



UNITED NATIONS
GLOBAL MARKETPLACE

Annex F

UNGM guide

Instructions on how to register with
UNRWA and access UNRWA
tenders



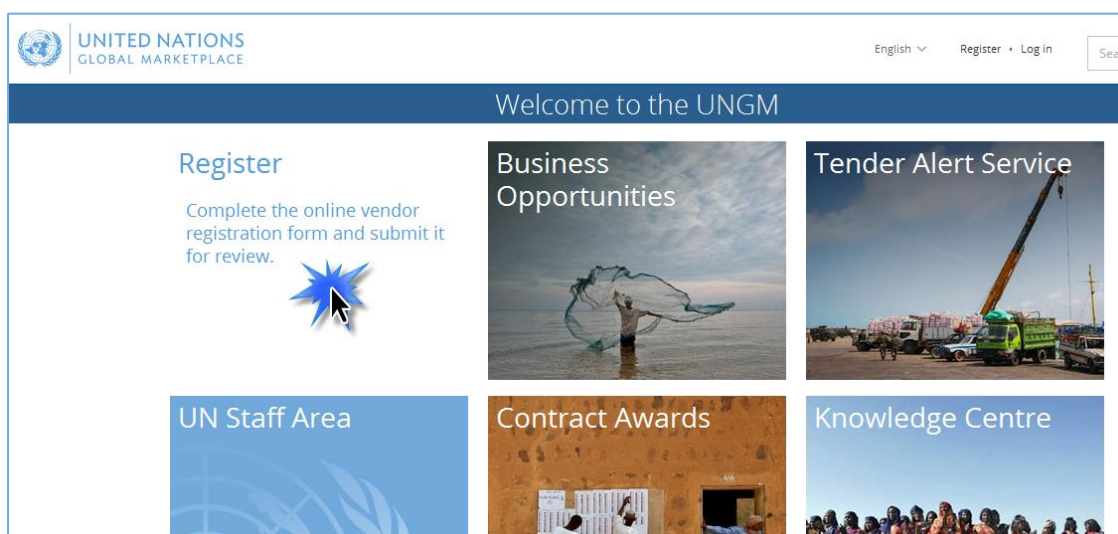
www.ungm.org

REGISTRATION PROCESS ON UNGM

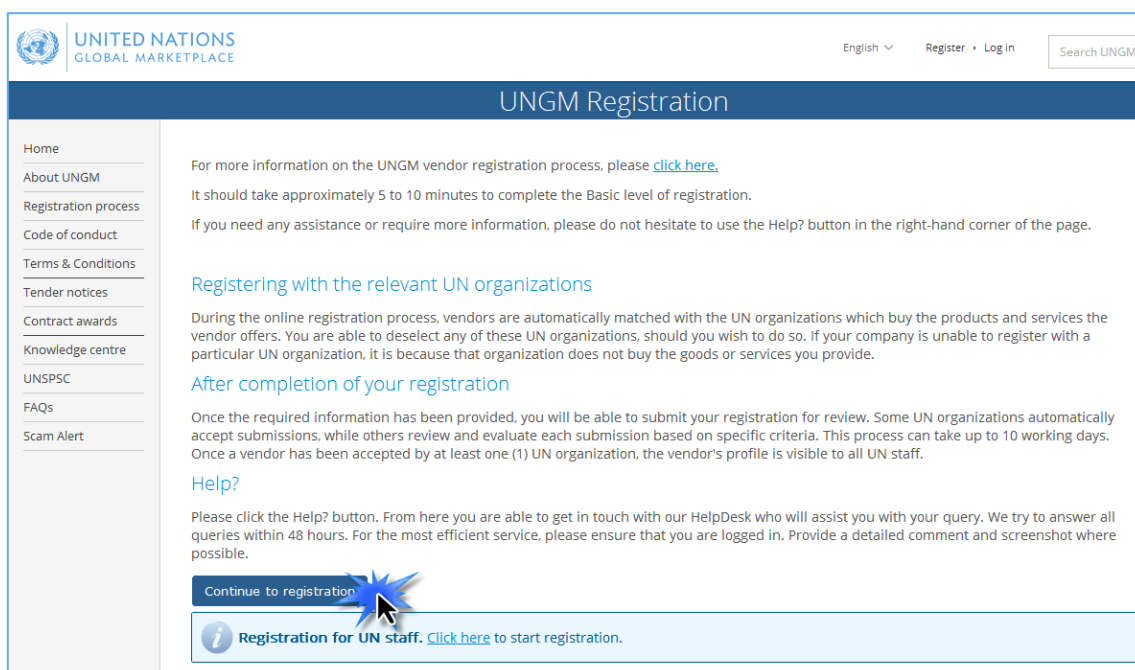
UNRWA's e-tendering system, In-tend is integrated with the United Nations Global Marketplace portal (www.ungm.org). Please find instructions on how to register your company and how to access the tender documentation. For further assistance, please contact UNGM at registry@ungm.org or use the Help Button on the UNGM site.

