

STUDY ON CONTINUITY OF ESSENTIAL HEALTH SERVICES IN HEALTH CARE FACILITIES DURING COVID-19 PANDEMIC IN REPUBLIC OF MOLDOVA

Request for Proposals (RFP)

Bid Reference

2021/EURO/MDA/0015

Country/Unit Name

WHO CO Moldova

Closing Date:

[22 July 2021]



The World Health Organization (WHO) is seeking offers for RESEARCH AGENCY TO CONDUCT A STUDY ON CONTINUITY OF ESSENTIAL HEALTH SERVICES IN HEALTH CARE FACILITIES DURING COVID-19 PANDEMIC IN REPUBLIC OF MOLDOVA.

Your ☒ Company ☒ Institution is invited to submit a proposal for the services 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.

1. Requirements

WHO requires the successful bidder, to carry out a set of phone-based interviews to assess up to 100 (one hundred) health facilities' capacities to maintain delivery of essential health services, using the attached assessment tool, and entering the obtained information in an online platform. The bidder should also have the capacity to conduct a statistical analysis of the obtained data, group the information received by categories of questions, and generate graphic representation of obtained data (linear graphs, pies, dashboards, etc.) where such a representation is possible. The data aims at helping to assess the capacity of health facilities to maintain the provision of essential health services during the COVID-19 pandemic, and to assess workforce capacity during the pandemic.

See detailed Terms of Reference in Annex 1 for complete information.

The successful bidder shall be a ☒ for profit / ☒ not for profit institution operating in the field of conducting surveys especially related to public health matters with proven expertise in conducting sociological research at least 5 years.

The successful bidder is expected to demonstrate experience and list relevant projects as follows:

Mandatory experience:

- Advanced knowledge in applied social research, including advanced skills in statistical methods (sample design, methodology and statistical analysis) and demonstrated experience for at least 5 years in the Republic of Moldova.
- A copy of the quality certification applicable for research companies or an on-going certification process by a certified accreditation body will be an asset.
- Experienced staff members, including a demonstrated network of interviewers.
- Strong track record in delivering research reports.
- Good business reputation and integrity.

Desirable experience:

- Experience in conducting research for the UN and other international organizations is an asset.
- Experience in conducting research related to people's satisfaction with medical services is an asset.

The bidder is expected to follow the instructions set forth below in the submission of their proposal to WHO.

2. Proposal

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

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

- Confidentiality Undertaking (*please complete Annex 2*)
- Presentation of your Company / Institution (*please complete Annex 3*)
- Proposed solution which should include: sampling method, training, data collection and aggregation methods, quality check method and other relevant information
- Proposed time line (GANTT chart)
- Financial proposal in USD or EURO.

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

3. Instructions to Bidders

The bidder must follow the instructions set forth in this RFP in the submission of their proposal to WHO.

A prospective bidder requiring clarification on technical, contractual or commercial matters may notify WHO via email at the following address no later than **14 July 2021**:

Email for submissions of all queries: euromdabids@who.int
(use Bid reference in subject line)

A consolidated document of WHO's responses to all questions (including an explanation of the query but without identifying the source of enquiry) will be sent to all prospective bidders who have received the RFP.

From the date of issue of this RFP to the final selection, contact with WHO officials concerning the RFP process shall not be permitted, other than through the submission of queries and/or through a possible presentation or meeting called for by WHO, in accordance with the terms of this RFP.

The bidder shall submit, in writing, the complete proposal to WHO, no later than **22 July 2021 at 23:59 hours Chisinau time** ("the closing date"), by email at the following email address:

euromdabids@who.int
(use Bid reference in subject line)

To be complete, a proposal shall include:

- A technical proposal, as described under part 2 above, including GANTT chart;
- A financial proposal, as described under part 2 above;
- Annexes 2 & 3, duly completed and 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.

Each proposal shall be marked Ref: 2021/EURO/MDA/0015 .

