BIDDERS' INSTRUCTIONS ON HOW TO ACCESS ITC TENDER DOCUMENTS IN UNGM AND SUBMIT OFFERS THROUGH THE ITC UNGM/IN-TEND 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.



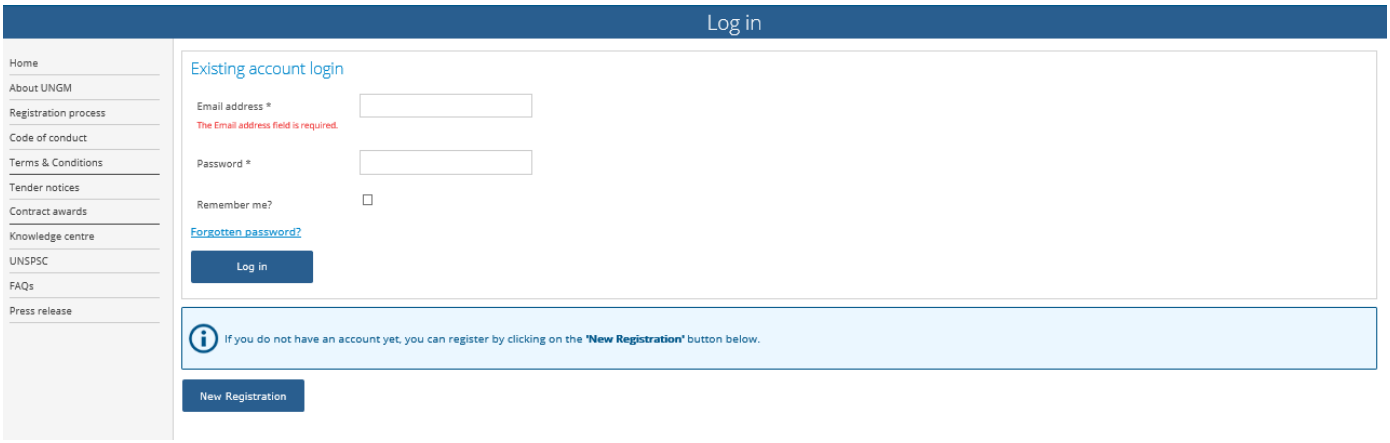
Please ensure that your UNGM BASIC REGISTRATION with ITC and UN SECRETARIAT is complete. If not, please add the information requested by the UNGM system before proceeding. Please ensure that, after registering, you activate your UNGM account (you will receive an activation email). Finally, it is extremely important to check that **all relevant up to date email addresses are included in your company's UNGM registration.**

For further help on how to register you can refer to the following: https://help.ungm.org/hc/en-us/articles/360012810860-How-to-register-as-a-supplier-on-UNGM-, or also refer to page 11 to 13.

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.

