

In reply please

refer to : RFP/BAN/2023/007

Prospective bidders

Your reference:

27 February 2023

Dear Sir/Madam,

Subject: Request for Proposal (RFP) Development of training materials and conduction of training courses on "Climate Informed Hospital Emergency Preparedness and Response Plan".

WHO Bangladesh hereby invites proposals/bids from your Organization/Institute for carrying out the above-mentioned subject activity.

You are requested to go through the attached "Request for Proposal" document, which includes, with list of Annexes, as follows:

1. Requirements, Quality and Qualification Requirements, Key Deliverables with timetable
2. The proposal
3. Instructions to Bidders
4. Evaluation of Proposals
5. Award Criteria

Annex-1: Detailed Terms of Reference

Annex-2: Confidentiality Undertaking

Annex 3: Vendor Information Form

Annex-4: Contractual Provisions

Annex-5: Detailed Evaluation Criteria

Annex-6: Financial Proposal Template

Annex 7: Self Declaration Form

Annex 8: Bidder's Statement of Conformity

Annex 9: Statement of Copyright

Please submit your technical and financial proposals in separate sealed envelopes in the Tender Box kept in the reception of WHO Bangladesh office on or before 14:00hrs, 13 March 2023 as detailed in the Instructions to Bidders of the RFP document (part 3).

Bidders shall not include the pricing information within the technical proposal and any noncompliance proposal/ bid with this instruction will lead to rejection of the proposal. Use of WHO emblem/logo in bidder's bid/proposal can also lead to rejection of that bid/proposal.

Please note that "THE WORLD HEALTH ORGANIZATION (WHO) DOES NOT ENTERTAIN ANY OVERHEAD/ADMINISTRATIVE COSTS WHATSOEVER OF THE BIDDERS FOR THE IMPLEMENTATION OF PROPOSED TECHNICAL WORK. THEREFORE, NO SUCH OVERHEAD/ADMINISTRATIVE COSTS SHOULD BE INCLUDED IN THE BIDS.

This letter including annexes is not to be construed in any way as an offer to contract with you or your company.

Thank you,

Yours sincerely,


Thinlay Dorji
WHO Administrative Officer

... Encl.: as stated above



**World Health
Organization**

**Development of Training Materials and conduction of Training courses on Climate
Informed Hospital Emergency Preparedness and Response Plan**

Request for Proposals (RFP)

Bid Reference

RFP/BAN/2023/007

Country/Unit Name

BAN PHE:WCO BAN

Closing Date:

[13 March 2023

**Virtual Pre-bid meeting:
14:00hrs, 07 March 2023]**



The World Health Organization (WHO) is seeking offers for **Development of Training Materials and conduction of Training courses on Climate Informed Hospital Emergency Preparedness and Response Plan.**

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

Some major activities of the assignment are listed below but not limited to the following:

1. Desk Review:

The contractual partner will review the climate informed hospital emergency preparedness and response plan, 2022 thoroughly. After reviewing the plan, materials of the manual will be designed/developed with session/lesson plan, etc.

2. Technical Workgroup Meeting and Consultation:

The contractual partner will closely collaborate with IEDCR to create a Technical Work Group (TWG), which will include 10 members from DGHS and IEDCR. A total of 3 TWG meetings will be conducted. The contractual partner needs to prepare the draft meeting notes immediate after every meeting.

3. Preparation of Training Materials:

A draft training manual on climate informed hospital emergency preparedness and response plan 2022 will be prepared after finalizing the materials and input from the technical workgroup.

4. Conduction of ToT and Finalization of the Training Materials:

The contractual partner will organize a ToT with the 15 participants from IEDCR and DGHS and test the manual. After the ToT final adjustment will be done by the contractual partner and finalize the training manual with material

5. Conduction of 8 Divisional Training Workshops:

The contractual partner will organize and conduct 8 training events in eight divisional towns. The trainees will be the Hospital Managers from the district level hospitals of the respective division. In the training events the number of trainees will be 15-20. The training organizers will ensure the female participation as much as possible.

