



**e-tendering Manual for  
United Nations Secretariat Suppliers**

# Table of Content

1	Introduction.....	3
2	How to use this User Manual.....	3
3	Receiving Invitations .....	4
3.1	Verification of your UNGM Profile Contact Details .....	4
3.2	Receipt of invitation notices.....	5
4	Locating Solicitations .....	6
5	Downloading of Instructions.....	7
6	Opt Out of a Bid Submission .....	7
7	Submitting a Response.....	8
8	Submitting Additional Tender Documentation.....	9
9	Sending a Correspondence (for Queries) .....	10
10	Resubmitting/Modifying a Response.....	11

# 1 Introduction

Starting 2015, the United Nations Secretariat has been launching certain solicitation exercises electronically, allowing invited suppliers to submit their responses online using an e-tendering platform accessible via the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)).

The purpose of this user manual is to provide guidance to suppliers who want to respond to UN Secretariat solicitations they have been invited to through the e-tendering platform.

# 2 How to use this User Manual

This User Manual is intended for UN Secretariat registered suppliers in general and more specifically for those suppliers that have been invited to respond to electronic solicitations submitted by the UN Secretariat.

The manual consists of 4 main sections:

- [Receiving invitations](#): This section describes how suppliers will be notified after they've been invited to participate in a solicitation exercise.
- [Locating Solicitations](#): Contains instructions how to log into the e-tendering platform and locate the electronic solicitation exercises.
- [Downloading of Instructions](#): Refer to this section to review how to download the instructions of a particular solicitation.
- [Submitting a response](#): This section explains how to submit your response electronically using the e-tendering platform.

### 3 Receiving Invitations

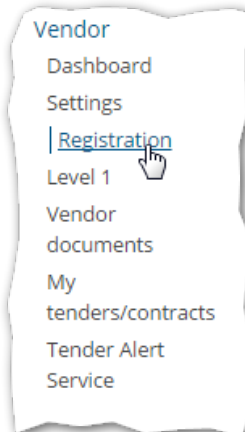
UN Secretariat suppliers that have been invited to an e-tendering solicitation will be notified via a system-generated e-mail message send to the e-mail address on file in their respective UNGM profiles.

#### 3.1 Verification of your UNGM Profile Contact Details

In order to ensure receiving e-mail notifications sent by the e-tendering system, it is important to verify that your UNGM profile contains the correct contact details.

- Start the Web Browser on your computer
- Navigate to:  
<https://www.ungm.org/Account/Account/Login>.
- Authenticate with your UNGM credentials
- Click “Log In”.

- Select the “Registration” link on the left-hand side menu.
- Select the “Contacts” tab from where you can manage your company’s contact details.



Name	Email address	Job title	Country/area
UNEP	unep@unep.org	Executive Director	United Nations Office at Nairobi
UNEP	unep@unep.org	Executive Director	United Nations Office at Nairobi

