Information and Technology Services to Revitalise A Ministry of Health Web and Mobile-Based Mental Health Information Platform Called “Sehat Jiwa Application “- to Include the Interactive Information and Integrate Chat System to Response to the COVID-19

Purpose of the RFP:
[To select a suitable contractor to provide Information and Technology Services to Revitalise A Ministry of Health Web-Based Mental Health Information Platform Called “Sehat Jiwa Application “- to Include the Interactive Information and Integrate Chat System to Response to the COVID-19]

Closing Date:
[13 May 2020 at 16:15 Jakarta time]
The World Health Organization (WHO) is seeking offers for providing Information and Technology Services to Revitalise A Ministry of Health Web-Based Mental Health Information Platform Called “Sehat Jiwa Application” - to Include the Interactive Information and Integrate Chat System to Response to the COVID-19. Your Company/Institution is invited to submit a proposal for the services in response to this Request for Proposals (RFP).

WHO is a public international organization, consisting of 194 Member States, and a Specialized Agency of the United Nations with the mandate to act as the directing and coordinating authority on international health work. As such, WHO 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 quality of scientific robustness and validity of the technical services rendered.

1. Requirements

WHO requires the successful bidder, to provide Information and Technology Services to Revitalise A Ministry of Health Web and Mobile-Based Mental Health Information Platform Called “Sehat Jiwa Application” - to Include the Interactive Information and Integrate Chat System to Response to the COVID-19

See attached detailed Terms of Reference for complete information.

The bidding institutions: The successful bidder shall be a for profit/not for profit institution operating in the field of IT with proven experience in developing IT system in the area of public health/mental health/psychological education.

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

2. Proposal

The proposal and all correspondence and documents relating thereto shall be prepared and submitted in the English language.

The proposal should be concisely presented and structured to include the following information:

- Administrative documentation (2 to 4 pages): with names and addresses of institutions and/or consultants, leader/roles of team members/with CVs, the experience and background of the institutions/consultants on the relevant topics, (please complete Annex 2)
- Proposed review organization (3 to 4 pages): include the objectives, methods, expected results and plan.
- Proposed a creative concept of additional features in the existing application which may include:
  Phase 1
  1. Upgraded web and mobile system
  2. Added menu of panic button that link with emergency number 119
  3. Added online chat feature
  4. Added Autoresponder menu
  5. Informative creative Online-information/flyers about COVID and Mental health, which targets to general populations and vulnerable targets including front liners, people with disability, elderly and people under isolation are available in the applications
  6. Proposed maintenance program for 12 months
  Phase 2
  7. Added online algorithm manual of mhGAP Work product samples (Web/application works which may include online chat/autoresponder features by your company/institutions)
- Proposed timeline for the completion of the project.
Information which the bidder considers confidential, if any, should be clearly marked as such.

3. Instructions to Bidders

Bidders must follow the instructions set forth in this RFP in the submission of their proposal to WHO.

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

   Email for submissions of all queries: jakubiecp@who.int with copy to seinobids@who.int
   (use Bid reference in subject line)

A consolidated document of WHO’s responses 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.

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.

The bidder shall submit, in writing, the complete proposal to WHO, no later than 13 May 2019 at 16:15 hours Jakarta time ("the closing date") as follows:

The submitted technical and financial proposal shall be in reference to the enclosed Terms of References and budget component.

A technical and financial proposal should be submitted separately in 2 emails stating in the subject the following reference number: RFP 059-2020.

Due to the current situation of COVID-19, submission of proposal can only be done electronically by email to: seinobids@who.int [including any other email address in the submission will automatically disqualify the bid]

All bid price must be quoted in IDR (Rupiah) currency only.

- All information and documentation related to the technical proposal (including the attached Annex 2: “Information about Bidders” shall be submitted to seinobids@who.int stating in the email subject “Technical Proposal - RFP 059-2020”

- All information and documentation related to the financial proposal shall be submitted to seinobids@who.int stating in the email subject “Financial Proposal - RFP 059-2020”.