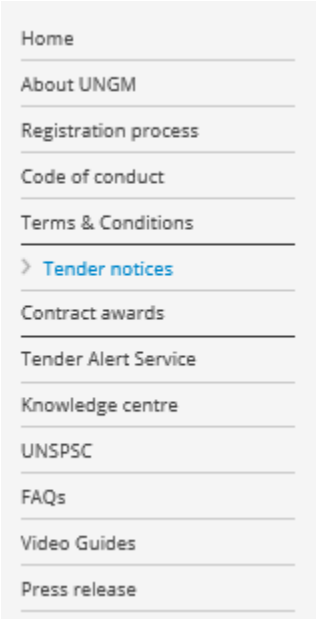
2. LOG-IN TO THE UNGM WEBSITE

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

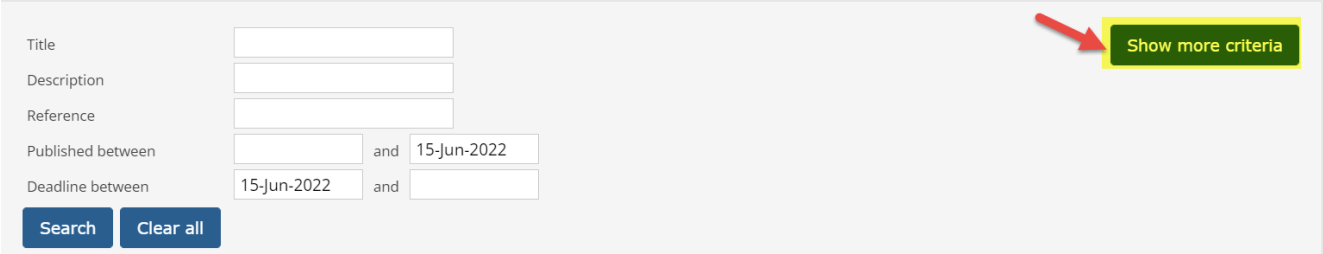


3. **SEARCH FOR OPEN TENDER NOTICES ISSUED BY ITC**

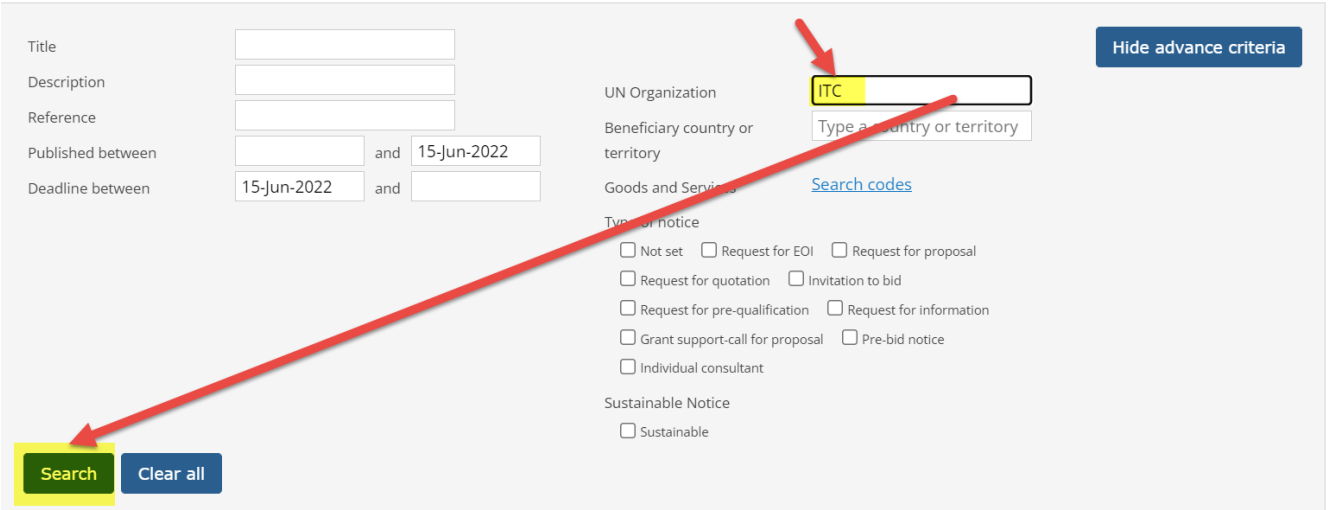
Once you have logged in, select “Tender notices”.



Click on **SHOW MORE CRITERIA** on the upper right side.



