



UNITED NATIONS
GLOBAL MARKETPLACE



World Health
Organization

UNGM guide

Instructions on how to register with
WHO and access WHO tenders



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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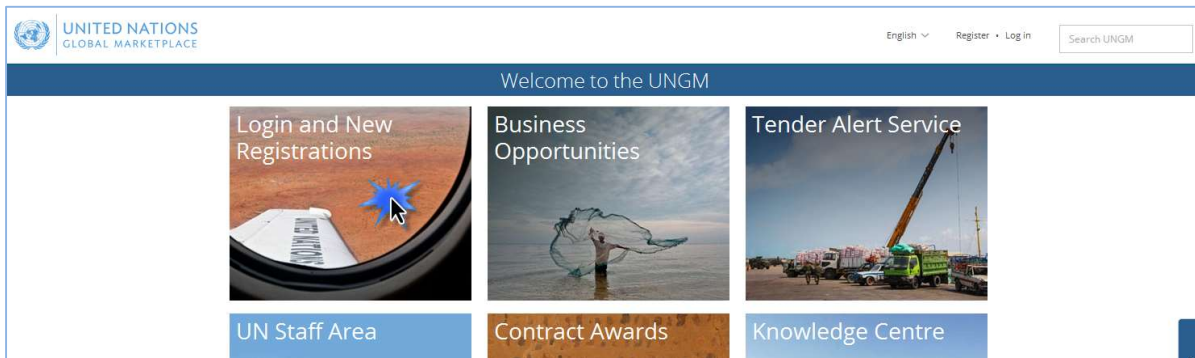
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REGISTRATION PROCESS ON UNGM

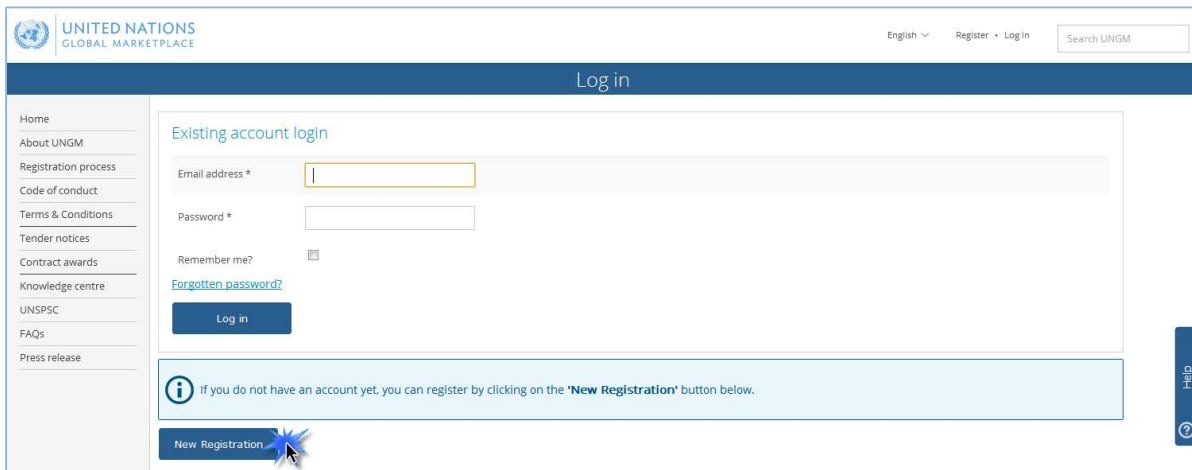
STEP 1: CREATION OF YOUR UNGM ACCOUNT

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
GLOBAL MARKETPLACE

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

Print

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
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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

