

# **CALL FOR PROPOSALS**

**Technical Assistance to Provide Strategic Approach and Assist with the Implementation of the National Patient Navigation and Referral System**



**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 Strategic Approach and Assist with the Implementation of the National Patient Navigation and Referral System, through an Agreement for Performance of Work (APW) contract. The proposals are due by **13 May 2022**.

## **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 transition of the One Hospital Command Center (OHCC) to the National Patient Navigation and Referral Center (NPNRC) has broadened the scope of health service delivery of the Department of Health to continuously address the needs of the Filipinos amidst the pandemic. The success of the initiative of the DOH has highlighted the importance of having a referral system not only in Metro Manila, but to regional provinces as well. Hence, the establishment of the Regional One Hospital Command Centers (ROHCCs).

The activation of the regional counterparts of the OHCC has demanded for an integrated mechanism to deliver a more strengthened and systematic approach of patient navigation and referral across the country while working hand in hand with the NPNRC. As such, the implementation of the National Patient Navigation and Referral System (NPNRS) to ROHCCs is necessary to ensure that the objectives of the NPNRC are met and the operational needs of each regional OHCC are sustained. The successful implementation would help bridge the gaps in achieving a leveraged national health system capacity anchored on the Universal Health Care Law.

## **3. Timeline**

The implementation timeline for the project is seven (7) months from 23 May to 16 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 strategic approach and assist with the implementation of the National Patient Navigation and Referral System.

### **Method(s) to carry out the activity**

The Contractual partner will be assigned to:

- Carry out the Conceptual Project Management Plan of the NPNRC and preparation of a Complete Staff Work to assist the NPNRC relative to the concerns in its project roll-out; provide short, medium, and long-term plan of the NPNRS implementation nationwide
- Assist project core team in baseline capacity assessment, needs assessment, development of project charter, submission of project charter and project charter signoff
- Facilitate the identification of working committee and committee members, creation of communication plan, creation of Risk Analysis and Risk Management Plan
- Assist the project core team and working committee in the development of Project Plan which includes ICT Plan, Capacity Building and Monitoring and Evaluation
- Recommend 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 NPNRS to RPNUs and DOH-retained hospitals
- Oversee and manage the ICT roll out plan for technical assistance to the RPNRUs and DOH retained hospitals that will allow them to establish base operations center
- Oversee and manage the capacity building and operations roll-out plan for the RNRUs
- Oversee the monitoring and evaluation unit and make sure that performance parameters for assessment, monitoring and evaluation are being met
- Assist the project team in developing a data reporting process and feedback system for RPNRUs and DOH retained health facilities for operations matters and concerns
- Identify, consolidate, and recommend strategic solutions to identified issues and concerns encountered by the entire NPNRNS during roll out

### **Output 1: Responsibilities of the Contractual partner**

Deliverable 1.1: Carry out the preparation of the Conceptual Project Management Plan of the NPNRC and preparation of a Complete Staff Work to assist the NPNRC relative to the concerns in its project roll-out

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.

### **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.

### Output 3: Expected accomplishments

Deliverable 3.1: Short, medium- and long-term plan of the of the NPNRS implementation

Deliverable 3.2: Conduct of Information and Communications Technology (ICT) pilot testing and implementation of hardware and software as well as evaluation and troubleshooting of processes

Deliverable 3.3: Development of training materials and execution of training modules in call-taking and triaging, navigation and referral training, data analytics training and ICT training for use of systems and documentation

### 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.*

## **6. Qualifications**

The individual contractual partner or institution's members must fulfil the following qualifications:

### Education and Certification

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

### **Work Experience**

- Essential: At least 5 years of actual experience in handling complex national or global implementation
- Desirable: Actual experience in implementing ISO requirements and a certified Data Protection Officer (DPO)

### **Technical Skills and Knowledge**

- In-depth knowledge on information and communication technology, patient navigation and referral system
- Sound knowledge in planning, implementation, and evaluation
- Ability to work harmoniously as the Project Director, adapt to diverse educational and cultural backgrounds and maintain a high standard of personal conduct
- Ability to provide and guarantee the highest quality of project management expertise required to lead the implementation of the NPNRS nationwide

