

Updating of Jordan's Climate Change Health Adaptation Strategy and Action Plan

Request for Proposals (RFP)

Bid Reference

RFP 8/2023/20

Country/Unit Name

WHO/EMRO-HPD-CHE

Closing Date:

[3 September 2023]



The World Health Organization (WHO) is seeking offers for updating of Jordan's Climate Change Health Adaptation Strategy and Action Plan.

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 the process of updating Jordan's climate change health adaptation strategy and action plan that was developed in 2012 by Ministry of Health in collaboration with WHO and other partners. The process will include review of the available evidence on a number of climate sensitive health outcomes that will lead to assessing population and health system vulnerabilities, current capacity in face of these outcomes. In addition to a future risk assessment of the projected changes and assessment of the adaptation measures the are needed. The results will be concluded and used to develop the national health adaption plan with a number of project proposals to be implemented .

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 climate change and health with proven expertise in conducting climate change and health vulnerability and adaptation assessments as well as experience in developing national adaptation plans, and project management for research and analytical projects. Track record of successful assignments with WHO will be an asset .

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

Mandatory experience:

- Established experience in climate change vulnerability and adaptation assessment
- Established experience in health and climate change vulnerability and adaptation assessment and health national adaptation planning

Desirable experience:

- Previous health or national adaption planning experience in the Eastern Mediterranean Region.
- Previous projects on climate change and health experience with WHO

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:

1- Technical Proposal

- Confidentiality Undertaking (*please complete Annex 2*)
- Presentation of your institution (*please complete Annex 3*)
- Proposed approach/methodology
- Proposed timeline



- Certificate of previous experience (copy of relevant POs and Contracts)
- CVs for key personnel

2- **Financial proposal** – Please submit your financial proposal using the excel sheet in **Annex 5**.

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 **27 August 2023**:

Email for submissions of all queries: emrgohpdceha@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 **3 September 2023 at 17:00 hours Cairo local time** ("the closing date"), by email at the following email address:

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

To be complete, a proposal shall include:

- A technical proposal, as described under part 2 above;
- 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: **RFP 8/2023/20** .

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:	70 % of total evaluation
Financial Weighting:	30 % of total evaluation

The technical evaluation of the proposals will include:

Addressing of WHO's requirements and expectations	15
Quality of the overall proposal and methodology	20
Experience of the firm in carrying out related project	30
Qualifications and competence of the personnel proposed for the assignment (including resumes/CVs)	20
Proposed timeframe for the project	15
TOTAL	100

The scoring scale per criteria was defined as follows:

Criteria evaluated as:	Based on the following supporting evidence:	Corresponds to the score of:
Excellent	Excellent evidence of ability to exceed requirements	100%



Good	Good evidence of ability to exceed requirements	90%
Satisfactory	Satisfactory evidence of ability to support requirements	70%
Poor	Marginally acceptable or weak evidence of ability to support requirements	40%
Very Poor	Lack of evidence to demonstrate ability to comply with requirements	10%
No submission	Information has not been submitted or is unacceptable	0%

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 [70] points is required to pass the technical evaluation.

The final evaluation will combine the weighted scores of both technical and financial proposals to come up with a cumulative total score.

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,
Mr. Mazen Malkawi
RA; Air Pollution, Chemical Safety, and Climate Change; HPD
WHO/EMRO

**Annexes**

1. Detailed Terms of Reference
2. Confidentiality Undertaking
3. Vendor Information Form
4. Contractual provisions
5. Financial Proposal template



Annex 1: Detailed Terms of Reference

1. Purpose:

The purpose of this consultancy is to lead the updating of Jordan's Climate Change Health Adaptation Strategy and Action Plan using the available WHO guidance

2. Background

In 2012, MOH has released its national climate change and health adaptation strategy and action plan which was conducted by a team of experts from the Ministry and other partners. The strategy consisted of two main components: vulnerability and adaptation (V&A) assessment of six main health outcomes of concern at the national level, followed by the adaptation strategy and plan of action for the health sector (health national adaptation plan). In addition, project proposals were developed based on the findings of the V&A assessment and HNAP priorities. The proposals were used for resource mobilization to bridge the identified gaps, but unfortunately efforts did not continue.

Six health outcomes were assessed, namely: 1-air-borne and respiratory diseases, 2-water and food-borne diseases, 3-vector borne diseases, 4-nutrition and food safety, 5-heat waves, and 6-occupational health. Each outcome was assessed in a separate chapter which contains the following: I-introduction, II-vulnerability assessment including the description of the outcome and its relation to climate change and the burden of the disease in addition to the vulnerable groups and areas and other vulnerability factors, III-adaptation assessment including the programmes and policies relevant to the outcome either at the MOH or outside and few adaption measures recommended, and IV a suggested early warning system mechanism.

The strategy and plan of action was developed based on the outcomes of the assessment of the main health risks and on the consultation of several stakeholders. The strategy and plan of action listed a number of objectives and activities needed to increase the resilience and capacity of the health sector detailing the time frame needed, the responsible sectors, and indicators for evaluation and monitoring. In addition, 24 project proposals were listed to back up the implementation of the strategy and action plan. It is worth mentioning that only one proposal was funded, and two other proposals were included in the NDC implementation plan of Jordan but not funded yet.

