



**World Health
Organization**

Implementation of Assessment of Climate-Resilient and Environmentally Sustainable Health Care Facility (CRESHCF) in Indonesia

Request for Proposals (RFP)

Proposal Reference

RFP 031-2026

Country Office/Unit Name

WHO Indonesia/HPN

Issued on

Tuesday, May 26, 2026

Closing date

Tuesday, June 9, 2026

Closing Time

12:00 mid-day

Time Zone

Jakarta time

Section 1: Cover Letter

Dear Proposers,

The World Health Organization, hereinafter referred to as WHO, hereby invites prospective Proposers to submit a proposal in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

To enable you to submit a proposal, please read the following attached documents carefully.

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If you are interested in submitting a proposal in response to this RFP:

1. Please acknowledge receipt of this RFP by completing and returning the Letter of Intent in Annex A, indicating your intention to submit a proposal or not, no later than Friday, June 5, 2026
2. Please submit any requests for clarification no later than Thursday, June 4, 2026
3. Please prepare your proposal in accordance with the requirements and procedures outlined in this RFP and submit it no later than Tuesday, June 9, 2026

All WHO vendors are required to comply with the [United Nations Supplier Code of Conduct](#). We encourage all Proposers to join the [United Nations Global Compact](#) and [support the Women's Empowerment Principles](#) (WEP).

For guidance on how to register as a supplier in UNGM and use WHO's e-tendering system, please refer to the following resources: [Instructions on how to register with WHO and access WHO tenders](#) , [UNGM Help Center](#) and [UNGM/In-Tend support](#)

We look forward to receiving your competitive proposals.

Section 2: General Instructions to Proposers

GENERAL	
1. About WHO	The World Health Organization (WHO) was established in 1948 as a specialized agency of the United Nations. The objective of WHO (www.who.int) is the attainment by all peoples of the highest possible level of health. "Health", as defined in the WHO Constitution, is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. WHO's main function is to act as the directing and coordinating authority on international health work.
2. Scope	Proposers are invited to submit a proposal in line with the Terms of Reference (Section 5) and the requirements of this RFP, including any written amendments. A summary of the scope is provided in Section 3: Specific information to this RFP.
3. Interpretation of the RFP	This RFP is conducted in accordance with Policies and Procedures of WHO, a summary of which is accessible at WHO's website: WHO Procurement: principles and processes . Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by WHO. WHO is under no obligation to award a Contract to any proposer as a result of this RFP.
4. Eligible Proposers	Proposers shall have the legal capacity to enter into a binding contract with WHO. All WHO suppliers must abide to the UN Supplier Code of Conduct, which is available at the following link: UN Supplier Code of Conduct . Proposers must submit a signed Annex F: Self-Declaration form included in this RFP. Proposers will be excluded if: <ul style="list-style-type: none"> • They are bankrupt, undergoing court administration, have suspended business, are under creditor arrangements, or in similar situations under national law. • They or individuals with decision-making power have been found guilty of fraud, corruption, involvement in criminal organizations, money laundering, terrorism-related offenses, child labor, or human trafficking. • They or such individuals have been found guilty of financial irregularities. • They misrepresent or fail to provide required information under this RFP or during evaluation. • They have a conflict of interest, as determined solely by WHO. This includes associations with firms involved in preparing specifications for this procurement or any other conflicting situation. • They appear on sanction or ineligibility lists, including the UN Security Council, UN Ineligibility List, World Bank's non-responsible vendors list, or World Bank ineligible firms and individuals list. WHO may also exclude proposers for other reasons, at its discretion.
SOLICITATION DOCUMENTS	
5. Clarification of solicitation documents	Proposers may request clarifications on any of the RFP documents no later than the date and time indicated in Section 3: Specific Information to this RFP. Any request for clarification must be sent in writing in the manner indicated in Section 3: Specific Information to this RFP. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official. WHO will provide the responses to clarifications through the method specified in Section 3: Specific Information to this RFP. No individual presentations or meetings with Proposers will be allowed before the proposal submission deadline. From the issuance of this RFP until final selection, contact with WHO officials is not permitted, except through formal queries as outlined, or if WHO initiates a presentation or meeting as per the RFP terms.
6. Amendment of solicitation documents	WHO may, at any time before the closing date for submission of proposals, for any reason, whether on its own initiative or in response to a clarification requested by a (prospective) proposer, modify the RFP by written amendment. Amendments will be made available to all prospective Proposers. If the amendment is substantial or for other reasons, WHO may extend the Deadline for submission of proposals.
PREPARATION OF PROPOSALS	
7. Cost of preparation of the proposal	The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. WHO shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

8. Language	The proposal, as well as any and all related correspondence exchanged by the proposer and WHO, shall be written in the language(s) specified in Section 3: Specific Information to this RFP.
9. Documents comprising the bidders' proposal	The proposal shall comprise of the forms requested in Section 7: Returnable forms as well as any associated documentation requested in the RFP
10. Technical proposal format and content	<p>The proposer must submit a technical proposal addressing all requirements in Section 4 Evaluation Criteria attaching the forms provided in Section 7 Returnable Forms and responding to RFP requirement as described in Section 5 Terms of Reference.</p> <p>The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.</p>
11. Financial proposal	<p>The financial proposal shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the RFP. The proposal shall list all major cost components associated with the services, and the detailed breakdown of such costs. Any output and activities described in the technical proposal but not priced in the financial proposal, shall be assumed to be included in the prices of other activities or items as well as in the final total price.</p> <p>Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
12. Prices, Duties and taxes	<p>WHO is entitled to tax exemption by reason of the Privileges and Immunities it enjoys, subject to the conditions included in the WHO General Terms and Conditions in Section 6.</p> <p>During bidding, vendors must submit prices excluding taxes. However, in jurisdictions / countries where VAT is mandatory, as evidenced by the vendor, the selected vendor will include VAT on invoices to WHO.</p> <p>Procurement team in the Country Office will handle the tax exemption recommendation with the relevant authorities in accordance with applicable tax laws and procedures in Indonesia.</p> <p>Any quantity or other discounts (e.g.: volume discounts) shall be clearly indicated. Prices quoted by the Proposer shall be fixed during the bidder's performance of the contract. Any adjustment or revision to the prices shall only be made effective upon agreement based on written amendment signed by both parties.</p>
13. Currencies	<p>Prices may be quoted in US Dollar, or any currency of the bidder's choice, unless otherwise stipulated in Section 3 Information Specific to the RFP.</p> <p>However, for the purposes of comparison of all offers, WHO will convert the currency quoted in the offers to USD, in accordance with the UN Operational Rate of Exchange on the closing date for bid submission specified in Section 3: Specific information about this RFP.</p>
14. Proposal validity period	<p>Proposals shall remain valid for the period specified in Section 3: Specific information about this RFP commencing on the deadline for submission of proposals. A proposal valid for a shorter period may be rejected by WHO and rendered non-responsive.</p> <p>During the proposal validity period, the proposer shall maintain its original proposal without any change, including the availability of the key personnel, the proposed rates and the total price. In exceptional circumstances, prior to the expiration of the proposal validity period, WHO may request Proposers to extend the period of validity of their proposals.</p>
15. Joint Venture, Consortium or Association	Two or more entities may form a joint venture or consortium and submit a joint proposal offering to jointly provide the services described in the proposal. Such a proposal must be submitted in the name of one member of the consortium hereinafter the "lead organization". The lead organization will be responsible for undertaking all negotiations and discussions with, and be the main point of contact for, WHO. The lead organization and each member of the consortium will be jointly and severally responsible for the proper performance of the contract
16. Only one proposal	Each proposer, including individual members of any Joint Venture, may submit only one proposal—either independently or as part of a Joint Venture. Proposals will be rejected if any of the following apply:

