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| **Revision 1 (29 January 2025)** – This version includes revision in 2.2.2 for the submission of the commercial proposal. The replaced text is highlighted in Yellow. |

**INVITATION TO BID - Software for content management and dissemination via digital signage at WHO**

**Invitation to Bid (ITB)**

**Bid Reference**

**WHO-SHQ-ITB-24-3125**

**Unit Name**

**HQ Department of Communications**

**Closing date**

11 February 2025

# INTRODUCTION

## **About WHO**

### WHO Mission Statement

The World Health Organization 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.

### Structure of WHO

The World Health Assembly (WHA) is the main governing body of WHO. It generally meets in Geneva in May of each year and is composed of delegations representing all 194 Member States. Its main function is to determine the policies of the Organization. In addition to its public health functions, the Health Assembly appoints the Director-General, supervises the financial policies of the Organization, and reviews and approves the proposed programme budget. It also considers reports of the WHO Executive Board, which it instructs with regard to matters upon which further action, study, investigation or report may be required.

The Executive Board is composed of 34 members elected for three-year terms. The main functions of the Board are to give effect to the decisions and policies of the WHA, to advise it and generally to facilitate its work. The Board normally meets twice a year; one meeting is usually in January, and the second is in May, following the World Health Assembly.

The WHO Secretariat consists of some 8,400 staff at the Organization's headquarters in Geneva, in the six regional offices and in countries. The Secretariat is headed by the Director-General, who is appointed by the WHA on the nomination of the Executive Board. The head of each regional office is a Regional Director. Regional directors are appointed by the Executive Board in agreement with the relevant regional committee.

## **Background**

Under the 14th Global Programme of Work, WHO’s overarching mission is to promote, provide and protect health and well-being for all people, everywhere.

To promote Health:

* Respond to climate change, an escalating health threat in the 21st century.
* Address health determinants and the root causes of ill health in key policies across sectors.

To provide health:

* Advance the PHC approach and essential health system capacities for universal health coverage.
* Improve health service coverage and financial protection to address inequity and gender inequalities.

To protect health:

* Prevent, mitigate, and prepare for risks to health from all hazards. Rapidly detect and sustain an effective response to all health emergencies.

The Department of Communications undertakes internal and external communications to support the WHO mission and to help the organisation use communications to meet its objectives. The internal communications team is focussed on ensuring all WHO staff are informed, connected, and engaged in their daily work so that they can maximise their productivity at the workplace, and by doing so contribute to the overarching mission of the organisation.

The digital screens on WHO premises are an important communications channel through which staff are alerted to current opportunities in terms of activities, announcements and updates that are easily accessible as they navigate their time within the WHO buildings.

## **Objective of the ITB**

The purpose of this Invitation to Bid (ITB) is to enter into a Long Term Agreement(s) for a duration of 5 years with a successful bidder for the supply of the following: Software for content management and dissemination via digital signage at WHO.

WHO is an Organization that is dependent on the budgetary and extra-budgetary contributions it receives for the implementation of its activities. Bidders are, therefore, requested to propose the best and most cost-effective solution to meet WHO requirements, while ensuring a high level of service.

# Requirements

Bidders are expected to examine all instructions, forms, specifications, terms and conditions contained within this WHO solicitation document. Failure to comply with these documents shall be at the bidder’s risk and may affect the evaluation of the bids, or may result in the rejection of the bid.

## **Characteristics of the Bidder**

The bidders must provide all of the information and documents required in sections 2.1.1 to 2.1.4 and listed in Annex 4.

The Contractor shall be a for-profit institution operating in the field of digital screen signage applications with over 5 years of experience in successful product and customer service delivery with WHO, Other UN or international organisations, private sector entities.

### 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 would be an asset (desirable).

### Previous experience

* Proven experience in the field of /digital signage software licensing.
* Previous work with WHO, other international organizations and/or major institutions in the field of Telecommunications and information technology

### Capacities

* Timely sale and activation of software licence is a priority.
* Timely cancellation of Service when requested.
* Support for locations where displays are deployed.
* English and French language communications for 24/7 sales and technical support are desired.

## **Requirements**

All the requirements listed in this section must be complied with by bidders.

### Requirements for the Technical proposal of the Bid

The Technical proposal must be submitted using the Technical proposal sheet (Annex 1).

Bidders are expected to submit the following documents as part of the Technical part of their bid:

1. Platform should provide easy-to-use content management which enables content creation through simple pre-defined templates and content playback management to industry standard digital signage screens and players.
2. Is a cloud-based platform as a service.
3. Allows for multiple users in a location to manage the licenses bought in a given location.
4. Supports different players for content display, minimum Bright sign, Samsung TV, Cisco Webex endpoints, etc.
5. Has a creative suite to develop digital content including regularly updated content templates library that conform at a minimum to the Web Content Accessibility Guidelines (WCAG) 2.1 at the AA conformance level for applications, web content, documents, and mobile applications, a vast stock image library, option to add up and upload other images, videos etc.
6. Permits creation of shared libraries and individual libraries to manage screen use which can be sorted by various criteria including date, name, location, content creator etc.
7. Has the option to preview digital content before publishing on screens.
8. Has version control for all graphic content created on the application so that users can revert to a previous version or adapt versions to local needs.
9. Can display news feeds from broadcast TV, social media, YouTube or streaming services.
10. API integration for custom workflows or integrations with internal systems.
11. Integration with sensors (e.g., motion or presence detection).
12. Integration with data feeds (e.g., stock market feeds, weather, news, etc.).
13. Integration with Microsoft SCCM and/or Microsoft Intune for user laptops lock screen picture deployment.
14. Includes Video Wall option for larger screens for interactive content or touchscreen kiosks where employees are expected to browse for information.
15. Include broadcasting mode for an emergency messaging - instantly override all screens when needed.
16. Is user friendly and intuitive with a user interface in English and French.
17. Comes with free live application orientation for new license owners.
18. Has an online support knowledge training library for self-help.
19. Service Level Agreements (SLA) for 24/7 uptime, 1-2 hours during working hours 8/5 response times, and within next business day resolution times for support requests.
20. Has support on demand for users to ensure timely troubleshooting and debugging.
21. Provide varied permission-based access depending on roles and location of license holders.
22. Support dynamic content creation from O365 tools like Power BI, SharePoint, Viva Engage, or from social media channels like Twitter X, YouTube, Facebook, TikTok, etc.
23. Support SSO with WHO Azure AD.
24. Has a weather and time clock option for the globe in particular where WHO offices are located i.e. North and South America, Africa, Europe, South East Asia, Middle East and Western Pacific.
25. Following WHO Accessibility standards for platform and creative suite, compliance steps to be confirmed. See Annex 9

