



UNITED NATIONS
GLOBAL MARKETPLACE

UNGM guide

Instructions on how to register with
WHO and access WHO tenders



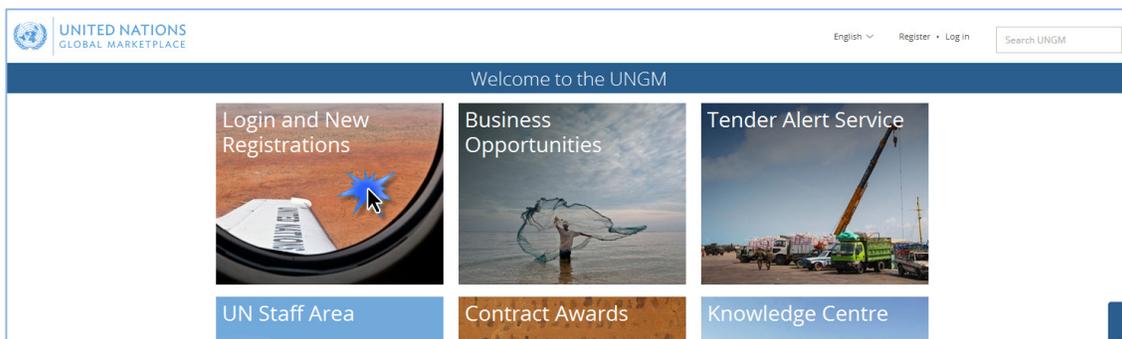
www.ungm.org

REGISTRATION PROCESS ON UNGM

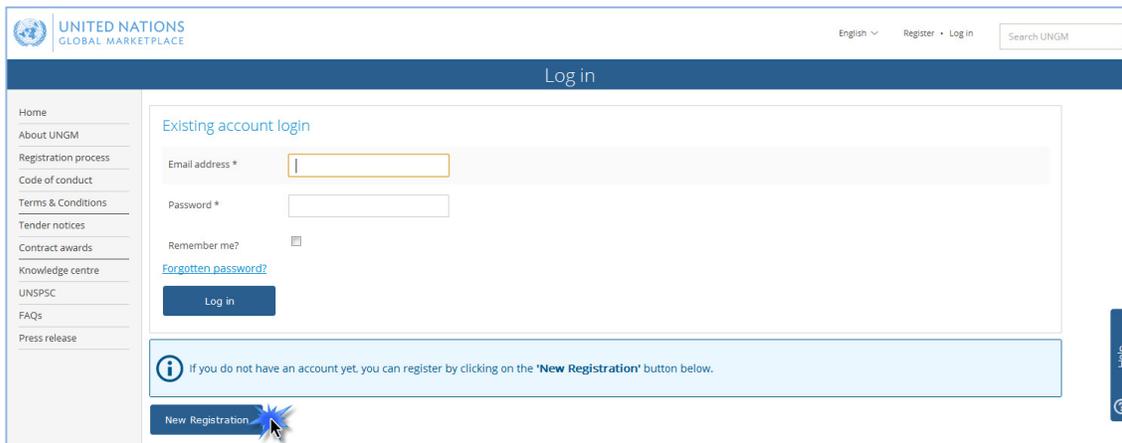
The WHO e-tendering system is integrated with the United Nations Global Marketplace portal (www.ungm.org). Please find instructions on how to access the tender documentation.

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)

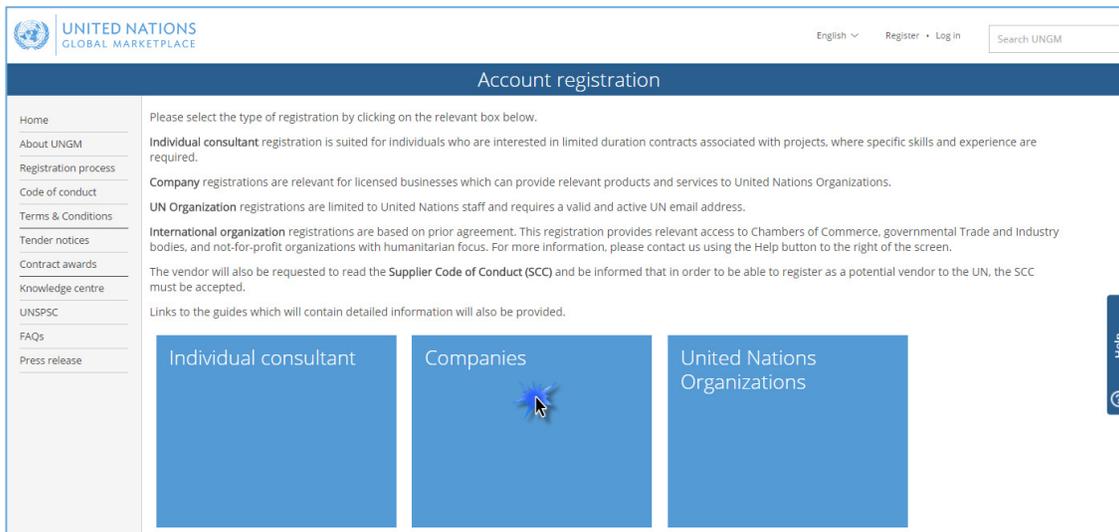
Go to **www.ungm.org** and click on the **'Login and New Registrations'** tile.



