WORLD HEALTH ORGANIZATION
REQUEST FOR EXPRESSION OF INTEREST

Country of Destination: Denmark

Reference Number:

Description: In order to support Member States of the WHO European Region to achieve transformational changes, the development of a Framework for Action towards Coordinated/Integrated Health Services Delivery for people-centred health systems has been initiated, which includes the formulation of policy options by means of a change management manual. For the further development of this Manual for Change, a step-wise approach to transformations needs to be developed to narrate the key processes of services delivery transformation. For this purpose the support of a Contractor is solicited, who is able to provide a vast network of experts and support the WHO Regional Office for Europe in putting together the Manual for Change.

Deadline for Submission of EOI: 17/07/2015 17:00 Copenhagen Time

Posting Date: 26/06/2015

The World Health Organization (WHO) European Regional Office (EURO) hereby invite qualified entities to submit their applications for pre-qualification for a Request for Proposal (RFP) process as follows:

Objectives and Scope

The Manual for Change seeks to support key stakeholders of the health system. The purpose is to help build capacity, develop capabilities for self-assessment, leadership and the implementation of change over time. It has the ultimate objective of supporting senior leadership and managers to undertake transformational change to achieve people-centred health services delivery. The Manual will, therefore, provide an understanding of the management and leadership processes that support change to happen, and the roles stakeholders on the different levels have to fulfil when they are initiating, designing, implementing, assessing, improving or scaling up activities that support coordinated/integrated health services delivery.

The Manual for Change builds on the work and published documents already developed for the Framework for Action. The Contractor will take these products as a basis, review existing literature on change management in health services delivery and develop the Manual for Change. The Contractor will ensure to comply with the overall participatory approach outlined for the development of the Framework for Action by conducting consultations and workshops. The Contractor will work closely with the Health Services Delivery Programme of WHO Regional Office for Europe.

Special Procurement Conditions and Additional Information:
In order to be considered, interested entities should submit their Expression of Interest including the following information:
• brief presentation of your enterprise including number of staff, turnover, years in business
• reference list demonstrating your qualifications for participating in this possible upcoming solicitation process
• contact information (full name and address, country, telephone and fax numbers, e-mail address, website and contact person).

The Expression of Interest and accompanying documents must be received by WHO no later than 17/07/2015 17:00 Copenhagen time by e-mail at the address below.

This invitation for Prequalification does not constitute a solicitation. No further details of the planned solicitation can be made available prior to issuance of the solicitation documents.

The pre-qualification document is to be made available to potential applicants upon their request that is to be sent with e-mail at the addresses specified below.

WHO reserves the right to change or cancel the requirement at any time during the Pre-qualification process and/or solicitation process. WHO also reserves the right to require compliance with additional conditions as and when issuing the final solicitation documents.

Submitting a reply to a call for expression of interest for pre-qualifications does not automatically guarantee receipt of the solicitation documents when issued. Invitations to Bid or Requests for Proposals and any subsequent purchase order or contract will be issued in accordance with the rules and procedures of WHO.

**WHO Contact Information**

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