



Technical Assistance for the National Mental Health Week (NMHW): Second Philippine Mental Health Conference (PMHC) - Session on [WHO Special Initiative for Mental Health: Philippines](#)

Request for Proposals (RFP)

Bid Reference

MHS-003-2023

Country/Unit Name

Philippines/Mental Health and Substance Use

Closing Date:

27 April 2023



The World Health Organization (WHO) is seeking offers for Technical Assistance for the National Mental Health Week (NMHW): Second Philippine Mental Health Conference (PMHC) - Session on [WHO Special Initiative for Mental Health: Philippines](#) on October 12, 2023 under an Agreement for the Performance of Work (APW)

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 level of service.

1. Requirements

WHO requires the successful bidder, to carry out manage, coordinate, facilitate and document the conduct of the National Mental Health Week (NMHW): Second Philippine Mental Health Conference (PMHC) - Session on Special Initiative for Mental Health on October 12, 2023 .

See detailed Terms of Reference in Annex 1 for complete information.

The successful bidder shall be a ☒ for profit / ☒ not for profit institution operating in the field of events organization with proven expertise in journalism, fine arts, film, or development communications, strategic communications, research and project management.

The successful bidder is expected to demonstrate experience and list relevant projects as follows:

Mandatory experience:

- At least seven (7) years of relevant working experience on the conduct of Conferences, Conventions/Summits and other similar nature of activities
- A firm that has undertaken similar services/projects in at least the past five (5) years related to the scope of work included in this document and;
- A firm that has undertaken project/s in at least the past five (5) years with national government agencies

Desirable experience:

- Relevant experience in events and campaign management for public health program
- Relevant experience in producing feature stories and professional videography and photography outputs
- A firm that has undertaken project/s in at least the past five (5) years with national government agencies.
- Preferably with relevant experience in providing creative services to WHO, UN agencies or agencies engaged in the development sector

The bidder is expected to 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 shall be concisely presented and structured to include the following information:

- Confidentiality Undertaking (*please complete Annex 2*)



- Presentation of your Company / Institution (*please complete Annex 3*)
- Proposed solution
- Proposed Approach/Methodology
- Proposed time line
- Financial proposal - Currency.

Information which the bidder considers confidential, if any, should be clearly marked as such.

3. Instructions to Bidders

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

A prospective bidder requiring clarification on technical, contractual or commercial matters may notify WHO via email at the following address no later than **Date: 22 April 2023**:

Email for submissions of all queries: luzentalesd@who.int and wpphlwr@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 **27 April 2023 at 17:00 hours Philippines time** ("the closing date"), by email at the following email address:

luzentalesd@who.int and wpphlwr@who.int

(use Bid reference in subject line)

To be complete, a proposal shall include:

- A technical proposal, as described under part 2 above;
 - A financial proposal, as described under part 2 above;
1. Annexes 2 & 3, 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.

Each proposal shall be marked Ref: MHS-003-2023 .

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

Technical Weighting:	70 % of total evaluation
Financial Weighting:	30 % of total evaluation

The technical evaluation of the proposals will include:

Addressing of WHO's requirements and expectations	25
Quality of the overall proposal, proposed timeframe for the project	25
Experience of the firm in carrying out related project	25
Qualifications and competence of the personnel proposed for the assignment	25
TOTAL	100

The scoring scale per criteria was defined as follows:



Criteria evaluated as:	Based on the following supporting evidence:	Corresponds to the score of:
Excellent	Excellent evidence of ability to exceed requirements	100%
Good	Good evidence of ability to exceed requirements	90%
Satisfactory	Satisfactory evidence of ability to support requirements	70%
Poor	Marginally acceptable or weak evidence of ability to support requirements	40%
Very Poor	Lack of evidence to demonstrate ability to comply with requirements	10%
No submission	Information has not been submitted or is unacceptable	0%

The number of points which can be obtained for each evaluation criterion is specified above and indicates the relative significance or weight of the item in the overall evaluation process.

A minimum of [70] points is required to pass the technical evaluation.