Click on the **'New registration'** button.

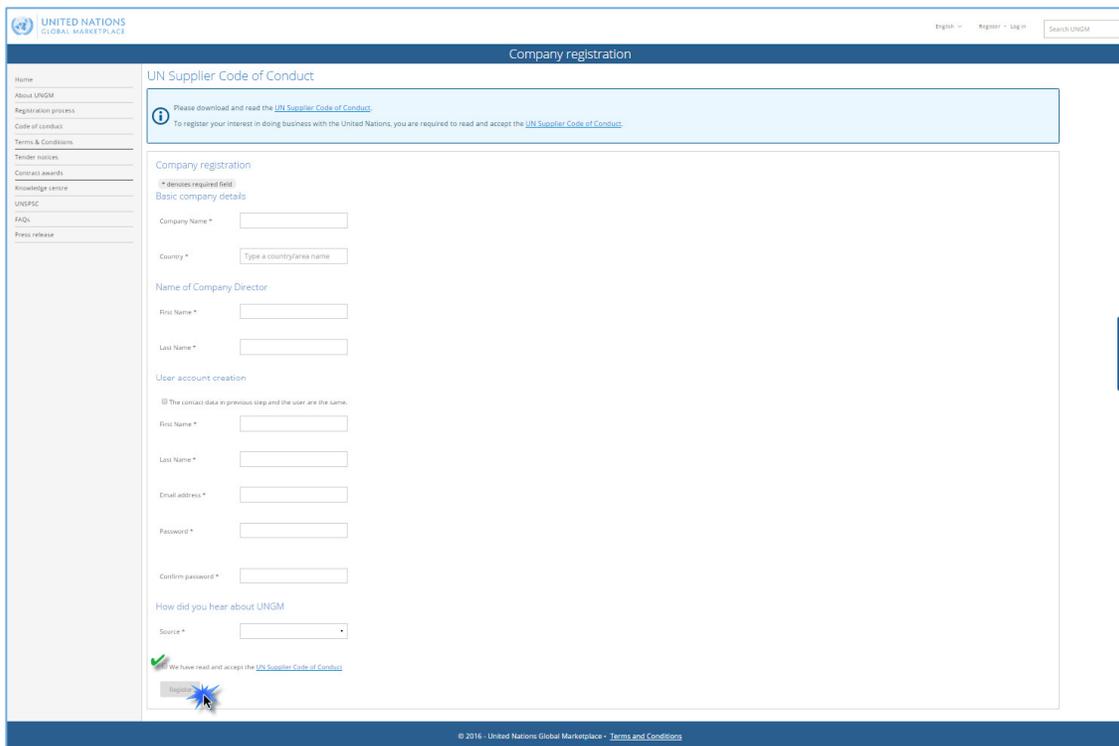


Please select the type of registration by clicking on the relevant box. If you represent a company, please click on the **'Companies'** box.



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.



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!