**PLEASE NOTE THAT ANY SUBMISSION OF FINANCIAL AND TECHNICAL TOGETHER IN 1 FILE WILL BE REJECTED.**

Please make sure to include the following documents to ensure your submission is complete:
- A technical proposal, as described under part 2 above;
- A financial proposal, as described under part 2 above;
− Annex 2, duly completed and signed by a person or persons duly authorized to represent the bidder, to submit a proposal and to bind the bidder to the terms of this RFP.
− Self-Declaration Form
− Legal document for operation permit in Indonesia
− Proposal Completeness Form

Each proposal shall be marked Ref: RFP 059-2020.

WHO may, at its own discretion, extend the closing date for the submission of proposals by notifying all bidders thereof in writing before the above closing date and time.

Any proposal received by WHO after the closing date for submission of proposals may be rejected. Bidders are therefore advised to ensure that they have taken all steps to submit their proposals in advance of the above closing date and time.

The offer outlined in the proposal must be valid for a minimum period of 90 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.

The bidder may withdraw its proposal any time after the proposal’s submission and before the above-mentioned closing date, provided that written notice of the withdrawal is received by WHO at the email address indicated above, before the closing date for submission of proposals.

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

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 (subject always to the minimum period of validity referred to above).

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.

All bidders must adhere to the UN Supplier Code of Conduct, which is available on the WHO procurement website at http://www.who.int/about/finances-accountability/procurement/en/.

4. Evaluation
Before conducting the technical and financial evaluation of the proposals received, WHO will perform a preliminary examination of these 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. Proposals which are not in order as aforesaid may be rejected.

The following will be considered to evaluate submissions:

- Alignment with the primary objectives of the RFP
- Technical expertise and prior experience
- Demonstrated ability to perform on similar projects
- Cost and timeline
- Key organizational documents provided

The evaluation panel will evaluate the technical merits of all the proposals which have passed the preliminary examination of proposals based on the following weighting:

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<tr>
<th>Technical Weighting:</th>
<th>70% of total evaluation</th>
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<tbody>
<tr>
<td>Financial Weighting:</td>
<td>30% of total evaluation</td>
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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 the principle of best value for money, WHO does not bind itself in any way to select the bidder offering the lowest price.

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.

NOTE: Individual contact between WHO and bidders is expressly prohibited both before and after the closing date for submission of proposals.

5. Award

1. 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 based on 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.

2. WHO has the right to eliminate bids for technical or other reasons throughout the evaluation/selection process.
3. 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.

4. **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, nor for the supply of any products or services.**

5. 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. 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.

7. WHO also reserves the right to enter 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.

8. Within 30 days of receipt of the contract between WHO and the successful bidder (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. The Contract will include, without limitation, the provisions set forth in Annex 2.

9. 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.

We look forward to receiving your response to this RFP.

Yours sincerely,

[Signature]

Dr Farrukh Qureshi

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**Annexes**

1. Detailed Term of Reference
2. Vendor Information Form
3. Contractual provisions
4. Budget Template
5. Evaluation Criteria
6. Proposal Completeness Form
Annex 1: Detailed Terms of Reference

1. Purpose

The purpose of this activity is to provide Information and Technology Services to Revitalise A Ministry of Health Web and Mobile Based Mental Health Information Platform Called “Sehat Jiwa Application” - to Include the Interactive Information and Integrate Chat System to Response to the COVID-19

2. Background and Rationale

As the coronavirus pandemic rapidly sweeps across the world, it is inducing a considerable degree of fear, worry and concern in the population at large and among certain groups, such as older adults, care providers and people with underlying health conditions. As of April 21, 2020, a total of 7135 COVID-19 confirmed cases with 616 deaths were reported from Indonesia.

In public mental health terms, the main psychological impact to date is elevated rates of stress or anxiety. But as new measures and impacts are introduced – especially quarantine and its effects on many people’s usual activities, routines or livelihoods – levels of loneliness, depression, harmful alcohol and drug use, and self-harm or suicidal behaviour are also expected to rise. In populations already heavily affected, such as in Jakarta City, issues of service access and continuity for people with developing or existing mental health conditions are also now a major concern, along with the mental health and well-being of frontline workers.

