



World Health Organization

CAPACITY BUILDING THROUGH PROFESSIONAL CERTIFICATIONS FOR
STRENGTHENING DIGITAL HEALTH SYSTEMS IN RWANDA

Request for Proposals (RFP)

Proposal Reference

RFP/01/01/2026-HSS/RWA

Country Office/Unit Name

RWANDA COUNTRY OFFICE

Issued on

Friday, January 23, 2026

Closing date

Friday, February 6, 2026

Closing Time

12:00 midnight

Time Zone

UTC + 2 hours

Section 1: Cover Letter

Dear Proposers,

The World Health Organization, hereinafter referred to as WHO, hereby invites prospective Proposers to submit a proposal in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

To enable you to submit a proposal, please read the following attached documents carefully.

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1. Please acknowledge receipt of this RFP by completing and returning the Letter of Intent in Annex A, indicating your intention to submit a proposal or not, no later than Friday, February 6, 2026
2. Please submit any requests for clarification no later than Monday, February 2, 2026
3. Please prepare your proposal in accordance with the requirements and procedures outlined in this RFP and submit it no later than Friday, February 6, 2026

All WHO vendors are required to comply with the [United Nations Supplier Code of Conduct](#). We encourage all Proposers to join the [United Nations Global Compact](#) and [support the Women's Empowerment Principles](#) (WEP).

For guidance on how to register as a supplier in UNGM and use WHO's e-tendering system, please refer to the following resources: [Instructions on how to register with WHO and access WHO tenders](#) , [UNGM Help Center](#) and [UNGM/In-Tend support](#)

We look forward to receiving your competitive proposals.

Section 2: General Instructions to Proposers

| GENERAL | |
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| 1. About WHO | The World Health Organization (WHO) 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. |
| 2. Scope | Proposers are invited to submit a proposal in line with the Terms of Reference (Section 5) and the requirements of this RFP, including any written amendments. A summary of the scope is provided in Section 3: Specific information about this RFP. |
| 3. Interpretation of the RFP | This RFP is conducted in accordance with Policies and Procedures of WHO, a summary of which is accessible at WHO's website: WHO Procurement: principles and processes Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by WHO. WHO is under no obligation to award a Contract to any proposer as a result of this RFP. |
| 4. Eligible Proposers | Proposers shall have the legal capacity to enter into a binding contract with WHO. All WHO suppliers must abide to the UN Supplier Code of Conduct, which is available at the following link: UN Supplier Code of Conduct Proposers must submit a signed Self-Declaration form included in this RFP. Proposers will be excluded if: <ul style="list-style-type: none"> They are bankrupt, undergoing court administration, have suspended business, are under creditor arrangements, or in similar situations under national law. They or individuals with decision-making power have been found guilty of fraud, corruption, involvement in criminal organizations, money laundering, terrorism-related offenses, child labor, or human trafficking. They or such individuals have been found guilty of financial irregularities. They misrepresent or fail to provide required information under this RFP or during evaluation. They have a conflict of interest, as determined solely by WHO. This includes associations with firms involved in preparing specifications for this procurement or any other conflicting situation. They appear on sanction or ineligibility lists, including the UN Security Council, UN Ineligibility List, World Bank's non-responsible vendors list, or World Bank ineligible firms and individuals list. WHO may also exclude proposers for other reasons, at its discretion. |
| SOLICITATION DOCUMENTS | |
| 5. Clarification of solicitation documents | Proposers may request clarifications on any of the RFP documents no later than the date and time indicated in Section 3: Specific Information to this RFP. Any request for clarification must be sent in writing in the manner indicated in Section 3: Specific Information to this RFP. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official. WHO will provide the responses to clarifications through the method specified in Section 3: Specific Information to this RFP. No individual presentations or meetings with Proposers will be allowed before the proposal submission deadline. From the issuance of this RFP until final selection, contact with WHO officials is not permitted, except through formal queries as outlined, or if WHO initiates a presentation or meeting as per the RFP terms. |
| 6. Amendment of solicitation documents | WHO may, at any time before the closing date for submission of proposals, for any reason, whether on its own initiative or in response to a clarification requested by a (prospective) proposer, modify the RFP by written amendment. Amendments will be made available to all prospective Proposers. If the amendment is substantial or for other reasons, WHO may extend the Deadline for submission of proposals. |
| PREPARATION OF PROPOSALS | |
| 7. Cost of preparation of the proposal | The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. WHO shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process. |

