DEVELOPING WEB PORTAL FOR ONLINE CONSULTATION AND LIVE CHAT AND ACCELERATING BIOEQUIVALENCE STUDY PROTOCOL

Request for Proposals (RFP)
Bid Reference
RFP 089-2022
Country/Unit Name
Indonesia/HS Unit

Closing Date:
[Friday, 08 July 2022 at 13:00 Jakarta time]
The World Health Organization (WHO) is seeking offers for entering with a successful bidder and select a suitable contractor to support BPOM Indonesia to develop web portal for online consultation and live chat and develop IT support to accelerate Bioequivalence Study protocol.

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 information technology support for BPOM Indonesia to develop web portal for online consultation and live chat and to accelerate Bioequivalence Study protocol. 

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 information technology development with proven expertise in developing web portal and live chat.

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

Mandatory experience:
- Institution/company profile indicating major work related to web development especially in pharmaceutical-related IT support works.

Desirable experience:
- Institution/company have previous experiences working with BPOM, especially if institution/company indicated the specific role development of BPOM existing network system (New AERO)

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 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
- Composition, qualifications, and roles of the implementing team members
- Proposed timeline
- Financial proposal – must be submitted in IDR currency with clear breakdown of budget lines for each output. The technical and financial proposal both are subject to final revision and approval after awarding 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 5 (five) working days prior to the closing date for the submission of offers:

Email for submissions of all queries: seinobids@who.int
(use Bid reference (RFP 089-2022) 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 08 July 2022 at 13:00 hours, Jakarta time (“the closing date”), as follows:

The submitted technical and financial proposals shall be in reference to the enclosed Terms of References and budget template.

The technical and financials proposals should be submitted separately in 2 emails stating in the subject the following reference number: RFP 089-2022.

Due to the current situation of COVID-19, submission of proposals can only be done electronically by email to: seinobids@who.int (including any other email address in the submission will automatically disqualify the bid)

- All information and documentation related to the technical proposal (including the attached Annex 2: “Information about Bidders” shall be submitted to seinobids@who.int stating in the email subject “Technical Proposal - RFP 089-2022” ONLY.
- All information and documentation related to the financial proposal shall be submitted to seinobids@who.int stating in the email subject “Financial Proposal - RFP 089-2022” ONLY.

PLEASE NOTE THAT ANY SUBMISSION OF TECHNICAL AND FINANCIAL PROPOSALS TOGETHER IN 1 FILE WILL BE REJECTED.

Please make sure to include the following documents to ensure your submission is complete:
- A technical proposal, as described under part 2 above and Terms of Reference in Annex 1;
- A financial proposal, as described under part 2 above and using the budget template provided in Annex 5;
- 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 Self-Declaration Form
- Legal document for operation permit in Indonesia (if applicable)

Each proposal shall be marked Ref: RFP 089-2022

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/](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: | 60 % of total evaluation |
| Financial Weighting: | 40 % of total evaluation |

The technical evaluation of the proposals will include:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>MAX. POINTS</th>
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<tbody>
<tr>
<td>1. INSTITUTIONAL CAPACITY</td>
<td>20</td>
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</tbody>
</table>
### 1. INSTITUTION/COMPANY PROFILE
- Institution/company profile indicating major work related to web development and other related IT support works. 5
- Institution/company have previous experiences working with BPOM, especially if institution/company indicated the specific role development of BPOM existing network system (New AERO). 9
- Able to provide accessible links to previously developed website particularly if website is related to pharmaceutical product. 3
- List of clients in the last five years, including contact details (name, email address, and phone numbers that can be used as reference) 2
- The institution/organization has demonstrated experience of working with government counterparts and/or multi-national activities. 1

### 2. QUALITY OF THE TECHNICAL PROPOSAL
25

Proposed methodology and approach is in reference to specifications of the TOR, Including;
- The institution/company is able to provide a thorough plan of developing a capable web-based digital platform to serve as BPOM web portal for web information and live chat (online consultation) 12
- The institution/company has proposed in detail the concept plan for develop module and acceleration pathway for Bioequivalent Study Protocol in BPOM website. 10
- Proposal follows the standard format delineated in RFP. 2
- Activity Gantt with implementation timeline: key tasks/meetings and consultations for each activity/deliverable specified in the implementation workplan. 1

### 3. KEY PERSONNEL
15

- Appointed experts’ qualification is in line with the team specifications referred in the Terms of Reference 8
- The CVs of experts provided relevant experience in developing web, particularly for pharmaceutical product and regulation 7

### TOTAL MARKS (TECHNICAL ASPECT)
60

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 45 points is required to pass the technical evaluation.

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,
Annexes

1. Detailed Terms of Reference
2. Confidentially Undertaking
3. Vendor Information Form
4. Contractual provisions
5. Sample Budget Proposal
6. Evaluation Criteria
7. Self-declaration form
Annex 1: Detailed Terms of Reference

1. Purpose of the Consultancy
The purpose of this APW is to enter into a contractual agreement with a successful bidder and select a suitable contractor to provide IT support to Badan Pengawas Obat dan Makanan in developing web portal for online consultation and live chat and accelerating bioequivalence study protocol.

2. Background
The global impact of the COVID-19 pandemic has resulted in an unprecedented level of public interest in medicine and vaccines. This includes a focus on the development of medicines, vaccines and their regulatory review and safety monitoring. WHO has stated that effective and efficient regulation of medical products through the implementation of Good Regulatory Practices is now needed more than ever to face the current regulatory oversight challenges posed by the global pandemic.

Good reliance between regulators, clear and consistent communication of evidence of risk and benefit between regulator and pharmaceutical manufactures have been key in ensuring the provision of safe and quality assured pharmaceutical product.

The COVID-19 pandemic has made digital health tools an immediate necessity in terms of implementation of practical guidelines including National Regulatory Authority (NRA) Good Regulatory Practice (GRP). Badan POM as the Indonesia NRA have to assure that remote and virtual monitoring and evaluation can be conducted effectively and efficiently.

Badan POM have been applying an electronic (online) registration system to ease the mechanism and to speed up the drug registration process as country response to fight COVID-19 and to support the availability of drugs used for case management of COVID-19. Without compromising its standard, various efforts have been made by Badan POM to support the availability of drugs in the condition of the Covid-19 pandemic. BPOM had been supported by WHO Indonesia to develop application features in BPOM web that enable the simplification of drug registration requirements and thus accelerate the registration process. The work also successfully developed the special fast track pathways for drugs and vaccine used in COVID-19 case management (Emergency Use Authorization protocol).

To its further improvement in the needs of digitalizing NRA works implementation, Badan POM need to improve regulatory system capacity and Innovative approaches to the public consultation on a drug evaluation. To ensure effective communication during drug registration, BPOM has planned to develop a web portal which enables online consultation and live webchat. The web portal will also contain web information for Directorate of Drug Registration.

The web portal to be integrated in the e-registration system/New AeRO and is expected to provide e-ticketing that enable pharmaceutical manufacturers to have online consultation and live webchat.

Additionally, Badan POM has desired to accelerate Bioequivalence study protocol assessment by adding and integrating the module to their existing new Aero web system. Bioequivalence studies are special type of studies where two drugs or two sets of formulation of the same drug are compared to show that they have nearly equal bioavailability and other parameters. These studies are often done for generic drugs or when a formulation of a drug is changed during development.

The bioequivalence study has been considered a very important study in the last two decades as the target of such study is to evaluate the therapeutic compatibility of tested drugs and usually used to evaluate if generic product can be interchangeable with the brand innovator product. The importance of bioequivalence studies is increasing also due to the large growth of the production and consumption of generic products. This has been one of the government priorities which also in-line with WHO strategic priorities to ensure that safe, effective, and affordable medicine is available for everyone with leaving no one behind. The new web-developed module will enable bioequivalence study protocol assessment and report to be accelerated from 20 working days to 2 working days through self-assessment.
The bioequivalence study has been considered a very important study in the last two decades as the target of such study is to evaluate the therapeutic compatibility of tested drugs and usually used to evaluate if generic product can be interchangeable with the brand innovator product. The importance of bioequivalence studies is increasing also due to the large growth of the production and consumption of generic products. This has been one of the government priorities which also in-line with WHO strategic priorities to ensure that safe, effective, and affordable medicine is available for everyone with leaving no one behind.

Therefore, BPOM desired to request WHO support to provide capable IT institution to support the BPOM needs as mentioned above.

3. Planned timelines (subject to confirmation)

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<th>No.</th>
<th>Activity</th>
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<td>Jul</td>
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<tr>
<td>1</td>
<td>Accelerated Bioequivalence study protocol and study report assessment from 20 Working Days to 2 Working Days.</td>
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<td>2</td>
<td>Web portal linked into the BPOM IT system which allow BPOM to update web information and enable online consultation and live webchat</td>
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<td>3</td>
<td>Monitoring and evaluation</td>
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<td>4</td>
<td>Reporting and Handover</td>
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4. Requirements - Work to be performed

General:
To strengthen Badan POM’s regulatory system capacity and consistent with GRP and registration process.

Specific:

1. To develop a web portal to be integrated in the e-registration system/New AeRO which contain web information and enable online consultation and live webchat.
2. To accelerate Bioequivalence study protocol assessment from 20 WD to 2 WD.
5. **Requirements – Planning**

The web developer team shall complete the deliverable mentioned above by closely coordinating with the beneficiary (Badan POM). The scope of work and methodology includes, but not limited to, the followings:

1. **Technical Review of current New-Aero software**

2. Facilitate a series of coordination meetings to propose the improved design of New-Aero with BPOM and relevant stakeholder. This should include planning and designing stages of development and mapping user requirements.

3. **Develop a web portal linked into the BPOM IT system which allow BPOM to update web information and enable online consultation and live webchat.**

   - Web portal will contain and enable at least the following items:
     - Page for general information on the web portal including login, sitemap, viewer statistics, careers, and contact us
     - Page for directorate profile, regulation, and achievement/report
     - Page for important announcement on Drug Registration related news
     - Page for Approved Pharmaceutical Product including the details of the product, approved Summary of Product Characteristic, approved Patient Information Leaflet and the Public Assessment Report (equipped with search function, history of Assessment Report and variation)
     - Page for specific articles on newly approved pharmaceutical product
     - Page for list of comparator drugs for Bioequivalence study (List of equivalence test comparator drugs registered in Indonesia, List of equivalence test comparator drugs based on searches in other countries, List of generic drugs that meet bioequivalence criteria)
     - Page for list of approved Certificate of Pharmaceutical Product
     - Page for list of expert and speaker
     - Page for complaint management (including complaint flow, complaint form, and whistleblowing system)
     - Page for infography on business process, services, workflow, and timeline
     - Page for questionnaire, FAQ, and polling for satisfaction
     - Hyperlink to various subsite/applications/social media of BPOM
     - User Module to enable editing and revision on the pages above.

   - **Live webchat (online consultation) will contain and enable at least the following items:**
     - One stop e-ticketing system from creation, tracking, follow-up, and closure.
     - Chats support special characters such as symbols, tables, autoreply templates, and time autolimit.
     - Modules enabling uploading and downloading attachment (documents, images, or zips, etc).
     - Summary chat can be sent via email (registrants)
1. Notification system on new queries via email.
2. Feature to limit service queue max 5 chats (users) / officers at one time and feature to transfer inquiries between officer accounts
3. Feature for livechat to be forwarded to group chat provided by officers, duty managers, helpdesk evaluator, and IT helpdesk.
4. Module to ticket history retention for max 1 month for applicant and 3 months for regulators.
5. Search chat feature
6. Survey for Satisfaction

4. Develop an integrated module in BPOM New Aero that enables BPOM to accelerate Bioequivalence study protocol and study report assessment from 20 Working Days to 2 Working Days.

This also includes the following features:
- Module to complete the application submission and evaluation of BE test reports
- Module for addition of laboratory validation module/BE test center abroad
- Addition for a pure renewal BE registration application, active drug substance, and various revision in current BE modules.

5. Development of PPUB (Persetujuan Protokol Uji Bioekivalensi – Approval for BE study protocol) module in New AeRO. This includes the following features:
- Self-assessment tools
- Development for submission of amendments to BE protocol after obtaining PPUB
- Develop a flow to enable editing PPUB content
- Module for uploading report of BE protocol/TEI Meeting
- Module to history retention for all additional requirement letter.
- PPUB menu:
  - The concept of submission made by the applicant does not need to be listed in the PPUB All data.
  - Search features equipped with keywords: BE test lab, IF name, evaluator name.
  - Feature to enable arranged by alphabetical or submission date or registration id (sort by date).
  - Feature for PPUB submissions to be sorted by evaluator.
  - various revision in current PPUB modules

6. Conducted trials of developed New-Aero software and web portal with relevant stakeholders. This should include Program running test, Upload test, and Error and Troubleshooting test.

7. New-Aero software handover and report.

6. Inputs
Selected institution should provide a team of IT consultants consisting of a lead programmer, a co-programmer, and an administrative staff. An information about the role and the proportionate time the appointed expert(s) will
dedicate to the project should also be included in the submission and in the financial proposal. Please also see the budget plan template for further information.

7. Activity Coordination & Reporting

<table>
<thead>
<tr>
<th>Technical Officer:</th>
<th>Email: <a href="mailto:seinobids@who.int">seinobids@who.int</a></th>
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<tr>
<td>For the purpose of:</td>
<td>Technical supervision and instructions - Reporting</td>
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<tr>
<td>Administrative Officer:</td>
<td>Email: <a href="mailto:seinobids@who.int">seinobids@who.int</a></td>
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<td>For the purpose of:</td>
<td>Contractual and financial management of the contract</td>
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8. Characteristics of the Provider (organizational and personnel capacity)

A summary of the institution’s profile and experience in providing IT support in terms of system and web development shall be submitted with the proposal. Experience and previous related works with accessible links can be submitted with the proposal.

1. Have a valid legal platform or firm to work. This includes NIB (Nomor Izin Berusaha); SIUP in computer field and network computer/ software/ Information Technology/ others; and no outstanding tax payment to government.

2. Willing to sign Data and Information Confidentiality Agreement, in accordance with the Information Security Management System policy of the Food and Drug Information Center.

3. Have experience for at least 1 (one) similar job as a provider of goods / services within the last 4 (four) years in both government and private sectors;

4. Have previously worked with Badan POM for similar jobs as program developer is preferable.

5. Have experience of working with and familiarity with new-Aero system is highly preferable.

The team members should consist of a lead programmer, few co-programmer and administrative staff that possess the following requirements:

1. Lead Programmer:
   - Acting as IT team lead to conduct and supervise the whole development and maintenance process.
   - Background in technological information with focus on system and web development for at least 5 years.
   - Experience of working with government institution for at least 2 years
   - Demonstrate experience as a good team leader and expertise in system and web development

2. Co-Programmer:
   - Acting as main assistant programmer to lead programmer to develop the New Aero system and web portal linked with the main IT system.
   - Background in technological information with focus on system and web development for at least 3 years.
   - Experience of working with government institution for at least 1 year
3. Team Administrative Assistant:
   - Acting as administrative assistant to support the whole team while performing the desired task.
   - Background in administrative/finance/technological information.

9. Place of assignment
   The place of assignment for this RFP is Jakarta.
Annex 2: Confidentiality Undertaking

1. The World Health Organization (WHO), acting through its Department of HS, has access to certain information relating to Proposal 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 “Developing Web Portal for online consultation and live chat and accelerating Bioequivalence Study Protocol” (“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:
   a) was known to the Undersigned prior to any disclosure by WHO to the Undersigned (as evidenced by written records or other competent proof);
   b) was in the public domain at the time of disclosure by or for WHO to the Undersigned;
   c) becomes part of the public domain through no fault of the Undersigned; or
   d) 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).

4. 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.

5. At WHO’s request, the Undersigned shall promptly return any and all copies of the Information to WHO.

6. The obligations of the Undersigned shall be of indefinite duration and shall not cease on termination of the above-mentioned RFP process.

7. 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.

8. 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

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<tr>
<th><strong>UNGM Vendor ID Number:</strong></th>
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<tr>
<td>If available – Refer to WHO website for registration process*</td>
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<tr>
<th><strong>Legal Company Name:</strong></th>
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<td>(Not trade name or DBA name)</td>
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<th><strong>Address:</strong></th>
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<th><strong>Telephone Number:</strong></th>
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<th><strong>Email Address:</strong></th>
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<th><strong>Company Website:</strong></th>
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**Corporate information:**

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<th><strong>Company mission statement</strong></th>
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<th><strong>Service commitment to</strong></th>
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<td>customers and measurements used</td>
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<td>(If available)</td>
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<th><strong>Organization structure</strong></th>
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<td>(Include description of those parts of your organization that would be involved in the performance of the work)</td>
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<tr>
<th><strong>Relevant experience</strong></th>
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<tr>
<td>(How could your expertise contribute to WHO’s needs for the purpose of this RFP) – Please attach reference and contact details</td>
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<th><strong>Staffing information</strong></th>
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* [http://www.who.int/about/finances-accountability/procurement/en/](http://www.who.int/about/finances-accountability/procurement/en/)
SELF DECLARATION FORM
Applicable to private and public companies

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

a. 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;

b. 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;

c. 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;

d. 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;

e. 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;

f. 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;

g. 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;

h. 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;

i. it adheres to the UN Supplier Code of Conduct; and

j. 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 offer 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.

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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/ethics/en/](http://www.who.int/about/ethics/en/) for the other WHO Policies.

2. **Zero tolerance for sexual exploitation and abuse.** WHO has zero tolerance towards sexual exploitation and abuse. 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 by any of its employees and any other persons engaged by it to perform any services under the Contract; and (ii) promptly report to WHO and respond to, in accordance with the terms of the Policy, any actual or suspected violations of the 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 (ii) promptly report to WHO, in accordance with the terms of the Policy, any actual or suspected violations of the Policy of which the 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.