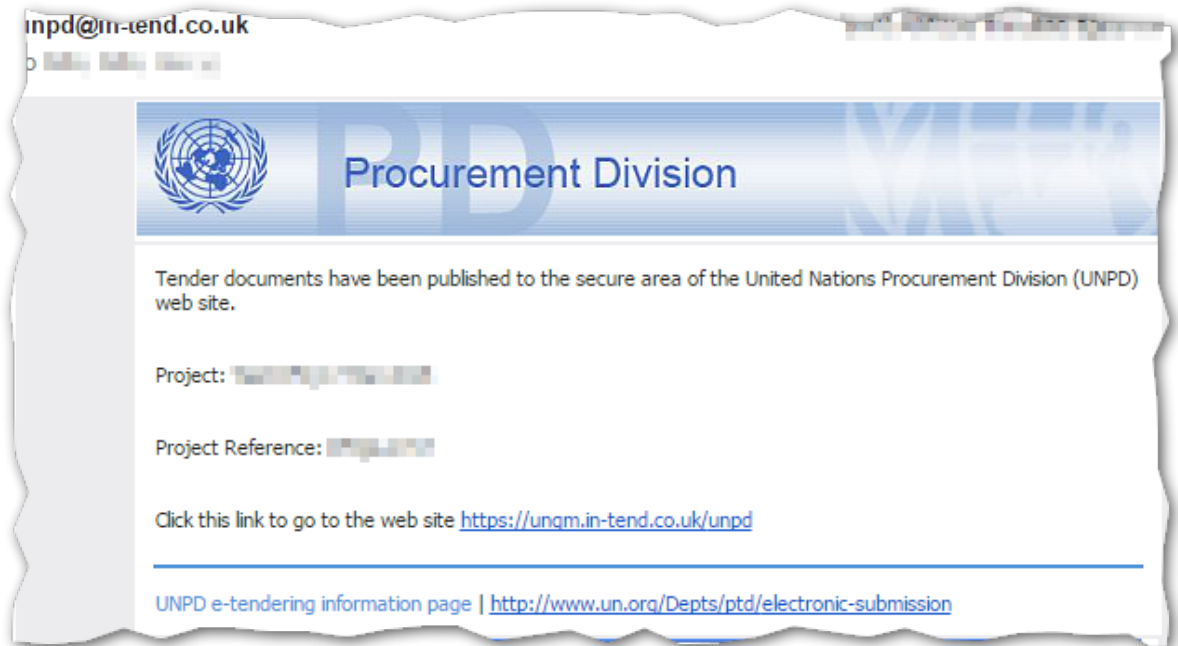


In case you experience problems accessing your UNGM profile, you can reach out to [registry@ungm.org](mailto:registry@ungm.org) to request assistance.

### 3.2 Receipt of invitation notices

Suppliers invited to participate in an electronic solicitation exercise will typically receive 2 notifications via email.

- **Tender Document Publication Notice:** An email informing you that Tender Documents have been published and available for download.

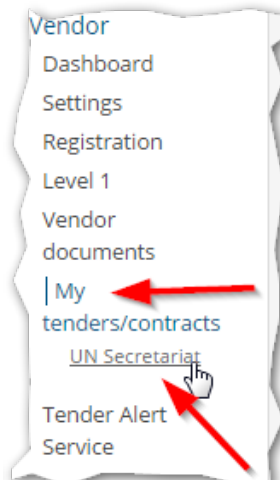


## 4 Locating Solicitations

Details about Solicitations you have been invited to can be accessed via the United Nations Global Marketplace (UNGM) at <http://www.ungm.org>.

- Start the Web Browser on your computer
- Navigate to:  
<https://www.ungm.org/Account/Account/Login>
- Authenticate with your UNGM credentials
- Click “Log In”.

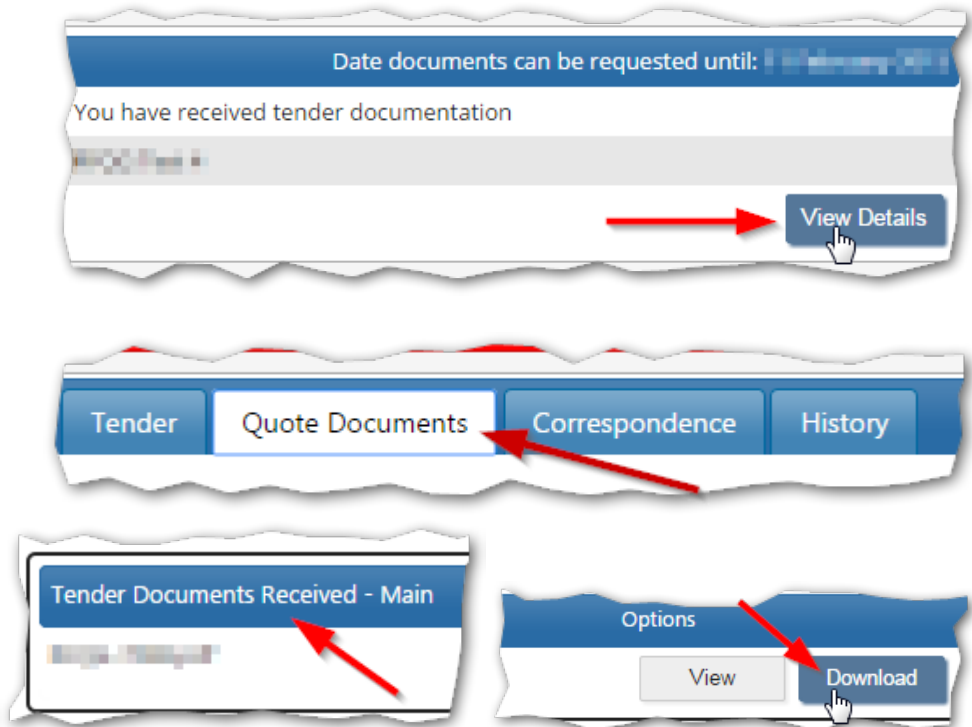
- Select the “My tenders” link on the left-hand side menu.
- Select the “UN Secretariat” link which will provide you with an overview of all participating solicitation exercises.