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 Hospital Emergency preparedness, risk assessment and management. with proven expertise in developing training manual

I. Legally entitled to run/operate the Institutes/organizations/companies as per the applicable rules for companies/NGOs in the country. WHO shall disqualify bidders during initial scrutiny if the required information and supporting documents are not provided with the technical proposal.

II. Capable to operate with all applicable local rates and costs for the expert (technical) and field services. WHO shall reserve the right to disqualify bidder(s) if they (they bidder) are found to have not asked rates/costs as per the



applicable local rates and costs for the expert (technical) and field activities in implementing the desired technical services/works. WHO has its own parameter in determining the applicable local rates and costs for expert (technical) and field activities.

III. Have reputation and reliability in the development field of Bangladesh with capability to associate with other research organization/ individual to enhance their qualifications as per Technical Requirements

IV. Capable to implement the desired work/projects in specified location (project sites) utilizing own existing administrative, operational and logistical resources to implement the projects without adding up Overhead costs to the Purchaser (WHO).

THE WORLD HEALTH ORGANIZATION (WHO) DOES NOT ENTERTAIN ANY OVERHEAD/ADMINISTRATIVE COSTS WHATSOEVER OF THE BIDDERS FOR THE IMPLEMENTATION OF PROPOSED TECHNICAL WORK. THEREFORE, NO SUCH OVERHEAD/ADMINISTRATIVE COSTS SHOULD BE INCLUDED IN THE BIDS.

V. Project management structure is capable to ensure quality assurance procedure including project monitoring and evaluation and internal oversight

VI. The contractual partner needs to construct an Expert Team comprised of 1) **Team Leader and Emergency Preparedness Specialist**; 2) **Training Coordinator**. Each of the experts needs to have adequate education and experiences in their relevant field

1) Team Leader and Emergency Preparedness Expert: The Team Leader need to have a Master degree in Public Health (MPH) and have sufficient working experience in emergency preparedness especially in health risk assessment & management during emergency and have track record of developing training manuals

2) Training coordinator: The Training Coordinator need to have a master degree in any discipline and have required working experience in organizing national level training event.

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

Mandatory experience:

- Having a minimum 5 years of experience in providing training for the recognized Organizations in health emergency preparedness.

Desirable experience:

- Demonstrated expertise with successfully completion of at least one emergency preparedness training and/or module development with the UN, other international organizations, or government organization during last 3 years.
- Having experience of developing at least 3 **Health-related manual** during last 3 years

Deliverables and project completion timelines: The major deliverables of the assignment are listed below with time-frame:

No	Description	Deadline	Indicator of progress
1	Signing of the Agreement	15 April 2023	Indicate 0% of completion of activity
2	Inception report with workplan and methodology	22 April 2023	Indicate 10% of completion of activity
3	Final Training materials on "Climate Informed Hospital Emergency Preparedness and Response Plan, 2022" after a ToT in English and Bengali	15 September 2023	Indicate 70% of completion of activity



4	Training report on 8 divisional training courses conducted with Financial Statement and original bills/vouchehrs	31 September 2023	Indicate 100% of completion of activity
---	--	-------------------	---

The timeframe for all deliverables listed here are deadline of final acceptance of the respective deliverable by WHO. All documents and materials associated to a deliverable must be submitted in both hard and soft (in 'Pen Drive') copies.

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 Approach/Methodology: Bidders should indicate how they would implement the contract with WHO to perform in structured process in conformity of ToR, timelines and requirement of the works if awarded with the contract.
- Work Approach and Understanding: Bidder's proposal will reflect their understanding of service/work in terms of requirements, inputs, output/deliverables, results nad key performance indicators as outlined in the RFP. The bidder should indicate the work approaches including ideas, execution plans e.g., end to end to end contract management/output delivery procedures.
- Financial proposal – the bidder shall quote a price in the template provided in annex-6 in a separate sealed envelope. There shall be no reflections of the financial quotes/inputs in the technical proposal and noncompliance with this requirement shall lead to the rejection of the bid

