Title: Develop the *WHO Essential Childbirth Care Course (ECBC)*. An in-service, professional development, evidence-based competency training for experienced midwifery practitioners globally

Request for Proposals (RFP)
Bid Reference 2014 FWC/MCA/PPP/1
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1. INTRODUCTION

1.1 Objective of the RFP

The purpose of this Request for Proposals (RFP) is to enter into a contractual agreement with a successful bidder and select a suitable contractor to carry out the following work:

Develop a professional development, evidence-based competency training for experienced practitioners globally. The course is primarily intended to strengthen the competencies of midwives and other skilled birth attendants (i.e. those with core midwifery skills) who are already in service. The learning time should not exceed 36 hours. The course will be titled the “Essential Childbirth Care Course (ECBC)"

WHO is an Organization that is dependent on the budgetary and extra-budgetary contributions it receives for the implementation of its activities. Bidders are therefore requested to propose the best and most cost-effective solution to meet WHO requirements, while ensuring a high level of service.

1.2 About WHO

1.2.1 WHO Mission Statement

The World Health Organization was established in 1948 as a specialized agency of the United Nations. The objective of WHO (www.who.int) is the attainment by all peoples of the highest possible level of health. Health, as defined in the WHO Constitution, is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity. WHO’s main function is to act as the directing and coordinating authority on international health work.

1.2.2 Structure of WHO

The World Health Assembly (WHA) is the main governing body of WHO. It generally meets in Geneva in May of each year and is composed of delegations representing all 194 Member States. Its main function is to determine the policies of the Organization. In addition to its public health functions, the Health Assembly appoints the Director-General, supervises the financial policies of the Organization, and reviews and approves the proposed programme budget. It also considers reports of the WHO Executive Board, which it instructs with regard to matters upon which further action, study, investigation or report may be required.

The Executive Board is composed of 34 members elected for three-year terms. The main functions of the Board are to give effect to the decisions and policies of the WHA, to advise it and generally to facilitate its work. The Board normally meets twice a year; one meeting is usually in January, and the second is in May, following the World Health Assembly.

The WHO Secretariat consists of some 8,300 health and other officers at the Organization's headquarters in Geneva, in the six regional offices and in countries. The Secretariat is headed by the Director-General, who is appointed by the WHA on the nomination of the Executive Board. The current Director-General is Dr Margaret Chan. The head of each regional office is a Regional Director. Regional directors are appointed by the Executive Board in agreement with the relevant regional committee.
Description of Cluster/Service/Unit
The Department of Maternal, Newborn, Child and Adolescent Health (MCA) supports high burden countries to ensure that evidence-based policies and strategies are in place to achieve access to high quality services for maternal, newborn, child and adolescent health (MNCAH) and increase coverage and quality of effective MNCAH interventions among pregnant women, newborns, children and adolescents, and to create mechanisms to measure the impact of those policies and strategies.

1.3 Definitions, Acronyms and Abbreviations

MNCAH: Maternal, Newborn, Child and Adolescent Health
MCA: the abbreviation for the WHO Department of MNCAH
ECBC: Essential Childbirth Care Course
IMPACtt: Integrated Management of Pregnancy and Childbirth (e-Learning and Training Tool)
PCPNC: Pregnancy, Childbirth and Postnatal Care (a manual which is part of the IMPACtt)
2. DESCRIPTION OF SUBJECT / PRESENT ACTIVITIES

2.1 Overview

Every year, an estimated 287,000 women die as a consequence of pregnancy and childbirth and 6.6 million children die before the age of 5 years. The highest maternal and neonatal mortality rates are in Sub-Saharan Africa and in South Asia. Sustaining, and increasing access to, high quality evidence based essential childbirth care is necessary to reduce this mortality and requires continuing professional development, especially for practitioners in remote areas.

The World Health Organisation sets global technical norms and clinical standards based on a rigorous process of determining evidence based recommendations. To ensure quality of care, practitioners and institutions require up-to-date materials that are easy to access and can be used to sustain, improve and monitor their clinical competencies. Given the latest technological developments, it is now possible to provide in-service learning through classroom as well as e-learning approaches.

This short in-service course for midwives and other skilled birth attendants (nurses, doctors and others with core midwifery skills) is projected to cover between 36 – 40 learning hours that can be taught or learnt sequentially or using an adapted time frame. The course will be competency based, combining the latest documented evidence with clinical skill development through practical learning and observation. The course will be based on the latest evidence and WHO recommendations. The written course is aimed at experienced practitioners globally, but could be used to support pre-service training (but will not provide the basis of, or lead to qualifications in, a full training programme). The course will be developed to incorporate adult learning pedagogy, reinforce and monitor good practice through the setting of measurable clinical standards. The initial paper-based version will be written in a style which enables immediate transformation into e-learning materials.

The Essential Childbirth Care Course (ECBC) will be one of four modules that cover essential antenatal, childbirth, postnatal and newborn care. All the modules are based upon the WHO Integrated Management of Pregnancy and Childbirth (IMPAC) package of guidelines and tools, and specifically the manual on Pregnancy, Childbirth, Postpartum and Newborn Care (PCPNC).

The full course is structured as follows:

4 cross-cutting introductory modules
1. Introducing the PCPNC
2. Standard precautions and hygiene
3. Communications and Respectful Care
4. Evidence based care

4 main Modules
1. Essential antenatal care (e-ANC)
2. Essential Childbirth Care (e-CBC): to include immediate post natal care for the mother and newborn

Note that e-CBC is referred to as ECBC throughout this document
3. Essential Newborn Care (e-NBC)
4. Essential Postnatal Care (e-PNC) for mother and newborn

4 transversal units on HIV and AIDS: the evidence, care and treatment for HIV and AIDS is fast moving and all modules will have the latest information for health workers

1. Caring for the HIV infected woman in pregnancy
2. Caring for the HIV infected woman during childbirth, and immediate care of the exposed newborn
3. Caring for the HIV exposed newborn to prevent HIV transmission
4. Caring for the HIV infected mother and her infant

The written, paper-based course will (after completion by the contractor) be translated into multiple electronic delivery platforms used in mobile phones, smart phones, tablets and computers. This means that in preparation of the written course, the content needs to be:

- Competency-based, self-motivational learning;
- Systematic learning based on Read, See, Practice and Test;
- Short learning sessions that can be used independently and sequentially;
- Packages of learning sessions that can be used for certificate-based programs.