RFQ	
Status	Your bid
Description	
RFQG	
Status	You have
Description	

## 5 Downloading of Instructions

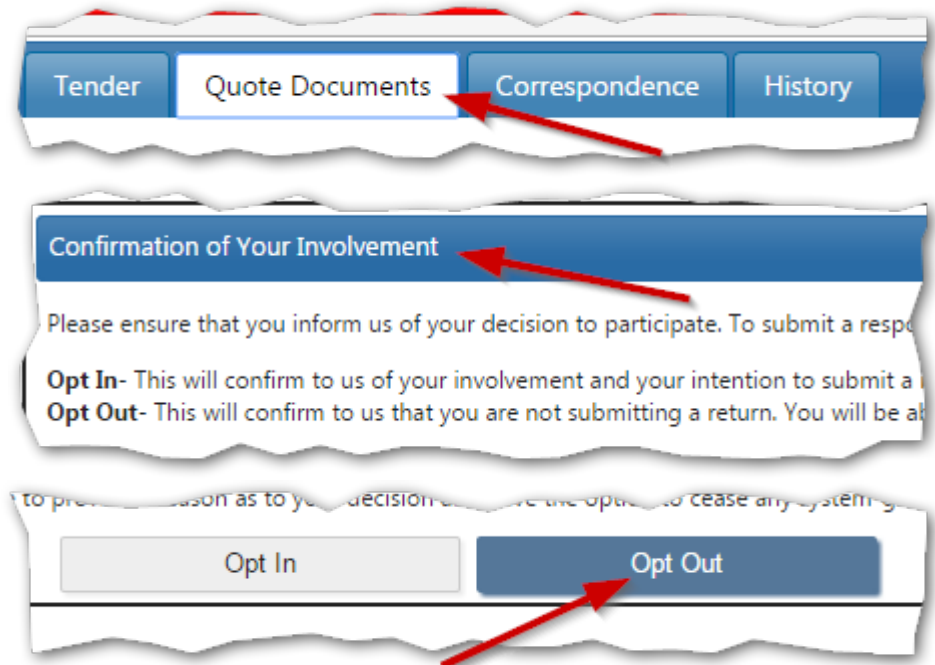
- From the list of participating solicitations (see chapter 4) click the “**View Details**” Button.
- Select the “**Quote Documents**” Tab.
- Scroll down to locate the “**Tender Documents Received**” section.
- Click the “**Download**” Button to download the Tender documents.



## 6 Opt Out of a Bid Submission

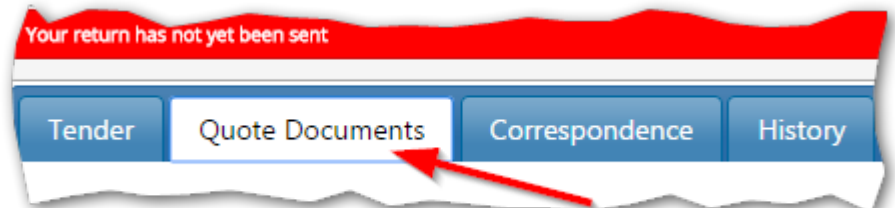
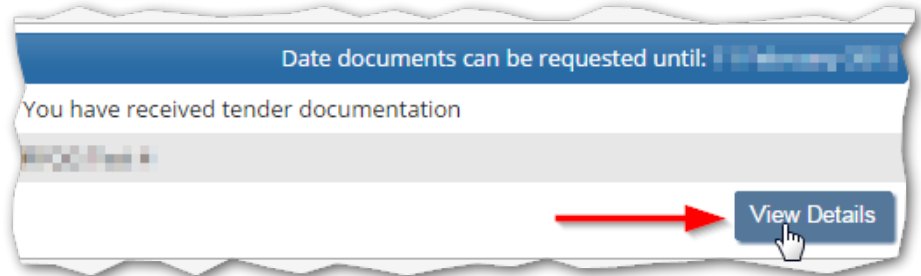
In case you prefer not to participate in a specific solicitation exercise you can opt out as per below instructions.

