



UNITED NATIONS
GLOBAL MARKETPLACE

UNGM guide

Instructions on how to register with
WHO and access WHO tenders



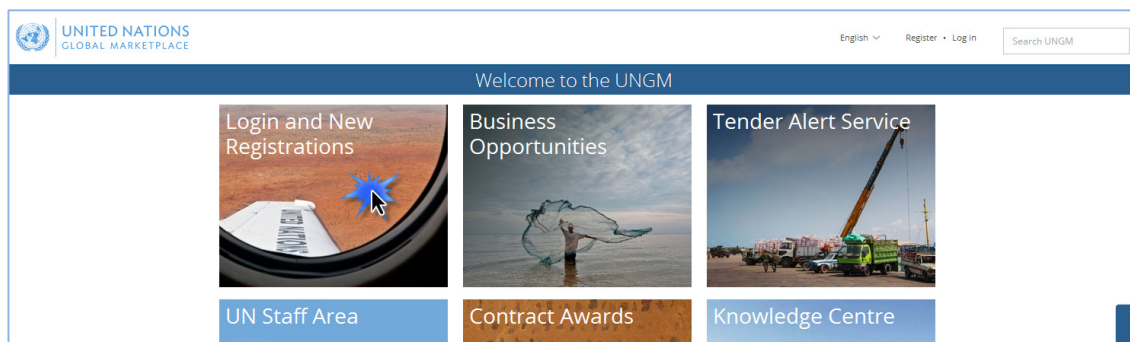
www.ungm.org

REGISTRATION PROCESS ON UNGM

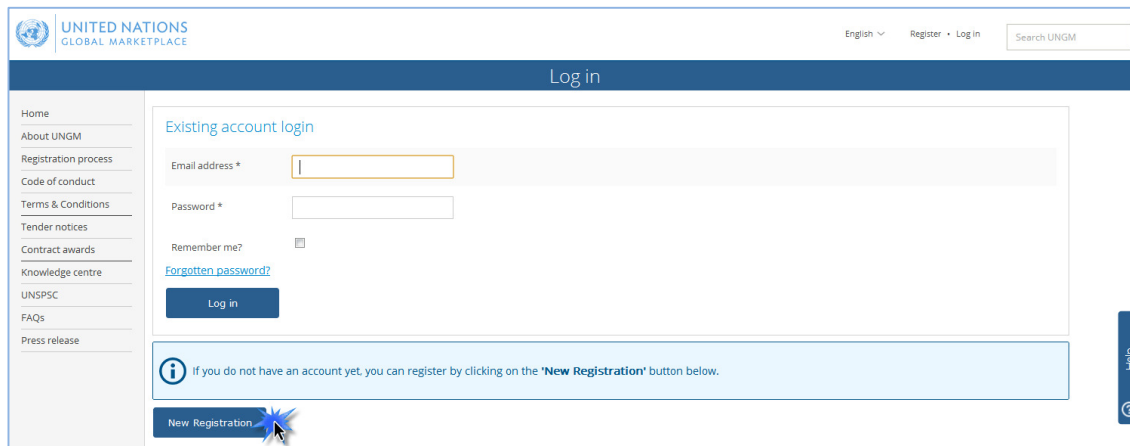
The WHO e-tendering system is integrated with the United Nations Global Marketplace portal (www.ungm.org). Please find instructions on how to access the tender documentation.

STEP 1: CREATION OF YOUR UNGM ACCOUNT – Only if you have NOT created an account before. For existing account, please login with your email address and password (See Step 3)

Go to **www.ungm.org** and click on the **‘Login and New Registrations’** tile.



Click on the **‘New registration’** button.



Please select the type of registration by clicking on the relevant box. If you represent a company, please click on the **‘Companies’** box.

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English Register Log in Search UNGM

Account registration

Please select the type of registration by clicking on the relevant box below.

Individual consultant registration is suited for individuals who are interested in limited duration contracts associated with projects, where specific skills and experience are required.

Company registrations are relevant for licensed businesses which can provide relevant products and services to United Nations Organizations.

UN Organization registrations are limited to United Nations staff and requires a valid and active UN email address.

International organization registrations are based on prior agreement. This registration provides relevant access to Chambers of Commerce, governmental Trade and Industry bodies, and not-for-profit organizations with humanitarian focus. For more information, please contact us using the Help button to the right of the screen.