STEP 1: CREATION OF YOUR UNGM ACCOUNT

To access the tender documents, you need to be completed the registration process at Basic level and have a **'Registered' status with UNRWA on UNGM**. Go to **www.ungm.org** and click on the **'Register'** box.



Read the explanation about UNGM vendor registration process and click on the button **'Continue to registration'**.



Accept the **UN Supplier Code of Conduct** by ticking the corresponding box, introduce your company details and click on the 'Continue to registration' button.

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UN Supplier Code of Conduct

The values enshrined in the [United Nations Charter](#) - respect for fundamental human rights, social justice and human dignity, and the equal rights of men and women - are the foundation of the UN Supplier Code of Conduct. Vendors to the United Nations are expected to agree with and promote these values. The Supplier Code of Conduct deals with labour, human rights, environmental awareness, bribery and corruption. It specifically refers to the issues of child labour, health and safety of workers, gifts and hospitality, and employment of UN staff.

To register your company's interest in doing business with the United Nations, you are **required** to accept the UN Supplier Code of Conduct. The Supplier Code of Conduct must be accepted by an official with the authority to do so, as this acceptance commits the company to the content of the Code of Conduct and the promotion of the enshrined values.

Please read and accept the [UN Supplier Code of Conduct](#).

Supplier Code of Conduct Acceptance

Company name *

Country/area *

Type a country/area name

Name of authorized official

First/given name *

Surname *

How did you hear about UNGM?

Source *

☐ I have read and accept the UN Supplier Code of Conduct.

Continue to registration

Complete your login details and click on the '**Create login**' button.

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Here you are able to create your company's UNGM account, as well as your username and password. Please ensure that your email address is correct. An email containing an activation link will be sent to this address. To activate the account, you need to click on the link or copy it into your browser. After activation, you will be able to complete the registration process. Please note that you will at a later stage be able to invite or add other contacts to your company account.

Please note that if you do not receive the email or misplace it, you can always resend it to yourself. A copy of the email will be available in the UNGM Inbox of your account. You can access it by clicking on the Email Icon in the top banner of your screen. You can log in with your email address and the password you have chosen. If you cannot remember your password, please click on the Forgotten Password button when logging in.

If you need assistance, please use the Help? button.