- From the list of participating solicitations (see chapter 4) click the “**View Details**” Button.
- Select the “**Quote Documents**” Tab.
- Scroll down to locate the “**Confirmation of Your Involvement**” section.
- Click the “**Opt Out**” Button to confirm that you are not submitting a return

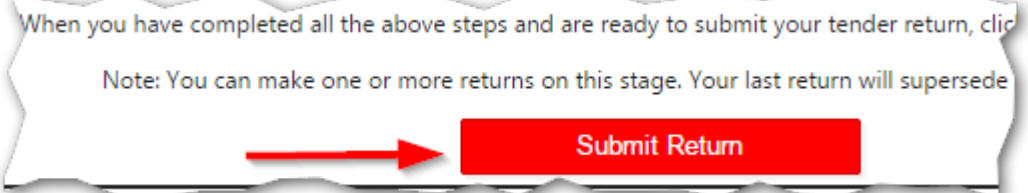


## 7 Submitting a Response

- From the list of participating solicitations (see chapter 4) click the “**View Details**” Button.
- Select the “**Quote Documents**” Tab.
- Scroll down to locate the “**Confirmation of Your Involvement**” section.
- Click the “**Opt In**” button
- Scroll down to locate the “**My Tender Return**” section.
- Click the “**Upload Document**” Button which will bring you to a new screen for where your response to the solicitation can be uploaded.



- After you have uploaded all relevant documents and are ready to submit, click the “**Submit Return**” Button.
- A pop-up window with a Return Receipt will appear.

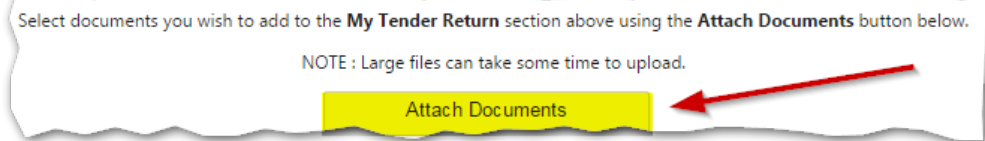
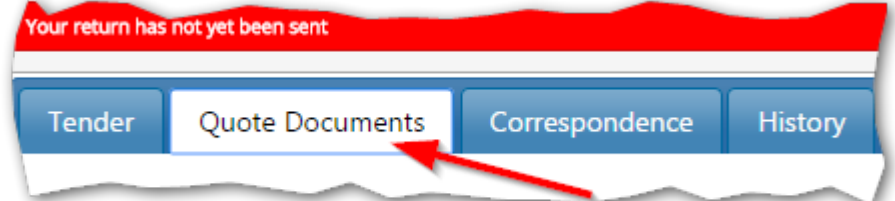
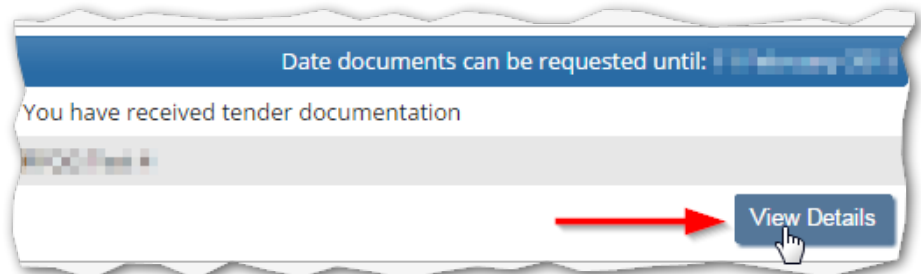


In case you experience problems using the e-tendering platform, you can reach out via email to [e-tendering@un.org](mailto:e-tendering@un.org) to request assistance,

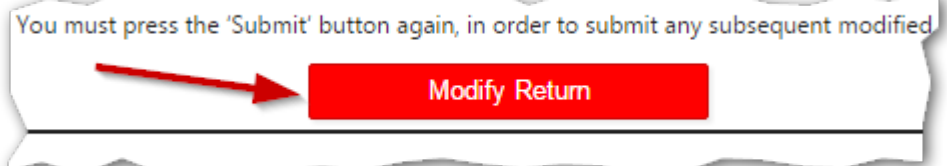


## 8 Submitting Additional Tender Documentation

- From the list of participating solicitations (see chapter 4) click the “**View Details**” Button.
- Select the “**Quote Documents**” Tab.
- Scroll down just below **My Tender Return – Main** area.
- Click the “**Attach Documents**” button
- Attach documents as required.



