



UNITED NATIONS  
GLOBAL MARKETPLACE



World Health  
Organization

# UNGM guide

Instructions on how to register with  
WHO and access WHO tenders



[www.ungm.org](http://www.ungm.org)

Welcome!

In this guide, you will find instructions on how to register on UNGM, access the tender documentation, communicate during tender processes and submit proposals on the World Health Organization (WHO) e-tendering system via UNGM.

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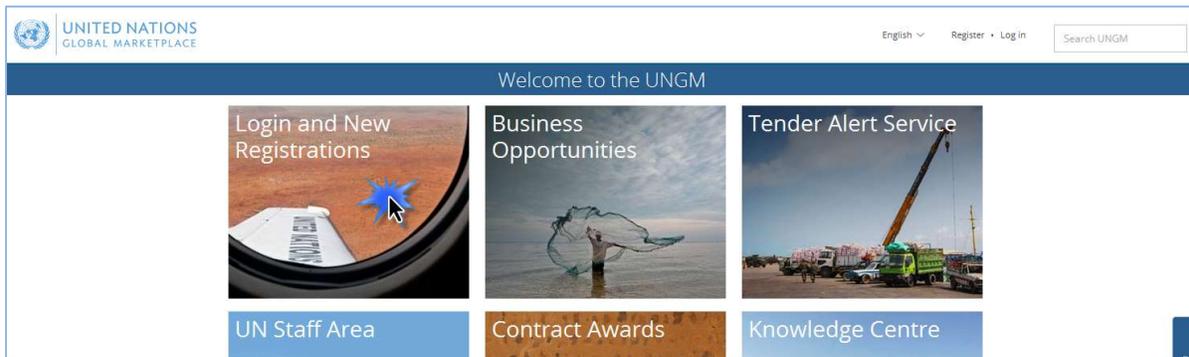
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# REGISTRATION PROCESS ON UNGM

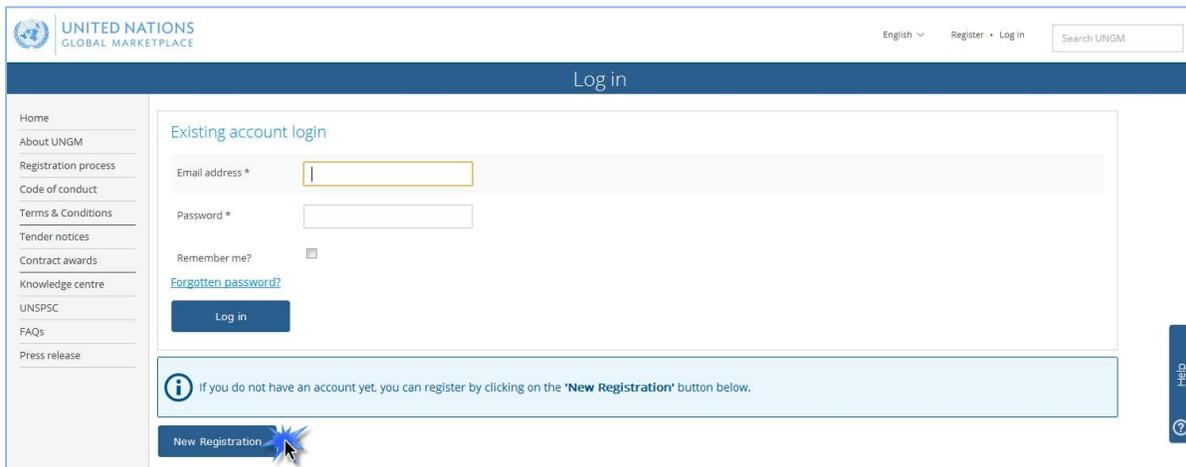
## STEP 1: CREATION OF YOUR UNGM ACCOUNT

To access the tender documents, you need to be fully **registered on UNGM**. The **registration at basic level** will be sufficient as WHO does not require level 1 and 2 registrations. Please note that this registration is free of charge.

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. Please click on the **'Companies' box**.

UNITED NATIONS  
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English Register Log in Search UNGM

### Account registration

Home  
About UNGM  
Registration process  
Code of conduct  
Terms & Conditions  
Tender notices  
Contract awards  
Tender Alert Service  
Knowledge centre  
UNSPSC  
Help Centre  
Press release

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

The **Individual Consultant** registration is suitable for the following types:

1. **Commercial contractor**
2. **Individual consultant** - Registration as an Individual Consultant is suited for individuals who are interested in providing time and deliverable bound services for limited duration contracts associated with projects. Typically for organisations such as UNOPS and UNDP.
3. **Landlord** - Registration as a Landlord is suited for individuals that are owners or possessors of an estate in land or rental property and are interested in leasing or renting real estate property to an organisation of the United Nations.
4. **Sole proprietor** - Registration is a type of business entity that is owned and run by one natural person and in which there is no legal distinction between the owner and the business.

The **Company** registration is relevant for licenced businesses which can provide relevant products and services to United Nations Organisations.

The **UN Organization** registration is limited to United Nations staff and requires a valid and active UN email address.

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 acknowledged.

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

Individual Consultant (not associated with a company)

Company (or on behalf of a company) / NGOs

United Nations Organization and International Organization

Introduce your company details and accept the UN Supplier Code of Conduct.

Please provide your company 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.

Then, click on the **'Send the activation link' button**.

## Company registration

- Home
- About UNGM
- Registration process
- Code of conduct
- Terms & Conditions
- Tender notices
- Contract awards
- Tender Alert Service
- Knowledge centre
- UNSPSC
- Help Centre
- Press release

### 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 and its organizations, you are required to acknowledge that the UN Supplier Code of Conduct provides the minimum standards expected of suppliers to the United Nations and its organizations.

#### Company registration

##### Basic company details

\* denotes required field

Company Name \*

License Number \*

Country \*

##### Company Director details

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 \*

Confirm email address \*

Password \*

Confirm password \*

##### How did you hear about UNGM

Source \*

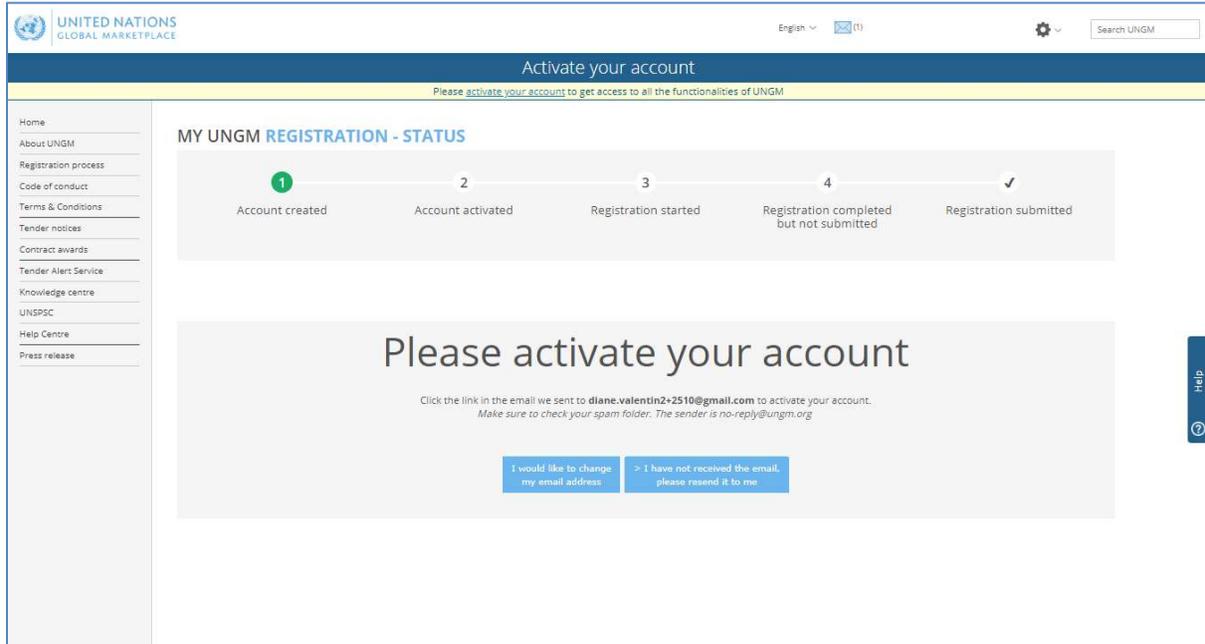
 I have read and acknowledge the [UN Supplier Code of Conduct](#) as the minimum standards expected of suppliers to the United Nations and its organizations. 