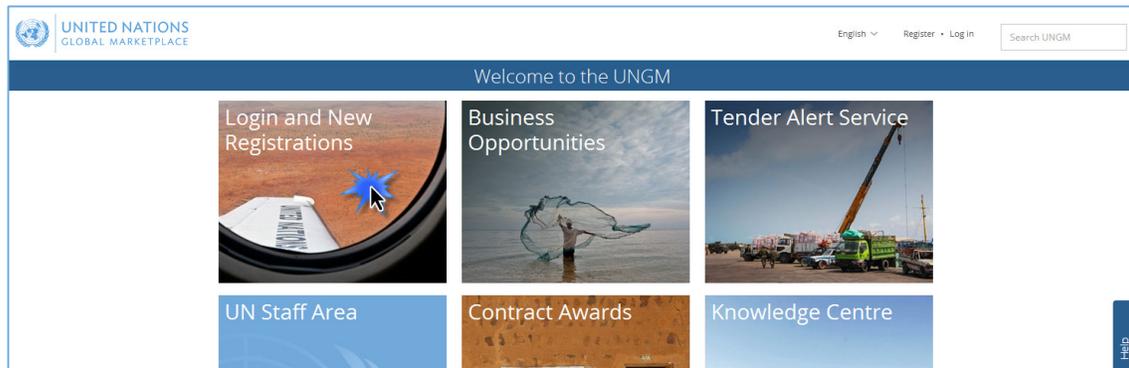
Subject	From	Attachments	Date	Body
UNGM Account Activation - Welcome to the UNGM	no-reply@ungm.org		03-Jul-2015 17:12 (CET)	Messages related to account activation cannot be displayed here for security reasons.

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.

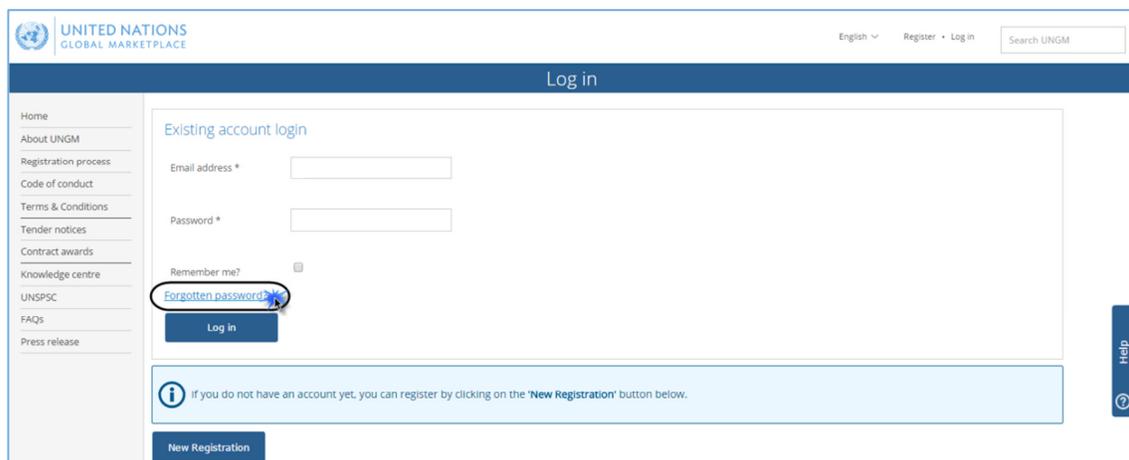
IMPORTANT: We kindly remind you that the 'Registration for UN staff' process is meant for UN personnel only and does not apply to vendors.

STEP 3: LOG INTO YOUR UNGM ACCOUNT

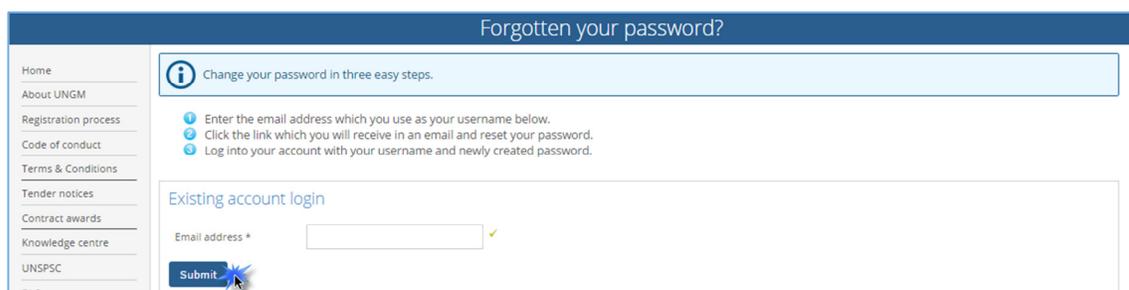
In order to log into your UNGM account, please click on the **'Log in'** link at the top right-hand corner of the page or on the **'Login and New Registrations'** box in the homepage.