The final evaluation will combine the weighted scores of both technical and financial proposals to come up with a cumulative total score.

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

WHO reserves the right to:

1. Award the contract to a bidder of its choice, even if its bid is not the lowest;
2. 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;
3. 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;
4. Award the contract on the basis of 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;
5. Not award any contract at all.

WHO has the right to eliminate bids for technical or other reasons throughout the evaluation/selection process. 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, nor for the supply of any products or services.



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.

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.

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, components or items called for under this RFP.

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 3.

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,
Dr Graham Harrison
Officer-In Charge, WHO Representative
In the Philippines

**Annexes**

1. Detailed Terms of Reference
2. Confidentiality Undertaking
3. Vendor Information Form
4. Contractual provisions **Additional annexes if required**



Annex 1: Detailed Terms of Reference

1. Purpose of the APW

The purpose of this APW is to ensure the efficient and effective coordination in the implementation of the **National Mental Health Week (NMHW): Second Philippine Mental Health Conference (PMHC) - Session on [WHO Special Initiative for Mental Health: Philippines](#) on October 12, 2023 for Agreement for the Performance of Work (APW)**

2. Background

The Department of Health (DOH) celebrates the National Mental Health Week (NMHW) every second week of October based on Proclamation No. 452 dated 25 August 1994. Simultaneously, the Department also plans to celebrate the 5th Anniversary of the Mental Health Act (MHA) in October. In relation to this, the Specialty Care Division (SCD) - Mental Health Division (MHD) will conduct the 2nd Philippine Mental Health Conference on October 10- 12, 2023

This year's conference aspires to encourage the participation of all mental health coordinators in various government sectors and concerned stakeholders. This strategy will reinforce alliance with all concerned stakeholders in championing the MHA. While providing operational guidance and addressing the issues pertaining to mental health services in the country, the SCD-MHD plans to launch the Multi-Sectoral Strategic Plan 2024-2028. This will help strengthen the roles of the member NGAs and CSOs in implementing the MHA.

The Philippines is one of the 6 early adopter countries of [WHO Special Initiative for Mental Health](#). Considerable progress has been made over the past years. The key achievements included in year 2022 > [philippines---who-special-initiative-for-mental-health-2022.pdf](#)

With this, the DOH has requested the WHO Philippines to facilitate the conduct of the conference, specifically to host one (1) session on [WHO Special Initiative for Mental Health: Philippines](#) (creation of an audio visual presentation for the accomplishment report of the MHA, provide an International Resource Speaker, intermission number, host with reproduction of event materials including collaterals) with on October 12, 2023 (venue to be determined).

3. Planned timelines (subject to confirmation)

Start date: 08/05/2023

End date: 30/10/2023

Total duration: 5.5 months

4. Requirements - Work to be performed

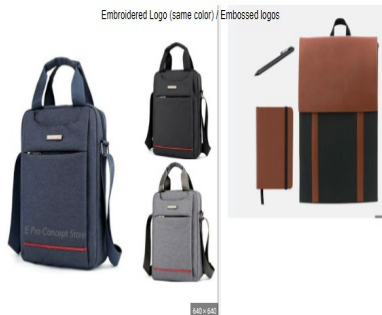
The overall objective is to manage, facilitate and provide intermission number, host, collaterals and document the conduct of the Second PMHC specially on the Special Initiative for Mental Health session on October 12, 2023

The Technical Assistance Provider / Event Organizer is not required to report daily throughout the duration of the engagement. However, they are required to be present on scheduled photo shoot and meetings that are initiated by WHO and DOH-DPCB. They are required to brief the technical staff from time to time of the progress of their work