### **Language Fluency:**

- Written and spoken fluency in English is essential

### **Competencies:**

- Technical competence in the field of information technology and project management
- Ability to engage and communicate with multiple stakeholders
- Skills to respect and promote individual and cultural difference
- Capability of working harmoniously with a positive attitude at work

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**

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

## **8. Contract Time**

The work to be done under this Agreement for Performance of Work (APW) shall be completed as set out in the Terms of Reference. The contract will be completed in not more than 7 months from the commencement of the work, or otherwise as agreed in writing among the Owner and the Contractor. The work shall be done in strict compliance with the Contract, Specifications, Schedules, and all other Contract documents and all Instructions. Failure to do so shall be at the Contractor's risk and account. Submission of bid by the Contractor shall constitute

acknowledgement by the Contractor that it is aware of and concurs with all the requirements or conditions incorporated in the Call for Proposal and the other documents.

As time is an essential element for this Contract, for failure to complete all work within the stipulated as set out in the Terms of Reference, the Owner shall charge the Contractor liquidated damages. This shall be in the amount the sum of 0.5% of the total contract amount per day (Saturdays, Sundays and holidays are included) but not to exceed on total 10% of the contract amount. These liquidated damages shall be for the added cost incurred by the Owner for such delay and for the inconvenience caused to the users of the Work.

It is understood that this is not a penalty but a fixed sum representing the liquidated damages for each calendar day of the delay. Delay shall be counted from the agreed completion date, considering further time extensions approved by the Owner, to the date of completion of work.

### **Ethical and Professional Standards**

WHO prides itself on a workforce that adheres to the highest ethical and professional standards and that is committed to put the WHO Values Charter into practice.

WHO has zero tolerance towards sexual exploitation and abuse (SEA), sexual harassment and other types of abusive conduct (i.e., discrimination, abuse of authority and harassment). All members of the WHO workforce have a role to play in promoting a safe and respectful workplace and should report to WHO any actual or suspected cases of SEA, sexual harassment, and other types of abusive conduct. To ensure that individuals with a substantiated history of SEA, sexual harassment or other types of abusive conduct are not hired by the Organization, WHO will conduct a background verification of final candidates.

### **Management of Conflict of Interest**

Any interest by an entity (organization/company), expert, or member of the project team that may affect or reasonably be perceived to (1) affect the expert's objectivity and independence in providing advice to WHO related to the conduct of a project, and/or (2) create an unfair competitive advantage for the expert or persons or institutions with whom the expert has financial or interests (such as adult children or siblings, close professional colleagues, administrative unit or department).

World Health Organization (WHO) conflict of interest rules is designed to identify and avoid potentially compromising situations from arising thereby protecting the credibility of the Organization and its normative work. If not identified and appropriately managed such situations could undermine or discount the value of the expert's contribution, and as a consequence, the work in which the expert is involved. Robust management of conflicts of interest not only protects the integrity of WHO and its technical/normative standard-setting processes but also protects the concerned expert and the public interest in general.

### **Confidentiality Statement**

All input from participants and all related documents about the project are confidential and must **NOT** be handed over to third parties. The contractual partner should advise the participants on how to opt-out or withdraw their statement(s) if needed. The DOH and WHO have exclusive ownership of all documents, and only DOH and WHO have the right to disseminate any information outside the agreed project's scope.

## 9. 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 qualifications of team members (if institution) or curriculum vitae (if an individual)
- Link to a portfolio of previous work relevant to the TOR (uploaded on file-sharing serves such as Dropbox or Google Drive)

Address all proposals to:

**Dr Rajendra Yadav**

Acting WHO Representative in 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 Strategic Approach and Assist with the Implementation of the National Patient Navigation and Referral System** to Mrs. Ying Chen ([cheny@who.int](mailto:cheny@who.int)) and [wpphlwr@who.int](mailto:wpphlwr@who.int). Only shortlisted applicants will be contacted by WHO Philippines.

Deadline of submission of proposals is on **13 May 2022**