Non-Functional Requirements

1. The proposed solutions shall comply with **WHO Cybersecurity Recommendations** – see Annex 7 Cybersecurity Recommendations. Please check the box next to each recommendation to indicate your compliance. Please provide reasonable evidence in support of your statement of compliance (i.e. certificates, product documentation, audit reports, etc.)
2. WHO is highly committed to the achievement of the health-related **Sustainable Development Goals** (SDGs) targets, and as such, expects significant commitment to sustainability from its Contractors, including the following aspects that have been identified in the UN Sustainable Procurement Framework:
   1. Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.
   2. Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.
   3. Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.

Please complete and submit Annex 8 for this purpose.

### Requirements for the Commercial part of the Bid

The commercial proposal may be submitted in any format that allows the identification of costs for each component of the licence or related service.

~~The Commercial proposal should be submitted by using the Commercial proposal sheet (Annex 2). Bids with a different pricing format may be rejected.~~

The currency of the proposal shall preferably be US Dollars, but any other United Nations convertible currency will be acceptable. Prices should not include VAT.

Price should be indicated for the purchase of the software license, both individual units as well as for mass purchases of 50, 100, 150 etc. Installation and setup fees must be clearly indicated.

Ongoing maintenance and support costs must be provided.

Clear payment structure must be submitted including terms and conditions.

Any quantity or other discounts (e.g.: volume discounts) shall be clearly indicated.

Bidders shall submit their proposal for Electronic delivery.

The prices offered by the prospective suppliers may be subject to revision in case of extension of contract. Any adjustment or revision to the prices shall only be made effective upon agreement based on written amendment signed by both parties.

# INSTRUCTIONS TO BIDDERS

Bidders should follow the instructions set forth below in the submission of their bid to WHO.

WHO will not be responsible for any proposal which does not follow the instructions in this ITB, including this Section 3, and WHO may, at its discretion, reject any such non-compliant proposal.

## **Language of the Bid and other Documents**

The bid prepared by the bidder, and all correspondence and documents relating to the bid exchanged by the bidder and WHO shall be written in the English language.

## **Contents of the Bid**

The bid shall include the complete technical and commercial proposals (Annexes 1 and 2) and requested supporting documents (Annexes 4, 5, 6, 7, 8, 9 and Evidence of previous experience must be provided including references to contact for further information).

The bidder is expected to follow the bid structure described in this document and otherwise comply with all instructions, terms and specifications contained in, and submit all forms required pursuant to this ITB. Failure to follow the aforesaid bid structure, to comply with the aforesaid instructions, terms and specifications, and/or to submit the aforesaid forms will be at the bidder’s risk and may affect the evaluation of the bid.

## **Cost of Bid preparation**

The bidder shall bear all costs associated with the preparation and submission of the bid, including but not limited to the possible cost of discussing the bid with WHO, making a presentation, negotiating a contract and any related travel.

WHO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

## **Communications during the ITB Period**

Any request for clarification on technical, contractual or commercial matters is to be submitted EXCLUSIVELY via UNGM no later than 31 January 2025 at 23:00 hours, Central European time.

Questions are to be submitted via UNGM “Correspondence” tab, and mandatorily formulated as follows:

|  |  |  |
| --- | --- | --- |
| Question # | Reference to ITB (paragraph/annex #) | Question text |

WHO will respond in writing via the “Correspondence” tab of UNGM to any request for clarification that it receives by the deadline indicated above. A consolidated document of WHO's responses to all questions (including an explanation of the query but without identifying the source of enquiry) will be sent to all prospective bidders who have received the ITB.

There shall be no individual presentation by or meeting with bidders until after the closing date for submission of bids. From the date of issue of this bid to the final selection, contact with WHO officials concerning the ITB process shall not be permitted, other than through the submission of queries as per the process described above, and/or through a possible presentation or meeting called for by WHO, in accordance with the terms of this ITB.

## **Joint Bid**

Two or more entities may form a consortium and submit a joint bid offering to jointly provide the goods described in the bid. Such a bid 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.

## **Format and Signing of Bids**

Only bids received via UNGM will be considered.

Offers must be made in accordance with the instructions contained in this ITB. All proposals must be submitted via the e-tendering portal <https://ungm.in-tend.co.uk/who>.

All technical specifications and full documentation must be submitted by the same means. Offers submitted by other methods shall not be considered.

## **Exclusion of Submission of Bids by E-mail or in Hard Copy**

Only those bids submitted via UNGM will be accepted by WHO. **Under no circumstances shall bids be submitted to WHO by any other means, including, without limitation, by E-mail or in hard copy.**

## **Period of Validity of Bids**

The bid must be valid for a period of **180 calendar days** after the closing date. A bid valid for a shorter period may be rejected by WHO. In exceptional circumstances, WHO may solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. Any bidder granting such an extension will not, however, be permitted to otherwise modify its bid.