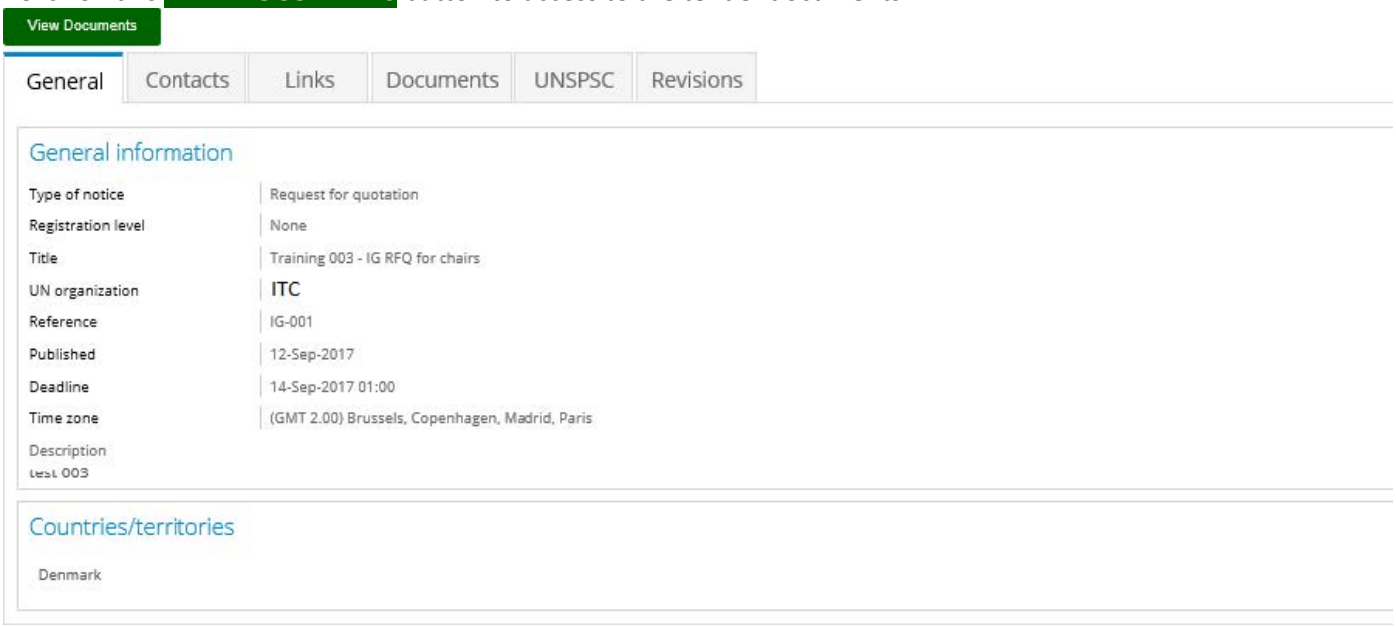
In the “UN Organization” Field, type **ITC**.