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.

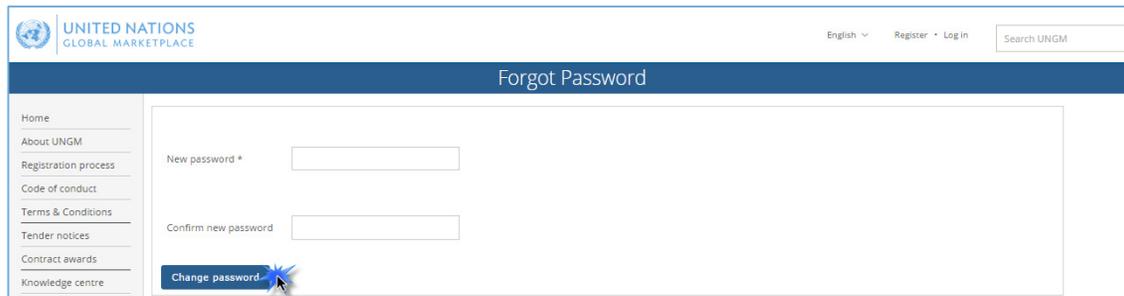


Provide your email address/username and click on the **'Submit'** button.



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**.

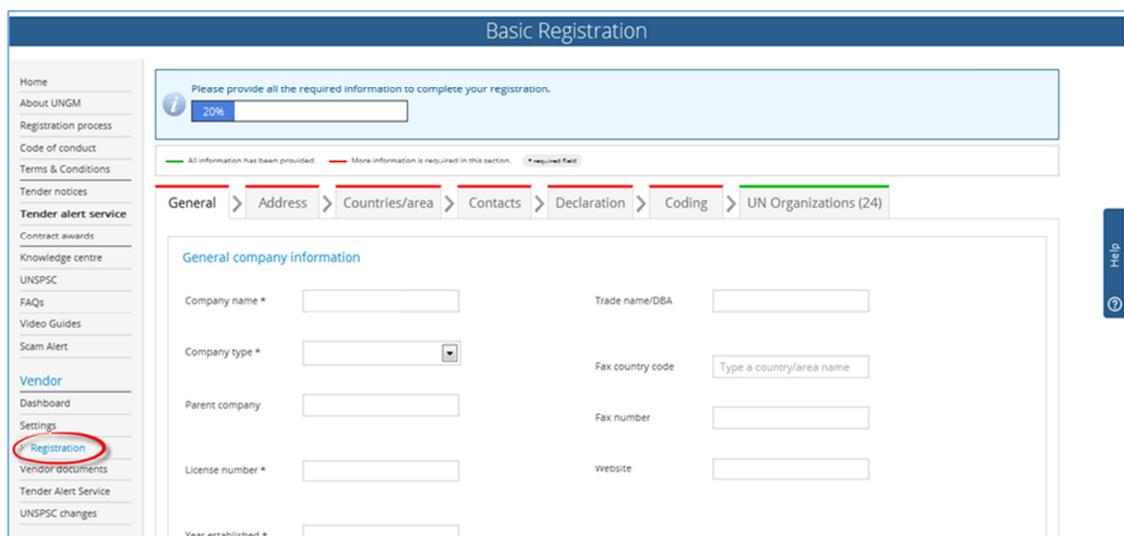


You should now be able to login with the newly created password.

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.



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.