	<ul style="list-style-type: none"> • They share at least one controlling partner, director, or shareholder. • One has received a direct or indirect subsidy from another. • They have the same legal representative for this RFP. • They are related in a way that gives access to or influence over another's proposal. • They are subcontractors to each other, or a subcontractor also submits a separate proposal as a lead proposer. • Key personnel are proposed in more than one team (this does not apply to subcontractors appearing in multiple proposals).
17. Alternative proposals	Unless otherwise specified in Section 3: Specific information to this RFP, alternative proposals shall not be considered. If submission of alternative proposal is allowed in Section 3: Specific information about this RFP, a proposer may submit an alternative proposal but only if it also submits a proposal conforming to the RFP requirements. Where the conditions for its acceptance are met, or justifications are clearly established, WHO reserves the right to award a contract based on an alternative bid.
18. Pre-proposal conference	When appropriate, a pre-proposal conference will be held at the date, time, and location specified in Section 3: Specific information to this RFP. If marked as mandatory, non-attendance will result in ineligibility to submit a proposal. If not mandatory, non-attendance will not lead to disqualification.
19. Site inspection	If specified in Section 3: Specific information to this RFP, a site inspection will be held at the indicated date, time, and location, following the given instructions. If marked as mandatory, failure to attend will render a proposer ineligible. If not mandatory, non-attendance will not lead to disqualification. Proposers are responsible for their own visa arrangements. The site inspection is for background information only, and any information provided is not binding unless confirmed by WHO in writing.
SUBMISSION AND OPENING OF PROPOSALS	
20. Instruction for proposal submission	The proposer shall submit a complete proposal in the format and with the documents required in Section 3: Specific information to this RFP, using the delivery method specified therein. Submission of a proposal implies that the proposer has accessed, read, understood, and agrees to comply with WHO's General and Contractual Conditions in Section 6.
21. Deadline for proposal submission	<p>Complete proposals must be received by WHO in the manner, and no later than the date and time, specified in Section 3: Specific information to this RFP. In case of any doubt regarding the time zone, Proposers should refer to Section 3: Specific information to this RFP. It is the sole responsibility of Proposers to ensure their proposal is received by the stated deadline.</p> <p>Late submissions will not be possible or accepted. Proposers are strongly advised to take all necessary steps to ensure timely submission. WHO accepts no responsibility for proposals that are delayed due to technical issues and will consider only the actual date and time of receipt.</p> <p>WHO may, at its discretion, extend the proposal submission deadline by amending the solicitation documents in accordance with Clause 6 (Amendment of solicitation documents) of Section 2. In such cases, the new deadline will apply to all Proposers.</p>
22. Withdrawal, substitution and modification of proposals	The proposer may withdraw its proposal any time after the proposal's submission and before the tender closing date of the proposals, provided a written and signed notice of the withdrawal is received by WHO prior to the closing date for the submission of proposals. No Proposal may be withdrawn in the interval between the closing date for submission of proposals and the expiration of the proposal validity period.
23. Proposal opening	Proposals will be opened after the deadline for proposal submission by the bid opening committee There will be separate proposal openings for technical and financial proposals. The opening panel will open only the financial proposals of suppliers who meet the minimum criteria of the technical evaluation.
EVALUATION OF PROPOSALS	
24. Evaluation of proposals	WHO shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.

	<p>WHO shall conduct the evaluation solely on the basis of the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> (i) preliminary examination. (ii) evaluation of minimum eligibility and qualification (if pre-selection is not done) / mandatory requirements (iii) evaluation of technical proposals on weighted scoring; and (iv) evaluation of financial proposals.
25. Preliminary examination	<p>WHO shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. WHO reserves the right to reject any proposal at this stage. Technical proposals found to contain financial proposal or pricing information will be rejected.</p>
26. Evaluation of eligibility and qualification	<p>Eligibility and qualification of the proposer will be evaluated against the minimum eligibility and qualification requirements specified in Section 4: Evaluation Criteria and in Clause 4 (Eligible Proposers) in Section 2.</p>
27. Evaluation of technical and financial proposals	<p>After the preliminary evaluation, the panel will assess technical proposals based on their responsiveness to the Terms of Reference and other RFP documents, using the evaluation criteria, sub-criteria, and point system in Section 4: Evaluation Criteria. Proposals that do not meet the minimum technical score will be considered non-responsive.</p> <p>Only the financial proposals of technically qualified Proposers will be opened and evaluated in the second stage.</p> <p>If required, WHO may invite technically responsive Proposers for a presentation, with conditions provided in the RFP. Presentations may be held at WHO offices or via tele/videoconference.</p> <p>The applicable evaluation method is indicated in Section 3: Specific information about this RFP, typically the combined scoring method based on both technical and financial scores.</p>
28. Clarification of proposals	<p>WHO may request clarifications or additional information in writing from Proposers at any stage of the evaluation. Responses must not alter the substance or price of the proposal, except to confirm corrections of any arithmetical errors identified by WHO, as outlined in the General Instructions to Proposers.</p>
29. Nonconformities, repairable errors and omissions	<p>Provided that a proposal is substantially responsive, WHO may request the proposer to submit the necessary information or documentation within a reasonable period in order to rectify nonmaterial nonconformities or omissions in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal.</p> <p>For financial proposals that have been opened, WHO shall check, and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of WHO there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error, in which case the amount in figures shall prevail. <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p>
AWARD OF CONTRACT	
30. Award criteria, award of Contract	<p>Before the expiration of proposal validity, WHO will award the Contract to the qualified proposer based on the criteria set out in the tender document.</p>

	<p>WHO reserves the right to:</p> <p>a) award the Contract to any proposer, even if not the lowest.</p> <p>b) award separate contracts for different parts, components, or items to one or more proposers, even if not the lowest.</p> <p>c) accept or reject any proposal or cancel the entire solicitation process at any time before award, without liability or obligation to inform proposers of the reasons.</p> <p>d) award the Contract based on WHO's specific objectives to the proposer whose offer best meets the Organization's needs.</p> <p>e) decide not to award any contract.</p>
31. Right to vary requirements at time of award	At the time the Contract is awarded, WHO reserves the right to revise the scope of the work or to increase or decrease the quantity of services originally specified in Section 5: Terms of Reference / Schedule of requirements, and without any change in the unit prices or other terms and conditions of the proposal and the solicitation document.
32. Notification of award	Prior to the expiration of the period of proposal validity, WHO will notify the successful proposer in writing via email or via a notification from e-tendering system. After signing the contract with successful vendor, the unsuccessful vendors will be sent a regret notification.
33. Payment terms	Full payment of 100% is due within 30 days following receipt and acceptance of services, upon receipt of the invoice.
34. Debriefing	<p>WHO does not routinely offer debriefings to unsuccessful bidders. However, for tenders over \$300,000 or complex tenders, WHO may provide a debriefing upon written request. The request must be submitted within 30 calendar days of receiving the notification of non-award.</p> <p>The debriefing aims to highlight the strengths and weaknesses of the proposer's submission to help improve future proposals. It will not include discussion of other proposals or comparisons. Debriefings will be conducted only through in-person meetings, teleconference, or videoconference.</p>
35. Proposal complaint	<p>When a supplier believes that WHO did not follow its own procurement rules, the supplier may choose to raise a formal complaint. The Procurement Complaint Mechanism is only available to suppliers who:</p> <ul style="list-style-type: none"> • Participated in a competitive procurement process and were not awarded a contract; and • The value of the contract award is higher than US\$ 300,000. <p>A formal complaint must be submitted in writing within one month of the notification of the outcome of the competitive bidding process, to the following email address: procurementcomplaint@who.int and must include the minimum information detailed on the WHO website (WHO Procurement: frequently asked questions).</p>
36. Publication of Contract award	WHO publishes on its contract awards webpage the list of contracts for acquired goods and services of a value of USD 25 000 or more. This information is published with due observance of the requirements of confidentiality and security. Further procurement data about WHO can be obtained through WHO's Procurement Report or at UNGM's Annual Statistical Report on UN Procurement .
37. Performance Security	This is not mandatory; however, if specified in Section 3: Specific information to this RFP, the successful Proposer must provide a performance security in the stated amount and form within the specified timeframe after receiving the contract from WHO.