Login details

* required field

☐ Same details as entered before

First/given name *

Surname *

Email address *

Password *

Repeat password *

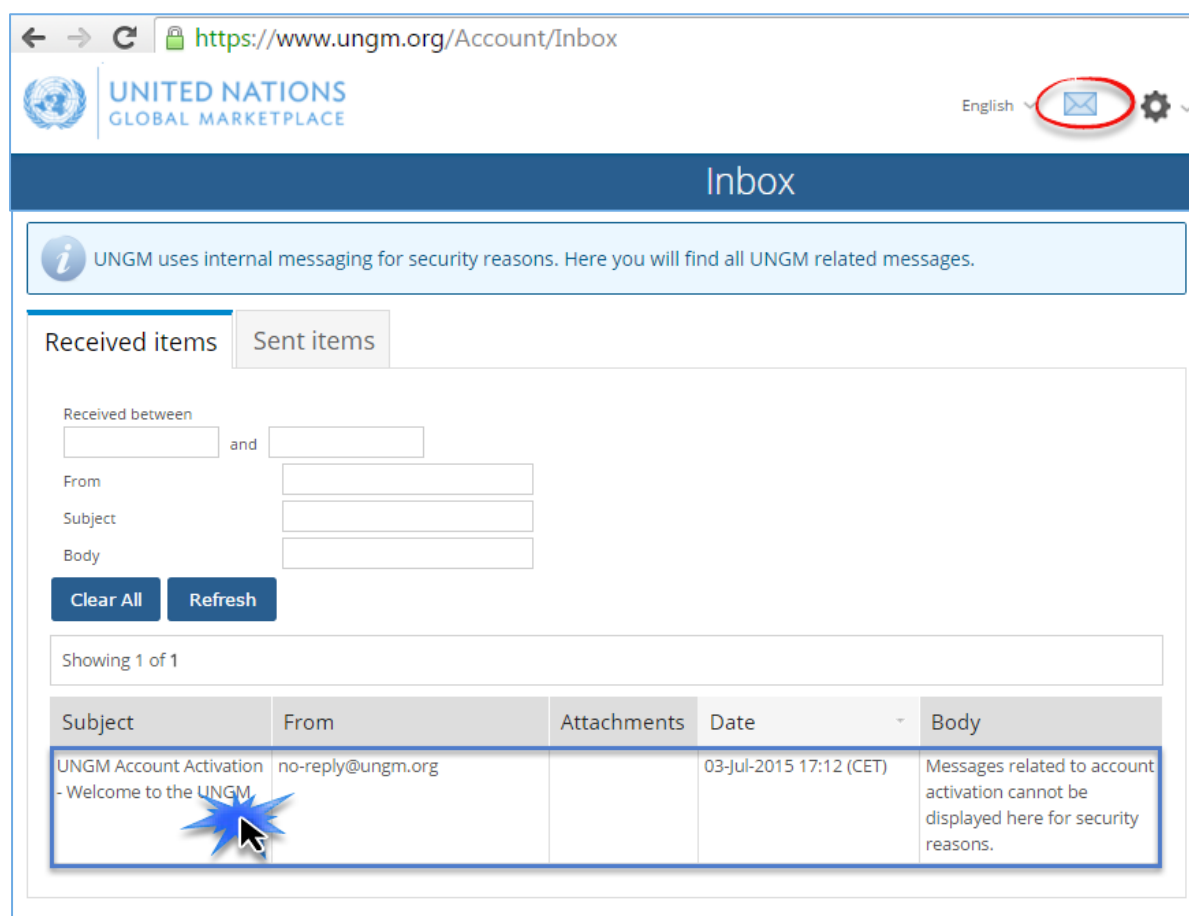
Create login

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.

✓ Congratulations! Your account has now been activated.

If you have not received the activation email, please check your Spam filter/inbox. Note that you can resend the activation email to yourself from your UNGM inbox.



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.

In addition, please find below the link to the **video guideline** on how to successfully register your company on UNGM: <https://www.ungm.org/Public/Video/View/3>

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

STEP 3: LOG INTO YOUR UNGM ACCOUNT

In order to **log into your UNGM account**, please click on the 'Log in' link at the top right-hand corner of the page. 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**.