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 14:00hrs (Dhaka time), 08 March 2023 Interested bidders can join the virtual pre-bid meeting with the bidders at 14:00hrs, 07 March 2023. WHO Bangladesh office will send the virtual Pre-bid meeting link to the interested bidders, who (bidders) would send their interest to join the Pre-bid meeting through e-mail at the following address by 13:00hrs, 07 March 2023:

Email for submissions of all queries: sebanprocurement@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 March 2023 at 14:00 hours Dhaka time** ("the closing date"), deposit by hand delivery or courier in separate sealed envelopes in tender boxes of WHO Bangladesh at following address

House No. SW(I) 1/A, Road-8, Gulshan-1, Dhaka-1212, Bangladesh .
(use Bid reference in subject line)

To be complete, a proposal shall include:

- 2 copies of technical proposal (master and copy) titled as Technical Proposal for " *Development of Training Materials and conduction of Training courses on Climate Informed Hospital Emergency Preparedness and Response Plan* " in separate sealed envelope as described under part 2
The technical proposal shall be separate from the financial proposal and there shall be no reflections of the financial quotes/inputs in the technical proposal and noncompliance with this requirement shall lead to the rejection of the bid
- A financial proposal titled a financial proposal for "*Development of Training Materials and conduction of Training courses on Climate Informed Hospital Emergency Preparedness and Response Plan*" in separate sealed envelope as described under part 2 above.

The bids shall be addressed to:

WHO Bangladesh Country Office
Attn: WHO Administrative Officer
World Health Organization
House No. SW(I) 1/A, Road-8, Gulshan-1, Dhaka-1212, Bangladesh

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: **RFP/BAN/2023/007** .

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	As per Annex-5
Quality of the overall proposal	As per Annex-5
Experience of the firm in carrying out related project	As per Annex-5
Qualifications and competence of the personnel proposed for the assignment	As per Annex-5

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 [490 (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,
Thinlay Dorji
Administrative Officer
WHO Bangladesh

**Annexes**

1. Detailed Terms of Reference
2. Confidentiality Undertaking
3. Vendor Information Form
4. Contractual provisions
5. Detailed Evaluation Criteria
6. Financial Proposal Template
7. Self Declaration Form
8. Statement of Conformity
9. Statement of Copyright/Intellectual Property Right and Data ownership



Annex 1: Detailed Terms of Reference

1. Purpose of the APW

The objectives of the task are to develop i) a training material based on "Climate Informed Hospital Emergency Preparedness and Response Plan, 2022." and to ii) conduct 9 training courses (one ToT and 8 divisional level training courses) for the health care staffs from eight divisions.

2. Background

The Directorate General Health Services (DGHS) developed a "Hospital Emergency Preparedness and Response Plan" in 2011. After a decade the IEDCR has updated the 2011's "Hospital Emergency Preparedness and Response Plan" in 2022 to address the contemporary challenges and need. This plan offers a comprehensive list of important measures that hospitals should undertake while responding to any crisis. In defining the all-hazards priority action required for a rapid, effective response to a critical event, this plan aims to support hospital managers and emergency planners in achieving the following: (1) the continuity of essential services; (2) the well-coordinated implementation of hospital operations at every level; (3) clear and accurate internal and external communication; (4) swift adaptation to increased demands; (5) the effective use of scarce resources; and (6) a safe environment for health-care workers.

Rationale

The "Hospital Emergency Preparedness and Response Plan, 2011" has been updated and made climate resilient in 2022. During the updating of the plan, it was learnt that none of the facility managers were aware of the plan. No hospital specific emergency management plan was developed. Most hospital administrators run their emergency management programs based on the guidance provided by higher authorities during that situation.

Further, few hospital managers informed that they were unclear how to develop an emergency plan by using the document as they did not receive any training or orientation. Basically, the hospital emergency preparedness and response plan 2011 was not well communicated and disseminated with the hospital managers.