Section 3: Specific Information to this RFP

The following specific information shall complement, supplement or amend the provisions in [Section 2: General Instructions to Proposers](#). In case there is a conflict, the provisions herein shall prevail over those in [Section 2: General Instructions to Proposers](#).

Instructions to Bidders article	Specific Instructions / Requirements
Scope of RFP and Intention to Bid (Article 2)	<p>The reference number of this Request for Proposal (RFP) is RFP 031-2026</p> <p>The services include the Implementation of Assessment of Climate-Resilient and Environmentally Sustainable Health Care Facility (CRESHCF) in Indonesia as further described in Section 5 of this RFP.</p> <p>The purpose of this RFP is to establish Contract</p>
Clarification of the RFP (Article 5)	<p>a) Contact details for clarification of solicitation documents should be sent to WHO by: Select which applies <input checked="" type="checkbox"/> Email address wpinobids@who.int with copy to wpinoprocurement@who.int</p> <p>b) Deadline for submitting requests for clarifications/questions: Date: 04 June 2026 Time 12:00 Noon City and Country: Jakarta, Indonesia Responses to requests for clarification will be communicated in writing by WHO to all bidders via same medium as stated above.</p>
Language of the RFP (Article 8)	Language of this proposal shall be in English
Currency of proposal (preferred) (Article 13)	Prices included in the proposal shall be preferably quoted in IDR and USD
Proposal validity (Article 14)	120 days from the deadline for proposal submission.
Alternative proposals (Article 17)	Shall not be considered.
Pre-proposal conference (Article 18)	<p>Will be held but not mandatory</p> <p>The pre-proposal conference will be held on: Date/Time: Friday, May 29, 2026 / 09:00 AM (Jakarta, Indonesia Time) Location: Online via Microsoft Teams Meeting Registration Link (required):</p> <p>Pre-Proposal Conference RFP 031-2026 – Fill in form</p> <p>Contact/email: Procurement Team / wpinoprocurement@who.int</p>
Site Inspection (Article 19)	A site inspection will not be held.
Instructions for submission of Proposals (Article 20)	<p>Allowable manner of submitting proposals: <input checked="" type="checkbox"/> Email: wpinobids@who.int</p> <p>The submitted technical and financial proposal shall be in reference to the enclosed Terms of References and budget component.</p> <p>A technical and financial proposal should be submitted separately in 2 emails stating in the subject the following reference number: RFP 031-2026.</p>

Instructions to Bidders article	Specific Instructions / Requirements
	<p>Submission of proposal can only be done electronically by email to: wpinobids@who.int (including any other email address in the submission may disqualify the bid):</p> <ul style="list-style-type: none"> o All information and documentation related to the technical proposal only containing forms (B,C,D, F and section 5.10) in the first email under the subject "TECHNICAL PROPOSAL – RFP 031-2026". o Please send a second email containing the financial proposal only uncluding form E and H under the subject "FINANCIAL PROPOSAL – RFP 031-2026" <p>The bidder must ensure that the content of all copies is identical. If at any time a difference is discovered between any copies of the proposal then the "Master Copy" will prevail as the official copy.</p> <p>ATTENTION: Proposals which do not comply with the selected method of submission may be rejected.</p>
Deadline for proposal submission (Article 21)	<p>Public proposal opening will not be held CLOSING DATE: 09 June 2026 CLOSING TIME: 12:00 mid-day</p>
Evaluation of technical and financial proposals (Article 24)	<p>Evaluation will be based on the combined scoring method using a distribution of 70% : 30% of Technical Proposal to Financial Proposal respectively. This means that Technical Proposal will take 70%. and Financial Proposal will take 30%</p> <p>To be technically compliant, Proposers must obtain a minimum threshold of 70 of maximum points.</p>
Performance Security (Article 37)	Not Required

Section 4: Evaluation Criteria

The evaluation criteria are divided into two.

- A- Technical Evaluation Criteria Weighing 70%
- B- Financial Evaluation Criteria Weighing 30%

A- TECHNICAL EVALUATION CRITERIA

The technical evaluation criteria will follow the process below

1. Preliminary examination.
2. Evaluation of minimum eligibility and qualification/mandatory requirements.
3. Technical Proposal Weighted Scoring.

1. Preliminary examination

WHO shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. WHO reserves the right to reject any proposal at this stage. Technical proposals found to contain financial proposal or pricing information will be rejected

2. Minimum eligibility and qualifications (Mandatory Requirements)

The vendors proposals will be assessed on pass and fail methodology and failure in any of the criteria may exclude the vendor for consideration at next stage of weighted scoring. WHO reserves the right to seek clarification when a proposal contains unclear or ambiguous information that makes it difficult to evaluate the submission fairly against the published technical criteria.

Item	Minimum eligibility and qualifications (Mandatory Requirement)	Required supporting documents	Pass /Fail?
1.	<u>Corporate status of the company:</u> Proposer is a legally registered entity	Vendor to provide proof of registration or accreditation in form of incorporation certificate, trading licences by filling the form in Annex D	
2.	<u>Vendor Eligibility:</u> Vendor is not suspended, nor otherwise identified as ineligible, by any UN Organization, the World Bank Group or any other International Organization in accordance with Section 2: Clause 4.	Vendor to declare that its company is eligible by filling the form in Annex D	
3.	<u>Conflict of Interest:</u> The Proposer must have no conflict or perceived conflict of interest	Vendor to declare that he has no conflict / perceived conflict of interest by filling the form in Annex F	
4.	<u>Bankruptcy:</u> Proposer has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgement or pending legal action against the vendor that could impair its operations in the foreseeable future	Vendor to declare that he has no conflict / perceived conflict of interest by filling the form in Annex F	
5.	<u>Non-performing contracts and History of Litigation:</u> Vendor must declare that during the last 3 years, that its company has no non-performing contracts because of its company's default and that its company has no consistent history of court/arbitral award decisions against itself.	Vendor to declare that its company is eligible by filling the form in Annex D	
6.	<u>Company / Experience-</u> The proposer must have minimum ten years of relevant experience (<i>For Joint Venture/Consortium/Association, all Parties cumulatively should meet the requirement</i>).	Company should provide a list of relevant projects that should demonstrate at least seven years of relevant experience. Please fill form D	

7.	Past performance: The proposer must submit at least: a) a list of relevant project contracts along with the link to the project report, relevant/ comparable contracts and b) at least one reference letter for related services.	Company/respondent should provide relevant or related to the climate-health reference letters related to the current project, Fill form D for the list of relevant projects
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N.B Failure in any of the above mandatory criteria will result in the vendors proposal not being considered for weighted Scoring.

3. Weighted Scoring Criteria

Vendors who pass the preliminary and minimum eligibility requirements will have their proposals evaluated using a weighted scoring system, depending on the quality and clarity of the submitted proposal. Each proposal will be assessed against the set criteria, and a weighted score will be calculated to determine the most technically and/or financially advantageous offer.

The number of points which can be obtained for each evaluation criterion is specified below and indicates the relative significance or weight of the item in the overall evaluation process. As indicated, these points or even the criteria can be changed depending on the RFP requirements

The scoring scale per criteria was defined as follows:

Criteria evaluated as:	Based on the following supporting evidence:	Corresponds to the % of maximum score
Excellent and fully detailed	Excellent evidence of ability to exceed requirements	100%
Substantially detailed	Good evidence of ability to exceed requirements	80%
Averagely detailed	Satisfactory evidence of ability to support requirements	50%
Marginally detailed	Marginally acceptable or weak evidence of ability to support requirements	20%
Very minimally detailed	Lack of evidence to demonstrate ability to comply with requirements	10%
No submission	Information has not been submitted or is unacceptable	0%

Weighted Criteria and maximum Score for each criteria is as follows.