The approach therefore needs to be suitable for individual learning, institutional learning, and distance learning.

2.2 Objectives of the activity

The primary objective is to develop an in-service training course on high quality essential childbirth care during labour, childbirth and the immediate post natal period, written in a style that can be immediately transformed into e-learning materials. The audience are adult learners. This will include:

i. The Essential Childbirth Care Course (ECBC)
ii. The 4 units of the introductory module: Introducing the PCPNC; Standard precautions and hygiene; Communications and Respectful Care, and Evidence Based Care

The secondary objective is to identify and collaborate with partners to access, or support development of, relevant audio-visual materials to illustrate humanized childbirth care promoted in the course.

2.3 Activity coordination

The activity will be managed in close coordination with the WHO Technical Officer, Midwifery(Policy Planning and Programmes team), as well as with others members of the Department of Maternal, Newborn, Adolescent and Child Health (MCA) at WHO headquarters in Geneva.
Regular updates will be required. There will be an Expert Technical Group that will review and provide periodic feedback on progress, and help to shape the design of the product. The provider will be expected to travel to Geneva at least twice during agreed times over the contract period to demonstrate progress and collate feedback from the Expert Technical Group.

A 9 month timeline is proposed below (alternatives will be accepted)

<table>
<thead>
<tr>
<th>Month</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 and 2</td>
<td>Develop complete draft of materials</td>
</tr>
<tr>
<td>3</td>
<td>1st Expert review meeting, WHO HQ, Geneva</td>
</tr>
<tr>
<td>4 and 5</td>
<td>Revise and prepare document for field testing</td>
</tr>
<tr>
<td>6 and 7</td>
<td>Field testing</td>
</tr>
<tr>
<td>8</td>
<td>Post field test revisions</td>
</tr>
<tr>
<td></td>
<td>2nd Expert Review meeting, WHO HQ, Geneva</td>
</tr>
<tr>
<td>9</td>
<td>Finalise document</td>
</tr>
</tbody>
</table>
3. REQUIREMENTS

3.1 Introduction

WHO requires the successful incumbent to carry out the following tasks:

Based on the WHO IMPAC package of guidelines (and particularly the PCPNC):

1. Develop the Essential Childbirth Care Course as a written product (hard copy and electronic versions), ready for immediate transformation onto an electronic platform, which includes: the content (including pre and post-tests which measure change in skills, knowledge, as well as attitudes to evidence based practice), the latest evidence to support the content, and “Standards of Practice” to be used as a tool through which to monitor quality of care.

2. Develop the tools through which to support the implementation of the ECBC training package, namely:
   - Course Content Guidance (Trainers Guide)
   - Participants Booklet (a small personal document in which the main messages are is provided and the adult learner takes own notes)

3. The content of the 4 transversal units of the Introductory Course:
   - Introducing the PCPNC
   - Standard precautions and hygiene
   - Communications and Respectful Care
   - Evidence base care.

4. Identify and collaborate with partners to access, or support development of, relevant audio-visual materials to illustrate the humanised childbirth that will be promoted in the course. This will include, for example, developing scripts for new materials if they are found lacking.

5. The incumbent must have the capacity to contribute to WHO led field testing of the materials in at least one site in a low income country, and then adjust the final version appropriately, before completion of the contract.

3.2 Characteristics of the provider

3.2.1 Status

The provider shall be an institution with proven expertise in development of midwifery curricula and adult training methodology, including e-learning materials.
Staffing

3.2.2 Accreditations
- An accreditation (ISO) or an on-going accreditation process by a certified accreditation body will be an asset.

3.2.3 Previous experience
- Previous work with WHO, other international organizations and/or major institutions in the field of maternal and newborn health and midwifery services.
- Proven experience in development and evaluation of high quality adult learning materials for skilled birth attendants, including midwives.

3.2.4 Logistical capacity
The contractor will have capacity to assess and respond swiftly to needs of technical expertise that emerges in the course of the project, in order to solve bottlenecks and to arrive at a tested product within the timeframe specified under the contract. The contractor will be able to independently manage all tasks under the oversight of the World Health Organization.

3.2.5 Staffing
- The incumbent will demonstrate that they have a team of experts able to cover the clinical and adult education issues to an extremely high standard.
- The incumbent will have capacity to assess and respond swiftly to needs of technical expertise that emerges in the course of the project, in order to solve bottlenecks and to arrive at a tested product within the timeframe specified under the contract. The incumbent will be able to independently manage all tasks under the oversight of the World Health Organization.
- Staff dedicated to the Project will need to be available for travel to Geneva at agreed times for progress review.

3.3 Work to be performed
The incumbent will execute the listed 5 tasks as listed under 3.1 and deliver a written resource package, including an electronic version, that meets approval of WHO MCA.

3.3.1 Key requirements
The contractor will ensure that the expertise related to the execution of the various tasks as specified under point 3.2.1 is available during the full period specified under the contract. The contractor will have proven capacity to develop high quality training materials and should demonstrate commitment to advancing quality of care in maternal and newborn health beyond the scope of the current contract.
3.3.2 Reporting requirements
The contractor will provide regular written progress reports to WHO/MCA, and will travel to Geneva at least twice to present progress to the MCA team and the Expert Review Group at agreed stages of developing the training package. The budget for travel to Geneva should be incorporated into the proposal.

3.3.3 Finance and accounting requirements
The budget for this contract shall not exceed USD 200,000 and should include specification of personnel, equipment, travel, and any other costs. The budget for field testing should not be included in the proposal.

Funds will be released in three instalments, on receipt of the original countersigned contract, on receipt and acceptance of the second satisfactory progress report, and on receipt and acceptance of a satisfactory, final, detailed technical and financial report, to be submitted no later than 9 months from the start of contract.

3.3.4 Performance monitoring
The World Health Organization will have oversight of the project at all times and will participate in the Expert Review Group and the field testing. Progress will be monitored through feedback directly obtained from the MCA team and the Expert Review Group, as well as from written submissions and presentations on progress at WHO headquarters.

3.3.5 Further Capacities
Experience in low income countries will be a bonus.

The capacity to jointly field test the materials with WHO.

Note: The formatting of the ECBC product onto an electronic platform is not the subject of this contract and these capacities will not be required.
4. INSTRUCTIONS TO BIDDERS

Bidders should follow the instructions set forth below in the submission of their proposal to WHO.

