Request for Proposals: Quality Systems and Resilience (QSR) Unit Consultancy

You are hereby invited to submit a proposal for consultancy services to support the technical work of the quality systems and resilience (QSR) unit in the Service Delivery and Safety (SDS) Department in national quality policy and strategy (NQPS). This consultancy is seen as part of the WHO focus on quality of care in the context of UHC and the specific needs in relation to quality in fragile, conflict and vulnerable (FCV) settings. The services required by the World Health Organization (WHO) are more fully described in the Terms of Reference attached to this Request for Proposals (RFP).

WHO, a public international organization consisting of 194 Member States, is dependent on contributions it receives for the implementation of its activities. You are therefore requested to propose the best and most cost-effective solution to meet WHO’s requirements.

This RFP is open to individuals engaged in the field of public health with proven expertise in emergency preparedness and relief.

Please follow the instructions set forth in the Annex attached hereto in the submission of your proposal to WHO. The Annex forms an integral part of this RFP.

The proposal should be prepared and submitted in the English language and should include the following information:

- Proposed approach/methodology;
- Proposed time line; and
- Financial proposal.

Proposals should be submitted to WHO in writing no later than 08 August 2018 at 17:00 hours CEST (Geneva time) by mail at the following address: syeds@who.int.

Simultaneously with submitting a proposal, please enter or update (as appropriate) your details in the Personal History Form in the WHO eRecruit system: http://www.who.int/employment/en/

We look forward to receiving your response to this RFP.
Annex: Additional provisions applicable to the RFP

WHO may extend the 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.

No proposal may be modified after its submission, unless WHO has issued an amendment to the RFP allowing such modifications.

WHO may request any bidder in writing to provide clarification of any part of its proposal. Bidders shall not be entitled to change the price or substance of the proposal during this exchange.

In its review of proposals received, WHO will give due consideration to the principles of economy and efficiency, and the responsiveness of the proposals to the needs of the project concerned. As such, WHO does not bind itself in any way to select the bidder offering the lowest price.

In addition, WHO reserves the right:

a) To award separate contracts for parts of the work or services to one or more bidders of its choice;
b) To cancel 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 provide reasons for WHO's action;
c) To award a contract on the basis of WHO’s particular objectives to one or more bidder(s) whose proposal(s) is/are considered to be the most responsive to the needs of the Organization and the activity concerned;
d) Not to select any bidder and not to award any contract.

WHO shall not in any way be obliged to reveal, or discuss with any bidder, how a proposal was assessed, or to provide any other information relating 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 oblige WHO to contract for the performance of any work or the provision of any services.

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 or services called for under this RFP.

Bidder(s) who is/are selected by WHO to provide the services will be required to sign WHO’s consultant 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 selected bidder does not accept the contract terms without changes, WHO has the right not to proceed and instead contract with another bidder of its choice.