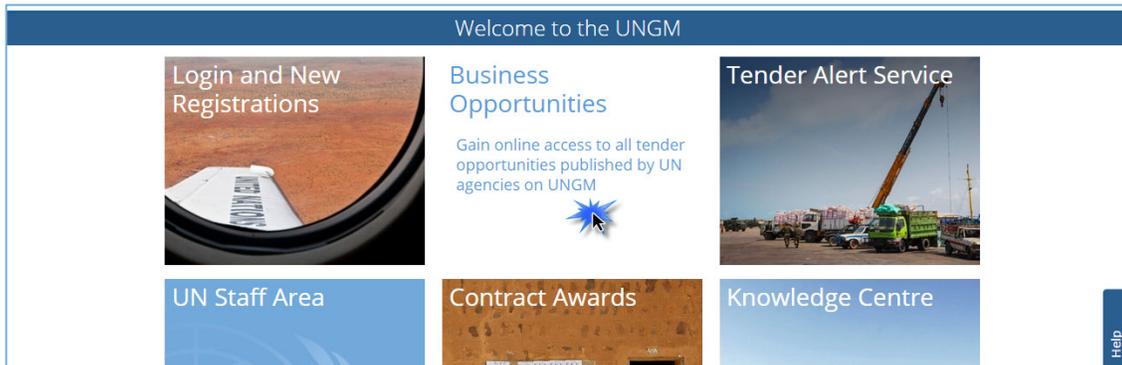
The screenshot shows the 'My Dashboard' interface. On the left is a navigation menu with 'Vendor' and 'Dashboard' circled in red. The main content area has a yellow warning banner about UNSPSC codes, a blue information banner showing 'Your UNGM number is 400000' and a message about UN organizations. Below is a 'Company registration status' section with a table. The table has columns for 'UN organizations', 'Basic registration', 'Level 1 registration', and 'Level 2 registration'. The 'UN organizations' and 'Basic registration' columns are circled in red. The table lists several organizations with their registration dates.

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)		

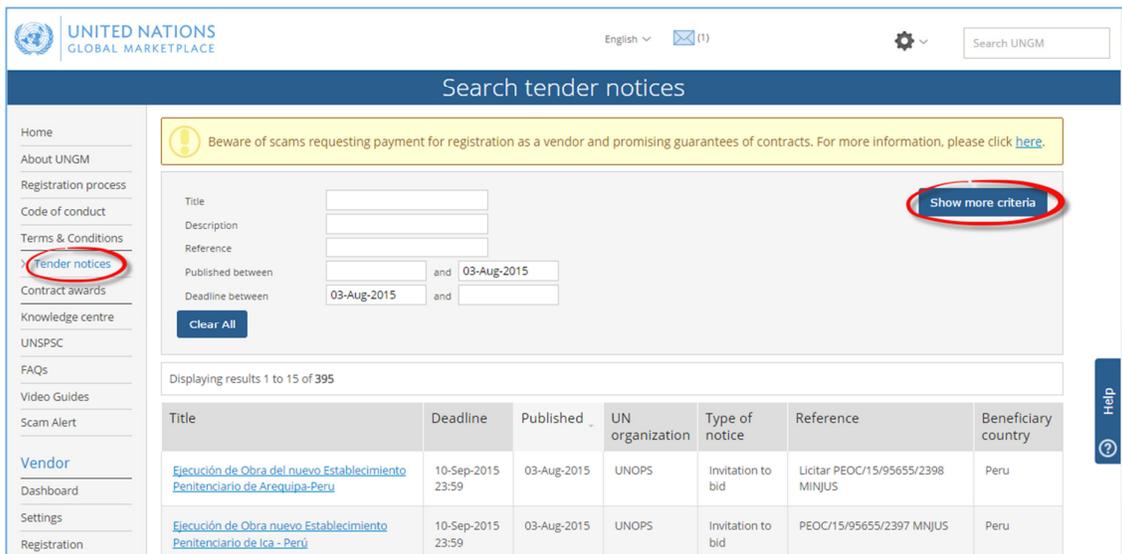
ACCESS TENDER NOTICES ISSUED BY WHO

STEP I: 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

UN Organization: PAHO
 Beneficiary Country/Area: Type a country/area name
 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](#)

[Clear All](#)

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.

UNITED NATIONS GLOBAL MARKETPLACE

Tender Management

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 shows the 'My Tenders' interface. On the left is a navigation menu with 'My tenders' highlighted. The main area contains search filters for Title, Description, Reference, Published between, and Deadline between, with a 'Clear All' button. Below the filters, it says 'Displaying results 1 to 1 of'. An information icon indicates to click 'View document' to view the notice in In-tend. A table lists one tender notice with a 'View Documents' button circled in red.

Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
	14-Oct-2015 15:45	14-Jan-2015		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.

The screenshot displays a web application interface for tender management. At the top, there is a navigation bar with links for Home, Messages, Tenders, Contracts, Company Details, Help, and Logout. Below this, a red banner indicates 'Your return has not yet been sent'. The main content area features a tabbed interface with 'RFP Documents' selected. A section titled 'How To Attach & Submit Documents' provides instructions on mandatory documents, questionnaires, and the 'Attach Documents' button. Below this, a status bar shows 'Server Time: 14 Jul 2015 13:28:13', 'Due Date: 31 Jul 2015 14:00:00', and 'Time Remaining: 2 Weeks 3 Days 31 Minutes 48 Seconds'. The 'Tender Details' section includes fields for Stage Name, Closing Date, Stage Start Date, Project Title, and Project Description. At the bottom, a table titled 'Tender Documents Received - Main' has columns for Description and Options. A single document entry is visible with a 'Document' label circled in red, and a 'Download' button also circled in red.