5. Requirements - Planning

I. Scope of Work and Expected Outputs and Deliverables		
The Contracting Partner/ organization is expected to undertake the following:		
Activities	Expected Output/ Deliverable(s) - bolded	Indicative Schedule
A. Preparatory Phase		
a. Develops and executes timeline and checklist and ensure its prompt and satisfactory delivery of items in the checklist of tasks developed	Output 1: Approved inception report and facilitated pre-administrative requirements for the conduct of the session on WHO Special Initiative for Mental Health Deliverable 1.1: A detailed plan of action on how to conduct the project. The report should include the following, but not limited to, objectives, the significance of the project, implementing framework, methodology, target participants, constant coordination and consultation, and recommendations on the final program. The inception report should also include a project management plan. Deliverable 1.2: GANTT Chart with expected outputs and deliverables	2nd week of May
b. Conducts preparatory meetings	At least twenty (20) meetings (including photo and video shoots) distributed over the duration of the contract with meals for ten (10) participants every meeting a. Minutes of the meeting b. Attendance sheet	End of May
c. Designs activity/event logo to be used in advertisement, marketing, and branding	Deliverable 1.3: Approved: a. Design/event logo b. Creation of activity/event survey form	
d. Send initial invitation (survey), pre-registration (online) and follow-up confirmation of attendance of keynote speaker,	Deliverable 1.4: Collate and coordinate the event presentations from speakers and ensure seamless presentation of pleasant, powerful materials, by designing and recommending formats for the speakers.	1st week of June

resource speakers, special guests, and participants	Deliverable 1.5: Approved selected performer/s on their intermission number ensuring seamless performance.	
e. Prepares the following: i. Programme of activities ii. Final invitation/reminder iii. Reproduces the final program iv. Information materials and all materials for the event including kits/collaterals for the participants	Deliverable 1.6: Approved session on Special Initiative for Mental Health program and reproduction of event materials, collaterals (invitation, program, confirmation) good for 600 participants. Deliverable 1.7: Approved key visuals, electronic signage, relevant photos and other collateral. The conference kit shall contain the following customized items: a. Printing of 600 conference program b. 600 pcs customized powerbank with 20000mAh with 2.0 USB power bank preferably with speaker c. 600 pcs customized backpack with embroidered and embossed logos of WHO and DOH  Embroidered Logo (same color) / Embossed logos d. Customized tokens for the 150 guests: coffee maker with mug  (Note: Items in a bundle/set box)	



v. And prepare logistics and the equipment needed for presentations and other activities		
f. Event support: Ensures the general awareness and publicity of the event	Deliverable 1.8: Creation of social media page for the event countdown, social media/community group for updates (if possible via DOH account), press release, media advisory, and other social media campaign / posting plan with the WHO and DOH Communications Team (COM) through DPCB-SCD to ensure utilization DOH and WHO social media platforms.	1st week of June
h. Creates an audio visual presentation (AVP) for the MH history and accomplishment report of the Philippine Council for Mental Health	Output 2: Develop one (1) audio visual presentation approximately 30 minutes running time. The video stories will focus on the brief history and highlights of the Mental Health Strategic Plan 2019-2023 Accomplishment Report/ Implementation Review Deliverable 2.1: Review project reports and other related documents and hold a discussion with DPCB SCD to develop the storylines, proposed script, and feature stories. Deliverable 2.2: Organize a professional team to do the video and photo shoot in pre-identified sites, including interviewing selected health leaders and beneficiaries for the testimonials. Deliverable 2.3: Follow WHO and DOH photography guidelines and obtain consent from all interviewees and photo and video subjects using the WHO Declaration of Consent and Release for Photograph, Video, and/or Sound Recordings form	From 1st week of June until 5th week of August for all 10 national government agencies 1st week of September (submission of AVP for comments) 2nd week of September for final comment 3rd week of September submission of approved AVP