4.1 Language of the Proposal and other Documents

The proposal prepared by the bidder, and all correspondence and documents relating to the proposal exchanged by the bidder and WHO shall be written in the English language.

4.2 Intention to Bid

**No later than 17:00hrs (in Geneva) on Thursday May 1st**, the bidder shall complete and return by both email and fax to WHO:

1. The enclosed RFP/2014/FWC/MCA/PPP/1 Acknowledgement.doc form signed as confirmation of the bidder's intention to submit a *bona fide* proposal and designate its representative to whom communications may be directed, including any addenda; and

2. The enclosed RFP/2014/FWC/MCA/PPP/1Confidentiality.doc form signed.

- Email for submissions of acknowledgement: moyseg@who.int
- Fax number for submissions of acknowledgement: +41 22 791 4853 (Attn: Gersende Moyse, Bid Ref 2013/FWC/MCA/PPP/)

4.3 Cost of Proposal

The bidder shall bear all costs associated with the preparation and submission of the proposal, including but not limited to the possible cost of discussing the proposal with WHO, making a presentation, negotiating a contract and any related travel. WHO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

4.4 Contents of the Proposal

**Option 1**: Proposals must offer the total requirement. Proposals offering only part of the requirement may be rejected.

The bidder is expected to follow the proposal structure described in paragraph 4.15 below and otherwise comply with all instructions, terms and specifications contained in, and submit all forms required pursuant to, this RFP. Failure to follow the aforesaid proposal structure, to comply with the aforesaid instructions, terms and specifications, and/or to submit the aforesaid forms will be at the bidder’s risk and may affect the evaluation of the proposal.

4.5 Joint Proposal

Two or more entities may form a consortium and submit a joint proposal offering to jointly undertake the work. Such a proposal must be submitted in the name of one member of the consortium - hereinafter the “lead organization”. The lead organization will be responsible for undertaking all negotiations and discussions with, and be the main point of contact for, WHO.
The lead organization and each member of the consortium will be jointly and severally responsible for the proper performance of the contract.

4.6 Communications during the RFP Period

A prospective bidder requiring any clarification on technical, contractual or commercial matters may notify WHO via email at the following address no later than 7 working days prior to the closing date for the submission of offers.

Email for submissions of all queries: moyseg@who.int
(use subject: WHP Bid Ref. 2014/FWC/MCA/PPP/1)

The MCA Department at WHO will respond in writing (via email only) to any request for clarification of the RFP that it receives by the deadline indicated above. A consolidated document of WHO's response to all questions (including an explanation of the query but without identifying the source of enquiry) will be sent to all prospective bidders who have received the RFP. Questions are to be submitted through use of the form "Questions from Bidders".

There shall be no individual presentation by or meeting with bidders until after the closing date. From the date of issue of this RFP to the final selection, contact with WHO officials concerning the RFP process shall not be permitted, other than through the submission of queries and/or through a possible presentation or meeting called for by WHO, in accordance with the terms of this RFP.

4.7 Format and Signing of Proposals

The bidder shall submit four (4) hard copies each of the complete proposal by the closing date set forth in section 4.10 to the address in the section 4.8. Each complete proposal should include the following:

- Hard copy of proposal and supporting documents (marked clearly Bid Ref 2014/FWC/MCA/PPP/1
- Signed Acceptance Form RFP 2014/FWC/MCA/PPP/1Acceptance_Form.doc
- CD-ROM containing electronic copy of proposal and supporting documents

Please also note the following instructions for preparation of the Proposal:

1) The four (4) copies shall be labelled "Master Copy" and "Copy1", "Copy2" and so on, as appropriate. The bidder must ensure that the content of all copies is identical. If at any time a difference is discovered between any copies of the proposal then the "Master Copy" will prevail as the official copy.

2) The four (4) hard copies shall be unbound, provided in binders from which pages may be removed easily. Dividers may be used to separate sections of the document, if needed.

3) All pages of the proposal shall be numbered in the format 'Page X of Y'.

4) All four (4) copies of the proposal shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to represent the bidder, submit a proposal and bind the bidder to the terms of the RFP. A proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the proposal.

5) The electronic copies of the proposal and supporting documents on the four (4) CD-
ROMs should be in PDF, or MS Word compatible format. The Responses to the Requirements should be submitted in the XLS file format supplied by WHO and using the template distributed with the RFP. The Financial Proposal should be submitted in the XLS file format supplied by WHO and using the template distributed with the RFP. The Proposed Timeline project plan should be either in MS Project MPP, XLS or PDF format.

4.8 Sealing and Marking of Proposals

Four (4) copies of the complete proposal must be sent by registered mail, via courier or hand delivered, in a sealed envelope or parcel to the following address:

Office 5049  
Bid Ref: RFP 2014/FWC/MCA/PPP/1  
Attn: Gersende Moyse  
World Health Organization  
20, Avenue Appia  
CH-1211 Geneva 27  
Switzerland

NOTE: If the envelopes are not sealed and marked as per the instructions in this clause, WHO will not assume any responsibility for the misplacement or premature opening of the proposal and may – at its discretion – reject the proposal. If the envelopes are delivered by hand, it shall be the bidder’s responsibility to ensure that they are dated and signed for receipt (with an indication of the time of receipt) by an employee of WHO upon their delivery.

4.9 Exclusion of Submission of Offers by E-mail

Only hard copies are acceptable as official bid entries. Under no circumstances shall offers be submitted to WHO by E-mail. Any and all bidders submitting an offer by such means shall be disqualified and their offer rejected.

4.10 Period of Validity of Proposals

The offer outlined in the proposal must be valid for a minimum period of 120 calendar days after the closing date. A proposal valid for a shorter period may be rejected by WHO. In exceptional circumstances, WHO may solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. Any bidder granting such an extension will not, however, be permitted to otherwise modify its proposal.

4.11 Closing Date for Submission of Proposals

Proposals must be received at WHO at the address specified in section 4.2 no later than 17:00hrs (in Geneva) on Thursday May 1st, Geneva time.

WHO may, at its own discretion, extend this closing date for the submission of proposals by notifying all bidders thereof in writing. Any proposal received by WHO after the closing date for submission of proposals may be rejected.
4.12 Modification and Withdrawal of Proposals

The bidder may withdraw its proposal any time after the proposal’s submission and before the opening of the bids, provided that written notice via email and fax of the withdrawal is received by WHO prior to the closing date.

