

CALL FOR PROPOSALS

**Technical Assistance to Provide the Required
IT Support for the One Hospital Command Center**



**World Health
Organization**

**Representative Office
for the Philippines**

1. Summary

The World Health Organization – Country Office in the Philippines (WCO PHL) is looking for an institutional/individual contractual partner or Technical Assistance to Provide the Required Information Technology (IT) Support for the Department of Health (DOH) - National One Hospital Command Center (OHCC), through an Agreement for Performance of Work (APW) contract. The proposals are due by 10 April 2021.

2. Background

The World Health Organization (WHO) is keen in continuing the work, together with the Department of Health (DOH) and other partners on tracking the pandemic.

The DOH, through the Undersecretary of Health / Office of the Chief of Staff (OCS) established the National One Hospital Command Center (OHCC) for the unified, comprehensive, and coordinated response in the Coronavirus Disease 2019 (COVID-19) pandemic. This mechanism assumes the following roles and functions: (a) health facility coordination and referral; (b) coordination for medical transport and pick-up; (c) health system capacity data analytics and risk communications; (d) engage stakeholders from both government and private sector; and ensure adequate critical care service to hospitals.

The offsite call centers and the Metro Manila Development Authority (MMDA) responders service plays a vital role in these OHCC mandates. Through which, the referring body or he requesting client calls the hotline. The said responders address their COVID-19 concerns and link them to the appropriate hospitals, isolation hotels, or temporary treatment and monitoring facilities (TTMFS). The receiving facility accepts the referral and provides the transport and transfer assistance.

3. Timeline

The implementation timeline for the project is for eight (8) months from 15 April to 15 December 2021.

4. Place of Assignment

Manila, Philippines

5. Scope of Work

Under the overall supervision of the WHO Representative in the Philippines (WR PHL), in coordination with the Department of Health (DOH) – Office of the Chief of Staff, the selected contractual partner shall provide IT support for the DOH – OHCC.

Method(s) to carry out the activity

The Contractual partner will be assigned to:

- Assist in the Full Implementation of the National One Hospital Command Center (OHCC);
- Perform as the Chief IT Architect to liaise with the other members of the Inter-Agency Task Force (IATF) and other Government agencies for, and in behalf of the OHCC;
- Assist in the full implementation of the National OHCC and emerging Regional OHCC relative to its IT and communication requirements;
- Provide technical assistance in configuring various IT equipment and solutions relative to the success of the mandates of OHCC;
- Establish a stable and efficient IT ecosystem;
- Provide mentoring to Junior IT Staff members of the National OHCC and establish human resource development in the Regional OHCCs;
- Review and recommend various financial-related documents for operation and maintenance of OHCC;
- Provide innovative solutions in the provision, implementation and development of technical and business solutions related to IT and/or digital solutions for the full implementation of the OHCC; and
- Provide on spot user needs analysis and business system design for projects that will benefit the implementation of the OHCC.

Output 1: Responsibilities of the Contractual partner

Deliverable 1.1: Carry out the preparation of a Complete Staff Work to assist the OHCC relative to the concerns in its IT infrastructure.

Deliverable 1.2: Accept full responsibility for this contract, to be performed under this TOR including applicable warranties on the integrity and soundness of the design of the outputs.

Deliverable 1.3: Answer queries or make a clarification to DOH regarding the content and design of the IT infrastructure of OHCC at no additional cost to DOH.

Output 2: Records

Deliverable 2.1: Keep accurate and systematic records and accounts with respect to the Services in such form and with such details as in customary and sufficient to establish accurately that the costs and expenditures under this TOR have duly incurred.

Deliverable 2.2: Permit the duly authorized representative of the WHO and DOH to inspect its records and accounts as well as audit the same.

Deliverable 2.3: Information and Progress Report. The Contractual partner shall furnish electronic format monthly progress (accomplishment) report in addition to the reports required by this contract, as basis for payment and any such information relative to the Services and the Project as OCS may from time to time request and as the Commission on Audit (COA) may require on post-audit. All other documents for submission to the Office of the Chief of Staff (OCS) shall be submitted an A4 electronic format soft copy with copy to WHO Representative to the Philippines.

Output 3: Expected accomplishments

Deliverable 3.1: Short, medium- and long-term plan of the IT Infrastructure of the National OHCC.

Deliverable 3.2: Implementation of the short-term plan of the Conceptual IT Infrastructure Plan.

Deliverable 3.3: Conceptual IT Infrastructure Plan of the OHCC at the part of the contract.

Output 4: Prohibition of Conflict of Interest

The Contractual partner during his/her/their assignment under this contract shall not, without the written consent of OCS, knowingly accept any assignment in any business or professional activity in the Philippines which will directly conflict with the performance of his/her/their duties or assignment under this contract. After his/her/their assignment under this TOR, the Contractual partner shall not provide legal advice or technical assistance to any entity relating to the implementation of the OHCC.

NOTE: Every report should have the following disclaimer:

This document has been produced with the assistance of the World Health Organization. The contents of this publication/report are the sole responsibility of the author, and does not necessarily reflect the opinions, recommendations, or advice of the World Health Organization.

CONFIDENTIALITY

The results, products and reports of the consultancy are to be treated as confidential and must not be handed over to third parties. The WHO and DOH have the exclusive ownership of the reports and reserve the right to further disseminate relevant information.

6. Qualifications

The contractual partner must fulfil the following qualifications:

Education and Certification

- Essential: At least a bachelor's degree in information technology, computer science or related field.

Work Experience

- At least a bachelor's degree in information technology, computer science or related field.

Technical Skills and Knowledge

- Provide and guarantee the highest quality of consulting services required to assist the establishment of the National OHCC.

Language Fluency:

- Fluent written and spoken English (essential) and Filipino (required).

In addition, the contractual partner must have no direct or indirect interest in the tobacco industry, alcohol industry, arms dealing or human trafficking.

7. Other Requirement

- Good track record and extensive client portfolio
- Travel may be required as needed.

8. Submission Requirements

Interested institutions and/or individuals should submit electronic copies of the following:

- Cover letter
- Proposal with financial details and proposed timeline
- Company profile and curriculum vitae of team members (for institution)
- Curriculum vitae (for individual)

Address all proposals to:

Dr Rabindra Abeyasinghe

WHO Representative to the Philippines

Ground Floor, Building 3, Department of Health San Lazaro Compound

Rizal Avenue, Sta Cruz, Manila

Please submit the electronic copy of the proposals with the title, **Technical Assistance to Provide the Required IT Support for the One Hospital Command Center** to Mrs Ying Chen (cheny@who.int) and wpphlwr@who.int. Only shortlisted applicants will be contacted by WHO Philippines.

Deadline of submission of proposals is on **10 April 2021**.