As part of its public health response, MoH has requested to WHO to upgrade and revitalise the existing Sehat Jiwa Application, managed by MoH, Directorate of Prevention and Control of the mental health problems and substance abuse. The Sehat Jiwa application (http://sehat-jiwa.kemkes.go.id/) has 2 formats of web page and mobile-application. This online-web and mobile platform which was launched in 2015 with support from WHO Indonesia, has offered some features including self-assessment and early detection for mental health problems; availability of mental health services at the health care facilities in Indonesia, mental health education and community report for incarceration and substance abuse. The existing sehat jiwa application can be upgraded to disseminate information on mental health and psychosocial support which is still limited. In addition, the proficiency of mental health tele-counselling through online chat is necessary to replace physical counselling that may be limited in the era of COVID-19 pandemic. This portal will be developed to make available mental health and psycho- social support (MHPSS) to broader population and vulnerable groups such as front liners, people with disability, elderly and people under isolation in the wake of the COVID-19 pandemic. The portal provides scope for self-help in promoting mental well-being and gives opportunity to engage with mental health experts if needed. Access to informative resources by MOH, WHO, and other resources will also linked in this portal.

3. Objective, scope of works

- Objective: to provide Information and Technology Services to Revitalise A Ministry of Health Web-Based Mental Health Information Platform Called “Sehat Jiwa Application” - to Include the Interactive Information and Integrate Chat System to Response to the COVID-19
- Scope of works and Responsibilities:
In close collaboration of Directorate of Prevention and Control of Mental health problems and substance abuse, Ministry of Health as well as under the overall supervision of the WHO Representative to Indonesia and day-to-day supervision / guidance of / by Technical Officer and National Professional Officer of Mental Health, the contractor to provide Information and Technology Services to Revitalise A Ministry of Health Web-Based Mental Health Information Platform Called “Sehat Jiwa Application” - to Include the Interactive Information and Integrate Chat System to Response to the COVID-19 by performing the following specific duties in 2 phases:

**Phase 1**

1. Upgrade web and mobile system (At web page and mobile application) http://sehat-jiwa.kemkes.go.id/
   Sehat Jiwa application is currently available in the Google Play store. The program used is Ionic 1, which at that time was the latest program. To include the new features, the vendors may upgrade the program using the latest program language.

2. Adding panic button that link with emergency number 119
   The panic button is the new features that will be included in the application. This menu is to help clients and reach out to 119 when clients are having thoughts of suicide or experience other emergency psychiatry

3. Adding online chat feature (log system, multiuser, download data)
   - System log: allows the system to find out who is accessing, consultation notes, recommendations and analysis of application users
   - Multiuser: System user level will be divided into 3, namely admin (Ministry of Health), Patient (visitor) and Counsellor (Health service provider)
   - Downloading data: allows the system to import a database so that it can be used as material for analysis

4. Adding Autoresponder
   Allows the system to automatically answer visitor chats if there are questions outside working hours and weekdays.

5. Create Informative creative Online-information / flyers about COVID and Mental health, which targets to general populations and vulnerable targets including front liners, people with disability, elderly and people under isolation. The flyers development should be based on developed MoH / WHO guideline on MHPSS during COVID-19

6. Develop maintenance program for 12 months

7. (Virtual) meetings will be conducted minimal once a week to report the progress

**Phase 2**

2. Developing mhGAP online algorithm manual, and refer to WHO mhGAP application (https://www.who.int/mental_health/mhgap/e_mhgap/en/). The work include the translation of the original feature which is in English to Bahasa Indonesia

3. Integrating mhGAP into Sehat Jiwa Application

4. Launching mhGAP

5. (Virtual) meetings will be conducted minimal once a week to report the progress

**4. Duration of the Activity**

15 May 2020- 30 July 2020 (2.5 months) – Phase 1

1 August 2020-30 November 2020 (4 months)- Phase 2
5. Expected Result and Reporting

Expected Outcome:
Updated Web and mobile-Based Mental Health Information Platform Called “Sehat Jiwa Application” - to Include the Interactive Information and Integrate Chat System to Response to the COVID-19