The bidder’s withdrawal notice shall be addressed, sealed and marked in accordance with section 4.8 to be received before the closing date referred to in section 4.11. An advance copy of the withdrawal notice may also be sent by email but must be followed by a signed confirmation copy received by the closing date.

- Email for withdrawal of proposal: moyseg@who.int

No proposal may be modified after the closing date for submission of proposals, unless WHO has issued an amendment to the RFP allowing such modifications (see section 4.14).

No proposal may be withdrawn in the interval between the closing date and the expiration of the period of proposal validity specified by the bidder in the proposal in accordance with section 4.10.

4.13 Receipt of Proposals from Non-invitees

WHO may, at its own discretion, if it considers this necessary and in the interest of the Organization, extend the RFP to bidders that were not included in the original invitation list.

4.14 Amendment of the RFP

WHO may, at any time before the closing date, for any reason, whether on its own initiative or in response to a clarification requested by a (prospective) bidder, modify the RFP by written amendment. Amendments could, inter alia, include modification of the project scope or requirements, the project timeline expectations and/or extension of the closing date for submission.

All prospective bidders that have received the RFP will be notified in writing of all amendments to the RFP and will, where applicable, be invited to amend their proposal accordingly.

4.15 Proposal Structure

The contents of the bidder’s proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the information listed in sections 4.15.3 to 4.15.7 below.

Any information which the bidder considers confidential, if any, should be clearly marked confidential.

4.15.1 Acceptance Form

The bidder’s proposal must be accompanied by a transmittal letter signed by a duly authorized representative of the bidder and stating:

- That the bidder undertakes on its own behalf and on behalf of its possible partners
and contractors to perform the work in accordance with the terms of the RFP;

- The total cost of the proposal, indicating the United Nations convertible currency used (preferably US Dollars);
- The number of days the proposal is valid (from the date of the form) in accordance with section 4.9.

4.15.2 Executive Summary

The bidder's proposal must be accompanied by an Executive Summary/Proposed Solution.

4.15.3 Information of Firm/Organization submitting Proposal

<table>
<thead>
<tr>
<th>Information of Firm/Organization submitting Proposal</th>
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</thead>
<tbody>
<tr>
<td>1 Company Information</td>
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<tr>
<td>1.1 Corporate information</td>
</tr>
<tr>
<td>1.1.1 Company mission statement</td>
</tr>
<tr>
<td>1.1.2 Service commitment to customers and measurements used</td>
</tr>
<tr>
<td>1.1.3 Organization structure</td>
</tr>
<tr>
<td>1.1.4 Geographical presence</td>
</tr>
<tr>
<td>1.1.5 Relevant experience (include description of those parts of your organization that would be involved in the performance of the work)</td>
</tr>
<tr>
<td>1.2 Staffing information</td>
</tr>
<tr>
<td>1.2.1 Number and Geographical distribution of staff</td>
</tr>
<tr>
<td>1.2.2 Number of consultants employed on similar projects in each of the past three years</td>
</tr>
<tr>
<td>1.2.3 Staff turnover rate for the past three years</td>
</tr>
<tr>
<td>1.3 Audited financial statements for the past three (3) years</td>
</tr>
<tr>
<td>1.4 Legal information</td>
</tr>
<tr>
<td>1.4.1 History of Bankruptcy</td>
</tr>
<tr>
<td>1.4.2 Pending major lawsuits and litigations in excess of USD 100,000 at risk (indicate particularly those by licensees or patent infringement)</td>
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<tr>
<td>1.4.3 Pending Criminal/Civil lawsuits</td>
</tr>
<tr>
<td>1.5 Relevant Contractual relationships</td>
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<tr>
<td>1.5.1 Relevant Contractual projects (with other UN agencies or contractors)</td>
</tr>
<tr>
<td>1.6 Proposed sub-contractor arrangements including sub-contractor information (as above for each sub-contractor)</td>
</tr>
<tr>
<td>2 Experiences and Reference Contact Information</td>
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<tr>
<td>(list and provide five (5) detailed examples of relevant experience gained within the past five years of the issuance of this RFP that demonstrate the contractor's ability to satisfactorily perform the work in accordance with the requirements of this RFP)</td>
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2 Bidders will be excluded if:
- they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata; have been subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity;
- it becomes apparent to WHO that they are guilty of misrepresentation in supplying, or if they fail to supply, the information required under this RFP and/or as part of the bid evaluation process ; or
- they give rise to a conflict of interest.
## Information of Firm/Organization submitting Proposal

<table>
<thead>
<tr>
<th>2.1</th>
<th>Project Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1.1</td>
<td>Project Description</td>
</tr>
<tr>
<td>2.1.2</td>
<td>Status (under development/implemented)</td>
</tr>
<tr>
<td>2.1.3</td>
<td>Reason for Relevance (provide reason why this project can be seen as relevant to this project)</td>
</tr>
<tr>
<td>2.1.4</td>
<td>Roles and responsibilities (list and clearly identify the roles and responsibilities for each participating organization)</td>
</tr>
</tbody>
</table>

| 2.1.4.1 | Client Role and Responsibility |
| 2.1.4.2 | Contractor Role and Responsibility. Previous contractor role in project |
| 2.1.4.3 | Third party contractors Role and Responsibility. Previous specified 3rd party role in project |
| 2.1.5 | Team members (indicate relevant members of the team that will also be used for this project) |

### 4.15.4 Proposed Solution

### 4.15.5 Approach/Methodology

### 4.15.6 Proposed Time line

### 4.15.7 Financial Proposal
5. OPENING AND EVALUATION OF PROPOSALS

5.1 Opening of Proposals

WHO will open the proposals in the presence of a Committee formed by WHO at the Headquarters office in Geneva, Switzerland on Tuesday 6th May, 15:00hrs Geneva time. Each proposal will be opened during the session, each bidder will be announced and, in case of fixed-price offer, the total cost of each Financial Proposal will be read aloud. Bidders may attend the session (at their own cost) and should inform WHO in advance via email if they plan to attend. Non-attendance has no implication on the evaluation of the bids.

5.2 Clarification of Proposals

WHO may, at its discretion, ask any bidder for clarification of any part of its proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered or permitted during this exchange.

5.3 Preliminary Examination of Proposals

WHO will examine the proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the proposals are generally in order.