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| 8. Language | The proposal, as well as any and all related correspondence exchanged by the proposer and WHO, shall be written in the language(s) specified in Section 3: Specific Information to this RFP. |
| 9. Documents comprising the bidders' proposal | The proposal shall comprise of the forms requested in Section 7: Proposal forms as well as any associated documentation requested in the RFP |
| 10. Technical proposal format and content | <p>The proposer must submit a technical proposal addressing all requirements in Section 4 (Evaluation Criteria), attaching the forms provided in Section 7 and responding to RFP requirement as described in Section 5 - Terms of Reference.</p> <p>The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.</p> |
| 11. Financial proposal | <p>The financial proposal shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the RFP. The proposal shall list all major cost components associated with the services, and the detailed breakdown of such costs. Any output and activities described in the technical proposal but not priced in the financial proposal, shall be assumed to be included in the prices of other activities or items as well as in the final total price.</p> <p>Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p> |
| 12. Prices, Duties and taxes | <p>WHO is entitled to tax exemption by reason of the Privileges and Immunities it enjoys, subject to the conditions included in the WHO General Terms and Conditions in Section 6.</p> <p>During bidding, vendors must submit prices excluding taxes. However, in jurisdictions / countries where VAT is mandatory, as evidenced by the vendor, the selected vendor will include VAT on invoices to WHO. The respective Finance team at Headquarters, Regional Office, or Country Office, will handle refund claims with the relevant authorities in accordance with applicable tax laws and procedures in that jurisdiction / country.</p> <p>Any quantity or other discounts (e.g.: volume discounts) shall be clearly indicated. Prices quoted by the Proposer shall be fixed during the bidder's performance of the contract. Any adjustment or revision to the prices shall only be made effective upon agreement based on written amendment signed by both parties.</p> |
| 13. Currencies | <p>Prices may be quoted in US Dollar, , or any currency of the bidder's choice, unless otherwise stipulated in Section 3 Information Specific to the RFP.</p> <p>However, for the purposes of comparison of all offers, WHO will convert the currency quoted in the offers to USD, in accordance with the UN Operational Rate of Exchange on the closing date for bid submission specified in Section 3: Specific information about this RFP.</p> |
| 14. Proposal validity period | <p>Proposals shall remain valid for the period specified in Section 3: Specific information about this RFP commencing on the deadline for submission of proposals. A proposal valid for a shorter period may be rejected by WHO and rendered non-responsive.</p> <p>During the proposal validity period, the proposer shall maintain its original proposal without any change, including the availability of the key personnel, the proposed rates and the total price. In exceptional circumstances, prior to the expiration of the proposal validity period, WHO may request Proposers to extend the period of validity of their proposals.</p> |
| 15. Joint Venture, Consortium or Association | <p>Two or more entities may form a joint venture or consortium and submit a joint proposal offering to jointly provide the services described in the proposal. Such a proposal 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</p> |
| 16. Only one proposal | <p>Each proposer, including individual members of any Joint Venture, may submit only one proposal—either independently or as part of a Joint Venture.</p> <p>Proposals will be rejected if any of the following apply:</p> <ul style="list-style-type: none"> • They share at least one controlling partner, director, or shareholder. • One has received a direct or indirect subsidy from another. |

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| | <ul style="list-style-type: none"> • They have the same legal representative for this RFP. • They are related in a way that gives access to or influence over another's proposal. • They are subcontractors to each other, or a subcontractor also submits a separate proposal as a lead proposer. • Key personnel are proposed in more than one team (this does not apply to subcontractors appearing in multiple proposals). |
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SUBMISSION AND OPENING OF PROPOSALS

