# e-Procurement Proposal User Guide

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1. **E-TENDERING WEBSITE**

This step by step e-procurement guide contains important information for vendors to make successful submissions to UN Women solicitation documents advertised on UNGM and its e-procurement vendor portal.

We recommend Chrome web browser for best experience. From your browser, navigate to UN Women e-tendering website:

HTTPS://UNGM.IN-TEND.CO.UK/UNWOMEN/ASPX/HOME

2. **TECHNICAL SUPPORT**

Users that experience difficulties registering, unsuccessful login attempts and or require technical assistance should contact e-tendering support email:

etendering.support@unwomen.org

3. **REGISTRATION PAGE**

Navigate to home page:

https://ungm.in-tend.co.uk/unwomen/aspx/Home

Click the 'Register' button as shown below.

NOTE: Please be aware that failure to provide correct login information three times will result in your account being locked.
4. **Navigating the Registration Page**

**Company Details Tab:**

Under ‘Company Details’ section, you must complete and fill out all ‘Mandatory’ fields in Yellow.

Provide your Company Registration number and or click ‘I do not have a Company Reg Number’ radio button. Provide a ‘Company Name’. Address Line 1 is mandatory. Select a ‘Country’ that your company is registered in. Provide a postal and or zip code that you company is registered in. From the ‘Structure’ dropdown select an appropriate structure of your company. For example: ‘Private Limited Company (Ltd). If your company structure is not listed, please select ‘Legal Structure not listed’ from the dropdown field. Under ‘Company Summary’ type overview of your company information.

**Contact Details:**

While registering a user can add only one point of contact. Once registration is complete, the system will allow the vendor to add additional contacts.

Type in the details of the contact from your company or organization who will be receiving notices. This important section and all mandatory fields in this section must be filled out.

Provide a contact first and last name, along with valid email address. You must confirm your email address and choose a memorable password in the appropriate fields.
**ADDITIONAL USER DETAILS:**

These are not mandatory fields. (Skip)

**Next:** Navigate and click on Information tab as shown below.

**INFORMATION TAB:**

Pre-requisites for Eligibility section. You must read and answer all questions and select all radio buttons as shown.

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**Gender Details section:** What percentage of the company is owned by women? (a legally registered business in any sector at least 51% owned, managed and controlled by one or more women is considered a women-owned business). UN Women collects this important data. Please provide a correct percentage in numbers. If number is not known at the time of the registration ‘enter 0’.

**Next:** Navigate to ‘Business Classification’ tab.

**BUSINESS CLASSIFICATION TAB:**

Business Classification. Search for your product / services classification. UN Women uses UNSPSC (The United Nations Standard Products and Services) codes for its eprocurement website.
Click the ‘+’ from the search results as shown to add the category code. You must enter at least one.

**COMPANY CATEGORIES TAB:**

You must select at least one company category from the radio button.

5. **REQUIRED FIELDS**

If you receive such errors in ‘red’ you have missed one or many mandatory fields and must navigate to previous tabs to correct.

6. **PROBLEMS REGISTERING**

UN Women makes every attempt to update its database from UNGM (United Nations Global Marketplace). Our database does not allow duplicate company names. If you have already registered and or believe your company has been previously registered, you must contact support email.
7. **LOGIN INSTRUCTIONS**

To login, navigate to:  
https://ungm.in-tend.co.uk/unwomen/aspx/Home

You must enter email address and password. Your email address is your 'Username'. After you enter your email address and your password, click ‘Login’ button below as shown.

8. **LOGOUT**

To logout, click the button(s) shown below.

9. **TENDERS WINDOW**

After login, you will see our current open and public tenders. You can sort, search and view details.
10. **REFERENCE NUMBERS**

We use a system generated reference number(s) to track solicitation documents published. If you are communicating with us from your email, or have any technical questions, please use reference number as shown:

Type or paste in full or last digits of the case number and click the search icon.

If the full reference number is known enter that e.g. (RFP/LAC30/2020/00684)

11. **SEARCHING TENDERS**

Use last 3 digits of the system generated reference number(s) to search for the solicitation documents.

From the ‘Tenders’ menu, click and choose, my ‘My Tenders’ link.

If the case reference number is known, click search field on the left and click ‘Show All’ link.
13. **Express Interest Button**

After clicking ‘View Details’ button, tender process information is shown (‘RFP’ in this example). Please note the deadline for Submitting Clarification Questions, Offer Validity period and any Pre-Proposal Bid Meetings if applicable. Scroll down and Click ‘Express Interest’ button.