Please note that WHO is not bound to select any bidder and may reject all proposals. Furthermore, since a contract would be awarded in respect of the proposal which is considered most responsive to the needs of the project concerned, due consideration being given to WHO's general principles, including economy and efficiency, WHO does not bind itself in any way to select the bidder offering the lowest price.

5.4 Evaluation of Proposals

A two-stage procedure will be utilized in evaluating the proposals, with technical evaluation of the proposal being completed prior to any focus on or comparison of price.

The technical and financial evaluations of proposals will be accomplished by a Selection Panel composed of MCA technical staff and an FWC Management Officer. The Selection Panel will evaluate all proposals which have passed the Preliminary Examination of Proposals.

5.4.1 Technical Evaluation

The technical evaluation of the proposals will include:

- the extent to which WHO's requirements and expectations have been satisfactorily addressed;
- the quality of the overall proposal;
- the appropriateness of the proposed approach;
• the quality of the technical solution proposed;
• the management strategy/plan detailed in the document;
• the experience of the firm in carrying out related projects;
• the qualifications and competence of the personnel proposed for the assignment;
• the proposed timeframe for the project;

The number of points which can be obtained for each evaluation criterion is specified below and indicates the relative significance or weight of the item in the overall evaluation process.

### Technical Scoring and Weighting System:

<table>
<thead>
<tr>
<th>Score</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Poor; 5 - Excellent</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Score</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>the extent to which WHO's requirements and expectations have been satisfactorily addressed;</td>
<td>1 - 5</td>
<td>10%</td>
</tr>
<tr>
<td>the quality of the overall proposal;</td>
<td>1 - 5</td>
<td>10%</td>
</tr>
<tr>
<td>the appropriateness of the proposed approach;</td>
<td>1 - 5</td>
<td>15%</td>
</tr>
<tr>
<td>the quality of the technical solution proposed;</td>
<td>1 - 5</td>
<td>15%</td>
</tr>
<tr>
<td>the management strategy/plan detailed in the document;</td>
<td>1 - 5</td>
<td>10%</td>
</tr>
<tr>
<td>the experience of the firm in carrying out related projects;</td>
<td>1 - 5</td>
<td>15%</td>
</tr>
<tr>
<td>the qualifications and competence of the personnel proposed for the assignment;</td>
<td>1 - 5</td>
<td>20%</td>
</tr>
<tr>
<td>the proposed timeframe for the project;</td>
<td>1 - 5</td>
<td>5%</td>
</tr>
</tbody>
</table>

### 5.4.2 Financial Evaluation

During the Financial Evaluation, the price proposal of all bidders who have passed the Technical Evaluation will be compared.

### 5.5 Bidders' Presentations

WHO may, during the evaluation period, at its discretion, invite selected bidders to supply additional information on the contents of their proposal (at such bidders' own cost). Such bidders will be asked to give a presentation of their proposal (possibly with an emphasis on a topic of WHO's choice) followed by a question and answer session. The presentation will be held at WHO Headquarters in Geneva, or by tele/videoconference.

NOTE: Other presentations and any other individual contact between WHO and bidders is expressly prohibited both before and after the closing date.

### 6. AWARD OF CONTRACT

#### 6.1 Award Criteria, Award of Contract

WHO reserves the right to

- a) Award the contract to a bidder of its choice, even if its bid is not the lowest;
- b) Award separate contracts for parts of the work, components or items, to one or more bidders of its choice, even if their bids are not the lowest;
- c) Accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders and without any obligation to inform the affected bidder or bidders of the grounds for WHO's action;
d) Award the contract on the basis of the Organization’s particular objectives to a bidder whose proposal is considered to be the most responsive to the needs of the Organization and the activity concerned;

e) Not award any contract at all.

WHO has the right to eliminate bids for technical or other reasons throughout the evaluation/selection process. WHO shall not in any way be obligated to reveal, or discuss with any bidder, how a proposal was assessed, or to provide any other information relative to the evaluation/selection process or to state the reasons for elimination to any bidder.

NOTE: WHO is acting in good faith by issuing this RFP. However, this document does not obligate WHO to contract for the performance of any work, nor for the supply of any products or services.

6.2 WHO’s Right to modify Scope or Requirements during the Evaluation/Selection Process

At any time during the evaluation/selection process, WHO reserves the right to modify the scope of the work, services and/or goods called for under this RFP. WHO shall notify the change to only those bidders who have not been officially eliminated due to technical reasons at that point in time.

6.3 WHO’s Right to Extend/Revise Scope or Requirements at Time of Award

WHO reserves the right at the time of award of contract to extend, reduce or otherwise revise the scope of the work, services and/or goods called for under this RFP without any change in the base price or other terms and conditions offered by the selected bidder.

6.4 WHO’s Right to enter into Negotiations

WHO also reserves the right to enter into negotiations with one or more bidders of its choice, including but not limited to negotiation of the terms of the proposal(s), the price quoted in such proposal(s) and/or the deletion of certain parts of the work, components or items called for under this RFP.

6.5 Signing of the Contract

Within 30 days of receipt of the contract, the successful bidder shall sign and date the contract and return it to WHO according to the instructions provided at that time. If the bidder does not accept the contract terms without changes, then WHO has the right not to proceed with the selected bidder and instead contract with another bidder of its choice.
7. GENERAL AND CONTRACTUAL CONDITIONS

The contract between WHO and the selected bidder ("the Contract") will, unless otherwise explicitly agreed in writing, include the provisions as set forth in this section, and will otherwise inter alia address the following issues:

- responsibilities of the selected bidder(s) ("the Contractor(s)") and WHO;
- clear deliverables, timelines and acceptance procedures;
- payment terms tied to the satisfactory performance and completion of the work;
- notices.

The prices payable by WHO for the work to be performed under the Contract shall be fixed for the duration of the Contract and shall be in a UN convertible currency (preferably US Dollars), based on the UN exchange rate of the date of invoice. The total amount payable by WHO under the contract may be either a lump sum or a maximum amount. If the option for payment of a lump sum applies, that lump sum is payable in the manner provided, subject to satisfactory performance of the work. If the option for payment of a maximum amount applies:

- the Contract shall include a detailed budget;
- the Contractor shall be held to submit a financial statement together with each invoice;
- any advance payments by WHO shall be used by the Contractor exclusively for the work in accordance with the budget and any unspent balance shall be refunded to WHO;
- payment by WHO shall be subject to satisfactory performance and the acceptance of the Contractor's financial statements; and
- all financial reports shall be subject to audit by or on behalf of WHO, including examination of supporting documentation and relevant accounting entries in the Contractor's books. In order to facilitate financial reporting and audit, the Contractor shall keep systematic and accurate accounts and records in respect of the work.