Help 

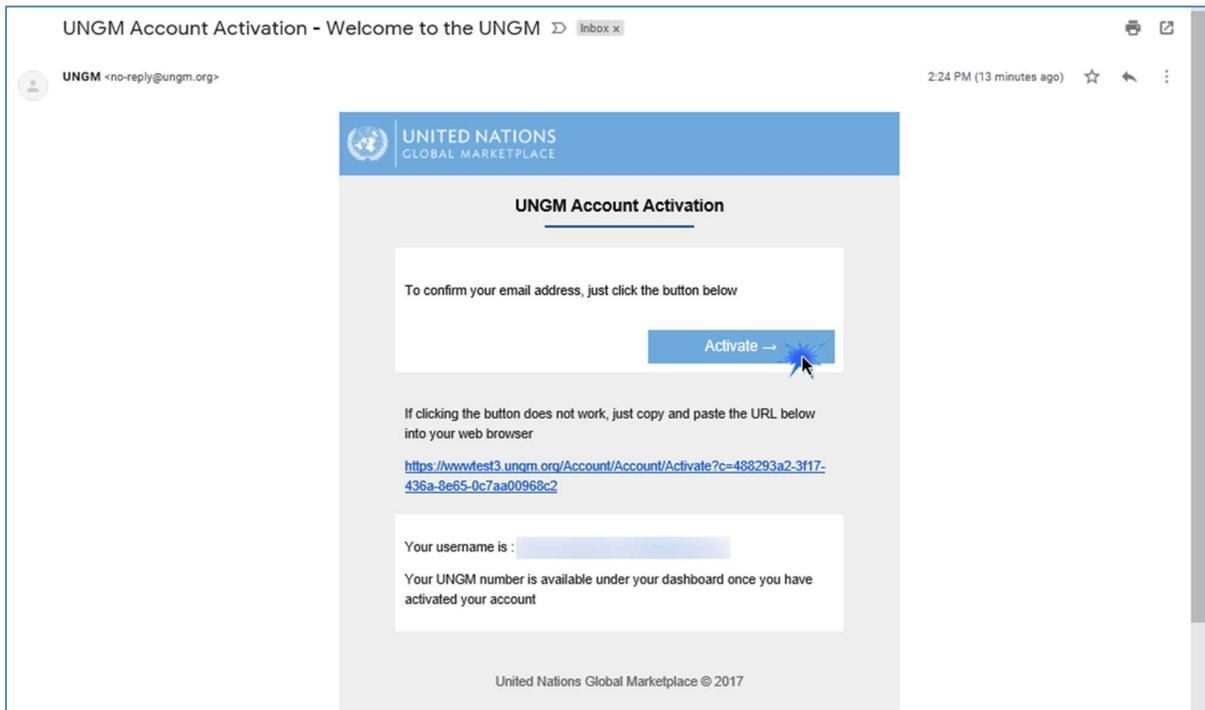
## STEP 2: ACTIVATE YOUR UNGM ACCOUNT

Once you have created your UNGM account, please do not forget to **activate it**.



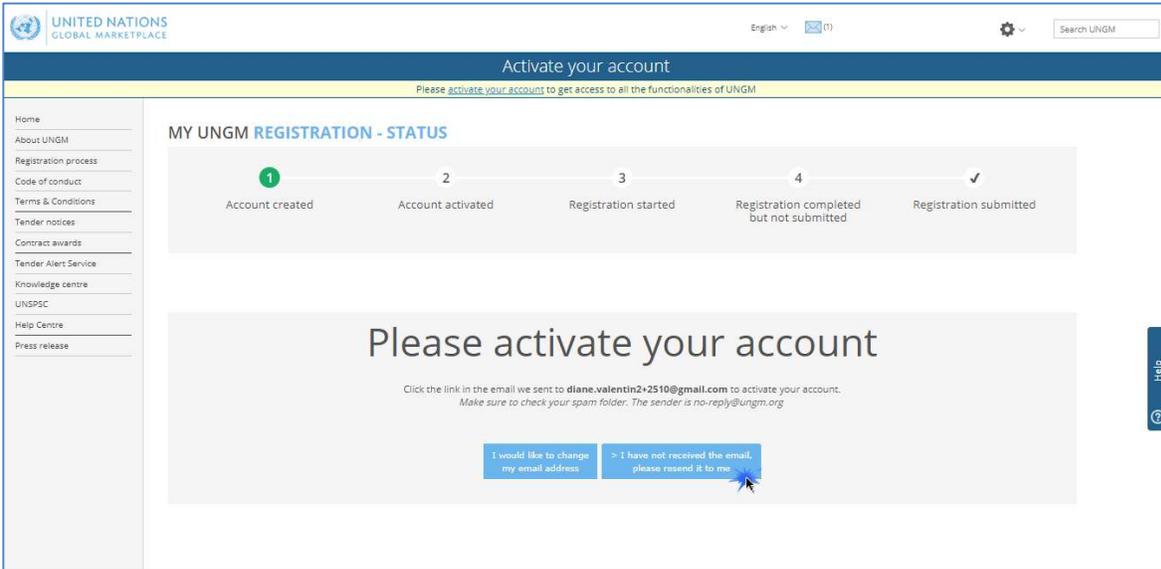
The screenshot shows the UNGM website's 'Activate your account' page. At the top, there is a navigation bar with the UNGM logo, language settings (English), and a search bar. Below the navigation bar, a yellow banner reads 'Please activate your account to get access to all the functionalities of UNGM'. The main content area is titled 'MY UNGM REGISTRATION - STATUS' and features a progress bar with five steps: 1. Account created (highlighted with a green circle), 2. Account activated, 3. Registration started, 4. Registration completed but not submitted, and 5. Registration submitted (marked with a checkmark). Below the progress bar, a large heading says 'Please activate your account'. Underneath, it instructs the user to click a link in an email sent to 'diane.valentin2+2510@gmail.com' and to check their spam folder. Two buttons are provided: 'I would like to change my email address' and 'I have not received the email, please resend it to me'. A sidebar on the left contains various menu items like 'Home', 'About UNGM', and 'Registration process'. A 'Help' button is visible on the right side.