Hence, there is a need to orient and disseminate the newly updated climate-informed hospital emergency preparedness and response plan, 2022 from the beginning to allow the hospital managers to be aware and to increase their knowledge on the said emergency preparedness and response plan. This will lead to the successful development and implementation of the individual hospital plan. To achieve the above, a training manual is required to be developed for the hospital managers.

3. Planned timelines (subject to confirmation)

Start date: 15 April 2023

End date: 31 September 2023

Total duration: 5.5 Months

4. Requirements - Work to be performed

Some major activities of the assignment are listed below but not limited to the following:

1. Desk Review:

The contractual partner will review the climate informed hospital emergency preparedness and response plan, 2022 thoroughly. After reviewing the plan, materials of the manual will be designed/developed with session/lesson plan, etc.

2. Technical Workgroup Meeting and Consultation:

The contractual partner will closely collaborate with IEDCR to create a Technical Work Group (TWG), which will include 10 members from DGHS and IEDCR. A total of 3 TWG meetings will be conducted. The contractual partner needs to prepare the draft meeting notes immediate after every meeting.

3. Preparation of Training Materials:

A draft training manual on climate informed hospital emergency preparedness and response plan 2022 will be prepared after finalizing the materials and input from the technical workgroup.

4. Conduction of ToT and Finalization of the Training Materials:

The contractual partner will organize a ToT with the 15 participants from IEDCR and DGHS and test the manual. After the ToT final adjustment will be done by the contractual partner and finalize the training manual with material

5. Conduction of 8 Divisional Training Workshops:

The contractual partner will organize and conduct 8 training events in eight divisional towns. The trainees will be the Hospital Managers from the district level hospitals of the respective division. In the training events the number of trainees will be 15-20. The training organizers will ensure the female participation as much as possible.

5. Requirements - Planning

Deliverables: The major deliverables of the assignment are listed below with timeframe:

No	Description	Deadline	Indicator of progress
1	Signing of the Agreement	15 April 2023	Indicate 0% of completion of activity
2	Inception report with workplan and methodology	22 April 2023	Indicate 10% of completion of activity
3	Final Training materials on "Climate Informed Hospital Emergency Preparedness and Response Plan, 2022" after ToT is conducted in English and Bengali	15 April 2023	Indicate 70% of completion of activity
4	Training report on 8 divisional training courses conducted with Financial Statement and original bills/vouchehrs	31 April 2023	Indicate 100% of completion of activity

The timeframe for all deliverables listed here are deadline of final acceptance of the respective deliverable by WHO. All documents and materials associated to a deliverable must be submitted in both hard and soft (in 'Pen Drive') copies.

6. Inputs

The concerned Technical Unit Health and Environment of WHO will provide timely technical advice and act as liaison between government and contractor to carryout the required tasks.

7. Activity Coordination & Reporting



Technical Officer:	Mr Shamsul Gafur Mahmud, NPO-WSH, Health & Environment Unit, WHO Bangladesh	Email:	mahmuds@who.int
For the purpose of:	Technical supervision and instructions - Reporting		
Administrative Officer:	Mr Thinlay Dorji Administrative Officer, WHO Bangladesh	Email:	dorjit@who.int
For the purpose of:	Contractual and financial management of the contract		

8. Characteristics of the Provider

The Requesting Unit may want to select a supplier with specific skills and competencies to capture expertise and knowledge (level of experience, experience in a specific technical or geographical area, working language, status, accreditations, logistical capacity, staffing, etc.).