Unless otherwise specified in the Contract, WHO shall have no obligation to purchase any minimum quantities of goods or services from the Contractor, and WHO shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity as described in the Contract, from any other sources at any time.

7.1 Conditions of Contract

Any and all of the Contractor's (general and/or special) conditions of contract are hereby explicitly excluded from the Contract, i.e., regardless of whether such conditions are included in the Contractor's offer, or printed or referred to on the Contractor's letterhead, invoices and/or other material, documentation or communications.

7.2 Responsibility

The Contractor will be responsible to ensure that the work performed under the Contract meets the agreed specifications and is completed within the time prescribed. The Contractor shall facilitate the operational audit related to the execution of the work and the compliance with the obligations set forth in the Contract, by persons so designated by WHO. In this regard, the Contractor shall make all relevant operational information, without restriction, available to persons so designated by WHO and provide satisfactory explanations to all queries arising in connection therewith.
7.3 Source of Instructions

The Contractor shall neither seek nor accept instructions from any authority external to WHO in connection with the performance of the work under the Contract. The Contractor shall refrain from any action which may adversely affect WHO and shall fulfil its commitments with the fullest regard to the interests of WHO.

7.4 Warranties

The Contractor warrants and represents to WHO as follows:

1) The deliverables shall meet the specifications called for in the Contract and shall be fully adequate to meet their intended purpose. The Contractor furthermore warrants that the deliverables shall be error-free. The Contractor shall correct any errors in the deliverables, free of charge, within fifteen days after their notification to the Contractor, during a period of at least one year after completion of the work. It is agreed, however, that errors and other defects which have been caused by modifications to the deliverables made by WHO without agreement of the Contractor are not covered by this paragraph.

2) The deliverables shall, to the extent they are not original, only be derived from, or incorporate, material over which the Contractor has the full legal right and authority to use it for the proper implementation of the Contract. The Contractor shall obtain all the necessary licenses for all non-original material incorporated in the deliverables (including, but not limited to, licenses for WHO to use any underlying software, application, and operating deliverables included in the deliverables or on which it is based so as to permit WHO to fully exercise its rights in the deliverables without any obligation on WHO’s part to make any additional payments whatsoever to any party.

3) The deliverables shall not violate any copyright, patent right, or other proprietary right of any third party and shall be delivered to WHO free and clear of any and all liens, claims, charges, security interests and any other encumbrances of any nature whatsoever.

4) The Contractor, its employees and any other persons and entities used by the Contractor shall not violate any intellectual property rights, confidentiality, right of privacy or other right of any person or entity whomsoever.

5) Except as otherwise explicitly provided in the Contract, the Contractor shall at all times provide all the necessary on-site and off-site resources to meet its obligations hereunder. The Contractor shall only use highly qualified staff, acceptable to WHO, to perform its obligations hereunder.

6) The Contractor shall take full and sole responsibility for the payment of all wages, benefits and monies due to all persons and entities used by it in connection with the implementation and execution of the Contract, including, but not limited to, the Contractor’s employees, permitted subcontractors and suppliers.

Contractor furthermore warranties and represent that the information provided by it to WHO in response to the RFP and during the bid evaluation process is accurate and complete. Contractor understands that in the event Contractor has failed to disclose any relevant information which may have impacted WHO’s decision to award the Contract to Contractor, or has provided false information, WHO will be entitled to rescind the contract with immediate effect, in addition to any other remedies which WHO may have by contract or by law.
7.5 Legal Status

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis WHO, and nothing contained in or relating to the Contract shall be construed as establishing or creating an employer/employee relationship between WHO, on the one hand, and the Contractor or any person used by the Contractor in the performance of the work, on the other hand.

Thus the Contractor shall be solely responsible for the manner in which the work is carried out. WHO shall not be responsible for any loss, accident, damage or injury suffered by the Contractor or persons or entities claiming under the Contractor, arising during or as a result of the implementation or execution of the Contract, including travel, whether sustained on WHO premises or not.

The Contractor shall obtain adequate insurance to cover such loss, accident, injury and damage, before commencing work on the Contract. The Contractor shall be solely responsible in this regard and shall handle any claims for such loss, accident, damage or injury.

7.6 Relation Between the Parties

Nothing in the Contract shall be deemed to constitute a partnership between the Parties or to constitute either Party as the agent of the other.

7.7 No Waiver

The waiver by either Party of any provision or breach of the Contract shall not prevent subsequent enforcement of such provision or excuse further breaches.

7.8 Liability

The Contractor hereby indemnifies and holds WHO harmless from and against the full amount of any and all claims and liabilities, including legal fees and costs, which are or may be made, filed or assessed against WHO at any time and based on, or arising out of, breach by the Contractor of any of its representations or warranties under the Contract, regardless of whether such representations and warranties are explicitly incorporated here in or are referred to in any attached Appendices.

7.9 Assignment

The Contractor shall not assign, transfer, pledge or make any other disposition of the Contract or any part thereof, or any of the Contractor’s rights, claims or obligations under the Contract except with the prior written consent of WHO.

7.10 Officials not to Benefit

The Contractor warrants that no official of WHO has received or will be offered by the Contractor any direct or indirect benefit arising from the Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of the Contract.
7.11 Indemnification

The Contractor shall indemnify and hold WHO harmless, from and against the full amount of any and all claims and liabilities, including legal fees and costs, which are or may be made, filed or assessed against WHO at any time and based on, or arising out of, the acts or omissions of the Contractor, or the Contractor’s employees, officers, agents, partners or sub-contractors, in the performance of the Contract. This provision shall extend, inter alia, to claims and liabilities in the nature of workmen’s compensation, product liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants, partners or sub-contractors.

7.12 Contractor’s Responsibility for Employees

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under the Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local laws and customs, and conform to a high standard of moral and ethical conduct.

7.13 Subcontracting

Any intention to subcontract aspects of the Contract must be specified in detail in the proposal submitted. Information concerning the subcontractor, including the qualifications of the staff proposed for use must be covered with same degree of thoroughness as for the prime contractor. No subcontracting will be permitted under the Contract unless it is proposed in the initial submission or formally agreed to by WHO at a later time. In any event, the total responsibility for the Contract remains with the Contractor.