The vendor will also be requested to read the **Supplier Code of Conduct (SCC)** and be informed that in order to be able to register as a potential vendor to the UN, the SCC must be accepted.

Links to the guides which will contain detailed information will also be provided.

Individual consultant Companies United Nations Organizations

Help

Provide your company details and accept the UN Supplier Code of Conduct. Then, click on the **'Register'** button.

Please provide your company's name as written in your company's Certificate of Incorporation. If an error message appears informing you that a company with a similar name already exists, please contact us at registry@ungm.org.

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English Register Log in Search UNGM

Company registration

UN Supplier Code of Conduct

Please download and read the [UN Supplier Code of Conduct](#).
To register your interest in doing business with the United Nations, you are required to read and accept the [UN Supplier Code of Conduct](#).

Company registration

**Fields required field*

Basic company details

Company Name *

Country * Type a country/area name

Name of Company Director

First Name *

Last Name *

User account creation

☒ The contact data in previous step and the user are the same.

First Name *

Last Name *

Email address *

Password *

Confirm password *

How did you hear about UNGM

Source *

☒ We have read and accept the [UN Supplier Code of Conduct](#)

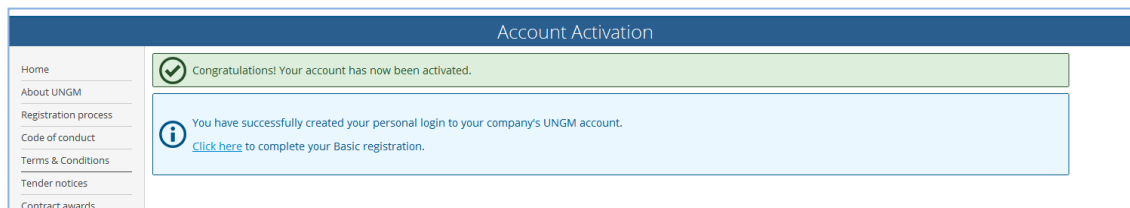
Register

Help

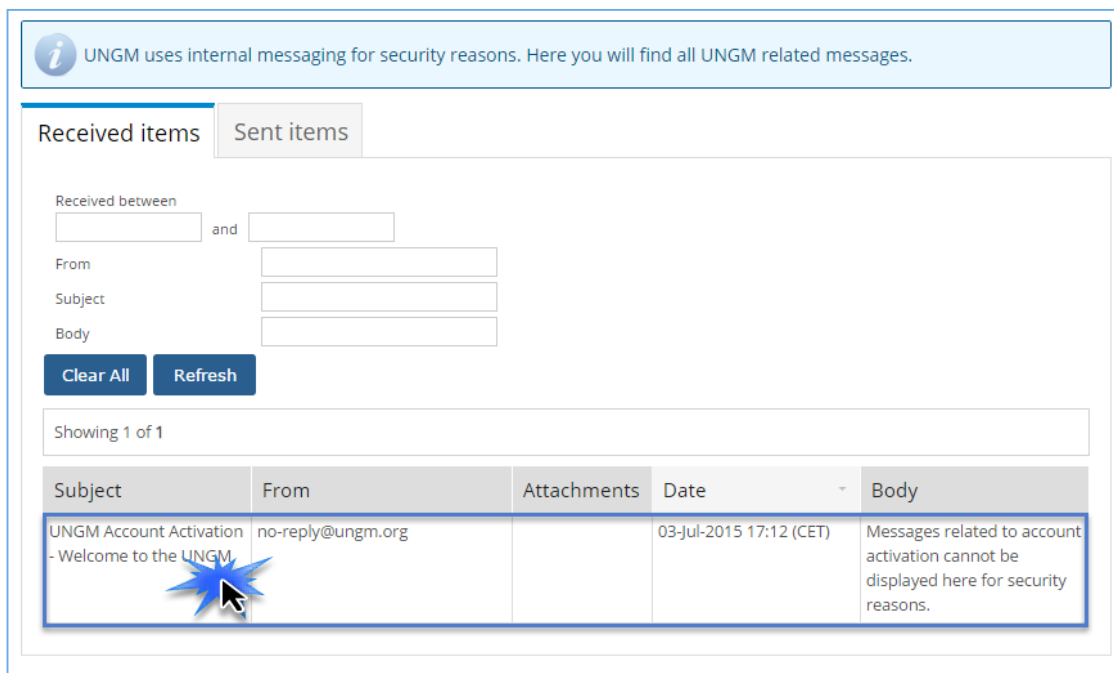
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STEP 2: ACTIVATE YOUR UNGM ACCOUNT

Once you have created your UNGM account, please do not forget to **activate it**. Go to your personal email inbox, where you should have received an email from UNGM containing an activation link. Please activate your UNGM account by clicking on the activation link.