## **Closing Date for Submission of Bids**

Bids must be submitted via UNGM before 11/02/2025 at 15:30 hours Central European Time (GMT +1:00).

**No late submissions of bids will be possible or accepted. Bidders are therefore advised to ensure that they have taken all steps to submit their bids sufficiently in advance of the above closing date and time, including complying with any technical requirements of the UNGM system.**

WHO may, at its own discretion, extend this closing date for the submission of bids by notifying all bidders thereof in writing.

## **Modification and Withdrawal of Bids**

The bidder may withdraw its bid any time after the bid’s submission and before the opening of the bids, provided a written and signed notice of the withdrawal, uploaded under the “Correspondence” tab of UNGM, is received by WHO prior to the closing date for the submission of bids.

No bid may be modified after the closing date for submission of bids, unless WHO has issued an amendment to the ITB allowing such modifications (see section 3.8).

No bid may be withdrawn in the interval between the closing date for submission of proposals and the expiration of the proposal validity period.

## **Receipt of bids from non-invitees**

WHO may, at its own discretion, if it considers this necessary and in the interest of the Organization, extend the ITB to bidders that were not included in the original invitation list.

## **Amendment of the ITB**

WHO may, at any time before the closing date, for any reason, whether on its own initiative or in response to a clarification requested by a (prospective) bidder, modify the ITB by written amendment. Amendments could, inter alia, include modification of the requirements and/or extension of the closing date for submission of proposals. All prospective bidders that have received the ITB directly from WHO will be notified in writing of all amendments to the ITB and will, where applicable, be invited to amend their bid accordingly.

## **Conduct and exclusion of Bidders**

All bidders must adhere to the UN Supplier Code of Conduct, which is available at the following link: <https://www.ungm.org/Public/CodeOfConduct>

In addition, bidders shall submit a signed Self Declaration form, attached hereto as Annex 5.

Bidders will be excluded if:

* they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
* they or persons having powers of representation, decision making or control over them have 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 or trafficking in human beings;
* they or persons having powers of representation, decision making or control over them have been the subject of a final judgment or of a final administrative decision for financial irregularity(ies);
* it becomes apparent to WHO that they are guilty of misrepresentation in supplying, or if they fail to supply, the information required under this ITB and/or as part of the bid evaluation process; or
* they have a conflict of interest, as determined by WHO in its sole discretion.

WHO may decide to exclude bidders for other reasons.

# OPENING AND EVALUATION OF BIDS

## **Opening of Bids**

After the closing date for submission of bids, WHO will open the bids that were received in a timely manner.

WHO will open the bids in the presence of a Committee formed by WHO.

There will be no public bid opening.

## **Clarification of Bids**

WHO may, at its discretion, ask any bidder for clarification of any part of its bid. The request for clarification and the response shall be in writing. No change in price or substance of the bid shall be sought, offered or permitted during this exchange.

## **Evaluation of Bids**

WHO will examine the bids to determine whether they are complete, properly signed and whether they satisfy the requirements as per section2.2: Requirements.

Once the bids have been found satisfactory, WHO will proceed with their evaluation as follows:

**Technical evaluation**: to ensure the bid meets the essential requirements.

**Commercial evaluation**: the evaluation will be based on the most technically compliant and lowest price.

If WHO determines that the bid is not technically responsive, the bid shall be rejected.

**Please note that WHO is not bound to select any bidder and may reject all bids.** Furthermore, since a contract would be awarded in respect of the bid which is considered most responsive, due consideration being given to WHO’s general principles, including economy and efficiency, WHO does not bind itself in any way to select the bidder offering the lowest price.

## **Samples**

WHO reserves the right to request free, non-returnable samples for evaluation and testing by WHO, or their representative, of the item and/or of the packing and packaging, prior to any award. Samples will be subject to technical review and laboratory analysis where appropriate. Samples provided to WHO are non-returnable.

If a bidder fails to provide in timely manner samples or documentation requested by WHO, WHO may declare the bid unsuccessful.

In case samples are required, they shall be properly organized and prepared for ease of inspection as follows:

# AWARD OF CONTRACT

## **Award of Contract**

WHO reserves the right to:

* Award the contract to a bidder of its choice, even if its bid is not the lowest;
* Award separate contracts for parts of the work, components or items, to one or more bidders of its choice, even if their bids are not the lowest;
* Accept or reject any bid, and to annul the solicitation process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) and without any obligation to inform the affected bidder(s) of the grounds for WHO’s action;
* Award the contract on the basis of the Organization’s particular objectives to a bidder whose bid is considered to be the most responsive to the needs of the Organization and the activity concerned;
* Not award any contract at all.

WHO has the right to eliminate bids for technical or other reasons throughout the evaluation/selection process. WHO shall not in any way be obligated to reveal, or discuss with any bidder, how a bid was assessed, or to provide any other information relative to the evaluation/selection process or to state the reasons for elimination to any bidder.

NOTE: WHO is **acting in good faith** by issuing this ITB. However, **this document does not obligate WHO to contract for the performance of any work, nor for the supply of any products or services**.

## **WHO's Right to modify Scope or Requirements during the Evaluation/Selection Process**

## At any time during the evaluation/selection process, WHO reserves the right to modify the scope of the goods called for under this ITB. WHO shall notify the change to only those bidders who have not been officially eliminated due to technical reasons at that point in time.

## **WHO’s Right to enter into Negotiations**

WHO also reserves the right to enter into negotiations with one or more bidders of its choice, including but not limited to negotiation of the terms of the bid(s) and/or the deletion of certain items called for under this ITB.

### WHO’s Right to Extend/Revise the Requirements at Time of Award

WHO reserves the right at the time of award of contract to extend, reduce or otherwise revise the scope of the goods called for under this ITB without any change in the base price or other terms and conditions offered by the selected bidder.

