**RFP Ref: EM/RGO/DAF/LSP/P/0006036**

Emergency RFP EM/LEB National capacity building in resuscitation for hospital staff

**Answers to the bidders’s queries through the UNGM**

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| **Question No.** | **Reference to RFP (Paragraph#)** | **Supplier’s Question** | **WHO Answer** |
|  | **Annex 4** | **Should Annex 4 include a detailed narrative or simple answers to the raised questions. given the current format of Annex 4, it does not look like it requires signature of an authorized individual** | **Annex 4 should provide documentation for the required information, to be uploaded in UNGM, “Tender Documents” tab, under “Technical Envelope” ONLY.** |
|  | **Annexes 1, 2, 3 and 6** | **Should Annexes such as Annex 1, 2, 3 and 6 be placed on the organization's letterhead** | **No need to include the organization's letterhead in Annexes 1, 2, 3 and 6. It needs to be completed signed and stamped.** |
|  |  | **Any specific guidance concerning the allowability and applicability of overhead in the budget** | **This is a competitive process. Each supplier should submit its best offer for the required work. Noting that WHO will be selecing the best value for money based on the technical and financial evaluation criteria described in section 5.4 of the RFP. Noting that WHO does not accept overheads (admin cost) more than 10%.** |
|  |  | **If the organization opts for a select number of days (no less than 10%), does the organization have any say in determining areas that the training may serve?** | **The organization will be stating in which areas these training will be provided. The technical evaluation is accounting for the capacity of the organization in providing training, especially in remote areas.** |
|  | **Annex 4** | **In Annex 4, if a university is applying, do you need information for questions 1.1.4 and 1.1.5 and 3.1.1 for the entire university or just for the unit submitting the proposal who may manage the activity?** | **Information is needed for the whole Entity that is registered in the UNGM. In case the submission will be done by a sub-entity under the main supplier, then the documents for both entities (the main and the sub-entity) should be provided, as indicated in section 4.5 of Annex 4 in the RFP.** |
|  | **Annex 4** | **in Annex 4, do you need the audited financial statements for the past three years? if yes, should they go with the technical envelope as part of Annex 4, or be part of the financial envelope?** | **The audited financial statements are needed for the past three years, as indicated in Annex 4. These documents should be part of the technical envelope.** |
|  |  | **Please note that we are certified by AHA international center, but does not have a MOPH certification. Please advise if this is sufficient.** | **MOPH acknowledged that AHA certification is accounted to be equivalent to MOPH certification** |

**Answers provided to the bidders’ queries during the online**

**Q&A session took place on 2 Dec 2021**

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|  | **Appendix 2** | **The country suffers from political and health unstability, with many of the certified trainers leaving the country. Certifying new trainers requires a specific number of supervised sessions. How to ensure quality?** | **The organization will provide its capacity for training using appendix 2, and acknowledge the risk of losing certified trainers with plans on how to replace these trainers** |
|  |  | **Will the selected organization receive an advance on the payment just after the contract signature to account for its start-up cost such as increasing the number of mannequins, printing the training material, etc.** | **Advance payment can be processed upon signature of the agreement by the selected institution up to 50%, given that necessary justification is provided for this action.** |
|  |  | **For the remote areas, the organization may select to account for overnight accommodation for the trainers. Under which line budget should this be accounted for?** | **This should be part of the transportation or other costs.** |
|  |  | **Is it possible to have a basic life support training in the morning followed by starting the training for an advanced life support on the same day?** | **This is possible as long as the minimum requirements for quality training is accounted for.** |
|  |  | **Can the number of days for neonatal life support training and for pediatric advanced life support be decreased to 1 day?** | **This is possible as long as the minimum requirements for quality training is accounted for.** |
|  |  | **Is it possible to ask the trainees to come to the organization to take the training?** | **Asking trainees to take the training within the organization premises will incur transportation cost to the trainees that are not accounted for in the RFP, and will decrease the chance to have the targeted hospital medical personnel take the training, especially staff working in critical care and doctors.** |
|  |  | **How to ensure that the training rooms selected in the hospitals are meeting the minimum training requirements?** | **There will be an organizational team at WHO level who will be checking on the available spaces for training and coordinating with the training organization** |
|  |  | **How to account for winter wheather?** | **Selection of the dates for the training days in areas that might be affected by the bad wheathers such as snow and fog will take into account the wheather forecast and will be done in close coordination with the training organization** |
|  |  | **Training organization are not allowed to provide training inside the Palestinian camps** | **For Palestinian hospitals located inside the camps and willing to benefit from the training, a training site will be selected outside the camp but close to it.** |
|  |  | **What will be done if the total number of sessions provided by the selected organizations altogether is lower than the total number initially requested by WHO?** | **WHO, through a central team recruited outside this RFP will prioritize the staff to be trained in targeted hospitals based on the number of training sessions that can be provided by the selected organizations altogether.** |
|  |  | **Fees for trainers may change based on the targeted governorate. Is it possible to subdivide the budget accordingly?** | **The trainer fees should be standard across, irrespective of the targeted location. In case of additional cost envisaged outside the trainer fees, please reflect them under transportation cost or any other cost.** |