* denotes required field

Basic company details

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

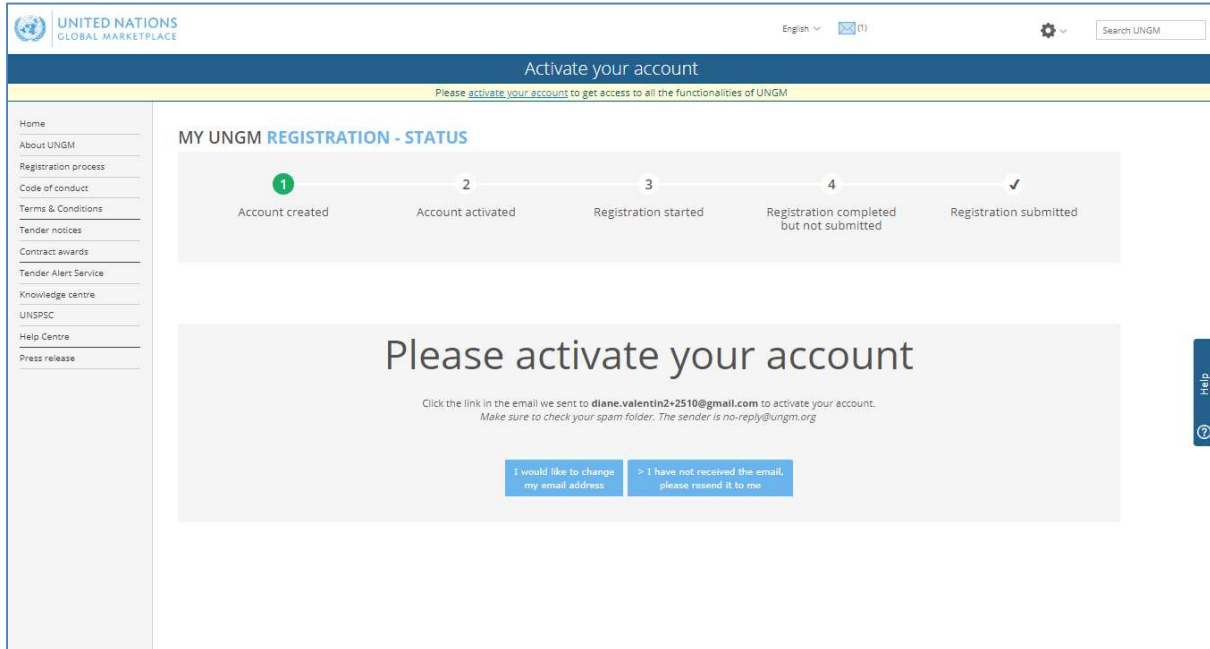
Source *

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.

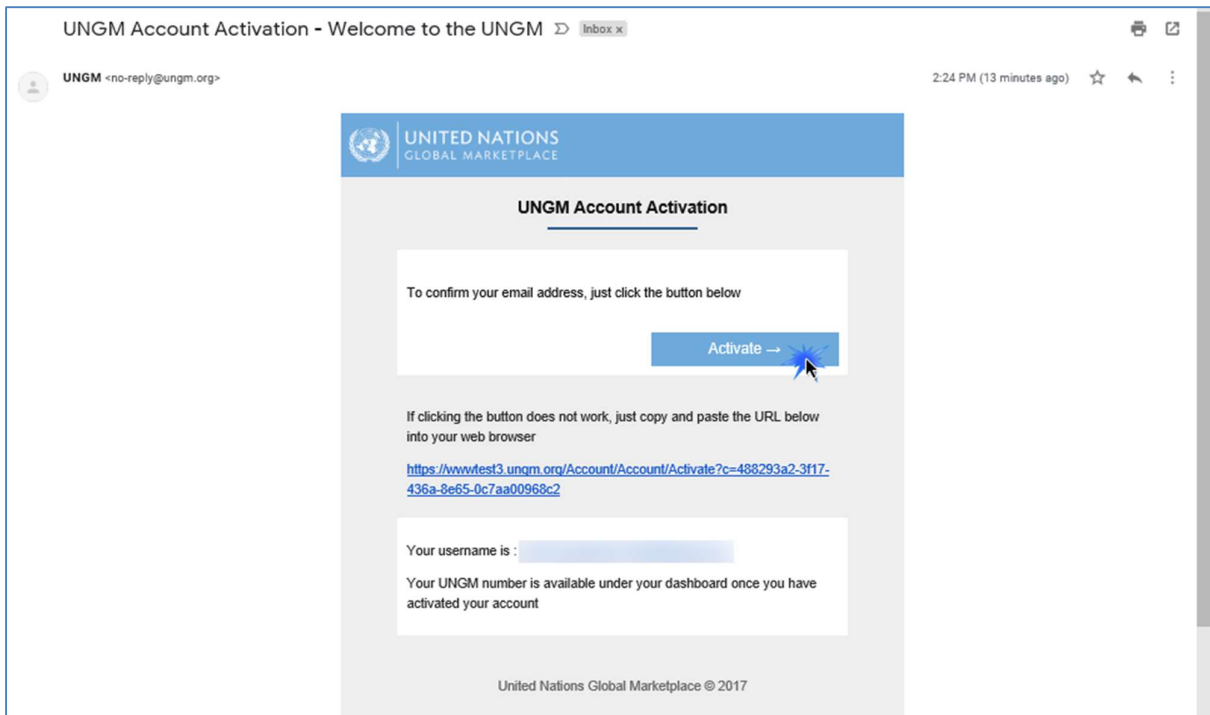
Send the activation link

STEP 2: ACTIVATE YOUR UNGM ACCOUNT

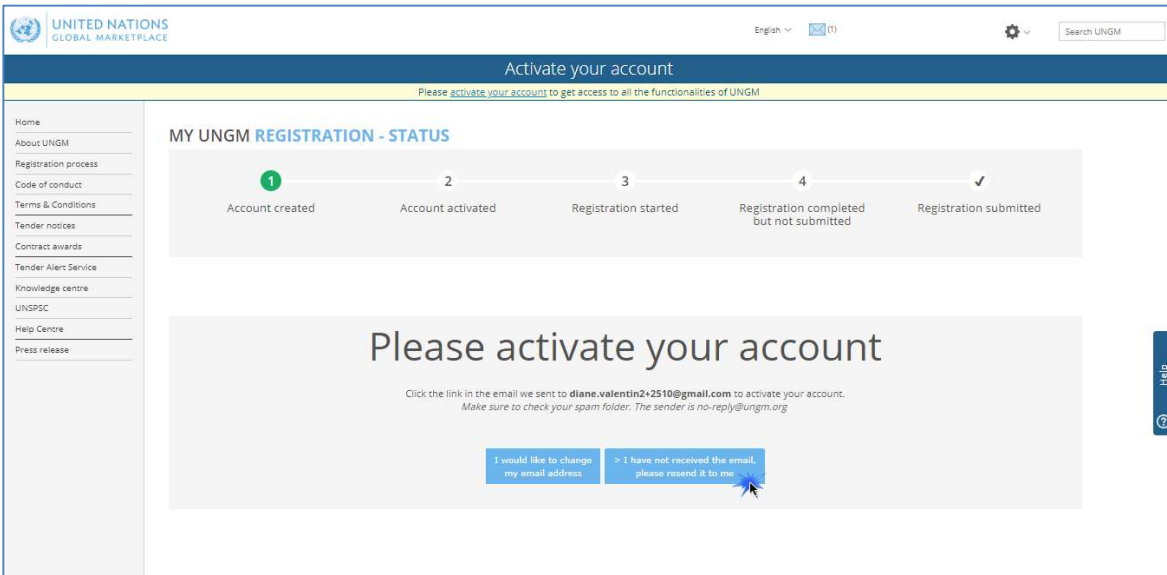
Once you have created your UNGM account, please do not forget to **activate it**.



