UNGM
United Nations
Global Marketplace

World Health Organization

UNGM guide

Instructions on how to register with WHO and access WHO tenders



www.ungm.org

World Health Organization

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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REGISTRATION PROCESS ON UNGM

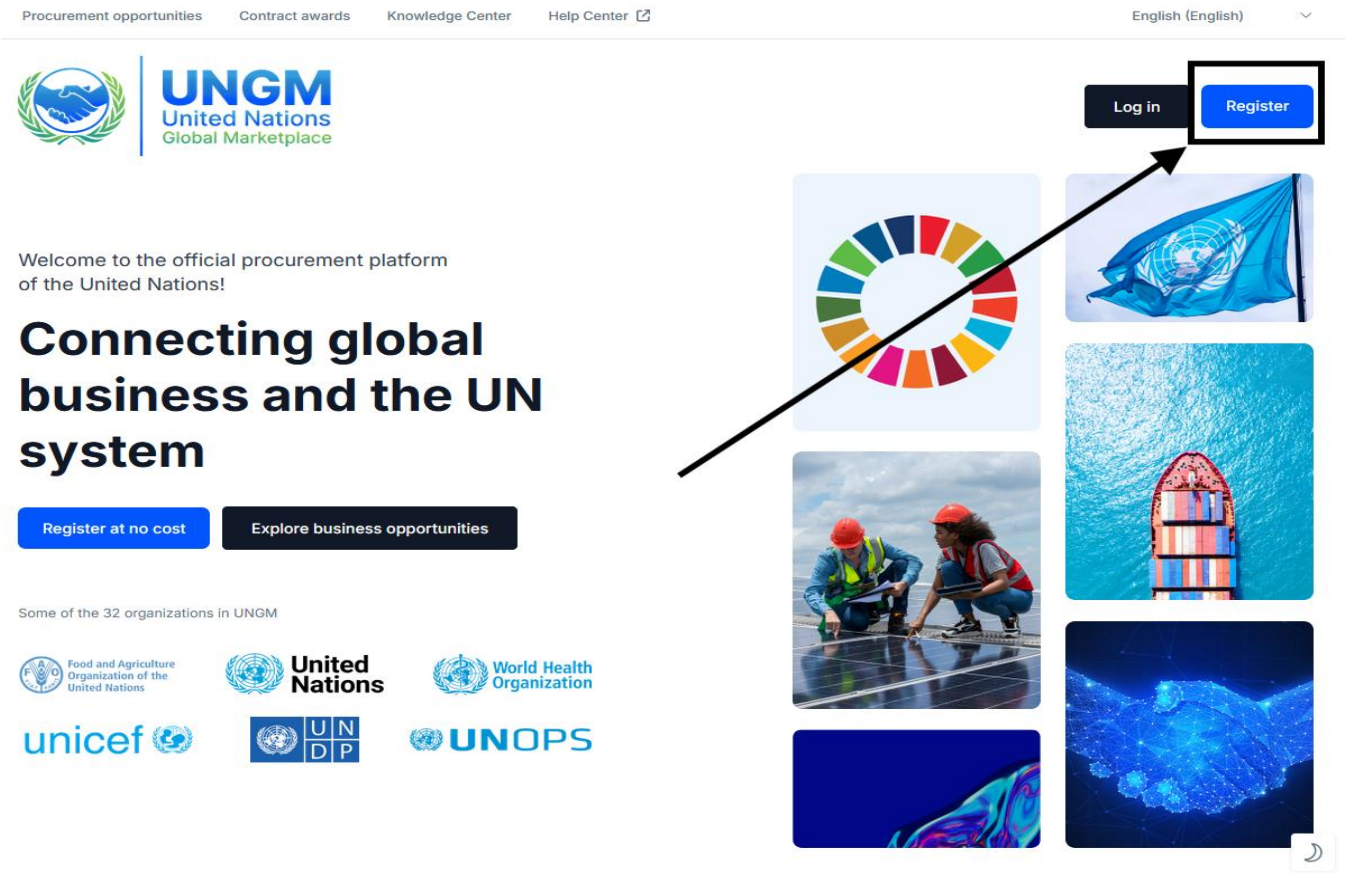
STEP 1: CREATION OF YOUR UNGM ACCOUNT AND ACTIVATION

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.

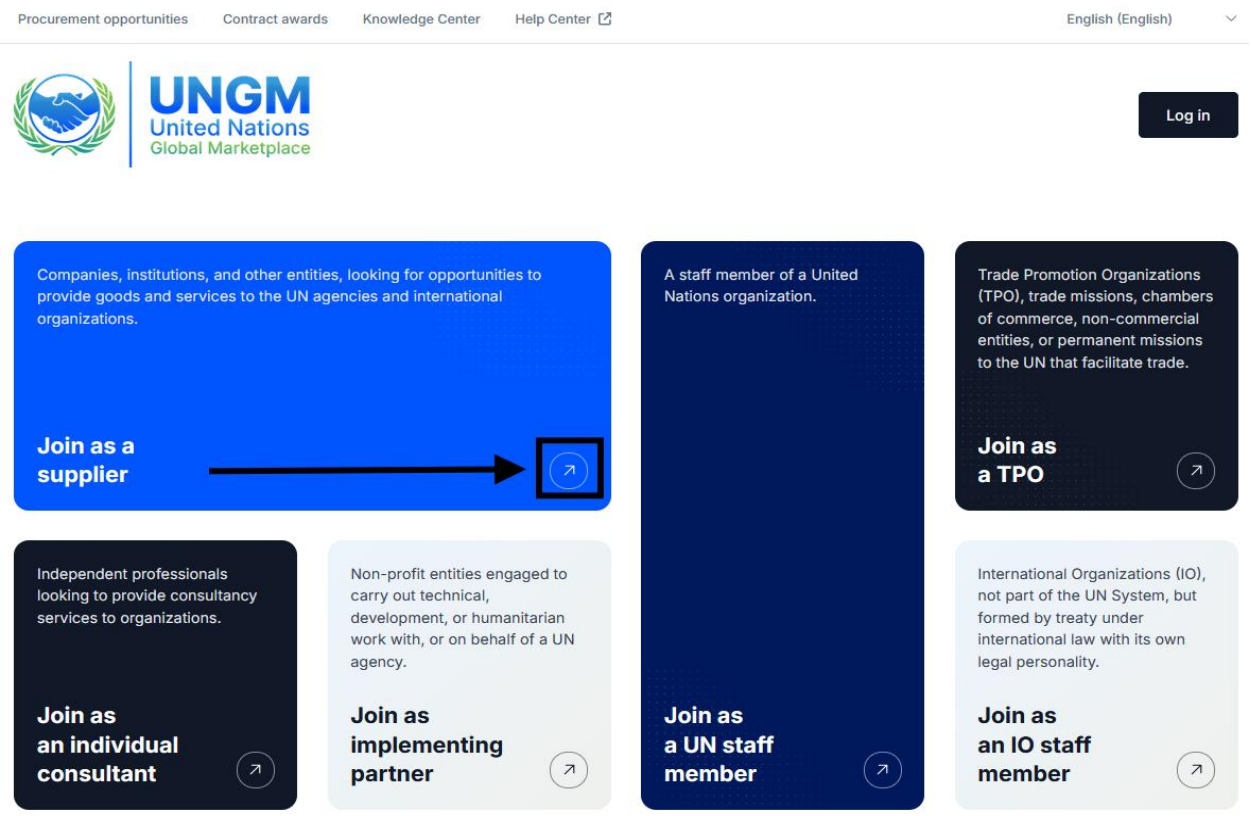
To **create a supplier account on UNGM**, follow these steps:

1. Go to the **UNGM site**. Suppliers are recommended to use Google Chrome as a web browser to navigate the UNGM site.

2. At the top right corner of the page, click on **Register**.

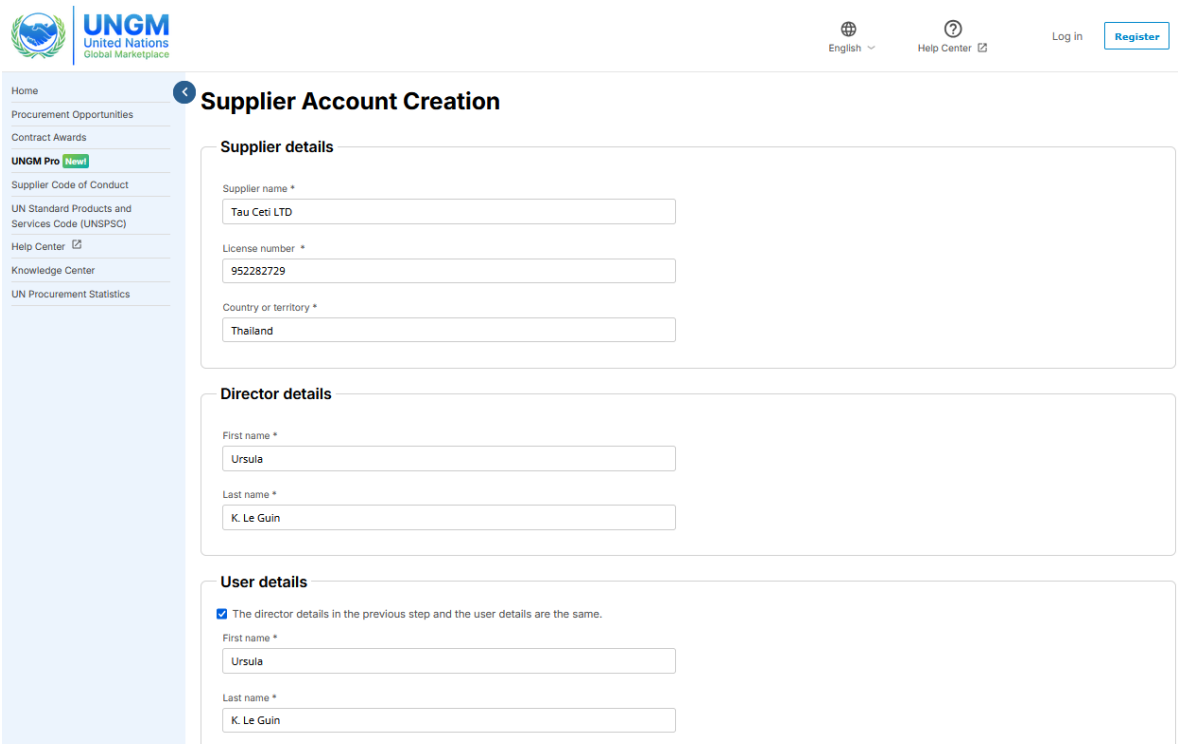


3. Click on the **Join as a supplier** tile. Please select the type of registration by clicking on the relevant box. Please click on the

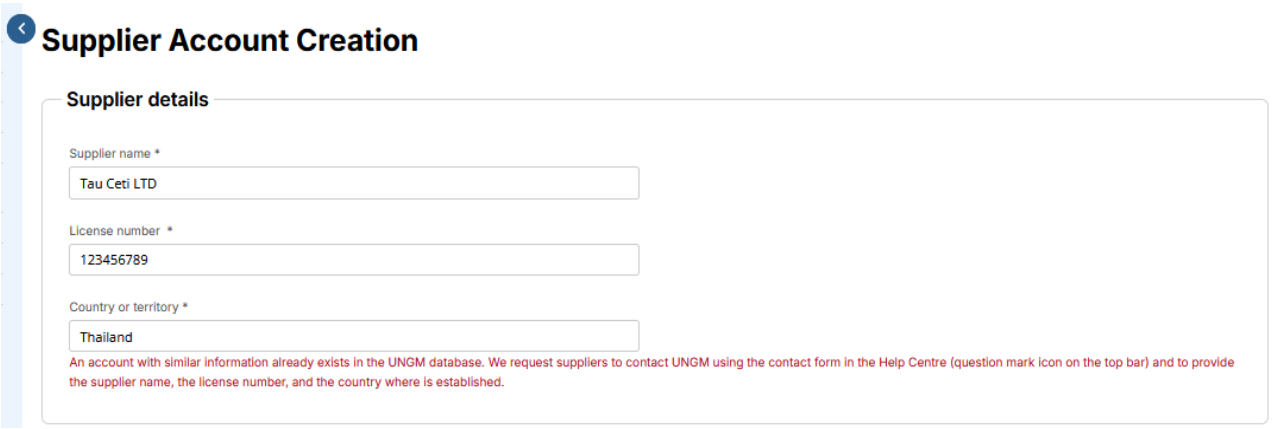


4. **Complete the required information.**

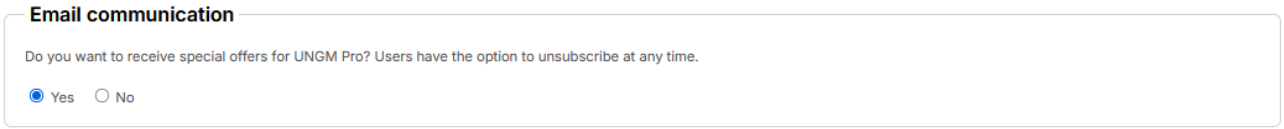
- The email address provided will become the account's username. It will be used for logging into the supplier's account and for authentication. It must be a valid email address.
- Provide the **supplier's name** as it appears on the company's Certificate of Incorporation or other legal documentation.



- If a **message** appears informing that a company with a similar name already exists, suppliers are advised to contact UNGM using the Help Center contact form.

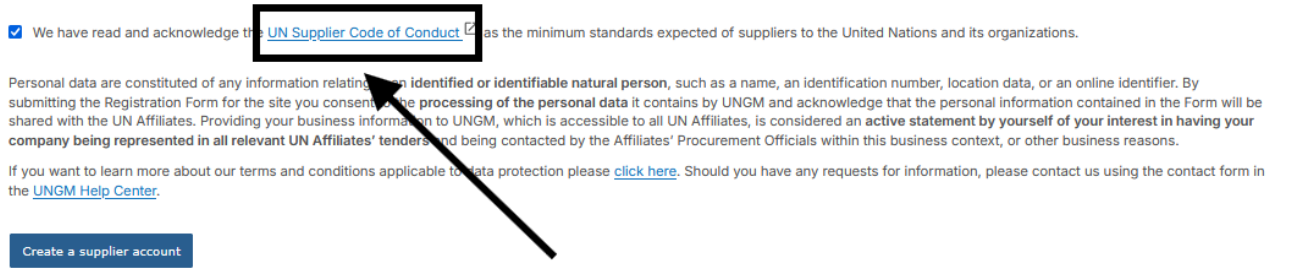


5. Click on **Yes** if you would like to receive promotion emails from UNGM. UNGM sends on average 2 emails of this kind per month and offers the option to unsubscribe at any time. If you are not interested in receiving promotion emails, select **No**.



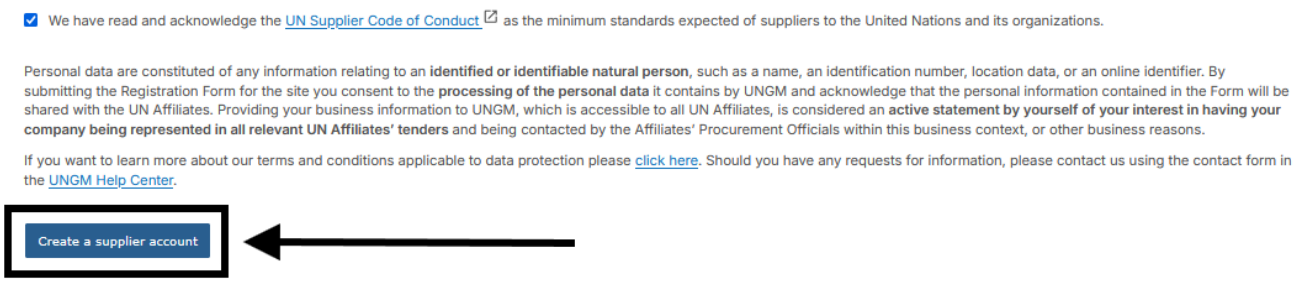
6. Download and read the **UN Supplier Code of Conduct.**

   Confirm that you have read and acknowledge the UN Supplier Code of Conduct by **ticking the checkbox.**



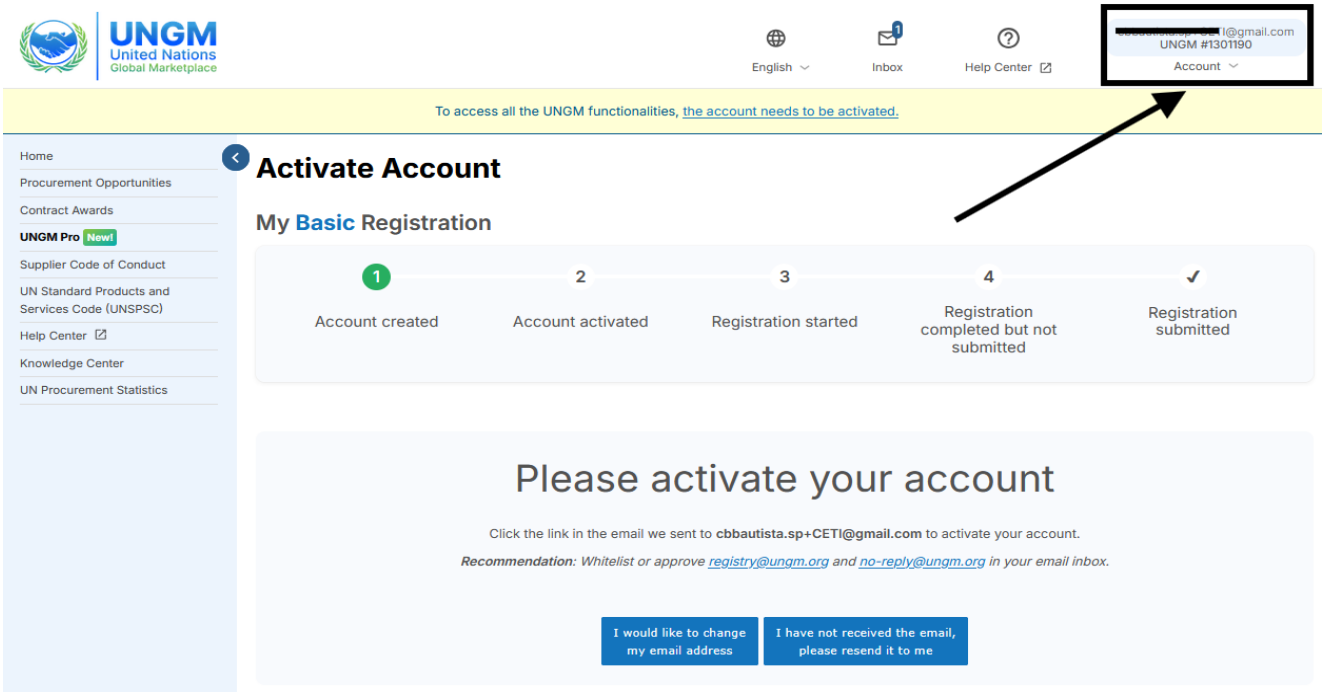
7. Click on the Create a supplier account button. An activation email will be sent to the email address.

   Suppliers are advised to whitelist or approve registry@ungm.org and no-reply@ungm.org to the sender list in their inbox.

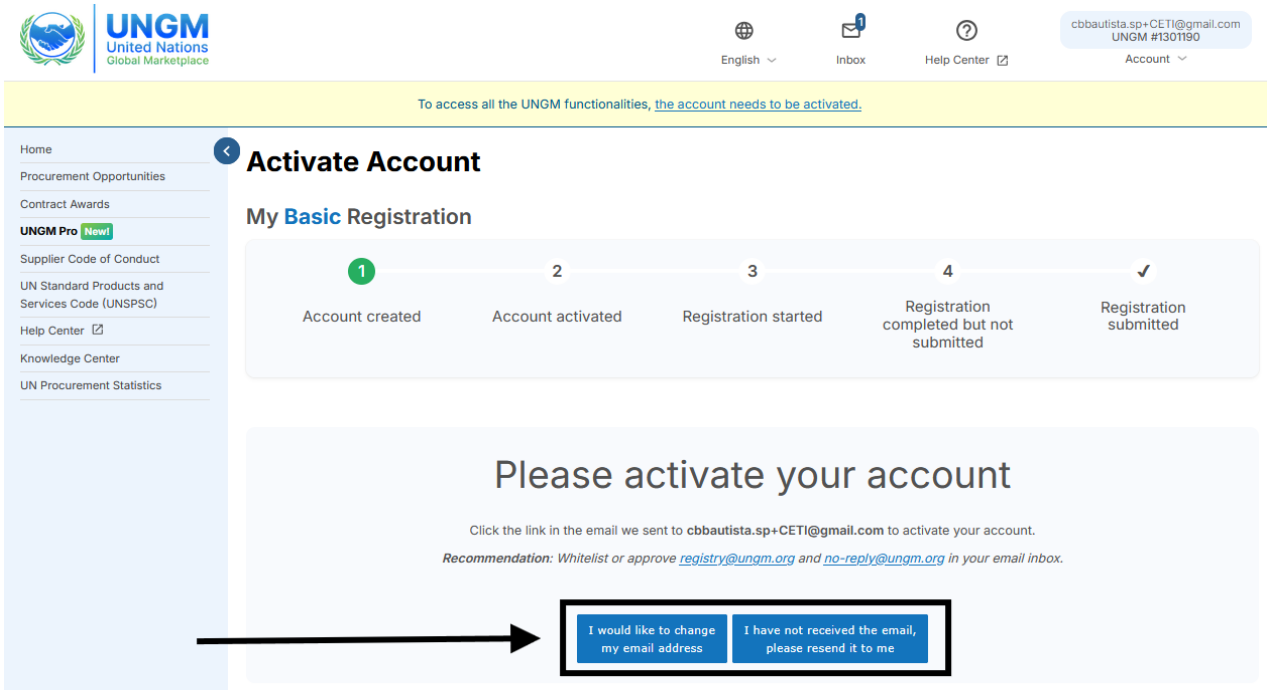


8. The following page will be visible in the account, requiring suppliers to **activate the UNGM account.**

In the upper right corner, suppliers will see their **username** (the email address used to create the account) and their **UNGM number**, which consists of six or seven digits.