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 **'Activate' button**.

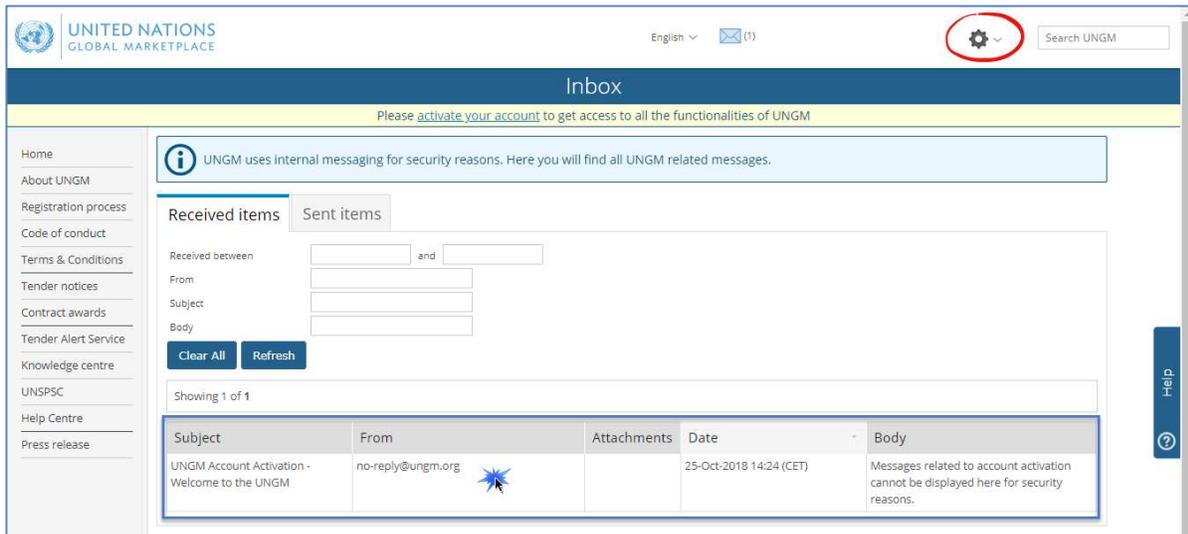


The screenshot shows an email from UNGM with the subject 'UNGM Account Activation - Welcome to the UNGM'. The email content includes the UNGM logo and the heading 'UNGM Account Activation'. It instructs the user to confirm their email address by clicking an 'Activate' button. Below this, it provides a URL for manual activation: <https://www.test3.ungm.org/Account/Account/Activate?c=488293a2-3f17-436a-8e65-0c7aa00968c2>. The email also displays the user's username and states that their UNGM number will be available in their dashboard after activation. The footer of the email reads 'United Nations Global Marketplace © 2017'.

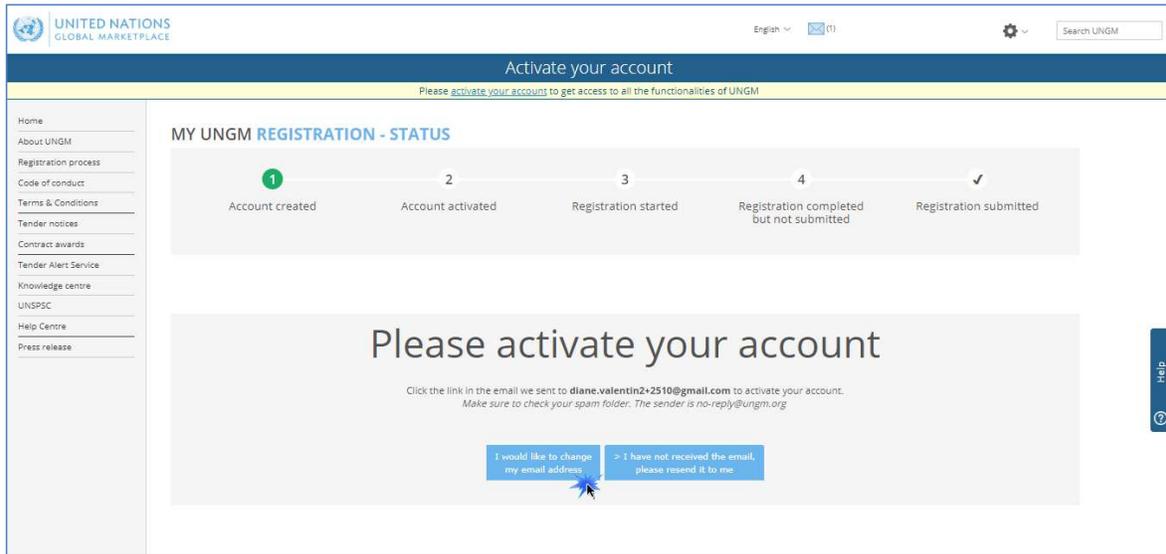
If you have not received the activation email, please note that you can resend it to yourself. You can either do it from the **'I have not received the email, please resend it to me'** button:



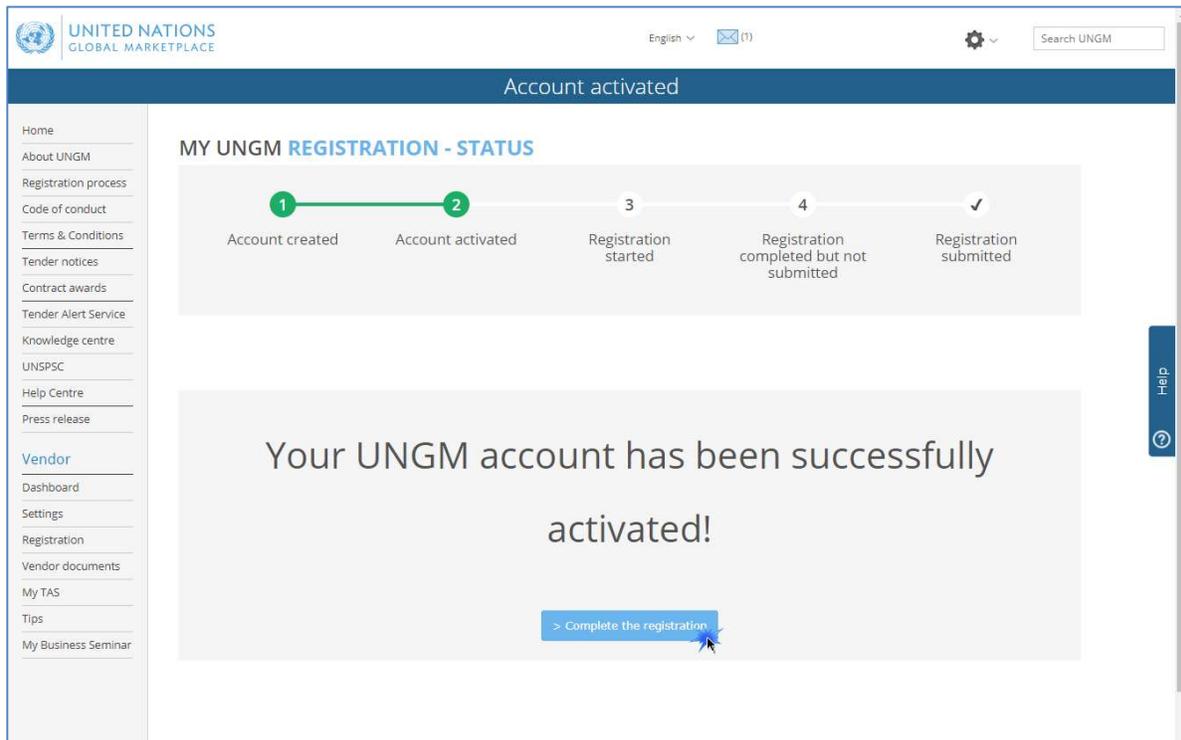
Or from your **UNGM inbox** accessible from the little wheel symbol in the top right side of the page:



If you have not received the activation email because you have provided an incorrect email address when creating your account, please note that you can amend the provided email address from the **'I would like to change my email address'** button:



Once your UNGM account is activated, you should be redirected to the following page. Click on the **‘Complete the registration’** button to complete the UNGM registration. You can also click on the ‘Registration’ link in the left-hand menu:



## STEP 3: COMPLETE YOUR VENDOR REGISTRATION FORM IN UNGM

You will be redirected to the UNGM registration form. It only takes about 5-8 minutes to complete the registration.

In order to successfully complete the registration process, please provide the required details and click on the **'Save & continue' button** for each of the 6 steps. After clicking the **'Save & continue' button**, the provided details will be saved and you will be automatically redirected to the following step of the registration process.

The asterisk (\*) indicates information that is required to complete the step.

The screenshot shows the UNGM Vendor Registration interface. At the top, there is a navigation bar with the UNGM logo and the text "UNITED NATIONS GLOBAL MARKETPLACE". Below this is a "Vendor Registration" header. A progress bar at the top of the form area shows six steps: 1. General (highlighted with a green circle), 2. Address, 3. Registration type, 4. Contacts, 5. Coding, 6. Declaration, and a final step "What's next?" with a checkmark. The main form area is divided into three sections: "General company information", "Company's Contact information", and "Company's Ownership Type".

**General company information**

- Company name \*: Sunshines Ltd
- Trade name/DBA: [Empty]
- Parent company: [Empty]
- Company type \*: [Dropdown menu]
- License number \*: 2131245546
- Country/territory \*: Denmark
- Year established \*: [Empty]
- Number of employees \*: [Empty]
- Company Director's First Name \*: Diane
- Company Director's Last Name \*: Valenton

**Company's Contact information**

- Telephone country code \*: Type a country/territory name
- Telephone number \*: [Empty]
- Fax country code: Type a country/territory name
- Fax number: [Empty]
- Website: [Empty]

**Company's Ownership Type**

- Company's Ownership \*:  Not applicable,  Privately-owned,  Publicly-traded,  Part of a business conglomerate

At the bottom right of the form, there is a "Save & Continue >" button. A vertical "Help" button is located on the right side of the form area.

## I. General

Under 'General', please provide **basic details** about your company.

It is important to type your **company name** in the same way as it appears on your certificate of incorporation or any other legal document relating to the formation of your company or corporation.

The **license number** refers to the number that all legally operating businesses have which permits them to function in the city and/or country where they are located.

Once you have completed the step, click on the **'Save & Continue'** button in the bottom right of the page.

The screenshot shows the 'Vendor Registration' process on the United Nations Global Marketplace website. The 'General' step is highlighted as the first of seven steps. The form is divided into three main sections: 'General company information', 'Company's Contact Information', and 'Company's Ownership Type'. The 'General company information' section includes fields for Company name (Sunshines Ltd), Trade name/DBA, Parent company, Company type (Software support), License number (2131245546), Country/territory (Denmark), Year established (1998), and Number of employees (76). The 'Company's Contact Information' section includes Telephone country code (Denmark (+45)), Telephone number (212546546), Fax country code, Fax number, and Website. The 'Company's Ownership Type' section includes radio buttons for 'Not applicable', 'Privately-owned', 'Publicly-traded', and 'Part of a business conglomerate'. Below this is a text area for providing the names of owners/principals. At the bottom, there is a 'Women Ownership' section with radio buttons for 'Not applicable', 'The company is at least 51% owned and controlled by one or more women', and 'The company is less than 51% owned and controlled by one or more women'. A blue information icon and text state: 'By selecting this option, you self-declare that your company is a woman-owned business.' A 'Save & Continue' button is located in the bottom right corner of the form area. The footer of the page reads '© 2018 - United Nations Global Marketplace - Terms and Conditions'.

## 2. Address

Under 'Address', please provide your company's **address information**.

Once you have completed the step, click on the **'Save & Continue' button**. If you wish to go back to the previous step to edit some information, **click on the 'General info' button**.

The screenshot shows the 'Vendor Registration' process in the UN Global Marketplace. The progress bar indicates that the 'Address' step (2) is the current active step, with 'General' (1) completed and 'Registration type' (3) through 'What's next?' (7) yet to be completed. The 'Company address information' section contains the following fields:

- House number:
- Address line 1:
- Address line 2:
- Address line 3:
- City/town:
- Country/territory:
- Postal code:

The 'P.O. Box address (optional)' section contains the following fields:

- P.O. Box number:
- P.O. Box postal code:
- City/town for P.O.Box:
- Country/area:

Navigation buttons include '< General info' and 'Save & Continue >'. A copyright notice at the bottom reads: © 2018 - United Nations Global Marketplace - Terms and Conditions.

## 3. Registration type

Under 'Registration type', please inform whether you prefer **to do business only in your country or if you prefer to do business internationally**. Click either on 'National' or 'International'.

Once you have completed the step, click on the **'Save & Continue' button**. If you wish to go back to the previous step to edit some information, **click on the 'Address' button**.

The screenshot shows the 'Vendor Registration' process in the UN Global Marketplace. The progress bar indicates that the 'Registration type' step (3) is the current active step, with 'General' (1) and 'Address' (2) completed and 'Contacts' (4) through 'What's next?' (7) yet to be completed. The 'National / International' section contains the following information:

- Select **National** if you prefer to do business only in your country.
- Select **International** if you are also interested in doing business outside the borders of the country in which your company is registered. Remember to include your own country in the list.
- Radio buttons:  National  International

The 'Country/areas of business' section contains the following information:

- Please select and list the countries in which your company is able to supply goods and services to UN organizations.
- No countries/areas are selected. It is assumed that you are able and interested in doing business in all countries/areas.
- Country/area:
- Buttons:

Navigation buttons include '< Address' and 'Save & Continue >'. A copyright notice at the bottom reads: © 2018 - United Nations Global Marketplace - Terms and Conditions.

## 4. Contacts

Under 'Contacts', please provide your **own contact details**.

The screenshot shows the 'Vendor Registration' process in the UNGM system. The progress bar at the top indicates six steps: 1. General, 2. Address, 3. Registration type, 4. Contacts (current step), 5. Coding, 6. Declaration, and 7. What's next?. The 'My contact details' form includes the following fields: Title (Mrs), First name, Middle name, Surname, Job title (Sales Manager), Country (Denmark), Email, Telephone country code (Denmark (+45)), Telephone number (54564545456), Extension, Mobile country code (dropdown), and Mobile number. A 'Save & Continue' button is visible at the bottom right of the form.

Once you have completed the step, click on the **'Save & Continue'** button. If you wish to go back to the previous step to edit some information, click on the **'Registration type'** button.