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| 17. Instruction for proposal submission | The proposer shall submit a complete proposal in the format and with the documents required in Section 3: Specific information about this RFP, using the delivery method specified therein. Submission of a proposal implies that the proposer has accessed, read, understood, and agrees to comply with WHO's General and Contractual Conditions in Section 6. |
| 18. Deadline for proposal submission | <p>Complete proposals must be received by WHO in the manner, and no later than the date and time, specified in Section 3: Specific information about this RFP. In case of any doubt regarding the time zone, Proposers should refer to Section 3: Specific information about this RFP. It is the sole responsibility of Proposers to ensure their proposal is received by the stated deadline.</p> <p>Late submissions will not be possible or accepted. Proposers are strongly advised to take all necessary steps to ensure timely submission. WHO accepts no responsibility for proposals that are delayed due to technical issues and will consider only the actual date and time of receipt.</p> <p>WHO may, at its discretion, extend the proposal submission deadline by amending the solicitation documents in accordance with Clause 6 (Amendment of solicitation documents) of Section 2. In such cases, the new deadline will apply to all Proposers.</p> |
| 19. Withdrawal, substitution and modification of proposals | The proposer may withdraw its proposal any time after the proposal's submission and before the tender closing date of the proposals, provided a written and signed notice of the withdrawal is received by WHO prior to the closing date for the submission of proposals. No Proposal may be withdrawn in the interval between the closing date for submission of proposals and the expiration of the proposal validity period. |
| 20. Proposal opening | <p>Proposals will be opened after the deadline for proposal submission by the bid opening committee</p> <p>There will be separate proposal openings for technical and financial proposals.</p> <p>The opening panel will open only the financial proposals of suppliers who meet the minimum criteria of the technical evaluation.</p> |

EVALUATION OF PROPOSALS

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| 21. Evaluation of proposals | <p>WHO shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.</p> <p>WHO shall conduct the evaluation solely on the basis of the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> (i) preliminary examination. (ii) evaluation of minimum eligibility and qualification (if pre-selection is not done) / mandatory requirements (iii) evaluation of technical proposals on weighted scoring; and (iv) evaluation of financial proposals. |
| 22. Preliminary examination | WHO shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. WHO reserves the right to reject any proposal at this stage. Technical proposals found to contain financial proposal or pricing information will be rejected. |
| 23. Evaluation of eligibility and qualification | Eligibility and qualification of the proposer will be evaluated against the minimum eligibility and qualification requirements specified in Section 4: Evaluation Criteria and in Clause 4 (Eligible Proposers) in Section 2. |
| 24. Evaluation of technical and | After the preliminary evaluation, the panel will assess technical proposals based on their responsiveness to the Terms of Reference and other RFP documents, using the |

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| financial proposals | <p>evaluation criteria, sub-criteria, and point system in Section 4: Evaluation Criteria. Proposals that do not meet the minimum technical score will be considered non-responsive.</p> <p>Only the financial proposals of technically qualified Proposers will be opened and evaluated in the second stage.</p> <p>If required, WHO may invite technically responsive Proposers for a presentation, with conditions provided in the RFP. Presentations may be held at WHO offices or via tele/videoconference.</p> <p>The applicable evaluation method is indicated in Section 3: Specific information about this RFP, typically the combined scoring method based on both technical and financial scores.</p> |
| 25. Clarification of proposals | <p>WHO may request clarifications or additional information in writing from Proposers at any stage of the evaluation. Responses must not alter the substance or price of the proposal, except to confirm corrections of any arithmetical errors identified by WHO, as outlined in the General Instructions to Proposers.</p> |
| 26. Nonconformities, reparable errors and omissions | <p>Provided that a proposal is substantially responsive, WHO may request the proposer to submit the necessary information or documentation within a reasonable period in order to rectify nonmaterial nonconformities or omissions in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal.</p> <p>For financial proposals that have been opened, WHO shall check, and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of WHO there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error, in which case the amount in figures shall prevail. <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p> |
| AWARD OF CONTRACT | |
| 27. Award criteria, award of Contract | <p>Before the expiration of proposal validity, WHO will award the Contract to the qualified proposer based on the criteria set out in the tender document.</p> <p>WHO reserves the right to:</p> <ul style="list-style-type: none"> a) award the Contract to any proposer, even if not the lowest. b) award separate contracts for different parts, components, or items to one or more proposers, even if not the lowest. c) accept or reject any proposal or cancel the entire solicitation process at any time before award, without liability or obligation to inform proposers of the reasons. d) award the Contract based on WHO's specific objectives to the proposer whose offer best meets the Organization's needs. e) decide not to award any contract. |
| 28. Right to vary requirements at time of award | <p>At the time the Contract is awarded, WHO reserves the right to revise the scope of the work or to increase or decrease the quantity of services originally specified in Section 5: Terms of Reference / Schedule of requirements, and without any change in the unit prices or other terms and conditions of the proposal and the solicitation document.</p> |
| 29. Notification of award | <p>Prior to the expiration of the period of proposal validity, WHO will notify the successful proposer in writing via email or via a notification from e-tendering system. After signing</p> |