1. Registered as Supplier with Government entity in Bangladesh
2. Total minimum 2 years' experience in the relevant field
3. Compliant with the Tax and VAT rules by fulfilling bidder's obligations to pay taxes and VAT under the relevant
4. National regulations of the Country in operating its business
5. No pending Criminal/Civil lawsuits against the bidder's company/firm
6. The bidder's company/firm is not declared "Bankrupt/Ineligible/Banned" by any of the court in the country
7. Capable to implement the desired work/projects in specified location (project sites) utilizing own existing administrative, operational, and logistical resources. THE WORLD HEALTH ORGANIZATION (WHO) DOES NOT ENTERTAIN ANY OVERHEAD/ADMINISTRATIVE COSTS WHATSOEVER OF THE BIDDERS FOR THE IMPLEMENTATION OF PROPOSED TECHNICAL WORK. THEREFORE, NO SUCH OVERHEAD/ADMINISTRATIVE COSTS SHOULD BE INCLUDED IN THE BIDS.
8. Possesses the required administrative and technical manpower to implement the project

9. Place of assignment

DHAKA AND DIFFERENT DIVISIONAL DISTRICTS OF BANGLADESH



Annex 2: Confidentiality Undertaking

1. The World Health Organization (WHO), acting through its Department of WHO Bangladesh, has access to certain information relating to TOPIC 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 "*Development of Training Materials and conduction of Training courses on Climate Informed Hospital Emergency Preparedness and Response Plan*" ("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:**

*If available – Refer to WHO website for registration process**

Legal Company Name:

(Not trade name or DBA name)

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
(if available)

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) –
Please attach reference and contact details

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 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 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; and (vi) 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 on Sexual Exploitation and Abuse Prevention and Response, 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 persons engaged by it 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 on Sexual Exploitation and Abuse Prevention and Response, 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 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.

**Annex-5: Detailed evaluation criteria**

Technical Evaluation and selection criteria guidelines and matrix of Proposals

- Two-stage procedure will be followed in evaluating the proposals, with technical evaluation of the proposal being completed prior to any focus on or comparison of prices.
- The Technical proposal will be opened initially and the bids which passed preliminary examination/scrutiny process in the light of instructions to bidders will be evaluated by the concerned teams of WHO.
- During the technical evaluation process, financial envelopes will remain sealed/unopen. The financial bids of the successful bidders, whose proposal are compliant in terms of the requirements of the bid, will be considered eligible for financial evaluation.

WHO shall determine the Legal Capacity and Eligibility for the Medial Monitoring Work on "PASS/FAIL (YES/NO)" basis as per the qualification criteria detailed under table below.

If bidder(s) fails to pass the following qualification questions, they will not be considered for next step e.g., evaluation of bids/quotations as per the detailed weighted evaluation criteria and scoring matrix stage

"PASS/FAIL (YES/NO)" – Questions

Requirement	Qualification Criteria	Supporting Documents to be provided by the bidder	YES/NO
Registered as Supplier with Government entity in Bangladesh	Legal entity of the bidder	a. Copies of up-to-date Trade license	
Total minimum 5 years' experience of providing training to renowned Organizations in health emergency preparedness	Total relevant Experience	a. Work completion certificate from any procurement entity to prove the experiences	
Sound financial management and oversight system	Financially Capable	a. Audited Report or Financial Statement of the Company for Last 2 years	
Compliant with the Tax and VAT rules by fulfilling bidder's obligations to pay taxes and VAT under the relevant national regulations of the Country in operating its business	Taxation Obligations	a. VAT registration and TIN certificate	
No pending Criminal/Civil lawsuits against the bidder's company/firm	Eligibility of the Bidder	Signed Self Declaration Form Statement by the bidder to this effect Signed Statement of Conformity	
The Bidder has met the requirements of the declarations of the attached Self Declaration Form for applicable to private and public companies			
The bidder's company/firm is not declared "Bankrupt/Ineligible/Banned" by any of the court in the country			
There is no pending major lawsuits and litigations against the bidder's company/firm in excess of USD 100,000 at risk (indicate particularly those by licensees or patent infringement) against the Institution/company			
The bidder's company/firm has not received any sanctioned by any UN Agencies, World Bank/ADB or diplomatic missions in the Country			

**Minimum Eligibility Criteria for the Key personnel:****- Technical Evaluation and selection guidelines and matrix of Proposals:**