## **Signing of the Contract**

Within 30 days of receipt of the contract, the successful bidder shall sign and date the contract and return it to WHO according to the instructions provided at that time. If the bidder does not accept the contract terms without changes, then WHO has the right not to proceed with the selected bidder and instead contract with another bidder of its choice.

## **Publication by WHO of Contract awards**

WHO reserves the right to publish (e.g. on the procurement page of its internet site) or otherwise make public information regarding contracts awarded, including Contractors’ names and addresses, a description of the goods or services provided and their value.

# PURCHASE ORDER GENERAL TERMS AND CONDITIONS

Purchase order(s) constitute the contract between WHO and the selected bidder(s). The purchase order(s) issued to the selected bidder ("the Contract") will, unless otherwise explicitly agreed in writing, include the general terms and conditions attached as Annex 3 of this ITB.

Unless otherwise specified in the purchase order(s), WHO shall have no obligation to purchase any minimum quantities of goods from the Contractor, and WHO shall have no limitation on its right to obtain goods of the same kind, quality and quantity as described in the purchase order(s), from any other sources at any time.

Unless otherwise specified, in the event that the Contract is a Long-Term Agreement (“LTA”), the Contractor shall offer the same prices and terms as those agreed with WHO under the Contract to other interested United Nations system agencies and to organizations eligible to purchase through WHO, it being understood that each such agency and organization will be responsible for independently entering into and administering its own contract with the Contractor. The Contractor shall take into account the additional quantities of goods purchased by all United Nations system agencies and other organizations as aforesaid to further reduce the prices for WHO and such other agencies and organizations.

## **List of Annexes and Appendices**

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| Annex 1 | Technical proposal |
| Annex 2 | Commercial proposal |
| Annex 3 | Purchase order general terms and conditions |
| Annex 4 | Information about bidders |
| Annex 5 | Self–Declaration form |
| Annex 6 | Confidentiality undertaking |
| Annex 7 | WHO Cybersecurity RFP Recommendations |
| Annex 8 | Sustainability Questionnaire |
| Annex 9 | WHO Accessibility Questionnaire |
| Appendix 1 | WCAG 2.1 Quick Reference Guide |

**Invitation to Bid (ITB)**

**Annex 1: Technical proposal**

**Invitation to Bid (ITB)**

**Annex 2: Commercial proposal**

The Commercial proposal may be submitted in any format that allows the identification of costs for each component of the licence or related service.

**Invitation to Bid (ITB)**

**Annex 3: Purchase order general terms and conditions**

**GENERAL TERMS AND CONDITIONS**

1. CONTRACT TERMS AND CONDITIONS

This Purchase Order, once accepted by the Vendor by signing and returning the Acknowledgement Document or delivering the goods specified herein, shall form a binding contract between the World Health Organization (WHO) and the Vendor. The contract between the parties is subject exclusively to the terms and conditions detailed below. Any contractual terms and conditions of the Vendor, whether included in the offer, invoices or any other document, are hereby excluded. In the event this Purchase Order contains any provisions which are contrary to the provisions contained in the Vendor’s offer, the provisions of this Purchase Order shall take precedence.

2. DELIVERY DATE

The Delivery Date shall mean the date on which the goods are required to be available at the location indicated in the Purchase Order under “Delivery Terms.”

3. PAYMENT TERMS

1. WHO shall, on fulfillment of the Delivery Terms, unless otherwise specified in the Purchase Order, make payment within 30 days of receipt of the Vendor's invoice for the goods and copies of the customary shipping documents specified in the Purchase Order.
2. Payment against the invoice referred to above will reflect any discount shown under the payment terms, provided payment is made within the period shown in the payment terms of the Purchase Order.
3. Unless authorized by WHO, a separate invoice must be submitted in respect of each Purchase Order. Each invoice shall indicate the identification number of the corresponding Purchase Order.
4. The prices shown in the Purchase Order may not be increased, except with the express written agreement of WHO.
5. Inspection prior to shipment does not relieve the Vendor from its contractual obligations.
6. WHO shall have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to the Purchase Order; payment for goods pursuant to the Purchase Order shall not be deemed to constitute acceptance by WHO of the goods.

4. TAX EXEMPTION

The price shall reflect any tax exemption to which WHO may be entitled by reason of the immunity it enjoys. WHO is, as a general rule, exempt from all direct taxes, custom duties and the like, and the Vendor will consult with WHO so as to avoid the imposition of such charges with respect to this Purchase Order and the goods supplied hereunder. As regards excise duties and other taxes imposed on the sale of goods (e.g. VAT), the Vendor agrees to verify in consultation with WHO whether in the country where the VAT would be payable, WHO is exempt from such VAT at the source, or entitled to claim reimbursement thereof. If WHO is exempt from VAT, this shall be indicated on the invoice, whereas if WHO can claim reimbursement thereof, the Vendor agrees to list such charges on its invoices as a separate item and, to the extent required, cooperate with WHO to enable reimbursement thereof.

5. EXPORT LICENCE

The Purchase Order is subject to the Vendor obtaining any export licence or other governmental authorization which may be necessary. It will be the responsibility of the Vendor to obtain such licence or authorization, however, WHO will provide such assistance within its power as the Vendor may reasonably request. In the event of refusal of any necessary export licence or other governmental authorization, the Purchase Order will be cancelled and all claims between the parties automatically waived. For export licence application and Exchange Control purposes, the source of funds or type of account from which payment for this order will be made is named overleaf.

6. RISK OF LOSS, DAMAGE OR DESTRUCTION

Risk of loss or damage to, or destruction of, the goods shall be borne by the Vendor until physical delivery of the goods has been completed in accordance with the Purchase Order.