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.en 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.

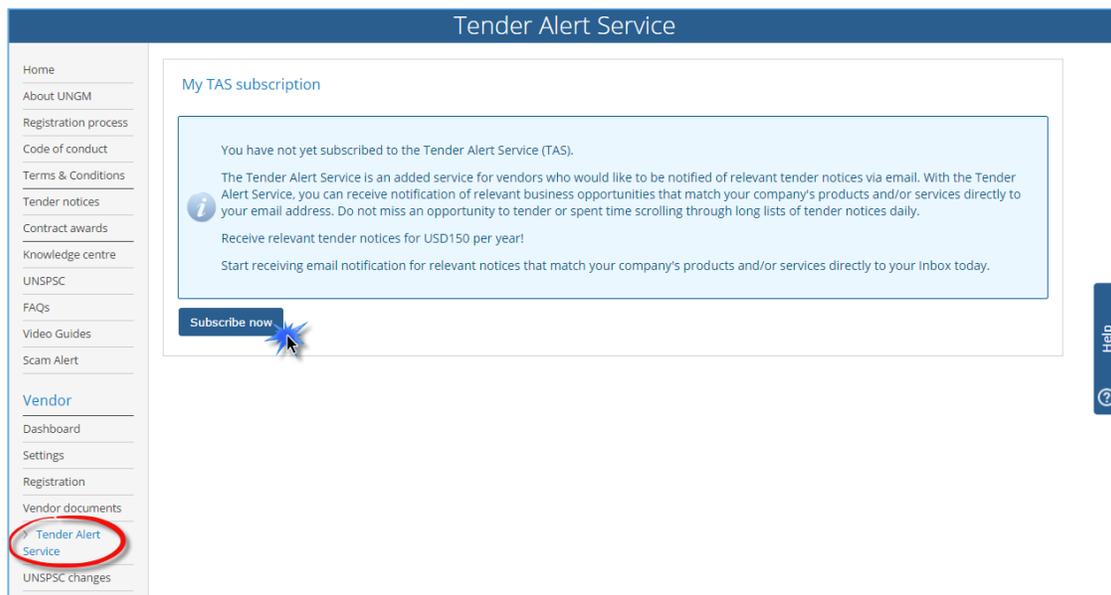
ADDITIONAL TOOLS

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.



The screenshot shows the 'Tender Alert Service' page. On the left is a navigation menu with categories: Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Knowledge centre, UNSPSC, FAQs, Video Guides, Scam Alert, Vendor (with sub-items: Dashboard, Settings, Registration, Vendor documents, Tender Alert Service, UNSPSC changes), and Help. The main content area is titled 'My TAS subscription' and contains an information box stating: 'You have not yet subscribed to the Tender Alert Service (TAS). 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. Do not miss an opportunity to tender or spent time scrolling through long lists of tender notices daily. Receive relevant tender notices for USD150 per year! Start receiving email notification for relevant notices that match your company's products and/or services directly to your Inbox today.' Below this text is a 'Subscribe now' button with a mouse cursor pointing to it. A 'Help' button is visible on the right side of the page.

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". At the top, there are two informational messages, each with an information icon (i) and a blue background:

- Message 1: "You may find more information to help with your issue by [clicking here to go to the videos section](#), which may be of interest."
- Message 2: "You may find the answers to some of your questions in the [Frequently Asked Questions](#) page, which may be helpful to you."

Below these messages is a "Feedback" section with the following elements:

- A dropdown menu labeled "Area" with a checkmark icon to its right.
- A rating scale labeled "How has your experience on the UNGM site been so far?" with a slider and a smiley face icon.
- A large text area labeled "Comments".
- A checkbox labeled "Add a screenshot automatically" which is checked.
- Two buttons: "Highlight areas" and "Hide areas".
- A blue "Send" button.
- A link: "Other information included" with a right-pointing arrow.

On the right side of the form, there is a vertical blue bar with the word "Help" and a circular icon containing a question mark.

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