If you have not received the activation email, please note that you can resend it to yourself from your UNGM inbox. Also please ensure to check your Spam filter!

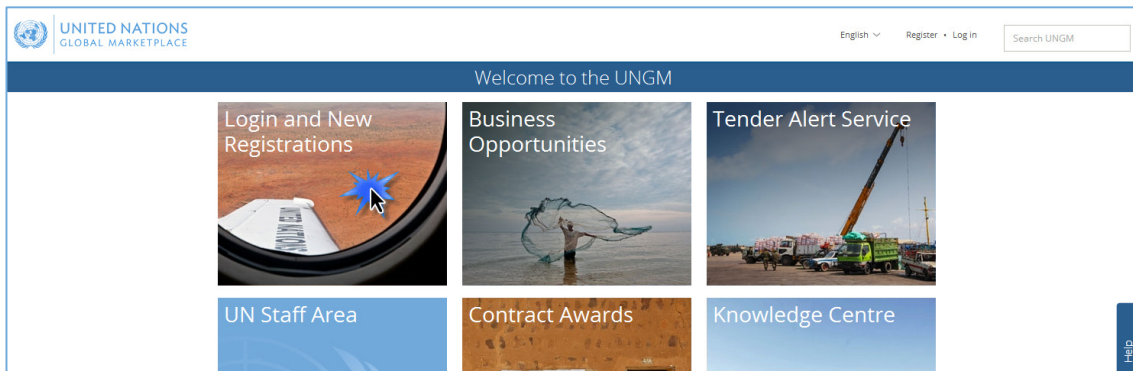


We also invite you to review the **'Registration Process'** link in the left-hand side menu for further information and detailed instructions on how to proceed in order to complete your UNGM Registration.

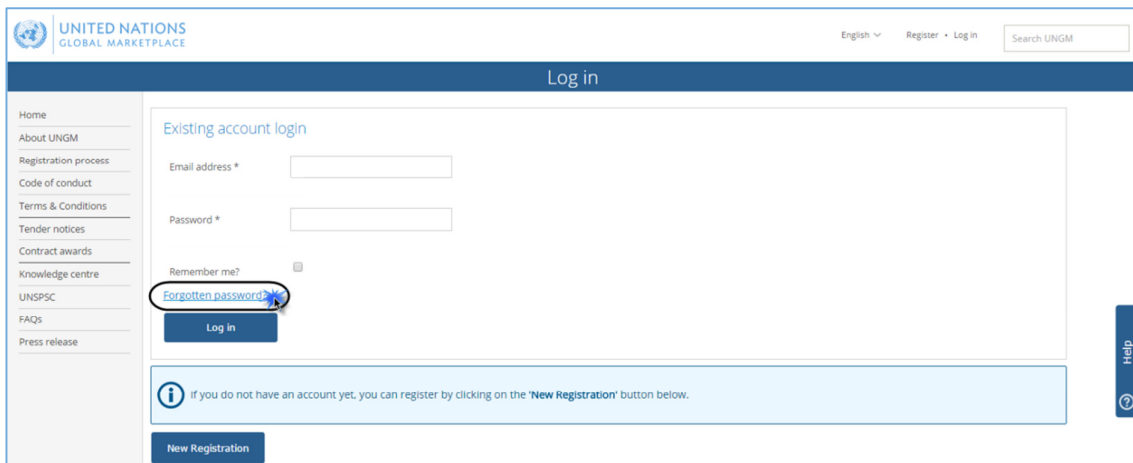
IMPORTANT: We kindly remind you that the **'Registration for UN staff'** process is meant for UN personnel only and does not apply to vendors.