7. FITNESS OF GOODS/PACKING

The Vendor warrants that the goods, including adequate packaging, conform to the specifications and are fit for the purposes for which such goods are ordinarily used and for purposes expressly made known to the Vendor by WHO, and are free from defects in workmanship and materials. The Vendor also warrants that the goods are contained or packaged adequately to protect them.

8. WARRANTY

The Vendor warrants that the use or supply by WHO of the goods delivered under the Purchase Order do not infringe any patent, trade name, trademark or other third party right. In addition, the Vendor shall, pursuant to this warranty, indemnify, defend and hold harmless WHO from any actions or claims brought against WHO pertaining to the alleged infringement of a patent, design, trade name, trademark or other third party right.

9. FORCE MAJEURE

Neither party to the Purchase Order shall be held responsible for delay in the fulfilment thereof due to force majeure, strikes, lock out, war, civil unrest, or other factors outside its control.

10. RIGHTS OF WHO

In case of failure by the Vendor to comply with the terms and conditions of the Purchase Order, including but not limited to failure to obtain necessary export licences, or to make delivery of all or part of the goods by the agreed Delivery Date(s), WHO may, after giving the Vendor reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

1. Procure all or part of the goods from other sources, in which event WHO may hold the Vendor responsible for any additional cost occasioned thereby;
2. Refuse to accept delivery of all or part of the goods; and/or
3. Terminate the Purchase Order.

11. INDEMNIFICATION

The Vendor shall indemnify and save harmless WHO, the Government and any other party who receives the goods delivered hereunder from and against all claims, damages, losses, costs and expenses arising out of any injury, sickness or death to persons or any loss of or damage to property, caused by the fault or negligence of the Vendor. WHO shall promptly give notice to the Vendor of any claims, damages, losses, costs and expenses and shall cooperate in a reasonable manner with the Vendor.

12. ASSIGNMENT AND INSOLVENCY

1. The Vendor shall not assign, transfer, pledge or make other disposition of this Purchase Order or any part thereof, or any of the Vendor's rights, claims or obligations under this Purchase Order except with the prior written consent of WHO.
2. Should the Vendor be adjudicated bankrupt, or be liquidated or become insolvent, or should the Vendor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Vendor, WHO may, without prejudice to any other right or remedy it may have under these General Terms and Conditions, terminate this Purchase Order forthwith. The Vendor shall immediately inform WHO of the occurrence of any of the above events.

13. USE OF WHO NAME AND EMBLEM

Without WHO’s prior written approval, the Vendor shall not, in any statement or material of an advertising or promotional nature, refer to this Purchase Order or the Vendor’s relationship with WHO, or otherwise use the name (or any abbreviation thereof) and/or emblem of WHO.

14. COMPLIANCE WITH WHO CODES AND POLICIES

By entering into this Purchase Order, the Vendor acknowledges that it has read, and hereby accepts and agrees to comply with, the WHO Policies (as defined below). In connection with the foregoing, the Vendor shall take appropriate measures to prevent and respond to any violations of the standards of conduct, as described in the WHO Policies, by its employees and any other natural or legal persons engaged or otherwise utilized in connection with the supply and delivery of the goods under the Purchase Order.

Without limiting the foregoing, the Vendor shall promptly report to WHO, in accordance with the terms of the applicable WHO Policies, any actual or suspected violations of any WHO Policies of which the Vendor becomes aware.

For purposes of the Purchase Order, the term “WHO Policies” means collectively: (i) the WHO Code of Ethics and Professional Conduct; (ii) the WHO Policy Directive on Protection from sexual exploitation and sexual abuse (SEA); (iii) the WHO Policy on Preventing and Addressing Abusive Conduct; (iv) the WHO Code of Conduct for responsible Research; (v) the WHO Policy on Whistleblowing and Protection Against Retaliation; (vi) the WHO Policy on Prevention, Detection and Response to Fraud and Corruption, and (vii) the UN Supplier Code of Conduct, in each case, as amended from time to time and which are publicly available on the WHO website at the following links: <http://www.who.int/about/finances-accountability/procurement/en/>  for the UN Supplier Code of Conduct and at <http://www.who.int/about/ethics/en/>  for the other WHO Policies.

15. ZERO TOLERANCE FOR SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT AND OTHER TYPES OF ABUSIVE CONDUCT

WHO has zero tolerance towards sexual exploitation and abuse, sexual harassment and other types of abusive conduct. In this regard, and without limiting any other provisions contained herein, the Vendor warrants that it shall (i) take all reasonable and appropriate measures to prevent sexual exploitation or abuse as described in the WHO Policy Directive on Protection from sexual exploitation and sexual abuse (SEA), and/or sexual harassment and other types of abusive conduct as described in the WHO Policy on Preventing and Addressing Abusive Conduct by any of its employees and any other natural or legal persons engaged or otherwise utilized in connection with the supply and delivery of the goods under the Purchase Order; and (ii) promptly report to WHO and respond to, in accordance with the terms of the respective Policies, any actual or suspected violations of either Policy of which the Vendor becomes aware.

16. TOBACCO/ARMS RELATED DISCLOSURE STATEMENT

Vendors may be required to disclose relationships they may have with the tobacco and/or arms industry through completion of the WHO Tobacco/Arms Disclosure Statement. In the event WHO requires completion of this Statement, the Vendor undertakes not to permit the goods to be supplied, until WHO has assessed the disclosed information and confirmed to the Vendor in writing that the goods can be supplied.