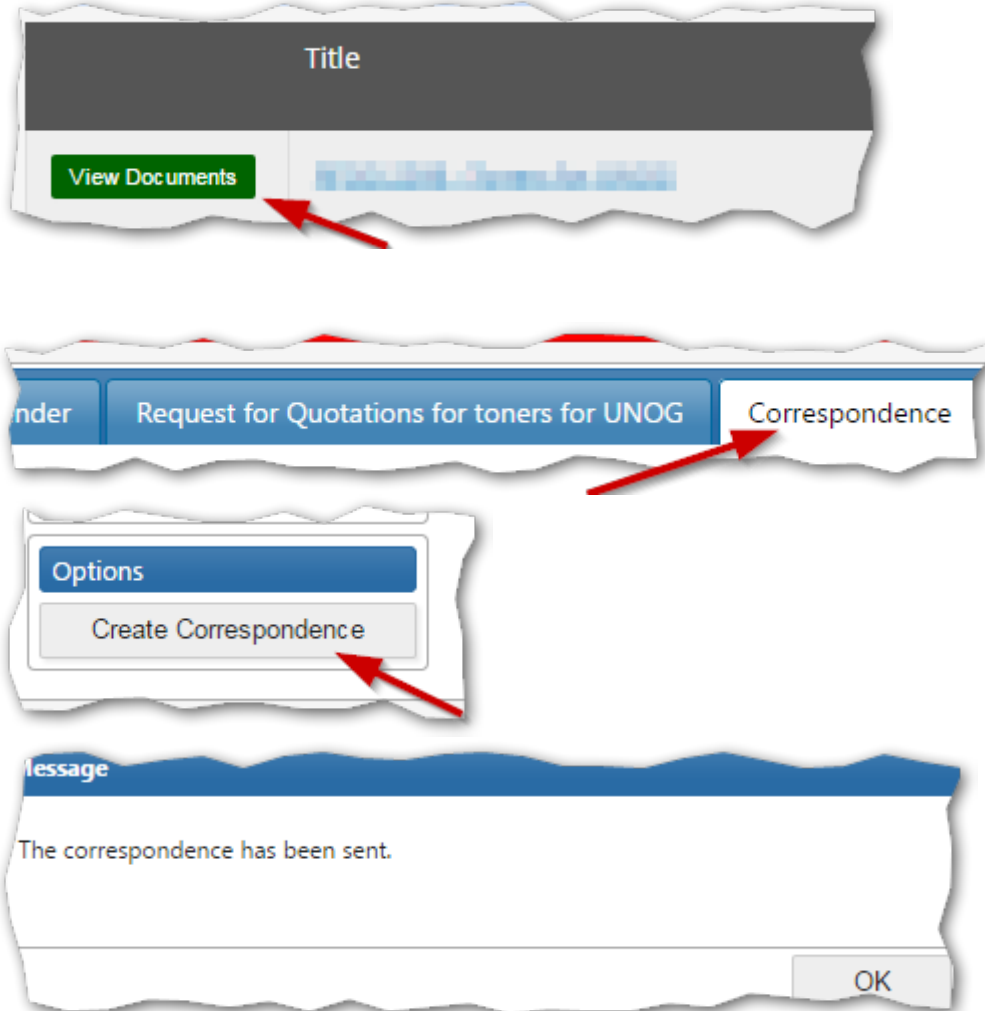
- If a Return has already been submitted, click the “**Modify Return**” button
- Follow the above instructions to attach additional documentation.



## 9 Sending a Correspondence (for Queries)

For queries related to the tender, please submit using the below instructions.

- From the list of solicitations, click the “**View Documents**” Button.
- Select the “**Correspondence**” Tab.
- From “**Options**”, click “**Create Correspondence**”
- Complete the web form & click the “**Send**” button in the lower right corner to submit the correspondence.
- A pop-up window confirming that the correspondence has been sent will appear. Click “**OK**” to close the pop-up window



## 10 Resubmitting/Modifying a Response

After you have submitted a response, you still have the opportunity to revise your submission as per below instructions.

- From the list of participating solicitations (see chapter 4) click the “**View Details**” Button.
- Select the “**Quote Documents**” Tab.
- Scroll down to locate the “**My Tender Return - Main**” section.
- Click the “**Remove**” Button
- Click the “**Upload Document**” Button which will bring you to a new screen to upload your modified response to the solicitation.

- After you have uploaded all relevant documents and are ready to submit, click the “**Submit Return**” Button.
- A pop-up window with a Return Receipt will appear.