Section 1. Organizational Capacity and Industry Standing		Max Points
1.1	Proven Organizational Capability. <i>The submitted proposal demonstrates a clear and robust organizational structure, effective project management systems, and the capacity to self-finance the assignment.</i>	9
1.2	Relevant Technical Experience in Similar Contexts: <i>The submitted proposal provides evidence of verifiable evidence of completed projects of comparable scope and complexity, preferably in the same country or region or UN or any comparable International Organizations, delivered in the last XX years. Proposals must demonstrate relevance to the subject matter and include project titles, duration, scope, and outcomes.</i>	6
1.3	Quality assurance procedures and risk mitigation measures – the submitted proposal documented quality assurance system (e.g., ISO 9001 or equivalent quality policy), a risk plan with mitigation strategies tailored to this assignment, and clear internal review protocols.	5
Total Section 1		20
Section 2. Proposed methodology approach and implementation plan		
2.1	Clear and Detailed Understanding of the Terms of Reference - <i>The submitted proposal demonstrates a clear grasp of the objectives and scope of the assignment, addresses all key components of the Terms of Reference, and reflects appropriate emphasis on each task area. Responses must refer to specific sections of the TOR and align with stated deliverables.</i>	15
2.2	Proposed Approach and Methodology: <i>The submitted proposal presents a structured, realistic methodology that goes beyond repeating the TOR and includes details on resource use, stakeholder engagement (where applicable), innovative practices (if any), and value-added elements. The methodology must show logical progression from planning to execution.</i>	20

2.3	Implementation and Operational Management Plan: <i>The submitted proposal provides a comprehensive plan detailing how the assignment will be implemented and managed including a sequenced and time-bound work plan with key activities, timelines, and deliverables (Gantt Chart etc) and an explanation of how tasks will be organized, controlled, and monitored</i>	10
2.4	Comprehensive Performance Monitoring and Evaluation Mechanisms: <i>The submitted proposal includes clear performance monitoring and evaluation tools, benchmarks, KPIs, and reporting frequency. It describes how performance will be tracked throughout implementation and how findings will inform adjustments.</i>	10
Total Section 2		55
Section 3. Management Structure and Key Personnel		Max Points
3.1	Management structure: <i>The proposal presents a clear and functional team structure that supports effective implementation and contract management. The management roles, reporting lines, and responsibilities are clearly defined and appropriate for the scope of the assignment.</i>	10
3.2	Key Personnel Qualifications: <i>The proposal includes qualified individuals for each key role (Team Leader, Senior Expert, Junior Expert), with CVs demonstrating their experience and competencies in line with the assignment requirements.</i>	15
Total Section 3		25
Grand Total		100

NOTE

- a) A minimum of 70 is required to pass the technical evaluation. Non-technically compliant proposals will not be opened for financial evaluation
- b) Rating the Technical Proposal (TP):

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

B- FINANCIAL EVALUATION

Once the technical evaluation is finalized, all evaluation panel members will sign the technical evaluation report. Only financial proposals from bidders who meet the minimum technical score, as indicated above, will be opened and evaluated. Proposals that do not meet the minimum technical threshold will be rejected.

The formula for the rating of the proposals will be as follows:

Rating the Technical Proposal (TP):

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

Rating the Financial Proposal (FP):

$$\text{FP Rating} = (\text{Lowest Priced or Cost Offer} / \text{Price or Cost of the Offer Being Evaluated}) \times 100$$

Total Combined Score:

$$(\text{TP Rating}) \times (\text{Weight of TP } 70\% + (\text{FP Rating}) \times (\text{Weight of FP i.e. } 30\%) = \text{Total Combined and Final Rating of the Proposal.}$$

Section 5: Terms of Reference - Services

5.1 Introduction

WHO is seeking for a qualified, eligible and competent proposer for the Implementation of Assessment of Climate-Resilient and Environmentally Sustainable Health Care Facility (CRESHCF) in Indonesia.

Background

Indonesia faces extreme climate risks to its health sector, with nearly 97% of the population living in disaster-prone areas. In 2024 alone, 142 health facilities were damaged, mainly by floods, flash floods, and landslides, forcing service suspensions and relocations. These events have revealed systemic vulnerabilities in health infrastructure, including limited staff capacity for climate risk management, fragile WASH and waste systems, unreliable energy supplies, and infrastructure ill-equipped for climate hazards. Strengthening the climate resilience of healthcare facilities is essential to ensure continuity of essential services during disasters.

In response, the Indonesian Ministry of Health, together with WHO, has developed a Climate-Resilient and Environmentally Sustainable Health Care Facility (CRESHCF) assessment tool based on the 2020 WHO guidelines and 2021 checklist. This instrument covers four main components (health workers, WASH & waste, energy, and infrastructure & technology) to assess the capacity, vulnerability, and climate risks in health facilities. The instrument has also been integrated into the SIKELIM digital platform to map disaster-affected facilities in real time and monitor the climate resilience indicators of health facilities.

A pilot CRESHCF assessment conducted in 2025 across 15 facilities in Jakarta, Semarang, and Bantul found differences in climate resilience. Semarang demonstrated greater capacity, while Jakarta and Bantul experienced higher vulnerabilities; in Jakarta, 50% of health workers and 33% of WASH systems were significantly affected by floods. The pilot adapted WHO guidelines to Indonesia's context, produced national tools and a user manual, and tested integration with the SIKELIM platform. While these tools address national data gaps, implementation remains limited to pilot areas.

A national CRESHCF assessment is needed to strengthen climate resilience across all Indonesian health facilities. The assessment will prioritize high-risk, ready regions, enabling targeted interventions and a national resilience map to ensure health services remain safe and reliable during climate crises. This effort aligns with the WHO-MoH workplan for 2026-2027. This activity supports global and national commitments and significantly enhances Indonesia's capacity to build climate-resilient and environmentally sustainable health systems.

5.2 Characteristics of the Contractor is

5.2.1 Status

The Proposer shall be a Non-Profit company/entity operating in the field of public health, environmental health, climate and health

5.2.2 Accreditations

An accreditation (ISO 9001 or equivalent; other in a relevant field or specific accreditation/certification) or an on-going accreditation process by a certified accreditation body is required (mandatory) would be an asset (desirable).

5.2.3 Previous experience

Mandatory:

- Proven experience in the field of public health, environmental health, climate change and health.
- Previous work with WHO, other international organizations and/or major institutions in the field of environmental health and climate change and health.

5.2.4 Staffing

The selected contractor is expected to dedicate the following human resources to the project.

The selected institution must demonstrate adequate technical expertise and operational capacity to implement the activities described in this APW. The institution should establish a multidisciplinary team with experience in health systems assessment, environmental health, climate change and health, data management, and policy analysis.

- A project manager of an adequate level of qualification and experience (please attach resume to your proposal) shall be dedicated to the project.
- The designated project manager that should be the same all along implementation, including consideration in contingency plans in case the focal point is absent.
- Sufficient capacity and knowledge is required to cover the following areas of expertise:
 - Adequate technical knowledge to environmental health,
 - Adequate technical knowledge to climate change and health
- WHO pays utmost attention to the level of qualification and experience of the individuals involved, and to continuity in the services. The profiles (no individual names required) of the personnel proposed for these services should be included in the technical proposal.
- All staff with full professional working proficiency/native or bilingual proficiency in English.

The proposed team should include the following key personnel.

1. Team Lead – one person

The Team Lead will be responsible for overall project management, technical oversight, and coordination with WHO and the Ministry of Health. The Team Lead will ensure that all activities are implemented according to the agreed methodology and timeline and that the project outputs meet the required quality standards.

Qualifications:

- Advanced degree (Master's or PhD) in public health, environmental health, climate change and health, health systems, or a related field.
- At least 10 years of professional experience in public health, health systems strengthening, environmental health, or climate change and health.
- Demonstrated experience in leading national assessments, research projects, or programme implementation.
- Strong experience working with government institutions and international organizations.
- Excellent coordination, leadership, and technical report writing skills.