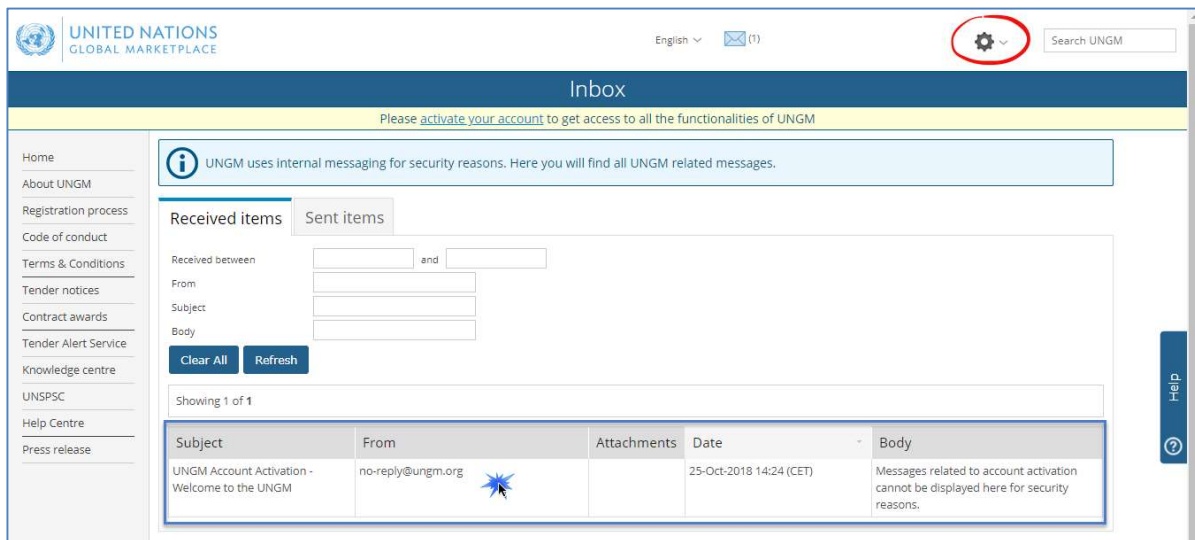
Go to your personal email inbox, where you should have received an email from UNGM containing an activation link. Please activate your UNGM account by clicking on the **'Activate' button**.



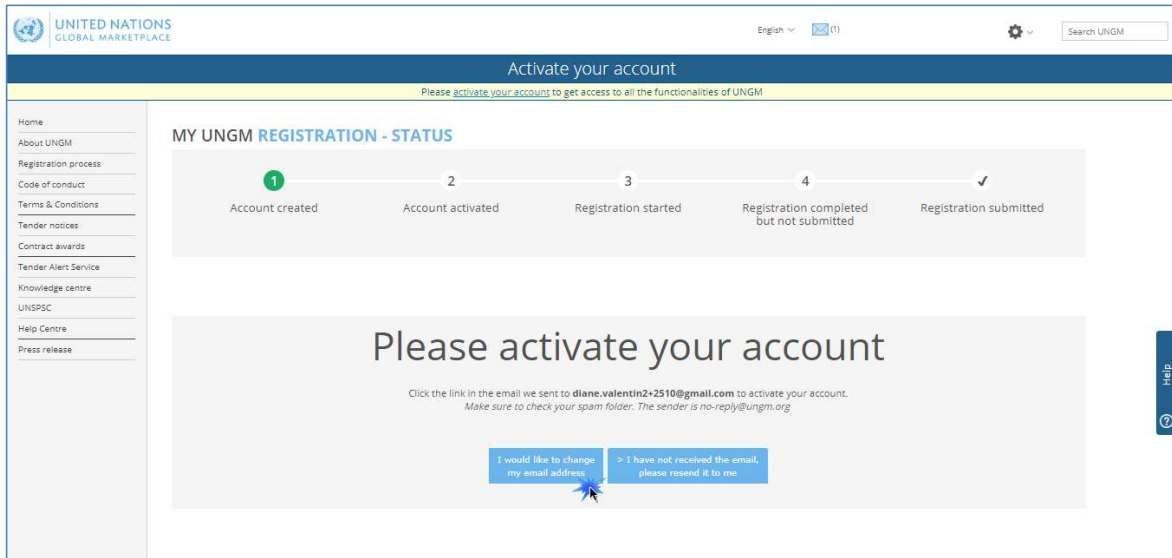
If you have not received the activation email, please note that you can resend it to yourself. You can either do it from the **'I have not received the email, please resend it to me'** button:



