

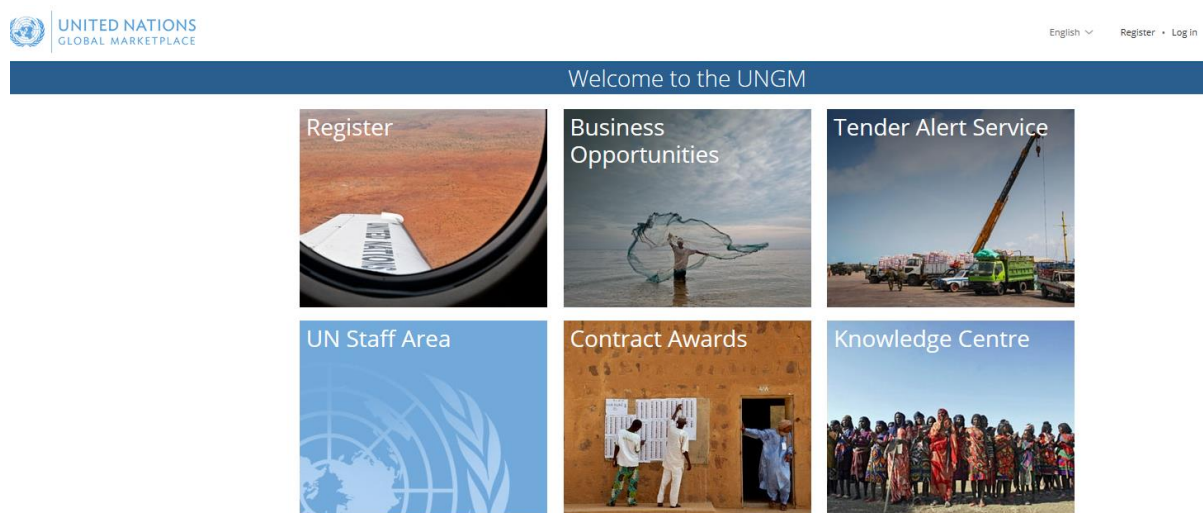
## BIDDERS' INSTRUCTIONS ON HOW TO ACCESS FAO TENDER DOCUMENTS and SUBMIT BIDS THROUGH UNGM

The registration with UNGM (<https://www.ungm.org/Vendor/Registration>) is a mandatory requirement in order to participate to FAO's tender. Please visit [www.ungm.org](http://www.ungm.org) 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).

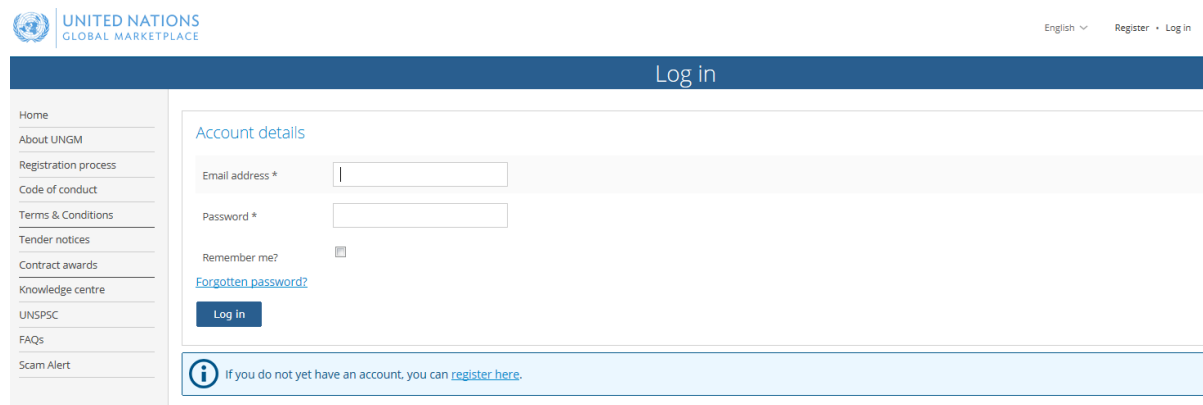
Please click on "Register", follow the instructions and define your UNGM LOG-IN account (your e-mail) and password.