The screenshot shows the UNGM Global Marketplace login page. At the top, there is a header with the UNGM logo, the text 'UNITED NATIONS GLOBAL MARKETPLACE', and links for 'English', 'Register', and 'Log in' (the 'Log in' link is circled in red). Below the header is a 'Log in' section with a form. The form has fields for 'Email address *' and 'Password *'. There is a 'Remember me?' checkbox and a 'Forgotten password?' link (circled in red). A 'Log in' button is at the bottom of the form. Below the form, there is a message: 'If you do not yet have an account, you can [register here](#).' On the left side of the page, there is a sidebar menu with various links, including 'Home', 'About UNGM', 'Registration process', 'Code of conduct', 'Terms & Conditions', 'Tender notices', 'Contract awards', 'Knowledge centre', 'UNSPSC', 'FAQs', and 'Scam Alert'.

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.

The screenshot shows the UNGM Basic Registration form. At the top, there is a header with the text 'Basic Registration'. Below the header is a progress bar showing '20%' completion. A message says: 'Please provide all the required information to complete your registration.' Below the progress bar, there is a legend: 'All information has been provided.' (green), 'More information is required in this section.' (red), and '*required field' (asterisk). The form has several tabs: 'General', 'Address', 'Countries/area', 'Contacts', 'Declaration', 'Coding', and 'UN Organizations (24)'. The 'General' tab is selected. The 'General company information' section has fields for 'Company name *', 'Trade name/DBA', 'Company type *', 'Fax country code', 'Parent company', 'Fax number', 'License number *', 'Website', and 'Year established *'. The 'Registration' link in the left-hand menu is circled in red.

Please do not forget to **submit your completed registration** to the UN organizations matching your company's profile. Please verify that **UNRWA 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 UNRWA is complete**. You can either check this information from your **Dashboard** (for instance your registration status is Registration/Vendor to Update) or directly in your registration. If not, please update/modify the information requested by the UNGM system before proceeding.

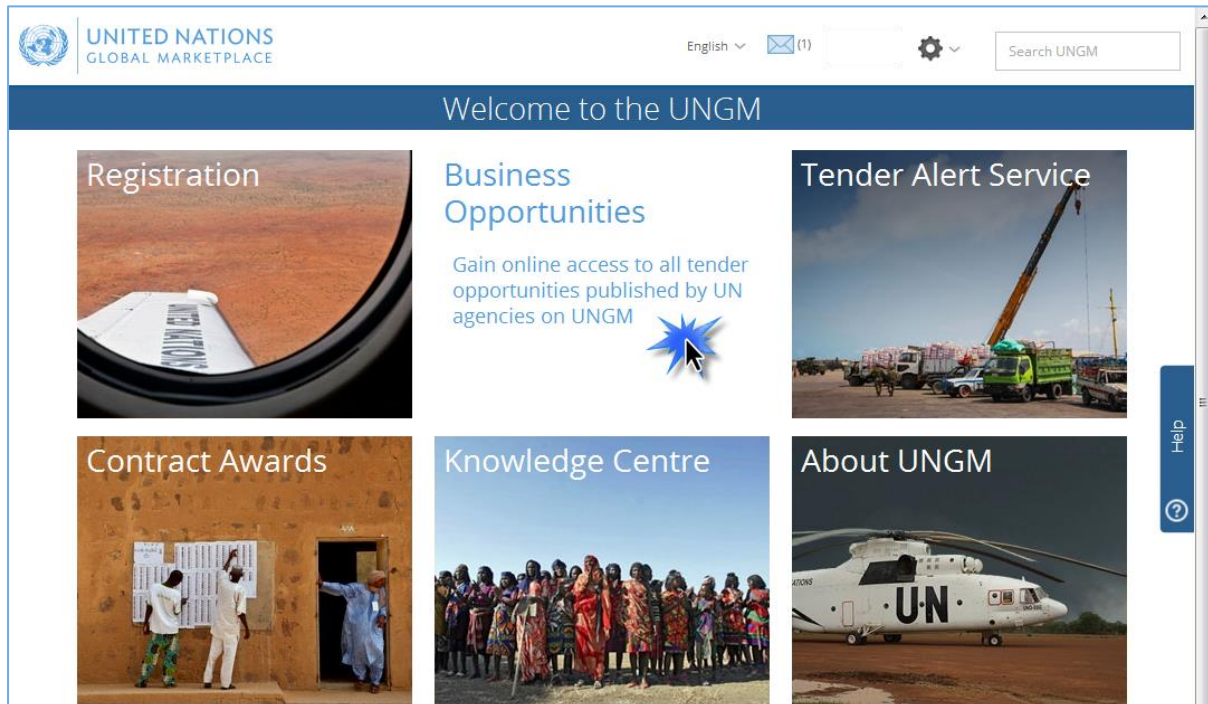
The screenshot shows the 'My Dashboard' interface. On the left is a navigation menu with items: Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Knowledge centre, UNSPSC, FAQs, Video Guides, Scam Alert, Vendor (highlighted with a red circle), Dashboard (highlighted with a red circle), Settings, and Registration. The main content area has a blue header 'My Dashboard'. Below it is a yellow warning box about UNSPSC code updates. Then a blue box shows the UNGM number '400000' and a message about submitting vendor registration. The 'Company registration status' section contains an information box and a table. The table has columns for 'UN organizations', 'Basic registration', 'Level 1 registration', and 'Level 2 registration'. The 'UNRWA' row is circled in red, showing 'Registered (05-Mar-2014 09:43)'. A 'Help' button is on the right.