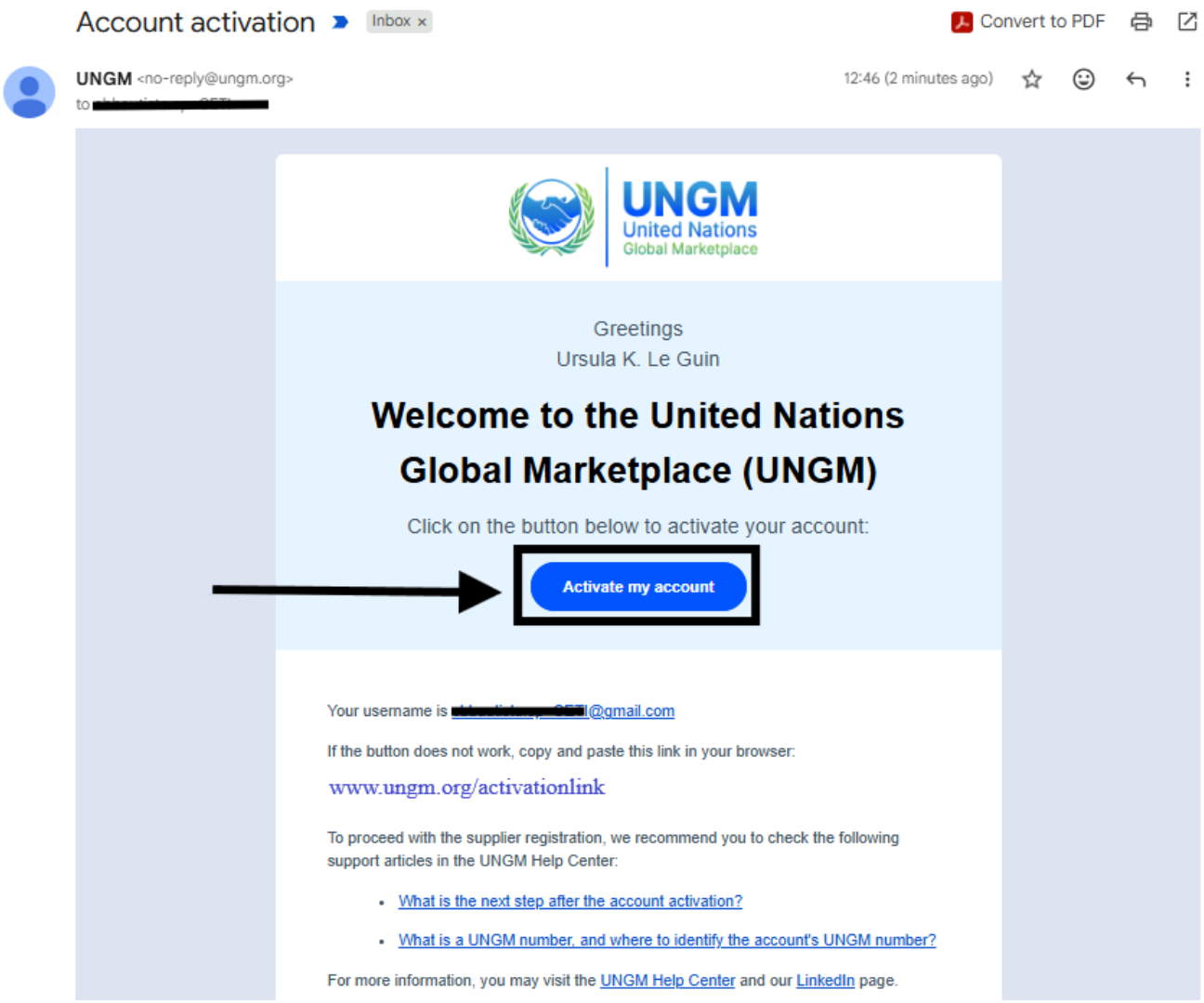


If suppliers **have not received the activation email**, they may change the email address or resend it to the already provided email address

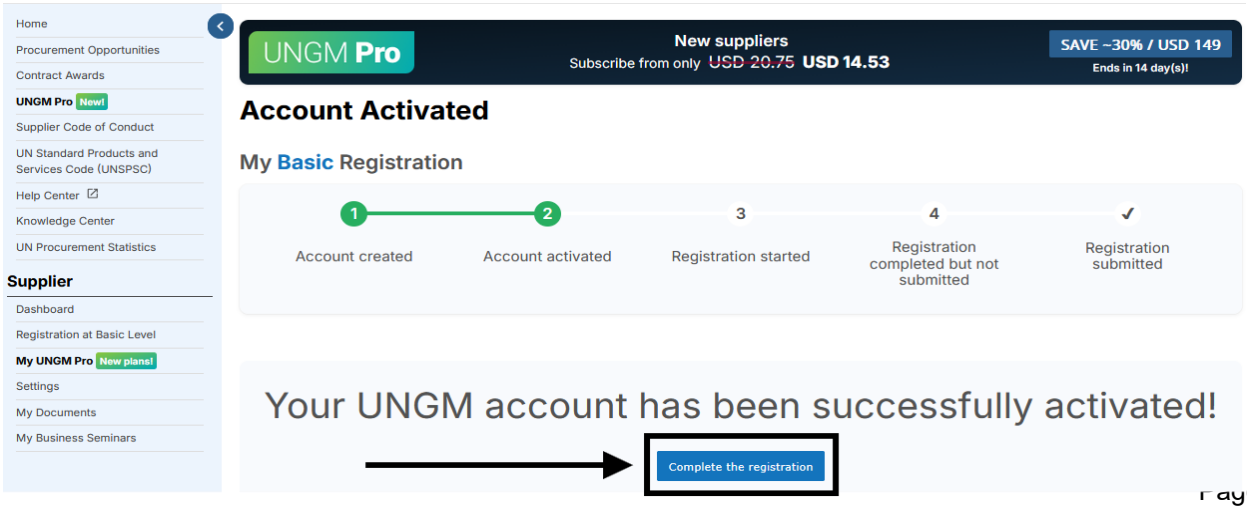


9. Access the email **Account activation** in your inbox.

   Click on the **Activate my account** button. Please note that the link can only be used once.



10. Once the account is activated, click on the **Complete the registration** button to proceed with the registration at the Basic level.

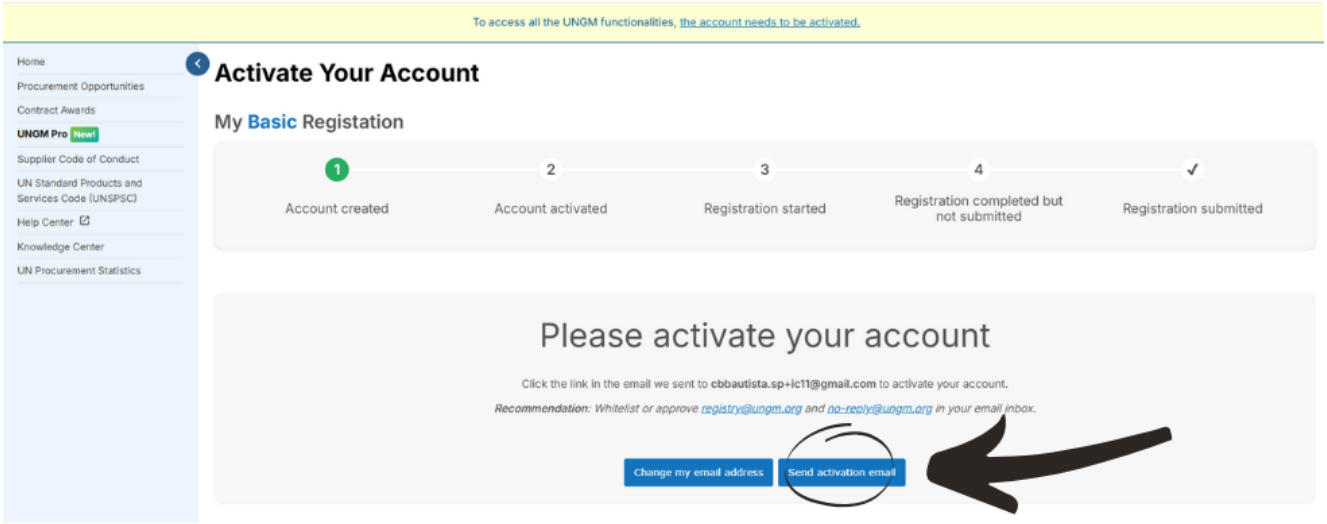


STEP 2: HOW TO RESEND THE ACTIVATION EMAIL IF IT WAS NOT RECEIVED?

If the activation email is not in the spam folder, follow these steps to **resend the activation email to your email address**:

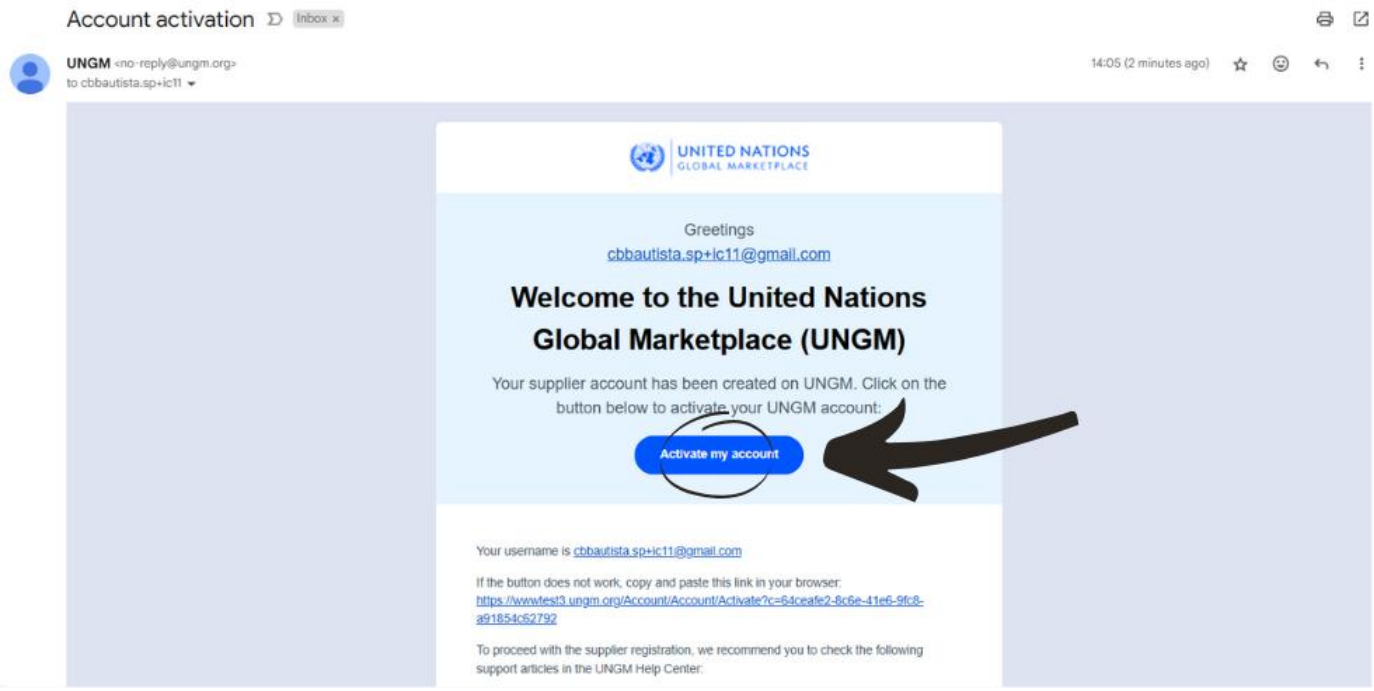
1. Once logged in to your UNGM account, lick on the **Send activation link** button. The activation email will automatically be resent to your email address.

   In case suppliers or individual consultants cannot log into the account because the email address to access the account has been forgotten or is unknown, contact UNGM using the contact form in the Help Center.

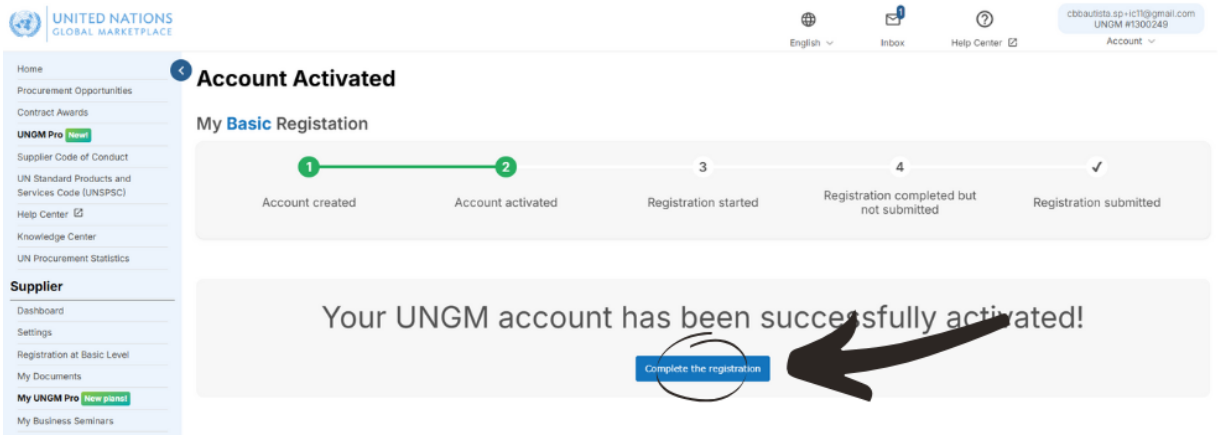


2. Access the **inbox** corresponding to the email address you registered with to find the activation email.

   Open the **email** and click on the **Activate my account** button. Please note, the link can only be used once.



3. Once the account is activated, click on **Complete the registration** to proceed with the registration at the Basic level.



If the problem persists, users are advised to:

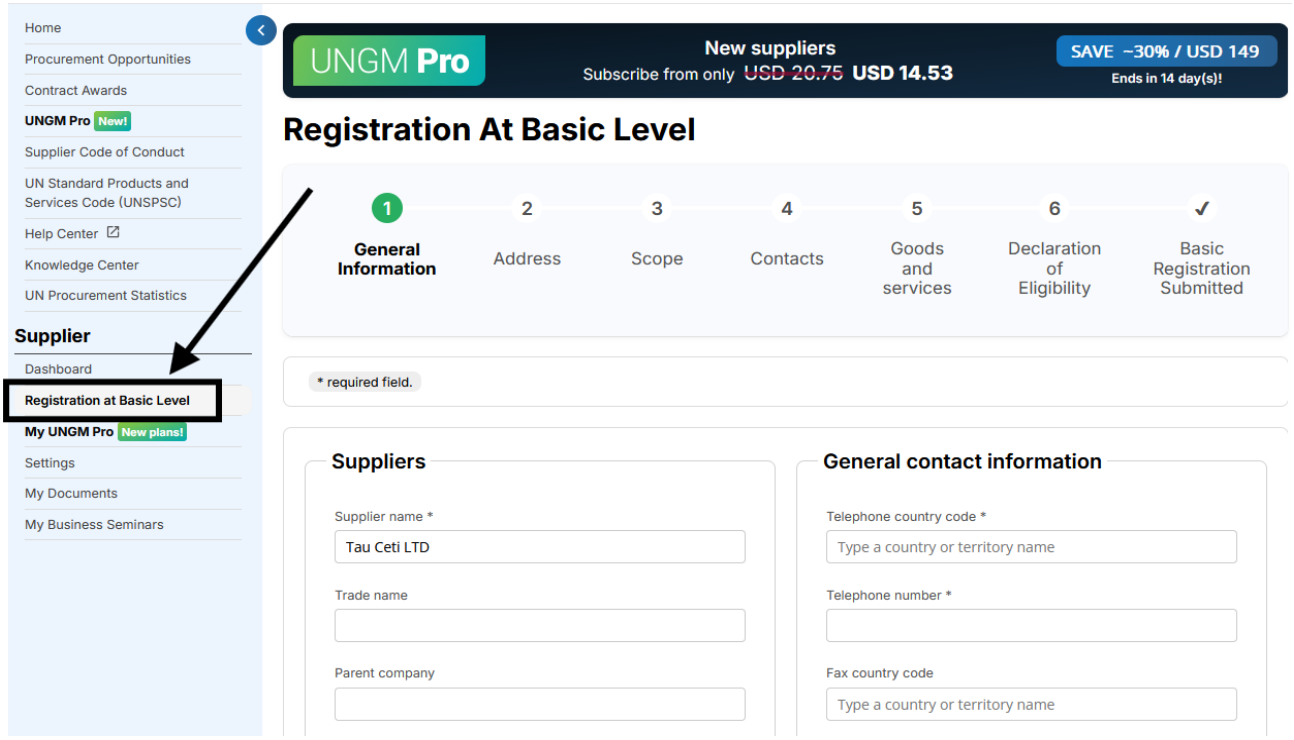
- Make sure that **the latest version of Google Chrome** is being used.
- **Whitelist or approve** registry@ungm.org and no-reply@ungm.org to the sender list in your inbox.
- **Delete existing cookies** in their internet browser. Users may choose to either clear cookies from a specific site or clear all cookies.

STEP 3: COMPLETE YOUR VENDOR REGISTRATION FORM IN UNGM

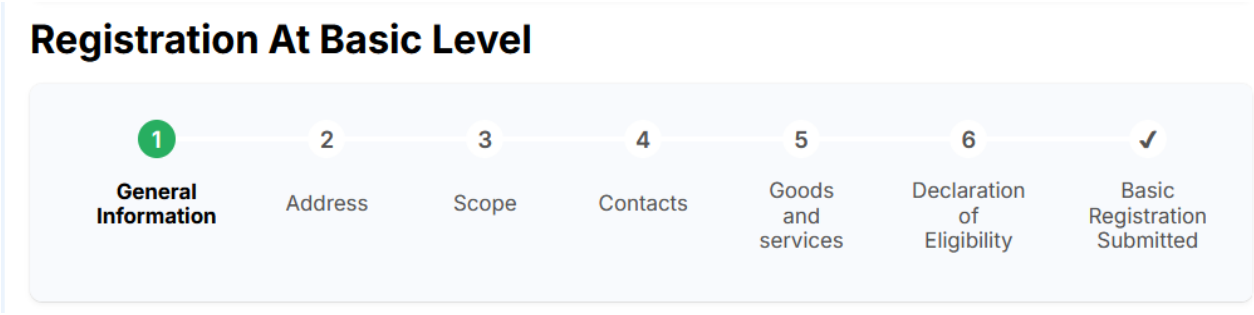
Completing the registration at the Basic level is a **necessary step for suppliers** to be visible to staff members when sourcing for potential suppliers and to participate in procurement opportunities.