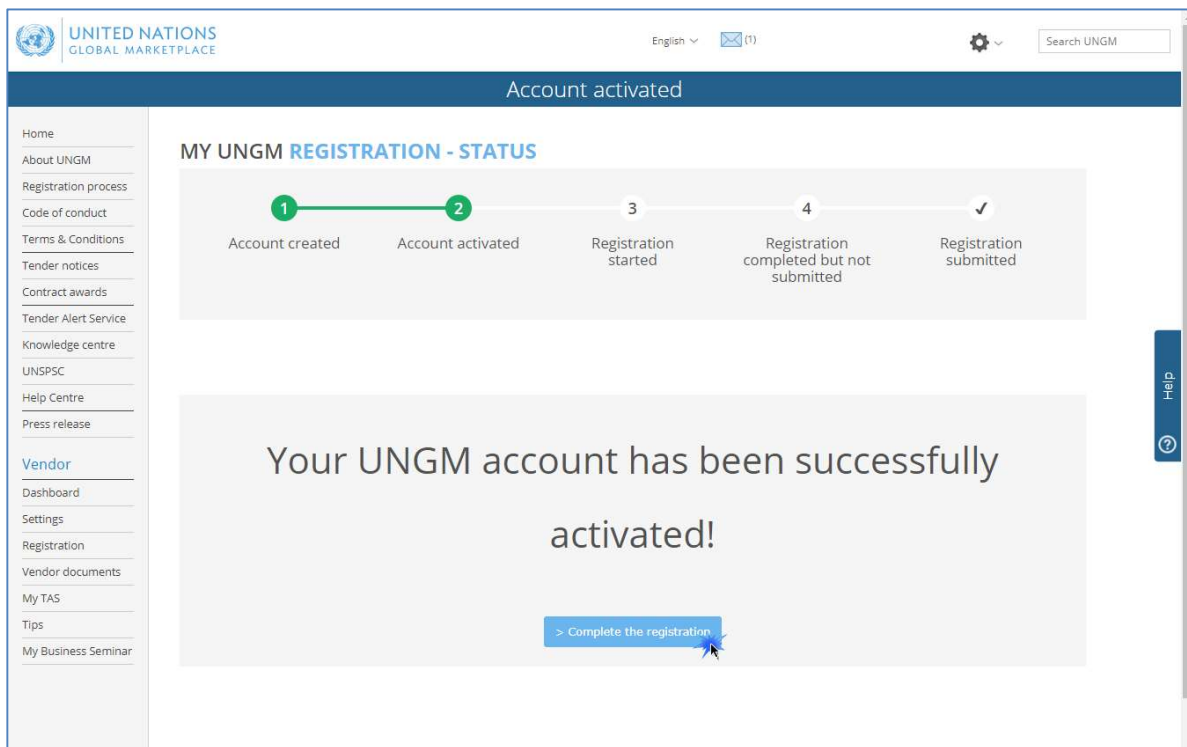
Or from your **UNGM inbox** accessible from the little wheel symbol in the top right side of the page:



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 form, Step 1: General. The form is titled "Vendor Registration" and has a progress bar at the top with 7 steps: 1. General (active), 2. Address, 3. Registration type, 4. Contacts, 5. Coding, 6. Declaration, and 7. What's next? The form is divided into three main sections: "General company information", "Company's Contact information", and "Company's Ownership Type".

General company information

- Company name *: Sunphines Ltd
- Trade name/DBA:
- Parent company:
- Company type *:
- License number *: 2131245546
- Country/territory *: Denmark
- Year established *:
- Number of employees *:
- Company Director's First Name *: Diane
- Company Director's Last Name *: Valentin

Company's Contact information

- Telephone country code *: Type a country/territory name
- Telephone number *:
- Fax country code: Type a country/territory name
- Fax number:
- Website:

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.

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 interface is in English and features a search bar at the top right. A progress bar at the top indicates seven steps: 1. General (active), 2. Address, 3. Registration type, 4. Contacts, 5. Coding, 6. Declaration, and 7. What's next?.

The 'General' step contains two main sections: 'General company information' and 'Company's Contact Information'.

General company information:

- Company name *: Sunshines Ltd
- Trade name/DBA: [empty]
- Parent company: [empty]
- Company type *: Software support (selected with a dropdown arrow and a green checkmark)
- License number *: 2131245546
- Country/territory *: Denmark
- Year established *: 1998 (with a green checkmark)
- Number of employees *: 75 (with a green checkmark)
- Company Director's First Name *: [empty]
- Company Director's Last Name *: [empty]

Company's Contact Information:

- Telephone country code *: Denmark (+45) (with a green checkmark)
- Telephone number *: 212546546 (with a green checkmark)
- Fax country code: Type a country/territory name
- Fax number: [empty]
- Website: [empty]

Company's Ownership Type:

- Company's Ownership *: ☒ Privately-owned (selected with a radio button and a green checkmark). Other options: ☐ Not applicable, ☐ Publicly-traded, ☐ Part of a business conglomerate.
- Please provide the name(s) of owner(s) and/or principals (including parent company, subsidiaries/affiliates, CEO/Managing Director, and those with controlling interest, if applicable): [empty text area]
- Women Ownership: ☒ The company is at least 51% owned and controlled by one or more women (selected with a radio button and a green checkmark). Other options: ☐ Not applicable, ☐ The company is less than 51% owned and controlled by one or more women.

A blue information box at the bottom states: "By selecting this option, you self-declare that your company is a woman-owned business."

The 'Save & Continue' button is located at the bottom right of the form, highlighted with a blue star icon.

