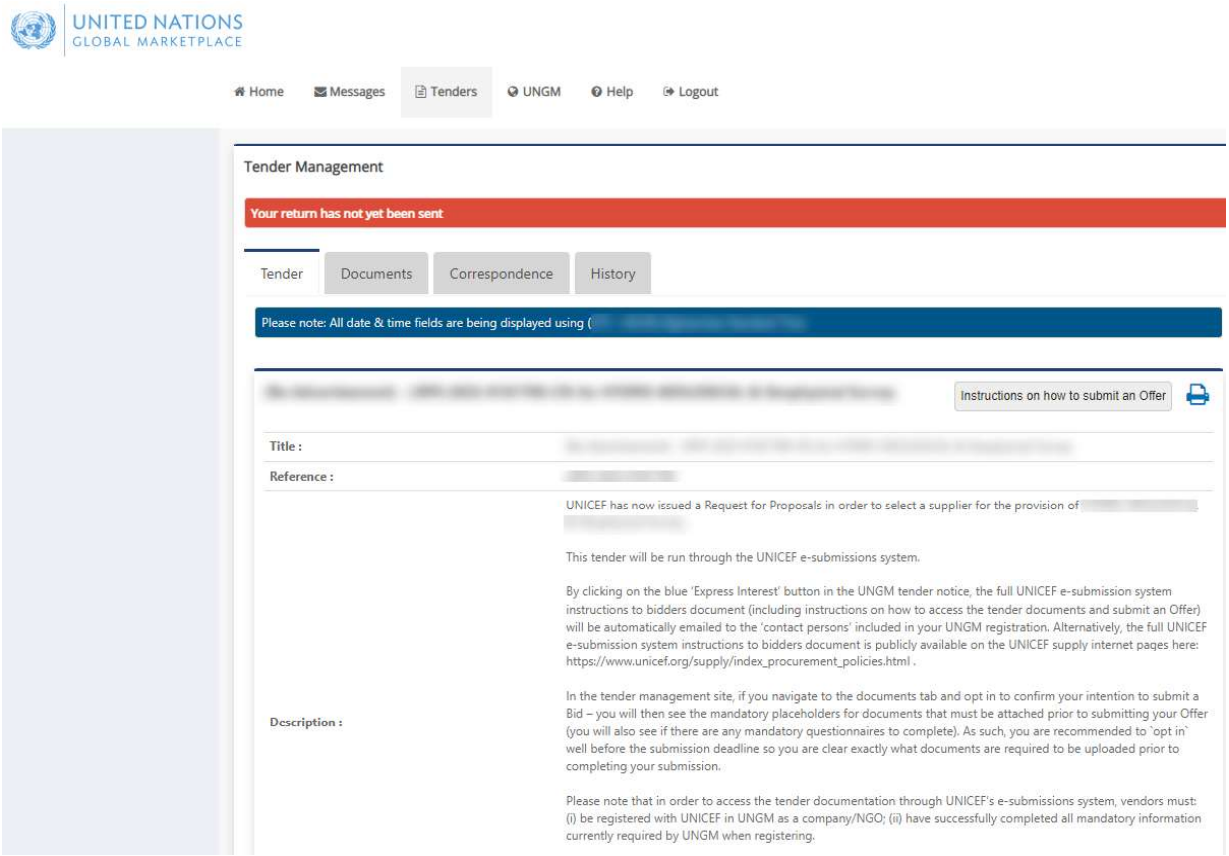
4. ACCESS SHORTLIST ONLY TENDER OPPORTUNITIES TO WHICH YOUR COMPANY HAS BEEN INVITED

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

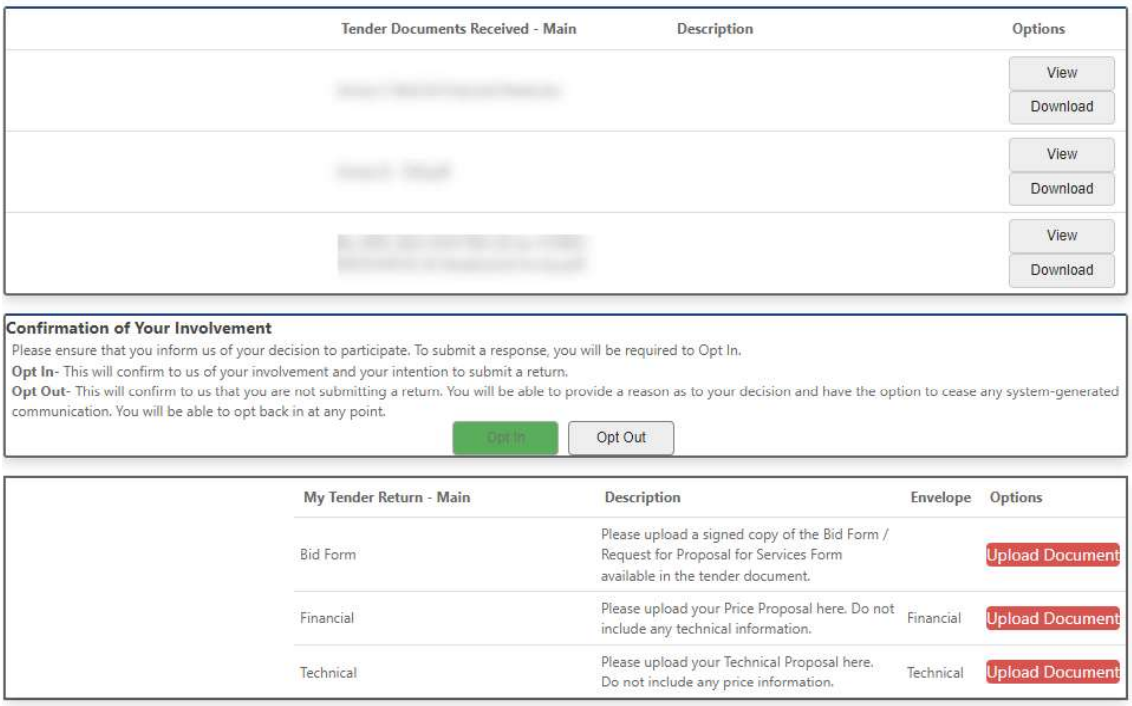
After clicking the **VIEW DOCUMENTS** button, you will be transferred from the UNGM portal to the UNICEF e-submission system. The "Tender Management" screen will appear.



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.



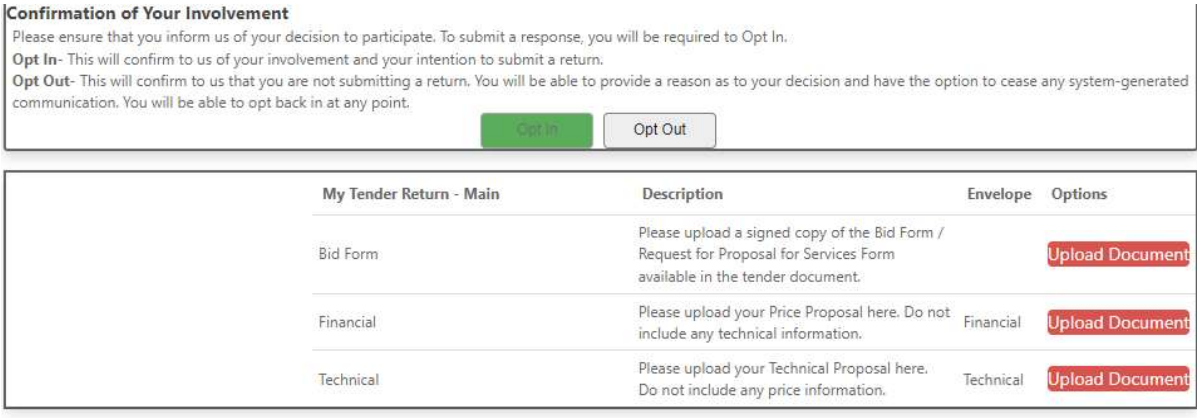
- **Correspondence:** In this section, you can send requests for clarification or any other question you want to address to UNICEF. Please send any correspondence related to the tender though this section (instead of via regular email).
- **Clarifications:** In this section, you can read the clarifications 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.