17. ANTI-TERRORISM AND UN SANCTIONS; FRAUD AND CORRUPTION

The Vendor warrants for the entire duration of the Purchase Order that:

1. it is not and shall not be involved in, or associated with, any person or entity associated with terrorism, as designated by any UN Security Council sanctions regime, that it shall not make any payment or provide any other support to any such person or entity and that it shall not enter into any employment or other contractual relationship with any such person or entity;
2. it shall not engage in any fraudulent or corrupt practices, as defined in the WHO Policy on Prevention, Detection and Response to Fraud and Corruption, in connection with the execution of the Purchase Order;
3. it shall take all necessary measures to prevent the financing of terrorism and/or any fraudulent or corrupt practices as referred to above in connection with the execution of the Purchase Order; and
4. it shall promptly report to WHO, through the WHO Integrity Hotline or directly to the WHO Office of Internal Oversight Services (IOS), any credible allegations of actual or suspected fraudulent or corrupt practices, as defined in the WHO Policy on Prevention, Detection and Response to Fraud and Corruption of which the Vendor becomes aware and respond to such allegations in an appropriate and timely manner in accordance with its respective rules, regulations, policies and procedures. Furthermore, the Vendor agrees to cooperate with WHO and/or parties authorized by WHO in relation to the response. Relevant information on the nature of any credible allegations of such actual or suspected violations, as well as the details of the intended response and the outcome of any such response, should be communicated and coordinated with WHO, with the understanding that, subject to the terms of the WHO Policy on Prevention, Detection and Response to Fraud and Corruption, confidentiality and the due process rights of those involved will be respected.

In the event that any resources, assets and/or funds provided to or acquired by the Vendor under the Purchase Order are found to have been used by the Vendor, its employees or any other natural or legal persons engaged or otherwise utilized for the supply and/or deliver of the goods under the Purchase Order, to finance, support or conduct any terrorist activity or any fraudulent or corrupt practices, the Vendor shall promptly reimburse and indemnify WHO for such resources, assets and/or funds (including any liability arising from such use).

18. BREACH OF ESSENTIAL TERMS

The Vendor acknowledges and agrees that each of the provisions of Paragraphs 14, 15, 16 and 17 hereof constitutes an essential term of the Purchase Order, and that in case of breach of any of these provisions, WHO may, in its sole discretion, decide to:

1. terminate this Purchase Order, and/or any other contract concluded by WHO with the Vendor, immediately upon written notice to the Vendor, without any liability for termination charges or any other liability of any kind; and/or
2. exclude the Vendor from participating in any ongoing or future tenders and/or entering into any future contractual or collaborative relationships with WHO.

WHO shall be entitled to report any violation of such provisions to WHO’s governing bodies, other UN agencies, and/or donors.

19. PUBLICATION OF AGREEMENTS

Subject to considerations of confidentiality, WHO may acknowledge the existence of this Purchase Order to the public and publish and/or otherwise publicly disclose the Vendor’s name and country of incorporation, general information with respect to the goods supplied hereunder and the Purchase Order value. Such disclosure will be made in accordance with WHO’s Information Disclosure Policy and shall be consistent with the terms of this Purchase Order.

20. AUDIT AND INVESTIGATIONS

WHO may request a financial and operational review or audit of the goods supplied by the Vendor under this Purchase Order, to be conducted by WHO and/or parties authorized by WHO, and the Vendor undertakes to facilitate such review or audit. This review or audit may be carried out at any time during the period of the supply of the goods under this Purchase Order, or within five years of the supply of the goods. In order to facilitate such financial and operational review or audit,the Vendor shall keep accurate and systematic accounts and records in respect of the goods supplied under this Purchase Order. Similarly, WHO may initiate an investigation into credible allegations of fraud and corruption and other forms of misconduct based on information received in accordance with its respective policies, procedures and rules.

In this context, the Vendor shall make available, without restriction, to WHO and/or parties authorized by WHO:

1. the Vendor’s books, records and systems (including all relevant financial and operational information) relating to this Purchase Order; and
2. reasonable access to the Vendor’s premises and personnel.

The Vendor shall provide satisfactory explanations to all queries arising in connection with the aforementioned audit and access rights.

WHO may request the Vendor to provide complementary information about the goods supplied under this Purchase Order that is reasonably available, including the findings and results of an audit (internal or external) conducted by the Vendor and related to the goods supplied hereunder.

21. SURVIVING PROVISIONS

Those provisions of this Purchase Order that are intended by their nature to survive its expiration or earlier termination shall continue to apply.

22. SETTLEMENT OF DISPUTES

Any matter relating to the interpretation or application of this Purchase Order which is not covered by its terms shall be resolved by reference to Swiss law. Any dispute relating to the interpretation or application of this Purchase Order shall, unless amicably settled, be subject to conciliation. In the event of failure of the latter, 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, with the Rules of Arbitration of the International Chamber of Commerce. The parties shall accept the arbitral award as final.

23. PRIVILEGES AND IMMUNITIES

Nothing contained in or relating to this Purchase Order shall be deemed to constitute a waiver of any of the privileges and immunities enjoyed by WHO and/or as submitting WHO to any national court jurisdiction.

