

**Responses to queries: RFP 023-2026**

Title of activity: IT Technical Support Assistance  
Deadline: 29 May 2026 (extended to 5 June 2026)

No	Bidders' Queries	WHO Responses
1	What is our scope and responsibility with any current IT related vendors? Are we the coordinators or do we manage them also?	We currently have one IT assistant on WHO rolls. The selected IT company will coordinate further with the existing resource
2	If their contracts overlap with ours, at the end of their contracts, will they be renewed or subsumed, in an amendment, under our contract?	For staff, contracts are renewed/extended based on the performance. There is no overlap.
3	Are we prohibited from participating in any future WHO IT Tenders while our contract is ongoing?	No. The Supplier may be invited for future tender in case of requirement of IT equipment.
4	During our contract period, are we expected and/or can we provide solutions for efficiency, improvements and additions within WHO framework?	Yes