Expected Output:
Phase 1
1. Upgraded web and mobile system
2. Added menu of panic button that link with emergency number 119
3. Added online chat feature
4. Added Autoresponder menu
5. Informative creative Online-information / flyers about COVID and Mental health, which targets to general populations and vulnerable targets including front liners, people with disability, elderly and people under isolation are available in the applications
6. Proposed maintenance program for 12 months

Phase 2
7. Added online algorithm manual of mhGAP

6. Qualifications

- The project will require expertise of the Key Team Members in any of the following fields: IT and creative designer. Additional expert (sub-contracted) may be added in a team during development of mhGAP. The technical expert may have a background of psychiatry / mental health nursing / (clinical) psychology / medicine
- The contractor demonstrates that the proposed personnel, including subcontractors (if applicable), possess experience in high quality IT production services.
- The contractor provides evidence of having conducted tasks like the work outlined in the RFP (with examples cited, and links to relevant work products).
- Good track record in its undertakings IT projects with MoH preferably in the field of mental health, WHO, other national and local government and/or other private institutions
Annex 2. Vendor Information Form

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<tr>
<th>Company Information to be provided by the Vendor submitting the proposal</th>
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<tbody>
<tr>
<td><strong>UNGM Vendor ID Number:</strong></td>
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<tr>
<td><em>If available – Refer to WHO website for registration process</em></td>
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<tr>
<td><strong>Legal Company Name:</strong></td>
</tr>
<tr>
<td><em>(Not trade name or DBA name)</em></td>
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<td><strong>Company Contact:</strong></td>
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<td>Fax Number:</td>
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<td><strong>Email Address:</strong></td>
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<td>Company Website:</td>
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**Corporate information:**

<table>
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<tr>
<th>Company mission statement</th>
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<th>Service commitment to customers and measurements used (if available)</th>
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<tr>
<th>Organization structure (include description of those parts of your organization that would be involved in the performance of the work)</th>
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<tr>
<th>Relevant experience (how could your expertise contribute to WHO’s needs for the purpose of this RFP) – Please attach reference and contact details</th>
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<tr>
<th>Staffing information</th>
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* [http://www.who.int/about/finances-accountability/procurement/en/](http://www.who.int/about/finances-accountability/procurement/en/)

Within 30 days of receipt of the contract between WHO and the successful bidder (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. The Contract will include, without limitation, the provisions set forth below (with the successful bidder referred to below as the “Contractor”):

1. **Compliance with WHO Codes and Policies.** By entering into the Contract, the Contractor acknowledges that it has read, and hereby accepts and agrees to comply with, the WHO Policies (as defined below).

In connection with the foregoing, the Contractor shall take appropriate measures to prevent and respond to any violations of the standards of conduct, as described in the WHO Policies, by its employees and any other persons engaged by the Contractor to perform any services under the Contract.

Without limiting the foregoing, the Contractor shall promptly report to WHO, in accordance with the terms of the applicable WHO Policies, any actual or suspected violations of any WHO Policies of which the Contractor becomes aware.

For purposes of the Contract, the term “WHO Policies” means collectively: (i) the WHO Code of Ethics and Professional Conduct; (ii) the WHO Policy on Sexual Exploitation and Abuse Prevention and Response; (iii) the WHO Code of Conduct for responsible Research; (iv) the WHO Policy on Whistleblowing and Protection Against Retaliation; and (v) the UN Supplier Code of Conduct, in each case, as amended from time to time and which are publicly available on the WHO website at the following links: http://www.who.int/about/finance-accountability/procurement/en/ for the UN Supplier Code of Conduct and at http://www.who.int/about/ethics/en/ for the other WHO Policies.

2. **Zero tolerance for sexual exploitation and abuse.** WHO has zero tolerance towards sexual exploitation and abuse. In this regard, and without limiting any other provisions contained herein:

(i) each legal entity Contractor warrants that it will: (i) take all reasonable and appropriate measures to prevent sexual exploitation or abuse as described in the WHO Policy on Sexual Exploitation and Abuse Prevention and Response by any of its employees and any other persons engaged by it to perform any services under the Contract; and (ii) promptly report to WHO and respond to, in accordance with the terms of the Policy, any actual or suspected violations of the Policy of which the contractor becomes aware; and

(ii) each individual Contractor warrants that he/she will (i) not engage in any conduct that would constitute sexual exploitation or abuse as described in the WHO Policy on Sexual Exploitation and Abuse Prevention and Response; and (ii) promptly report to WHO, in accordance with the terms of the Policy, any actual or suspected violations of the Policy of which the Contractor becomes aware.