To **complete the registration form at Basic level,** follow these steps:

1. Once logged in to your UNGM account, click on **Registration at Basic Level** in the navigation menu.



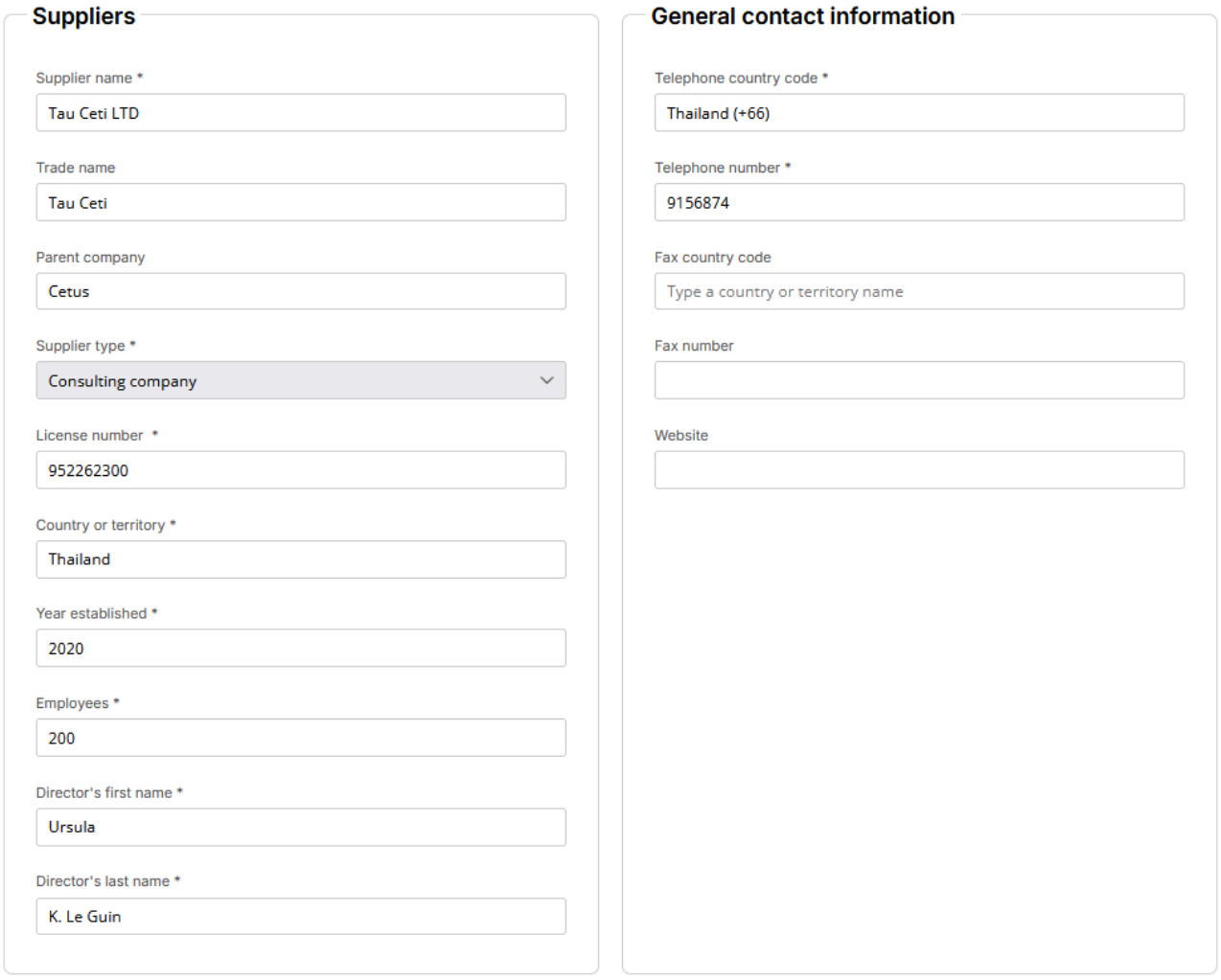
2. Complete the **registration form** step by step. The bar at the top will show the account completion progress.



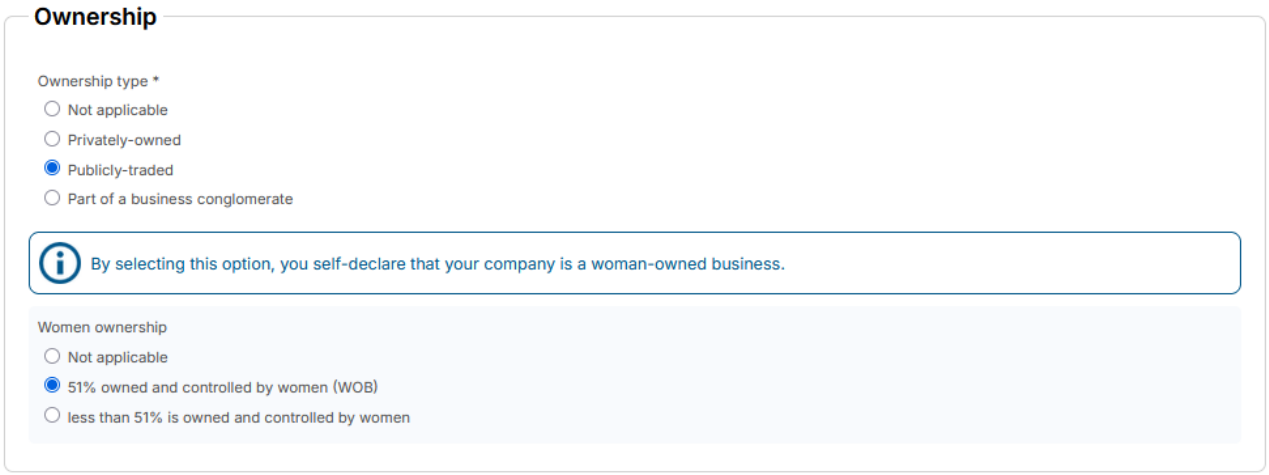
General information

Under this section, suppliers are required to provide general information about their company.

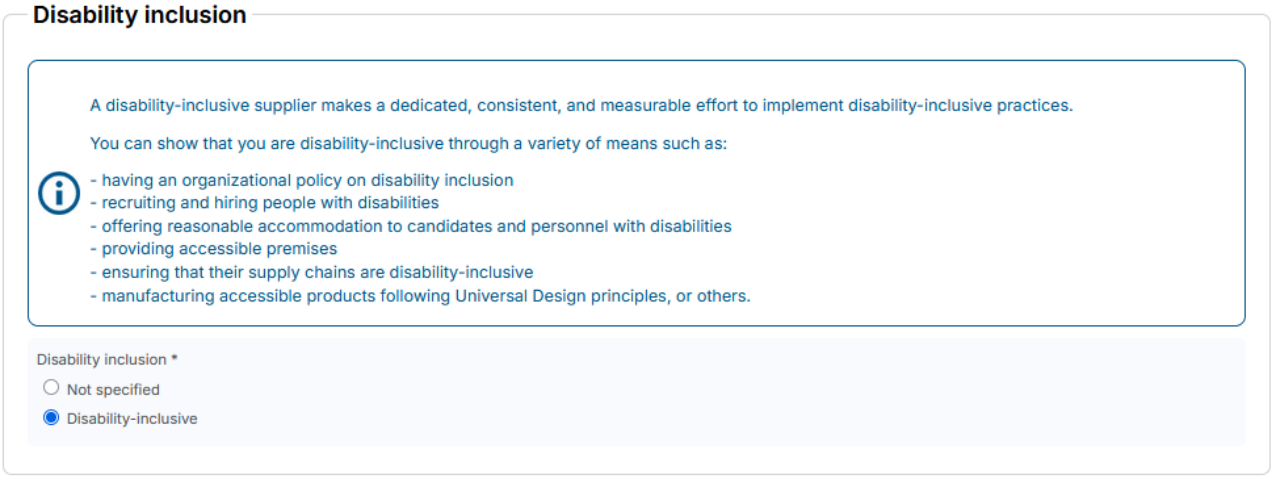
- **Supplier name** must be provided exactly as written in the company's Certificate of Incorporation or other legal documentation.
- **License number** refers to the reference number from a city, state and/or official document that grants the bearer the ability to engage in specific business activities within the designated area.
- **Year established** refers to the year of creation of the company. The year format should follow YYYY, for example, 1991.



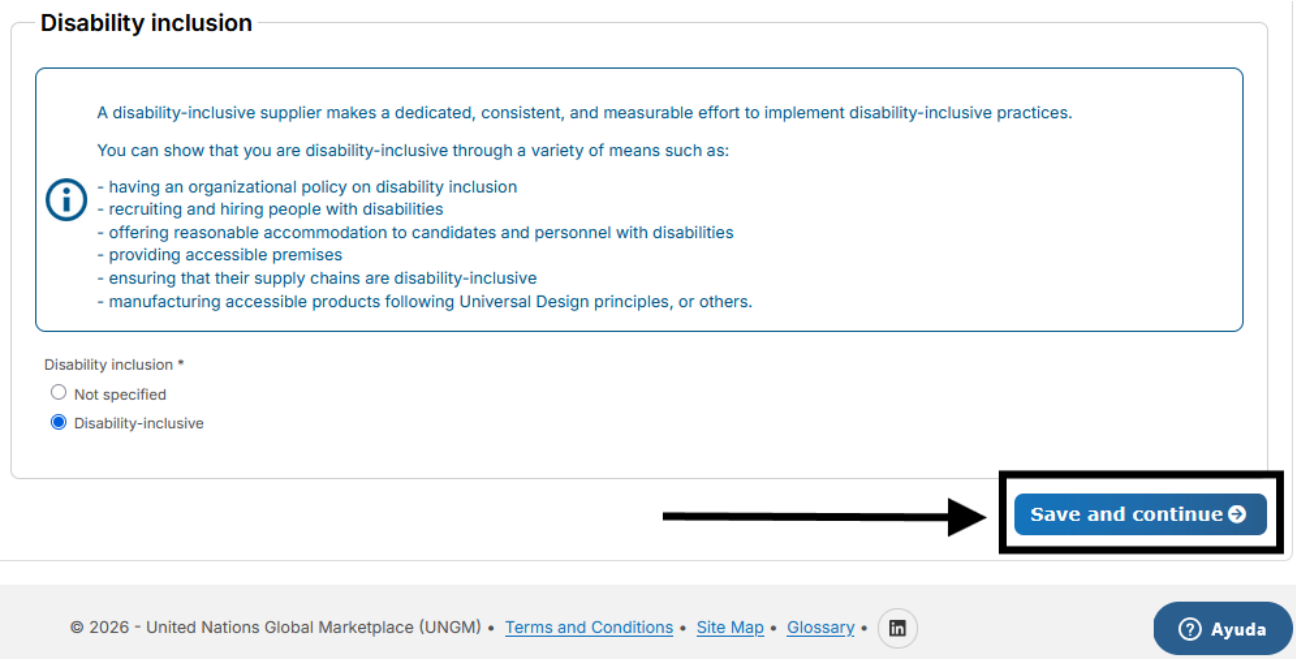
- **Ownership** refers to the control over a company. Select the type of business ownership corresponding to the company. If the company is a **Woman-Owned Business (WOB)**, select 51% owned and controlled by women option either under Privately-owned or Publicly-traded.



- **Disability inclusion** refers to the company's commitment to disability inclusion. If the company makes a dedicated, consistent, and measurable effort to implement disability-inclusive practices, select the **Disability-inclusive supplier** option.

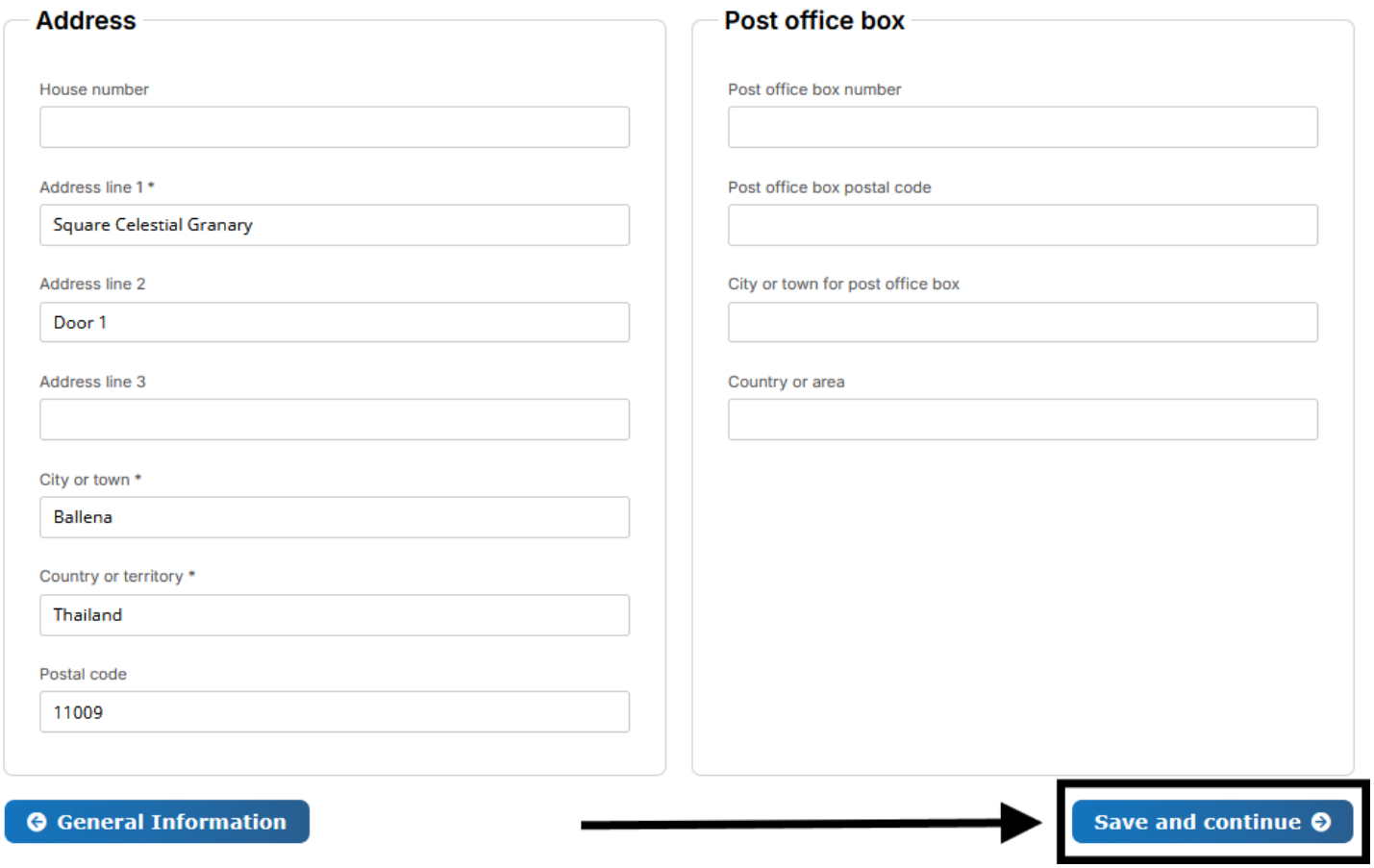


Once the section has been completed, click on **Save and Continue** to move to the next section.



Address

Under this section, suppliers are required to provide the address information of their company. Once the section has been completed, click on **Save and Continue** to move to the next section.

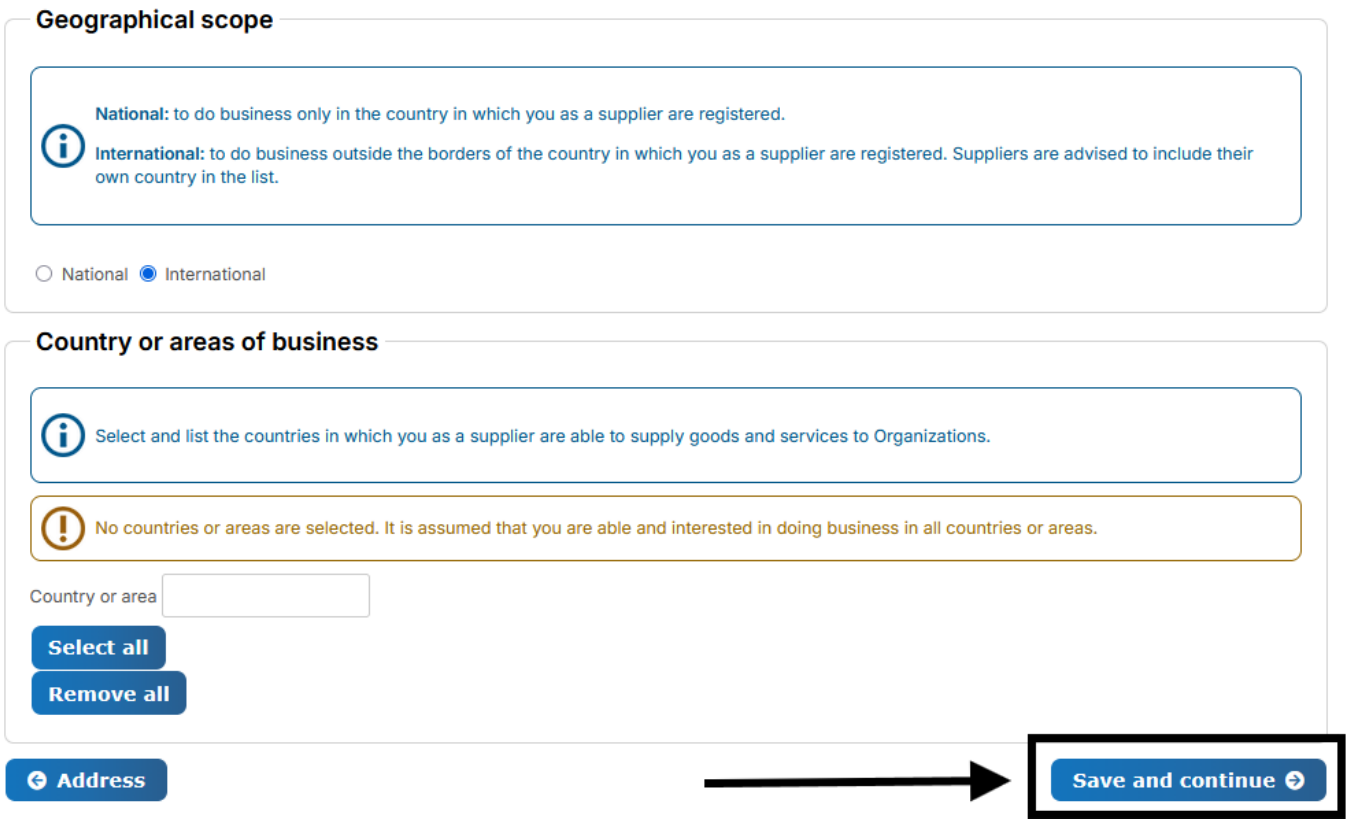


Countries of business

Under this section, suppliers are required to provide information about countries in which they prefer to do business.

- **National** should be selected if suppliers prefer to do business in their country of establishment.
- **International** should be selected if suppliers prefer to do business in their country of establishment and other countries.

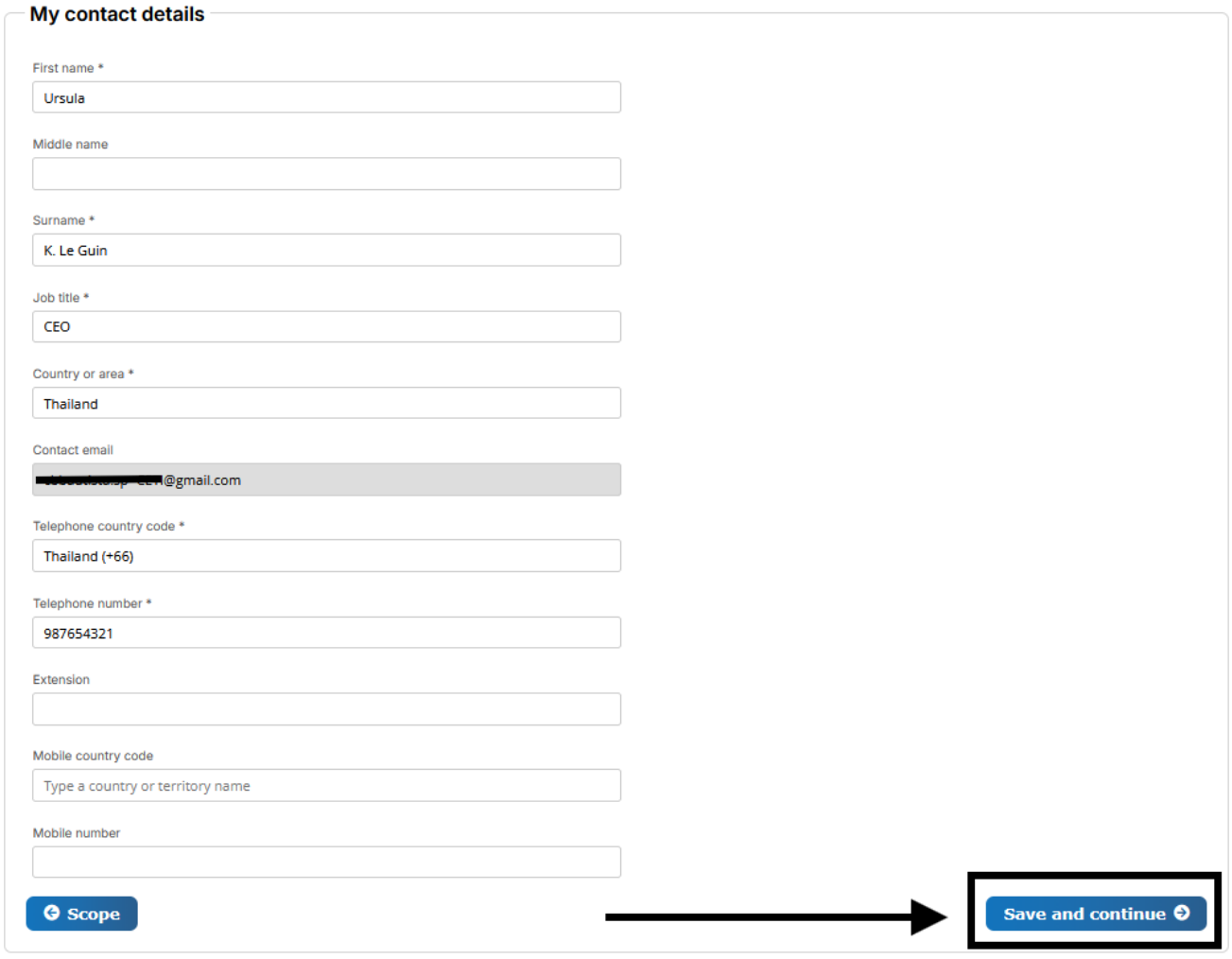
Once the section has been completed, click on **Save and Continue** to move to the next section.