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' interface with a progress bar at the top indicating six steps: 1. General, 2. Address (current step), 3. Registration type, 4. Contacts, 5. Coding, 6. Declaration, and a final 'What's next?' step. The 'Address' section is divided into two columns. The left column, titled 'Company address information', contains fields for House number (filled with '51'), Address line 1* (filled with 'Marmøse'), Address line 2, Address line 3, City/town* (filled with 'Copenhagen'), Country/territory* (filled with 'Denmark'), and Postal code (filled with '2100'). Each field has a green checkmark to its right. The right column, titled 'P.O. Box address (optional)', contains fields for P.O. Box number, P.O. Box postal code, City/town for P.O. Box, and Country/area (with a placeholder 'Type a country/territory name'). At the bottom left of the form is a '< General info' button, and at the bottom right is a 'Save & Continue >' button, which is highlighted with a blue star icon. A sidebar on the left contains navigation links, and a footer 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 'Registration type' step in the 'Vendor Registration' process. The progress bar at the top shows steps 1 through 6, with step 3 'Registration type' highlighted. The main content area has a title 'National / International' and two radio button options: 'National' (selected) and 'International'. Below this is a section titled 'Country/areas of business' with a text box containing instructions: 'Please select and list the countries in which your company is able to supply goods and services to UN organizations.' Below the text box is a yellow warning box stating: 'No countries/areas are selected. It is assumed that you are able and interested in doing business in all countries/areas.' At the bottom of this section is a 'Country/area' input field with a placeholder 'Type a country/territory' and two buttons: 'Select all' and 'Remove all'. At the bottom left of the form is an '< Address' button, and at the bottom right is a 'Save & Continue >' button, highlighted with a blue star icon. The same sidebar and footer from the previous screenshot are present.

4. Contacts

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

The screenshot shows the 'Vendor Registration' process in the UNGM system. A progress bar at the top indicates seven 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 fields for: 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 (Type a country/territory name), and Mobile number. Navigation buttons at the bottom include '< Registration type' and 'Save & Continue >'. A sidebar on the left lists various account management options, and a 'Help' button is on the right.

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 after registration. It displays the user's profile: Mrs. Diane Valentin, Email: diane.valentin2510@gmail.com, Job title: Sales Manager, Country: Denmark, and Telephone number: Denmark (+45) 54564545456. Below this is the 'Invited contacts' section, which includes a message: '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.' and an 'Invite another contact' button. The footer contains the copyright notice: '© 2018 - United Nations Global Marketplace - Terms and Conditions'.

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 United Nations Global Marketplace. The 'Coding' step is highlighted in the progress bar. A blue star icon is placed over the 'Save & Continue' button. The main content area displays the 'UNSPSC selector' with a search bar containing the word 'software'. Below the search bar, a tree view of UNSPSC codes is shown, with several codes selected (indicated by blue checkmarks). The codes are organized into categories: E - Medical, Laboratory & Test Equipment & Supplies & Pharmaceuticals; G - Business, Communication & Technology Equipment & Supplies; and I - Information Technology Broadcasting and Telecommunications. The 'Save & Continue' button is located at the bottom right of the selector area.

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 at the United Nations Global Marketplace. The progress bar at the top indicates seven steps: 1. General, 2. Address, 3. Registration type, 4. Contacts, 5. Coding, 6. Declaration (current step), and 7. What's next? The 'Declaration of eligibility' section contains seven numbered statements for review. A blue box prompts the user to 'Please review the following seven (7) conditions and select one of the options provided'. Below the statements, there are two radio button options: 'Based on 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 'The entity that I represent, i.e. the 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.)'. The first option is selected. At the bottom, there are two buttons: '< Coding' and 'Save & Continue >'. A blue cursor arrow points to the 'Save & Continue >' button.

UNITED NATIONS GLOBAL MARKETPLACE

Vendor Registration

1 General 2 Address 3 Registration type 4 Contacts 5 Coding 6 Declaration 7 What's next?

Declaration of eligibility

Please review the following seven (7) conditions and select one of the options provided

1. 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.
2. Sunshines Ltd is not currently ineligible, removed or suspended by any of the Organizations within the United Nations system and the World Bank Group.
3. 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.
4. 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.
5. Sunshines Ltd does not have any legal proceedings against or disputes with a UN entity.
6. 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.
7. 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.

Select an option

☒ Based on 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.

☐ The entity that I represent, i.e. the 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, 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).

< Coding Save & Continue >

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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?' page after successful registration. The progress bar at the top shows all seven steps completed, with 'What's next?' marked with a green checkmark. The main content area is divided into two columns. The left column contains two large statistics: 'You are now registered with 29 agencies' and 'Right now 23 active tenders in UNGM'. The right column contains two sections: 'MY AGENCY SUBMISSIONS' with a 'Manage agency submissions' button, and 'Tender Alert Service - CONNECTING Vendors to Tenders' with a 'Subscribe now' button. At the bottom left, there is a '< Declaration of eligibility' button. The footer includes the copyright notice: '© 2018 - United Nations Global Marketplace • Terms and Conditions'.

UNITED NATIONS GLOBAL MARKETPLACE

Vendor Registration

1 General 2 Address 3 Registration type 4 Contacts 5 Coding 6 Declaration 7 What's next?

You are now registered with 29 agencies

Right now 23 active tenders in UNGM

MY AGENCY SUBMISSIONS

Thank you. Your vendor registration profile is complete, saved and processed. You can now manage your agency submissions.

> Manage agency submissions

Tender Alert Service - CONNECTING Vendors to Tenders

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.