2. Technical Staff – two persons

The Technical Staff will support the implementation of the CRESHCF assessment activities, including preparation of assessment tools, training of health facility focal points, coordination of facility-level assessments, facilitation of stakeholder consultations, and development of policy recommendations.

Qualifications:

- Degree in public health, environmental health, health systems, or related fields.
- Minimum 5 years of experience in designing national assessments, environmental health, or climate change and health.
- Experience supporting training activities, stakeholder consultations, and technical reporting.

3. Data Management and Analysis Specialist – one person

The Data Management and Analysis Specialist will be responsible for managing and analyzing the data collected through the CRESHCF assessment and supporting the development of the SIKELIM dashboard.

Responsibilities include:

- Data cleaning, validation, and harmonization
- Statistical and comparative analysis of the CRESHCF dataset
- Development and updating of dashboards and visualization tools
- Preparation of analytical summaries to inform policy recommendations

Qualifications:

- Degree in statistics, epidemiology, data science, public health, or related fields
- At least 5 years of experience in data management and analysis
- Experience in data visualization and dashboard development

4. Administrative and Finance Staff – one person

Administrative and Finance Staff will provide operational support to ensure the smooth implementation of the project, including logistical coordination, procurement, financial management, and documentation of meetings and events.

Qualifications:

- Degree or professional experience in administration, finance, project management, or related fields.
- Experience in financial management and administrative support for projects.

- Experience organizing meetings, workshops, and stakeholder consultations.

5. Institutional Capacity

The selected institution should demonstrate:

- Proven experience conducting health sector assessments or research projects
- Capacity to coordinate activities with national and sub-national stakeholders
- Ability to manage large datasets and digital platforms
- Experience organizing online training sessions, workshops, and consultative meetings
- Strong capacity to produce technical reports and policy recommendations

The Proposer is expected to outline the roles and responsibilities of those staff in the technical proposal. Activities will be carried in normal working hours of Indonesia (WIB) time zone.

5.2.5 Work to be performed

Objectives

The overall objective of this APW is to implement the CRESHCF assessment to the national level to strengthen climate resilience and environmental sustainability across all healthcare facilities in Indonesia.

This effort supports the achievement of national commitments (National Mid-Term Plan 2025–2029, National Adaptation Plan on Climate Change Adaptation 2026–2030, National Health Mitigation and Adaptation on Health 2025-2030) and international commitments (SDGs, COP26, Paris Agreement) in building a climate-resilient health system. This implementation assessment project aims to achieve the following specific objectives:

1. To generate nationally representative baseline data on the status of climate resilience and environmental sustainability of health care facilities in Indonesia through the implementation of the CRESHCF assessment and integration of assessment results into the SIKELIM platform.
2. To analyze the results of the CRESHCF assessment to identify gaps, challenges, and opportunities for strengthening climate-resilient and environmentally sustainable health care facilities.
3. To develop evidence-based policy recommendations and strategic guidance to support national and sub-national efforts in advancing climate-resilient and environmentally sustainable health care systems in Indonesia.

Methodologies

The selected institution will adopt a structured and phased methodological approach to implement the national baseline assessment of Climate-Resilient and Environmentally Sustainable Health Care Facilities (CRESHCF) in Indonesia.

This approach is designed to ensure methodological consistency, national representativeness, stakeholder ownership, and alignment with the WHO CRESHCF framework as well as national health information systems. The results of the assessment will generate evidence to inform policy recommendations and strengthen the implementation of climate-resilient and environmentally sustainable health care facilities across Indonesia.

1. Collection of baseline data on climate resilience and environmental sustainability

The baseline assessment will generate national evidence on the status of climate resilience and environmental sustainability in health care facilities across Indonesia. The assessment will be implemented using a nationally representative sample of 500 of the 13,000 health facilities, with results integrated into the SIKELIM platform for monitoring and analysis.

1.1. Development of the assessment methodology and sampling design

The bidder shall clearly describe the scope and methodological approach for conducting the national CRESHCF assessment and explain how a representative sample of approximately 500 health care facilities will be selected from the approximately 13,000 facilities registered in the SIKELIM platform.

The proposal must present a clear and robust sampling strategy, including the sampling design, selection criteria, and procedures to ensure representativeness and minimize potential sampling bias. The bidder shall also describe the data sources used to establish the sampling frame and the approach for validating the list of eligible facilities.

At a minimum, the sampling strategy should address the following elements:

- a. Geographic stratification: The bidder shall ensure that the sample reflects geographic diversity across Indonesia. The proposal must describe the allocation of facilities across the following geographic strata:
 - Western Indonesia
 - Central Indonesia

– Eastern Indonesia

The proposal should explain the method used to distribute the sample across these regions and provide justification for the proposed allocation.

- b. Representation by facility type: The sampling strategy shall ensure representation across different types of health care facilities, including:
- Hospitals (public and private)
 - Primary health care facilities (Puskesmas)
- The bidder shall describe the proposed proportion of each facility type included in the sample and demonstrate how this distribution reflects the composition of facilities registered in the SIKELIM platform.
- c. Urban–rural representation: The sampling design shall ensure representation of facilities located in urban, peri-urban, and rural settings. The bidder should describe the criteria used to classify facilities according to urban–rural status.
- d. Consideration of climate risk contexts: Where feasible, the sampling strategy should capture facilities located in areas with different climate-related hazard profiles (e.g., flooding, extreme heat, drought, sea-level rise) in order to better reflect variations in climate vulnerability across Indonesia.
- e. Sampling methodology and justification: The bidder shall clearly describe the statistical or methodological approach used to determine the sample size and selection method (e.g., stratified sampling, proportional sampling, or multi-stage sampling). The proposal should demonstrate how the proposed approach ensures representative coverage of the national health system while remaining operationally feasible within the available project resources.

The selected institution will work closely with WHO and the Ministry of Health to finalize the list of participating facilities prior to the implementation of the CRESHCF assessment.

The proposed sample size of approximately 500 health care facilities is expected to generate a nationally representative overview of the current status of climate resilience and environmental sustainability across health care facilities while allowing comparative analysis across regions, facility types, and service delivery contexts. The assessment is also expected to contribute to the development of a national baseline dataset that can support the future expansion of monitoring for climate-resilient and environmentally sustainable health care facilities through the SIKELIM platform.

The methodology should align with the WHO CRESHCF framework and follow established epidemiological best practices, including guidance from WHO health facility assessment tools such as the [Service Availability and Readiness Assessment \(SARA\)](#) and the [Harmonized Health Facility Assessment \(HHFA\)](#).

The methodology should also define transparent facility selection criteria, incorporating:

- Climate risk exposure (e.g., flooding, extreme heat, drought, sea-level rise)
- Demographic characteristics, including population density and service coverage
- Geographic diversity, ensuring representation of coastal, highland, and lowland areas

The sampling should include:

- Primary health care facilities (Puskesmas), including inpatient and non-inpatient services
- Hospitals classified under the national system (Type A, B, C, and D)

Facilities under both the Ministry of Health and the local government authority should be represented across provinces.

1.2. Stakeholder consultation and validation meeting

Following the development of the proposed methodology, the selected institution will conduct a consultation meeting with the Ministry of Health and WHO Indonesia.

Format: Offline meeting at the MoH office (one time)

Purpose of the meeting:

- Present the CRESHCF assessment tools and methodology
- Validate the sampling strategy and facility selection criteria
- Identify priority regions and operational considerations
- Ensure alignment with national health priorities and existing data systems

Expected participants: Approximately 20 participants, including representatives from the Directorate of Environmental Health, the Directorate of Health Care Facilities, and the Health Crisis Center, WHO Indonesia.

Feedback from this consultation will be incorporated into the final assessment methodology.

1.3. National outreach

The selected institution will organize three national outreach sessions using a hybrid format (in-person at the MoH office with online participation).

To facilitate participation across the country, sessions will be conducted separately for provinces in:

- Western Indonesia

- Central Indonesia
- Eastern Indonesia

The outreach sessions will:

- Introduce the CRESHCF framework and assessment approach
- Guide facility-level assessment procedures
- Provide instructions for data entry using the SIKELIM platform
- Present examples of recommended follow-up actions based on assessment findings

Expected participants: Approximately 100 participants, including representatives from relevant MoH technical units and directorates, Provincial and District Health Offices, Academia, Professional associations, WHO, UN partners, and other relevant stakeholders.

1.4. Capacity-building trainings

The selected institution will organize one national Training of Trainers (ToT) and six sub-national training sessions. The format of the training is online.

- Online National ToT: The national training will involve approximately 30 participants, including representatives from the Directorate of Environmental Health (MoH), Provincial health offices from western, central, and eastern Indonesia, academia, and professional associations. The ToT will establish a core trainer team responsible for supporting sub-national training activities.
- Online Sub-national trainings: Following the ToT, six sub-national trainings will be conducted within six months. Each participating facility will nominate 1–2 representatives.

Training modules should include:

- a. Introduction to the CRESHCF framework
- b. Step-by-step procedures for conducting facility assessments
- c. Data entry and management using SIKELIM
- d. Simulation exercises for facility assessments
- e. Reporting mechanisms and observation tools

At least 80% of participants should demonstrate readiness to conduct facility-level CRESHCF assessments.

1.5. Implementation of Facility-Level CRESHCF Assessments

Following the capacity-building activities, the selected institution will coordinate and facilitate the implementation of facility-level Climate-Resilient and Environmentally Sustainable Health Care Facilities (CRESHCF) assessments across the sampled health facilities through an online platform.

The selected institution will organize the implementation process through a structured approach that includes online technical guidance, coordination with sub-national health authorities, monitoring of assessment progress, and data quality assurance.

1. The selected institution will support the roll-out of the assessment through online technical orientation sessions for participating health facilities. These sessions will build on the previously conducted Training of Trainers (ToT) and sub-national trainings, and will provide additional clarification on the assessment procedures, the use of standardized CRESHCF assessment tools, and the process for data entry into the SIKELIM platform. The online format will enable participation from facilities located across different provinces while ensuring cost-efficient implementation.
2. The selected institution will work in close coordination with the Ministry of Health, provincial health offices, and district health offices to ensure that the selected facilities complete the assessment within the agreed timeframe. The institution will provide technical support through virtual helpdesk mechanisms, scheduled online consultations, and guidance materials to assist facility representatives during the assessment process.
3. The assessment will be conducted using the standardized CRESHCF assessment tools, and participating facilities will enter the collected information directly into the SIKELIM platform. The selected institution will monitor the progress of data submission through the platform and maintain regular communication with facilities to address any technical or operational challenges encountered during data collection.
4. The selected institution will implement data quality assurance procedures, including routine checks for completeness, consistency, and accuracy of submitted data. Where necessary, the institution will provide follow-up support to facilities to clarify or correct data entries. This process will ensure that the collected data meet the required standards for subsequent analysis.

Through this coordinated approach, the selected institution will ensure that the facility-level CRESHCF assessments are implemented efficiently, that participating facilities are adequately supported during the data collection process, and that the resulting dataset is reliable and suitable for national analysis.

1.6. Sub-Sample Validation of Assessment Results

To ensure data reliability, the selected institution will conduct validation of a sub-sample representing at least 10% of surveyed facilities. The validation sample should ensure representation across:

- Regions (Western, Central, Eastern Indonesia)
- Facility types (PHC and hospitals)

- Ownership (Ministry of Health and local government)
- Rural and urban settings

Field validation visits will be conducted in three provinces, each representing one of the main geographic regions. The proposal must include a validation plan describing:

- Data verification procedures
- Monitoring and evaluation mechanisms
- Quality assurance measures

Expected participants: Approximately 30 participants, including representatives from selected facilities.

1.7. Data Analysis and Dashboard Development

The selected institution will conduct a comprehensive analysis of the CRESHCF database generated through the assessment process.

The analysis will include:

- Data cleaning and validation
- Harmonization of datasets
- Updating SIKELIM dashboards and monitoring tools

The analytical framework should include:

- Descriptive statistical analysis
- Gap analysis of climate resilience and environmental sustainability indicators
- Correlation analysis between climate risks and facility readiness
- Benchmarking against CRESHCF standards
- Impact and cost-benefit considerations

1.8. Consultative Meetings on Assessment Findings

The selected institution will organize three consultative meetings to present and validate the assessment findings with stakeholders. The meeting format is hybrid.

These meetings will aim to:

- Present preliminary analytical findings
- Collect technical feedback
- Refine the structure and key messages of the final assessment report

Expected participants: Approximately 50 participants, including representatives from the Ministry of Health, provincial and district health offices, academic institutions, professional associations, hospitals, primary health care facilities, and WHO technical units.

2. Development of Policy Recommendations and Dissemination of CRESHCF Assessment Results

Following the completion of the CRESHCF assessment and data analysis, the selected institution will support the Ministry of Health and WHO Indonesia in translating the assessment findings into actionable policy recommendations and disseminating the results to relevant national and sub-national stakeholders.

This process aims to ensure that the evidence generated through the assessment contributes to strengthening climate-resilient and environmentally sustainable health care facilities in Indonesia and informs future policy development, planning, and implementation.

2.1. Development of the Policy Recommendations

Based on the assessment results and stakeholder consultations, the selected institution will develop evidence-based policy recommendations to strengthen climate-resilient and environmentally sustainable health care facilities.

The policy recommendations should include:

- Priority policy actions
- Strategic interventions for improving facility resilience
- Recommendations for integrating CRESHCF into national health system planning
- Suggested mechanisms for monitoring progress

Format: Desk-based drafting and consultation

Expected participants: Consultant team and WHO technical unit (10 persons)

2.2. National Dissemination of Assessment Results

The selected institution will organize a national dissemination seminar to present the results of the CRESHCF assessment and the policy recommendations.

The seminar will promote knowledge sharing and encourage the adoption of recommended actions by relevant stakeholders.

Format: Hybrid national seminar

Number of meetings: One (1)

Expected participants: Approximately 100 participants, including the Ministry of Health, Provincial health offices, District health offices, Health facility managers, Academic institutions, Development partners and UN agencies, Professional associations, and civil society organizations.

5.3 Key requirements

Expected Outputs and Deliverables

The expected outputs and deliverables from these objectives are:

1. National baseline on the climate resilience and environmental sustainability of healthcare facilities. Comprehensive deliverable on the implementation and analysis of the CRESHCF assessment, including:
 - A validated national CRESHCF database
 - Updated SIKELIM dashboards and monitoring tools
 - Analysis of gaps and opportunities to strengthen climate-resilient and environmentally sustainable health care facilities in Indonesia
2. Evidence-based policy recommendations to support the achievement of climate-resilient and environmentally sustainable healthcare facilities. Expected deliverables include:
 - Policy recommendation document
 - Dissemination seminar report

5.4 Place of Performance

The project will be implemented at the national level across Indonesia, covering a representative sample of health care facilities selected through the agreed sampling methodology.

Project coordination, technical consultations, and stakeholder meetings will be conducted through a combination of online and offline modalities, with Jakarta serving as the primary coordination hub for engagement with national stakeholders, including the Ministry of Health and other relevant partners.

The facility-level CRESHCF assessments will be conducted primarily through remote implementation, whereby participating health care facilities complete the standardized assessment using the SIKELIM platform following the training provided under this project. Technical support, monitoring, and follow-up will be provided remotely by the selected institution.

Where necessary, limited in-person meetings or consultations may be organized in Jakarta or other locations to support project coordination, stakeholder engagement, and dissemination of results.