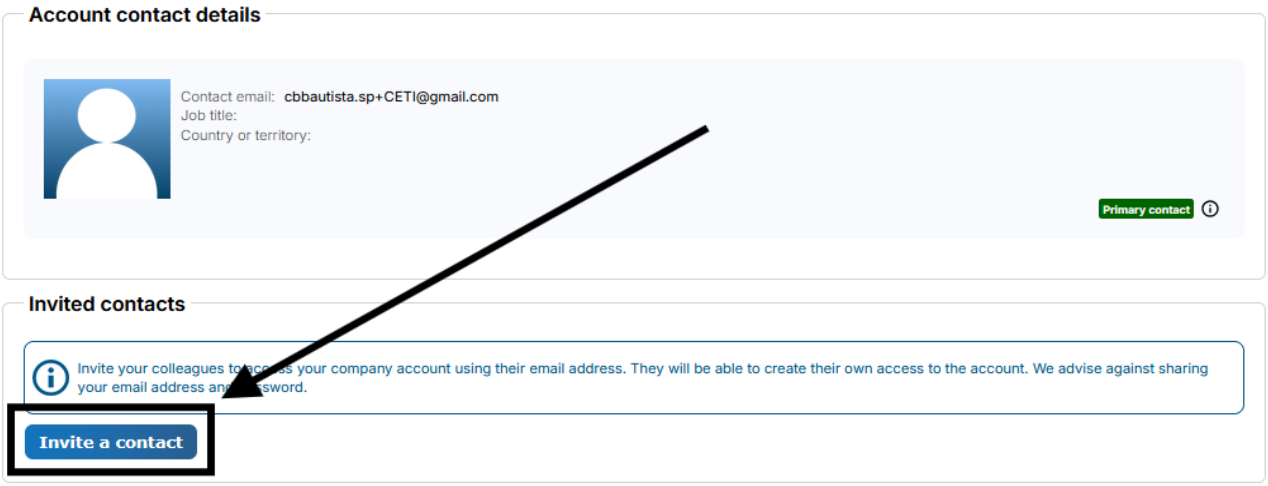
Contacts

Under this section, suppliers are required to provide their contact information and add other contacts if necessary.

Once the section has been completed, click on **Save and Continue** to move to the next section.



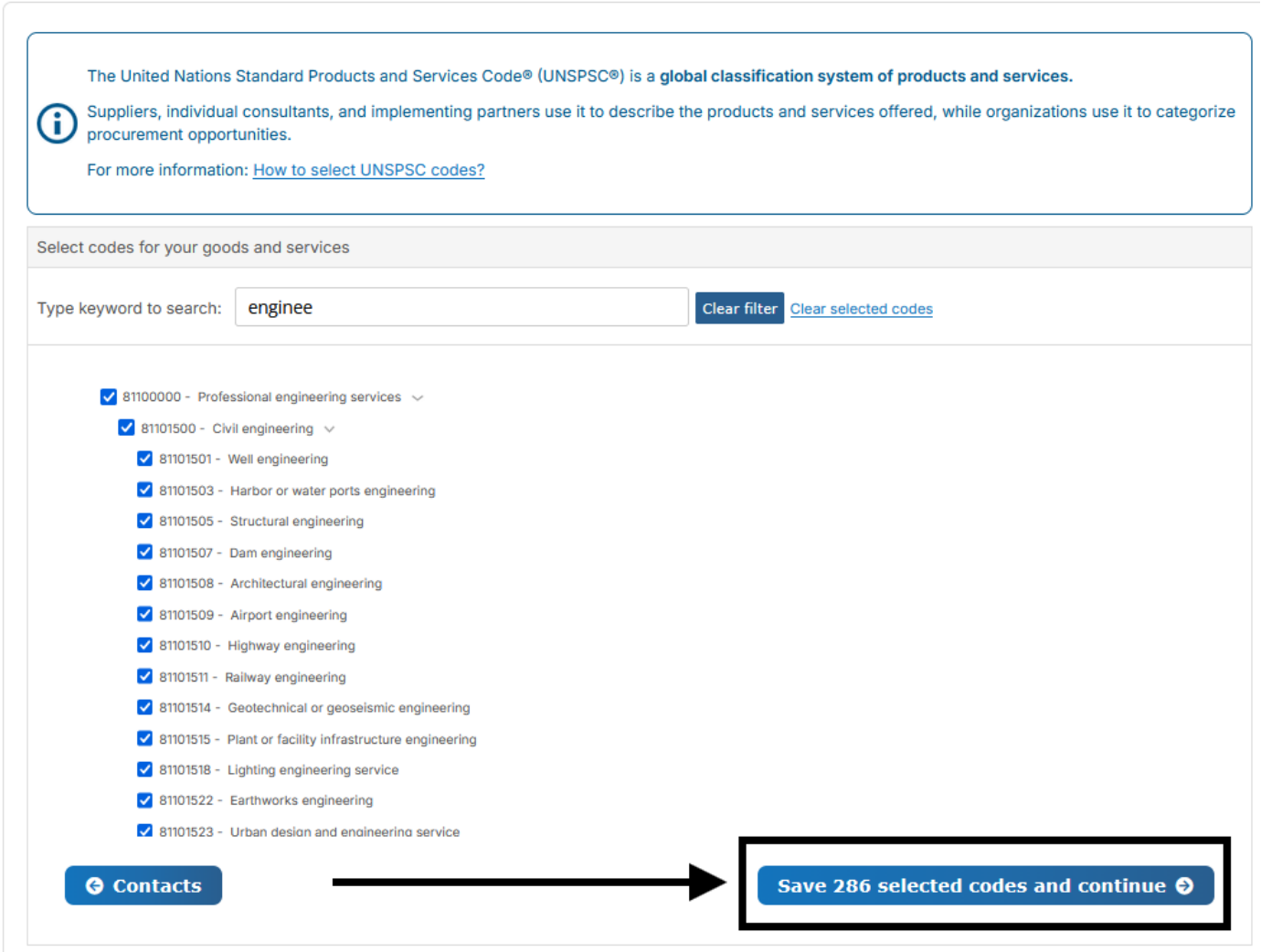
To invite additional contacts to the account, go to the **Invited contacts** section and click on the **Invite a contact** button. For more information, read the [How to add contacts to the supplier's account?] article.



Goods and services

Under this section, suppliers are required to provide information about their activity - by classifying the suppliers' goods and/or services according to the UNSPSC code classification.

Once the section has been completed, click on **Save and Continue** to move to the next section.

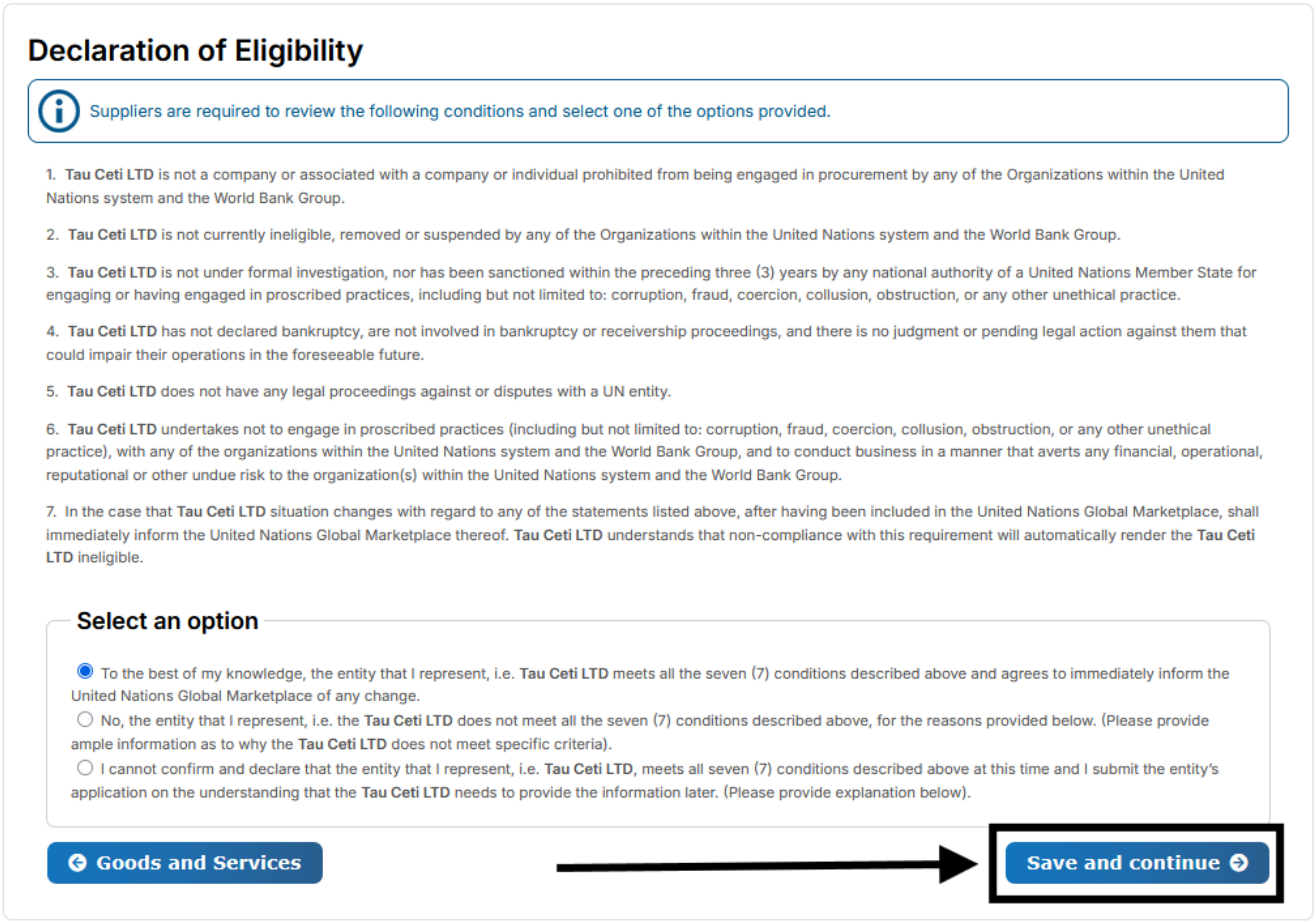


Declaration of Eligibility

The **Declaration of Eligibility** is a formal and explicit statement that has to be made on behalf of the supplier.

Under this section, suppliers are required to review the seven statements and select the most appropriate option.

Once the section has been completed, click on **Save and Continue** to move to the next section.



3. The registration is now **complete**.

The registration statuses with organizations is now visible under **My Submissions Statuses**.

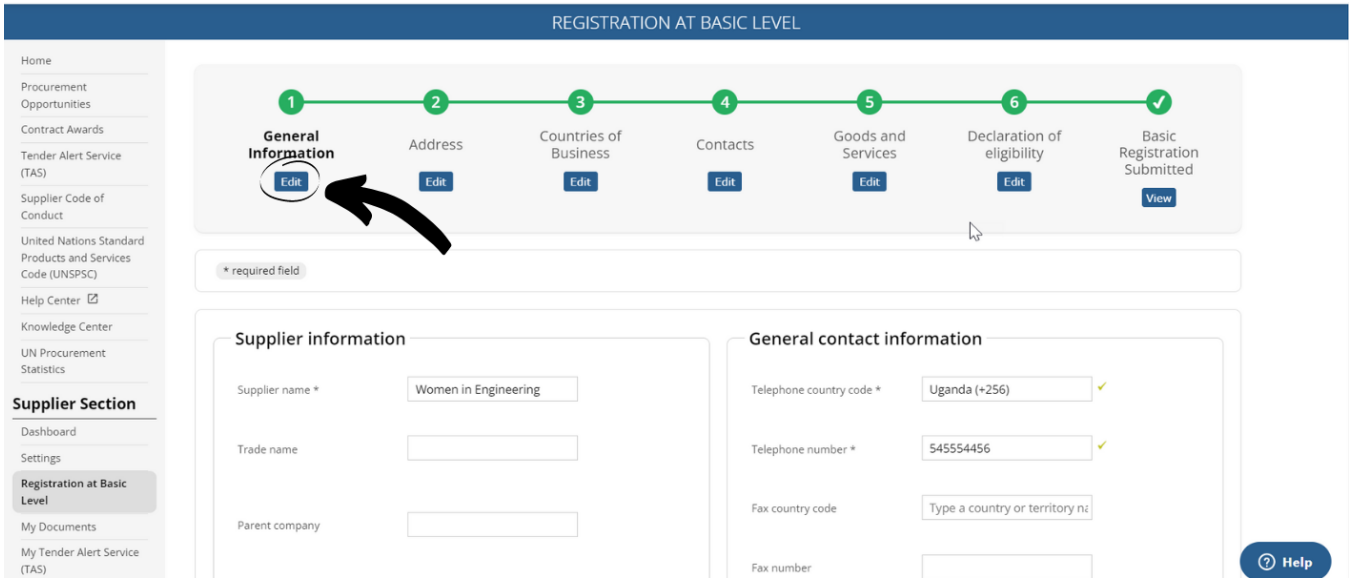
Once the supplier's profile is registered with at least one organization at the Basic Level, the supplier's profile will become visible to all staff members.

At any point in time, suppliers may **edit and update the information** provided in the registration at the Basic level, Level 1 and Level 2 - unless the registration's status is In progress.

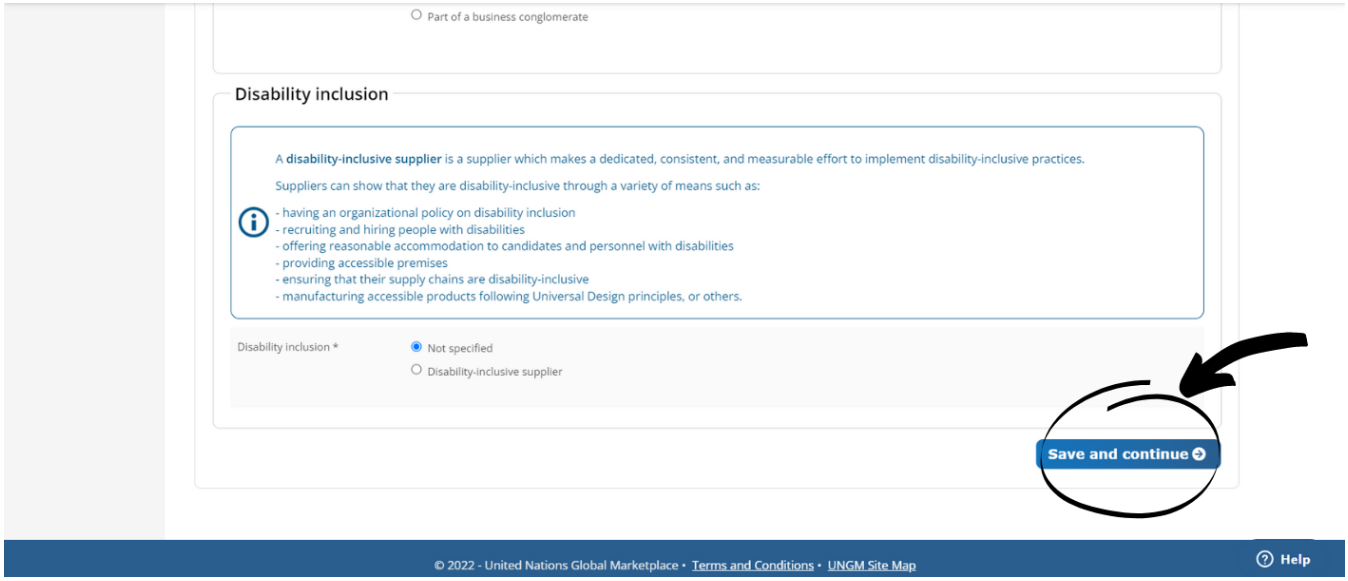
To edit the information provided in the registration, log into your UNGM account using your email address and password and click on **Registration at Basic Level, Level 1 or Level 2** in the navigation menu.

Edit the registration at the Basic level

To edit the registration at the Basic level, click on **Edit** under any of the sections that need to be updated. Proceed with the change in the registration form.



Click on **Save and Continue** at the end of the form.



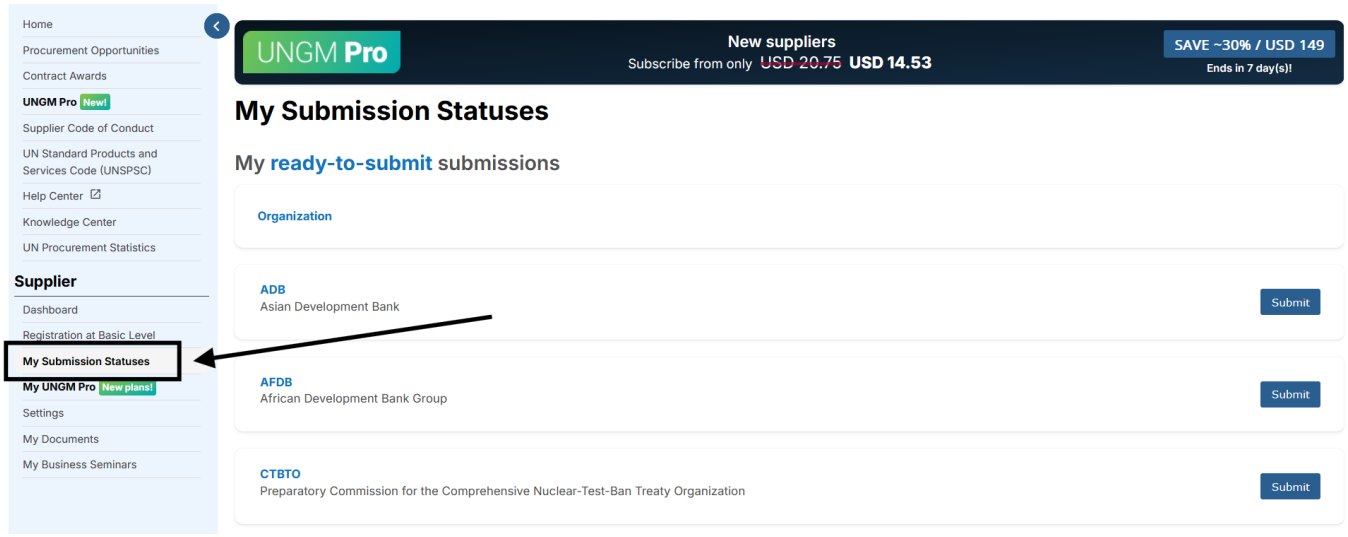
STEP 4: HOW DO SUPPLIERS MANAGE SUBMISSIONS WITH ORGANIZATION

After completing the registration process on UNGM at any level, **suppliers will be able to check their submission statuses and manage them** with the different organizations.

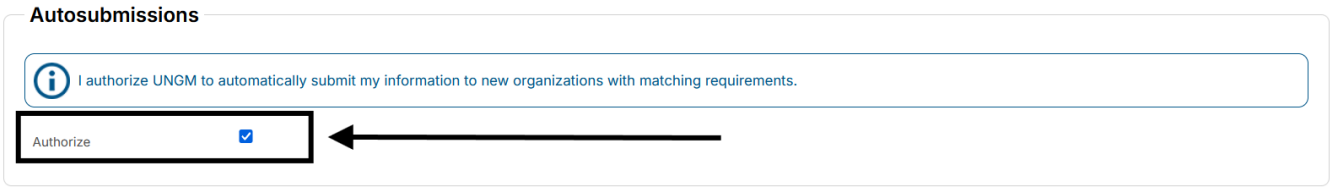
Submission statuses on UNGM indicate the level of an account's registration, which is assessed by organizations.