The Contractor shall be responsible for ensuring that any and all subcontracts shall be fully consistent with the Contract, and shall not in any way prejudice the implementation of any of its provisions.

7.14 Place of Performance

The place of performance of the work under the Contract will be at the place of contractor, with visits to Geneva to provide progress reports to be agreed.

7.15 Language

All communications relating to the Contract and/or the performance of the work thereunder shall be in English.

7.16 Confidentiality

1) Except as explicitly provided in the Contract, the Contractor shall keep confidential all information which comes to its knowledge during, or as a result of, the implementation and execution of the Contract. Accordingly, the Contractor shall not use or disclose such information for any purpose other than the performance of its obligations under the Contract. The Contractor shall ensure that each of its employees and/or other persons and entities having access to such information shall be made aware of, and be bound by, the obligations of the Contractor under this paragraph. However, there shall be no obligation of confidentiality or restriction on use, where: (i) the information is publicly available, or becomes publicly available, otherwise than by any action or omission of the
Contractor, or (ii) the information was already known to the Contractor (as evidenced by its written records) prior to becoming known to the Contractor in the implementation and execution of the Contract; or (iii) the information was received by the Contractor from a third party not in breach of an obligation of confidentiality.

2) The Contractor, its employees and any other persons and entities used by the Contractor shall furthermore not copy and/or otherwise infringe on copyright of any document (whether machine-readable or not) to which the Contractor, its employees and any other persons and entities used by the Contractor have access in the performance of the Contract.

3) The Contractor may not communicate at any time to any other person, Government or authority external to WHO, any information known to it by reason of its association with WHO which has not been made public except with the authorization of WHO; nor shall the Contractor at any time use such information to private advantage.

7.17 Title Rights

1) All rights pertaining to any and all deliverables under the Contract and the original work product leading thereto, as well as the rights in any non-original material incorporated therein as referred to in section 7.4.2 above, shall be exclusively vested in WHO.

2) WHO reserves the right to revise the work, to use the work in a different way from that originally envisaged or to not use the work at all.

3) At WHO’s request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist WHO in securing such rights in compliance with the requirements of applicable law.

7.18 Termination and Cancellation

WHO shall have the right to cancel the Contract (in addition to other rights, such as the right to claim damages):

1) In the event the Contractor fails to begin work on the date agreed, or to implement the work in accordance with the terms of the Contract; or

2) In the event the progress of work is such that it becomes obvious that the obligations undertaken by the Contractor and, in particular, the time for fulfilment of such obligations, will not be respected.

In addition, WHO shall be entitled to terminate the Contract (or part thereof), in writing:

1. At will with the provision of thirty (30) days prior notice in writing; and

2. With immediate effect (in addition to other rights, such as the right to claim damages), if, other than as provided above, the Contractor is:

   a. In breach of any of its material obligations under the Contract and fails to correct such breach within a period of thirty (30) days after having received a written notification to that effect from WHO; or

   b. Adjudicated bankrupt or formally seeks relief of its financial obligations.
7.19 Force Majeure

No party to the Contract shall be responsible for a delay caused by force majeure, that is, a delay caused by reasons outside such party’s reasonable control it being agreed, however, that WHO shall be entitled to terminate the Contract (or any part of the Contract) forthwith if the implementation of the work is delayed or prevented by any such reason for an aggregate of thirty (30) days. Such termination shall be subject to payment of an equitable part of the Contract sum and/or other reasonable charges. In the event of such termination, the Contractor shall, in accordance with the ownership rights referred to in section 7.17 Title rights, deliver to WHO all work products and other materials so far produced.

In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to WHO, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract. The Contractor shall also notify WHO of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this section, WHO shall take such action as it, in its sole discretion, considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under the Contract.

7.20 Surviving Provisions

Those rights and obligations of the Parties as set forth in sections 7 and 8 that are intended by their nature to survive the expiration or earlier termination of the Contract shall survive indefinitely. This includes, but is expressly not limited to, any provisions relating to WHO’s right to financial and operational audit, conditions of contract, warranties, legal status and relationship between the parties, breach, liability, indemnification, subcontracting, confidentiality, title rights, use of the WHO name and emblem, successors and assignees, insurance and liabilities to third parties, settlement of disputes, observance of laws, privileges and immunities, no terrorism or corruption, foreign nationals and compliance with WHO policies.

7.21 Use of WHO name and emblem

Without WHO’s prior written approval, the Contractor shall not, in any statement of an advertising or promotional nature, refer to the Contract or its relationship with WHO. In no case shall the Contractor use the name or emblem of the World Health Organization, or any abbreviation thereof, in relation to its business or otherwise.

7.22 Successors and Assignees

The Contract shall be binding upon the successors and assignees of the Contractor and the Contract shall be deemed to include the Contractor’s successors and assignees, provided, however, that nothing in the Contract shall permit any assignment without the prior written approval of WHO.
7.23 Payment

Payment will be made against presentation of an invoice in a UN convertible currency (preferably US Dollars) in accordance with the payment schedule contained in the Contract, subject to satisfactory performance of the work. The price shall reflect any tax exemption to which WHO may be entitled by reason of the immunity it enjoys. WHO is, as a general rule, exempt from all direct taxes, custom duties and the like, and the Contractor will consult with WHO so as to avoid the imposition of such charges with respect to this contract and the goods supplied and/or services rendered hereunder. As regards excise duties and other taxes imposed on the sale of goods or services (e.g. VAT), the Contractor agrees to verify in consultation with WHO whether in the country where the VAT would be payable, WHO is exempt from such VAT at the source, or entitled to claim reimbursement thereof. If WHO is exempt from VAT, this shall be indicated on the invoice, whereas if WHO can claim reimbursement thereof, the Contractor agrees to list such charges on its invoices as a separate item and, to the extent required, cooperate with WHO to enable reimbursement thereof.

7.24 Title to Equipment

Title to any equipment and supplies that may be furnished by WHO shall remain with WHO and any such equipment shall be returned to WHO at the conclusion of the Contract or when no longer needed by the Contractor. Such equipment, when returned to WHO, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate WHO for equipment determined to be damaged or degraded beyond normal wear and tear.

7.25 Insurance and Liabilities to Third Parties

The Contractor shall provide and thereafter maintain:

(i) insurance against all risks in respect of its property and any equipment used for the execution of the Contract;

(ii) all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with the Contract; and

(iii) liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the performance of the work under the Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees, partners or sub-contractors performing work in connection with the Contract.