In 2021, the Ministry of Health of Jordan has announced its commitments to build a climate resilient and environmentally sustainable low carbon health system as part of COP26 Presidency Health Programme. The commitments included updating the national climate change and health adaptation strategy and plan of action with its main components the V&A assessment and HNAP.



3. Planned timelines (subject to confirmation)

Total duration: 40 working days during the period from 15 September to 30 December 2023.

4. Requirements - Work to be performed

In close coordination and consultation with WHO:

Objective 1: plan the process of updating the V&A assessment and HNAP by reviewing the old versions and undertaking an initial desk review of the latest evidence, policies, national strategies and plans. Decide on the needed partners, experts and stakeholders, identify working groups, needed time, activities and resources to complete the process.

Output 1.1: Planning the update process of Jordan's National Climate Change Health Adaptation Strategy and Action Plan.

Output 1.2: Develop a detailed plan for the entire process of updating the strategy and action plan including the V&A assessment and HNAP development for each health outcome. This includes the timeline and activities, project team members, objective of the process, and needed coordination and approvals.

Objective 2: conduct a training workshop for the working teams, experts and stakeholders on V&A assessment and HNAP with the goal of having their initial inputs on the proposed planning process, the health outcomes and each step of the assessment.

Output 2.1: Organize a workshop on V&A assessment and HNAP for the working teams and organize a follow up meetings during the working period

Output 2.2: Prepare report on the training workshop and the follow up meetings.

Objective 3: initiate the process of updating the V&A assessment components for each health outcome previously selected. This will include a review of the available evidence, policies, plans and ongoing programmes and strategies concerned with each health outcome to complete the assessment steps of vulnerability, capacity, future risk and adaptation assessments.

Output 3.1: Update the V&A assessment and early warning system for the each of the health outcomes.

Output 3.2: Prepare the final report on V&A assessment and Early warning system for each health outcome.

Output 3.3: compile all the reports of V&A assessment and early warning system of the health outcomes into one final report with all other necessary sections and chapters.

Objective 4: Initiate the process of updating the HNAP and project proposals components for each health outcome previously selected. This will include a review of the available evidence, policies, plans and ongoing programmes and strategies concerned with each health outcome to complete a plan of action to implement the selected priority adaptation measures in addition to a number of suggested project proposals for future implementation.

Output 4.1: Update the HNAP and the project proposals of each health outcome after the completion of V&A assessment.

Output 4.2: Prepare a final report on HNAP and project proposals for each health outcome.

Output 4.3: Prepare a PowerPoint slides presentation on the process of updating and the main outcomes in both Arabic and English.

5. Requirements - Planning



<i>Indicative timeline and planned deliverables</i>	
Signing of contract	TBC
detailed plan for the entire process of updating the strategy and action plan including the V&A assessment and HNAP development for each health outcome. This includes the timeline and activities, project team members, objective of the process, cleared by WHO	5 working Days
Training workshop conducted and the report with updated plan and framework for completing the process developed	10 working Days
A final report on the updated V&A assessment and early warning systems for all health outcomes	15 working Days
Final report on updated HNAP and project proposals for each health outcome along with PowerPoint presentation on the whole process and main findings.	10 working Days

6. Inputs

All work will be done in full consultation with the concerned WHO team and all deliverables will be reviewed and cleared by WHO based on organizational rules and regulations.

7. Activity Coordination & Reporting

Violence, Injury and Disabilities Unit: emrgohpdceha@who.int

8. Characteristics of the Provider

Proven experience in conducting climate change and health vulnerability and adaptation assessment as well as experience in project management for research and analytical projects. Please provide supporting documents of previous successful assignments with WHO in the field of Climate Change and Health, vulnerability and adaptation assessment or Climate change and health risk assessment.

Please attach references and contact details for the previous experience.

9. Place of assignment

-Amman, Jordan



Annex 2: Confidentiality Undertaking

1. The World Health Organization (WHO), acting through its Department of Healthier Populations, has access to certain information relating to the update of Jordan's Climate Change Health Adaptation Strategy and Action Plan 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 "updating of Jordan's Climate Change Health Adaptation Strategy and Action Plan" ("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:	
Corporate information:			
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, sexual harassment and other types of abusive conduct.** WHO has zero tolerance towards sexual exploitation and abuse, sexual harassment and other types of abusive conduct. 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, and/or sexual harassment and other types of abusive conduct as described in the WHO Policy on Preventing and Addressing Abusive Conduct by any of its employees and any other persons engaged by it to perform the work under the Contract; and (ii) promptly report to WHO and respond to, in accordance with the terms of the respective Policies, any actual or suspected violations of either 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/or sexual harassment and other types of abusive conduct as described in the WHO Policy on Preventing and Addressing Abusive Conduct. Without limiting the foregoing, the individual Contractor shall promptly report to WHO, in accordance with the terms of the respective Policies, any actual or suspected violations of either Policy of which the individual 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.