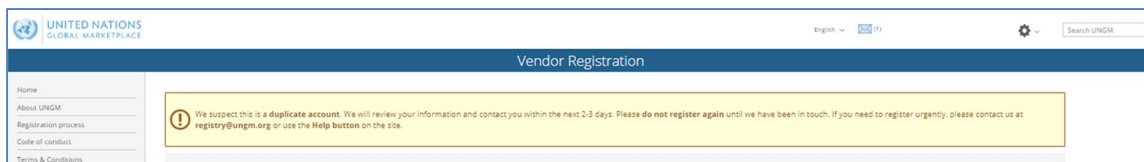
Show me more!

> Subscribe now

< Declaration of eligibility

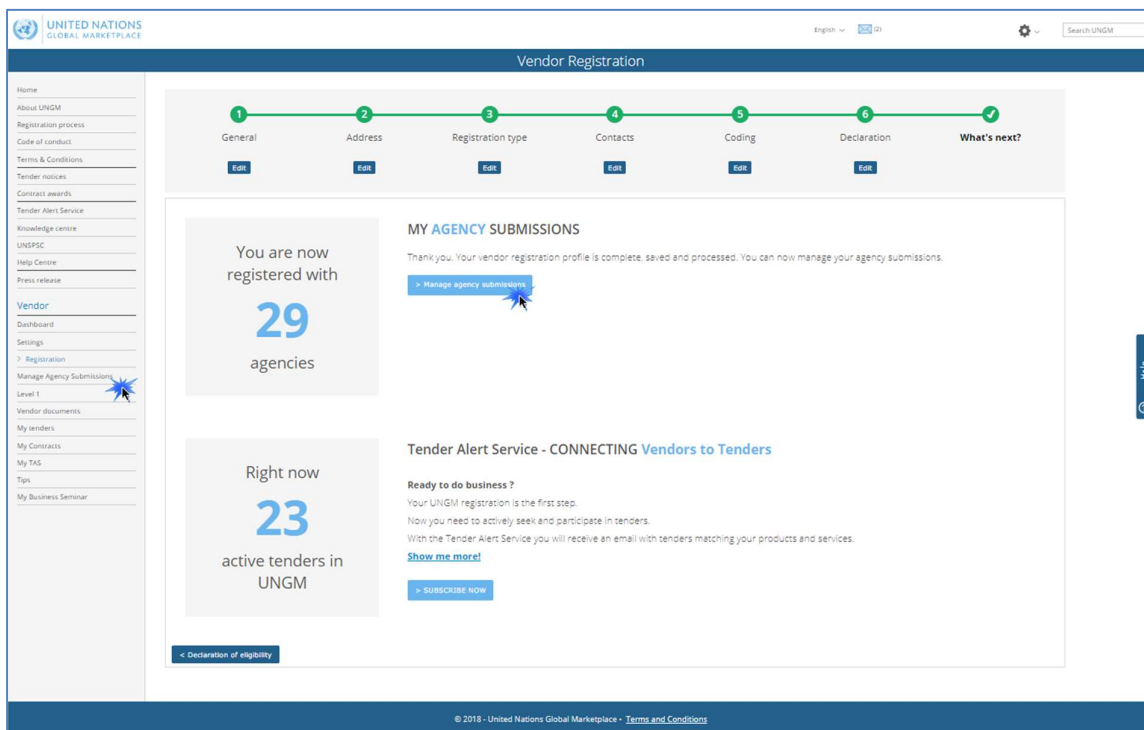
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In case you see the following screening with a message informing that a duplicate account has been identified, please contact immediately contact UNGM technical support (see Contact details page 20).



STEP 4: MANAGE AGENCY SUBMISSIONS

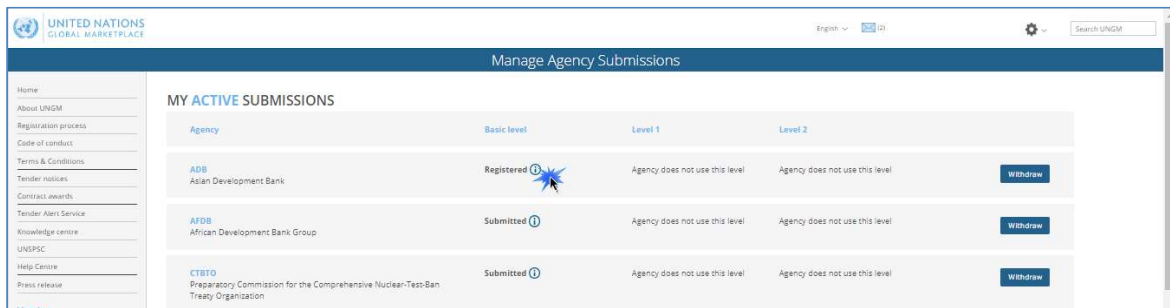
Under the 'What's next section', you will be able to see the number of UN organizations your company's profile is registered with. To find out more about your company's registration with UN agencies, click the **'Manage agency submissions' button** or the link in the left-hand menu.