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

Any proposal received by WHO after the closing date for submission of proposals may be rejected. Bidders are therefore advised to ensure that they have taken all steps to submit their proposals in advance of the above closing date and time.

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 at the email address indicated above, before the closing date for submission of proposals.

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.

All bidders must adhere to the UN Supplier Code of Conduct, which is available on the WHO procurement website at <http://www.who.int/about/finances-accountability/procurement/en/>.

4. Evaluation

Before conducting the technical and financial evaluation of the proposals 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.

The evaluation panel will evaluate the technical merits of all the proposals which have passed the preliminary examination of proposals based on the following weighting:

Technical Weighting:	55 % of total evaluation
Financial Weighting:	45 % of total evaluation

The technical evaluation of the proposals will include:

Technical approach, methodology and detailed work plan	20
Experience of the firm in carrying out related project	10
Qualifications and competence of the personnel proposed for the assignment	5
Proposed timeframe for the project	10
TOTAL	55

The number of points which can be obtained for each evaluation criterion is specified above and indicates the relative significance or weight of the item in the overall evaluation process.

A minimum of [35] points is required to pass the technical evaluation.

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 the principle of best value for money, 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.

NOTE: Individual contact between WHO and bidders is expressly prohibited both before and after the closing date for submission of proposals.

5. Award

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.

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 between WHO and the successful bidder (the "Contract"), the successful bidder shall sign and date the Contract 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. The Contract will include, without limitation, the provisions set forth in Annex 3.



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,
WHO CO Moldova

**Annexes**

1. Detailed Terms of Reference
2. Confidentiality Undertaking
3. Vendor Information Form
4. Contractual provisions
5. WHO EHS Assessment tool in English
6. WHO EHS Assessment tool in Romanian



Annex 1: Detailed Terms of Reference

1. Purpose of the bidding

a set of phone-based interviews to assess up to 100 (one hundred) health facilities' capacities to maintain delivery of essential health services, using the attached assessment tool, and entering the obtained information in an online platform. The bidder should also have the capacity to conduct a statistical analysis of the obtained data, group the information received by categories of questions, and generate graphic representation of obtained data (linear graphs, pies, dashboards, etc.) where such a representation is possible. The data aims at helping to assess the capacity of health facilities to maintain the provision of essential health services during the COVID-19 pandemic, and to assess workforce capacity during the pandemic.

2. Background

Over the past year, the COVID-19 pandemic has challenged public health systems and health services globally, revealing that even robust health systems can be rapidly overwhelmed and compromised by an outbreak. Countries are confronting a multitude of questions that must be addressed to prepare for and respond directly to the COVID-19 pandemic, while simultaneously maintaining the delivery of other health services.

Many routine and elective services have been postponed or suspended, and existing delivery approaches had to be adapted as the risk-benefit analyses for any given activity or service has changed in the current pandemic context. At the same time, primary care facilities have been called upon to manage asymptomatic and mild COVID-19 cases, to engage the community and raise awareness, in various aspects of testing and contact tracing, and in referrals of worsening cases to secondary and tertiary care facilities. More serious cases continue to be managed at hospital levels.

Key decisions and actions to mitigate the risk of potential health system collapse must be informed by accurate and real-time data collected through ongoing monitoring during all phases of the COVID-19 pandemic. Against the rapidly evolving situation, many countries are facing challenges in the availability of accurate and timely data on the capacities of frontline health services and facilities to deliver essential COVID-19 tools. At the same time, routine data systems are falling short in their ability to detect and track the extent of disruptions across essential health services to inform mitigation strategies and respond to evolving community needs and barriers to accessing care. In such contexts, implementing regular and rapid assessments in facilities and communities to determine priority needs in terms of service availability, workforce capacities, training and protection, the availability of essential health products and supplies, vaccine readiness, infection prevention and control (IPC) capacities and safety measures will be of great help to decision-makers.

