

**“DEVELOPING A LEARNING STRATEGY AND TRAINING FRAMEWORK FOR WHO’S HEALTH  
EMERGENCY PEROSNNEL**

**Phase 1: Learning needs gap analysis and methodology development”**

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**Request for Proposals (RFP)**

**Bid Reference**

**WHE\_Learning\_Strategy\_MGA(ING)1251H6**

**Unit Name**

**HQ/WHE/MGA.**



The World Health Organization (WHO) is seeking offers for carrying out the following work **“Phase 1: Learning needs gap analysis and methodology development” to contribute to DEVELOPING A LEARNING STRATEGY AND TRAINING FRAMEWORK FOR WHO’S HEALTH EMERGENCY PERSONNEL”**

Your organization/company is invited to submit a proposal for the work in response to this Request for Proposals (RFP).

WHO is a public international organization, consisting of 194 Member States, and a Specialized Agency of the United Nations with the mandate to act as the directing and coordinating authority on international health work. As such, WHO 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.

WHO requires the successful bidder, the provider, to carry out phase one (of two phases) contributing to the development of a learning strategy for WHO’s work in emergencies for all related personnel and target audiences that is in alignment with the vision and priorities of the WHE Programme, to be implemented at the three level of the Organization, and with its core partners in emergencies.

It will include liaising with WHE Units, Departments, Regional Offices and priority country offices, related working groups and as well as key partners to

1. map and elaborate the WHO competency framework to health emergency work and strategies,
2. Align with modern/updated competency frameworks currently being used by partners and networks (eg: GOARN, Global Health Cluster, and agencies working in emergencies), to recommend revisions, if required, to the WHO competency model for health emergency work
3. Develop a methodology for consulting key stakeholders for developing a learning strategy and training plan for WHO’s health emergency work
4. Implement as needed, a learning gap assessment, to complement the existing Staff development learning gap assessment (which focuses generally on WHO’s overall developmental work) currently under progress
5. Develop and present a report on the findings of steps 1-4 above and outline a methodology for developing a learning strategy and training plan for WHO’s health emergency work (in phase 2, currently scheduled for the first quarter of 2018).

A second request for proposals will be issued towards the conclusion of this project, for phase 2 – the development and elaboration (based on phase 1 findings and recommendations) a competency-based learning strategy and training plan for WHO’s health emergency work.

**Specific activities are described below:**

1. Map and elaborate the WHO competency framework to health emergency work and strategies,
2. Align with modern/updated competency frameworks currently being used by partners and networks (eg: GOARN, Global Health Cluster, and agencies working in emergencies such as CDC, IFRC, IOM, MSF, OCHA, UNICEF), to recommend revisions, if required, to the WHO competency model for health emergency work
3. Develop a methodology for consulting key stakeholders for developing a learning strategy and training plan for WHO’s health emergency work
4. Implement as needed, a learning gap assessment, to complement the existing Staff development learning gap assessment (which focuses generally on WHO’s overall developmental work) currently under progress
5. Develop and present a report on the findings of steps 1-4 above



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- a. Highlight propriety learning areas needs and priorities (knowledge, skills and attitudes)
  - b. Propose a broad structure for a competency-based framework for a Learning strategy and training for staff and other personnel at the three-levels of WHO for health emergency work.
  - c. Propose relevant recommendations for the vision, objectives, approaches and tactics for such a learning strategy and training framework
  - d. Define criteria for ensuring training and learning activities are of high quality and according to industry standards
6. and outline a methodology for full developing and elaborating a learning strategy and training plan for WHO's health emergency work (in phase 2, currently scheduled for the first quarter of 2018).

Note that the work will take place both remotely and in-person at the WHO Headquarters in Geneva, Switzerland.

It will require a minimum of 6-8 days during 6 weeks in Geneva for face to face meetings, and will require ad hoc and regular teleconferences with stakeholders.

#### Deliverables

- a. Map existing competency-based learning frameworks and propose an elaborated (and updated if needed) competency-based framework for learning and training for Health emergency work.
- b. Learning gap assessment on which to base the WHO Health Emergencies (WHE) Learning Strategy and Training Framework
- c. Scope and outline for a competency-based WHO Health Emergencies (WHE) Learning Strategy and Training Framework as defined in the activities to be performed section above

Deliverables	Due dates
a. Map existing competency-based learning frameworks and propose an elaborated (and updated if needed) competency-based framework for learning and training for Health emergency work.	30 November 2017
b. Learning gap assessment on which to base the WHO Health Emergencies (WHE) Learning Strategy and Training Framework	15 December 2017
c. Scope and outline for a competency-based WHO Health Emergencies (WHE) Learning Strategy and Training Framework as defined in the activities to be performed section above	31 December, 2017