	Deliverable 2.4: Manage the production of video (.mov or .mp4 formats) and photo stories from the field; and organize a preview with WHO and DPCB MHD. Audio requirements such as background music and voice over narration shall be included and provided by the contracting partner.	
B. Event Proper		
a. Ensures that the Program is executed as planned, including the attendance of guests and speakers expected in the event on October 12, 2023:	Output 3: Execute the Session on Special Initiative for Mental Health Making sure there is a smooth flow of the session and ensures that the Program is executed as planned.	October 12, 2023
c. Provides intermission number for the event and Master of Ceremony/Emcee	Deliverable 3.1: Proof of engagement for the following: a. Entertainment (live-band) b. Entertainment (individual performer) c. one (1) professional host/emcee preferably celebrity *preferably MH Advocate	October 12, 2023
d. Ensures honorarium for the Resource for Speakers/Facilitators	Deliverable 3.2: Approved token w/ certificate for 150 guests and resource speakers (specs for the tokens): a. Coffee Press Set (Coffee bean, Press, mug) b. Honorarium for RPs	
e. Ensures documentation of the whole event	Deliverable 3.3: Process documentation of session through photographs - videos and proceedings Highlights of event to be submitted in hard and soft copies a. *Book-bound proceedings (3 print copies) 1 b. *Audio documentation of the proceedings saved in mp3 format c. *Photo/Video Documentation d. *all electronic copies are provided in three (3) 1 terabyte hard drive	



	e. Coffee table book for the photo f. Consolidated forum evaluation report	
C. Post-event		
a. Set post-event meetings	Output No. 4: Submission of the Technical Narrative Reports and Financial Statements. Deliverable 4.1: Facilitate post-administrative requirements for the conduct of the session on Special Initiative for Mental Health. Deliverable 4.2: Edited and proofread with appropriate lay out the activities (preparatory, during and post activities, highlights of event) to be submitted in hard and soft copies: a. *Book-bound proceedings (3 print copies) 1 b. *Audio documentation of the proceedings saved in mp3 format c. *Photo/Video Documentation d. *all electronic copies are provided in three (3) 1 terabyte hard drive e. Coffee table book for the photo f. Consolidated forum evaluation report g. Store all project materials (raw data, recordings, minutes of meetings, photos, references, etc.) on a cloud folder. All raw data and source documents shall	3rd week of October



	be submitted to and shall be owned by WHO Philippines and DOH. At least two (2) post- meetings with meals for 10 participants every meeting a. Minutes of meeting a. Attendance Sheet	
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6. Inputs

Under the direct supervision of the WHO Representative to the Philippines through the Mental Health Technical Officer the contractual partner shall:

Deliverables	% of Project Cost
Submit approved inception report which contains the following minimum content: 1. Background of the Project 2. Objectives 3. Project or Work Plan a. List of activities b. Implementation strategy c. Schedule of activities / timeline d. Budget plan e. Composition of Project Team	First Tranche 25%
Submit the following: 1. Design/event logo 2. Creation of activity/event survey form 3. Confirmation and presentation of the Speaker/s 4. Confirmation with performers (live-band and individual) 5. Confirmation with the professional host/emcee 6. Lay-out of the final program 7. Approved lay-out of event materials, collaterals and tokens	Second Tranche 25%
1. Finalized and approved "Second PMHC - Session on Special Initiative for Mental Health" 2. Provided raw video footage of the AVP covering all NGAs 3. Documentation of "Second PMHC - Session on Special Initiative for Mental Health" 4. Promotion / Campaign for the "Second PMHC - Session on Special Initiative for Mental Health" 5. Execution of the program on "Second PMHC - Session on Special Initiative for Mental Health"	Third Tranche 25%
1. Submit final technical report including documentation, analysis of overall development of the "Second PMHC - Session on	Fourth Tranche 25%



Special Initiative for Mental Health” and further recommendations with supporting documentation 2. Provide (5) copies hardbound, 1 ½ space Arial font size 12 and electronic copies in PDF and editable file in (5) flash drives and cloud storage of the following: - Executive Summary (journal type, 2-5 pages) - Brief background / introduction (covers brief background and rationale of the development of training module for mental health capacity building and with report contents of: - General Information - Objectives of the Consultancy - Acknowledgement - Description of the Methodology - Findings / Observations / Detailed Results - Conclusion and Recommendations - Annexes (as appropriate) - Technical Abstract - Financial Report	
Total	100%