To respond to this need, a health facility assessment tool has been developed by WHO and adapted to the needs in data in Moldova in collaboration with UNAIDS, UNICEF and UNFPA to rapidly generate the data required to address this challenge. The assessment is intended for rapid deployment via phone interviews in a sample of sentinel facilities. Hence, WHO CO in Moldova, UNAIDS, UNICEF and UNFPA have jointly launched the multi-level assessment of the continuity of Essential Health Services and approaches to support the country needs for real-time data from frontline health services to guide strategies and plans to maintain essential health services.

A data collection partner (contractor) is now needed to collect the data. The contractor must be specialized in collecting data via web panels and computer-assisted telephone interviews. They must have already established respondent panels that is able to include the representative list of health care facilities selected by the MoHLS of Moldova. They must have proven procedures and models for and experience with collecting data on knowledge, perceptions and behaviours, and other types of surveys. They must have established procedures to ensure the protection of data as outlined below.

3. Planned timelines (subject to confirmation)

Start date: 01/08/2021

End date: 20/09/2021



Total duration: 1.5 months

4. Requirements - Work to be performed

Overall Objective: To provide organizational support in implementing the survey on continuity of essential health services in the context of the COVID-19 pandemic, so that it is possible to rapidly assess health service capacities to respond to COVID-19 while maintaining the provision of essential health services during the COVID-19 outbreak.

SPECIFIC OBJECTIVES

1. Use the provided assessment tool (attached in English and Romanian) for telephone based interview of the set of respondents;
2. Use the list of up to 100 (one hundred) health care institutions to be interviewed. The list will be approved by the MoHLSPP and will be provided to the successful bidder. Health care institutions will include facilities from urban, district and rural areas. The list will contain contact information for each respondent.
3. Provide technical oversight and quality assurance on survey implementation including a) Survey planning; b) Survey data collection; c) Survey data basic statistical analysis.

Specific tasks

- Task 1.1: Develop interviewing timeframe and implementation strategy;
- Task 1.2. Plan for continuity of data collection to repeatedly contact the respondents if needed in order to ensure complete data are obtained.
- Task 2. Provide technical oversight and quality assurance on survey implementation including a) Survey planning and preparation; b) Survey data collection; c) Survey data basic statistical analysis;
- Task 2.1: Recruit and train data collection team (including training workshop and pilot activities);
- Task 2.2: Organize necessary translation arrangements for data collection, taking into account that data may be collected in Romanian and/or Russian;
- Task 2.3: Complete data collection and submit validated database to input into analysis chartbooks;
- Task 2.4. Prepare and submit summary of findings to inform mitigation strategies and priority actions disseminated

Quality control: The organization/company should use proven quality control methods for data validation and checking. The method to be used should be described and reflected in the proposal.

5. Requirements - Planning

Deliverables:

Deliverable 1: Sample frame and implementation strategy

Deliverable 2: Validated database and summary of findings based on collected data

All written deliverables shall be submitted by email in MS Word to WHO Responsible Officer.

- The sample selection, to ensure reliable, valid and accurate results is provided;
- The tabulation and analysis plan is coordinated with WHO;
- Conduct data collection, validation and quality check and provide a technical report about progress made by August 15, 2021;
- Provide draft detailed survey reports in Romanian and English languages for consultation – by September 10, 2021;
- Provide final report of the base-line survey and the brief summary in Romanian language (editing is not necessary) – by September 16, 2021;
- Provide the final report of the base-line survey and the brief summary in English language (editing is not necessary) – by September 20, 2021;
- Provide the electronic database of the survey - by September 16, 2021.



The timelines are indicative.

6. Inputs

WHO CO Moldova will provide guidance on assessment tool use and available information on the methodology of survey implementation. WHO CO Moldova will also provide the list of respondents, prior approved by the MoHLSP. WHO CO Moldova will seek for formal support from MoHLSP allowing the survey and informing the respondents on the planned interviews. This shall ensure minimal dropout and maximal level of responsiveness.