STEP 3: LOG INTO YOUR UNGM ACCOUNT

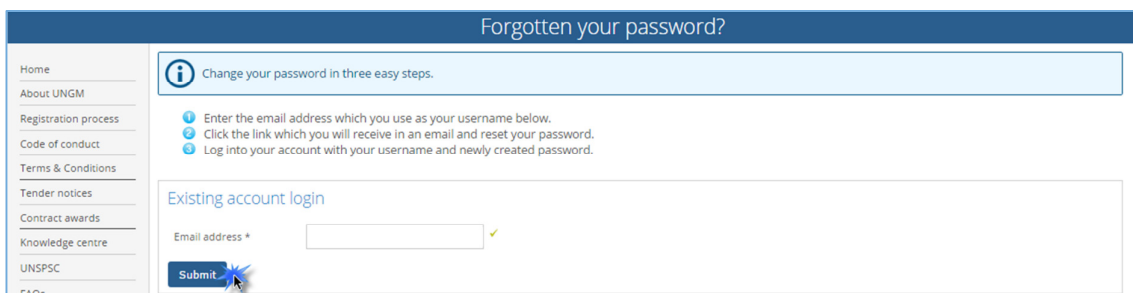
In order to log into your UNGM account, please click on the **'Log in'** link at the top right-hand corner of the page or on the **'Login and New Registrations'** box in the homepage.



You will need to use your **username** which is the email address you registered with and your **password**. If you do not remember your password, please use the **'forgotten password'** functionality.

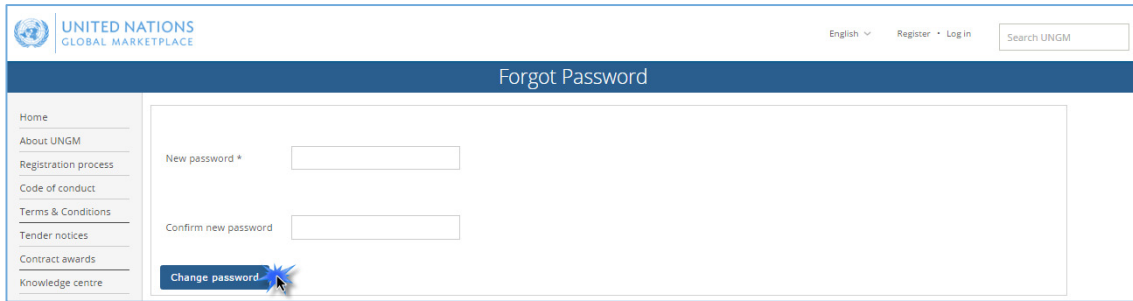


Provide your email address/username and click on the **'Submit'** button.



An email containing a link to reset your password will be sent to your email address. This link will be valid for 1 hour only for security reasons. If you have not received any email

from UNGM, please check your spam folder as UNGM emails may be considered as such. Click on the link provided in this email and follow the on-screen instructions to reset your password. Provide your new password and click on the **'Change password' button**.



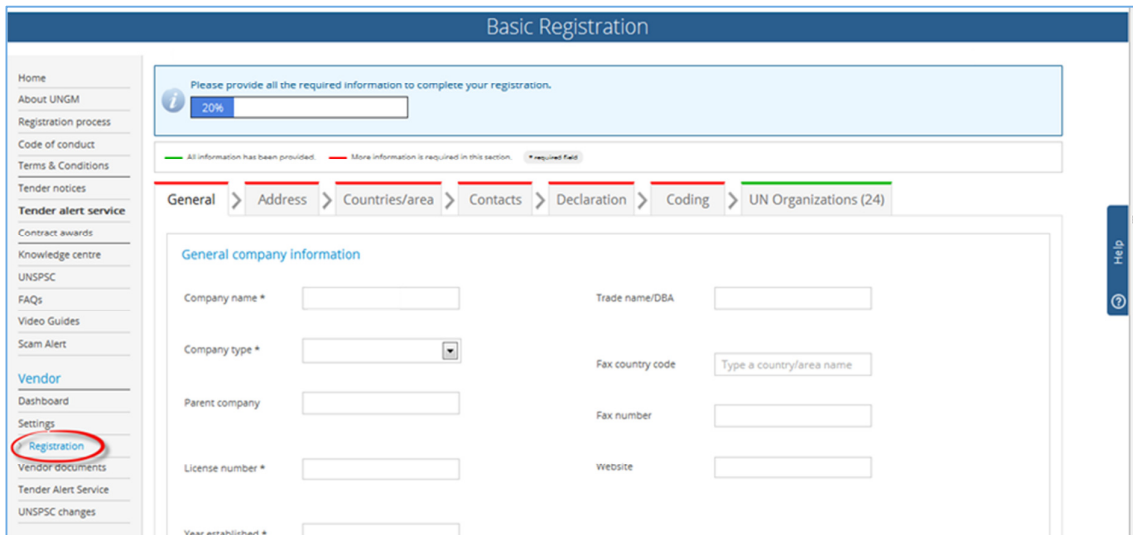
The screenshot shows the 'Forgot Password' page of the United Nations Global Marketplace. The page has a blue header with the UNGM logo and navigation links. A left-hand menu contains links like Home, About UNGM, Registration process, etc. The main content area has two input fields: 'New password *' and 'Confirm new password'. Below these fields is a blue button labeled 'Change password' with a cursor icon pointing to it.

