

## Request for Expression of Interest

Title	Development of a new website for the European Observatory on Health Systems and Policies (OBS)		
Reference Number	REIO Ref.: 2019/EURO/OBS/0001		
Published Date	23/09/2019		
Closing Date	08/10/2019	at:	08:00a.m, Brussels time (GMT+2)
Contact Address for EOI response	<a href="mailto:euroobsprocurement@who.int">euroobsprocurement@who.int</a>		

### 1. Description of Requirements

The World Health Organization (WHO) invites vendors to submit an Expression of Interest (EOI) for **the design, development and start-up of a new website for the European Observatory on Health systems and Policies, embedded within the global WHO web site ([www.who.int](http://www.who.int))**, which address the following objectives:

- a. redesign the entire structure of the OBS web site ([www.healthobservatory.eu](http://www.healthobservatory.eu)) to become more user-friendly and thematically-oriented and to be hosted within the global site of the World Health Organisation ([www.who.int](http://www.who.int))
- b. make the web site more visually attractive and dynamic, and provide for the possibility to include audio-visual content
- c. facilitate the migration process of OBS current content and products into the new environment in a reorganised/restructured manner
- d. improve the web site's functionality for searching and clustering particular information and evidence products made available through the web site, by way of a dedicated and advanced search engine
- e. **[optional module]** create the possibility for in-document searching, uploading, sharing and printing parts of products (e.g. individual journal articles, book chapters, sub-sections, case studies) as both html and pdf
- f. **[optional module]** Redesign the external web platform of HSPM ([www.hspm.org](http://www.hspm.org)) and integrate it into the web site, as the dedicated sub-section for country-specific information on health systems and policies, with the possibility of frequently posting health reform and policy updates
- g. **[optional module]** create an events module/section, with the possibility of automatically managing registrations and restricting certain areas for participants to provide access to materials and web streaming
- h. assist with the launch of the new web site
- i. ensure technical support and maintenance of the web site during the start-up phase (for a period of one year) to fix and adjust parts of the web site and adapt to evolving needs

WHO intends to invite selected vendors to participate in a formal solicitation, via a Request for Proposals (RFP), at a later stage, for the above requirements. Complete details of the requirements will be included in the solicitation documents.

### 2. Minimum Criteria for Vendors

Companies can only participate in this Request for EOI from WHO after completing their basic registration (free of charge) at the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)).

**- Minimum criteria of the work or vendor:** web site developer/designer with a base and high level of activity in the European Region; working language: English; Sitefinity approved supplier or with a proven Sitefinity websites portfolio (except for the optional modules).

**- Service Commitments to customers and Key Performance Indicators used:** Design, development and launch of the site should be realised within four months following the signing of the contract (except for the optional modules). The vendor is expected to provide a clear schedule of timings and deliverables, to systematically report on progress, to actively consult with the all partners involved (OBS, WHO), to be available for meetings and site visits, to test the site with a focus group of selected users, to immediately respond to requests from OBS/WHO.

The vendor will be expected to conform to WHO's internal standards on branding, and other style artifacts produced by WHO, to work closely with the WHO HQ team to prevent duplication of development efforts and to ensure custom developments or code pass clearance from the HQ governance team.

- **Preferable experience of the vendor:** proven expertise in dynamic web site design, relational database design and information knowledge management and architecture; previous work with WHO, other international organizations, public and/or scientific institutions;

- **A list and information on key personnel / experts of the vendor:** Staffing dedicated to the project should be at a level appropriate for the project to succeed within the indicated time-frame. The team should be led by a project manager whose role will consist of managing the project team as well as coordinating and consulting with the different partners involved, including OBS, WHO web team, Sitefinity account manager. A list of names with CVs of people (project manager, designers, developers, copy writers) who will be assigned to the project should be added to the bid, together with an indication of their role and time to be allotted to the project.