**WHO strongly recommend that you invite/add one or more colleagues to your company's account** on UNGM at the 'Contacts' step. They will receive a link to the account and will be able to log into the account in future with their own email address and password. To invite colleagues to the UNGM account, click the **'Invite another contact'** button at the bottom of the page.

This screenshot shows the 'Account Contact Details' section, which displays the user's profile information: Mrs. Diane Valentin, Email: diane.valentin2510@gmail.com, Job title: Sales Manager, Country: Denmark, and Telephone number: Denmark (+45) 54564545456. Below this, the 'Invited contacts' section contains an information box stating: 'You can invite others to access your UNGM account using their email address. They will be able to create their own access to the account. Do not share your email address and password.' An 'Invite another contact' button is located at the bottom of this section.

**It is the sole responsibility of the vendor to ensure timely and correct registration with UNGM. Please make sure to validate the contact details from time to time, and update the info in case of change. WHO will not be responsible for missed or delayed communications resulting from a bidder's inaccurate registration and will not modify the RFP process or timelines to accommodate any such occurrences.**

## 5. Coding

Under 'Coding', please select **codes which best describe the goods and/or services** which your company is able to provide following the UNSPSC classification for products and services.

Search for new UNSPSC codes either by typing keywords or using the trimmed tree classification. To select a code, **tick the checkbox next to the code**.

If you are unable to find the correct codes for your products and services, please **contact UNGM technical support** (see Contact details page 20) and provide a description of the products/services.

The screenshot shows the 'Vendor Registration' process in the UN Global Marketplace. The 'Coding' step is highlighted in the progress bar. A message box explains that UNGM uses a subset of the United Nations Standard Products and Services Code (UNSPSC) for classification. Below the message is the 'UNSPSC selector' interface. It features a search bar with the keyword 'software' and a list of hierarchical codes. A blue arrow points to the checkbox next to the code 42231506, 'Materials requirements planning registers and supply chain software'. At the bottom right of the selector, there is a 'Save & Continue' button with a blue arrow pointing to it, and a 'Contacts' button at the bottom left.

Once you have completed the step, click on the **'Save & Continue'** button. If you wish to go back to the previous step to edit some information, **click on the 'Contacts' button**.

## 6. Declaration

The **declaration of eligibility** is a formal and explicit statement on behalf of your company. Under 'Declaration', please review the seven statements and select the most appropriate option by **ticking the corresponding checkbox**.

The screenshot shows the 'Vendor Registration' process in the UN Global Marketplace. The progress bar at the top indicates seven steps: 1. General, 2. Address, 3. Registration type, 4. Contacts, 5. Coding, 6. Declaration, and 7. What's next?. Step 6 is currently active. Below the progress bar, the 'Declaration of eligibility' section contains seven numbered conditions. A blue box highlights the instruction: 'Please review the following seven (7) conditions and select one of the options provided'. The conditions are:

- Sunshines Ltd is not a company or associated with a company or individual prohibited from being engaged in procurement by any of the Organizations within the United Nations system and the World Bank Group.
- Sunshines Ltd is not currently ineligible, removed or suspended by any of the Organizations within the United Nations system and the World Bank Group.
- Sunshines Ltd is not under formal investigation, nor has been sanctioned within the preceding three (3) years by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice.
- Sunshines Ltd has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
- Sunshines Ltd does not have any legal proceedings against or disputes with a UN entity.
- Sunshines Ltd undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with any of the Organizations within the United Nations system and the World Bank Group; and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the Organization(s) within the United Nations system and the World Bank Group.
- In the case that Sunshines Ltd situation changes with regard to any of the statements listed above, after having been included in the United Nations Global Marketplace, shall immediately inform the United Nations Global Marketplace thereof. Sunshines Ltd understands that non-compliance with this requirement will automatically render the Sunshines Ltd ineligible.

Below the conditions, there is a 'Select an option' section with two radio buttons:  'On the basis of my knowledge, the entity that I represent, i.e. Sunshines Ltd meets all the seven (7) conditions described above and agrees to immediately inform the United Nations Global Marketplace of any change.' and  'On the basis of my knowledge, the entity that I represent, i.e. Sunshines Ltd does not meet all the seven (7) conditions described above. For the reasons provided below, please provide ample information as to why the Sunshines Ltd does not meet specific criteria. (I/We) confirm and declare that the entity that I represent, i.e. Sunshines Ltd, meets all seven (7) conditions described above at this time and I submit the entity's application on the understanding that the Sunshines Ltd needs to provide the information later. (Please provide explanation below).'

At the bottom of the form, there are two buttons: '< Coding' and 'Save & Continue >'. A blue arrow points to the 'Save & Continue >' button.

Once you have completed the step, click on the **'Save & Continue'** button. If you wish to go back to the previous step to edit some information, **click on the 'Coding'** button.

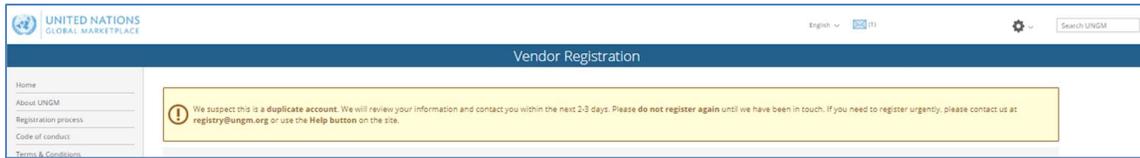
Once you have clicked on the **'Save & Continue'** button, you will have successfully completed your registration and will be redirected to the **'What next?'** step.

The screenshot shows the 'What's next?' step of the Vendor Registration process. The progress bar at the top shows all seven steps completed, with 'What's next?' marked with a checkmark. The main content area is divided into several sections:

- You are now registered with 29 agencies**: A large number '29' is displayed next to the text 'agencies'.
- MY AGENCY SUBMISSIONS**: A section with the text 'Thank you. Your vendor registration profile is complete, saved and processed. You can now manage your agency submissions.' and a button labeled '> Manage agency submissions'.
- Right now 23 active tenders in UNGM**: A large number '23' is displayed next to the text 'active tenders in UNGM'.
- Tender Alert Service - CONNECTING Vendors to Tenders**: A section with the text 'Ready to do business? Your UNGM registration is the first step. Now you need to actively seek and participate in tenders. With the Tender Alert Service you will receive an email with tenders matching your products and services.' and a button labeled '> SUBSCRIBE NOW'.