<table>
<thead>
<tr>
<th>Process:</th>
<th>RFP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directive:</td>
<td>Service</td>
</tr>
<tr>
<td>Deadline for Submitting Clarification Questions</td>
<td>13/02/2021 14:00</td>
</tr>
<tr>
<td>Offer Validity Period</td>
<td>90</td>
</tr>
<tr>
<td>Pre-Proposal Bid Meeting</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

14. **Tender Management Window**

After clicking ‘Express Interest’ button the system will bring the user to ‘Tender Management’ window consisting of ‘Tender’, Tender Documents’, ‘Correspondence’, and ‘History’ tabs.

Carefully read the information provided in the Title. Check that the reference number you are making submission against is correct. Read the Description and instructions.
15. **TENDER DOCUMENTS**

Scroll down and view main ‘Tender Documents Received – Main’. ‘View’ – information field only.

Download buttons allows the user to download documents received when necessary.

Ensure that all mandatory fields are complete and appropriate envelops are chosen when attaching ‘Technical’ and ‘Financial’ documents.

Submit my Return section - Provide the total amount of requested goods / services.

This is a mandatory field. You can only submit your return after filling out the bid value and submitting all requested documents. Otherwise, you will receive an error.
16. **History Tab**

History tab allows the user to view the history, date, time and description of actions performed. When a user makes a submission, system generates a submission receipt. Providing proof of submission. For all successful submissions, a copy is always available under ‘History’ tab. Click ‘View Receipt’ button to see the digital receipt.

17. **Proof of Submission**

When a user makes a submission, system generates a ‘Return Receipt’. Tracking and providing proof of submission to the user. For all successful submissions, a copy is always available under ‘History’ tab. Use the ‘Print’ button to print a hard copy for your records. Click the ‘Close’ button to close the ‘Return Receipt’ window.

18. **Create Correspondence**

All communications and questions regarding solicitation documents must be directed via creating a system correspondence. This allows the user to be in contact with the buyer directly and receive any clarifications and or addendums.
19. **Send Correspondence**

Press ‘Create Correspondence’ to create one. Fill out all mandatory fields: Choose ‘Tender Documents’ from Stage dropdown list. Enter ‘Subject’ field. Write your questions in the ‘Message’ field. Attach any files by clicking ‘Add Attachments’, button. Choose appropriate file e.g. (pdf, docx etc.). Click ‘Send’ button. To view correspondence created, received, click ‘View Correspondence’ as shown.

20. **View Correspondence**

Press ‘View Correspondence’ button to view correspondence created, received, click ‘View Correspondence’ as shown.

21. **View Clarifications**

Press ‘View Correspondence’ button to view correspondence created, received, click ‘View Correspondence’ as shown. Clicking the date of the clarifications received user can view individual clarification and any attachments received. Clicking the ‘View Procurement’ button brings the user back to the ‘Tender Management’ window. Clarification for the solicitation will be visible under ‘Clarifications’ tab. User can also navigate to view all clarifications via the ‘Messages’ menu located by the ‘Home’ menu at the top of the screen.
22. **SEND CORRESPONDENCE (WITHOUT LOGIN)**

Messages menu allows the user to send correspondence to UN Women directly without login. Fill out the subject and messages field, these are mandatory fields and click ‘Send’ button.

23. **CHANGE PASSWORDS**

If you do not have an account, you must register first in our vendor portal.

Step 1. Login using the provided username and password credentials received from UN Women e-tendering support. In case you have issues, contact: \texttt{etendering.support@unwomen.org}

Step 2. Under ‘Company Details’ → ‘Contact Details’ tab, click choose a contact from the dropdown field.

Step 3. Edit and change password fields and click on ‘Save Contact’ button.

(Repeat the above steps for any contacts on the dropdown list if required).
24. **REMOVING CONTACTS**

Step 1. Under ‘Company Details’ → ‘Contact Details’ tab, click choose a contact from the dropdown field.

Step 2. Click ‘Remove Contact’ button.

25. **ADDING AND CREATING NEW CONTACTS**

Step 1. Under ‘Company Details’ → ‘Contact Details’ tab, click choose ‘—New Contact—’

Step 2. Fill out all mandatory fields.

Step 3. Select ‘Send a copy of all-emails to this user’ if required.

Step 4. Click ‘Save Contact’ Button