Except for the workmen's compensation insurance, the insurance policies under this section shall:

a) Name WHO as additional insured;

b) Include a waiver of subrogation to the insurance carrier of the Contractor's rights against WHO;

c) Provide that WHO shall receive written notice from the Contractor's insurance carrier not less than thirty (30) days prior to any cancellation or material change of coverage.

The Contractor shall, upon request, provide WHO with satisfactory evidence of the insurance required under this section.
7.26 Settlement of Disputes

Any dispute relating to the interpretation or application of the Contract shall, unless amicably resolved, be subject to conciliation. In the event of failure of the latter, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the parties or, in the absences of agreement, with the rules of arbitration of the International Chamber of Commerce. The parties shall accept the arbitral award as final.

7.27 Observance of Laws

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of the Contract.

7.28 Authority to Modify

No modification or change of the Contract, no waiver of any of its provisions or any additional contractual relationship of any kind shall be valid and enforceable unless signed by a duly authorized representative of both parties.

7.29 Privileges and Immunities

Nothing in or relating to the Contract shall:
- be deemed a waiver of any of the privileges and immunities of WHO in conformity with the Convention on the Privileges and Immunities of the Specialized Agencies approved by the General Assembly of the United Nations on November 21, 1947 or otherwise under any national or international law, convention or agreement; and/or
- be construed as submitting WHO to any national court jurisdiction.

7.30 No Terrorism or Corruption

The Contractor warrants that:

(i) it is not and will not be involved in, or associated with, any person or entity involved in terrorism, that it will not make any payment to any such person or entity and that it will not enter into any employment or subcontracting relationship with any such person or entity; and

(ii) it shall not engage in any illegal, corrupt, fraudulent, collusive or coercive practices in connection with execution of the Contract.

The Contractor agrees that breach of this provision is a breach of an essential term of the Contract.

Any payments used by the Contractor for the promotion of any terrorist activity or any illegal, corrupt, fraudulent, collusive or coercive practice shall be repaid to WHO without delay.
8. PERSONNEL

8.1 Approval of Contractor Personnel

WHO reserves the right to approve any employee, subcontractor or agent furnished by the Contractor and Contractor's consortium partners for the performance of the work under the Contract (hereinafter jointly referred to as "Contractor Personnel"). All Contractor Personnel must have appropriate qualifications, skills, and levels of experience and otherwise be adequately trained to perform the work. WHO reserves the right to undertake an interview process as part of the approval of Contractor Personnel.

The Contractor acknowledges that the qualifications, skills and experience of the Contractor Personnel proposed to be assigned to the project are material elements in WHO's engaging the Contractor for the project. Therefore, in order to ensure timely and cohesive completion of the project, both parties intend that Personnel initially assigned to the project continue through to project completion. Once an individual has been approved and assigned to the project, such individual will, in principle, thereafter be taken off the project by the Contractor, or reassigned by the Contractor to other duties. Circumstances may arise, however, which necessitate that Personnel be substituted in the course of the work, e.g. in the event of promotions, termination of employment, sickness, vacation or other similar circumstances, at which time a replacement with comparable qualifications, skills and experience may be assigned to the project, subject to approval of WHO.

WHO may refuse access to or require replacement of any Contractor Personnel if such individual renders, in the sole judgment of WHO, inadequate or unacceptable performance, or if for any other reason WHO finds that such individual does not meet his/her security or responsibility requirements. The Contractor shall replace such an individual within fifteen (15) business days of receipt of written notice from WHO. The replacement will have the required qualifications, skills and experience and will be billed at a rate that is equal to or less than the rate of the individual being replaced.

8.2 Project Managers

Each party shall appoint a qualified project manager ("Project Manager") who shall serve as such party's primary liaison throughout the course of the project. The Project Manager shall be authorized by the respective party to answer all questions posed by the other party and convey all decisions made by such party during the course of the project and the other party shall be entitled to rely on such information as conveyed by the Project Manager.

The Project Managers shall meet on a monthly basis in order to review the status of the project and provide WHO with reports. Such reports shall include detailed time distribution information in the form requested by WHO and shall cover problems, meetings, progress and status against the implementation timetable.
8.3 Foreign Nationals

The Contractor shall verify that all Contractor Personnel is legally entitled to work in the country or countries where the work is to be carried out. WHO reserves the right to request the Contractor to provide WHO with adequate documentary evidence attesting this for each Contractor Personnel.

Each party hereby represents that it does not discriminate against individuals on the basis of race, gender, creed, national origin, citizenship.

8.4 Compliance with WHO’s Policies

The Contractor shall at all times comply with and ensure that the Contractor and each of its partners, subcontractors and their employees and agents comply with any applicable laws and regulations and with all WHO policies and reasonable written directions and procedures relating to: (i) occupational health and safety, (ii) security and administrative requirements, including, but not limited to computer network security procedures, (iii) sexual harassment, (iv) privacy, (v) general business conduct and disclosure, (vi) conflicts of interest and (vii) business working hours and official holidays.

In the event that the Contractor becomes aware of any violation or potential violation by the Contractor, its partners, subcontractors or any of their employees or agents, of any laws, regulations, WHO policies or other reasonable written directions and procedures, the Contractor shall immediately notify WHO of such violation or potential violation. WHO, in its sole discretion, shall determine the course of action to remedy such violation or prevent such potential violation, in addition to any other remedy available to WHO under the Contract or otherwise.

8.5 Ethical Behaviour

WHO, the Contractor and each of the Contractor’s partners, subcontractors and their employees and agents shall adhere to the highest ethical standards in the performance of the Contract. In this regard, the Contractor shall also ensure that neither Contractor nor its partners, subcontractors, agents or employees will engage in activities involving child labour, trafficking in arms, promotion of tobacco or other unhealthy behaviour, or sexual exploitation.

8.6 Engagement of Third Parties and use of In-house Resources

The Contractor acknowledges that WHO may elect to engage third parties to participate in or oversee certain aspects of the project and that WHO may elect to use its in-house resources for the performance of certain aspects of the project. The Contractor shall at all times cooperate with and ensure that the Contractor and each of its partners, subcontractors and their employees and agents cooperate, in good faith, with such third parties and with any WHO in-house resources.

\[1\] Making Pregnancy Safer: the critical role of the skilled birth attendant. A joint statement by WHO, ICM and FIGO, 2004