7. Activity Coordination & Reporting

Technical Officer:	Dr Jasmine Vergara, National Professional Officer, MHS	Email:	vergaraj@who.int
For the purpose of:	Technical supervision and instructions - Reporting		
Administrative Officer:	Mr Danilo Luzentales, a/PMAO	Email:	luzentalesd@who.int
For the purpose of:	Contractual and financial management of the contract		

8. Characteristics of the Provider

TECHNICAL SKILL & KNOWLEDGE

- Events management
- With excellent facilitation and coordination skills
- Strong background in communication, health promotion, and multimedia production
- Expertise in video production, including field coverage and editing
- Strong photojournalism skills
- Excellent writing skills, especially feature and human stories
- Strong planning skills and the ability to work under pressure

LANGUAGE

With excellent verbal and written communication skills in English and Filipino

**9. Place of assignment**

AVP shoot in National Government Agencies (NGAs) and event proper within Metro Manila, Philippines



Annex 2: Confidentiality Undertaking

1. The World Health Organization (WHO), acting through its Department of Mental Health and Substance Use, has access to certain information relating to WHO Special Initiative for Mental Health Philippines which it considers to be proprietary to itself or to entities collaborating with it (hereinafter referred to as "the Information").
2. WHO is willing to provide the Information to the Undersigned for the purpose of allowing the Undersigned to prepare a response to the Request for Proposal (RFP) for "Technical Assistance for the National Mental Health Week (NMHW): Second Philippine Mental Health Conference (PMHC) - Session on WHO Special Initiative for Mental Health Philippines on October 12, 2023 for Agreement for the Performance of Work (APW)" ("the Purpose"), provided that the Undersigned undertakes to treat the Information as confidential and proprietary, to use the Information only for the aforesaid Purpose and to disclose it only to persons who have a need to know for the Purpose and are bound by like obligations of confidentiality and non-use as are contained in this Undertaking.
3. The Undersigned undertakes to regard the Information as confidential and proprietary to WHO or parties collaborating with WHO, and agrees to take all reasonable measures to ensure that the Information is not used, disclosed or copied, in whole or in part, other than as provided in paragraph 2 above, except that the Undersigned shall not be bound by any such obligations if the Undersigned is clearly able to demonstrate that the Information:
 1. was known to the Undersigned prior to any disclosure by WHO to the Undersigned (as evidenced by written records or other competent proof);
 2. was in the public domain at the time of disclosure by or for WHO to the Undersigned;
 3. becomes part of the public domain through no fault of the Undersigned; or
 4. becomes available to the Undersigned from a third party not in breach of any legal obligations of confidentiality (as evidenced by written records or other competent proof).
5. The Undersigned further undertakes not to use the Information for any benefit, gain or advantage, including but not limited to trading or having others trading in securities on the Undersigned's behalf, giving trading advice or providing Information to third parties for trade in securities.
6. At WHO's request, the Undersigned shall promptly return any and all copies of the Information to WHO.
7. The obligations of the Undersigned shall be of indefinite duration and shall not cease on termination of the above mentioned RFP process.
8. Any dispute arising from or relating to this Undertaking, including its validity, interpretation, or application shall, unless amicably settled, be subject to conciliation. In the event of the dispute is not resolved by conciliation within thirty (30) days, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the Undersigned and WHO or, in the absence of agreement within thirty (30) days of written communication of the intent to commence arbitration, with the rules of arbitration of the International Chamber of Commerce. The Undersigned and WHO shall accept the arbitral award as final.
9. Nothing in this Undertaking, and no disclosure of Information to the Undersigned pursuant to its terms, shall constitute, or be deemed to constitute, a waiver of any of the privileges and immunities enjoyed by WHO under national or international law, or as submitting WHO to any national court jurisdiction.