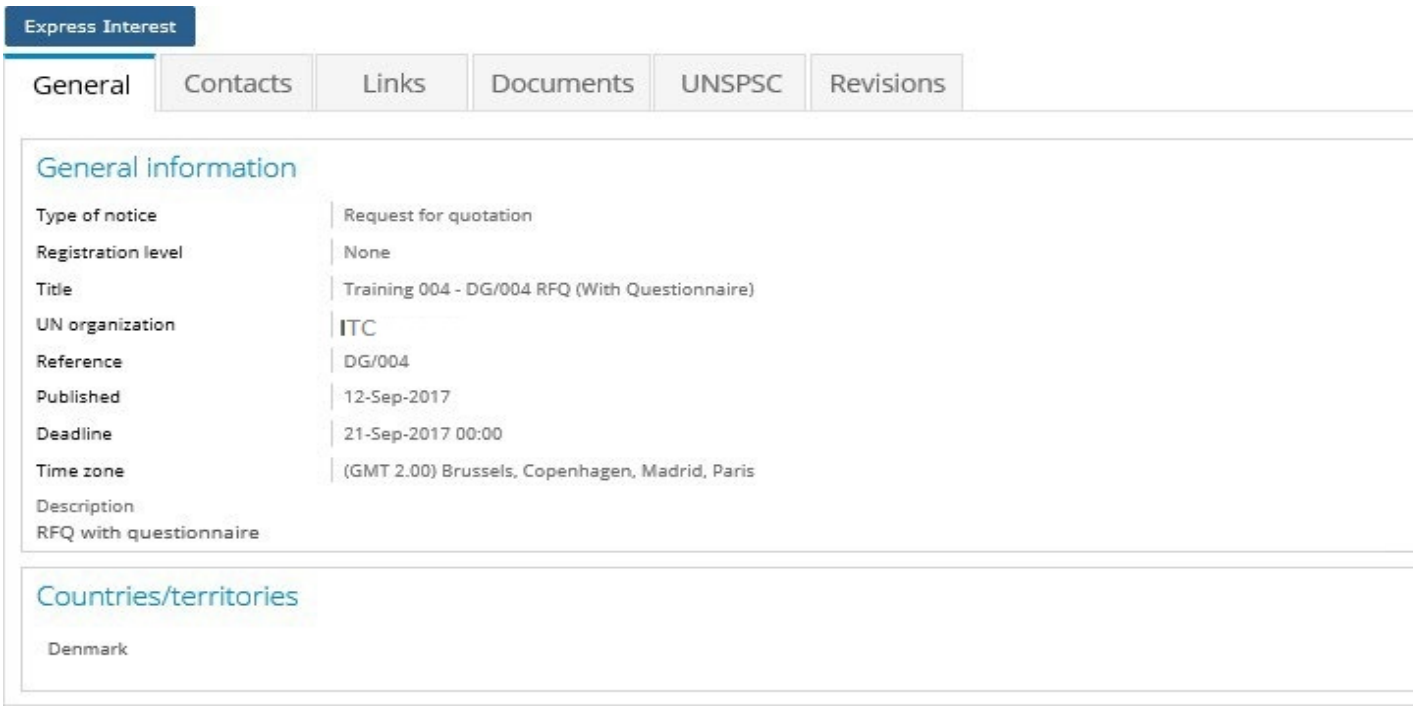


The system will automatically show all the active open tender notices issued by ITC. By clicking on any of the tenders you will be taken to the detailed information for each tender. **Enter the reference for this tender.**

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 ITC that you are interested in participating in this tender. This button will then change into a green button "**VIEW DOCUMENTS**".

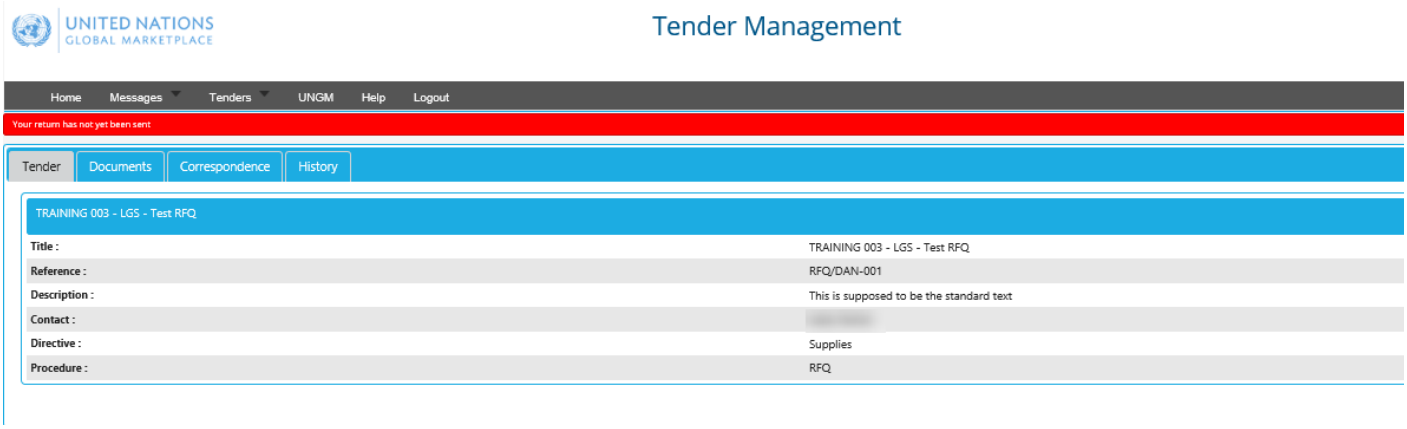
Click on this **VIEW DOCUMENTS** button to access to the tender documents.