You should now be able to login with the newly created password.

STEP 4: COMPLETE YOUR VENDOR REGISTRATION FORM IN UNGM

From the **'Registration' link in the left-hand menu**, you can complete your registration form. It only takes about 5-8 minutes to complete your Basic registration.

Please note that some tabs appear in red and others in green. The red tabs mean that you are missing information. The asterisk (*) indicates information that is required and you will not be able to submit the registration without this information.



The screenshot shows the 'Basic Registration' page. At the top, a progress bar indicates 20% completion. Below this, a series of tabs represent different sections: General, Address, Countries/area, Contacts, Declaration, Coding, and UN Organizations (24). The 'General' tab is currently selected and highlighted in green. The 'Registration' link in the left-hand menu is circled in red. The main content area under the 'General' tab is titled 'General company information' and contains several input fields: 'Company name *', 'Trade name/DBA', 'Company type *' (a dropdown menu), 'Fax country code' (with a placeholder 'Type a country/area name'), 'Parent company', 'Fax number', 'License number *', 'Website', and 'Year established *'. A legend at the top of the form indicates that green bars mean 'All information has been provided' and red bars mean 'More information is required in this section'.

Your completed registration will be saved and automatically submitted to the UN organizations matching your company's profile. Please verify that **WHO is part of the list of UN organizations which match your company's profile** in the 'UN organizations' tab.

STEP 5: CHECK YOUR STATUSES AND UNGM NUMBER IN THE DASHBOARD

If you have completed your basic level registration in the past, please ensure that your **basic registration with WHO is complete**. You can either check this information from your **Dashboard** (for instance your registration status is Registration/Vendor to Update) or directly in your registration. If not, please update/modify the information requested by the UNGM system before proceeding.

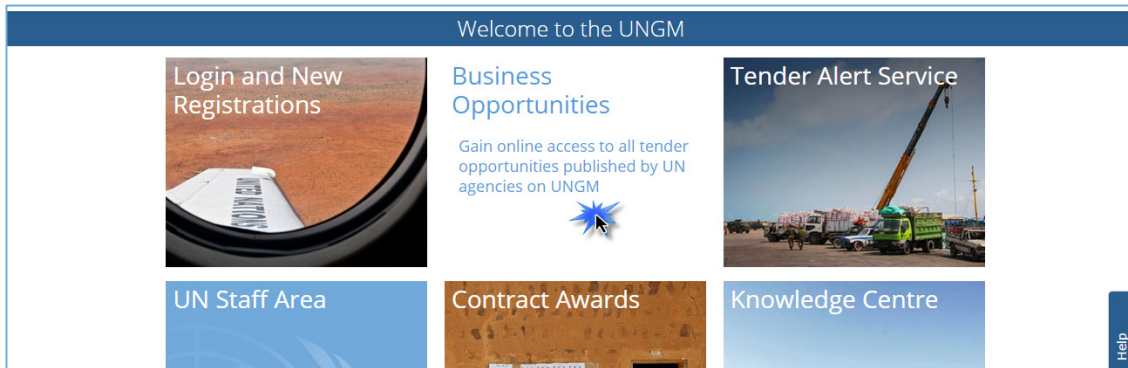
The screenshot shows the 'My Dashboard' interface. On the left is a navigation menu with items like Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Knowledge centre, UNSPSC, FAQs, Video Guides, Scam Alert, and a 'Vendor' section containing 'Dashboard' (highlighted with a red circle), 'Settings', and 'Registration'. The main content area has a blue header 'My Dashboard'. Below it is a yellow warning box about UNSPSC code updates. Then a blue box displays 'Your UNGM number is 400000' and a message about submitting vendor registration for matching UN organizations. The 'Company registration status' section features a table with columns: 'UN organizations', 'Basic registration', 'Level 1 registration', and 'Level 2 registration'. The 'UN organizations' column lists PAHO, UN Secretariat, UNAIDS, UNDP, and ILO. The 'Basic registration' column shows 'Registered' status with timestamps for each. A red circle highlights the first two rows of the table.