5.5 Timelines

- Estimated Start Date: 15 June 2026
- End Date: 15 February 2027
- The total timeline for the project is 8 months

The phase of the activities can be done as follows:

Activity	Timeline
Collection of baseline data on climate-resilient and environmentally sustainable healthcare facility	Month 1 – Month 6
Development of Policy Recommendations and Dissemination of CRESHCF Assessment Results	Month 7
Final Report	Month 8

5.6 Reporting requirements

The project manager of the selected contractor will be expected to provide an updated status in a written format on a monthly basis.

Formal reporting (by VC and in the format of a technical report) is expected upon delivery of each deliverable (see above).

Additional reporting activities may be requested by WHO or initiated by the project manager on a need basis.

5.7 Finance and accounting requirements.

Payments will be released by WHO against the satisfactory and timely production of deliverables.

5.8 Performance monitoring

The Contractor will be evaluated on institutional capacity, the quality of the technical proposal, and key personnel, including:

- their capacity to deliver products of an optimal technical quality within the agreed timelines.
- the control of the costs.
- their proper and smooth project management (including communication with the Technical Officer, the Project Lead and any other stakeholder);
- their service orientation and responsiveness to WHO's needs and expectations.

5.9 Further Capacities

N/A

5.10 Format of the Bidders Proposal

The proposal from the Proposer should include among others the following information

5.10.1 Executive Summary

The bidder's proposal must be accompanied by an Executive Summary (of 50 pages maximum) introducing the proposed solution and approach / methodology.

5.10.2 Approach/Methodology

Bidders are invited to describe the methodology of work that will be adopted in the various stages of the workplan, and their proposed approach to satisfy WHO's expectations (in line with Requirements detailed under 5.3 above), including performance indicators and quality control methods.

5.10.3 Proposed Solution

Bidders are requested to clearly describe their proposed solution for implementing the CRESHCF assessment in Indonesia, in line with the requirements and expected outputs outlined under Section 5.3. The proposed solution should present a strategic and results-oriented approach, demonstrating how the bidder will deliver a validated national baseline, integrate assessment results into the SIKELIM platform, and translate findings into actionable policy and planning inputs. Bidders should explain how their approach ensures national representativeness, data quality, and effective stakeholder engagement, including coordination with the Ministry of Health and WHO. The proposal must also identify key implementation risks, such as delays in facility participation, data quality or completeness issues, and capacity constraints, and outline clear mitigation measures, including quality assurance mechanisms, monitoring arrangements, and contingency actions to ensure timely delivery of outputs.

5.10.4 Proposed Timeline

Bidders are requested to submit a detailed and realistic project timeline that clearly demonstrates how the activities and deliverables described under Section 5.3 will be implemented within the timelines specified in Section 5.5. The timeline shall present all major phases, key activities, milestones, and corresponding deliverables, including dependencies and critical paths where relevant. The proposed schedule should reflect a logical sequencing of activities, from inception, methodology finalization, capacity building, data collection and validation, analysis, consultation, to dissemination, while ensuring timely production of all contractual outputs. The timeline must be submitted in MS Project (MPP), Excel (XLS), or PDF format and should clearly indicate start and end dates for each activity, roles and responsibilities, and key review and approval points. Bidders should also demonstrate how the proposed timeline accounts for potential implementation risks and contingencies to ensure adherence to agreed deadlines.

Section 6: General Conditions of Contract

6.1 General Conditions of the Contract for the Agreement for the Performance of Work (APW)

In the event of an Agreement for the Performance of Work (APW) is the resultant contract type, the General Conditions attached to the APW will be applicable and can be downloaded on the link below.

<https://www.who.int/publications/m/item/general-and-contractual-conditions>.

6.2 General Conditions of the Contract for the Technical Services Agreement (TSA)

In the event of a Technical Services Agreement (TSA) is the resultant contract type, the General Conditions attached to the TSA will be applicable and can be downloaded on the link below.

<https://www.who.int/publications/m/item/tsa-general-conditions>

6.3 Failure to access the general Conditions of Contract

In case the proposer fails to access and download the above General conditions, please contact us at the email wpinoprocurement@who.int and the pdf copy will be sent to you

6.4 General conditions of the contract that will apply to this RFP

For this RFP, the following general conditions of the Contract will apply

Select One:

- General Conditions of the Contract for the Agreement for the Performance of Work (APW)
- General Conditions of the Contract for the Technical Services Agreement (TSA)

6.5. Acceptance of the general Conditions of Contract

By submitting a proposal in response to this RFP, the proposer confirms that they have accessed, read, understood, and accepted the General Terms and Conditions. The proposer further acknowledges that, if awarded the contract, these General Conditions shall apply.

Section 7: Returnable Forms

The following forms must be submitted with the vendor's proposal. Failure to submit the mandatory completed forms may result in proposal rejection.

These forms include.

Nature of Form	Name of the Form
Mandatory	Annex A: Letter of Intent
Mandatory:	Annex B: Confidentiality Undertaking
Mandatory	Annex C: Proposal completeness form
Mandatory	Annex D: Proposers Information.
Mandatory	Annex E: Financial Proposal Form
Mandatory	Annex F Self Declaration Form
Optional	Annex G Sustainable Procurement Questionnaire
Optional	Annex H CV Template

Annex A: Letter of Intent

Please acknowledge receipt of this RFP by completing this form and submitting it under the “Correspondence” tab of UNGM by the date specified, in the Letter of Invitation or through the email indicated in the RFP

From: [Company]

UNGM
Number: [Insert UNGM
number]

Subject RFP reference: RFP 031-2026

Check the appropriate box	Description
<input type="checkbox"/>	YES , we intend to submit a proposal.
<input type="checkbox"/>	NO . We are unable to submit a competitive proposal for the requested services at this time.

If you selected NO above, please indicate the reason(s) below:

Check applicable	Description
<input type="checkbox"/>	The requested services are not within our range of supply.
<input type="checkbox"/>	We are unable to submit a competitive proposal for the requested services at this time.
<input type="checkbox"/>	The requested services are not available at this time.
<input type="checkbox"/>	We cannot meet the requested terms of reference.
<input type="checkbox"/>	The information provided for proposal purposes is insufficient.
<input type="checkbox"/>	Your RFP is too complicated.
<input type="checkbox"/>	Insufficient time is allowed to prepare a proposal.
<input type="checkbox"/>	We cannot meet the delivery requirements.
<input type="checkbox"/>	Sustainability criteria/requirements are too stringent (if applicable).
<input type="checkbox"/>	We do not export.
<input type="checkbox"/>	We do not sell to the UN.
<input type="checkbox"/>	Your requirement is too small.
<input type="checkbox"/>	Our capacity is currently full.
<input type="checkbox"/>	We are closed during the holiday season.
<input type="checkbox"/>	We had to give priority to other clients' requests.
<input type="checkbox"/>	The person handling proposals is away from the office.
<input type="checkbox"/>	We cannot adhere to your terms and conditions e.g. payment terms, request for Performance Security etc. <i>(please provide details below)</i> :
<input type="checkbox"/>	We would like to receive future RFPs for this type of service.
<input type="checkbox"/>	We do not wish to receive RFPs for this type of service.
<input type="checkbox"/> Other reasons	Click or tap here to enter text.

Annex B: Confidentiality Undertaking

1. The World Health Organization (WHO), acting through its Department / Business centre of Healthier Population and NCD Unit/Environmental Health has access to certain information relating to Implementation of Assessment of Climate-Resilient and Environmentally Sustainable Health Care Facility (CRESHCF) in Indonesia which it considers to be proprietary to itself or to entities collaborating with it ("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 the Implementation of Assessment of Climate-Resilient and Environmentally Sustainable Health Care Facility (CRESHCF) in Indonesia Project ("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. Notwithstanding any specific provision herein, this Undertaking and any dispute arising therefrom or relating thereto shall be governed by general principles of law, to the exclusion of any single national system of law. Any dispute arising from or relating to the Undertaking, including its validity, interpretation, or application, shall, unless amicably settled, be subject to conciliation. In the event 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 parties 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 parties shall accept the arbitral award as final.
8. Nothing in this Undertaking shall constitute or be deemed to constitute a waiver of any of the privileges and immunities enjoyed by WHO under any source of law, or as a submission to the jurisdiction of any national court or tribunal.