7. Characteristics of the Provider

- Experience for at least 5 years in the Republic of Moldova in conducting social studies especially related to public health matters;
- Experienced staff members, including a demonstrated network of interviewers at country level
- Experience in conducting research for the UN and other international organizations is an asset.
- Experience in conducting research related to people's satisfaction with medical services is an asset.

8. Place of assignment

Republic of Moldova. Data collection methodology does not require travel – it is based on phone interviews and completion of online survey platform.



Annex 2: Confidentiality Undertaking

1. The World Health Organization (WHO), acting through its Department of WHO Country Office in the Republic of Moldova, has access to certain information relating to the Health System and Services in the Republic of Moldova which it considers to be proprietary to itself or to entities collaborating with it (hereinafter referred to as "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 study on continuity of essential health services in health care facilities during COVID-19 pandemic in Republic of Moldova" ("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. Any dispute arising from or relating to this Undertaking, including its validity, interpretation, or application shall, unless amicably settled, be subject to conciliation. In the event of 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 Undersigned and WHO 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 Undersigned and WHO shall accept the arbitral award as final.
8. Nothing in this Undertaking, and no disclosure of Information to the Undersigned pursuant to its terms, shall constitute, or be deemed to constitute, a waiver of any of the privileges and immunities enjoyed by WHO under national or international law, or as submitting WHO to any national court jurisdiction.

Acknowledged and Agreed:

Entity Name:
Mailing Address:
Name and Title of duly authorized representative:
Signature:
Date:



Annex 3: Vendor Information Form

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

* <http://www.who.int/about/finances-accountability/procurement/en/>

Annex 4: Contractual Provisions

Within 30 days of receipt of the contract between WHO and the successful bidder (the “Contract”), the successful bidder shall sign and date the Contract 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. The Contract will include, without limitation, the provisions set forth below (with the successful bidder referred to below as the “Contractor”):

1. **Compliance with WHO Codes and Policies.** By entering into the Contract, the Contractor acknowledges that it has read, and hereby accepts and agrees to comply with, the WHO Policies (as defined below).

In connection with the foregoing, the Contractor shall take appropriate measures to prevent and respond to any violations of the standards of conduct, as described in the WHO Policies, by its employees and any other persons engaged by the Contractor to perform any services under the Contract.

Without limiting the foregoing, the Contractor shall promptly report to WHO, in accordance with the terms of the applicable WHO Policies, any actual or suspected violations of any WHO Policies of which the Contractor becomes aware.

For purposes of the Contract, the term “WHO Policies” means collectively: (i) the WHO Code of Ethics and Professional Conduct; (ii) the WHO Policy on Sexual Exploitation and Abuse Prevention and Response; (iii) the WHO policy on Preventing and Addressing Abusive Conduct; (iv) the WHO Code of Conduct for responsible Research; (v) the WHO Policy on Whistleblowing and Protection Against Retaliation; and (vi) the UN Supplier Code of Conduct, in each case, as amended from time to time and which are publicly available on the WHO website at the following links: <http://www.who.int/about/finances-accountability/procurement/en/> for the UN Supplier Code of Conduct and at <http://www.who.int/about/ethics/en/> for the other WHO Policies.

2. **Zero tolerance for sexual exploitation and abuse.** WHO has zero tolerance towards sexual exploitation and abuse. In this regard, and without limiting any other provisions contained herein:

(i) each legal entity Contractor warrants that it will: (i) take all reasonable and appropriate measures to prevent sexual exploitation or abuse as described in the WHO Policy on Sexual Exploitation and Abuse Prevention and Response by any of its employees and any other persons engaged by it to perform any services under the Contract; and (ii) promptly report to WHO and respond to, in accordance with the terms of the Policy, any actual or suspected violations of the Policy of which the contractor becomes aware; and

(ii) each individual Contractor warrants that he/she will (i) not engage in any conduct that would constitute sexual exploitation or abuse as described in the WHO Policy on Sexual Exploitation and Abuse Prevention and Response; and (ii) promptly report to WHO, in accordance with the terms of the Policy, any actual or suspected violations of the Policy of which the Contractor becomes aware.

