# BIDDERS' INSTRUCTIONS ON HOW TO ACCESS FAO TENDER DOCUMENTS and SUBMIT BIDS THROUGH UNGM

The registration with UNGM (<a href="https://www.ungm.org/Vendor/Registration">https://www.ungm.org/Vendor/Registration</a>) is a mandatory requirement in order to participate to FAO's tenders. Please visit <a href="https://www.ungm.org">www.ungm.org</a> for more information on how to register your company in UNGM.

#### 1. REGISTRATION IN UNGM

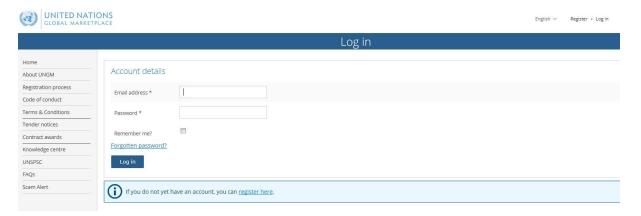
To access the tender documents, you need to be fully registered in UNGM (Basic Level is sufficient). Please click on "Register", follow the instructions and define your UNGM LOG-IN account (your e-mail) and password.

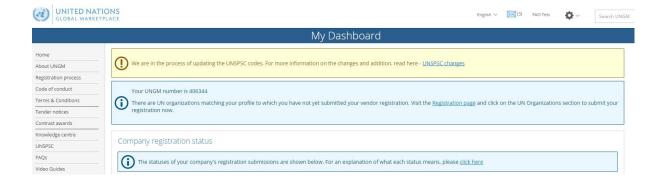


Please ensure that your UNGM BASIC REGISTRATION with **FAO** is complete. If not, please add the information requested by the UNGM system before proceeding.

## 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



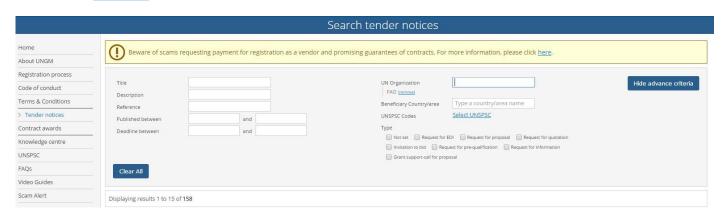


## 3. SEARCH FOR PUBLIC TENDER NOTICES ISSUED BY FAO

From the UNGM home page, click on "Business Opportunities" and select "Tender Notices" to access the list of public tender notices.



Click on the "Clear All" button to clear the default dates in the fields "Published between" and "Deadline between".



Click on "Show more criteria" button in the upper right side and type FAO in the "UN Organization" Field.



The system will automatically show all the active tender notices issued by FAO. On the left side of each tender line, you should see a blue button "Express Interest" (if applicable) or a green button "View Documents".

After logging into the UNGM with your supplier account, click on "Express Interest" to notify FAO that you are interested in participating in this Tender. After few seconds, the button will change in a green button "View Documents".



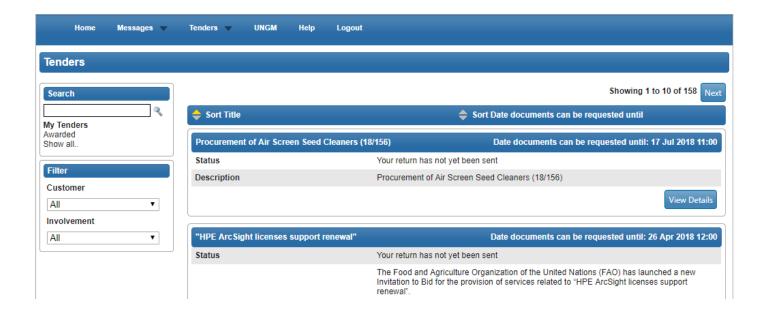
Click on "View Documents" to access to the tender documents for each specific tender.

#### 4. SEARCH FOR RESTRICTED TENDER NOTICES ISSUED BY FAO

Once you have logged in, select "My Tenders" to access the list of restricted tender notices. These are the tenders your company has been invited to by the UN Agencies. In this page, restricted tender notices are presented in the same way as public ones and can be searched using the same methods.



Alternatively, under My Tenders, click on 'FAO' to access restricted tenders your company has been invited to by FAO. In this page you will only find tender notices for which FAO has expressly invited your company to participate.



#### 5. TENDER MANAGEMENT

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



At any time you will be able to return to UNGM by selecting the "UNGM tab" on the upper menu.

IMPORTANT: If the Tender Management screen does not display, please inform <a href="mailto:support@in-tend.com">support@in-tend.com</a>, referencing the exact FAO ITB number.

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

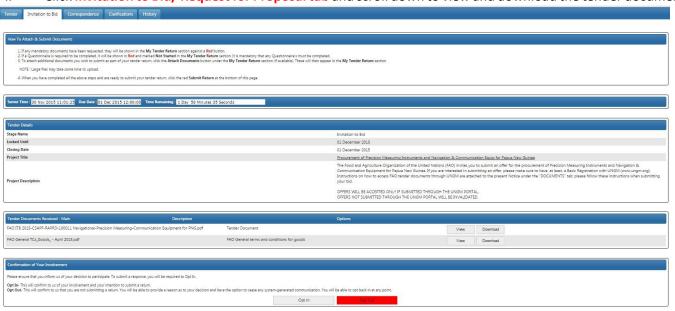
- Tender: General information about this tender
- Invitation to Bid/ Request for Proposal: IMPORTANT! Here you can visualize the deadline all the documents
  of the Invitation to Bid/ Request for Proposal. In the same area, you have the placeholders for uploading your
  proposal and all the related documents.
- **Correspondence:** In this section, you can send requests for clarification or any other question you want to address to FAO.