UN organizations	Basic registration	Level 1 registration	Level 2 registration
PAHO	Registered (12-Dec-2014 10:16)		
UN Secretariat	Registered (12-Dec-2014 10:16)		
UNAIDS	Registered (12-Dec-2014 10:10)		
UNDP	Registered (12-Dec-2014 10:10)		
ILO	Registered (12-Dec-2014 10:10)		

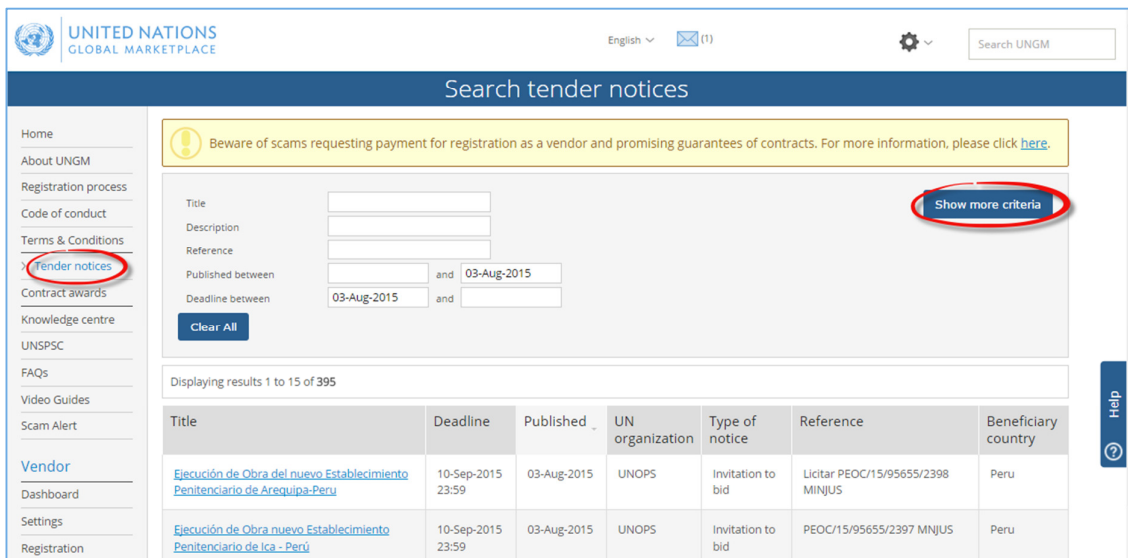
ACCESS TENDER NOTICES ISSUED BY WHO

STEP 1: SEARCH FOR TENDER NOTICES ISSUED BY WHO

From the UNGM homepage, click on the **'Business Opportunities'** box or click on the **'Tender notices'** link in the left-hand menu. Click on the 'show more criteria' button on the upper right side.



In the **'UN organizations'** field, please type WHO. The system will automatically show all the **active tender notices issued by WHO**.



Search tender notices

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

Title:

Description:

Reference:

Published between: and

Deadline between: and

[Clear All](#)

UN Organization: PAHO [View details](#)

Beneficiary Country/Area:

UNSPSC Codes: [Select UNSPSC](#)

Type:

☐ Not set ☐ Request for EOI ☐ Request for proposal ☐ Request for quotation

☐ Invitation to bid ☐ Request for pre-qualification ☐ Request for information

☐ Grant support call for proposal

[Hide advance criteria](#)

Displaying results 1 to 1 of 1

i Click 'View document' button to view notice in In-tend.

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
Express Interest	Est UNGM - 20151202	11-Dec-2015 00:00	02-Dec-2015	UN Secretariat	Request for quotation	20151202	Switzerland

You can simply view the tender details by clicking on the title (blue color – Underlined).

On the side of each tender notice, you will find a green button with either **‘Express interest’** (if this is the first time you view the notice) or **‘View documents’** if you have clicked on this button before.

In case of first access, click on ‘Express interest’ to notify WHO that you are interested in participating in this tender. After a few seconds, the button will change to a green button reading ‘View documents’. Click on this ‘View Documents’ button (on the left side) to gain **access to the tender documents**.