4. TENDER MANAGEMENT

After clicking the **VIEW DOCUMENTS** button you will be transferred from the UNGM portal to the ITC 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 ITC 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 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 ITC. 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 ITC (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 ITC 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.

5. 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.

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 uploading additional (non-mandatory) documents and a financial 'envelope' is available then it is vital that only financial documents are put in the financial envelope. 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.

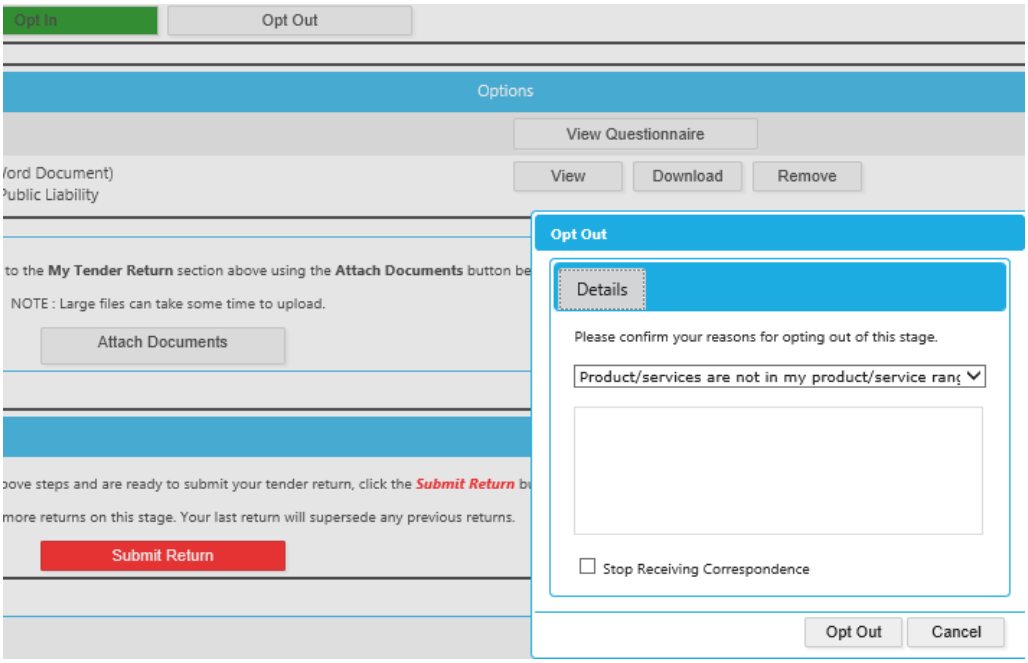
IV. **IMPORTANT:** Once all mandatory documents (and any additional non-mandatory documents) are uploaded (and the Questionnaire completed, if applicable), please remember to click on the red button "**SUBMIT RETURN**" to finalize your submission. If the submission is properly completed, you will be able to view and print a receipt under the "HISTORY" tab.