UN organizations	Basic registration	Level 1 registration	Level 2 registration
WMO	Registered (05-Mar-2014 09:43)		
WIPO	Registered (05-Mar-2014 09:43)		
WHO	Registered (05-Mar-2014 09:43)		
WFP	Registered (05-Mar-2014 09:43)		
UNRWA	Registered (05-Mar-2014 09:43)		

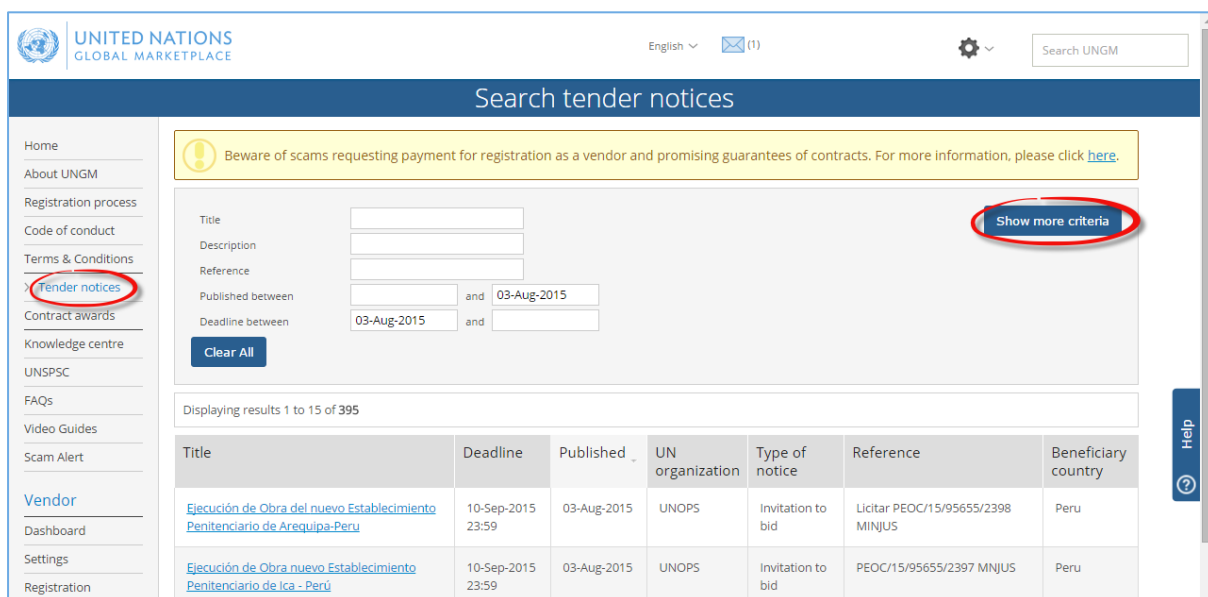
ACCESS TENDER NOTICES ISSUED BY UNRWA

STEP 1: SEARCH FOR TENDER NOTICES ISSUED BY UNRWA

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 UNRWA. The system will automatically show all the **active tender notices issued by UNRWA**.



Search tender notices

Beware of scams requesting payment for registration as a vendor and promising guarantees of contracts. For more information, please click [here](#).

Title

Description

Reference

Published between and

Deadline between and

UN Organization
 UNRWA [\(remove\)](#)

Type organization abbreviatik

Beneficiary Country/area
 Type a country/area name

UNSPSC Codes
[Select UNSPSC](#)

Type
☐ Not set ☐ Request for EOI ☐ Request for proposal
☐ Request for quotation ☐ Invitation to bid
☐ Request for pre-qualification ☐ Request for information
☐ Grant support-call for proposal

Hide advance criteria

Clear All

Displaying results 1 to 2 of 2

Click 'View document' button to view notice in e-sourcing portal.

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
Express Interest	Car Project_HS	03-May-2016 12:50 (GMT 2.00)	03-Apr-2016	UNRWA	Invitation to bid	PR#Cars	Jordan
Express Interest	Security services tender_HS	01-May-2016 22:54 (GMT 2.00)	02-Apr-2016	UNRWA	Request for proposal	PR#1716010101	Jordan

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’**.

In case of first access, click on ‘Express interest’ to notify UNRWA that you are interested in participating in this tender. After a few seconds, the button will change in a green button ‘View documents’. Click on this ‘View Documents’ button (on the left side) to gain **access to the tender documents**.

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