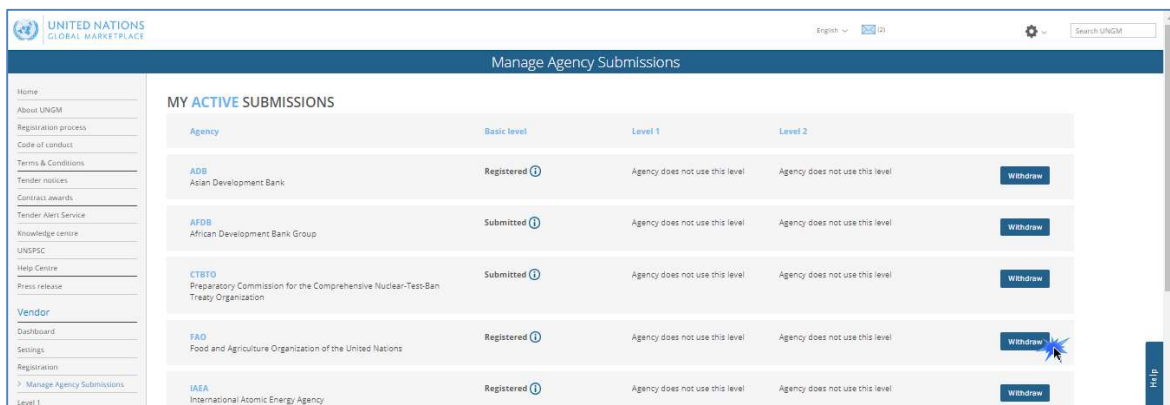
You will be redirected to the 'Manage agency submissions' page where you can check your registration status with UN agencies.

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.

UNITED NATIONS GLOBAL MARKETPLACE

English | | | Search UNGM

My Dashboard

TIP: Please ensure that your company name is exactly like it appears on your certificate of incorporation. You can edit it by using the 'Change Company Name' button under the [General tab](#) of the registration.

MY UNGM ACCOUNT

 **Diane Valentin** [Manage my account settings](#)

UNGM Number: 520214
Last sign: 25-Oct-2018 14:49:34
Email: [dvalentin@un.org](#)
Preferred language: en

NEED HELP?

[FAQs](#) [Video tutorials](#) [User manuals](#)

MY UNGM REGISTRATION - STATUS

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

Right now

23

active tenders in UNGM

Tender Alert Service - CONNECTING Vendors to Tenders

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.

[Show me more!](#)

[SUBSCRIBE NOW](#)

MY AGENCY SUBMISSIONS

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

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

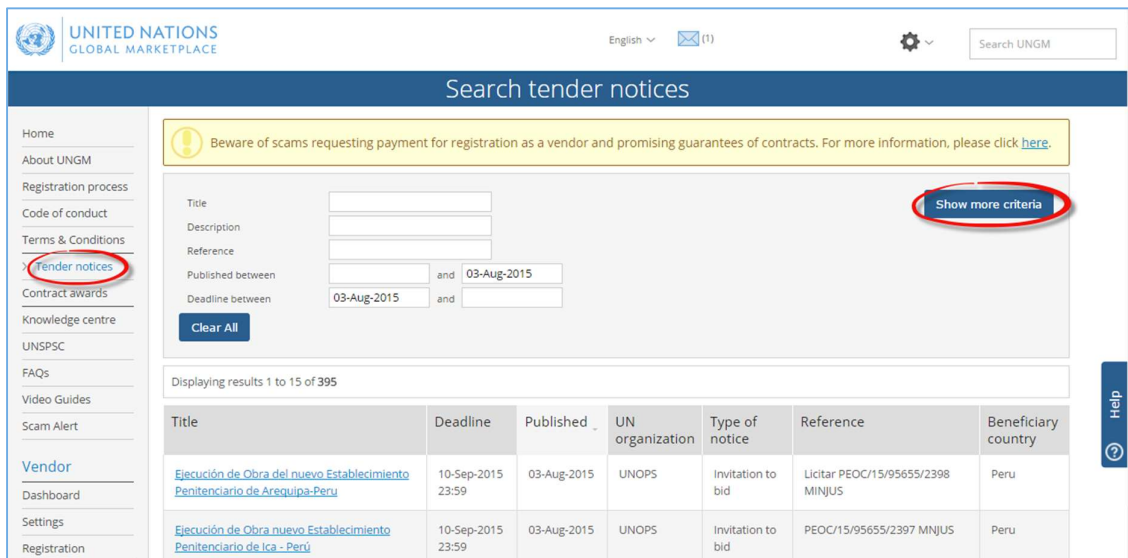
ACCESS TENDER NOTICES ISSUED BY WHO

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	PAK30 Development of curriculum that uses report to promote community coherence, gender equality and tolerance for Young Women and Men in Java, Indonesia	15-Nov-2018 17:56 (GMT 4.00)	25-Oct-2018	UN-Women	Request for proposal	RFP/PAK30/2018/00824	Pakistan
Express Interest	Tender for IT Supplies	07-Nov-2018 12:00 (GMT 0.00)	24-Oct-2018	FAO	Invitation to bid	2018/ABCODE/TCERD/100182	United Kingdom
Express Interest	Test UN Secretariat - Supply of Air Conditioners	05-Nov-2018 11:00 (GMT 0.00)	24-Oct-2018	UNDP	Request for quotation	RFQ/2018/28996	Multiple destinations
View Documents	Tender for Stationery	14-Nov-2018 12:00 (GMT 0.00)	24-Oct-2018	FAO	Invitation to bid	2018/CSAPC/TCERD/100180	United Kingdom
Express Interest	RFQ Goods/Services -Corporate template v2016.1 (ENGLISH) .copy	03-Nov-2018 11:00 (GMT 0.00)	24-Oct-2018	UNDP	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 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 left sidebar menu lists various options, with 'My tenders/contracts' circled in red and a blue arrow pointing to it. The main content area shows a search filter section with fields for Title, Description, Reference, Published between, and Deadline between, along with a 'Clear All' button. Below this, a table displays two tender results:

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

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.