6. NO BID NOTICE

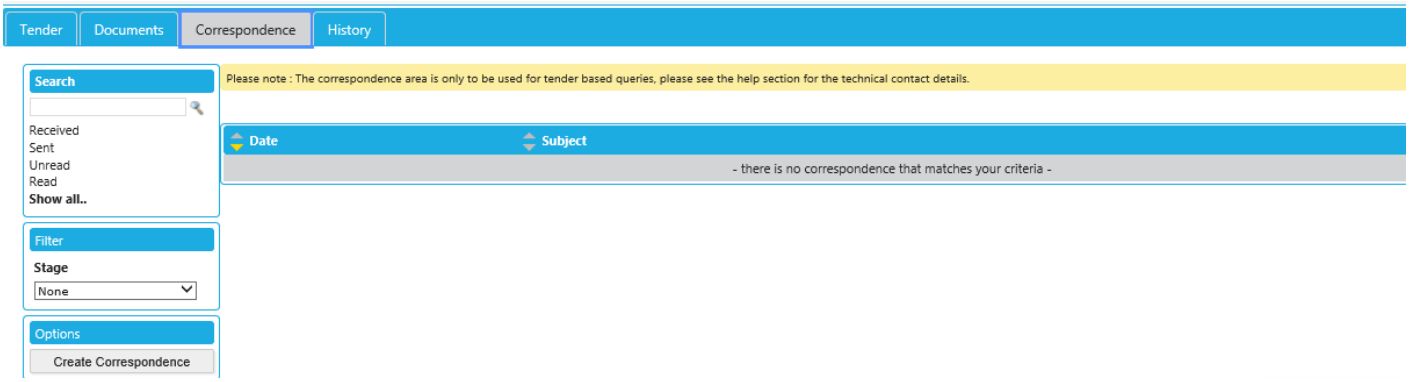
In the event that your company is not interested in participating in this tender, ITC would appreciate your feedback. In this case, you are kindly requested to click on the "OPT OUT" button displayed on your ITC Tender Management page and select one of the following reasons for non-participation:

- 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 the United Nations 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 The UN / ITC
- Other (please specify)



7. COMMUNICATING WITH ITC AND REQUESTING CLARIFICATIONS

All communications concerning this tender should reference the tender number 2024-27-AK and be submitted prior to the "Deadline for supplier queries" i.e. 30 June 2024 (as shown on the documents tab). All correspondence regarding this tender should take place via this ITC e-submission system (**not** via regular email correspondence). Correspondence can be created, read, sent and received under the Correspondence tab.



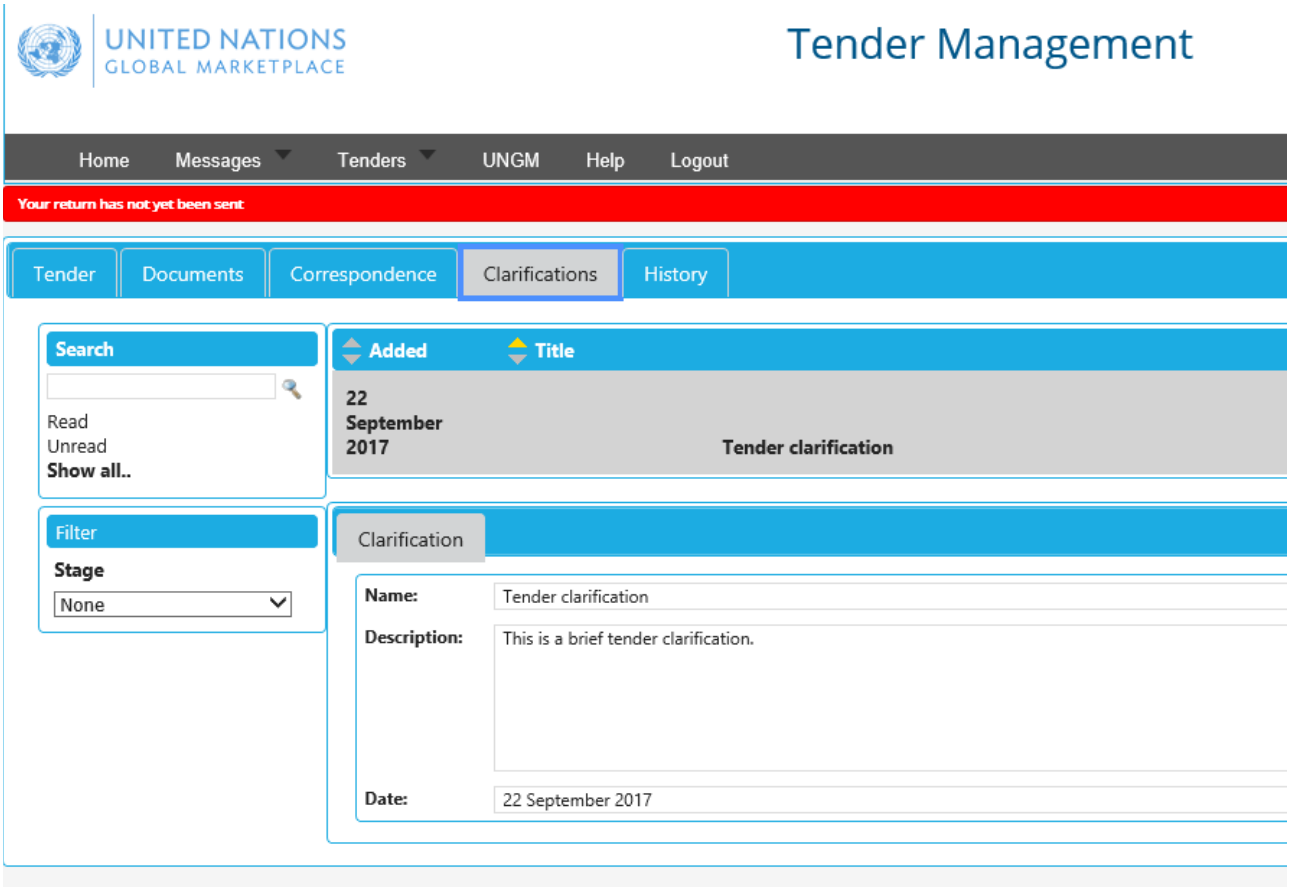
Please notify ITC immediately in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the Solicitation Document or the notice on the ITC e- submission system, providing full details. Bidders will not benefit from such ambiguities, errors, omissions,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

8. ITC'S REPLIES TO BIDDERS' REQUESTS FOR CLARIFICATION

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

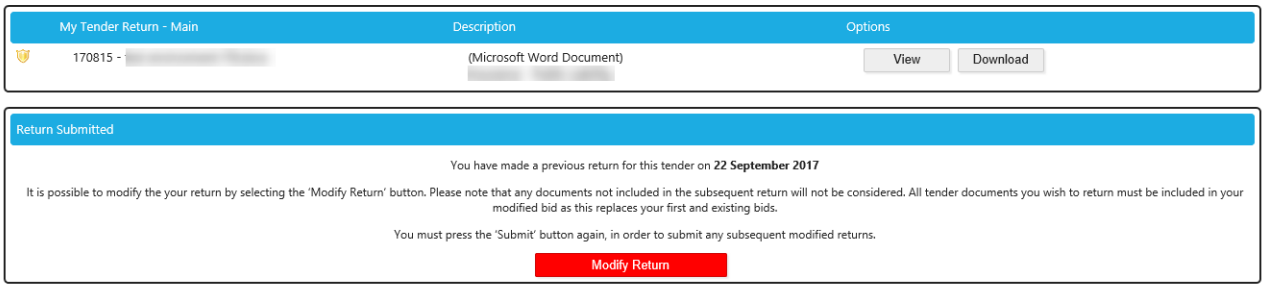
Ensure you read any and all clarifications as they are an integral part of the tender specifications.



9. 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.



10. SYSTEM HELP - IN-TEND LTD

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

Please note that data, including all bid documents, submitted in your use of the ITC 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 ITC. In-Tend grants access to confidential data in the ITC e-submissions platform to ITC 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