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| | the contract with successful vendor, the unsuccessful vendors will be sent a regret notification. |
| 30. Payment terms | Full payment of 100% is due within 30 days following receipt and acceptance of services, upon receipt of the invoice. |
| 31. Debriefing | WHO does not routinely offer debriefings to unsuccessful bidders. However, for tenders over \$300,000 or complex tenders, WHO may provide a debriefing upon written request. The request must be submitted within 30 calendar days of receiving the notification of non-award. The debriefing aims to highlight the strengths and weaknesses of the proposer's submission to help improve future proposals. It will not include discussion of other proposals or comparisons. Debriefings will be conducted only through in-person meetings, teleconference, or videoconference. |
| 32. Proposal complaint | When a supplier believes that WHO did not follow its own procurement rules, the supplier may choose to raise a formal complaint. The Procurement Complaint Mechanism is only available to suppliers who: <ul style="list-style-type: none"> Participated in a competitive procurement process and were not awarded a contract; and The value of the contract award is higher than US\$ 300,000. A formal complaint must be submitted in writing within one month of the notification of the outcome of the competitive bidding process, to the following email address: procurementcomplaint@who.int and must include the minimum information detailed on the WHO website (WHO Procurement: frequently asked questions). |
| 33. Publication of Contract award | WHO publishes on its contract awards webpage the list of contracts for acquired goods and services of a value of USD 25 000 or more. This information is published with due observance of the requirements of confidentiality and security. Further procurement data about WHO can be obtained through WHO's Procurement Report or at UNGM's Annual Statistical Report on UN Procurement . |
| 34. Performance Security | This is not mandatory; however, if specified in Section 3: Specific information about this RFP, the successful Proposer must provide a performance security in the stated amount and form within the specified timeframe after receiving the contract from WHO. |

Section 3: Specific Information to this RFP

The following specific information shall complement, supplement or amend the provisions in [Section 2: General Instructions to Proposers](#). In case there is a conflict, the provisions herein shall prevail over those in [Section 2: General Instructions to Proposers](#).

| Instructions to Bidders article | Specific Instructions / Requirements |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scope of RFP and Intention to Bid (Article 2) | The reference number of this Request for Proposal (RFP) is RFP/01/01/2026-HSS/RWA The services include the CAPACITY BUILDING THROUGH PROFESSIONAL CERTIFICATIONS FOR STRENGTHENING DIGITAL HEALTH SYSTEMS IN RWANDA as further described in Section 5 of this RFP. The purpose of this RFP is to establish Contract |
| Clarification of the RFP (Article 5) | <p>a) Contact details for clarification of solicitation documents should be sent to WHO by:</p> <p><input checked="" type="checkbox"/> Email address : afwcorwbids@who.int</p> <p><input type="checkbox"/> Via UNGM e-tendering portal: Questions are to be submitted via the UNGM "Correspondence" tab</p> <p>b) Deadline for submitting requests for clarifications / questions: Date: 02 February 2026 Time 11:00 PM City and Country: Kigali, Rwanda Responses to requests for clarification will be communicated in writing by WHO to all bidders via same medium as stated above.</p> |

| Instructions to Bidders article | Specific Instructions / Requirements |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Language of the RFP (Article 8) | Language of this proposal shall be in English |
| Currency of proposal (preferred) (Article 13) | Prices included in the proposal shall be preferably quoted in RWANDAN FRANCS (RWF) |
| Proposal validity (Article 14) | 90 days from the deadline for proposal submission. |
| Evaluation of technical and financial proposals | Evaluation will be based on the combined scoring method using a distribution of 70% : 30% of Technical Proposal to Financial Proposal respectively. |

Section 4: Evaluation Criteria

[Note to Procurement / Responsible Officer: Adjust the criteria below and the required documents as necessary] Please ensure the technical criteria are as specific and measurable as possible to support objective evaluation. If using terms like 'quality' or 'appropriateness,' please define them clearly and link them to concrete, observable indicators. Please delete this paragraph before finalising

The evaluation criteria are divided into two.