View Documents	Car Project_HS	03-May-2016 12:50 (GMT 2.00)	03-Apr-2016	UNRWA	Invitation to bid	PR#Cars	Jordan
Express Interest	Security services tender_HS	01-May-2016 22:54 (GMT 2.00)	02-Apr-2016	UNRWA	Request for proposal	PR#1716010101	Jordan

STEP 2: TENDER MANAGEMENT

You will be transferred from the UNGM portal to the **UNRWA e-tendering system**. The following **‘Tender Management’** screen should appear.

IMPORTANT: If it does not show the Tenders screen, please inform immediately UNRWA at INTEND.ADMIN@UNRWA.ORG.

You are now in the UNRWA 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.
- Correspondence: an area where you can write email and receive answers from UNRWA.
- Clarifications: an area for reading the clarifications issued by UNRWA 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, we think that the system is more intuitive and 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 or via email at INTEND.ADMIN@UNRWA.ORG.

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 UNRWA link under ‘My tenders/contracts’ in order to access the UNRWA e-tendering system and see the details of the tender notice and its documents.

My Tenders

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Vendor

Dashboard

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Registration

Level 1

Level 2

Vendor documents

My tenders

UNRWA

ILO

Title

Description

Reference

Published between

Deadline between

04-Apr-2016

04-Apr-2016

and

and

04-Apr-2016

Clear All

Show more criteria

Displaying results 1 to 1 of

Click 'View document' button to view notice in e-sourcing portal.

	Title	Deadline	Published	UN organization	Type of notice	Reference	Beneficiary country
View Documents	Car Project HS	03-May-2016 12:50 (GMT)	03-Apr-2016	UNRWA	Invitation to bid	PR#Cars	Jordan

Help

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.

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 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.