Acknowledged and Agreed:

Company Name:	Company name
Mailing Address:	Indicate your address.
Name and Title of duly authorized representative:	Indicate name and title of your authorized representative
Signature:	
Date:	Select date from drop down

Annex C: Proposal Completeness Form

To be filled by the vendor and submitted as guided. Please ensure Forms in the technical proposal must be separated from forms to be submitted in the financial proposal.

Form	Requirement	Completed in full (Yes/No)
Annex A	Letter of Intent <i>To be submitted before the closing date either by email or via In-tend Correspondence tab</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Annex B	Confidentiality undertaking form To be part of technical proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No
Annex C	Proposal completeness form To be part of technical proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No
Annex D	Information about Proposer To be part of technical proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No
Annex E	Financial Proposal To be part of financial proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No
Annex F	Self-Declaration Form To be part of technical proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No
Section 5.10: Format of the Bidders Proposal	Technical Proposal , including: - Executive Summary, - proposed solution, - approach/methodology, - timeline. Please provide all information including relevant attachments to make a robust proposal To be part of technical proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No
Company Name:	Company name	
Mailing Address:	Indicate your address.	
Name and Title of duly authorized representative:	Indicate name and title of your authorized representative	
Signature:		
Date:	Select date from drop down	

N.B Combining or misplacement of proposals i.e. financial documents in technical envelope and technical documents in financial envelope may lead to the rejection of the proposal.

- a) If Submission of proposals is via a dedicated email, please first send the technical proposal only containing forms (B, C, D F and section 5.10) in the first email under the subject "TECHNICAL PROPOSAL". Please send a second email containing the financial proposal only including forms E and H under the subject "FINANCIAL PROPOSAL"
- b) If the submission is via In-Tend, please upload the technical proposal and all technical forms in the Technical Envelope. Upload the Financial proposal and all financial forms. In the Financial Envelope

Annex D: Proposer Information

RFP Reference	RFP 031-2026
Legal name of proposer	Click or tap here to enter text.
Legal address, city, country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of registration	Click or tap here to enter text.
Proposer's Authorized Representative information	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
Legal structure	Choose an item.
No. of full-time employees	Click or tap here to enter number.
No. of staff involved in similar contracts	Click or tap here to enter number.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Years of supplying to UN organizations	Click or tap here to enter text.
Are you a WHO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Countries of operation	Click or tap here to enter text.
History of Bankruptcy	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain in a separate sheet

History of Non-Performing Contracts

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History and Legal Information

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (state currency)	Contract Identification	Total Contract Amount (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which your company was legally contracted or sub-contracted by the Client or was one of the Consortium/JV partners. Assignments completed your Company’s individual experts working privately or through other firms cannot be claimed as the relevant experience of the Company, or that of the Company’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Company should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested.

The vendors are required also to provide the below details in their proposals in the chronological order indicated.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

The enclosed Proposal is valid for 120 days from the date of this form (Ref. Article 14 of Section **Error! Reference source not found.**).

Agreed and accepted on **Select the date.**

Company Name:	Company name
Mailing Address:	Indicate your address.
Name and Title of duly authorized representative:	Indicate name and title of your authorized representative
Signature:	
Date:	Select date from drop down

Annex F: 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.
- j. it has zero tolerance for sexual misconduct (an all-inclusive term which includes sexual exploitation, sexual abuse, sexual harassment, and all forms of prohibited sexual behaviour), harassment and other types of abusive conduct and has appropriate procedures in place to prevent and respond to sexual misconduct (an all-inclusive term which includes sexual exploitation, sexual abuse, sexual harassment, and all forms of prohibited sexual behaviour), harassment and other types of abusive conduct.

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.

Company name	[Company]
Mailing address	Click or tap here to enter text.
Name and Title of authorized representative	Click or tap here to enter text.
Signature	
Date	Click or tap to enter a date.

Annex G: Sustainable Procurement Questionnaire (delete if not applicable)

Sustainable procurement, which includes environmental, social and economic factors, is one of the [Guiding Principles of WHO Procurement](#) and in order for it to be implemented requires the collaboration of its suppliers.

Suppliers wishing to do business with WHO are expected to read, accept and agree to comply with the WHO Policies and the General and Contractual Conditions as identified in the [WHO Procurement website](#). In addition, suppliers are expected to adhere to the principles, and meet the standards, set forth in the [UN Supplier Code of Conduct](#), the UN's expectations on the areas of labor rights, human rights, environmental standards and ethical conduct.

In order for WHO to have a better understanding of where suppliers stand on these areas, suppliers are required to complete the following questionnaire. WHO understands its suppliers are at different stages of implementing these standards and expects them to progressively be enhanced in line with the Code's continuous improvement principle. As such, while replying to this questionnaire is mandatory, WHO will not be evaluating the input received, unless specifically indicated on the solicitation document's evaluation criteria section. WHO however reserves its right to verify the completeness and accuracy of information provided.

<p>1. Environmental Responsibility Does your organization manage and mitigate the impacts of its operations on the environment such as through the maintenance of a formal Environmental Management System, such as ISO14001?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>2. Social Responsibility Does your organization manage and mitigate the impacts of its operations on local communities such as through the development of local community outreach programs?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>3. Labor Rights Does your organization have policies and processes in place to identify and remediate instances of child and forced labor or discrimination in its operations?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>4. Health and Safety Does your organization proactively safeguard the health and safety of its employees such as through the maintenance of a formal health and safety management system, such as OHSAS18001?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>5. Equal Opportunity Does your organization have policies and processes in place to eliminate discrimination and promote equal opportunities for men and women at all levels such as through employment and outreach activities to target qualified females and minority community members such as persons with disabilities?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>6. Supply Chain Responsibility Does your organization possess a supplier code of conduct that complies with the expectations set out in the UN Supplier Code of Conduct?</p> <p>Does your organization enforce its suppliers' compliance with the code of conduct through regular monitoring and communication, such as through SA8000?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>7. Supplier Diversity and Inclusion Does your organization actively promote the inclusion of local small, medium or minority businesses such as those owned by women, youths, ethnic and social minority groups including persons with disabilities?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>8. Social and Environmental Regulatory Compliance In the past five years, has your organization ever been cited for non-compliance with any local social and environmental regulations in the countries where you operate?</p> <p>If your organization has been cited, please provide documentation regarding the issue of non-compliance and the country of origin as well as how the issue was resolved and compliance achieved.</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>

<p>9. Ethical Business Behaviour Does your organization have the policies and processes in place to avoid and pro-actively prevent any form of proscribed practices: corruption, fraud, coercion, collusion, unethical practice and obstruction?</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>
<p>10. UN Global Compact Is your organization a participant of the UN Global Compact (UNGC)? If yes, year in which your organization joined the UNGC UNGC participant #, date of last COP and level of COP.</p>	<p><input type="checkbox"/>Yes <input type="checkbox"/>No Additional comments/details:</p>

Acknowledged and confirm:

Company name	[Company]
Mailing Address	Click or tap here to enter text.
Name and Title of duly authorized representative:	Click or tap here to enter text.
Signature:	
Date	Click or tap to enter a date.

ANNEX H: CV Template

In addition to the required information stated in Annex 7 Evaluation Criteria, please refer to below format in preparing CVs of proposed personnel.

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Year of Experience Related to this RFP	[Insert]
Project Experience / Portfolio Related to this RFP	<i>[Describe the position in the project, the time of project assignments, tech stack and the scope of project work]</i>
Tech Stack/Technical Skills	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i>
	[Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i>
	Name of institution: [Insert]
	Date of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i>
	[Insert]

References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>
	Reference 1:[Insert]
	Reference 2:[Insert]
	List of Relevant Publication 1:[Insert] 2:[Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.