- A- Technical Evaluation Criteria Weighing 70%**
- B- Financial Evaluation Criteria Weighting 30%**

A- TECHNICAL EVALUATION CRITERIA

The technical evaluation criteria will follow the below process

1. Preliminary examination.
2. Evaluation of minimum eligibility and qualification/mandatory requirements.
3. Technical Proposal Weighted Scoring.

1. Preliminary examination

WHO shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. WHO reserves the right to reject any proposal at this stage. Technical proposals found to contain financial proposal or pricing information will be rejected

2. Minimum eligibility and qualifications (Mandatory Requirements)

The vendors proposals will be assessed on pass and fail methodology and failure in any of the criteria may exclude the vendor for consideration at next stage of weighted scoring. WHO deserves the right to seek clarification when a proposal contains unclear or ambiguous information that makes it difficult to evaluate the submission fairly against the published technical criteria.

| Item | Minimum eligibility and qualifications (Mandatory Requirement) | Required supporting documents | Pass /Fail? |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1. | Corporate status of the company: Proposer is a legally registered entity | Vendor to provide proof of registration or accreditation in form of incorporation certificate, trading licences by filling the form in Annex D | |
| 2. | Vendor Eligibility: Vendor is not suspended, nor otherwise identified as ineligible, by any UN Organization, the World Bank Group or any other International Organization in accordance with Section 2: Clause 4. | Vendor to declare that its company is eligible by filling the form in Annex D | |

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| 3. | Conflict of Interest: The Proposer must have no conflict or perceived conflict of interest | Vendor to declare that he has no conflict / perceived conflict of interest by filling the form in Annex E | |
| 4. | Bankruptcy: Proposer has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgement or pending legal action against the vendor that could impair its operations in the foreseeable future | Vendor to declare that he has no conflict / perceived conflict of interest by filling the form in Annex E | |
| 5. | Non-performing contracts and History of Litigation: Vendor must declare that during the last 3 years, that its company has no non-performing contracts because of its company's default and that its company has no consistent history of court/arbitral award decisions against itself. | Vendor to declare that its company is eligible by filling the form in Annex D | |
| 6. | Company / Experience- The proposer must have minimum 5years of relevant experience <i>(For Joint Venture/Consortium/Association, all Parties cumulatively should meet the requirement).</i> | Company should provide a list of relevant projects that should demonstrate at least 5 years of relevant experience. Please fill form D | |
| 7. | Past performance: The proposer must submit at least: a) List of 5 relevant/comparable contracts and b) 3 reference letters for related services. | Company / respondent should provide 3 reference letters related to the current project, Fill form D for the list of relevant projects | |

N.B Failure in any of the above mandatory criteria will result in the vendors proposal not being considered for weighted Scoring.

Section 5: Terms of Reference -Services

WHO is seeking for a qualified, eligible and competent proposer for the **CAPACITY BUILDING THROUGH PROFESSIONAL CERTIFICATIONS FOR STRENGTHENING DIGITAL HEALTH SYSTEMS IN RWANDA**

As described below:

1. Background and Rationale

The Rwanda Ministry of Health (MOH) has made notable investments in digital health innovations aimed at enhancing service delivery and improving patient outcomes. The country currently operates multiple Electronic Medical Record (EMR) systems, ranging from community-level EMRs (cEMRs) managed by Community Health Workers to hospital-based EMRs. These digital platforms are instrumental in strengthening continuity of care, ensuring patient safety, generating reliable health data, and supporting evidence-based decision-making.

To sustain and scale these systems effectively, Rwanda requires a highly skilled health IT workforce. Addressing existing gaps in areas such as software quality assurance, cloud infrastructure and DevOps engineering, and cybersecurity is essential to ensure the stability, scalability, and security of digital health systems. In response, WHO is supporting the capacity building of Rwanda's digital health workforce through internationally recognized professional certification programs. This initiative aims to enhance the functionality and security of EMRs while aligning with the WHO Global Strategy on Digital Health (2020– 2025), which underscores the importance of workforce development in driving digital transformation.

To this end, we are inviting experienced and qualified suppliers that can provide a comprehensive training solution that leads to internationally recognized professional certifications.

2. Purpose of this Work

To support WHO's efforts in strengthening Rwanda's digital health workforce through internationally recognized professional certifications, thereby ensuring the smooth, secure, and efficient operation of EMR systems from community to hospital level.