To **manage submissions** with different organizations, please follow these steps:

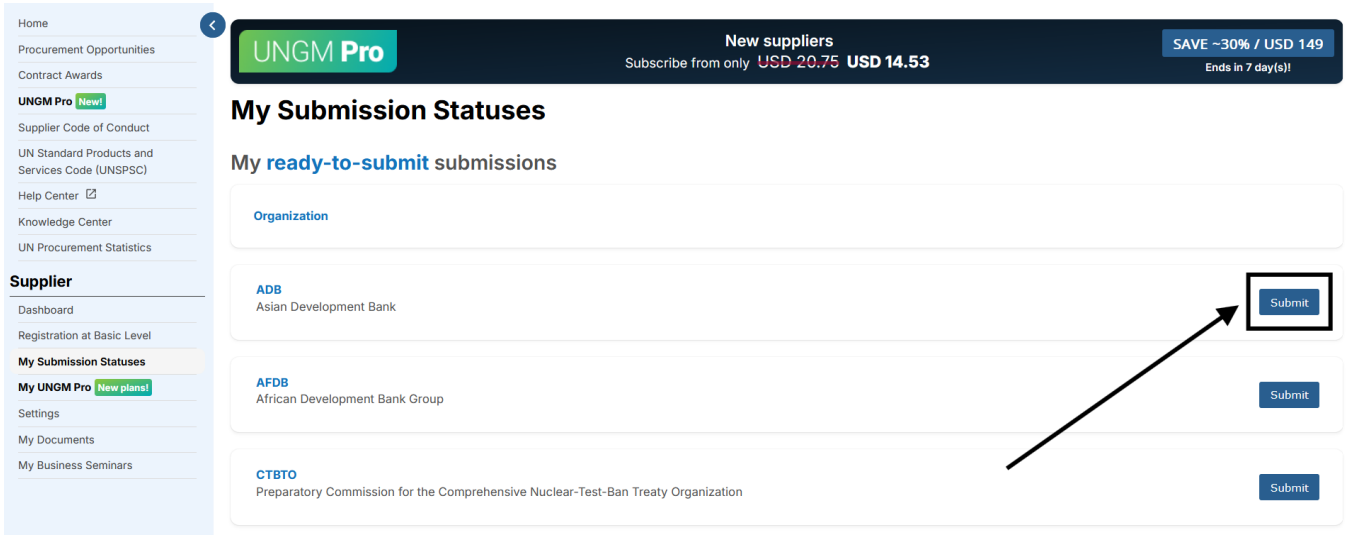
1. Once logged in to your UNGM account, click on **My Submission Statuses** in the navigation menu to identify the submission statuses with organizations.



If the **Autosubmission** is authorized (set by default under **Settings**), the information will automatically be submitted to organizations when the 6-step registration process is completed. When accessing **My Submission Statuses**, suppliers will see the list of their active submissions.



If the **Authorize** checkbox in the Autosubmissions section is not checked, or if an account has recently been released due to a potential duplicate case, suppliers will need to manually submit their information to each organization. To do so, go to **My ready-to-submit submissions** list and click on the **Submit** button next to each organization.



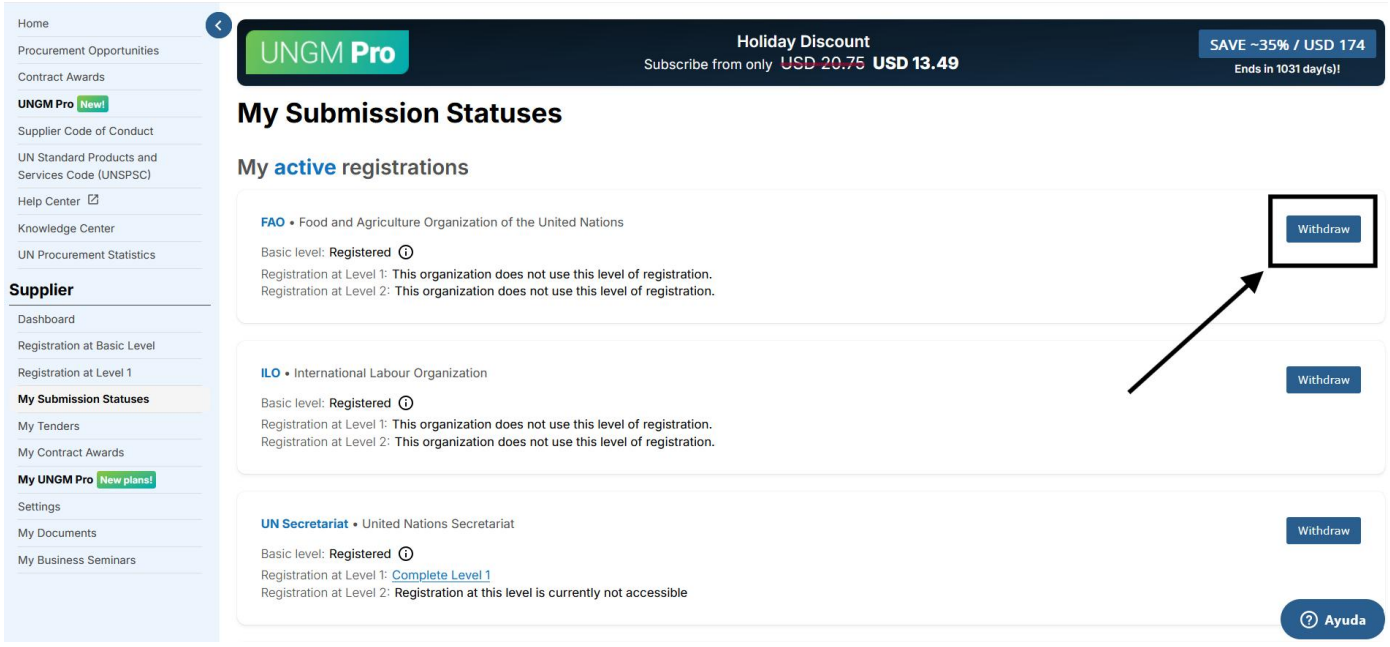
2. Additional actions may be taken under the [My Submission Statuses] page:

- **Withdraw**

Once the profile is registered with at least one organization at the Basic level, the profile will become visible to all staff members.

If the supplier does not want to do business with a specific organization, the registration with that particular organization may be removed by clicking on the **Withdraw** button.

The information may be resubmitted later, if necessary.



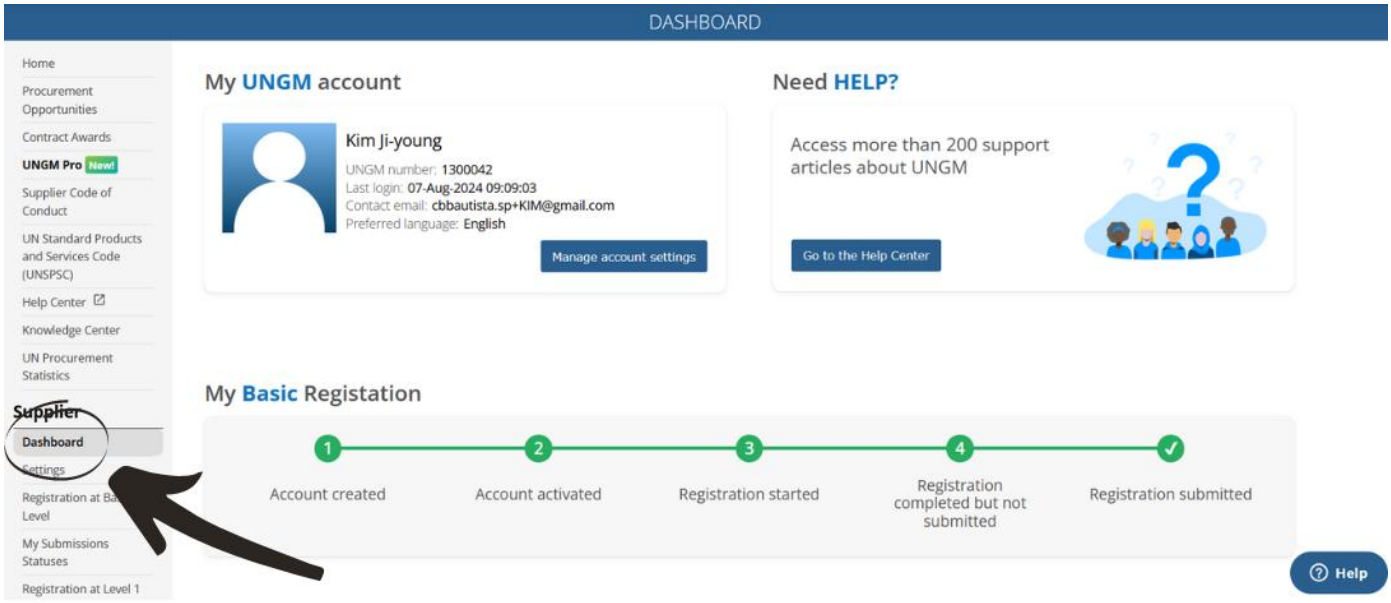
STEP 5: CHECK YOUR STATUSES AND UNGM NUMBER IN THE DASHBOARD

The Dashboard is the first page suppliers and individual consultants will have access to upon login. It is intended to provide with an **overview of activities and information related to the account**.

How to access the Dashboard?

To access the **Dashboard**, follow these steps:

1. Once logged in to your UNGM account, click on **Dashboard** in the navigation menu.



What information is available under the Dashboard?

UNGM account details

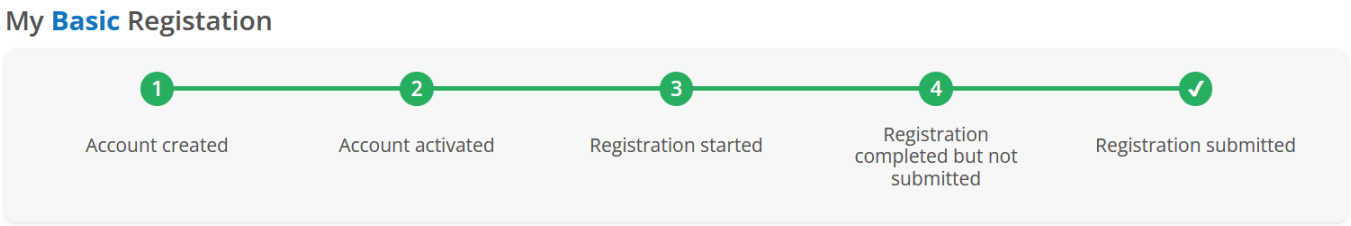
Under **My UNGM account**, suppliers and individual consultants may identify their UNGM number, last login date, email address (username), and preferred language.

To change the account settings, click **Manage account settings.**



Registration progress

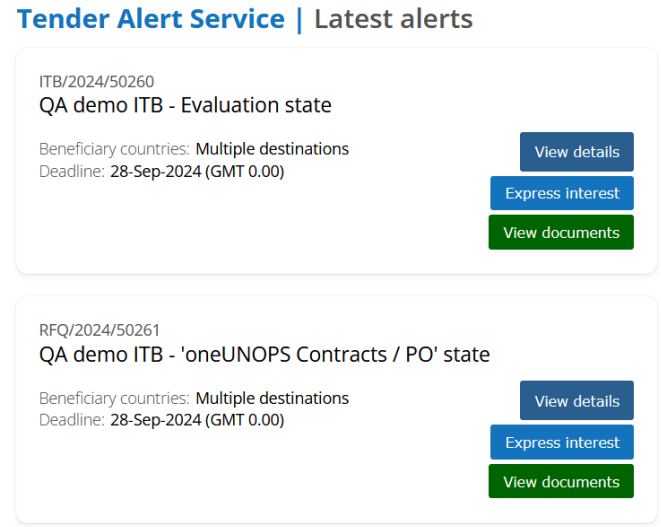
Under **My UNGM registration**, suppliers and individual consultants can follow the progress of their registration at the Basic level. In the screenshot below, the account has completed its Basic registration and it is ready to participate in procurement opportunities.

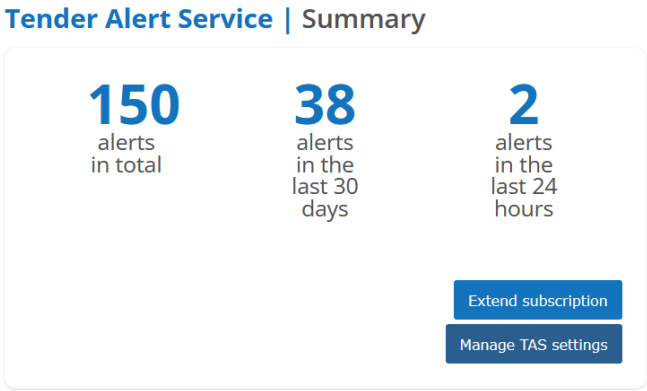


Tender Alert Service (TAS) details, if subscribed to UNGM Pro (suppliers only)

Under **Tender Alert Service | Latest alerts,** suppliers have an overview of the latest procurement opportunities received. For more information, click on the **See all** button.

Under **Tender Alert Service | Summary,** suppliers have access to an overview of TAS data. To update the settings, click on the **Manage TAS settings** button.

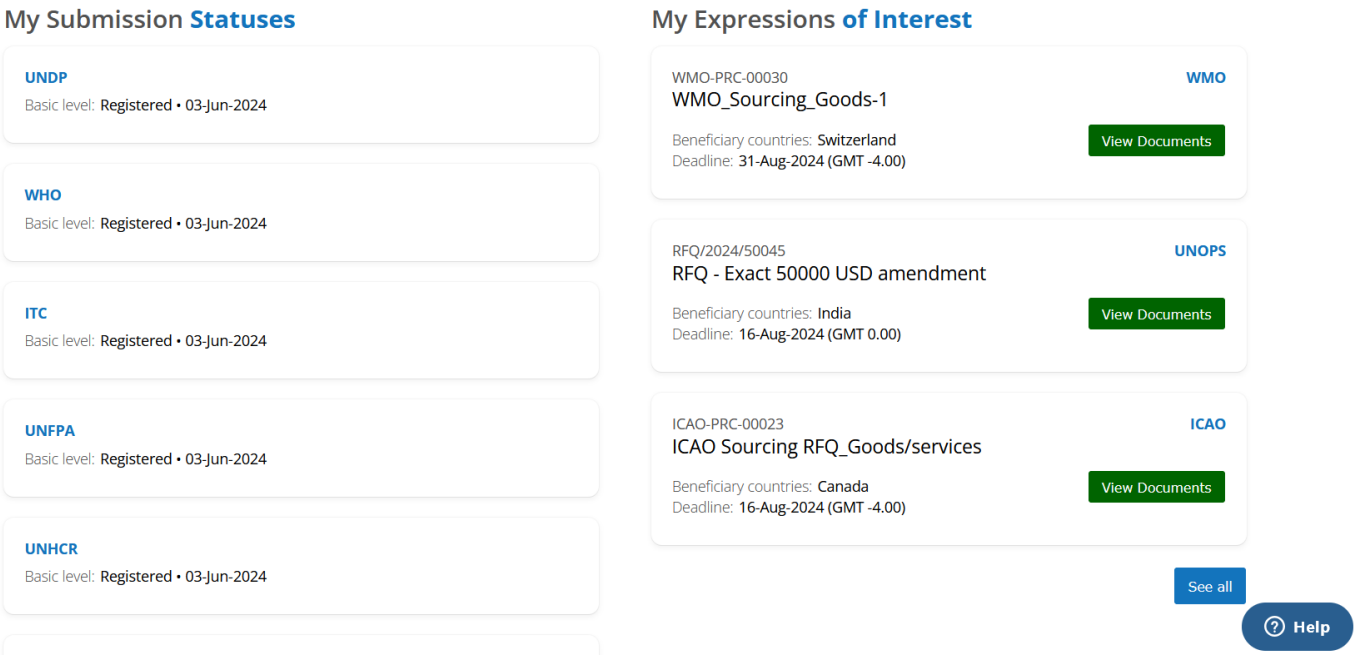




Registration statuses with organizations and electronic expressions of interest

Under **My Submission Statuses,** suppliers and individual consultants can see their registration statuses with organizations at Basic level, Level 1, and Level 2. For more information, read the: [How to manage registration submissions with organizations?] article.

Under **My Expressions of Interest**, suppliers and individual consultants may access a summary of the latest procurement opportunities they have electronically expressed interest.



ACCESS TENDER NOTICES ISSUED BY WHO

STEP 1: SEARCH FOR TENDER NOTICES ISSUED BY WHO

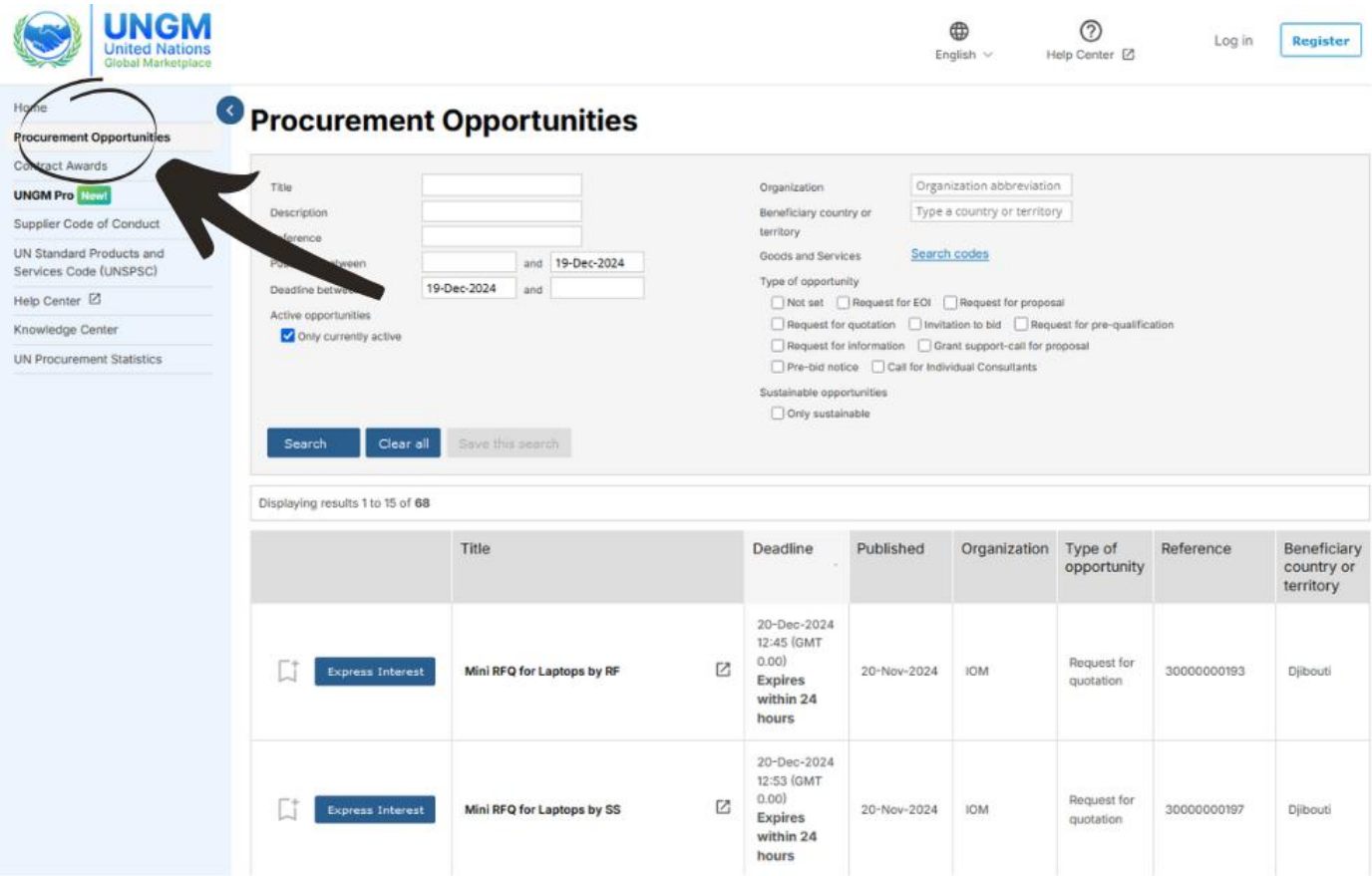
To participate in a procurement opportunity requiring electronic submission (e-submission) on UNGM, suppliers need to be **registered <u>at minimum</u> at the Basic level** with the WHO organization issuing the procurement opportunity.

Procurement opportunities requiring electronic submissions are identified by the **blue Express interest button** on UNGM. Clicking this button is a non-binding action.

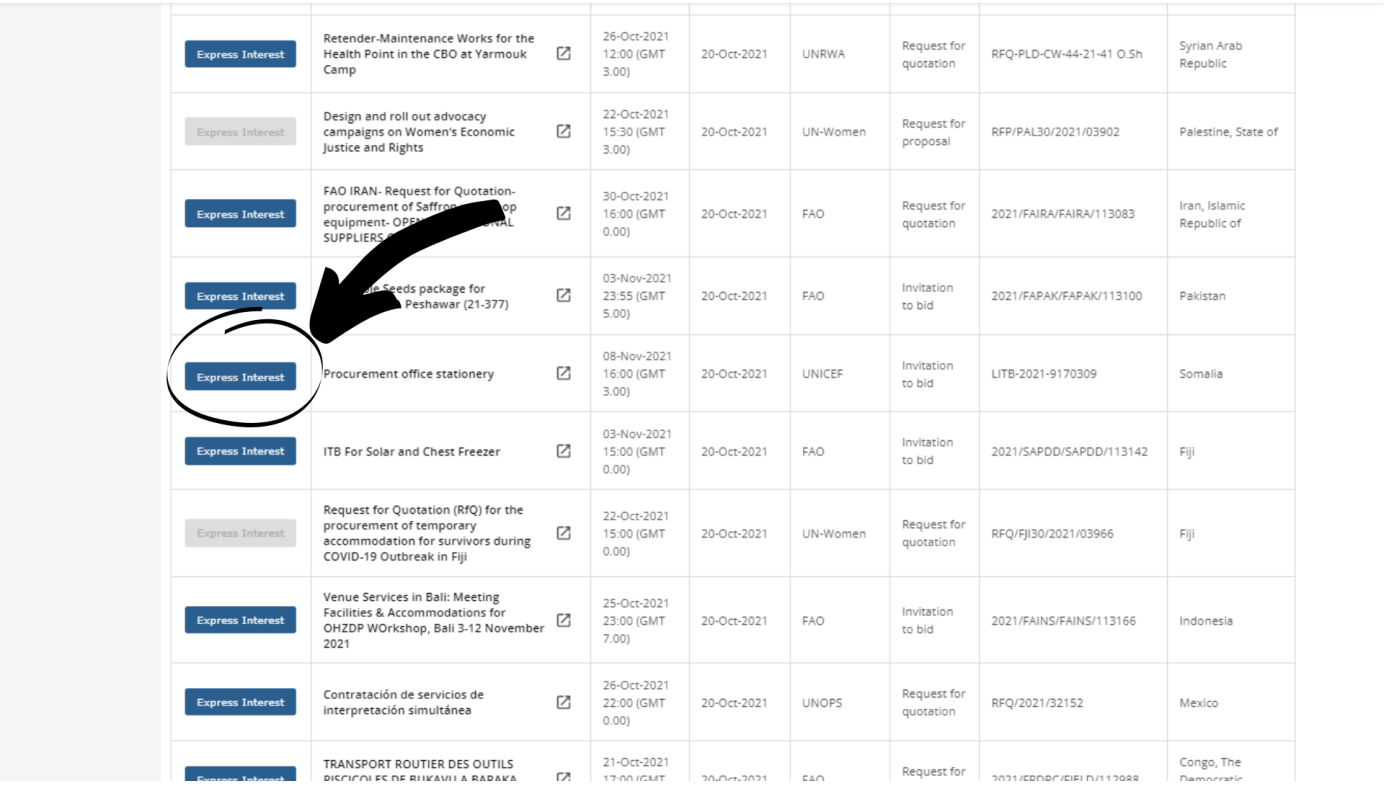
Action	Tender title	Publication date (UNGM time)	Deadline	Organization	Type	Reference	Beneficiary countries
Express Interest	Procurement of Medical Supplies for WHO Country Operations	15-Jan-2026 16:00 (GMT 3.00)	29-Feb-2026 16:00 (GMT 3.00)	WHO	Invitation to bid	2026-1234567	Multiple countries

To **participate in the procurement opportunity**, please follow these steps:

1. Click on **Procurement opportunities** in the navigation menu and **log into your UNGM account** using your email address and password.

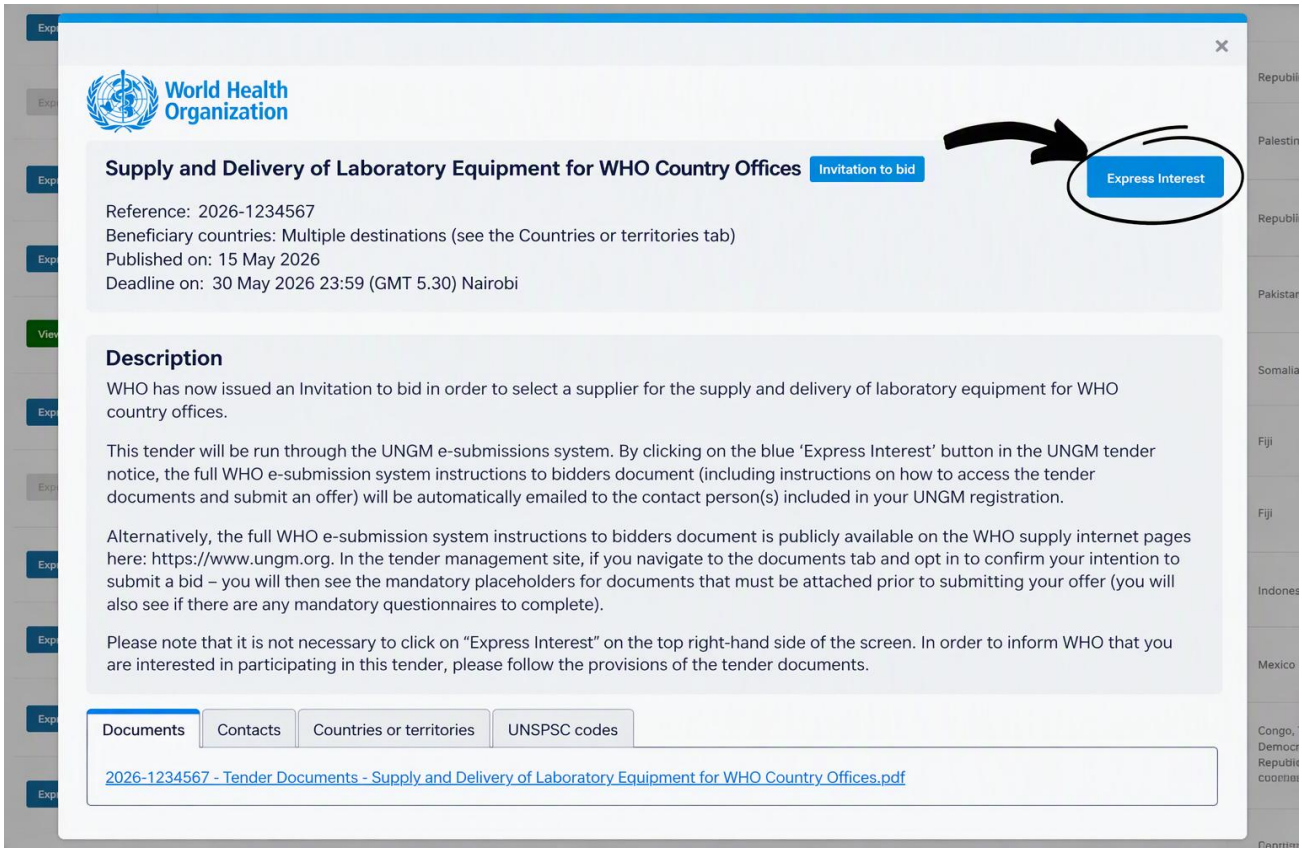


2. Click on the **Express interest** button next to the procurement opportunity.



Express Interest	Retender-Maintenance Works for the Health Point in the CBO at Yarmouk Camp	26-Oct-2021 12:00 (GMT 3.00)	20-Oct-2021	UNRWA	Request for quotation	RFQ-PLD-CW-44-21-41 O.Sh	Syrian Arab Republic
Express Interest	Design and roll out advocacy campaigns on Women's Economic Justice and Rights	22-Oct-2021 15:30 (GMT 3.00)	20-Oct-2021	UN-Women	Request for proposal	RFP/PAL30/2021/03902	Palestine, State of
Express Interest	FAO IRAN- Request for Quotation- procurement of Saffron equipment- OPEN SUPPLIERS	30-Oct-2021 16:00 (GMT 0.00)	20-Oct-2021	FAO	Request for quotation	2021/FAIRA/FAIRA/113083	Iran, Islamic Republic of
Express Interest	Seeds package for Peshawar (21-377)	03-Nov-2021 23:55 (GMT 5.00)	20-Oct-2021	FAO	Invitation to bid	2021/FAPAK/FAPAK/113100	Pakistan
Express Interest	Procurement office stationery	08-Nov-2021 16:00 (GMT 3.00)	20-Oct-2021	UNICEF	Invitation to bid	LITB-2021-9170309	Somalia
Express Interest	ITB For Solar and Chest Freezer	03-Nov-2021 15:00 (GMT 0.00)	20-Oct-2021	FAO	Invitation to bid	2021/SAPDD/SAPDD/113142	Fiji
Express Interest	Request for Quotation (RfQ) for the procurement of temporary accommodation for survivors during COVID-19 Outbreak in Fiji	22-Oct-2021 15:00 (GMT 0.00)	20-Oct-2021	UN-Women	Request for quotation	RFQ/FJI30/2021/03966	Fiji
Express Interest	Venue Services in Bali: Meeting Facilities & Accommodations for OHZDP WOrkshop, Bali 3-12 November 2021	25-Oct-2021 23:00 (GMT 7.00)	20-Oct-2021	FAO	Invitation to bid	2021/FAINS/FAINS/113166	Indonesia
Express Interest	Contratación de servicios de interpretación simultánea	26-Oct-2021 22:00 (GMT 0.00)	20-Oct-2021	UNOPS	Request for quotation	RFQ/2021/32152	Mexico
Express Interest	TRANSPORT ROUTIER DES OUTILS	21-Oct-2021		FAO	Request for		Congo, The

OR click on the **Express interest** button in the procurement opportunity details.

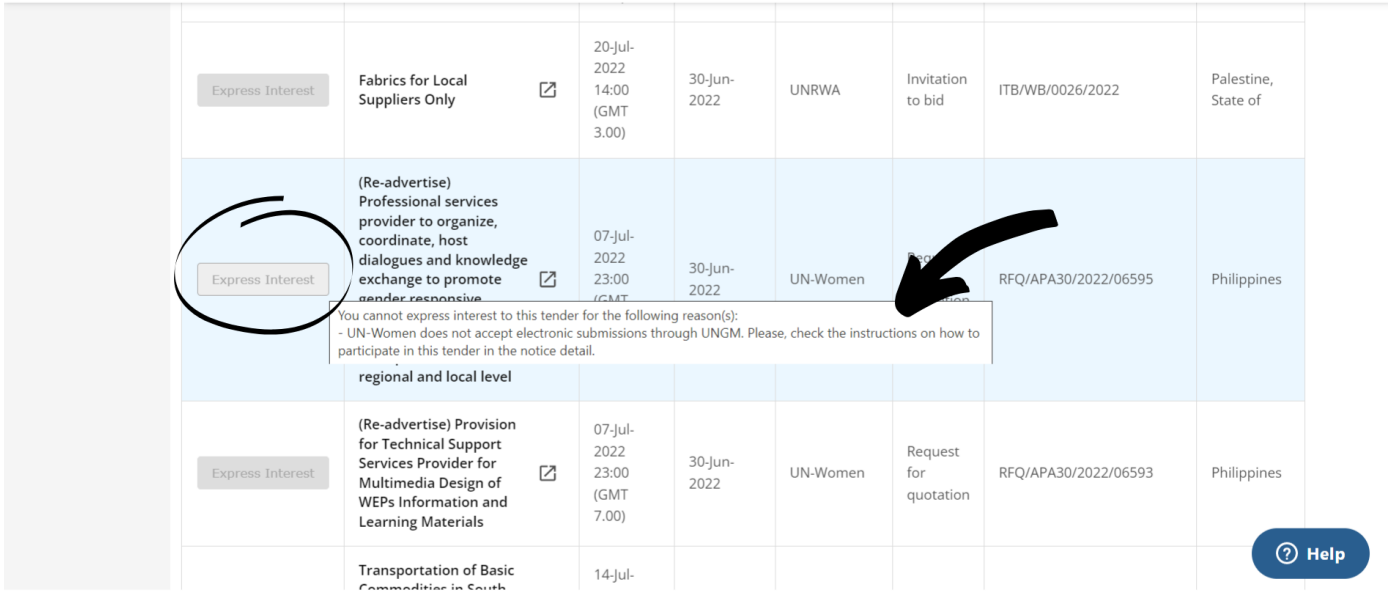


Suppliers trying to express interest in a procurement opportunity on UNGM may experience the following issues:

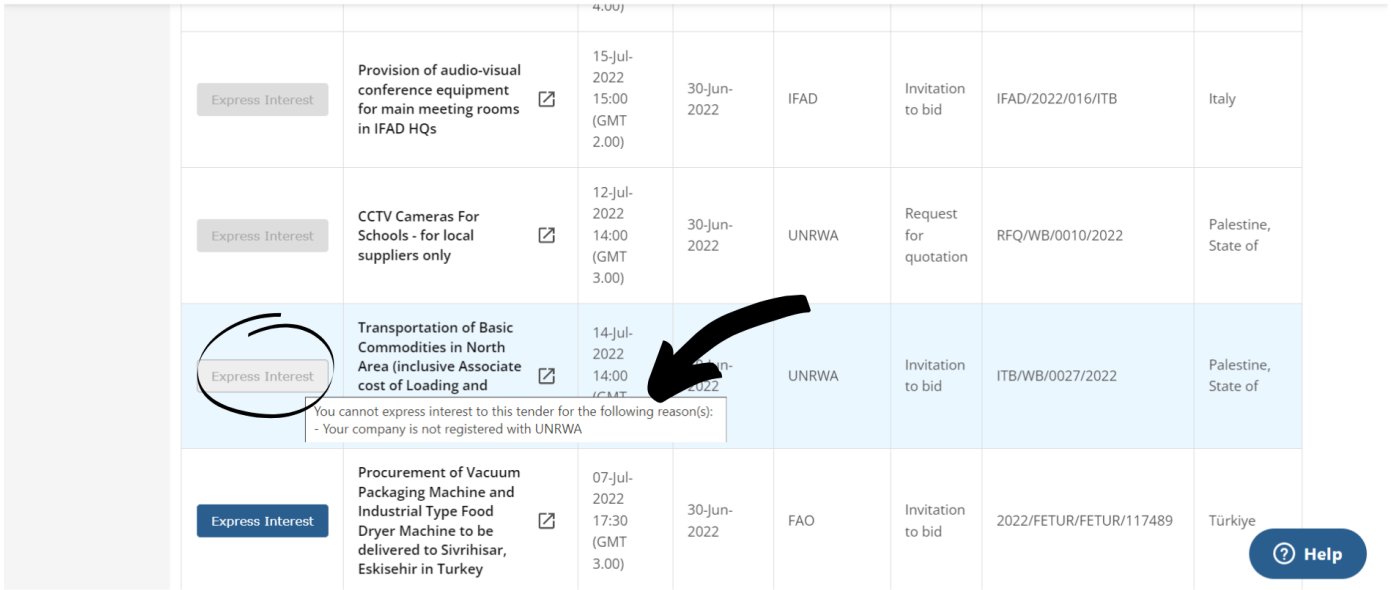
The Express interest button appears in grey and can not be clicked

It indicates that the option to express interest in the procurement opportunity electronically has been disabled in the following two cases:

- **The procurement opportunity <u>does not accept</u> electronic submissions through e-procurement systems**



- **The <u>supplier's profile is not registered with the UN organization</u> issuing the procurement opportunity on UNGM.**

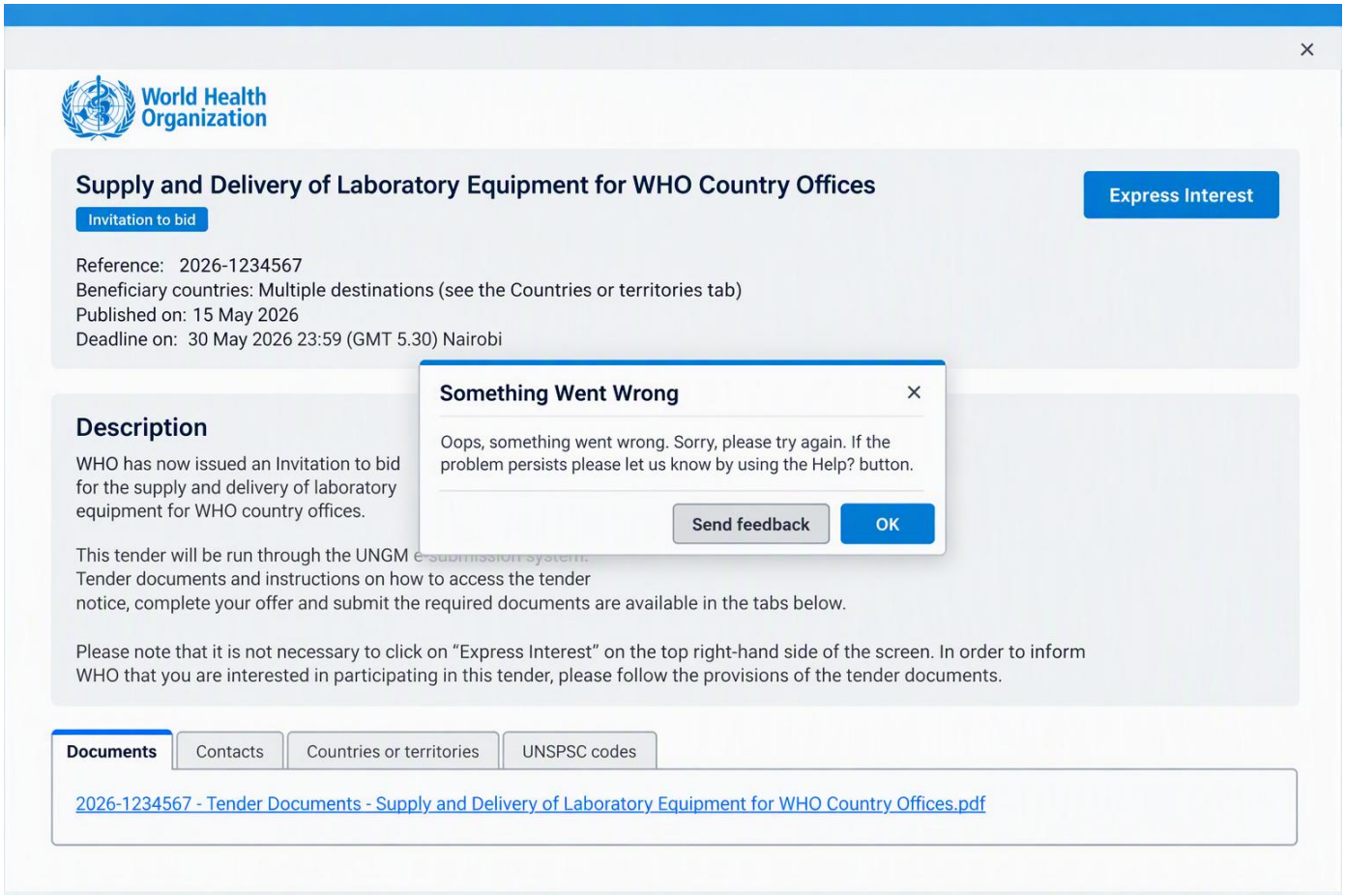


An error message appears after clicking on the Express interest button

Suppliers may experience an error message after clicking on the Express interest button. It may either be a message informing that **something went wrong** or that the **expression of interest has failed.**

In either case, suppliers are advised to immediately contact UNGM using the contact form in the Help Centre providing the following information:

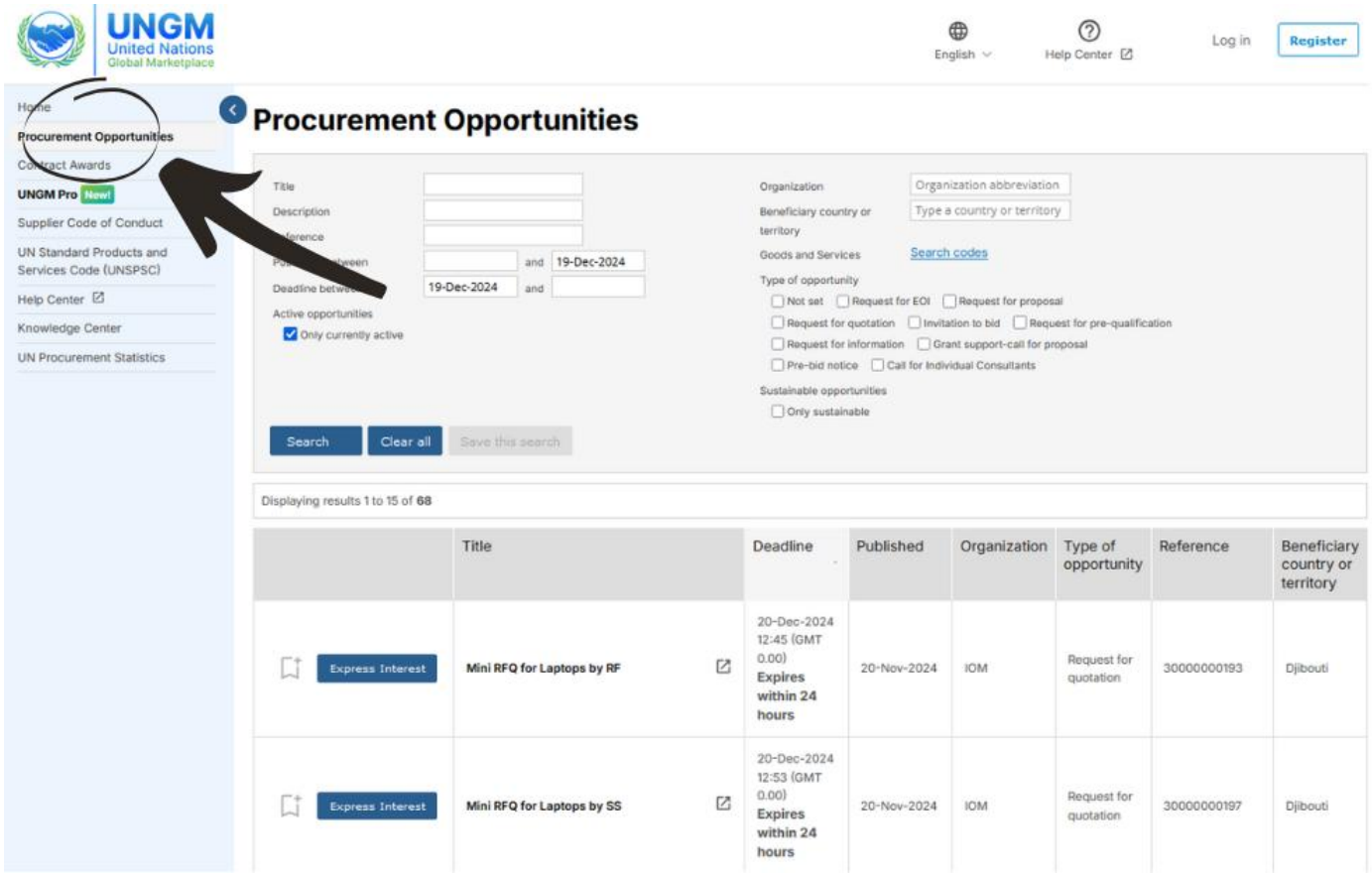
1. On which page is the error experienced?
2. Which steps were followed when the error occurred?
3. What happened?



Use the filter options on the Procurement Opportunities page

To **identify relevant procurement opportunities on UNGM**, follow these steps:

1. Go to the **Procurement Opportunities** in the navigation menu.



2. UNGM offers a range of filters to help users efficiently search for procurement opportunities.

Left-side filters

- **Title**

Search for procurement opportunities by specific keywords found in the title of the notice. Entering relevant keywords can help narrow down the search to the most pertinent opportunities.

- **Description**

Search within the descriptions of procurement opportunities. By inputting keywords or phrases, users can find opportunities that contain specific details relevant to their interests or expertise.

- **Reference**

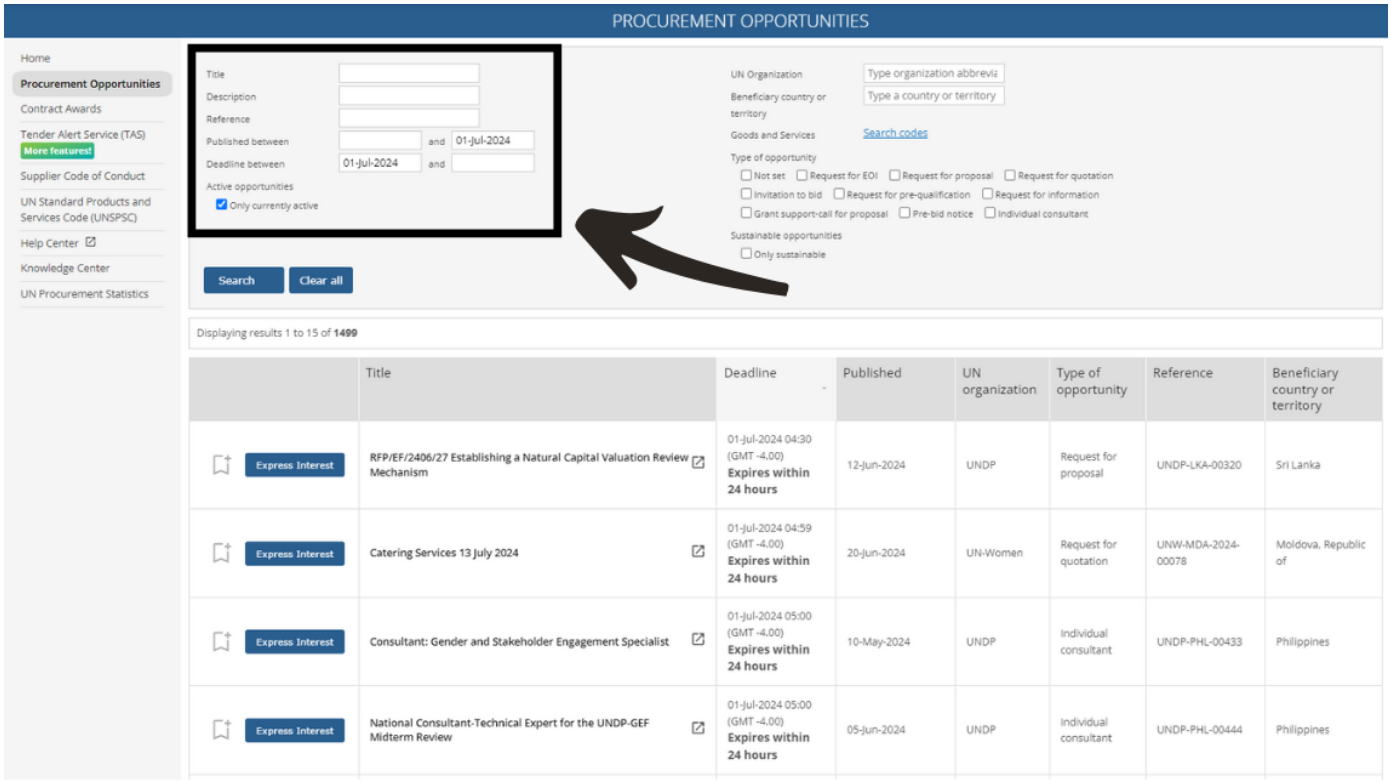
Search for procurement opportunities using a unique reference number assigned to each notice. It is useful for quickly locating a specific opportunity if the reference number is known.

- **Date filters: Published between and Deadline between**

Specify a date range for the publication or deadline of procurement opportunities.

- **Active opportunities**

By default, only procurement opportunities that are currently open for submission are shown. The checkbox can be unchecked to view expired opportunities, which can be useful for understanding past procurement trends or for informational purposes.



Right-side filters

- **Organization**

Narrow down searches to specific organizations of interest, making it easier to find relevant opportunities from particular Organizations.

- **Beneficiary country or territory**

Find opportunities based on the geographical location of the project's beneficiaries.

- **Goods and services**

Filter by UNSPSC codes to identify specific procurement opportunities for one or more categories of products or services. This option is more accurate than the title and description filters.

For more information, read the: How to select UNSPSC codes? article.

- **Type of opportunity**

Filter procurement opportunities by type of solicitation, e.g. Request for EOI, Invitation to Bid, Request for Quotation, Request for Proposal, etc. This helps users identify the nature of the procurement process and choose opportunities that match their preferred solicitation methods.

For more information, read the: What are the solicitations used in procurement? article.

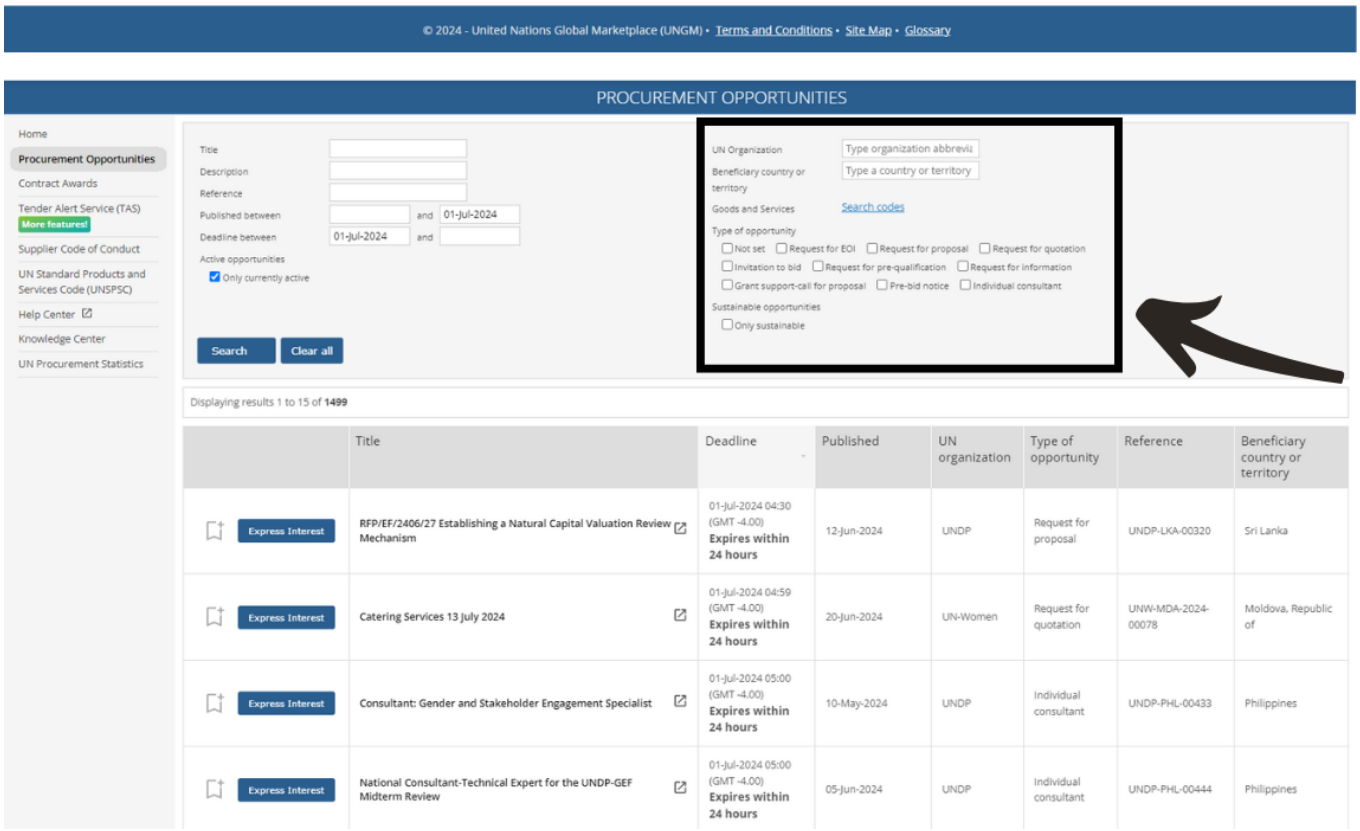
- **Sustainable opportunities**

Search for procurement opportunities that include sustainable criteria, i.e., that include a minimum of 3 sustainability considerations (one of each pillar of sustainable procurement - environmental, social, and economic).

- **Type of competition**

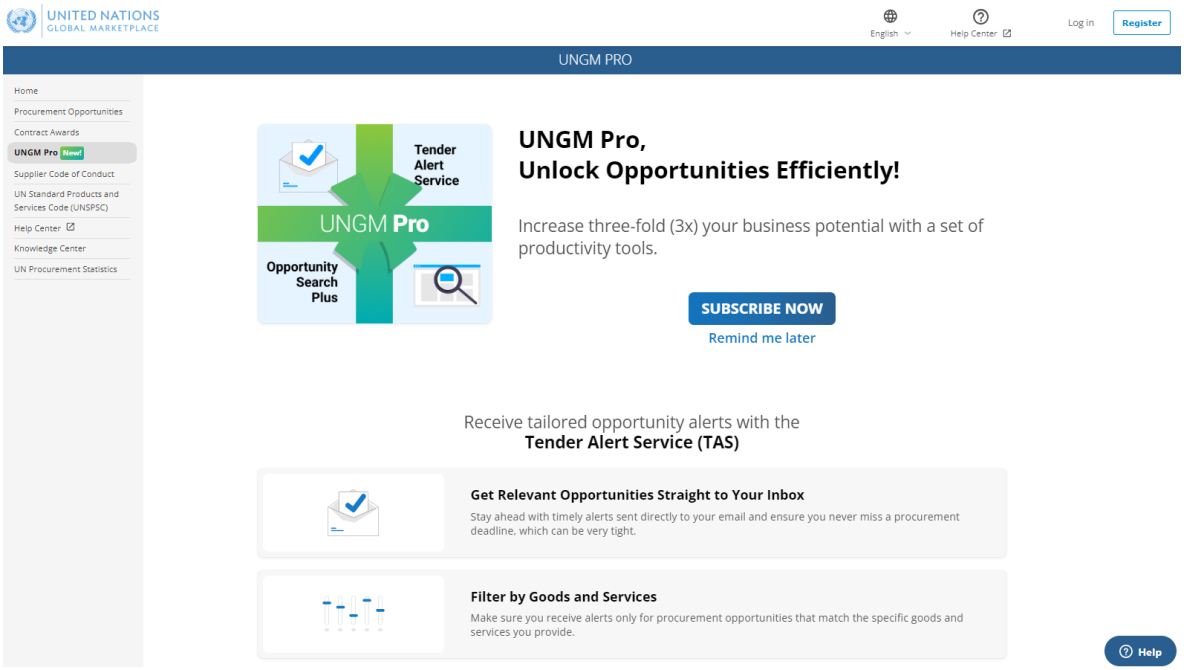
Distinguish between opportunities Open to all eligible suppliers and Limited to a pre-selected group of suppliers.

Individual consultants can only participate in procurement opportunities classified as **Call for Individual Consultants**.



UNGM Pro

Suppliers may also consider paying for the UNGM Pro, which includes the Tender Alert Service (TAS) among other functionalities. This is a value-added email service that enables suppliers to receive alerts of relevant procurement opportunities via email.

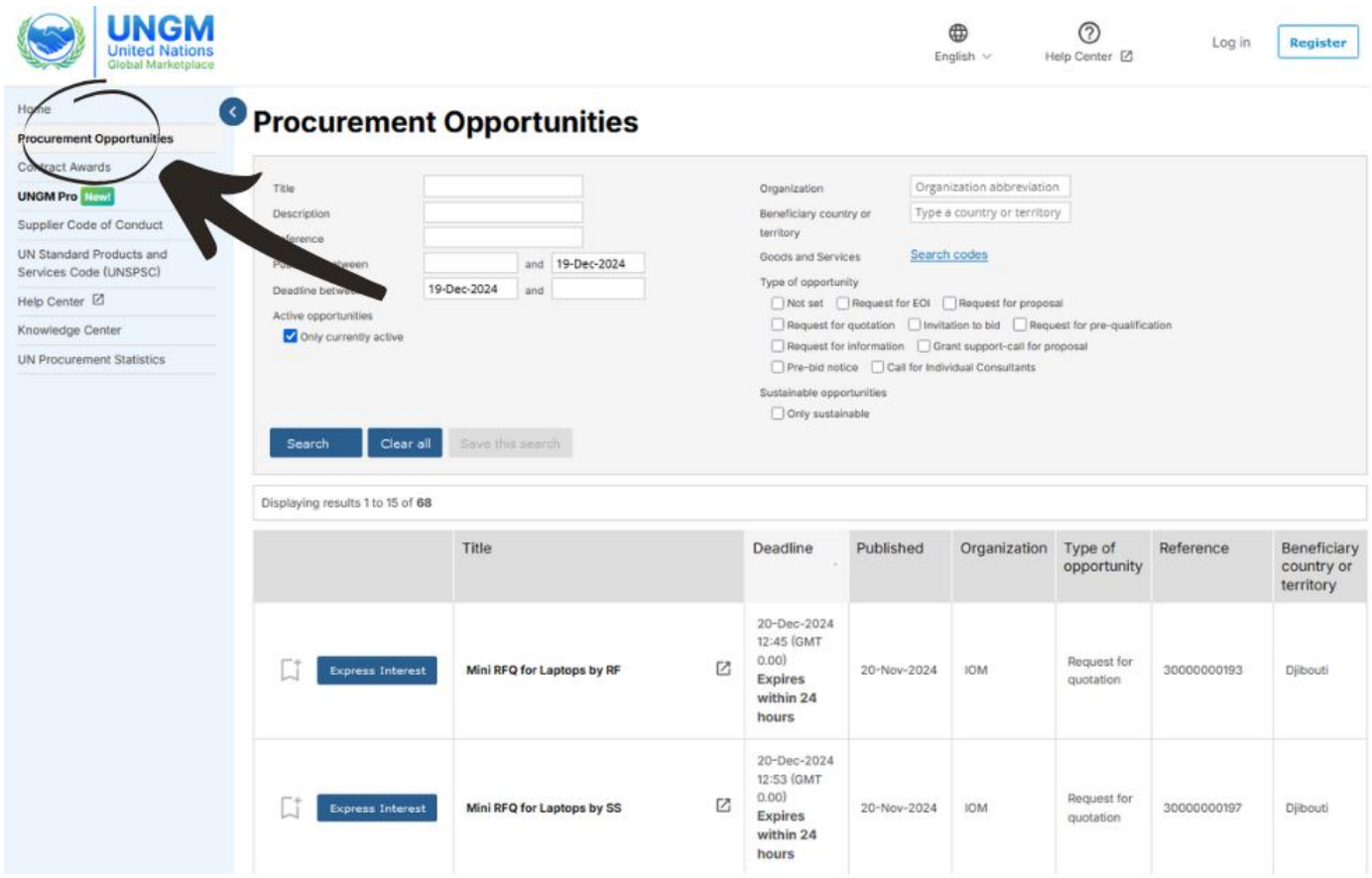


What is the difference between open and restricted procedures, and how are these reflected in UNGM?

WHO organizations may use **different competition procedures** for procurement activities, depending on the estimated value of the procurement and market conditions.

Open procedure

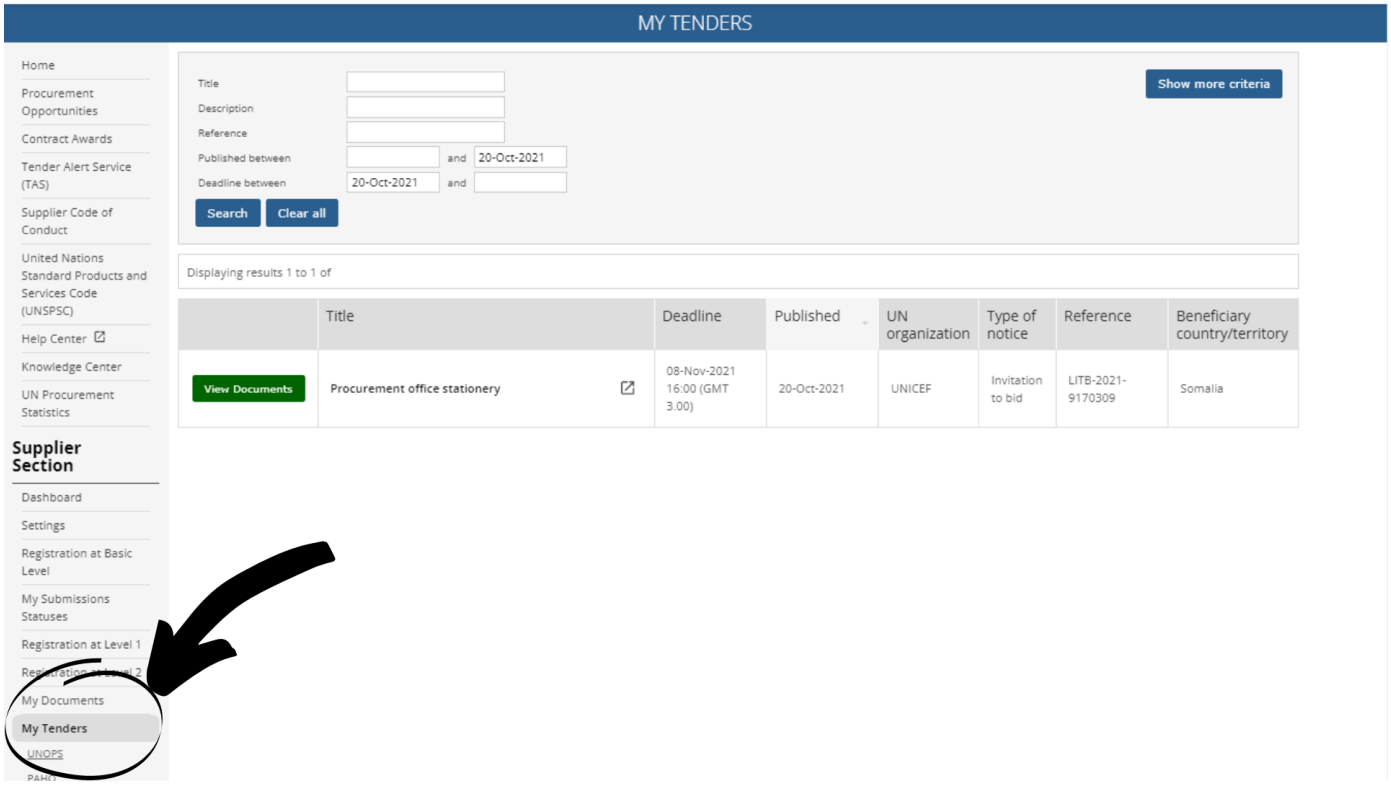
- **Competition:** Any potential supplier may submit offers.
- **Publication method:** Open competition procurement opportunities are published on UNGM.