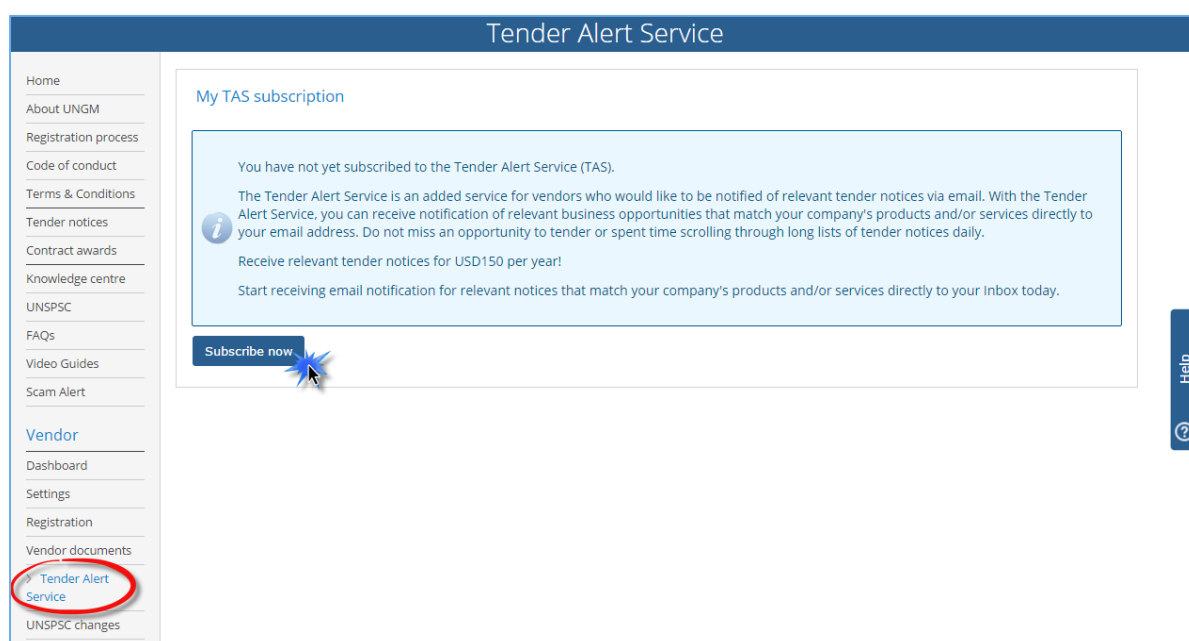
NOTE : Large files may take some time to upload. We advise you to keep the files under 5MB.

ADDITIONAL TOOLS

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. You can also access tenders free of charge under Tender Notices.



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 'Help' window with a title bar. Inside, there are two informational boxes at the top, each starting with an 'i' icon. The first box 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 box says: 'You may find the answers to some of your questions in the [Frequently Asked Questions](#) page, which may be helpful to you.' Below these is a 'Feedback' section. It contains a dropdown menu labeled 'Area' with a green checkmark to its right. Below the dropdown is a slider control for 'How has your experience on the UNGM site been so far?' with a smiley face icon to its right. Below the slider is a large text area labeled 'Comments'. At the bottom of the feedback section, there is a checkbox labeled 'Add a screenshot automatically' which is checked. Below the checkbox are two buttons: 'Highlight areas' and 'Hide areas'. At the very bottom of the feedback section is a blue 'Send' button. Below the 'Send' button is a link: 'Other information included'. On the right side of the window, there is a vertical sidebar with a blue button labeled 'Help' and a question mark icon below it.

Help

i You may find more information to help with your issue by [clicking here to go to the videos section](#) which may be of interest.

i You may find the answers to some of your questions in the [Frequently Asked Questions](#) page, which may be helpful to you.

Feedback

Area ✓

How has your experience on the UNGM site been so far? 😊

Comments

☒ Add a screenshot automatically

▶ [Other information included](#)

Help ?

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