

**BIDDERS' INSTRUCTIONS
ON HOW TO ACCESS ICAO TENDER DOCUMENTS IN UNGM
AND SUBMIT OFFERS
THROUGH THE ICAO E-SUBMISSION SYSTEM (In-Tend)**

I. REGISTRATION IN UNGM

In order to participate on any ICAO Solicitation, vendors are required to create a supplier account on www.ungm.org and complete the registration at the Basic level.

Detailed guidelines are found on UNGM to create and manage your vendor/supplier account at the following link: (<https://help.ungm.org/hc/en-us/categories/360002380499-For-potential-suppliers>). Under this link you will find the following and other guidelines:

- [How to register as a supplier on UNGM](https://help.ungm.org/hc/en-us/articles/360012810860-How-to-register-as-a-supplier-on-UNGM-) (<https://help.ungm.org/hc/en-us/articles/360012810860-How-to-register-as-a-supplier-on-UNGM->)
- [How to complete the registration form at the Basic level](https://help.ungm.org/hc/en-us/articles/360012815920) (<https://help.ungm.org/hc/en-us/articles/360012815920>)
- [Accessing the UNGM account](https://help.ungm.org/hc/en-us/sections/360003769600-Accessing-the-UNGM-account) (<https://help.ungm.org/hc/en-us/sections/360003769600-Accessing-the-UNGM-account>)
- [Managing the account settings](https://help.ungm.org/hc/en-us/sections/360003642999-Managing-the-account-settings) (<https://help.ungm.org/hc/en-us/sections/360003642999-Managing-the-account-settings>)
- [How to access procurement opportunities on UNGM](https://help.ungm.org/hc/en-us/articles/360012821740-How-to-access-procurement-opportunities-on-UNGM-) (<https://help.ungm.org/hc/en-us/articles/360012821740-How-to-access-procurement-opportunities-on-UNGM->) – please note that your supplier account appears in ICAO procurement system – In-Tend – only after you click ‘Express Interest’ AND ‘View Documentation’ buttons in a particular tender on UNGM)
- [Subscribing to the Tender Alert Service](https://help.ungm.org/hc/en-us/sections/360003642979-Subscribing-to-the-Tender-Alert-Service-TAS-) (<https://help.ungm.org/hc/en-us/sections/360003642979-Subscribing-to-the-Tender-Alert-Service-TAS->) – tender alerts from UNGM is a paid service that can be purchased by interested suppliers directly from UNGM through their accounts

ICAO does not provide technical support on either UNGM website, or In-Tend procurement platform.

For resolving **problems with supplier accounts on UNGM**, please follow this link: [Submit a request – UNGM Help Center](https://help.ungm.org/hc/en-us/requests/new) (<https://help.ungm.org/hc/en-us/requests/new>).

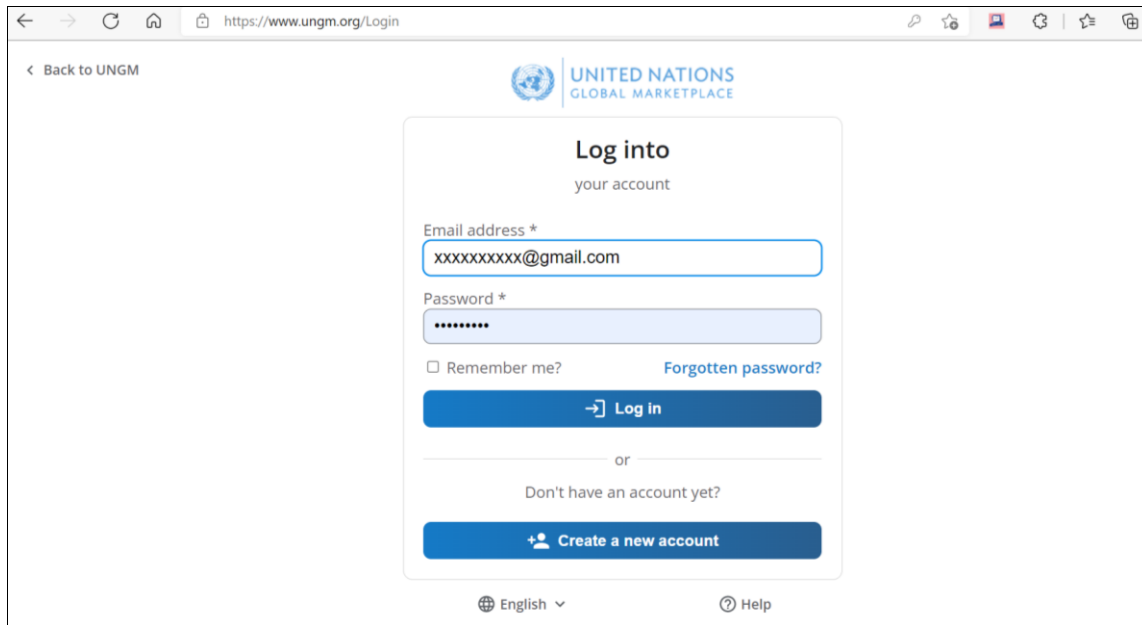
For resolving **technical problems with participation in tenders / tender submission (in In-Tend)**, please send email to support@in-tend.co.uk, or dial +44 114 407 0065.

II. LOG-IN TO THE UNGM WEBSITE

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

Even though ICAO conducts tenders on a separate e-submission system (In-Tend), the only way to access it for tender participants is through UNGM, either the first time, or for any consecutive logins.

Figure 1.

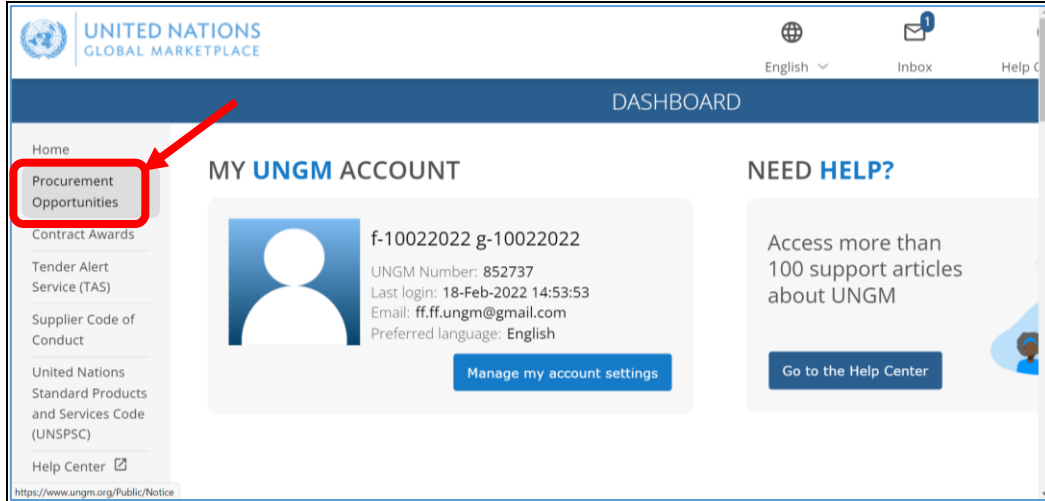


The screenshot shows a web browser window with the URL <https://www.ungm.org/Login>. The page features the United Nations Global Marketplace logo at the top. Below the logo, there is a "Log into your account" section. This section includes an "Email address *" field with the placeholder text "xxxxxxxx@gmail.com", a "Password *" field with masked characters, a "Remember me?" checkbox, and a "Forgotten password?" link. A blue "Log in" button is positioned below these fields. Below the login button, there is an "or" separator and a "Don't have an account yet?" link, followed by a blue "Create a new account" button. At the bottom of the page, there is a language selector set to "English" and a "Help" link.

III. SEARCH FOR AVAILABLE TENDERS AND SELECT TENDER(S) – STEP 1

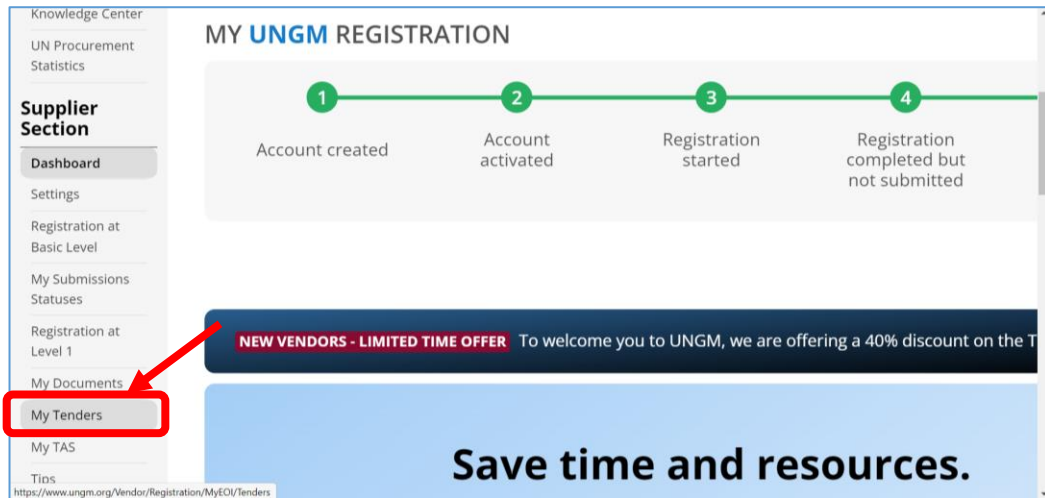
Once logged in, you can search for available tenders announced by ICAO or other UN organizations. For this, click 'Procurement Opportunities' on the main 'Dashboard' screen, as shown below.

Figure 2.



Alternatively, if you know that your company has already expressed interest in / has been added to a tender of interest, you can click on 'My Tenders' on the main 'Dashboard' screen, as shown below, and then go directly to the tender of interest (Section IV of these Instructions).

Figure 3.



SEARCH FOR AVAILABLE TENDERS AND SELECT TENDER(S) – STEP 2

In 'Procurement Opportunities' screen click 'Show More Criteria' to be able to filter out the tenders announced by a particular organization, including ICAO.

Figure 4.

The screenshot shows the 'PROCUREMENT OPPORTUNITIES' page on the United Nations Global Marketplace. The page features a search interface with fields for Title, Description, Reference, Published between, and Deadline between. A red box highlights the 'Show more criteria' button, with a red arrow pointing to it. The page also includes a sidebar with navigation options like 'Home', 'Procurement Opportunities', and 'Supplier Section'. A yellow banner at the top right contains a message about the Tender Alert Service.

Figure 5.

The screenshot shows the 'PROCUREMENT OPPORTUNITIES' page with advanced search criteria. The 'UN Organization' filter is set to 'ICAO', which is highlighted with a red box and a red arrow. The 'Hide advance criteria' button is also visible. The search results are displayed in a table with columns for Title, Deadline, Published, UN organization, Type of notice, Reference, and Beneficiary country/territory. The page also includes a sidebar with navigation options like 'Opportunities', 'Contract Awards', and 'Supplier Section'. A yellow banner at the top right contains a message about the Tender Alert Service.

SEARCH FOR AVAILABLE TENDERS AND SELECT TENDER(S) – STEP 3

Once you enter 'ICAO' in 'UN Organization' field, a list of available tenders will appear at the bottom. Click 'Express Interest' in the line of the tender of interest, and then – 'View Documentation'. Once you click 'View Documentation', you are transferred to ICAO e-submission system In-Tend.

Figure 6.

The screenshot shows the United Nations Global Marketplace interface. The header includes the logo, language (English), inbox, help center, and user account information (ff.ff.ungm@gmail.com, UNGM #852737). The main content area displays a table of tenders with columns: Title, Deadline, Published, UN organization, Type of notice, Reference, and Beneficiary country/territory. The first tender is highlighted with a red box around the 'Express Interest' button.

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country/territory
Universal Security Audit Programme Continuous Monitoring Approach Audit Management Software	14-Mar-2022 16:00 (GMT -4.00)	16-Feb-2022	ICAO	Request for proposal	ICAO/00009	Canada
Provision of Maintenance Services for Electric Substation, UPS and Generator for Tocumen International Airport, Panama	03-Mar-2022 16:00 (GMT -5.00)	24-Jan-2022	ICAO	Not set	22502203	Panama
Provision of Maintenance Services for High Voltage System at Tocumen International Airport (TIA) - Panama	08-Mar-2022 16:00 (GMT -5.00)	18-Jan-2022	ICAO	Not set	22502201	Panama

Figure 7.

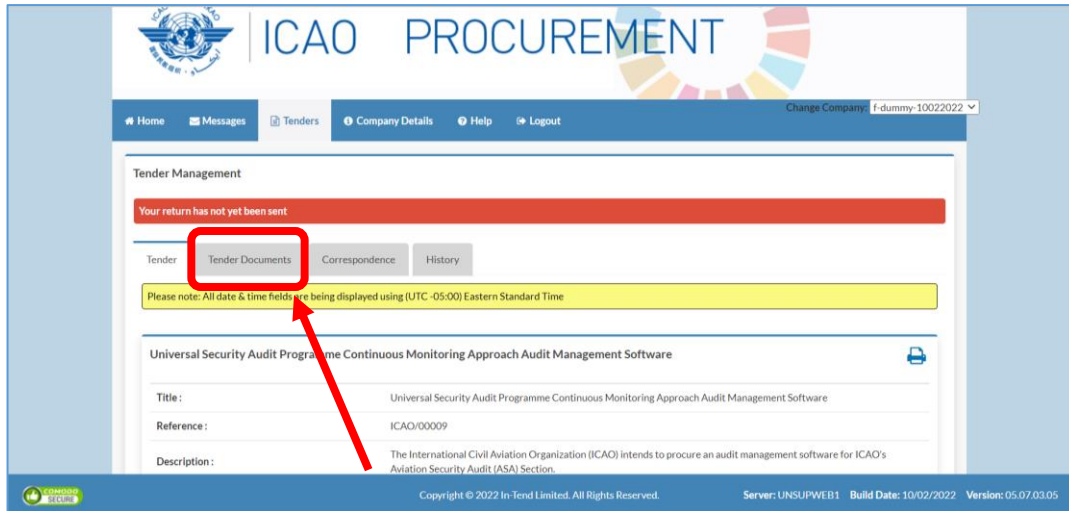
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IV. TAKE PART IN ICAO TENDER – STEP 1 – DOWNLOADING TENDER DOCUMENTS

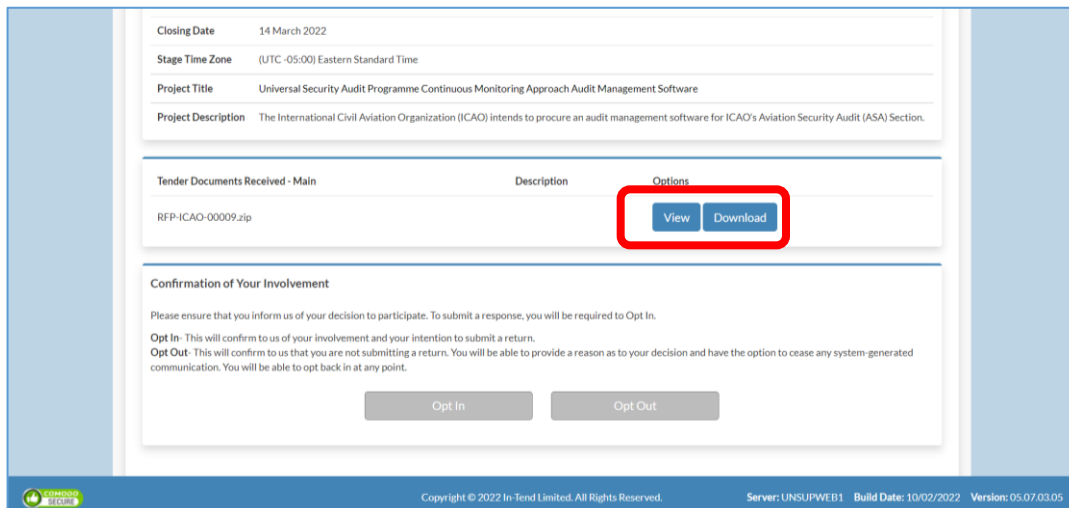
By default, you are first brought to the page ‘Tender’ with basic information on the tender of interest. From this page, please click on the tab ‘Tender Documents’ to download Tender Documents.

Figure 8.



At the bottom of the page ‘Tender Documents’, you will find links ‘View’ and ‘Download’ for downloading Tender Documents. Please keep in mind that your tender / bid will have to be uploaded to this same page – ‘Tender Documents’, as you will see on the following pages.

Figure 9.



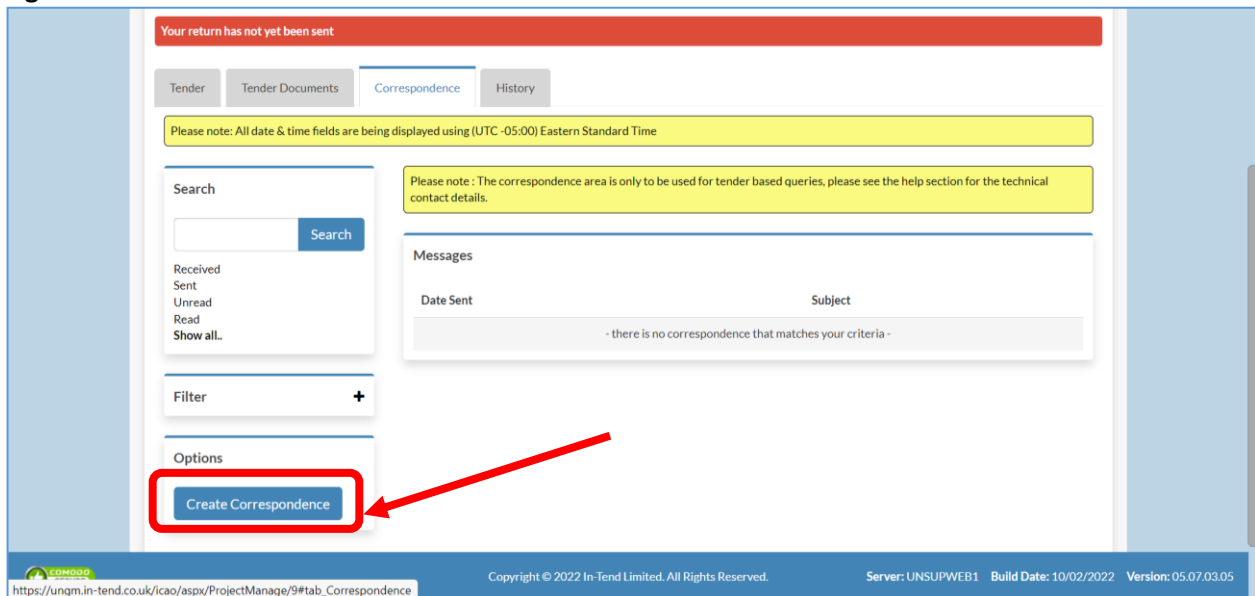
TAKE PART IN ICAO TENDER – STEP 2 - SUBMITTING QUESTIONS AND REVIEWING ANSWERS

If you have any questions on the tender of interest, such as questions on deadlines, site meetings, specifications, required content of tender / bid, you can submit them via the page 'Correspondence'. Regardless of whether you have submitted any questions, you are strongly encouraged to review answers provided by ICAO to any tenderers' questions.

ATTENTION: ICAO does not provide technical support on either UNGM website, or In-Tend procurement platform. Any questions related to **supplier accounts on UNGM**, shall be submitted following this link: [Submit a request – UNGM Help Center \(https://help.ungm.org/hc/en-us/requests/new\)](https://help.ungm.org/hc/en-us/requests/new); any questions on **technical problems with participation in tenders / tender submission (in In-Tend)**, shall be sent to support@in-tend.co.uk, or communicated over the phone at the UK number +44 114 407 0065.

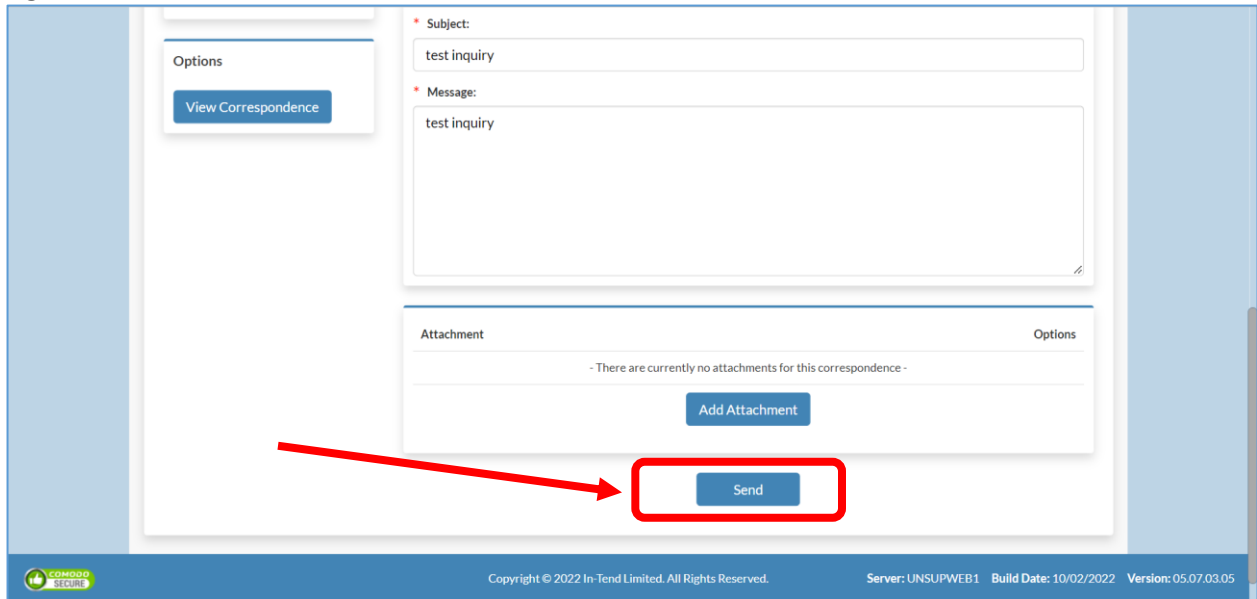
To submit a **tender-specific question**, please click 'Create Correspondence' on the page 'Correspondence':

Figure 10.



After entering your enquiry and adding any attachments you deem necessary, click 'Send':

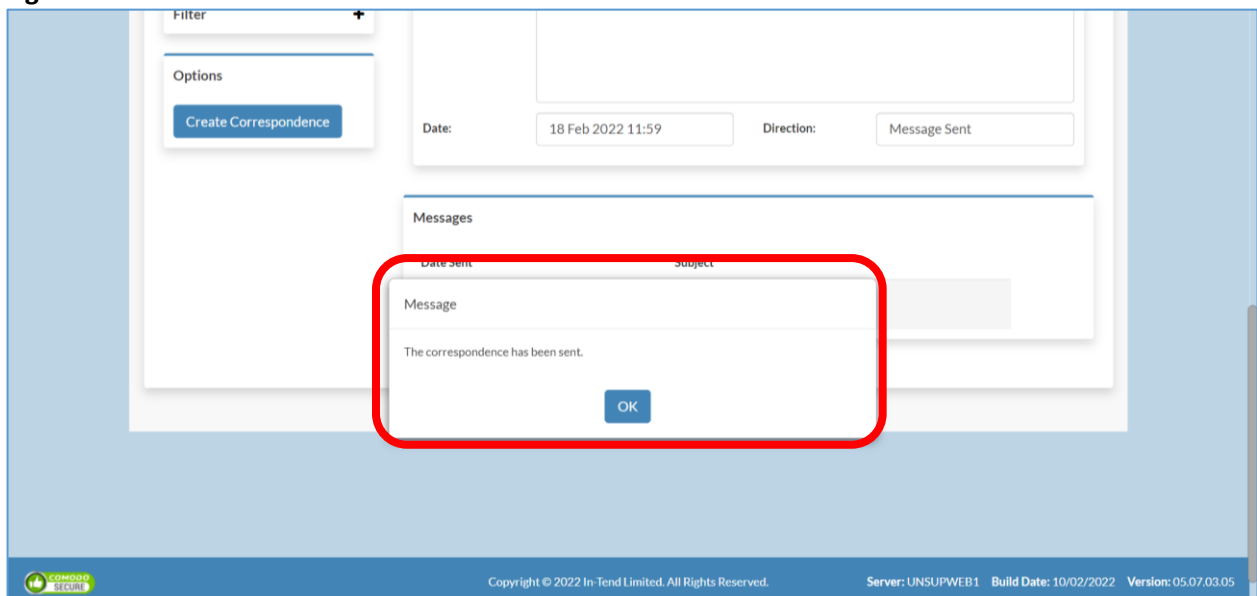
Figure 11.



The screenshot shows a web interface for sending correspondence. On the left, there is a sidebar with an 'Options' section containing a 'View Correspondence' button. The main form area includes a 'Subject' field with the text 'test inquiry', a 'Message' text area also containing 'test inquiry', and an 'Attachment' section with the message '- There are currently no attachments for this correspondence -' and an 'Add Attachment' button. At the bottom of the form, a 'Send' button is highlighted with a red rectangle, and a red arrow points to it from the left. The footer contains the logo for 'COMODO SECURE', the copyright notice 'Copyright © 2022 In-Tend Limited. All Rights Reserved.', and server information: 'Server: UNSUPWEB1 Build Date: 10/02/2022 Version: 05.07.03.05'.

The system will confirm the submission of you enquiry:

Figure 12.



The screenshot shows a confirmation dialog box. The dialog has a title bar with 'Filter' and a plus sign. Below the title bar, there is an 'Options' section with a 'Create Correspondence' button. The main content area of the dialog shows 'Date: 18 Feb 2022 11:59' and 'Direction: Message Sent'. Below this, there is a 'Messages' section with a table header containing 'Date sent' and 'Subject'. The table body contains one row with the text 'Message' and 'The correspondence has been sent.' Below the table, there is an 'OK' button. The dialog is highlighted with a red rectangle. The footer is identical to Figure 11, showing the 'COMODO SECURE' logo, copyright notice, and server information.

You can access all sent and received messages related to a tender in question through the 'Correspondence' page:

Figure 13.

Tender Tender Documents Correspondence History

Please note: All date & time fields are being displayed using (UTC -05:00) Eastern Standard Time

Please note: The correspondence area is only to be used for tender based queries, please see the help section for the technical contact details.

Search

Received
Sent
Unread
Read
Show all..

Filter +

Options

Create Correspondence

Messages

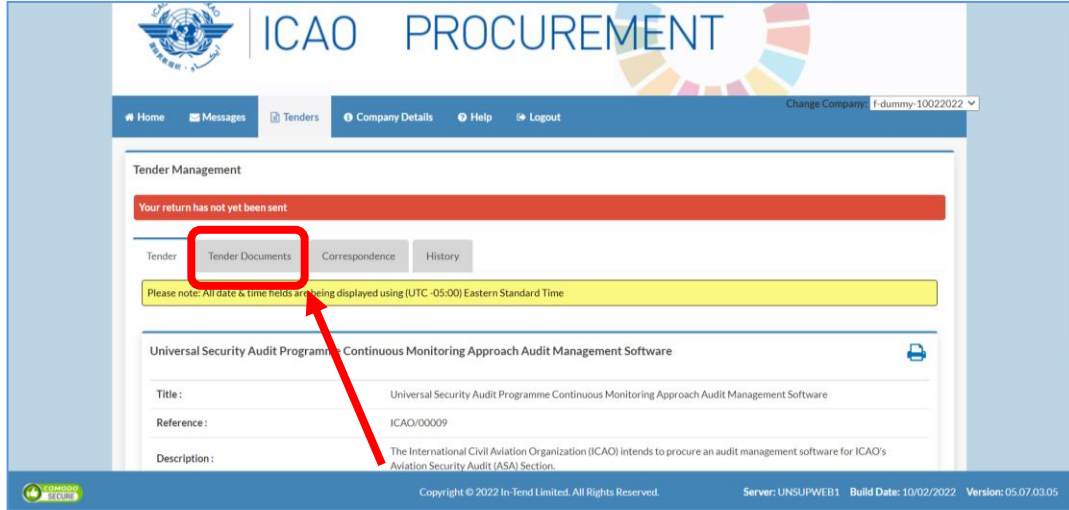
Date Sent	Subject
- there is no correspondence that matches your criteria -	

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TAKE PART IN ICAO TENDER – STEP 3 – SUBMITTING TENDER

To proceed with the submission of your tender, please click on the tab ‘Tender Documents’:

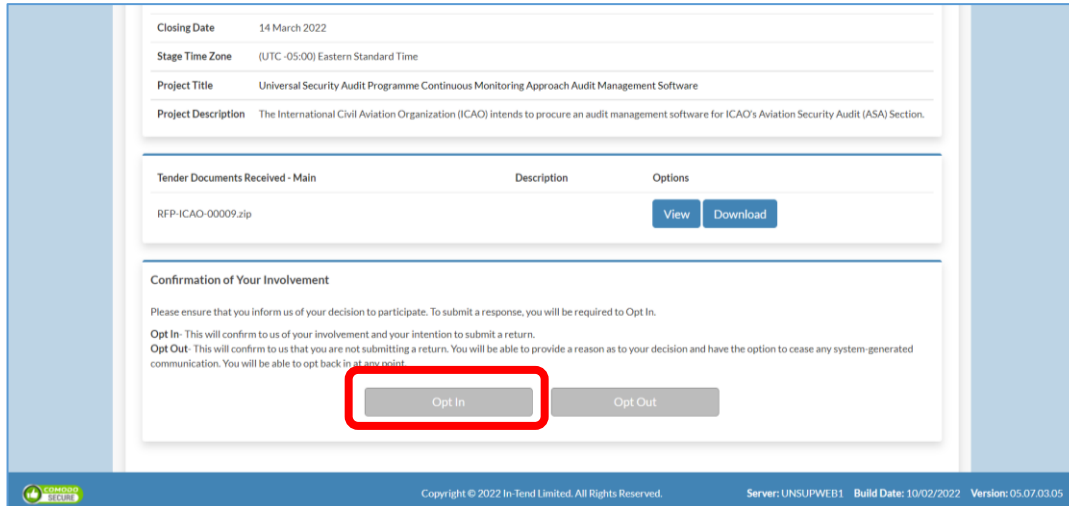
Figure 14.



At the bottom of the page ‘Tender Documents’, depending on the procedure employed in the given procurement, you may or may not need to click ‘Opt In’ to have access to tender submission section of the page (you do not need to click ‘Opt In’, if the ‘buttons’ ‘Upload Document’ and ‘Submit Return’ shown in the Figure 16 are visible);

ATTENTION: The ‘Opt In’ button is always grey, until you click it.

Figure 15.



Upload required documents (depending on the procedure, there can be any number of 'Upload Document' buttons). Once all such documents are uploaded, click 'Submit Return'.

Figure 16.

My Tender Return - Main	Description	Envelope	Options
Form C: Proposer Declaration Form	Please upload completed Form C here	Technical	Upload Document
Form D: Proposer Information	Please upload your company information here	Technical	Upload Document
Form E: Joint Venture/Consortium/Association Information	Please upload Joint Venture / Consortium / Association Information here, if applicable	Technical	Upload Document
Form F: Eligibility and Qualification	Please upload completed Form F here	Technical	Upload Document
Form G: Format for Technical Proposal	Please upload your technical proposal here	Technical	Upload Document
Form J: Financial Proposal Form	Please upload your financial proposal here	Financial	Upload Document
Others	Please upload completed SSAQ form here	Technical	Upload Document

Submit My Return

When you have completed all the above steps and are ready to submit your tender return, click the **Submit Return** button.

Note: You can make one or more returns on this stage. Your last return will supersede any previous returns.

Submit Return

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As shown in the Figure 17, the system will confirm the successful submission of your tender. Such printable confirmation will contain a list of files you included.

Figure 17.

Return Receipt

Here is the receipt of your Return Submission. Please Print a hard-copy for your records... [Print](#)

Tender: Universal Security Audit Programme Continuous Monitoring Approach Audit Management Software

Stage: Tender Documents

Submitted At: 21 Feb 2022 16:48 (UTC -05:00) Eastern Standard Time

Submitted By: f-10022022 g-10022022

Submitted By (e-Mail): fff.ungm@gmail.com

Documents Returned: 7 item(s)...

Empty doc - test2.docx (Form D: Proposer Information)	Technical
Empty doc - test3.docx (Form E: Joint Venture/Consortium/Association Information)	Technical
Empty doc - test4.docx (Form F: Eligibility and Qualification)	Technical
Empty doc - test5.docx (Form G: Format for Technical Proposal)	Technical
Empty doc - test6.docx (Form J: Financial Proposal Form)	Financial
Empty doc - test7.docx (Others)	Technical
Empty doc - test8.docx (Form C: Proposer Declaration Form)	Technical

[View](#) [Download](#)

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[View](#) [Download](#)

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[View](#) [Download](#)

[View](#) [Download](#)

February 2022

not included in the subsequent return will not be considered. All replaces your first and existing bids.

sequent modified returns.

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After the submission of your tender, all the pages of the system related to such tender, will display the red line with a message "Your return has been received by us", as shown in the Figure 18.

Figure 18.



Following the submission of your tender, and until the deadline for submission, you can modify your tender by clicking 'Modify Return' at the bottom of the page 'Tender Documents', as shown in the Figure 19.

Figure 19.