3. Objective

To strengthen Rwanda's digital health workforce by building advanced capacity in software testing and quality assurance, developing expertise in cloud infrastructure and DevOps engineering, and enhancing cybersecurity skills—ultimately ensuring reliable EMR performance, scalable digital health solutions, and secure patient data management. This initiative aligns with the WHO Global Strategy on Digital Health and international best practices.

4. Scope of work/Tasks

The selected supplier will be responsible for delivering professional training programs and facilitating official certification exams for participants in the following areas:

- International Software Testing Qualifications Board (ISTQB) – Certified Tester Foundation Level 4.0 o Provides participants with a strong foundation in standardized software quality assurance and testing methodologies, ensuring reliable EMR operations.
- Amazon Web Services (AWS) – Certified DevOps Engineer (Professional Level) o Equips participants with advanced cloud engineering and automation skills, enabling the scaling and efficient management of national digital health infrastructure.

- International Information System Security Certification Consortium ((ISC)²) –Certified in Cybersecurity
 - Strengthens foundational knowledge in information security, enabling the protection of sensitive patient data and compliance with global data protection standards.

5. Expected outcomes/deliverables

The supplier is expected to train 6 health IT professionals (2 per area) in the MOH Digital Health team certified in priority technical areas for:

- Improved technical capacity to ensure the smooth running of EMRs from community to hospital levels.
- Enhanced data security, system reliability, and operational sustainability of Rwanda's digital health systems.
- Strengthened alignment with WHO's Global Digital Health Strategy and Sustainable Development Goals

6. Proposal Requirements

Interested suppliers must submit:

- Company profile and experience
- Training Approach and Methodology
- Certification Details
- Trainer Qualifications
- Training schedule and location
- Cost proposals
- Compliance and risk management
- References

7. Evaluation criteria

Proposals will be evaluated based on:

- Technical capability for the proposed areas of IT certification.
- Experience in similar projects.
- Cost-effectiveness and transparency.
- Implementation timeline.

8. How to apply

Interested firms shall submit their proposals with their full address to **WHO-RWANDA BIDS** at the following e-mail address afwcorwbids@who.int

9. Selection and contract signing

After analysis of proposals WHO will notify the winner in writing and call for discussion followed by contract signing if fully agree. The work is expected to start immediately after contract signing.

WHO Rwanda reserves the right to cancel any or all the proposal without assigning any reason thereof.

Annex B: Confidentiality Undertaking

1. The World Health Organization (WHO), acting through its Department / Business centre has access to certain information relating 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 Request for Proposal (RFP) for the CAPACITY BUILDING THROUGH PROFESSIONAL CERTIFICATIONS FOR STRENGTHENING DIGITAL HEALTH SYSTEMS IN RWANDA Project ("the Purpose"), 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:
 - a) was known to the Undersigned prior to any disclosure by WHO to the Undersigned (as evidenced by written records or other competent proof);
 - b) was in the public domain at the time of disclosure by or for WHO to the Undersigned
 - c) becomes part of the public domain through no fault of the Undersigned; or
 - d) 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 RFP process.
7. Notwithstanding any specific provision herein, this Undertaking and any dispute arising therefrom or relating thereto shall be governed by general principles of law, to the exclusion of any single national system of law. Any dispute arising from or relating to the Undertaking, including its validity, interpretation, or application, shall, unless amicably settled, be subject to conciliation. In the event 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 parties 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 parties shall accept the arbitral award as final.
8. Nothing in this Undertaking shall constitute or be deemed to constitute a waiver of any of the privileges and immunities enjoyed by WHO under any source of law, or as a submission to the jurisdiction of any national court or tribunal.

Acknowledged and Agreed:

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| Company Name: | Company name |
| Mailing Address: | Indicate your address. |
| Name and Title of duly authorized representative: | Indicate name and title of your authorized representative |
| Signature: | |
| Date: | Select date from drop down |

Annex C: Proposal Completeness Form To be filled by the vendor and submitted as guided. Please ensure Forms in the technical proposal must be separated from forms to be submitted in the financial proposal.