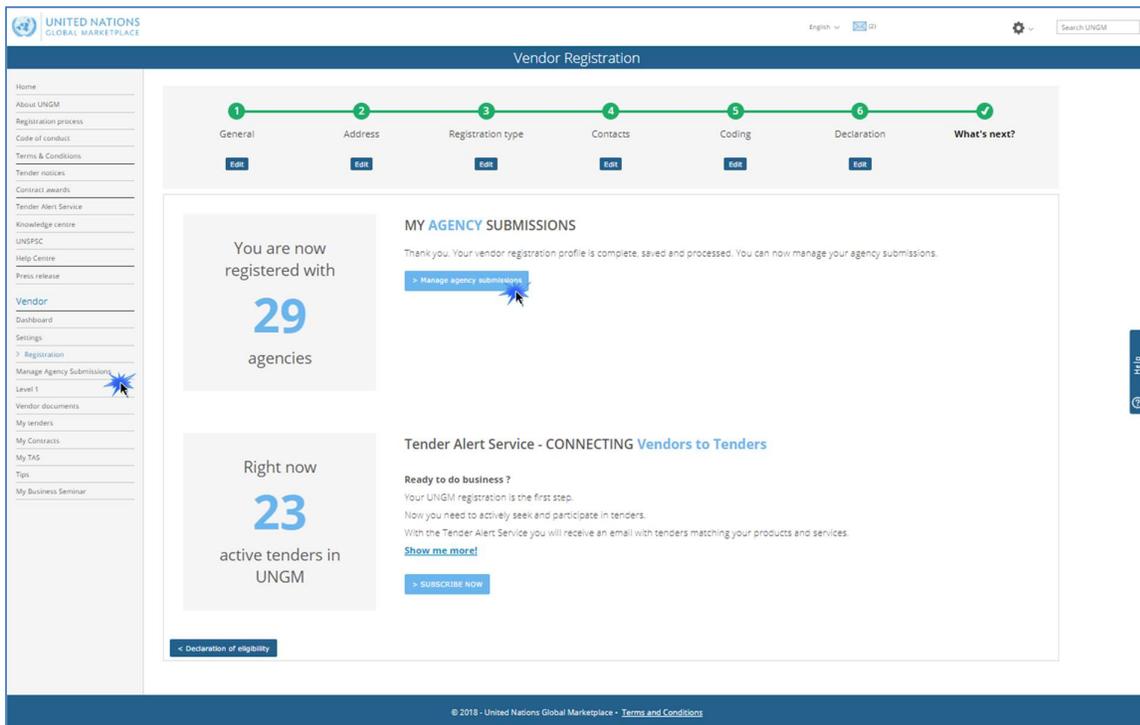
At the bottom left, there is a button labeled '< Declaration of eligibility'. At the bottom center, there is a footer: '© 2018 - United Nations Global Marketplace - Terms and Conditions'.

In case you see the following screening with a message informing that a duplicate account has been identified, please contact immediately contact UNGM technical support (see Contact details page 20).



## STEP 4: MANAGE AGENCY SUBMISSIONS

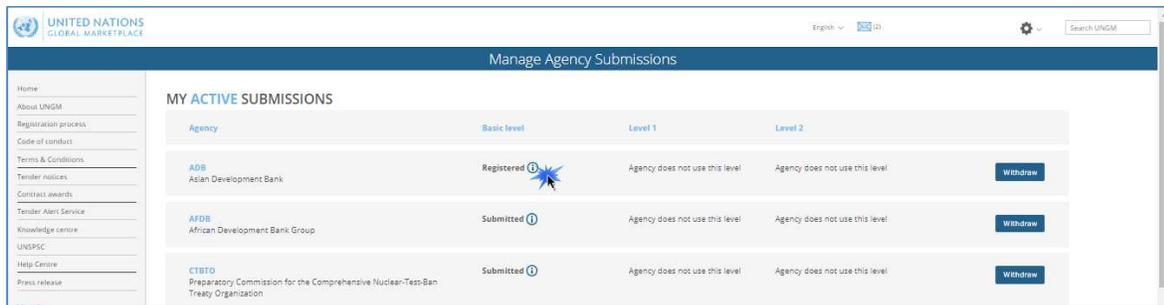
Under the 'What's next section', you will be able to see the number of UN organizations your company's profile is registered with. To find out more about your company's registration with UN agencies, click the **'Manage agency submissions' button** or the link in the left-hand menu.



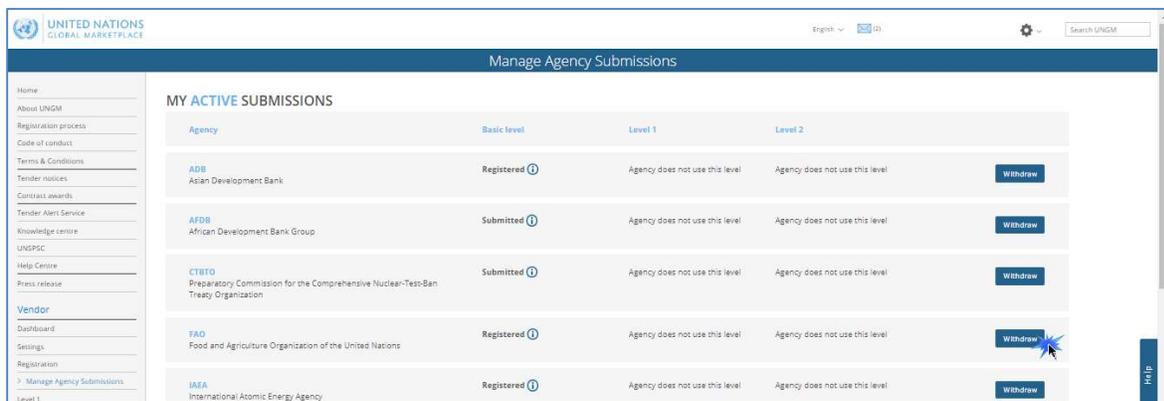
You will be redirected to the 'Manage agency submissions' page where you can check your registration status with UN agencies.

Depending on where your company is registered and/or the type of products and services your company can provide, the number of UN organizations with whom you can register may vary. The system is intuitive, and your company's profile will be matched automatically with relevant UN agencies.

If you place your mouse over the information symbol next to the status, you will be able to **see a description of the registration status with a specific agency.**



You can always **withdraw your submission with UN agencies** if you are not interested in doing business with some of them. In order to do so, click on the **'withdraw'** button in the right side of the page.



Please do not forget to **submit your completed registration** to the UN organizations matching your company's profile by clicking on the 'Submit registration' button.

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

You can also have a quick overview of your registration statuses with the different UN agencies under your dashboard\*. You can find all details regarding your UNGM account under your dashboard such as your **UNGM number**.

Click on the **'Dashboard'** link in the left-hand menu to access your dashboard.

The screenshot displays the 'My Dashboard' interface for a user named 'Diane Valentin'. The dashboard includes a navigation menu on the left, a central content area, and a right-hand sidebar. A red circle highlights the 'UNGM Number: 520214' in the account details section. Below this, a progress bar shows the registration status: 1. Account created, 2. Account activated, 3. Registration started, 4. Registration completed but not submitted, and 5. Registration submitted (marked with a checkmark). A 'Tender Alert Service' section offers to connect vendors to tenders, and a 'MY AGENCY SUBMISSIONS' table lists a submission for WHO.