The provider shall be [a for profit/not for profit] institution operating in the field of [training/learning strategy development, with a focus on emergency work] with proven expertise in [

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- a. At least 10 years proven expertise in competency framework and training/learning strategy development, with a focus on emergency work
- b. Familiarity with WHO and/or the WHO Health Emergencies programme and/or key emergency stakeholders is an asset
- c. Be based in Geneva area at least 20% of their time to facilitate interaction with WHO emergency programme training stakeholders and local partners.
- d. Good command of English is essential and report writing skills.
- e. Immediate availability at signature of contract

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

The proposal and all correspondence and documents relating thereto shall be prepared and submitted in the English language.

The proposal should be concisely presented and structured to include the following information:

- Cost breakdown by activity group (with sub-totals)
- Total cost of the contract
- Any overhead costs (e.g. for travel, supplies or equipment)

Information which the bidder considers confidential, if any, should be clearly marked as such.

The bidder shall submit the complete proposal to WHO in writing no later than 3 November 2017 at 23:59 hours Geneva time (“the closing date”), by email at the following address:

[cordierlassallet@who.int](mailto:cordierlassallet@who.int).

Each proposal shall be marked Ref: [WHE\\_Learning\\_Strategy\\_MGA\(ING\)1251H6](#) and be signed by a person or persons duly authorized to represent the bidder, to submit a proposal and to bind the bidder to the terms of this RFP.

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

Any proposal received by WHO after the closing date for submission of proposals may be rejected.

The offer outlined in the proposal must be valid for a minimum period of 90 calendar days after the closing date. A proposal 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 proposal.

The bidder may withdraw its proposal any time after the proposal’s submission and before the above mentioned closing date, provided that written notice of the withdrawal is received by WHO via by email as provided above, before the closing date.

No proposal may be modified after its submission, unless WHO has issued an amendment to the RFP allowing such modifications.

No proposal may be withdrawn in the interval between the closing date and the expiration of the period of proposal validity specified by the bidder in the proposal (subject always to the minimum period of validity referred to above).



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 RFP by written amendment. Amendments could, *inter alia*, include modification of the project scope or requirements, the project timeline expectations and/or extension of the closing date for submission.

All prospective bidders that have received the RFP will be notified in writing of all amendments to the RFP and will, where applicable, be invited to amend their proposal accordingly.

Before conducting the technical and financial evaluation of the proposals it has received, WHO will perform a preliminary examination of these proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the proposals are generally in order. Proposals which are not in order as aforesaid may be rejected.

Please note that WHO is not bound to select any bidder and may reject all proposals. Furthermore, since a contract would be awarded in respect of the proposal which is considered most responsive to the needs of the project concerned, 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.

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

WHO reserves the right to:

- a) Award the contract to a bidder of its choice, even if its bid is not the lowest;
- b) 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;
- c) Accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders and without any obligation to inform the affected bidder or bidders of the grounds for WHO's action;
- d) Award the contract on the basis of the Organization's particular objectives to a bidder whose proposal is considered to be the most responsive to the needs of the Organization and the activity concerned;
- e) 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 obliged to reveal, or discuss with any bidder, how a proposal was assessed, or to provide any other information relating 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 RFP. However, this document does not oblige WHO to contract for the performance of any work, nor for the supply of any products or services.

At any time during the evaluation/selection process, WHO reserves the right to modify the scope of the work, services and/or goods called for under this RFP. 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 reserves the right at the time of award of contract to extend, reduce or otherwise revise the scope of the work, services and/or goods called for under this RFP without any change in the base price or other terms and conditions offered by the selected bidder.



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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 proposal(s), the price quoted in such proposal(s) and/or the deletion of certain parts of the work, components or items called for under this RFP.

Within 30 days of receipt of the contract, the successful bidder shall sign and date the contract provided to it by WHO, 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.

All bidders must adhere to the UN Supplier Code of Conduct, which is available at the following link: [https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/2014/February/%202014/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/2014/February/%202014/conduct_english.pdf)

WHO reserves the right to publish (e.g. on the procurement page of its internet site) or otherwise make public the contractor's name and address, information regarding the contract, including a description of the goods or services provided under the contract and the contract value.

Any and all of the contractor's (general and/or special) conditions of contract are hereby explicitly excluded from the contract, i.e., regardless of whether such conditions are included in the contractor's offer, or printed or referred to on the contractor's letterhead, invoices and/or other material, documentation or communications.

We look forward to receiving your response to this RFP.

Yours sincerely,  
[Training Task Team.]