• Clarifications: In this section, you can read the clarifications issued by FAO (made available to all bidders). Please ensure to read all the clarifications, as they are part of the tender specifications. 

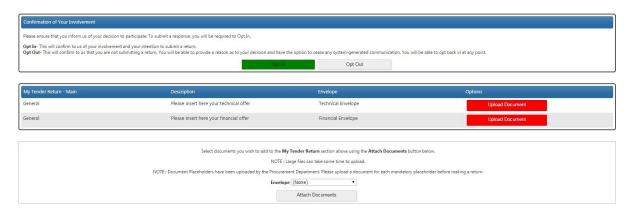
History: a log of past activities related to this tender.

## 6. DOWNLADING THE TENDER'S DOCUMENTS and UPLOADING YOUR TECHNICAL AND FINANCIAL OFFERS

I. Click Invitation to Bid/Request for Proposal tab and scroll down to view and download the tender documents;



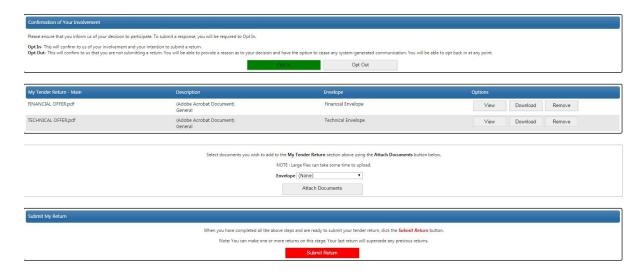
- II. Click on the "OPT IN" button;
- III. To upload all the files in the designated envelope, click on the relevant "Upload Document" red buttons in "My Tender Return" section.



**NOTE:** It is highly recommended that the size of the files does not exceed 5MB.

In case bidders are required to complete a **Questionnaire**, it will be shown in Red and marked with a "Not Started" button. It is mandatory that any Questionnaire is completed.

IV. **IMPORTANT:** Once both technical and financial files are uploaded (and the Questionnaire, 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.



You can upload additional (non-mandatory documents) by clicking on the "Attach Documents" button.

#### 7. NO BID NOTICE

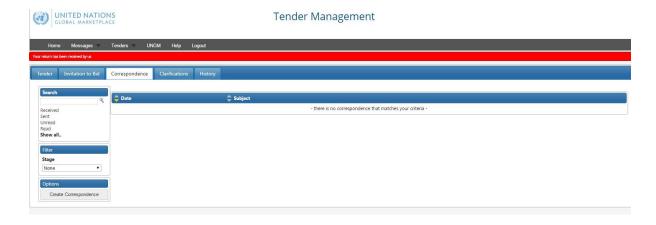
In the event that your company is not interested to participate to this tender, the Organization would appreciate your feedback. In this case, you are kindly requested to click on the "OPT OUT" button displayed on your UNGM Tender Management page and select one of the following reason(s) for non-participation:

- Requirements are outside our normal activities
- There is insufficient time to prepare a bid
- Present lack of resources to undertake more work
- Bid submitted by authorized dealer in destination country
- Participating as subcontractor to another lead bidder
- Other (please specify briefly below)



## 8. COMMUNICATING WITH FAO AND REQUESTING CLARIFICATIONS

All communications concerning this tender should mention the tender number (<u>TENDER No. [...]</u>) and should be submitted as soon as possible through the UNGM portal under the "CORRESPONDENCE" tab.



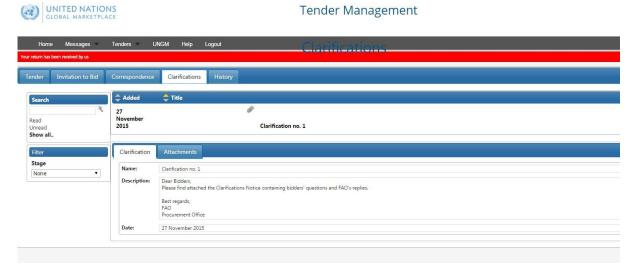
Bidders are responsible for appropriately examining this tender. If you find discrepancies in or omissions from the documents, or if their intent or meaning appear unclear or ambiguous, or if any other questions arise, you shall submit any request for clarification through the aforementioned "CORRESPONDENCE" tab.

In submitting a request for clarification, please do not, under any circumstances, submit a copy of your offer or reveal any information about your intended quotation. This will invalidate your offer.

### 9. FAO's REPLIES TO BIDDERS' REQUESTS FOR CLARIFICATION

Responses to clarification enquiries will be simultaneously issued by FAO to all bidders through the UNGM portal. 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 FAO.

All FAO's responses to bidders' questions will be uploaded under the "CLARIFICATIONS" tab of your Tender Management page and made available to all bidders. Please ensure to read all the clarifications as they become part of the tender specifications.



# 10. MODIFICATION OR WITHDRAWAL OF YOUR OFFER

Bidders may, without prejudice, modify or withdraw their offer before the deadline using the "MODIFY RETURN" function. Submitted offers cannot be modified after the tender deadline.



# 11. HELP

In case you have issues concerning the UNGM system navigation and functionality please visit the UNGM Help page and/or contact: <a href="mailto:support@in-tend.com">support@in-tend.com</a>, referencing the exact FAO ITB/RFP number.