Acknowledged and Agreed:

Entity Name:	
Mailing Address:	
Name and Title of duly authorized representative:	
Signature:	
Date:	



**Annex 3: Vendor Information Form**

Company Information to be provided by the Vendor submitting the proposal			
UNGM Vendor ID Number: <i>If available – Refer to WHO website for registration process*</i>			
Legal Company Name: <i>(Not trade name or DBA name)</i>			
Company Contact:			
Address:			
City:		State:	
Country:		Zip:	
Telephone Number:		Fax Number:	
Email Address:		Company Website:	
Corporate information:			
Company mission statement			
Service commitment to customers and measurements used <i>(if available)</i>			
Organization structure (include description of those parts of your organization that would be involved in the performance of the work)			
Relevant experience (how could your expertise contribute to WHO's needs for the purpose of this RFP) – <i>Please attach reference and contact details</i>			
Staffing information			

* <http://www.who.int/about/finances-accountability/procurement/en/>



Annex 4: Contractual Provisions

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 natural or legal persons engaged or otherwise utilized 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 Directive on Protection from sexual exploitation and sexual abuse (SEA); (iii) the WHO Policy on Preventing and Addressing Abusive Conduct; (iv) the WHO Code of Conduct for responsible Research; (v) the WHO Policy on Whistleblowing and Protection Against Retaliation; (vi) the WHO Policy on Prevention, Detection and Response to Fraud and Corruption, and (vii) 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/finances-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, sexual harassment and other types of abusive conduct.** WHO has zero tolerance towards sexual exploitation and abuse, sexual harassment and other types of abusive conduct. 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 Directive on Protection from sexual exploitation and sexual abuse (SEA), and/or sexual harassment and other types of abusive conduct as described in the WHO Policy on Preventing and Addressing Abusive Conduct by any of its employees and any other natural or legal persons engaged or otherwise utilized to perform the work under the Contract; and (ii) promptly report to WHO and respond to, in accordance with the terms of the respective Policies, any actual or suspected violations of either 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 Directive on Protection from sexual exploitation and sexual abuse (SEA), and/or sexual harassment and other types of abusive conduct as described in the WHO Policy on Preventing and Addressing Abusive Conduct. Without limiting the foregoing, the individual Contractor shall promptly report to WHO, in accordance with the terms of the respective Policies, any actual or suspected violations of either Policy of which the individual 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 shall 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 shall not make any payment or provide any other support to any such person or entity and that it shall not enter into any employment or other contractual relationship with any such person or entity;
- ii. it shall not engage in any fraudulent or corrupt practices, as defined in the WHO Policy on Prevention, Detection and Response to Fraud and Corruption, in connection with the execution of the Contract;
- iii. it shall take all necessary measures to prevent the financing of terrorism and/or any fraudulent or corrupt practices as referred to above in connection with the execution of the Contract; and
- iv. it shall promptly report to WHO, through the WHO Integrity Hotline or directly to the WHO Office of Internal Oversight Services (IOS), any credible allegations of actual or suspected fraudulent or corrupt practices, as defined in the WHO Policy on Prevention, Detection and Response to Fraud and Corruption of which the Contractor becomes aware and respond to such allegations in an appropriate and timely manner in accordance with its respective rules, regulations, policies and procedures. Furthermore, the Contractor agrees to cooperate with WHO and/or parties authorized by WHO in relation to the response. Relevant information on the nature of any credible allegations of such actual or suspected violations, as well as the details of the intended response and the outcome of any such response, should be communicated and coordinated with WHO, with the understanding that, subject to the terms of the WHO Policy on Prevention, Detection and Response to Fraud and Corruption, confidentiality and the due process rights of those involved will be respected.

In the event that any resources, assets and/or funds provided to or acquired by the Contractor under the Contract are found to have been used by the Contractor, its employees or any other natural or legal persons engaged or otherwise utilized to perform any work under the Contract, to finance, support or conduct any terrorist activity or any fraudulent or corrupt practices, the Contractor shall promptly reimburse and indemnify WHO for such resources, assets and/or funds (including any liability arising from such use).

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 and Investigations.** 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. Similarly, WHO may initiate an investigation into credible allegations of fraud and corruption and other forms of misconduct based on information received in accordance with its respective policies, procedures and rules.

In this context, 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.