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

www.ungm.org
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.

![Register](image)

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.

**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 labor, human rights, environmental awareness, bribery and corruption. It specifically refers to the issues of child labor, 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 contents of the Code of Conduct and the promotion of the enshrined values.

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

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**Supplier Code of Conduct Acceptance**

- **Company name**
- **Country/Province**
- **Name of authorized official**
  - Firstname
  - Surname
- **How did you hear about UNSM?**
- I have read and accept the UN Supplier Code of Conduct.

**Continue to registration**

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Complete your login details and click on the ‘Create login’ button.

**Login details**

- **Username**
- **Surname**
- **Email address**
- **Password**
- **Repeat password**

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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 & paste into your browser. After activation, you will be able to complete the registration process. Please note that you will not be able to edit or add new contacts to your company account.

Please note that if you do not receive the email or misplace it, you can always request it yourself. If you cannot reach the email, please contact the United Nations Global Marketplace Support Team.

If you need assistance, please use the Help button.
STEP 2: ACTIVATE YOUR UNGM ACCOUNT

Once you have created your UNGM account, please do not forget to activate it. Go to your personal email inbox, where you should have received an email from UNGM containing an activation link. Please activate your UNGM account by clicking on the activation link.

If you have not received the activation email, please 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.

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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.
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 STATUS 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.
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.
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.

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 and cpld@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 and cpld@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.
STEP 4: DOWNLOAD THE TENDER DOCUMENTS

In the ‘Tender Management’ page, please select the ‘RFP documents’ menu tab, scroll down until the section ‘Tender documents received’ and download all documents.

STEP 5: ATTACH AND SUBMIT DOCUMENTS
If any mandatory documents have been requested, they will be shown in the ‘My tender return’ section against a red button.

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 and you feel are relevant to the tender, click the 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.

The button will not allow the submission until you have up-loaded all mandatory documents and answered any Questionnaires that they may have been sent.

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.

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