Bidders are required to read the specification, requirements, specific quality questions, and selection criteria, weighted methodology, evaluation criteria, scoring and prices schedule/template, as outlined in this RFP document to submit a substantial/complete bid. Your bid submission with required information, proof and supporting documents/evidence are expected to provide WHO the details of the information WHO requires and ultimately, contribute to assess/carry out proper evaluation of your capability in providing the required services. The basics of the evaluation and awarding processes are provided below:

i. Award, Scoring and Weightage System/Methodology:

- a. The bid of "the highest overall Technical and Financial scores" of **1,000 points will be awarded.**
- b. **Score/Point distributed as per the Weighting matrix in Part iv in this RFP: 700 points for Technical Proposal and 300 points for the Financial Proposal.**
- c. **A minimum of 70% (490 out of 700) is required to be considered technically qualified for this work.**

ii. Technical Scoring and Weighting System:

The weight/weighted scale as provided below under iii, weighted evaluation criteria and points/scores for each criterion/sub-criterion under Technical Evaluation with total points (700) are provided below under iv:

iii. Scoring Methodology – Overall (for scoring where specific criteria is not given)**Scoring Methodology - Overall**

0	Non-compliant, fails to satisfy specified requirements.
40%	Barely acceptable evidence of ability to support contract requirements
70%	Satisfactory evidence of ability to support contract requirements
90%	Good evidence of ability to exceed contract requirements
100%	Excellent evidence of ability to exceed contract requirements

iv. Detail Evaluation Criteria of each of the three categories are as below:
(Information of all the evaluation criteria need to clearly and be presented in the proposal)

A. Expertise of the Firm/Organization: 210 Marks

A.1	General organizational strength: 50 Marks <ul style="list-style-type: none"> Number of years in the service Number of training venue in possession (if any) Management structure of the firm (organizational organogram) List of ongoing contract and previous contracts that were undertaken during last 3 years with names and contact details of the clients: Established policies, rules and procedures on functions and operations of the Organizations:
A.2	<ul style="list-style-type: none"> Demonstrated expertise with successfully completion of at least one emergency preparedness related training and/or module development with the UN, other international organizations, or Government organization during last 3 years: 80 points <p><i>No experience in emergency preparedness related training and/or module development with the UN, other international organizations, or government organization.</i></p>

A.3	Number of Health-related manual developed during last 3 years: 80 Marks <ul style="list-style-type: none"> • 5 and more Manual: 80 • 4 Manual: 72 • 3 Manual: 56 • 2 Manual: 32 • 1 or no Manual: 0
-----	---

B. Proposed Methodology, Approach, and Implementation Plan: 210 Marks

B.1	Understanding on the assignment (viz the level of understanding on the assignment, requirements and presentation as outlined under the RFP): 100
B.2	The work methodology (includes approach, method) to be followed and assignment description to complete the activity are rational and practical in time: 60 Marks
B.3	The work plan laid out by the firm towards implementation of the assignment is clear, practical, and systematic: 50 Marks

C. Management Structure and Key Personnel: 280 Marks

C.1	Team Lead and Emergency Preparedness Expert: 140 Marks
	C.1.1 Educational Background: 35 Marks <ul style="list-style-type: none"> • Master's in Public Health MPH: 35 • MBBS: 25 • Others: 0
	C.1.2 Years of experience as Emergency Preparedness Expert: 70 Marks <ul style="list-style-type: none"> • 5 years and above: 70 • 4 years: 63 • 3 years: 49 • 2 years: 28 • 1 years or less: 0
	C.1.3 Number of training materials developed: 35 Marks <ul style="list-style-type: none"> • 5 or above Materials: 35 • 4 Materials: 31.50 • 3 Materials: 24.50 • 2 Materials: 14.0 • No Materials: 0
C.2	Training Expert/Coordinator: 140 Marks
	C.2.1 Educational Background: 50 Marks <ul style="list-style-type: none"> • Master's in any discipline: 50 marks • Bachelor's in any discipline: 35 marks • Others: 0 marks



C3	Number of national level Training event organized: 90 Marks <ul style="list-style-type: none"> • 5 events and above: 90 • 4 events: 81 • 3 events: 63 • 2 events: 36 • 1 event or no event:
----	---

Financial Evaluation

During the Financial Evaluation, the price proposal of all bidders who have passed the Technical Evaluation will be compared, according to the following scoring and weighting system.