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



My Dashboard

- Home
- About UNGM
- Registration process
- Code of conduct
- Terms & Conditions
- Tender notices
- Contract awards
- Knowledge centre
- UNSPSC
- FAQs
- Video Guides

**!** We are in the process of updating the UNSPSC codes. For more information on the changes and addition, read here - [UNSPSC changes](#)

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**i** Your UNGM number is 406344

**i** There are UN organizations matching your profile to which you have not yet submitted your vendor registration. Visit the [Registration page](#) and click on the UN Organizations section to submit your registration now.

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Company registration status

**i** The statuses of your company's registration submissions are shown below. For an explanation of what each status means, please [click here](#)

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

Once you logged in, select “Tender Notices”.

- Home
- About UNGM
- Registration process
- Code of conduct
- Terms & Conditions
- > **Tender notices**
- Contract awards
- Knowledge centre
- UNSPSC
- FAQs
- Video Guides
- Scam Alert
- Vendor

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

Search tender notices

**!** Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please click [here](#).

<p>Title <input style="width: 100%;" type="text"/></p> <p>Description <input style="width: 100%;" type="text"/></p> <p>Reference <input style="width: 100%;" type="text"/></p> <p>Published between <input style="width: 40%;" type="text"/> and <input style="width: 40%;" type="text"/></p> <p>Deadline between <input style="width: 40%;" type="text"/> and <input style="width: 40%;" type="text"/></p> <p style="text-align: left; margin-top: 10px;"><b>Clear All</b></p>	<p>UN Organization <input style="width: 100%;" type="text"/></p> <p>Beneficiary Country/area <input style="width: 100%;" type="text"/></p> <p>UNSPSC Codes <a href="#">Select UNSPSC</a></p> <p>Type</p> <p><input type="checkbox"/> Not set <input type="checkbox"/> Request for EOI <input type="checkbox"/> Request for proposal <input type="checkbox"/> Request for quotation</p> <p><input type="checkbox"/> Invitation to bid <input type="checkbox"/> Request for pre-qualification <input type="checkbox"/> Request for information</p> <p><input type="checkbox"/> Grant support-call for proposal</p>
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**Hide advance criteria**

Displaying results 1 to 15 of 158

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 tender line, you should see a green button with either **“EXPRESS INTEREST”** (if applicable) or **“VIEW DOCUMENTS”**.

If applicable, 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”**.

<a href="#">View Documents</a>	<a href="#">Procurement of Precision Measuring Instruments and Navigation &amp; Communication Equip for Papua New Guinea</a>	01-Dec-2015 11:00	17-Nov-2015	FAO	Invitation to bid	2015/CSAPP/RAPRD/100011	Papua New Guinea
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Click on this **VIEW DOCUMENTS green button** to access to the tender documents of each specific tender.

#### 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”** on the upper menu.

**IMPORTANT:** If it does not show the Tender Management screen, please inform [support@in-tend.com](mailto:support@in-tend.com) , 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.

**5. DOWNLOADING 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;

The screenshot shows the UNGM portal interface. At the top, there are tabs for 'Tender', 'Invitation to Bid', 'Correspondence', 'Clarifications', and 'History'. Below the tabs is a section titled 'How To Attach & Submit Documents' with instructions. A server time bar shows 'Server Time: 30 Nov 2015 11:01:15' and 'Due Date: 01 Dec 2015 12:00:00'. The 'Tender Details' section includes: Stage Name (Invitation to Bid), Locked Until (01 December 2015), Closing Date (01 December 2015), Project Title (Procurement of Precision Measuring Instruments and Navigation & Communication Equip for Papua New Guinea), and Project Description. Below this is a table of 'Tender Documents Received - Main' with columns for Description and Options (View, Download). A 'Confirmation of Your Involvement' section is visible at the bottom with 'Opt In' and 'Opt Out' buttons.