3. **Tobacco/Arms Related Disclosure Statement.** The Contractor may be required to disclose relationships it may have with the tobacco and/or arms industry through completion of the WHO Tobacco/Arms Disclosure Statement. In the event WHO requires completion of this Statement, the Contractor undertakes not to permit work on the Contract to commence, until WHO has assessed the disclosed information and confirmed to the Contractor in writing that the work can commence.

4. **Anti-Terrorism and UN Sanctions; Fraud and Corruption.** The Contractor warrants for the entire duration of the Contract that:

- i. it is not and will not be involved in, or associated with, any person or entity associated with terrorism, as designated by any UN Security Council sanctions regime, that it will not make any payment or provide any other support to any such person or entity and that it will not enter into any employment or subcontracting relationship with any such person or entity;
- ii. it shall not engage in any illegal, corrupt, fraudulent, collusive or coercive practices (including bribery, theft and other misuse of funds) in connection with the execution of the Contract; and
- iii. the Contractor shall take all necessary precautions to prevent the financing of terrorism and/or any illegal corrupt, fraudulent, collusive or coercive practices (including bribery, theft and other misuse of funds) in connection with the execution of the Contract.

Any payments used by the Contractor for the promotion of any terrorist activity or any illegal, corrupt, fraudulent, collusive or coercive practice shall be repaid to WHO without delay.

5. **Breach of essential terms.** The Contractor acknowledges and agrees that each of the provisions of paragraphs 1, 2, 3 and 4 above constitutes an essential term of the Contract, and that in case of breach of any of these provisions, WHO may, in its sole discretion, decide to:

- i. terminate the Contract, and/or any other contract concluded by WHO with the Contractor, immediately upon written notice to the Contractor, without any liability for termination charges or any other liability of any kind; and/or
- ii. exclude the Contractor from participating in any ongoing or future tenders and/or entering into any future contractual or collaborative relationships with WHO.

WHO shall be entitled to report any violation of such provisions to WHO's governing bodies, other UN agencies, and/or donors.

6. **Use of WHO Name and Emblem.** Without WHO's prior written approval, the Contractor shall not, in any statement or material of an advertising or promotional nature, refer to the Contract or the Contractor's relationship with WHO, or otherwise use the name (or any abbreviation thereof) and/or emblem of the World Health Organization.

7. **Assurances regarding procurement.** If the option for payment of a maximum amount applies, to the extent the Contractor is required to purchase any goods and/or services in connection with its performance of the Contract, the Contractor shall ensure that such goods and/or services shall be procured in accordance with the principle of best value for money. "Best value for money" means the responsive offer that is the best combination of technical specifications, quality and price.

8. **Audit.** WHO may request a financial and operational review or audit of the work performed under the Contract, to be conducted by WHO and/or parties authorized by WHO, and the Contractor undertakes to facilitate such review or audit. This review or audit may be carried out at any time during the implementation of the work performed under the Contract, or within five years of completion of the work. In order to facilitate such financial and operational review or audit, the Contractor shall keep accurate and systematic accounts and records in respect of the work performed under the Contract.

The Contractor shall make available, without restriction, to WHO and/or parties authorized by WHO:

- i. the Contractor's books, records and systems (including all relevant financial and operational information) relating to the Contract; and
- ii. reasonable access to the Contractor's premises and personnel.

The Contractor shall provide satisfactory explanations to all queries arising in connection with the aforementioned audit and access rights.

WHO may request the Contractor to provide complementary information about the work performed under the Contract that is reasonably available, including the findings and results of an audit (internal or external) conducted by the Contractor and related to the work performed under the Contract.

9. **Publication of Contract.** Subject to considerations of confidentiality, WHO may acknowledge the existence of the Contract to the public and publish and/or otherwise publicly disclose the Contractor's name and country of incorporation, general information with respect to the work described herein and the Contract value. Such disclosure will be made in accordance with WHO's Information Disclosure Policy and shall be consistent with the terms of the Contract.