**MY UNGM ACCOUNT**

Diane Valentin  
UNGM Number: 520214  
Last login: 25-Oct-2018 14:49:34  
Email: [redacted]  
Preferred language: en

**MY UNGM REGISTRATION - STATUS**

- 1 Account created
- 2 Account activated
- 3 Registration started
- 4 Registration completed but not submitted
- 5 Registration submitted

**MY AGENCY SUBMISSIONS**

Agency	Basic level	Level 1	Level 2
WHO	Registered		
	25-Oct-2018		

**\* Please ensure that you are registered with WHO!**

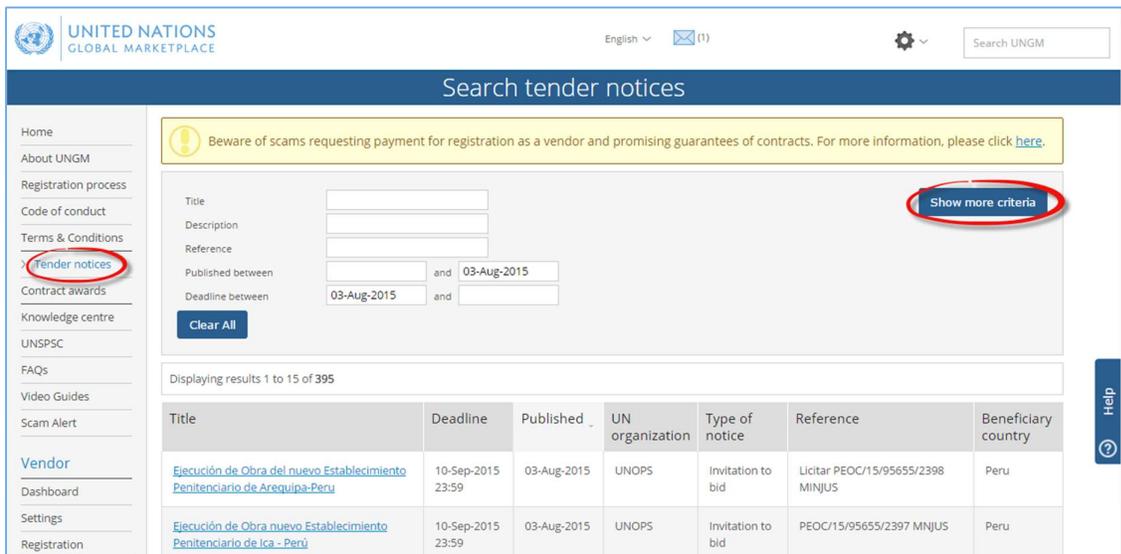
# ACCESS TENDER NOTICES ISSUED BY WHO

## STEP 1: SEARCH FOR TENDER NOTICES ISSUED BY WHO

From the UNGM homepage, log in and 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**.



If this is the first time you view the notice, you will see a blue **‘Express interest’** button. If you have already hit this button, you will see a green **‘View documents’** button.

Express Interest	<a href="#">PAK30 Development of curriculum that uses sport to promote community coherence, gender equality and tolerance for Young Women and Men in Java, Indonesia</a>	15-Nov-2018 17:56 (GMT 4.00)	25-Oct-2018	UN-Women	Request for proposal	RFQ/PAK30/2018/00824	Pakistan
Express Interest	<a href="#">Tender for IT Supplies</a>	07-Nov-2018 12:00 (GMT 0.00)	24-Oct-2018	FAO	Invitation to bid	2018/ABCDE/TCERD/100182	United Kingdom
Express Interest	<a href="#">Test UN Secretariat - Supply of Air Conditioners</a>	05-Nov-2018 11:00 (GMT 0.00)	24-Oct-2018	UNOPS	Request for quotation	RFQ/2018/28996	Multiple destinations
View Documents	<a href="#">Tender for Stationery</a>	14-Nov-2018 12:00 (GMT 0.00)	24-Oct-2018	FAO	Invitation to bid	2018/CSAPC/TCERD/100180	United Kingdom
Express Interest	<a href="#">RFQ Goods/Services -Corporate template v2016.1 (ENGLISH) .copy</a>	03-Nov-2018 11:00 (GMT 0.00)	24-Oct-2018	UNOPS	Request for quotation	RFQ/2018/28995	Multiple destinations

Click on this ‘View Documents’ button (on the left side) to gain **access to the tender documents**.

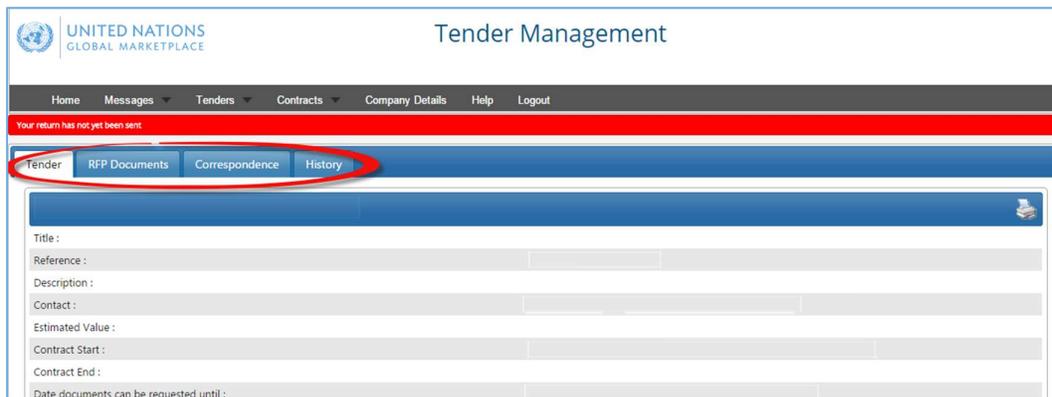
*NB: WHO normally expects Bidders to express their intention to bid shortly after publication of a **Service** tender. Clicking on the blue “Express Interest” or on the “Opt In” button (bottom of the “RFP Document” tab page) is not a formal Intention to Bid. Bidders must refer to the RFP documents to get detailed information on this process.*

**Goods** tenders (Invitation to bid or ITB): the Bidders are expected to “opt-in” to confirm their interest in the tender.

## STEP 2: TENDER MANAGEMENT

After logging in 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 inform WHO immediately (see Contact details page 20).



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 (Services) ITB documents (Goods):** **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.

“Placeholders” flag the mandatory documents without which the tender submission cannot be accepted.

- **Correspondence:** an area where you write to and receive answers from WHO (please note that note that this is the **ONLY** place that such correspondence should occur).
- **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

From this point onward, if you have questions, please contact us using the **CORRESPONDENCE** function of the e-tendering system or, if the Correspondence function is not available, via email (see Contact details page 20).

### STEP 3: ACCESS THE TENDER AT A LATER STAGE

There is a short-cut to the tender notices. After logging into your UNGM account, you can select the Menu option **‘My tenders’** 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’ 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 United Nations Global Marketplace. The top navigation bar includes the UNGM logo, language settings (English), a notification icon (1), and a search bar. The main content area is titled 'My Tenders' and features a search filter section with fields for Title, Description, Reference, Published between, and Deadline between. Below the filter is a 'Clear All' button. A message states 'Displaying results 1 to 2 of 2'. A table lists two tender notices:

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
<a href="#">View Documents</a>	<a href="#">Travel Services</a>	31-Aug-2015 00:00	01-Jul-2015	ILO	Request for proposal	RFP NO. 2/2015	United Kingdom
<a href="#">View Documents</a>	<a href="#">BEC - REP Library Renovation</a>	01-Sep-2015 00:00	01-Jul-2015	ILO	Request for proposal	RFP/00/2015/BEC	United Kingdom

The left-hand menu is visible, with 'My tenders/contracts' highlighted in red. A blue arrow points to the 'View Documents' button for the 'Travel Services' notice.

In case there are numerous tenders under WHO name, you can use the Search function on the left side:

Home Messages

Search

tender title

My Tenders  
Awarded  
Show all..

Filter

Customer  
All

Involvement  
All

The selected tender will appear on the screen. At the end of the tender you should click the “View Details” button and it will take you to Tender management with the below screen:

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 :

Date documents can be requested until :

## STEP 4: DOWNLOAD THE TENDER DOCUMENTS

In the ‘Tender Management’ page, please select the ‘**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.