- 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 under the **“MY TENDER RETURN”**.

The screenshot shows the 'Confirmation of Your Involvement' section with a green 'Opt In' button and a grey 'Opt Out' button. Below it is the 'My Tender Return - Main' table:

My Tender Return - Main	Description	Envelope	Options
General	Please insert here your technical offer	Technical Envelope	<b>Upload Document</b>
General	Please insert here your financial offer	Financial Envelope	<b>Upload Document</b>

Below the table is a section for attaching documents with a dropdown menu set to 'Envelope: ((None))' and an 'Attach Documents' button.

**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 **“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 MY 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.

The screenshot shows two main sections of a web portal. The top section, titled "Confirmation of Your Involvement", contains instructions and two buttons: "Opt In" (highlighted in green) and "Opt Out". The middle section, titled "My Tender Return - Main", is a table with columns for "Description", "Envelope", and "Options". It lists two items: "FINANCIAL OFFER.pdf" (Financial Envelope) and "TECHNICAL OFFER.pdf" (Technical Envelope), each with "View", "Download", and "Remove" buttons. Below the table is an "Attach Documents" section with a dropdown menu for "Envelope" (set to "None") and an "Attach Documents" button. The bottom section, titled "Submit My Return", contains a "Submit Return" button (highlighted in red) and a note about submitting multiple returns.

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

## 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:

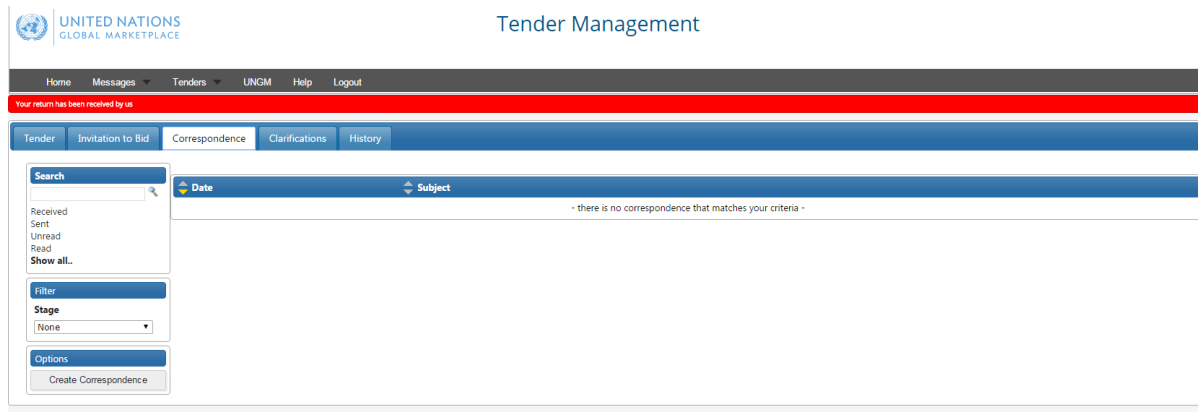
- Requirements are outside our normal activities
- There is insufficient time to prepare a bid
- Present lack of resources to undertake more work
- Bid submitted by authorized dealer in destination country
- Participating as subcontractor to another lead bidder
- Other (please specify briefly below)

The screenshot shows the "Tender Documents Received - Main" section of a web portal. It displays a table with columns for "Description" and "Envelope". Two documents are listed: "FAO ITB 2015-CSJAPP-RAPRD-100011 Navigational-Precision Measuring-Communication Equipment for DNIC.pdf" and "FAO General TCs\_Goods\_ - April 2015.pdf". An "Opt Out" dialog box is open over the table, asking the user to confirm their reasons for opting out. The dialog has a "Details" button and "Opt Out" and "Cancel" buttons. In the background, a "Confirmation of Your Involvement" section is visible with "Opt In" and "Opt Out" buttons.