**Invitation to Bid (ITB)**

**Annex 4: Information about bidders**

|  |
| --- |
| **Information required** |
| **1. Corporate information** |
| Company mission statement *(including profit or not for profit status)* |
| Accreditations |
| Geographical presence |
| Logistical Capacity |
| Storage Capacity |
| Declared financial statements for the past (3) three years1 |
| **2. Legal Information** |
| History of Bankruptcy |
| Pending major lawsuits and litigations in excess of USD 100,000 at risk |
| Pending Criminal/Civil lawsuits |
| **3. Experience and Reference Contact Information** |
| Relevant Contractual projects (with other UN agencies or Contractors) |
| **4. Proposed sub-contractor arrangements including sub-contractor information** *(as above, points 1, 2 and 3 for each sub-contractor)* |

**Invitation to Bid (ITB)**

**Annex 5: Self–Declaration form**

**Applicable to private and public companies**

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

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

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| --- | --- |
| **Entity Name:** | […………………………………………………………………………………] |
| **Mailing Address:** | [……………………………………………………………………………………  ……………………………………………………………………………… |
| **Name and Title of duly authorized representative:** | […………………………………………………………………………………] |
| **Signature:** |  |
| **Date:** | […………………………………………………………………………………] |

**Invitation to Bid (ITB)**

**Annex 6: Confidentiality undertaking**

1. The World Health Organization (WHO), acting through its Department of Communications, has access to certain information relating to digital signage 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 Invitation to Bid (ITB) provided that the Undersigned undertakes to treat the Information as confidential and proprietary, to use the Information only for the aforesaid Purpose and to disclose it only to persons who have a need to know for the Purpose and are bound by like obligations of confidentiality and non-use as are contained in this Undertaking.
3. The Undersigned undertakes to regard the Information as confidential and proprietary to WHO or parties collaborating with WHO, and agrees to take all reasonable measures to ensure that the Information is not used, disclosed or copied, in whole or in part, other than as provided in paragraph 2 above, except that the Undersigned shall not be bound by any such obligations if the Undersigned is clearly able to demonstrate that the Information:
   1. was known to the Undersigned prior to any disclosure by WHO to the Undersigned (as evidenced by written records or other competent proof);
   2. was in the public domain at the time of disclosure by or for WHO to the Undersigned;
   3. becomes part of the public domain through no fault of the Undersigned; or
   4. becomes available to the Undersigned from a third party not in breach of any legal obligations of confidentiality (as evidenced by written records or other competent proof).
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 ITB process.
7. Any dispute arising from or relating to this Undertaking, including its validity, interpretation, or application shall, unless amicably settled, be subject to conciliation. In the event of the dispute is not resolved by conciliation within thirty (30) days, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the Undersigned and WHO or, in the absence of agreement within thirty (30) days of written communication of the intent to commence arbitration, with the rules of arbitration of the International Chamber of Commerce. The Undersigned and WHO shall accept the arbitral award as final.
8. Nothing in this Undertaking, and no disclosure of Information to the Undersigned pursuant to its terms, shall constitute, or be deemed to constitute, a waiver of any of the privileges and immunities enjoyed by WHO under national or international law, or as submitting WHO to any national court jurisdiction.

**Acknowledged and Agreed:**

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| **Entity Name:** | […………………………………………………………………………………] |
| **Mailing Address:** | [……………………………………………………………………………………  ……………………………………………………………………………… |
| **Name and Title of duly authorized representative:** | […………………………………………………………………………………] |
| **Signature:** |  |
| **Date:** | […………………………………………………………………………………] |

**Annex 7: Cybersecurity RFP Recommendations**

*The content below must be included in all IT related RFP in the non-functional requirements in addition to other IT requirements.*

*For IT-related procurement activities, the successful bidder will meet the following minimum mandatory cybersecurity recommendations where applicable. Please check the box next to each recommendation to indicate your compliance. Please, provide reasonable evidence in support to your statement of compliance (i.e. certificates, product documentation, audit reports).*

1. The IT solution must be ISO certified (27000 family). ☐
2. For sensitive data, data at rest must be encrypted by the IT solution. Industry best practice cryptographic algorithms must be enforced by the IT solution. ☐
3. For sensitive data, secure data destruction processes must be in place. Vendor must provide evidence of secure data destruction. ☐
4. Data in transit and in use must be encrypted. Industry best practice cryptographic algorithms must be enforced. ☐
5. Data must be encrypted on all removable media used by the IT solution. (I.e., USB memory stick, external hard drives). ☐
6. When authentication is required, all systems or applications should integrate with the WHO Single Sign On authentication scheme (SAML; OpenID Connect). ☐
7. Multi-factor Authentication (MFA) must be enforced. ☐
8. A system or an application must support Role-Based Access Control (RBAC). ☐
9. A system or an application in production must use individual accounts. All account sharing is strictly prohibited. ☐
10. For non-SaaS solutions, a system or an application in production must have logging capabilities as defined in ISO 27001 annex A.12.4 ☐
11. A solution should have all levels of technical support for security controls. ☐
12. A vendor must allow WHO to perform periodic vulnerability scans and penetration testing when required. ☐
13. A hosting provider should produce evidence that security controls are in place (i.e. network and web application firewalls; proxy; etc.) including evidence of recent security audits and security penetration tests. ☐
14. A solution must include non-repudiation methods and fraud prevention when financial transactions are executed. This includes MFA, audit trail, digital signatures, challenge-response OTP tokens, and other security controls. ☐
15. А vendor must have a technical change and configuration management process in place that is compliant with ITIL. ☐
16. A vendor must have secure software development processes in place (for example: OWASP Secure Coding Practices). ☐
17. A vendor must provide technical support to the Project Team during the Risk Assessment conducted by the WHO Cybersecurity Team. ☐
18. A vendor must ensure they have backup and restore processes in place. It is recommended a Disaster Recovery Plan and periodic testing is performed. ☐
19. The IT solution must have a governance mechanism to ensure confidential and sensitive data (to be determined through a separate confidentiality undertaking) is sufficiently protected in accordance with the highest standards, and in compliance with all applicable laws, ordinances, rules and regulations (including the [*UN Principles on Personal Data Protection and*](https://www.unsceb.org/principles-personal-data-protection-and-privacy)[*Privacy)*](https://www.unsceb.org/principles-personal-data-protection-and-privacy)*.* ☐

**Annex 8: Sustainability Questionnaire**

Sustainable procurement, which includes environmental, social and economic factors, is one of the [Guiding Principles of WHO Procurement](https://www.who.int/about/accountability/procurement/principles-and-processes/guiding-principles) 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](https://www.who.int/about/accountability/procurement/contract-awards). In addition, suppliers are expected to adhere to the principles, and meet the standards, set forth in the [UN Supplier Code of Conduct](https://www.un.org/Depts/ptd/about-us/un-supplier-code-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 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.