Financial Scoring and Weighting System:

All technical qualified proposals will be scored out of 300 based on the formula provided below. The maximum points (300) will be assigned to the lowest financial proposal. All other proposals received points according to the following formula:

$$p = \gamma (\mu/z)$$

Where:

p = points for the financial proposal being evaluated

γ = maximum number of points for the financial proposal

μ = price of the lowest priced proposal

z = price of the proposal being evaluated

**Annex: 6- Financial Proposal Template**

Note: Financial proposal (Annex-6) must be sent in a separate file attachment

(No information related to the financial costs of this work should be contained in the technical proposal.)

The financial proposal must include breakdown of overall price in BDT as given in the example below.

Breakdown of Overall Price (in BDT)					
#	Task	Role	Day Rate	Proposed days of work	Total Cost
1.	Expert Services costs including key expert and other related staff to be engaged for the work				
2.	Field work related expenses (Travel cost for field Visit etc.)				
3.	Project related Expenses (Data collection, analysis, planning, consultative and dissemination meetings, workshops, trainings, report preparation etc.)				
4.	Other costs if any (Please specify)				
	Total Cost				

In Word:

Signature of the Bidder with the date and rubber stamp:

Name:

Date:

Important Note:

THE WORLD HEALTH ORGANIZATION (WHO) DOES NOT ENTERTAIN ANY OVERHEAD/ ADMINISTRATIVE COSTS WHATSOEVER OF THE BIDDERS FOR THE IMPLEMENTATION OF PROPOSED TECHNICAL WORK. THEREFORE, NO SUCH OVERHEAD/ ADMINISTRATIVE COSTS SHOULD BE INCLUDED IN THE BIDS.



Annex 7: Self Declaration Form

Applicable to private and public companies

<COMPANY> (the "Company") hereby declares to the World Health Organization (WHO) that:

1. it is not bankrupt or being wound up, having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning the foregoing matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
2. it is solvent and, in a position, to continue doing business for the period stipulated in the contract after contract signature, if awarded a contract by WHO;
3. it or persons having powers of representation, decision making or control over the Company have not been convicted of an offence concerning their professional conduct by a final judgment;
4. it or persons having powers of representation, decision making or control over the Company have not been the subject of a final judgment or of a final administrative decision for fraud, corruption, involvement in a criminal organization, money laundering, terrorist-related offences, child labour, human trafficking or any other illegal activity;
5. it is in compliance with all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the national legislation or regulations of the country in which the Company is established;
6. it is not subject to an administrative penalty for misrepresenting any information required as a condition of participation in a procurement procedure or failing to supply such information;
7. it has declared to WHO any circumstances that could give rise to a conflict of interest or potential conflict of interest in relation to the current procurement action;
8. it has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept any direct or indirect benefit (financial or otherwise) arising from a procurement contract or the award thereof;
9. it adheres to the UN Supplier Code of Conduct;
10. it has zero tolerance for sexual exploitation and abuse and has appropriate procedures in place to prevent and respond to sexual exploitation and abuse.

The Company understands that a false statement or failure to disclose any relevant information which may impact upon WHO's decision to award a contract may result in the disqualification of the Company from the bidding exercise and/or the withdrawal of any proposal of a contract with WHO. Furthermore, in case a contract has already been awarded, WHO shall be entitled to rescind the contract with immediate effect, in addition to any other remedies which WHO may have by contract or by law.

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



Date:

Annex: 8

To
Administrative Officer
WHO Bangladesh

Statement of Conformity

1. No pending Criminal/Civil lawsuits against our company/firm.
2. Our company/firm is not declared "Bankrupt/Ineligible/Banned" by any of the court in the country.
3. There is no pending major lawsuits and litigations against our company/firm in excess of USD 100,000 at risk (indicate particularly those by licensees or patent infringement) against the Institution/company.
4. Our company/firm has not received any sanctioned by any UN Agencies, World Bank/ADB or diplomatic missions in the Country.

