UNGM guide
Instructions on how to register with WHO and access WHO tenders

www.ungm.org
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!

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.
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.

![My Dashboard](image-url)
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.
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.
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.
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.

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.
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 service 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.

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