

1. Introduction and Objective

- WHO wants to sign contracts (called Long Term Agreements, LTAs) with companies that can provide expert staff and services in:
 - Data Solutions Development
 - Data Journalism
 - Enterprise Architecture
 - Microsoft Fabric
 - Azure/Microsoft Security
 - Each contract lasts 3 years, with possible extensions for up to 2 more years (1 year at a time).
 - WHO does not promise any minimum amount of work—services will be requested only when needed.
 - Prices for services will be fixed for the contract period.
 - WHO can use multiple vendors and is not limited to one company.
 - Vendors should offer the best and most cost-effective solutions, ensuring high service quality¹.
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2. About WHO

- Mission:
 - WHO's goal is to help all people achieve the best possible health.
 - WHO is the main authority for global public health.
 - Structure:
 - Governed by the World Health Assembly (WHA), which sets policies and appoints the Director-General.
 - The Executive Board (34 members) helps carry out WHA decisions.
 - The Secretariat has about 9,200 staff at headquarters (Geneva), regional offices, and countries.
 - Relevant Division:
 - The Division of Data, Analytics and Delivery for Impact (DDI) helps collect, analyze, and share health data to support decision-making.
 - The Data Exchange team (DEX) builds and manages tools and platforms for health data, supports data standards, and helps make data accessible and useful for countries, partners, and the public¹.
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3. Background

3.1 Overview

- WHO wants to reduce scattered (fragmented) data systems and make it easier for everyone to access all health data in one place.
- WHO is building the World Health Data Hub (WHDH), a central platform for all WHO health data.
- WHDH includes tools and products such as:
 - Country Portal (for managing data with Member States)
 - Data Lake (central data storage using Azure)
 - Data Science Lab (workspace for analysis)
 - xMart (data warehouse)
 - Datadot (public data platform)

- Data Visualization Engine (creates data visuals)
- All these tools use Microsoft and Azure technologies.
- More products are being developed for the WHDH1.

3.2 Current Approach

- When WHO needs skilled professionals for projects and doesn't have them internally, it uses LTA partners (vendors).
- WHO gives vendors a Terms of Reference (ToR) for each position or project.
- Vendors submit candidate profiles and/or project proposals.
- WHO shortlists, interviews, and tests candidates if needed, then selects the best vendor.
- The whole process usually takes 2–4 weeks1.

3.3 Objectives of the Present Activity

- WHO wants to set up LTAs with several vendors, who can provide skilled professionals in the required domains.
- Vendors can bid for one or more domains and must provide rates for work done onsite (Geneva), near-shore, or off-shore.
- Services may be paid by time and materials or by fixed price for specific deliverables1.

3.4 Activity Coordination

- The WHDH Program Team, with support from DDI's Procurement Team, will manage and coordinate these activities

4: Requirements

4.1 Introduction

WHO is looking for companies (called vendors) to help by either:

- Adding skilled people to their teams (resource augmentation), or
- Delivering specific projects

There are five main areas (domains) where help is needed:

1. Data Solutions Development
2. Data Journalism
3. Enterprise Architecture
4. Microsoft Fabric
5. Azure/Microsoft Security1.

4.2 Characteristics of the Contractor

Status:

- The company can be for-profit or not-for-profit, but must work in IT, project management, or the specified domains.

Accreditations:

- Having a quality certificate like ISO 9001 is a bonus, but not required¹.

Experience:

- Each domain has its own experience needs. For example, for Data Solutions Development, the company or its staff should have several years of experience in data management, modern development practices (like Agile/DevOps), APIs, and project management.
- For other domains (like Data Journalism, Enterprise Architecture, Microsoft Fabric, and Azure/Microsoft Security), similar deep experience is needed in those fields.

Staffing:

- Vendors must propose staff with the right skills for roles such as project managers, analysts, developers, and specialists.
 - All staff must be fluent in English.
 - The proposal should include the types of staff (their profiles and qualifications), but not their names.
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4.3 Work to be Performed

Domain 1: Data Solutions Development

- Development Activities:
Vendors will help make small and big improvements to WHO's data products, write documentation, and use modern software development methods (Agile/DevOps). All work will be tracked in WHO's system. Products must be tested and well documented before being given to WHO for final checks.
- Quality Activities:
Testing and quality checks are needed at every stage. All results must be recorded. About 15% of the work should be for project management (like team coordination and reporting)¹.
- Operations:
Vendors will also help with:
 - Fixing urgent problems
 - Preventing issues
 - Updating systems as needed
 - Supporting new users and deployments
 - Keeping documentation up to date
- How well the vendor is doing will be measured using things like speed of fixing issues, user satisfaction, and documentation quality.

Domains 2-5: Specialists

- For the other domains (Data Journalism, Enterprise Architecture, Microsoft Fabric, Azure/Microsoft Security), vendors will provide experts as needed. The exact tasks will be explained each time WHO needs someone (with a Terms of Reference).
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4.3.1 Key Requirements

- Vendors must be able to quickly provide skilled professionals when WHO asks.
 - Good communication skills are important.
 - Vendors can choose which domains and roles they want to offer.
 - WHO will choose vendors mainly based on technical skills (80%) and also on price (20%). Vendors can offer lower prices to improve their chances.
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4.3.2 Place of Performance

- Work can be done at WHO's office in Geneva, in nearby countries, or from other countries.
 - Work hours should generally match Geneva business hours.
 - Vendors are responsible for arranging any needed work permits or visas for their staff.
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4.3.3 Timelines

- The contract (LTA) will last three years, with a chance to extend it twice for one more year each time.
 - WHO will request services as needed; there is no promise of a minimum amount of work.
 - The process from request to onboarding usually takes 2-4 weeks. Most projects last 3-12 months.
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4.3.4 Reporting Requirements

- Vendor staff will report to a WHO manager, submit monthly timesheets, and have their performance reviewed.
 - Staff remain employees of the vendor, not WHO.
 - Meetings with WHO should be kept to a minimum (no more than twice a year).
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4.3.5 Finance and Accounting Requirements

- For extra staff, payment is based on signed timesheets.
 - For fixed-price projects, payment is made in parts: some at the start, some after milestones, some at launch, and some after a warranty period.
 - Maintenance support is paid as agreed in the contract.
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4.3.6 Performance Monitoring

- Vendors must monitor their staff's performance.
 - If WHO is not happy with someone's work, the vendor must fix the problem, which could mean replacing the person.
 - If a replacement is needed, there are rules about how quickly this must happen and how long the handover should be.
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4.3.7 Further Capacities

- WHO wants vendors to support environmental, social, and economic sustainability.
- This includes preventing pollution, supporting human rights and gender equality, helping local communities, and making sure supply chains are sustainable.
- Vendors must fill out a questionnaire about their sustainability practices