Restricted procedure

- **Competition:** Only short-listed suppliers may submit offers. Suppliers are selected in a non-discriminatory manner from pre-qualification processes, requests for expression of interest, and/or market research.

- **Publication method:** A shortlist of potential suppliers is created following a request for an expression of interest or a pre-qualification process, which is usually published on UNGM. The invitation to bid or request for proposal will then be communicated to the short-listed suppliers, usually through email or through an e-procurement system. If the procurement process is managed through an e-procurement system, the invitation to bid or request for proposal can be accessed from **My Tenders** in the navigation menu


MY TENDERS
Home
Procurement Opportunities
Contract Awards
Tender Alert Service (TAS)
Supplier Code of Conduct
United Nations Standard Products and Services Code (UNSPSC)
Help Center
Knowledge Center
UN Procurement Statistics
Supplier Section
Dashboard
Settings
Registration at Basic Level
My Submissions Statuses
Registration at Level 1
My Documents
My Tenders
UNOPS
Title
Description
Reference
Published between
and 20-Oct-2021
Deadline between 20-Oct-2021 and
Search
Clear all
Show more criteria
Displaying results 1 to 1 of
Title
Deadline
Published
UN organization
Type of notice
Reference
Beneficiary country/territory
View Documents
Procurement office stationery
08-Nov-2021 16:00 (GMT 3.00)
20-Oct-2021
UNICEF
Invitation to bid
LITB-2021-9170309
Somalia

STEP 2: TENDER MANAGEMENT AND ACCESS THE TENDER AT A LATER STAGE

The **My Tenders** area available in the navigation menu provides suppliers with access to an overview of procurement opportunities that suppliers have **electronically expressed interest in** and/or have been **invited to electronically participate in**.

This area includes suppliers' open and restricted procedures which require electronic submissions (e-submissions) through e-procurement system.

Procurement opportunities suppliers have electronically expressed interest in

The My Tenders area provides an overview of the **procurement opportunities that suppliers have electronically expressed interest in** on UNGM, which are available publicly in the **Procurement opportunities** page.

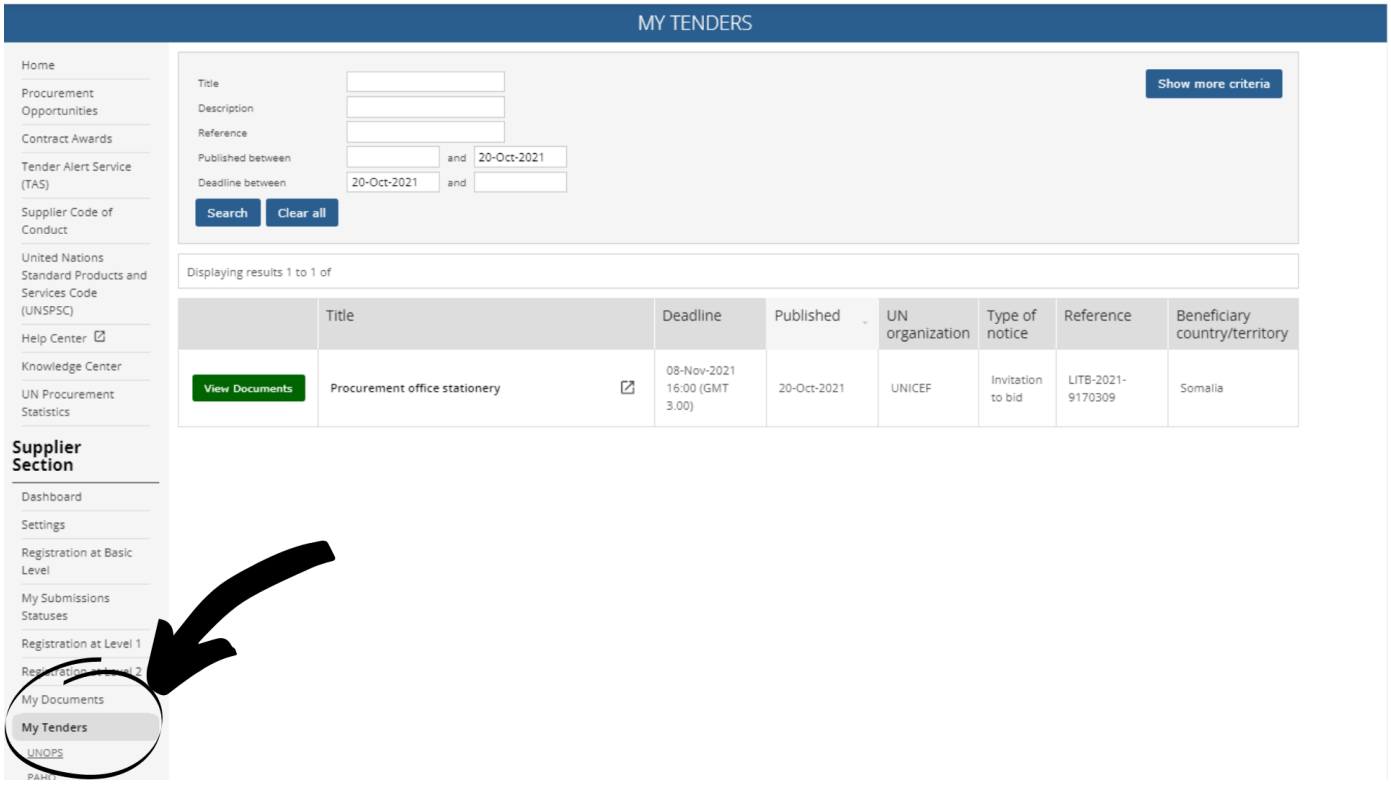
The electronic submission takes place on the WHO e-procurement system, which is accessible by clicking on the **View documents** green button.

Procurement opportunities suppliers have been invited to participate in

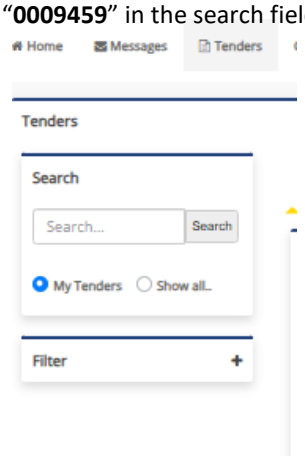
The access to WHO e-procurement systems is facilitated under the My Tenders area. Click on the link corresponding to the WHO under **My Tenders** in the navigation menu to access the WHO e-procurement system. The link to the WHO e-procurement system will only be available as soon as suppliers have expressed interest or have been invited to participate in a procurement opportunity issued by the WHO.

Under the My Tenders area, suppliers will be able to gain access to the **procurement opportunities they have been invited to electronically participate in**.

The electronic submission takes place on the WHO e-procurement system, which is accessible by clicking on the **View documents** green button.

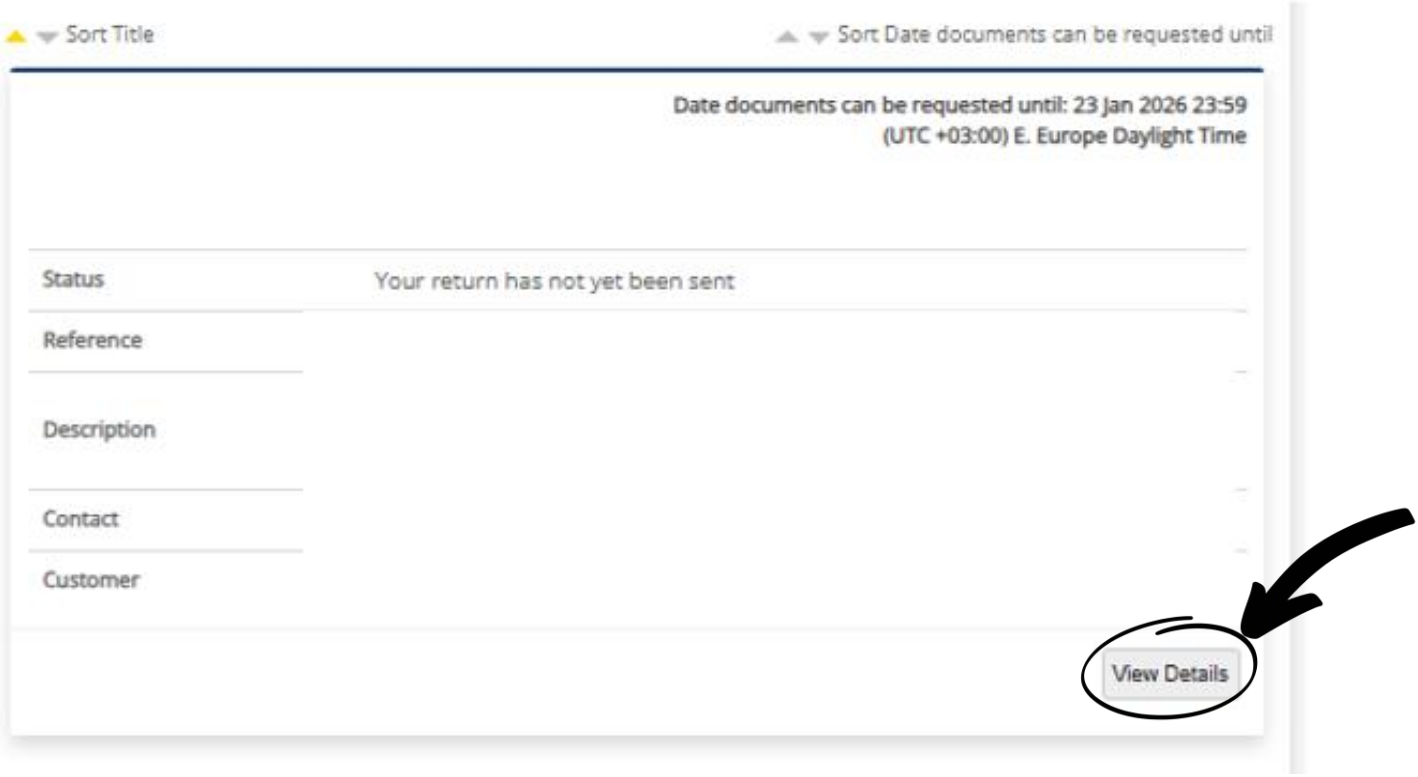


In case there are numerous tenders under WHO name, you can use the Search function on the left side. Type Tender Reference e.g. "**0009459**" in the search field. The selected tender will appear on the screen.



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:

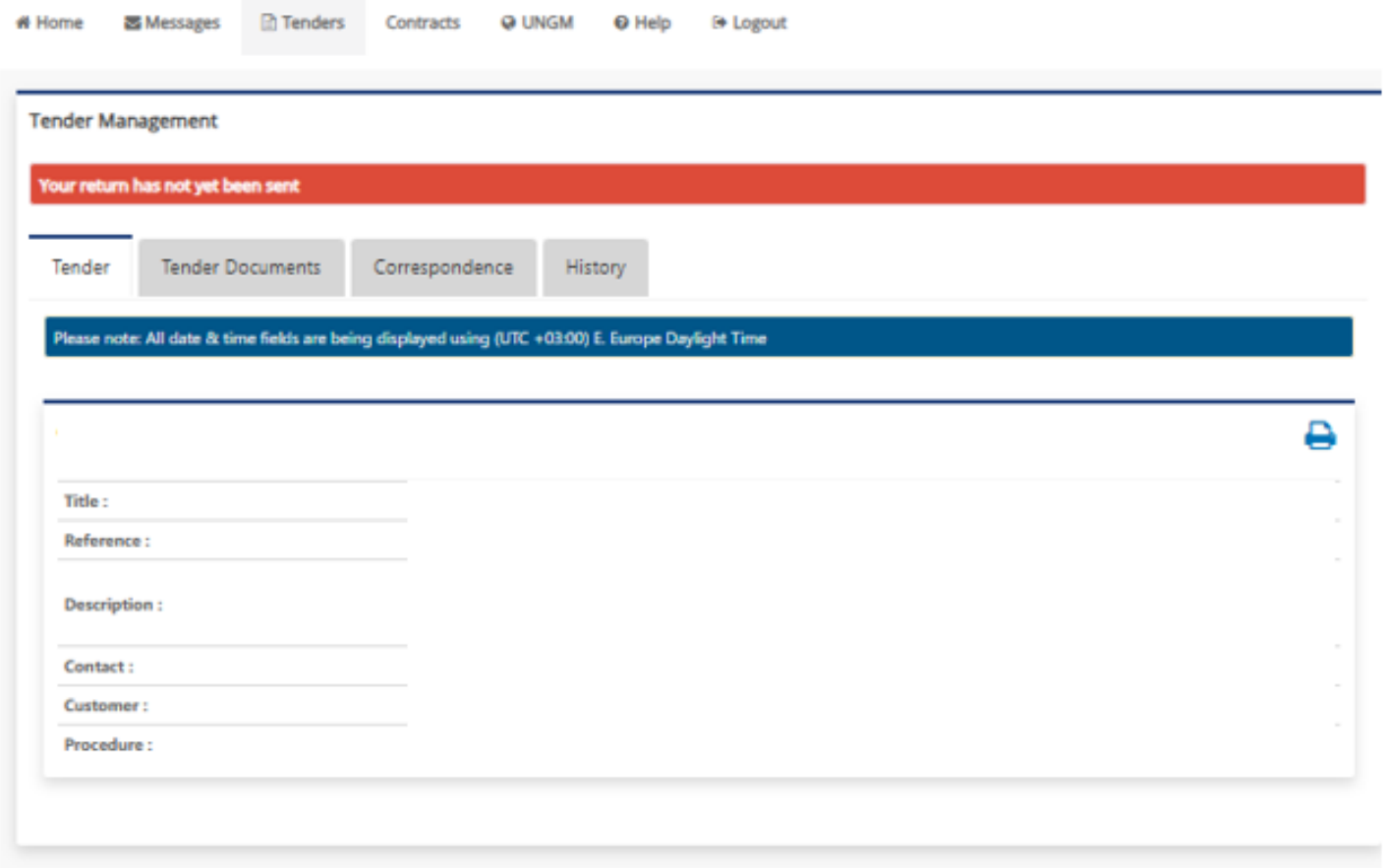
IMPORTANT: If it does not show the Tenders screen, please inform WHO immediately.



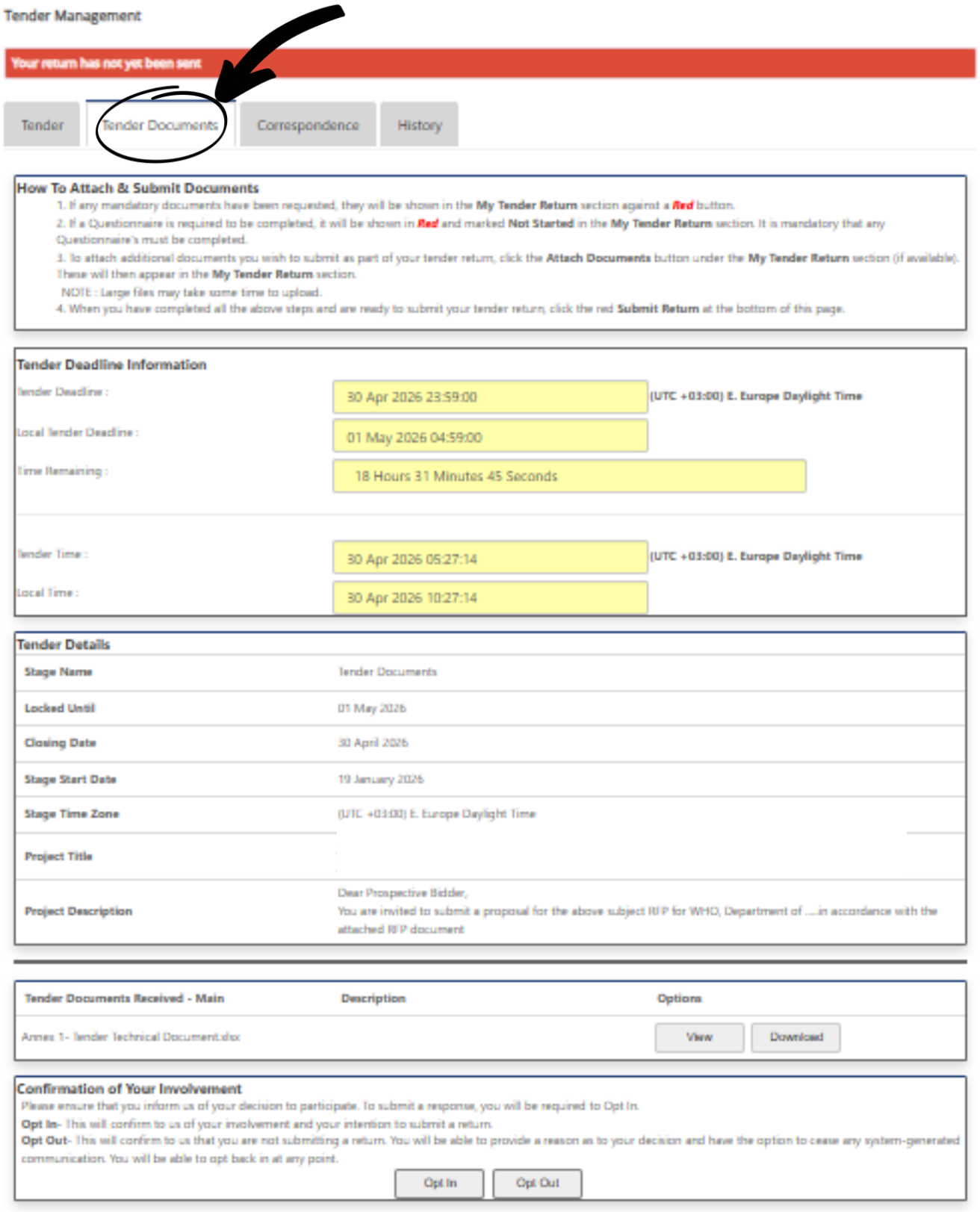
You are now in the WHO e-tendering system. Under this area you will find several menu tabs:

- **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 via email (see Contact details page XX).



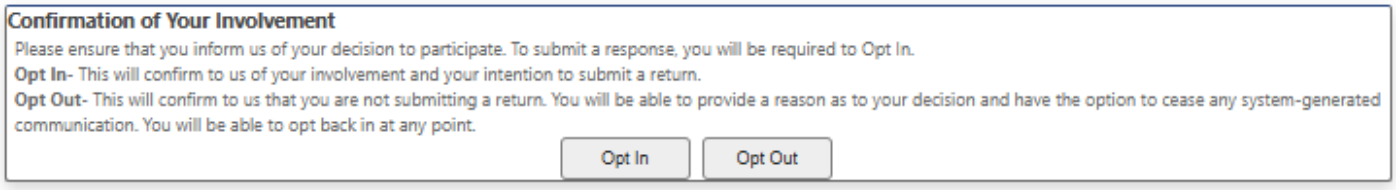
In the '**Tender Management'** page, please select the 'Documents' menu tab, scroll down until the section 'Tender documents received' and download all documents.



Please ensure that you inform us of your decision to participate. To submit a response, you will be required to Opt In.

Opt In- This will confirm to us your involvement and your intention to submit a return.

Opt Out- This will confirm to us that you are not submitting a return. You will be able to provide a reason as to your decision and have the option to cease any system-generated communication. You will be able to opt back in at any point.



STEP 3: 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.



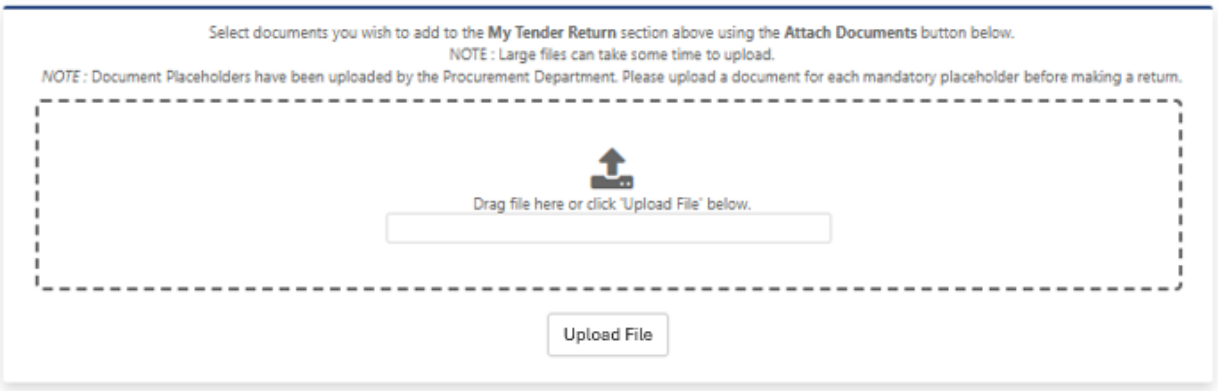
STEP 4: ATTACH AND SUBMIT DOCUMENTS

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



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: LTAprocurement@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.

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