STEP 2: TENDER MANAGEMENT

You will be transferred from the UNGM portal to the **WHO e-tendering system**. The following **‘Tender Management’** screen should appear.

IMPORTANT: If it does not show the Tenders screen, please immediately inform WHO at etenderHQ@who.int.

Tender Management

UNITED NATIONS GLOBAL MARKETPLACE

Home Messages Tenders Contracts Company Details Help Logout

Your return has not yet been sent

[Tender](#) [RFP Documents](#) [Correspondence](#) [History](#)

Title:

Reference:

Description:

Contact:

Estimated Value:

Contract Start:

Contract End:

You are now in the WHO e-tendering system. Under this area you will find several menu tabs:

- **Tender:** General information about this tender.
- **RFP documents:** IMPORTANT, here is the deadline plus all the documents of the tender process (RFP or ITB). In the same area, you have the placeholders for uploading your proposal and all your documents. Please ensure that you upload the documents in the right envelope: uploading financial documents in the technical envelope, or technical documents in the financial envelope may lead to the rejection of your proposal.
- **Correspondence:** an area where you can write messages and receive answers from WHO.
- **Clarifications:** an area for reading the clarifications issued by WHO and made available to all bidders. Please ensure to read all the clarifications as they become part of the specifications.
- **History:** a log of past activities related to this tender, including printable receipts of your (tender) returns.

From this point onward, you will be able to navigate without major difficulties. But if you have questions, please contact us using the **CORRESPONDENCE** function of the e-tendering system.

STEP 3: ACCESS THE TENDER AT A LATER STAGE

There is a short-cut to the tender notices. After the login in UNGM, you can select the Menu option **'My tenders/contracts'** in the left-hand menu.

You can also click on the 'View document' button next to the notices or click on the WHO link under 'My tenders/contracts' in order to access the WHO e-tendering system and see the details of the tender notice and its documents.

The screenshot displays the 'My Tenders' interface. On the left, a navigation menu includes options like Home, About UNGM, Registration process, and 'My tenders', which is circled in red. The main content area features a search filter with fields for Title, Description, Reference, Published between, and Deadline between. Below the search bar, it indicates 'Displaying results 1 to 1 of'. A table lists a single tender notice. The table has columns: Title, Deadline, Published, UN organization, Type of notice, Reference, and Beneficiary country. The first row shows a tender from WHO with a deadline of 14-Oct-2015 15:45 and a published date of 14-Jan-2015. A green 'View Documents' button is highlighted with a red circle next to the tender notice.

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
	14-Oct-2015 15:45	14-Jan-2015	WHO	Request for EOI		

STEP 4: DOWNLOAD THE TENDER DOCUMENTS

In the 'Tender Management' page, please select the '**RFP documents**' menu tab, scroll down until the section '**Tender documents received**' and download all documents.

Home Messages Tenders Contracts Company Details Help Logout

Your return has not yet been sent

Tender RFP Documents Correspondence History

How To Attach & Submit Documents

1. If any mandatory documents have been requested, they will be shown in the **My Tender Return** section against a **Red** button. You will need to attach them using the **Attach Documents** button within the **My Tender Return** section to the bottom of this screen.
2. If a Questionnaire is required to be completed, it will be shown in **Red** and marked **Not Started** in the **My Tender Return** section. It is mandatory that any Questionnaire's must be completed.
3. To attach additional documents you wish to submit as part of your tender return, click the **Attach Documents** button under the **My Tender Return** section (if available). These will then appear in the **My Tender Return** section.
4. When you have completed all the above steps and are ready to submit your tender return, click the red **Submit Return** at the bottom of this page.

NOTE : Large files may take some time to upload.

Server Time : 14 Jul 2015 13:28:13 Due Date : 31 Jul 2015 14:00:00 Time Remaining : 2 Weeks 3 Days 31 Minutes 48 Seconds

Tender Details

Stage Name	
Closing Date	
Stage Start Date	
Project Title	
Project Description	

Tender Documents Received - Main

Description	Options
Document	View Download

STEP 5: ATTACH AND SUBMIT DOCUMENTS

If any mandatory documents have been requested, they will be shown in the '**My tender return**' section against a red button. You will need to attach them using the '**Attach Documents**' button within the 'My Tender Return' section to the bottom of this screen.

If a **Questionnaire** is required to be completed, it will be shown in Red and marked 'Not Started' in the 'My Tender Return' section. It is mandatory that any Questionnaire's must be completed.