| Form | Requirement | Completed in full (Yes/No) |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Annex B | Confidentiality undertaking form To be part of technical proposal | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Annex C | Proposal completeness form To be part of technical proposal | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Annex D | Information about Proposer To be part of technical proposal | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Annex E | Financial Proposal To be part of financial proposal | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Annex F | Self-Declaration Form To be part of technical proposal | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Section 4: Technical Evaluation Criteria | Technical Proposal , including: - Executive Summary, - proposed solution, - approach/methodology, - timeline. Please provide all information including relevant attachments to make a robust proposal To be part of technical proposal | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Form G | Joint venture Form To be part of technical proposal | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Acknowledged and Agreed:

| | |
|---------------------------------------------------|-----------------------------------------------------------|
| Company Name: | Company name |
| Mailing Address: | Indicate your address. |
| Name and Title of duly authorized representative: | Indicate name and title of your authorized representative |
| Signature: | |
| Date: | Select date from drop down |

N.B Combining or misplacement of proposals may lead to the rejection of the proposal.

- If Submission of proposals is via a dedicated email, please first send the technical proposal only containing forms (B, C, D F and section 5.10) in the first email under the subject "TECHNICAL PROPOSAL". Please send a second email containing the financial proposal only including forms E and H under the subject "FINANCIAL PROPOSAL"
- If the submission is via In-Tend, please upload the technical proposal and all technical forms in the Technical Envelope. Upload the Financial proposal and all financial forms. In the Financial Envelope

Annex D: Proposer Information

| | |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RFP Reference | RFP/01/01/2026-HSS/RWA |
| Legal name of proposer | Click or tap here to enter text. |
| Legal address, city, country | Click or tap here to enter text. |
| Website | Click or tap here to enter text. |
| Year of registration | Click or tap here to enter text. |
| Proposer's Authorized Representative information | Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text. |
| Legal structure | Choose an item. |
| No. of full-time employees | Click or tap here to enter number. |
| No. of staff involved in similar contracts | Click or tap here to enter number. |
| Are you a UNGM registered vendor? | <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, Insert UNGM Vendor Number |
| Years of supplying to UN organizations | Click or tap here to enter text. |
| Are you a WHO vendor? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Countries of operation | Click or tap here to enter text. |
| History of Bankruptcy | <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, explain in a separate sheet |

History of Non-Performing Contracts

| <input type="checkbox"/> No non-performing contracts during the last 3 years | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------|--|--|-------------------------------------------------------------------------|--|
| <input type="checkbox"/> Contract(s) not performed in the last 3 years | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Year</th> <th>Non- performed portion of contract</th> <th>Contract Identification</th> <th>Total Contract Amount (current value in US\$)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td> Name of Client: Address of Client: Reason(s) for non-performance: </td> <td></td> </tr> </tbody> </table> | Year | Non- performed portion of contract | Contract Identification | Total Contract Amount (current value in US\$) | | | Name of Client: Address of Client: Reason(s) for non-performance: | |
| Year | Non- performed portion of contract | Contract Identification | Total Contract Amount (current value in US\$) | | | | | |
| | | Name of Client: Address of Client: Reason(s) for non-performance: | | | | | | |

Litigation History and Legal Information

| <input type="checkbox"/> No litigation history for the last 3 years | | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|----------------------------------------|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <input type="checkbox"/> Litigation History as indicated below | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Year of dispute</th> <th>Amount in dispute (state currency)</th> <th>Contract Identification</th> <th>Total Contract Amount (state currency)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td> Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved: </td> <td></td> </tr> </tbody> </table> | Year of dispute | Amount in dispute (state currency) | Contract Identification | Total Contract Amount (state currency) | | | Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved: | |
| Year of dispute | Amount in dispute (state currency) | Contract Identification | Total Contract Amount (state currency) | | | | | |
| | | Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved: | | | | | | |

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which your company was legally contracted or sub-contracted by the Client or was one of the Consortium/JV partners. Assignments completed by your Company's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Company, or that of the Company's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Company should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested.

The vendors are required also to provide the below details in their proposals in the chronological order indicated.

| Project name & Country of Assignment | Client & Reference Contact Details | Contract Value | Period of activity and status | Types of activities undertaken and role (Contractor, sub-contractor or consortium member) |
|--------------------------------------|------------------------------------|----------------|-------------------------------|-------------------------------------------------------------------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Annex E: Financial Proposal Form

Note: The inclusion of any financial information in the Technical Proposal may lead to disqualification of the Proposer

Currency of the proposal: RWANDAN FRANC (RWF)

Financial proposal can be:

- Either on one of the tables below, in which case (i) tick the first box and (ii) use/customize one of the tables below.
- Or in a separate excel sheet, in which case (i) tick the second box; (ii) customize second table below keeping just the headers; and (iii) keep the second paragraph below:

The Undersigned, [Company] confirms to have read, understood and accepted the terms of the Request for Proposals (RFP) No., and its accompanying documents. If selected by WHO for the work, the Undersigned undertakes, on its own behalf and on behalf of its possible partners and Contractors, to perform Title of the RFP in accordance with the terms of this RFP and any corresponding contract between WHO and the Undersigned, for the following sums for the amount(s) below and attached Excel form.