Signature

Name of the Company

Official Stamp



Annex-9

The Contractor warrants and represents to WHO as follows:

1. The deliverables including master copy with source codes and contents shall meet the specifications called for in the Contract and shall be fully adequate to meet their intended purpose for the entire duration. The Contractor furthermore warrants that the deliverables shall be complete and error-free.
2. There shall remain no bifurcation or hidden codes or contents or materials that may come up after the completion of the delivery, for which WHO may or may not be required to pay.
3. The Contractor shall correct any errors in the deliverables, free of charge, within fifteen days after their notification to the Contractor, during a period of at least one year after completion of the work. It is agreed, however, that errors and other defects which have been caused by modifications to the deliverables made by WHO without agreement of the Contractor are not covered by this paragraph.
4. The Contractor shall not use, supply, provide or disseminate source codes or contents or materials delivered to WHO for the purpose of this work of WHO to other parties/entities at cost or no cost.
5. The deliverables including master copy with source codes and contents shall, to the extent they are not original, only be derived from, or incorporate, material over which the Contractor has the full legal right and authority to use it for the proper implementation of the Contract. The Contractor shall obtain all the necessary licenses for all non-original material incorporated in the deliverables (including, but not limited to, master copy source codes and contents, licenses for WHO to use any underlying software, application, and operating deliverables included in the deliverables or on which it is based so as to permit WHO to fully exercise its rights in the deliverables without any obligation on WHO's part to make any additional payments whatsoever to any party.
6. The deliverables master copy with source code and content developed shall be delivered to WHO after completion of project.
7. The deliverables shall not violate any copyright, patent right, or other proprietary right of any third party and shall be delivered to WHO free and clear of any and all liens, claims, charges, security interests and any other encumbrances of any nature whatsoever.
8. The Contractor, its employees and any other persons and entities used by the Contractor shall not violate any intellectual property rights, confidentiality, right of privacy or other right of any person or entity whomsoever.
9. Except as otherwise explicitly provided in the Contract, the Contractor shall at all times provide all the necessary on-site and off-site resources to meet its obligations hereunder. The Contractor shall only use highly qualified staff, acceptable to WHO, to perform its obligations hereunder.
10. The Contractor shall take full and sole responsibility for the payment of all wages, benefits and monies due to all persons and entities used by it in connection with the implementation and execution of the Contract, including, but not limited to, the Contractor's employees, permitted subcontractors and suppliers.
11. Except as explicitly provided in the Contract, the Contractor shall keep confidential all information which comes to its knowledge during, or as a result of, the implementation and execution of the Contract. Accordingly, the Contractor shall not use or disclose such information for any purpose other than the performance of its obligations under the Contract. The Contractor shall ensure that each of its employees and/or other persons and entities having access to such information shall be made aware of, and be bound by, the obligations of the Contractor under this paragraph. However, there shall be no obligation of confidentiality or restriction on use, where: (i) the information is publicly available, or becomes publicly available, otherwise than by any action or omission of the contractor, or (ii) the information was already known to the Contractor (as evidenced by its written records) prior to becoming known to the Contractor in the implementation and execution of the Contract; or (iii) the information was received by the Contractor from a third party not in breach of an obligation of confidentiality.
12. The Contractor, its employees and any other persons and entities used by the Contractor shall furthermore not copy and/or otherwise infringe on copyright of any document (whether machine-readable or not) to which the Contractor, its employees and any other persons and entities used by the Contractor have access in the performance of the Contract.
13. The Contractor may not communicate at any time to any other person, Government or authority external to WHO, any information known to it by reason of its association with WHO which has not been made public except with the authorization of WHO; nor shall the Contractor at any time use such information to private advantage.

Signature, Name of the Company & Official Stamp