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### 3. Expression of Interest Instructions

Vendors interested in fulfilling the requirements are requested to express their interest by submitting the following documents, completed in full, **together with their Expression of Interest in response to points 1. and 2. above**, to the Contact Address (as stated above) not later than the Closing Date (as stated above):

1. A **Vendor Information Form**, using the template provided in [Annex A](#), providing information on the vendor as an entity (legal and organizational), and describing concisely and briefly the vendor's expertise and experience relevant to the requirements and criteria described above.
2. A **self-declaration form**, using the form provided in [Annex B](#).

Submitted Expressions of Interest should not contain pricing information.

Any information considered by interested entities as confidential must be clearly marked "confidential".

Incomplete Expressions of Interest and Expressions of Interest submitted after the Closing Date will, in principle, be disregarded, unless WHO decides otherwise, in its sole discretion.

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### 4. Disclaimer

This Request for Expression of Interest is not a solicitation, and replying to it does not guarantee that a vendor will be invited to any solicitation by WHO. No further details of the planned solicitation will be made available to vendors prior to the issuance of solicitation documents. In the event of a solicitation for the subject matter described herein, any Request for Proposal and any subsequent purchase order or contract will be issued in accordance with WHO's rules and procedures.

Any and all costs and expenses incurred in relation to, or ensuing from, the submission of an Expression of Interest will exclusively be borne by the applicant. The application and selection process set forth in this document will not be subject to claims for financial compensation of any kind whatsoever.

WHO is acting in good faith by issuing this Request for Expression of Interest, however, this Request for Expression of Interest does not entail any commitment on the part of WHO, either financial or otherwise. WHO reserves the right to send solicitation documents to vendors identified by WHO through means other than this Request for Expression of Interest; reject any or all Expression(s) of Interest, without incurring any obligation to inform the affected applicant(s) of that decision or the grounds thereof; and/or change or cancel the procurement process at any time, including during the Request for Expression of Interest or formal solicitation processes.

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**Annex A – Vendor Information Form**

To be returned by 08:00 hours Brussel time (GMT+2) on 08/10/2019 to euroobsprocurement@who.int

**NOTICE:**

- Companies can only participate in solicitations of WHO after completing their basic registration (free of charge) at the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its full legal name on the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)) and that your application has been submitted to WHO.

Company Information to be provided by the Vendor expressing interest			
<b>UNGM Vendor ID Number:</b>			
<b>Legal Company Name:</b> <i>(Not trade name or DBA name)</i>			
<b>Company Contact:</b>			
<b>Address:</b>			
<b>City:</b>		<b>State:</b>	
<b>Zip:</b>		<b>Country:</b>	
<b>Telephone Number:</b>		<b>Fax Number:</b>	
<b>Email Address:</b>		<b>Company Website:</b>	
<b>Corporate information:</b>			
<b>Company mission statement</b>			
<b>Service commitment to customers and measurements used</b>			
<b>Organization structure</b> (include description of those parts of your organization that would be involved in the performance of the work)			
<b>Relevant experience</b> (how could your expertise contribute to WHO's needs for the purpose of this EOI) – <i>Please attach reference and contact details</i>			
<b>Staffing information</b>			

<b>Entity Name:</b>	.....
<b>Mailing Address:</b>	..... ..... .....
<b>Name and Title of duly authorized representative:</b>	.....
<b>Date:</b>	.....
<b>Signature:</b>	

**Annex B - Vendor's Self Declaration Form**

To be returned by 08:00 hours Brussels time (GMT+2) on 08/10/2019 to email euroobsprocurement@who.int

<Full legal name of Vendor> (the "Vendor") 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 exploitation and abuse and has appropriate procedures in place to prevent and respond to sexual exploitation and abuse.

The Company understands that a false statement or failure to disclose any relevant information which may impact upon WHO's decision to award a contract may result in the disqualification of the Company from the bidding exercise and/or the withdrawal of any 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.

<b>Entity Name:</b>	.....
<b>Mailing Address:</b>	..... ..... .....
<b>Name and Title of duly authorized representative:</b>	.....
<b>Date:</b>	.....
<b>Signature:</b>	