To attach additional documents you wish to submit as part of your tender return, click the '**Attach Documents**' button under the 'My Tender Return' section (if available). These will then appear in the 'My Tender Return' section.

NOTE : Large files may take some time to upload. We advise you to keep the files under 5MB. When you have completed all the above steps and are ready to submit your tender return, click the red '**Submit Return**' at the bottom of this page.

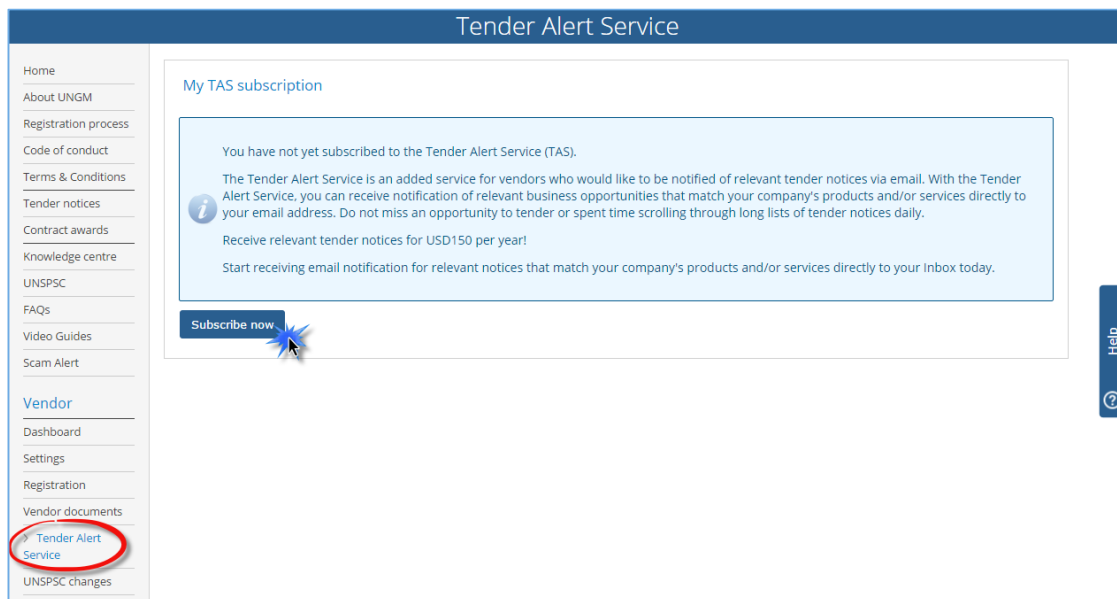
ADDITIONAL TOOLS

TENDER ALERT SERVICE

In 2016 more than 9,000 tenders were published on www.ungm.org. There is on average 400 active tenders at any time. Deadlines are relatively short and opportunities can be missed, unless checked on a daily basis.

The **Tender Alert Service** is an added service for vendors who would like to be notified of relevant tender notices via email. With the Tender Alert Service, you can receive **notification of relevant business opportunities that match your company's products and/or services directly to your email address.**

In order to assist potential vendors in identifying relevant tenders in good time, UNGM provides this value-added services at a fee of USD250 per year.



If you need **Help** at any stage of the process, you can contact UNGM HelpDesk via the 'Help' functionality on the UNGM website. We aim to respond to all queries within 48 hours. Please note that you can categorize your query, which enable us to treat it more efficiently.

The screenshot shows a web browser window titled "Help". Inside the window, there are two informational boxes at the top. The first box contains an information icon and text: "You may find more information to help with your issue by [clicking here to go to the videos section](#), which may be of interest." The second box contains an information icon and text: "You may find the answers to some of your questions in the [Frequently Asked Questions](#) page, which may be helpful to you." Below these boxes is a "Feedback" section. It includes a dropdown menu labeled "Area" with a green checkmark to its right. Below the dropdown is a question: "How has your experience on the UNGM site been so far?" followed by a horizontal slider and a smiley face icon. Underneath is a large text area labeled "Comments". At the bottom of the feedback section, there is a checked checkbox labeled "Add a screenshot automatically", two buttons labeled "Highlight areas" and "Hide areas", and a blue "Send" button. A link labeled "Other information included" is at the very bottom. On the right side of the browser window, there is a vertical blue bar with the word "Help" and a question mark icon.

If you urgently need assistance, you are also welcome to contact us at registry@ungm.org for urgent assistance.