

# **CALL FOR PROPOSAL**

**Contractual Partner to support the Enhancement of the Community-Based Monitoring and Reporting (CBMR) Application**



**World Health Organization**

Representative Office  
for the Philippines

## **TERMS OF REFERENCE**

### **1. Summary**

The World Health Organization (WHO) Philippines is looking for an individual or institutional contractual partner to support the HIV Team of the WHO Philippines Country Office in various activities involving the enhancement of the Community-Based Monitoring and Reporting (CBMR) application under an Agreement for Performance of Work (APW) contract.

The proposals are due by 30 April 2022.

### **2. Background**

The Philippines is one of 20 countries that the Global Fund has prioritized for the provision of intensive support to scale-up comprehensive programs to reduce human rights-related barriers to health services. Accordingly, an in-depth baseline assessment was carried out from December 2017 to April 2018. It provided data about the human rights-related barriers to HIV and TB services in the Philippines and existing programs for the elimination of these diseases.

As response, the Community-Based Monitoring and Reporting (CBMR) application has been developed. This is an online-based data management system of human rights violations. The primary user is PLHIV Response Center and Community Access to Redress, and Empowerment (CARE) Center to collect and analyze the human rights violations data for timely provision of the appropriate services for the affected clients. Development started under the Global Fund Accelerating Community Engagement and Response on HIV and AIDS prevention (ACER) project, wherein a pilot version of CBMR was developed.

As continuation of its development, Global Fund PSFI PROTECTS grant in 2021-2023 allows the enhancement of the application to include the following: 1. Improvement of the existing PRC and CARE modules, and 2. addition of the community-based organization users and individual clients modules. In addition, the project develops client referral functions to the appropriate treatment facilities. Additionally, the project also develops the dashboard and explores the integration of the CBMR with the existing HIV surveillance system, e.g., the One HIV, AIDS, and STI Information System (OHASIS). The data will inform the local and national HIV and AIDS programs to enhance practices and services that would facilitate the increase in the number of KPs and PLHIV accessing these health services. The current APW aims to improve and add the above-mentioned modules.

### 3. Timeline

The implementation timeline for the project is from **06 May to 31 July 2022**.

### 4. Place of Assignment

Manila, Philippines or can be conducted remotely.

### 5. Scope of Work

In close collaboration with Pilipinas Shell Foundation, Inc. (PSFI), TLF Share Collective Inc. (TLF) and PLHIV Response Center (PRC), under the supervision and guidance of the HIV Technical Officer of WHO Country Office Philippines, the contractual partner shall perform the following tasks:

- a. Enhance the current PRC and CARE modules
- b. Enhance the Community Based Monitoring and Reporting (CBMR) to strengthen community empowerment and literacy. The CBMR is an online system which will (1) collect individual level demographic information and information of the human rights violations, (2) provide feedback and timely recording and reporting of cases, and (3) facilitate the timely service delivery.
- c. Expand data collection points such as Community-Based Organization (CBO) and client module in addition to the PLHIV Response Center, and Community Access to Redress and Empowerment (CARE) and other identified.
- d. Develop a user manual for data recording, reporting and analysis.

#### **Deliverables:**

Deliverable 1: Inception report with work plan and Gantt chart of activities

Deliverable 2: Enhancement of the existing PRC and CARE modules

Deliverable 3: Develop a user manual

**CONFIDENTIALITY** The results, products and reports of this APW are to be treated as confidential and must not be handed over to third parties. The DOH and WHO have the exclusive ownership of the reports and reserve the right to further disseminate relevant information. Documents, other information and/or statistics that are not publicly available and have been provided to the contractor for the purposes of undertaking this work may not be published, further analysed, disclosed to third parties, or used for any other purpose even after the end of the contract.

The contractual partner will also provide disclaimer on the reports: This document has been produced with the assistance of the World Health Organization. The contents of this publication are the sole responsibility of the author, and does not necessarily reflect the opinions, recommendations, or advice of the World Health Organization.

## **6. Completion of Work**

The work to be done under this contract shall be Contractual Partner to support the Enhancement of the Community-Based Monitoring and Reporting (CBMR) Application as set out in the Terms of Reference. The contract shall be completed in not more than 3 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 of 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% (ten percent) of the contract amount. These liquidated damages shall be for the added cost incurred by the Owner for such delay and also 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.

## **7. Qualifications**

The contractual partner or institution's members must fulfill the following educational qualifications and work experience:

### **Education of staff involved:**

- Essential: University degree in Computer Science or other related fields
- Desirable: Postgraduate degree in Computer Science or other related fields

### **Experience required:**

- Essential: More than 5 years relevant experience in app development and/or Computer Science
- Desirable: In-depth knowledge on CBO-led monitoring and reporting app

### **Technical Skills and Knowledge:**

- Sound knowledge in systems development
- Sound knowledge in planning, implementation, and evaluation
- Sound knowledge in the culture of key population groups
- Ability to work harmoniously as a member of a team, adapt to diverse educational and cultural backgrounds and maintain a high standard of personal conduct

**Language requirements:**

- Written and spoken fluency in English is essential

**Competencies:**

- Technical competence in the field of system development and Computer Science
- 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

**Other requirements:**

- Essential: Familiarity and/or working knowledge of the existing CBMR

In addition, the contractor shall have no direct or indirect involvement or interest, in any form, in arms dealing, drugs, alcohol industry, tobacco industry, or human trafficking. The contractor and personnel involved in this work shall have no conflicts of interest in relation to the work being undertaken.

**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.

**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 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 services such as Dropbox or Google Drive)

Address all proposals to:

**Dr Rajendra Yadav**

Acting 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 documents with the title, **Contractual Partner to support the Enhancement of the Community-Based Monitoring and Reporting (CBMR) Application** 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 **30 April 2022**.