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

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

WHO Headquarters:

Services: etenderHQ@who.int

Goods: LTApurchasement@who.int

Africa Regional Office:

regafro@afro.who.int

Eastern Mediterranean Regional Office:

emrgotender@who.int

European Regional Office:

etenderEURO@who.int

South-East Asia Regional Office:

sereg@who.int

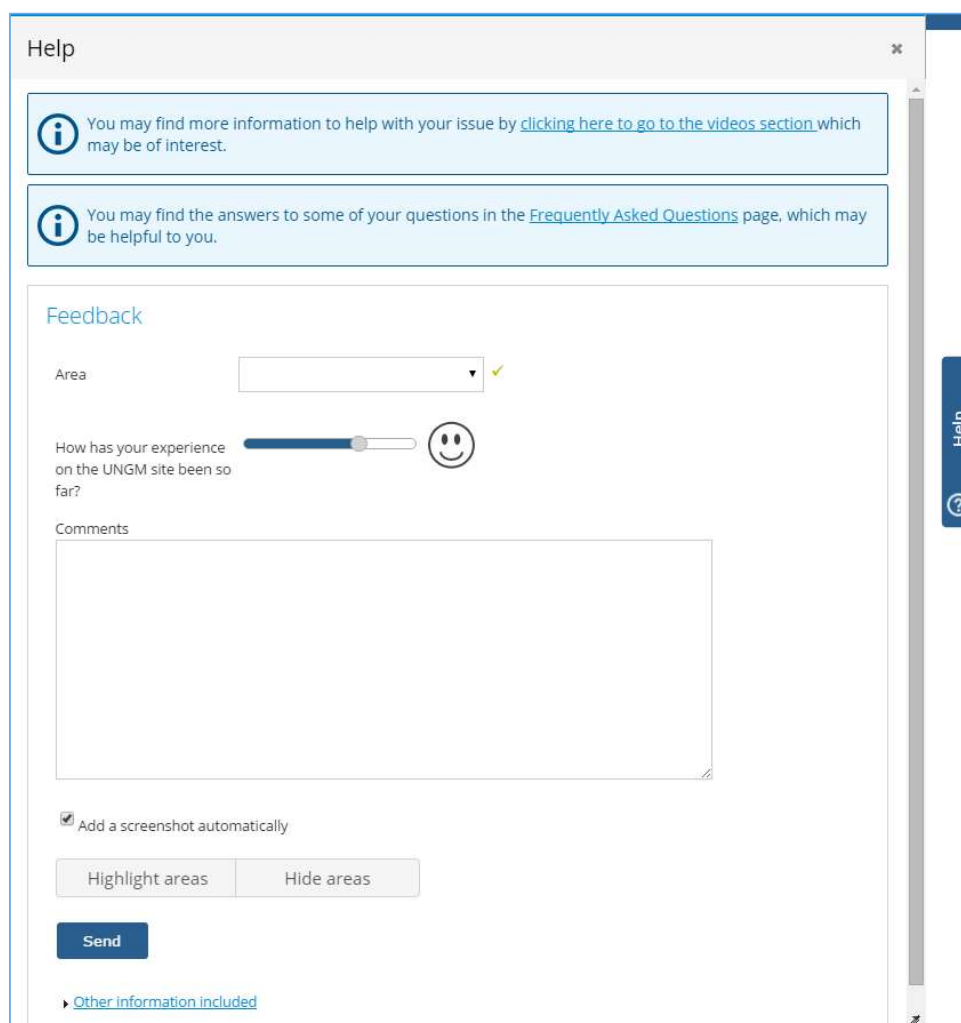
Western Pacific Regional Office:

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". 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 starts with a label "Area" followed by a dropdown menu with a green checkmark icon. Then, there is a question "How has your experience on the UNGM site been so far?" followed by a horizontal slider and a smiley face icon. Below this is a "Comments" label and a large text area. At the bottom of the feedback section, there is a checkbox labeled "Add a screenshot automatically", two buttons labeled "Highlight areas" and "Hide areas", and a blue "Send" button. At the very bottom, there is a link "Other information included" with a right-pointing arrow. On the right side of the browser window, there is a vertical sidebar with a "Help" button and a question mark icon.

If you urgently need assistance, you are also welcome to **contact UNGM technical support at registry@ungm.org** for urgent assistance.

- Service not provided by WHO¹ -

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 United Nations Global Marketplace. The page has a blue header with the UN logo and 'UNITED NATIONS GLOBAL MARKETPLACE'. Below the header, the page title 'Tender Alert Service' is displayed. The main content area features the heading 'TAS - CONNECTING Vendors to Tenders' and a subheading 'Receive new and revised tenders matching your products and services via email'. There are two buttons: '> SUBSCRIBE NOW' and '> See Tender Alert Service in action'. Below these buttons, there are three tabs: 'What is the Tender Alert Service?', 'Cost & Payment Method', and 'How to subscribe?'. The 'What is the Tender Alert Service?' tab is active, showing a description of the service and a list of five benefits. The footer of the page contains the copyright information: '© 2018 - United Nations Global Marketplace • Terms and Conditions'.

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GLOBAL MARKETPLACE

English (2)

Search UNGM

Tender Alert Service

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Manage Agency Submissions
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My tenders
My Contracts
My TAS
Tips
My Business Seminar

**TAS - CONNECTING
Vendors to Tenders**

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

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

**TAS
TENDER ALERT
SERVICE**

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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¹ WHO does not ask for fees to access WHO tender information.