## 6. COMMUNICATING WITH FAO AND REQUESTING CLARIFICATIONS

All communications concerning this tender should mention the tender number **(TENDER No. [...])** 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.

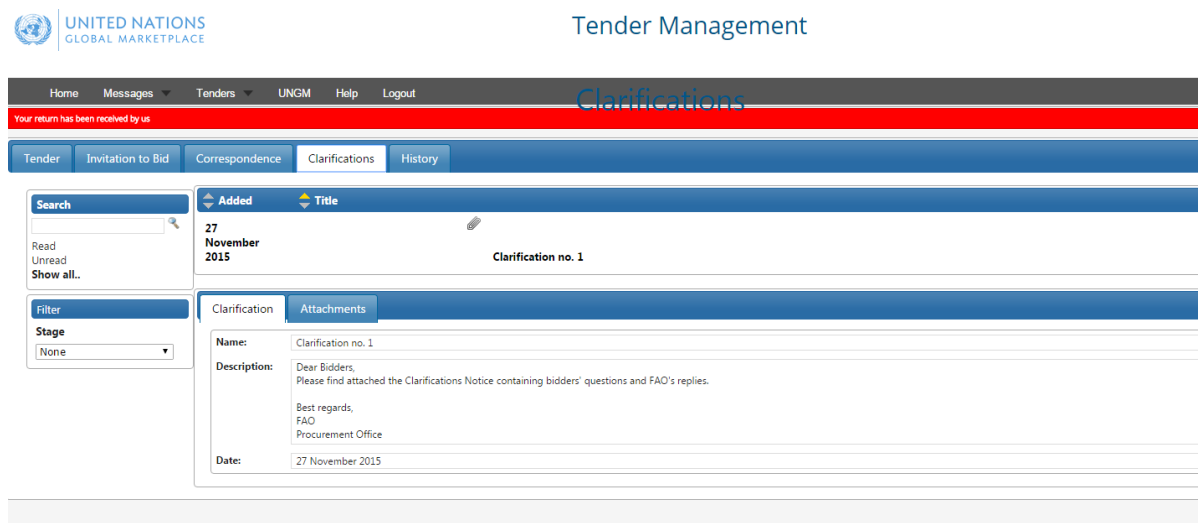
In submitting a request for clarification, please do not, under any circumstances, submit a copy of your offer or reveal any information about your intended quotation. This will invalidate your offer.

## 7. 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.



## 8. 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.

My Tender Return - Main	Description	Envelope	Options
FINANCIAL OFFER.pdf	(Adobe Acrobat Document) General	Financial Envelope	<input type="button" value="View"/> <input type="button" value="Download"/>
TECHNICAL OFFER.pdf	(Adobe Acrobat Document) General	Technical Envelope	<input type="button" value="View"/> <input type="button" value="Download"/>

**Return Submitted**

You have made a previous return for this tender on **30 November 2015**

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.

## 9. HELP

In case you have issues concerning the UNGM system navigation and functionality please visit the UNGM Help page and/or contact: [support@in-tend.com](mailto:support@in-tend.com), referencing the exact FAO ITB/RFP number.



Help

Home Messages Tenders UNGM Help Logout

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**Support Pages**

- Help Overview
- FAQ
- Step-By-Step Guide - Flowchart

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**Downloads**

- Miscellaneous Downloads

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**Web Site Information Pages**

- Suggestions
- Browser Compatibility
- Privacy Policy

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**Contact Us**

If you have any questions relating to tendering with In-Tend e-Tendering please contact [support@in-tend.com](mailto:support@in-tend.com) or call us on +44 (0)1332 859450.

If you have any questions on how to use this web site please contact the In-Tend Support team at [support@in-tend.com](mailto:support@in-tend.com) or call us on 0845 557 8079 / +44 (0) 114 407 0065. If this number is inoperative due to a fault then the alternative number is +44 (0)7785 355314 (please note this mobile number will only be active in the event of a fault on the main support number).

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