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| **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 IS014001? | Yes No  Additional comments/details: |
| **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? | Yes No  Additional comments/details: |
| **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?  Does your organization have policies and processes in place to uphold the freedom of association and the effective recognition of the right to collective bargaining in its operations? | Yes No  Additional comments/details: |
| **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? | Yes No  Additional comments/details: |
| **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? | Yes No  Additional comments/details: |
| **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?  Does your organization enforce its suppliers' compliance with the code of conduct through regular monitoring and communication, such as through SA8000? | Yes No  Additional comments/details: |
| **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? | Yes No  Additional comments/details: |
| **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?  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. | Yes No  Additional comments/details: |
| **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? | Yes No  Additional comments/details: |
| **10. UN Global Compact**  Is your organization a participant of the [UN Global Compact (UNGC)?](https://www.unglobalcompact.org/what-is-gc)  If yes, year in which your organization joined the UNGC  UNGC participant #, date of last COP and level of COP. | Yes No  Additional comments/details: |

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| **11. Information and Communication Technology (ICT) Accessibility Conformance**  Please confirm compliance with [Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/WAI/standards-guidelines/wcag/) (minimum Level AA conformance), and describe how this compliance has been/will be verified?  ***NOTE:*** *Applicable to ICT products to be acquired, adopted, developed or updated.*  ***OPTIONAL:*** *Attach a completed* [*Voluntary Product Accessibility Template (VPAT) / Accessibility Conformance Report (ACR)*](https://www.itic.org/policy/accessibility/vpat) *to provide evidence of compliance.* | Yes No  Additional comments/details: |

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

**Acknowledged and confirm:**

**Annex 9: WHO Accessibility Questionnaire**

The UN Disability Inclusion Strategy (UNDIS) aims to ensure full disability inclusion across UN's work, aligning with the Convention on the Rights of Persons with Disabilities. It focuses on policy integration, representation, accessibility, and data collection, promoting global equity and empowering persons with disabilities. In line with the UNDIS, WHO's Policy on Disability was launched in 2020. The WHO Disability Inclusion Policy aims to ensure accessibility, inclusivity, and responsiveness to the needs of persons with disabilities. It is guided by principles of non-discrimination, participation, accessibility, and accountability; and mechanisms for monitoring and reporting progress among WHO entities and stakeholders.

In this context, digital accessibility is a key focus, and requires WHO to create a better future where WHO's digital ecosystem is user-centered and inherently accessible, **by means of our sourcing, design, development and maintenance efforts.** Digital accessibility involves designing digital content and products to enable effective access and use for persons with disabilities. It ensures perceivable, operable, understandable, and robust content for all users. As technology becomes an integral part of our daily lives, it is vital to support a digitally accessible ecosystem. WHO recognizes the critical importance of adhering to the Web Content Accessibility Guidelines (WCAG) as developed by the World Wide Web Consortium (W3C). To achieve this objective, **WHO aims for compliance of digital products to meet the WCAG 2.1 Level AA criteria as a minimum requirement, striving for WCAG 2.2 Level AA compliance where feasible.**

WHO expects its suppliers to share its vision and respect the rights and dignity of persons with disabilities. Suppliers who demonstrate good practices and commitment to disability inclusion will be given preference in the procurement process, as long as they meet the other technical and financial requirements.

**Kindly fill out the questionnaire below, responding to applicable sections:**

**DIGITAL PRODUCTS:**

For accessibility conformance of off-the-shelf (packaged products) to be acquired, configured or updated.   
*NOTE:**Any supplier who cannot show a minimum compliance with WCAG 2.1 (AA) may be excluded from evaluation.*

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| --- | --- |
| Please confirm Web Content Accessibility Guidelines (WCAG) conformance level e.g. WCAG 2.1 AA, WCAG 2.1 AAA, WCAG 2.2 A, WCAG 2.2 AA, etc? | **Compliance level:** |
| Describe how this compliance has been/will be verified? E.g. use of automated tools, manual testing, use of assistive technologies |  |
| Please provide a detailed written statement documenting the accessibility of your product. It is preferable that suppliers complete a Voluntary Product Accessibility Template (VPAT) / Accessibility Conformance Report (ACR) as evidence of compliance. Please attach or provide links to relevant documents. | **Reference documents:** |
| Describe any future plans for enhancing accessibility within your product? |  |

**DIGITAL PRODUCT DEVELOPMENT, IMPLEMENTATION & SUPPORT:**

For any new digital products/features that will be developed as part of your deliverables:

|  |  |
| --- | --- |
| Please outline your approach to ensure accessibility in product/feature development, implementation and support.  Please provide detail of how you plan to incorporate accessibility testing, what types of testing, user feedback, and continuous improvement into their workflow. |  |
| Upon conclusion of any major project, please confirm acceptance to submit a written statement or Accessibility Conformance Report confirming minimum WCAG 2.1 AA compliance (as it relates to the work delivered)? | **Yes**  **No** |

**SERVICES:**

For any supplier services and experiences that will be rendered e.g. organizing a meeting or event, delivering documentation, providing support services, etc..).

|  |  |
| --- | --- |
| Explain how your organization integrates accessibility into its culture and operations, including quality assurance methods, to equip and support your personnel and teams to produce outputs and services that are accessible. |  |

**Acknowledgement and confirmation:**

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| --- | --- |
| **Entity name:** |  |
| **Name and title of duly authorized representative:** |  |
| **Signature:** |  |
| **Date:** |  |