NOTE : Large files may take some time to upload.

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.

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

You can submit your bid using the 'My Tender Return' section. It is mandatory to complete all placeholders and any Questionnaire listed under that section. 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.

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Select documents you wish to add to the **My Tender Return** section above using the **Attach Documents** button below.

NOTE : Large files can take some time to upload.

NOTE : Document Placeholders have been uploaded by the Procurement Department. Please upload a document for each mandatory placeholder before making a return.

Attach Documents

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NOTE: Large files may take some time to upload. **We advise you to keep the files under 5MB.** Zip files can be used.

## CONTACT DETAILS

**UNGM** technical support: [registry@ungm.org](mailto:registry@ungm.org)

**WHO Headquarters:**

Services: [etenderHQ@who.int](mailto:etenderHQ@who.int)

Goods: [LTAcurement@who.int](mailto:LTAcurement@who.int)

**Africa Regional Office:**

[regafro@afro.who.int](mailto:regafro@afro.who.int)

**Eastern Mediterranean Regional Office:**

[emrgotender@who.int](mailto:emrgotender@who.int)

**European Regional Office:**

[etenderEURO@who.int](mailto:etenderEURO@who.int)

**South-East Asia Regional Office:**

[sereg@who.int](mailto:sereg@who.int)

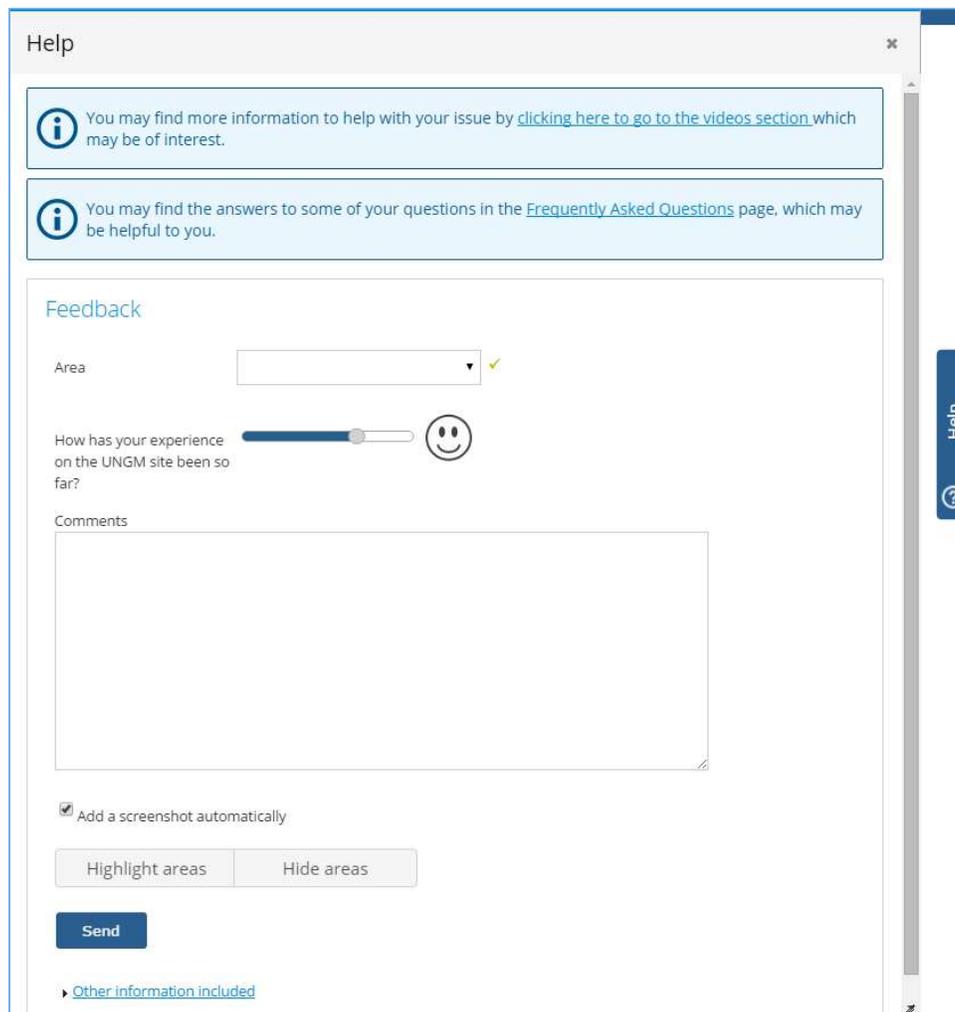
**Western Pacific Regional Office:**

[wprosao@who.int](mailto:wprosao@who.int)

# ADDITIONAL TOOLS

## HELP

If you need **Help** at any stage of the process, you can contact 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". The page contains two informational messages, a feedback form, and a sidebar. The first message says: "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 message says: "You may find the answers to some of your questions in the [Frequently Asked Questions](#) page, which may be helpful to you." The feedback form is titled "Feedback" and includes a dropdown menu for "Area", a slider for "How has your experience on the UNGM site been so far?" with a smiley face icon, a large text area for "Comments", a checkbox for "Add a screenshot automatically", and buttons for "Highlight areas" and "Hide areas". A "Send" button is at the bottom of the form. A sidebar on the right contains a "Help" button with a question mark icon. At the bottom of the form, there is a link for "Other information included".

If you urgently need assistance, you are also welcome to **contact UNGM technical support at [registry@ungm.org](mailto:registry@ungm.org)** for urgent assistance.

## - Service not provided by WHO<sup>1</sup> -

### TENDER ALERT SERVICE

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.**

This service is provided at a fee of USD250 per year.

The screenshot shows the 'Tender Alert Service' page on the UNGGM website. The page features a navigation menu on the left, a main content area with a 'TAS - CONNECTING Vendors to Tenders' header, and a 'What is the Tender Alert Service?' section. The 'What is it?' section describes the service as an email notification system for relevant tenders, listing five benefits: never missing a tender/revision, receiving relevant tenders, saving time and money, responding to tenders via email, and following procurement trends. The page also includes a 'SUBSCRIBE NOW' button and a 'See Tender Alert Service in action' link.

UNITED NATIONS GLOBAL MARKETPLACE

English (2)

Search UNGM

Tender Alert Service

Home

About UNGM

Registration process

Code of conduct

Terms & Conditions

Tender notices

Contract awards

Tender Alert Service

Knowledge centre

UNSPSC

Help Centre

Press release

Vendor

Dashboard

Settings

Registration

Manage Agency Submissions

Level 1

Vendor documents

My tenders

My Contracts

My TAS

Tips

My Business Seminar

English (2)

Search UNGM

TAS - CONNECTING Vendors to Tenders

Receive new and revised tenders matching your products and services via email

TAS TENDER ALERT SERVICE

> SUBSCRIBE NOW > See Tender Alert Service in action [No?! Maybe? Later? Tell us!](#)

What is the Tender Alert Service? Cost & Payment Method How to subscribe?

**What is it?**

An email service that provides details of new or revised tenders that matches your products and services. Start receiving tenders **today**.

**Five benefits**

- Never miss a tender/revision published on UNGM
- Receive relevant tenders for your products and services
- Saves you time and money, searching
- Respond to tenders from the email
- Follow procurement trends in related products and services

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<sup>1</sup> WHO does not ask for fees to access WHO tender information.