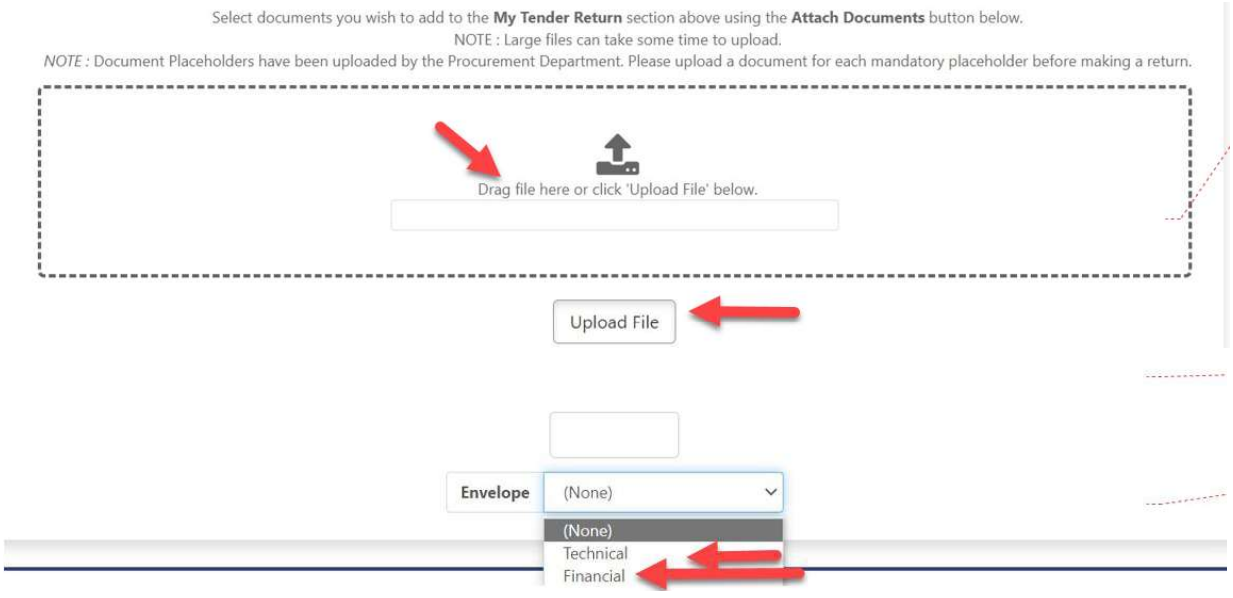
6. DOWNLADING THE TENDER'S DOCUMENTS and UPLOADING YOUR OFFER– remember to click SUBMIT RETURN to finalize your submission

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.

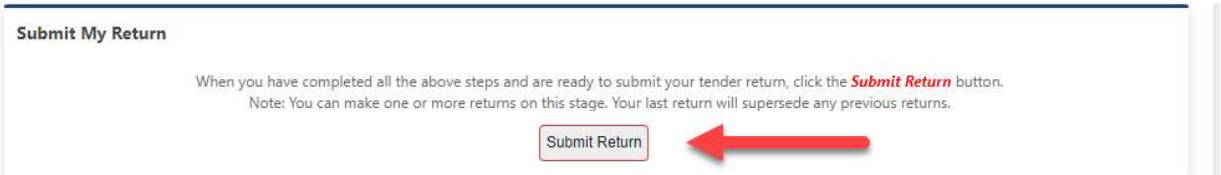


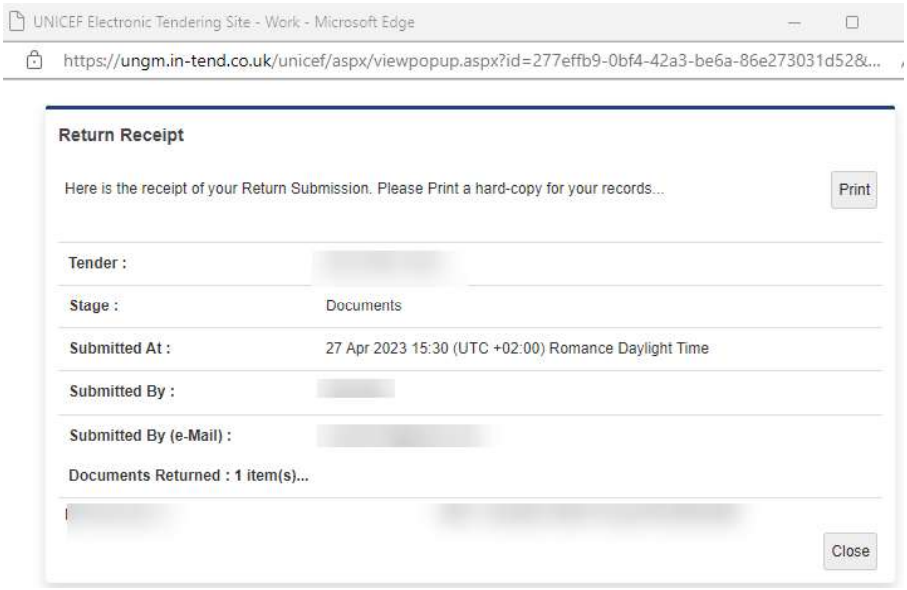
III. You can upload additional (non-mandatory documents) by either drag the file to the designated placeholder or click on the "upload file" button. If uploading additional (non-mandatory) documents you can determine the nature of the document whether it is *technical/financial*, or *none* of these categories.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



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.





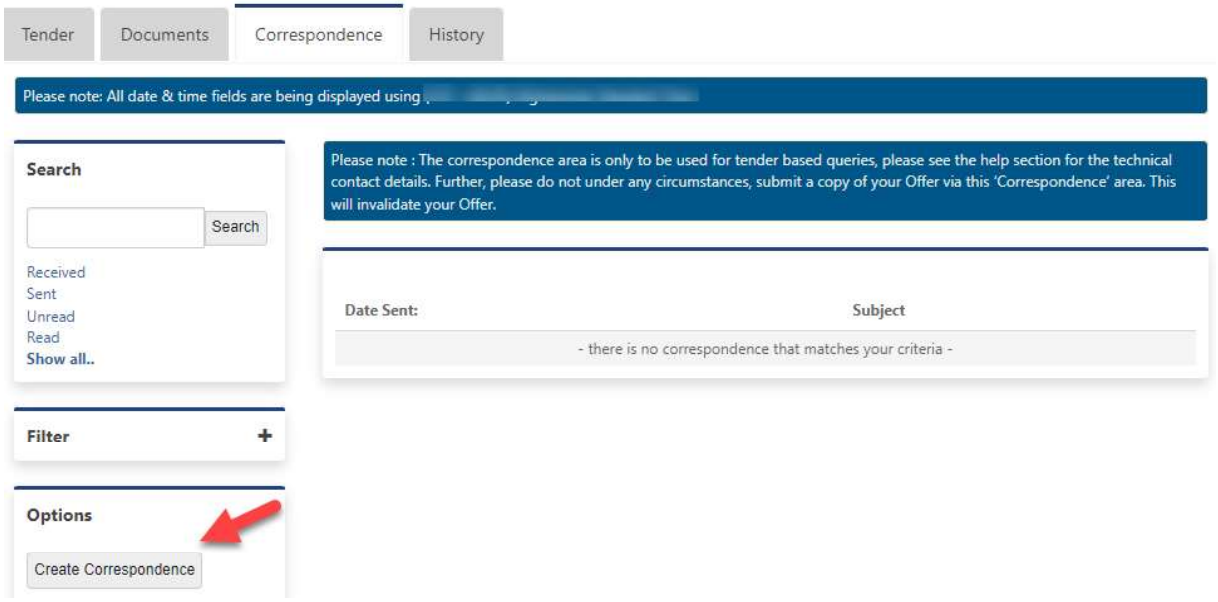
7. NO BID NOTICE

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.



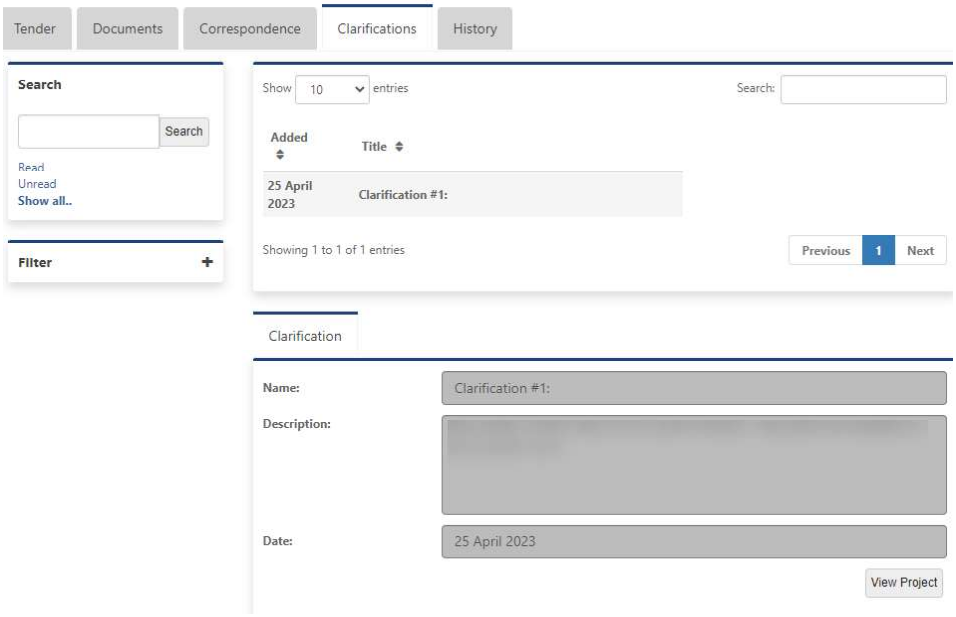
Please notify UNICEF immediately in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the Solicitation Document or the notice on the UNICEF e-submission system, providing full details. Bidders will not benefit from such ambiguities, errors, omissions,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

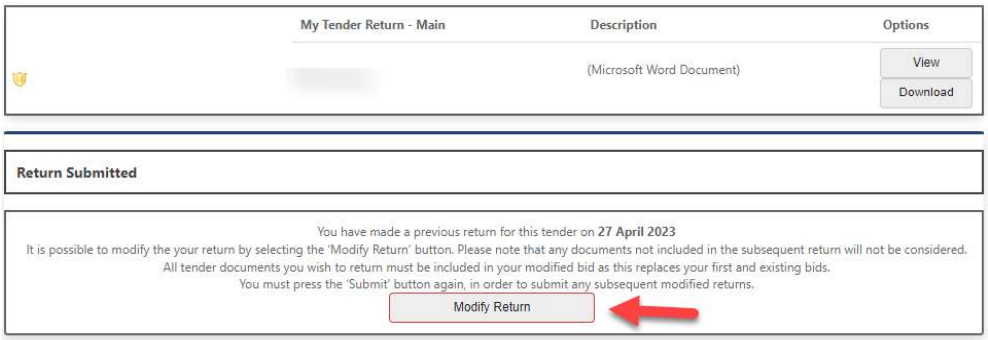
UNICEF will compile the questions received. UNICEF may, at its discretion, at once copy any anonymized question and make its reply available to all Bidders as a clarification in the UNICEF e-submission system.
As mentioned, once any clarifications for a particular tender are issued by UNICEF, a new clarifications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



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.



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