3. **Tobacco/Arms Related Disclosure Statement.** The Contractor may be required to disclose relationships it may have with the tobacco and/or arms industry through completion of the WHO Tobacco/Arms Disclosure Statement. In the event WHO requires completion of this Statement, the Contractor undertakes not to permit work on the Contract to commence, until WHO has assessed the disclosed information and confirmed to the Contractor in writing that the work can commence.
4. **Anti-Terrorism and UN Sanctions; Fraud and Corruption.** The Contractor warrants for the entire duration of the Contract that:

i. it is not and will not be involved in, or associated with, any person or entity associated with terrorism, as designated by any UN Security Council sanctions regime, that it will not make any payment or provide any other support to any such person or entity and that it will not enter into any employment or subcontracting relationship with any such person or entity;

ii. it shall not engage in any illegal, corrupt, fraudulent, collusive or coercive practices (including bribery, theft and other misuse of funds) in connection with the execution of the Contract; and

iii. the Contractor shall take all necessary precautions to prevent the financing of terrorism and/or any illegal corrupt, fraudulent, collusive or coercive practices (including bribery, theft and other misuse of funds) in connection with the execution 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.

5. **Breach of essential terms.** The Contractor acknowledges and agrees that each of the provisions of paragraphs 1, 2, 3 and 4 above constitutes an essential term of the Contract, and that in case of breach of any of these provisions, WHO may, in its sole discretion, decide to:

i. terminate the Contract, and/or any other contract concluded by WHO with the Contractor, immediately upon written notice to the Contractor, without any liability for termination charges or any other liability of any kind; and/or

ii. exclude the Contractor from participating in any ongoing or future tenders and/or entering into any future contractual or collaborative relationships with WHO.

WHO shall be entitled to report any violation of such provisions to WHO’s governing bodies, other UN agencies, and/or donors.

6. **Use of WHO Name and Emblem.** Without WHO’s prior written approval, the Contractor shall not, in any statement or material of an advertising or promotional nature, refer to the Contract or the Contractor’s relationship with WHO, or otherwise use the name (or any abbreviation thereof) and/or emblem of the World Health Organization.

7. **Assurances regarding procurement.** If the option for payment of a maximum amount applies, to the extent the Contractor is required to purchase any goods and/or services in connection with its performance of the Contract, the Contractor shall ensure that such goods and/or services shall be procured in accordance with the principle of best value for money. "Best value for money" means the responsive offer that is the best combination of technical specifications, quality and price.

8. **Audit.** WHO may request a financial and operational review or audit of the work performed under the Contract, to be conducted by WHO and/or parties authorized by WHO, and the Contractor undertakes to facilitate such review or audit. This review or audit may be carried out at any time during the implementation of the work performed under the Contract, or within five years of completion of the work. In order to facilitate such financial and operational review or audit, the Contractor shall keep accurate and systematic accounts and records in respect of the work performed under the Contract.
The Contractor shall make available, without restriction, to WHO and/or parties authorized by WHO:

i. the Contractor’s books, records and systems (including all relevant financial and operational information) relating to the Contract; and

ii. reasonable access to the Contractor’s premises and personnel.

The Contractor shall provide satisfactory explanations to all queries arising in connection with the aforementioned audit and access rights.

WHO may request the Contractor to provide complementary information about the work performed under the Contract that is reasonably available, including the findings and results of an audit (internal or external) conducted by the Contractor and related to the work performed under the Contract.

9. **Publication of Contract.** Subject to considerations of confidentiality, WHO may acknowledge the existence of the Contract to the public and publish and/or otherwise publicly disclose the Contractor’s name and country of incorporation, general information with respect to the work described herein and the Contract value. Such disclosure will be made in accordance with WHO’s Information Disclosure Policy and shall be consistent with the terms of the Contract.