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.

Welcome to the UNGM

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.
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”.

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.

By clicking on any of the tenders you will be taken to the detailed information for each tender.
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**.
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 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 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.
6. DOWNLADING 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.
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)

![Opt Out options]

To the My Tender Return section above using the Attach Documents button below.

NOTE: Large files can take some time to upload.

Submit Return
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.

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.
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.
11. SYSTEM HELP

If you have any technical IT related issues concerning the UNICEF e-submission system please contact: 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 home page.