The itemized amounts for each of the deliverables must be completed in the attached Excel form and must be uploaded as part of the financial proposal. The Proposer must ensure that the amount of each Deliverable or of the total amount is identical in the attached Excel sheet and in table below. In case of inconsistency between those two documents, the most favorable terms to WHO in either the Excel sheet or the table below **shall prevail**.

CURRENCY -----

| ITEM (If applicable) | COST |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Deliverable 1: | |
| Project Manager costs | 0.00 |
| Team members costs (please itemize by function) | 0.00 |
| Other technical costs (please itemize and specify whether there are one-time or recurring costs): Operating System, database, application, license, etc. | 0.00 |
| Other Costs (please itemize and specify whether there are one-time or recurring costs) | 0.00 |
| | Deliverable 1 Costs |
| Deliverable 2: ... | |
| Project Manager costs | 0.00 |
| Team members costs (please itemize by function) | 0.00 |
| Other technical costs (please itemize and specify whether there are one-time or recurring costs): Operating System, database, application, license, etc. | 0.00 |
| Other Costs (please itemize and specify whether there are one-time or recurring costs) | 0.00 |
| | Deliverable 2 Costs |
| Deliverable 3: ... | |
| Project Manager costs | 0.00 |
| Team members costs (please itemize by function) | 0.00 |
| Other technical costs (please itemize and specify whether there are one-time or recurring costs): Operating System, database, application, license, etc. | 0.00 |

| | |
|----------------------------------------------------------------------------------------|------|
| Other Costs (please itemize and specify whether there are one-time or recurring costs) | 0.00 |
| Deliverable 3 Costs | 0.00 |
| TOTAL COST OF THE PROPOSAL | |

Annex F: Self Declaration Form

Applicable to private and public companies

[Company] (the "Company") 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 misconduct (an all-inclusive term which includes sexual exploitation, sexual abuse, sexual harassment, and all forms of prohibited sexual behaviour), harassment and other types of abusive conduct and has appropriate procedures in place to prevent and respond to sexual misconduct (an all-inclusive term which includes sexual exploitation, sexual abuse, sexual harassment, and all forms of prohibited sexual behaviour), 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.

| | |
|---------------------------------------------|----------------------------------|
| Company name | [Company] |
| Mailing address | Click or tap here to enter text. |
| Name and Title of authorized representative | Click or tap here to enter text. |
| Signature | |
| Date | Click or tap to enter a date. |

Annex G: Joint Venture/Consortium /Association Information

| | | | |
|-------------------|----------------------------------|-------|-------------------------------|
| Name of Proposer: | [Company] | Date: | Click or tap to enter a date. |
| UNGM Number: | Click or tap here to enter text. | | |
| RFP reference: | RFP/01/01/2026-HSS/RWA | | |

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

| No | Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address) | Proposed proportion of responsibilities (in %) and type of services to be performed |
|----|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1 | Click or tap here to enter text. | Click or tap here to enter text. |
| 2 | Click or tap here to enter text. | Click or tap here to enter text. |
| 3 | Click or tap here to enter text. | Click or tap here to enter text. |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| Name of leading partner (with authority to bind the Joint Venture / Consortium / Association during the RFP process and, in the event that a Contract is awarded, during contract execution) | Click or tap here to enter text. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|

We have attached a copy of the below-referenced document signed by every partner, which describes in detail the likely legal structure of and the confirmation of joint and severable liability of the members of the said Joint Venture:

Letter of intent to form a joint venture **OR** Joint Venture / Consortium / Association agreement.

We hereby confirm that, if the Contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to Click or tap here to enter text for the fulfilment of the provisions of the Contract.

Name of partner:

Signature:

Date:

Name of partner:

Signature:

Date:

Name of partner:

Signature:

Date:

Name of partner:

Signature:

Date: