



## *REQUEST FOR PROPOSALS*

# Hosting and Support to the UHC2030 Civil Society Engagement Mechanism (CSEM)

## **1. Background**

In September 2015 the world moved from focusing on the Millennium Development Goals to the universal and more ambitious Sustainable Development Goals (SDGs). SDG 3 demonstrates a renewed global commitment to health, underpinned by target 3.8 for universal health coverage (UHC). This presents an opportunity to promote a comprehensive and coherent approach to strengthening health systems for progress across all health targets.

Civil society has been critical in catalysing and shaping national, regional and global interventions successfully. In particular, it mobilized decision-makers to ensure systematic attention was given to the needs of the most marginalised and vulnerable populations so that no one is left behind. In light of the ambitious SDGs and global health targets, it is essential to maximize the potential of partnerships with civil society and work together to achieve these targets.

UHC2030 is a multi-stakeholder partnership co-hosted by the World Bank and the World Health Organization (WHO), with the overall aim of supporting a movement for accelerated, equitable and sustainable progress towards UHC as well as the other health targets in the SDGs, including global security and equity.

The objectives of UHC2030 are to:

- Provide a multi-stakeholder platform that promotes collaborative working at global and country levels on health systems strengthening (HSS).
- Advocate increased political commitment to UHC and facilitate accountability and knowledge sharing.
- Facilitate accountability for progress towards HSS, UHC and SDG3.

- Continue to promote adherence to effective development cooperation principles as the most important way to ensure coordination around HSS in countries receiving external assistance.

## 2. Context

The UHC2030 is governed by the UHC2030 Steering Committee which includes the following constituencies and its representatives:

- Countries: 9 seats (3 LIC, 3 MIC, 3 HIC).
- Multilateral organizations: 3 seats (1 UN agencies, 1 GHIs, 1 other).
- Philanthropic foundations: 1 seat.
- Civil society: 3 seats (1 community-based, 1 global, 1 national).
- Private sector: 1-2 seat(s).
- Ex-officio hosting organizations: 2 seats (WHO and World Bank).

The UHC2030 Steering Committee agreed to establish a Civil Society Engagement Mechanism (CSEM) to become the civil society arm of the UHC movement and a critical contributor to UHC2030, with systematic attention to the needs of the most marginalized and vulnerable populations so that no one is left behind. The CSEM seeks to strengthen an inclusive and broad civil society movement on UHC, influence policy design and implementation, strengthen citizen-led and social accountability mechanisms, and promote coordination and harmonisation between civil society organization (CSO) platforms and networks working on health related issues.

CSO representatives in IHP+ started to set up the CSEM as part of UHC2030 to make sure that the CSO voice will be heard in the UHC2030 steering committee. An interim CSO secretariat together with a pre-advisory group composed of 26 organisations from diverse region and countries took charge of setting up the CSEM to contribute to the UHC2030 initiative. The development and the structure of the CSEM was finalised in December 2016 after a broad online consultation launched in 3 languages and a number of face to face webinar sessions.

On June 5<sup>th</sup> 2017, three CSO representatives and three alternates were nominated by 26 members of the Pre-advisory group to represent CSOs voices in the UHC2030 Steering Committee: one CSO from the Global South; one CSO from the Global North; and one CSO from Community Based Organisations (CBOs).

A call for nomination will be launched beginning of July for the nomination of 12 members for the Advisory Group.

### **3. The CSEM vision, guiding principles & core functions** (see CSEM mandate in Annex 1)

The CSEM Vision, guiding principles and core functions will be streamlined as follows:

#### **CSEM Vision**

- *To strengthen an inclusive and broad UHC/HSS movement at global, regional, and national levels.*
- *To influence policy design and implementation of HSS/UHC at the national and global levels in favour of vulnerable and marginalised persons.*
- *To strengthen citizen-led and social accountability mechanisms at sub-national, national, regional, and global levels following the principle of Leaving No One Behind.*
- *To ensure greater coordination and harmonisation between CSO platforms and networks working on health-related issues.*

#### **CSEM Guiding principles**

- *Ensure mutual accountability*
- *Guarantee representativeness*
- *Promote equity*
- *Encourage inclusiveness and non-discrimination*
- *Prevent conflicts of interest*
- *Ensure democratic process*

#### **CSEM core functions**

- *Advocacy and accountability on UHC and HSS, including on domestic resource mobilisation, with a special focus on marginalised and hard-to-reach populations*
- *Facilitate capacity building for CSOs in countries*
- *Coordinate and collaborate with CSO constituencies of other related initiatives*
- *CSO and community participation in UHC processes on global and national levels.*
- *Knowledge sharing, communication on UHC and HSS processes*

### **4. The Project Aim**

The UHC2030 Secretariat hosted in WHO and the World Bank seeks to contract an organization to host and administer the CSEM Secretariat including 2 dedicated full time staff.

Specifically, the objectives of the CSEM Secretariat are to, in collaboration with UHC2030 Secretariat:

1. Support the CSOs representatives and the Advisory group to achieve their priority objectives within the UHC2030 Steering Committee and Working Group.
2. Facilitate the communications, overall coordination and knowledge sharing among CSEM structures from local to global levels and in liaison with other CSO networks related to Global Health Initiatives.
3. Help strengthen the voice of the CSOs and empower the communities through UHC2030 support.
4. Develop plans and strategies for increasing resources mobilization to support CSEM strategies and activities.

5. Liaise with other UHC 2030 Steering Committee members and agencies, and with UHC 2030 secretariat

## 5. Expected outcomes and deliverables

The selected organisation (referred to hereafter as the hosting organisation) shall provide the hosting arrangements for the UHC2030 Civil Society Engagement Mechanism (CSEM), and facilitate the functioning of the CSEM Secretariat, consisting of the following elements:

### **Objective 1: To provide the hosting arrangements and administrative support services for the UHC2030 Civil Society Engagement Mechanism (CSEM).**

**Output 1.1:** Elaborate the hosting arrangements and administrative support services framework to ensure maximum backing for the UHC2030 Civil Society Engagement Mechanism (CSEM) and functioning of its Secretariat.

**Output 1.2:** Facilitate the day to day management and operations for the CSEM Secretariat.

**Output 1.3:** Administer the financial management of the grant given to the CSEM Secretariat, including the administration of 2 full-time staff and all related contractual mechanisms.

### **Objective 2: To provide technical support in the development, implementation and sustainability of a communications strategy and overall coordination of work under the supervision of the CSEM Advisory group**

**Output 2.1:** Facilitate and support the Secretariat team in implementing the CSEM communications strategy by providing enabling tools and technical insight

**Output 2.2:** Facilitate the organization of face-to-face meetings and workshops with civil society organisations to support the coordination of work by the Secretariat team, including in the area of advocacy and accountability.

### **Objective 3: To recruit a full-time coordinator and a full-time communication staff for the secretariat**

**Output 3.1:** Prepare detailed TORs for the full-time coordinator and the full-time communication staff, under overall guidance and supervision of the Advisory group

**Output 3.2:** Selection and contract the best suitable candidates under overall guidance and supervision of the Advisory group

## 6. Process of Request for Proposal (RFP)

Proposals should be submitted by email to the UHC2030 Secretariat (Ms Victoria Reyes: [PascualV@who.int](mailto:PascualV@who.int)). The deadline for submission of proposals in response to this RFP is **15th September 2017**, COB before 12:00 a.m. Geneva time (GMT+1).

## 7. Management & Reporting (*Responsibilities*)

The selected organisation will report administratively to the WHO team of the UHC2030 Secretariat, working closely with the CSEM advisory group. The hosting organization is expected to provide the financial and legal structures necessary to manage budgets, expenditures and reporting on behalf of the CSEM.

## 8. Key milestones in 2018:

The time-frame for hosting the CSEM Secretariat is defined for an initial period of two years: January 2018-December 2019. The contract will start in November 2017 to allow for a proper transition with the interim CSEM secretariat and enable the hosting organisation to finalise recruit the Secretariat staff by the end of December 2017.

The table below provides an overview of key milestones in 2018. The final work plan and activities will be defined in close collaboration with the CSEM advisory group upon signature and agreement of contracting arrangements.

	<b>Milestones</b>	<b>Timing</b>
	<b>Pre planning stage</b> Recruitment of 2 CSEM Secretariat staff under the guidance of the CSEM Advisory Group	November-December 2018
<b>1</b>	UHC2030 Steering committee documents sent to Advisory Group before meetings	Documents reach people 9 days prior to meetings (depending on when the Core Team initially sends the documents).
<b>2</b>	Communiqué sent to CSEM including Advisory group, CSOs national and regional focal points	One after each UHC2030 Steering Committee meetings in 2018
<b>3</b>	Preparatory and debrief meetings for the CSO representatives and Advisory Group = before and after each UHC2030 Steering Committee meeting	2 meetings prior to UHC2030 Steering Committee meetings in 2018.
<b>4</b>	Development of secure online space for the CSO constituency, including secure space for Advisory Group document review, and secure discussion forums for CSO stakeholder groups.	August 2018

5	Regular communication with CSEM Advisory Group and national CSOs focal points	To be determined in a later stage together with the Advisory group
6	Production of 1 publication for CSO movement on UHC (activity report)	September 2018
7	Production of financial reports for CSEM Advisory Group and UHC2030 Secretariat	June & December 2018
8	Production of 6 monthly narrative reports for CSEM Advisory Group and UHC2030 Steering Committee	June & December 2018
9	Complete external evaluation of CSEM Secretariat performance	December 2018

## 9. Eligibility of the Hosting Organization (Estimated requirements, expertise and qualifications)

The Hosting Organization shall be a non-governmental organization (NGO) with relevant work experience on health in countries, with preferably proven expertise in:

- Global public health
- Global development policy
- Global health research and development
- International development cooperation.
- Health system strengthening in low-income and middle-income countries.

Only legally registered NGOs may apply, with at least 3 years of existence.

Two or more NGOs may form a consortium and submit a joint proposal offering to jointly host the CSEM secretariat. 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 UHC2030. The lead organization and each member of the consortium will be jointly and severally responsible for the proper performance of the contract.

The proposal and all correspondence and documents relating to the proposal shall be written in English.

There will be equal opportunities for Southern and Northern NGOs to apply for hosting the CSEM secretariat.

The NGOs interested in hosting the CSEM secretariat should demonstrate the following minimum criteria:

- a. Fully embrace the CSEM vision and principles (see above section 3).
- b. Organisational commitment to and support for UHC2030, including engagement of leadership.
- c. Demonstrated engagement and leadership within the UHC movement including carrying out an active advocacy agenda on UHC and HSS in countries.
- d. Strong knowledge of and connections with the health CSO networks and platforms and demonstrated understanding of their engagement in international institutions and global/regional/national decision making processes.
- e. Ability to host the CSEM secretariat for a minimum period of two years.
- f. Provide an effective office working space and technical support for the CSEM secretariat personnel (2 staff) for the duration of their contracts including administration management and budget follow up and reporting, ensuring access to computers, phones and other equipment necessary for the successful running of the CSEM secretariat.
- g. Excellent communication systems, reliable IT environment and up-to-date existing web services are essential requirements. Proximity to an international airport is also an asset for the hosting organization.
- h. Capacity to handle and manage recruitment of 2 staff, potentially at international level.
- i. Commitment to the separation of the CSEM Secretariat staff from its organization. It should not provide undue influence over the workplan or ways of working of the CSEM Secretariat staff, who work on behalf of all members of the CSEM guided by the Advisory group.
- j. Willingness and ability to minimize use of organisation's own branding on CSEM work products, materials and communications in favour of collective UHC CSEM and UHC 2030 branding and identity.
- k. A good track record for grant management with an established effective grants management systems and the demonstrated ability to process and distribute funding for country specific activities.
- l. Proven capacity to mobilise resources and funding
- m. Excellence in financial management and reporting (both financial and programmatic).

## **10. Place of hosting**

The hosting services will be provided in the premises of the hosting organization but staff can be working remotely if necessary. During the contract period, the CSEM Secretariat staff shall envisage two trips per year to Geneva to attend the UHC2030 Steering Committee meetings and probably combined with discussions with the CSO delegations and other relevant organisations for the preparatory works. The proposals should thus include a travel budget estimate for these travel costs.

## **11. Proposal content/structure**

Prospective service providers are asked to submit bids for the above work, which should include the following sections and elements:

### **Section 1: Technical**

- a. The description of the proposed hosting services, type and level of services for addressing the functional requirements set out in the expected outcomes and deliverables of the terms of reference. This should include a tentative schedule of the activities outlining the timelines for major action.
- b. Comparative advantage of the prospective service provider with regards to the objectives of the terms of reference.
- c. Lists of previous similar projects.
- d. Staff identified to support the project of hosting the CSEM Secretariat, with lead focal point identified.
- e. TOR defined and recruitment process established for the 2 CSEM Secretariat staff to be hired.
- f. Quality assurance methodology.

### **Section 2: Profile of the prospective**

- a. Location
- b. Status
- c. NGO profile (main activities/services, areas of expertise)
- d. Statement of relevant experience (incl. key stakeholders)
- e. Previous experience with WHO, World Bank, OECD or similar(if any)
- f. Other CSO coordination mechanisms currently or previously hosted (if any)
- g. Code of conduct
- h. Declaration of non-conflict of interest

The UHC2030 reserves the right to contact key stakeholders for reference.

### **Section 3: Financial/cost**

The applicant is asked to provide a comprehensive and detailed budget to be evaluated in USD.

They should include the detailed breakdown by categories shown in the table below, with detailed costing assumptions provided (staff costs, expenses, unit cost, number of units, numbers of days, telecommunications, etc.). Travel costs should be detailed and included.

	<b>Budget in USD</b>
<b>1. Funding for Coordinator, CSEM</b>	
Salary	
Travel	
<b>2. Funding for Communication Officer, CSEM</b>	
Salary	
Travel	
<b>3. Communications</b>	
CSEM Secretariat communications costs	
Communications costs, and logistics for Steering Committee members	
Development of online collaborative workspaces	
CSEM annual report and contribution to accountability work and reporting (to be determined by CSEM advisory group)	
<b>4. CSEM Meetings and workshops</b>	
Two CSO preparations for the Steering Committee meetings per year for CS delegations.	
<b>5. Independent Evaluation and Performance Reviews</b>	
<b><i>Sub Total</i></b>	
<b>6. Administration, management and handling fee of Hosting Organization (as a % of total)</b>	
<b>Total including administration</b>	

All proposals should be:

- Submitted in electronic format.
- Written in English.
- Formatted in A4 paper size, double spaced, with font no smaller than 12 point.
- No longer than 15 pages, not including Annexes.

All proposals should include a cover letter, which includes:

- Name and address of the bidding organisation.
- Name, title, telephone number, and e-mail address of the person authorized to commit the bidding organisation to a contract.
- A signature of the cover letter by an authorized representative of the bidding organisation.

### **Evaluation of proposals**

Proposals received will be reviewed by a panel of members from the UHC2030 core team and the CSEM Advisory group. A three-stage procedure will be applied to evaluate the proposals.

Stage 1 consists of a preliminary screening examination. Stage 2 is a technical evaluation and Stage 3 a financial evaluation.

- 1) The preliminary screening examination consists in determining whether the proposals are eligible, complete and generally are in order, whether any computational errors have been made, and whether the documents are properly signed.
- 2) The technical evaluation of proposals will be accomplished by an adjudication panel, once the proposals have passed the preliminary examination. The panel will evaluate those proposals according to:
  - the appropriateness of the hosting services and organizational environment with the specific considerations for:
    - demonstrated understanding of civil society contributions to HSS, UHC and others health issues.
    - evidence of establishing effective civil society partnerships, coalitions and/or networks on HSS and UHC or other health issues.
    - knowledge of government and donor processes at country level related to UHC and HSS, including experience in resource mobilization advocacy.
    - demonstrated experience in managing country projects and programs.
  - the level and quality of the proposed hosting services;
  - the experience of the NGO in carrying out related projects;
  - the proposed timeframe for the implementation.

The financial evaluation will be based on best value or cost-effectiveness. During the Financial Evaluation, the price proposal of all applicants who have passed the Technical Evaluation will be compared.

## **Annex 1 – Mandate of the UHC2030 Civil Society Engagement Mechanism**

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The Civil Society Engagement Mechanism (CSEM) will have the following mandate:

- ✓ Handle the CS constituency's daily workload, ensuring effective coordination and communication between the UHC2030 Steering Committee, CSO representatives on the Steering Committee, the Advisory Group, and all the national and regional delegations.
- ✓ Be responsible for maintaining the flow of information and efficient communication between UHC2030 and the CSO Advisory Group, handling all stages of CSO engagement mechanism, including budget management, work plan implementation and reporting to the CSEM Advisory group and to the line manager of the Hosting Organization.
- ✓ In a longer stage the CSEM will help to strengthen the voice of the CSO and empower the communities through UHC2030 support.
- ✓ Developing resources mobilization plans and strategies for increasing resources to strengthen support to better implement CSEM strategies and activities.

In addition, the CSEM will implement some key cross-cutting activities:

1. Develop mechanisms and tools for linking up country focal point to the CSO representatives to adequately report on CSO views and experiences towards the UHC2030 steering committee.
2. Generate a Civil Society Annual Report that summarizes CSO contributions to the UHC2030 goals and strategic objectives and the UHC2030 multi-stakeholder working group.
3. Propose coordination mechanism between CSO reps and groups from global health initiatives to exchange information on their strategies and advocacies and develop common area of work when appropriate.

## **Annex 2 - List of CSOs Representatives in the Pre-Advisory group meeting**

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Lola Dare, Chestrad, UK and Nigeria

Fogue Foguito, Positive Generation, Cameroun

Timur Abdullaev, Global Coalition of TB Activists, Uzbekistan

Adriana Childs Graham, PAI, USA

Bruno Rivalan, GHA and IHP+ CSO Northern rep France

Rozina Farhad Mistry, IHP+ CSO Southern rep Pakistan

Maty Dia, Senior Consultant Senegal

Itai Rusike, Community Working Group on Health (CWGH), Zimbabwe –

Heather Barclay, IPPF UK –

Aminu Magashi Garba, Africa Health Budget Network (AHBN) Nigeria

Amy Dietterich, IFRC - Switzerland

Albert Van Hal, Cordaid The Netherland

Pallavi Gupta, Oxfam India

Aurélie du Chatelet, Action contre la Faim France

Marwin Meier, World vision Germany

James Sale, Save the Children UK

Simon Wright from Save the Children UK

Laura Kerr, Result UK

David Ruiz, Stop Aids Alliance Geneva

Guy Aho Tete Benissan, REPAOC OAFRESS Secretariat Senegal

Fumie Saito, Africa Japan Forum Japan

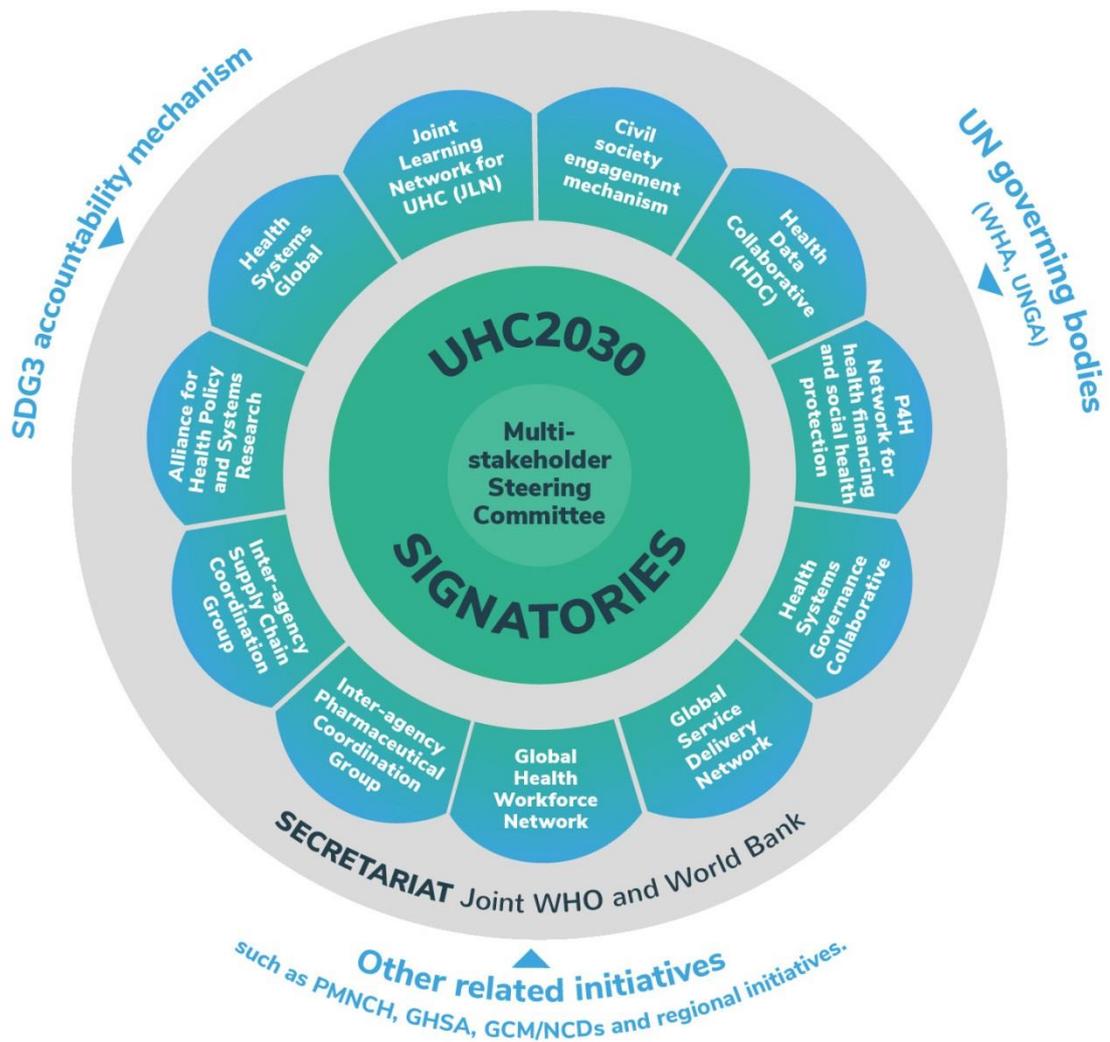
Thomas Schwarz, MMI Switzerland

Alice Sabino, Health budget Network UK

Annick Jeantet, Consultant France

Barbara Fienieg, Wemos The Netherlands.

## Annex 3 – Position of the CSEM in the UHC 2030 structure



## **Annex 4 – Indicative Terms of Reference for the position of Coordinator, CSEM**

### **Roles & Key responsibilities**

As a member of the UHC2030 Civil Society Engagement Mechanism team, the incumbent will perform the following tasks:

- ✓ Lead, coordinate and promote the activities of the Civil Society Engagement Mechanism and CSEM Secretariat Team,
- ✓ Facilitate work plan and activities of the CSO representatives in the UHC2030 steering committee, the CSEM Advisory group and the CSO focal point at national and regional level
- ✓ Participate in all UHC2030 steering committee meetings and teleconferences, and organise Civil Society delegations pre-Board meetings
- ✓ Read and review all relevant documents in advance of UHC2030 Steering Committee meetings. Coordinate, liaise and follow up with CS delegates And Summarize inputs 'talking points', for use during each meeting, to ensure the views of various CS delegates are represented.
  
- ✓ Seek input from and report back to CS delegations' broader constituencies (UHC, global public health communities) on key issues related to UHC2030 Steering Committee decisions, predominantly through the delegations' advisory and reference contact groups.
  
- ✓ Follow up and facilitate engagement of CSOs in the UHC2030 working groups. Follow up on key issues relating to UHC2030 work.
  
- ✓ Inspire, encourage and motivate civil society actors to get involved in the CSEM.
  
- ✓ Build up the international profile of the CSEM including towards UHC2030 steering committee and UHC2030 members.
  
- ✓ Enable cross-learning and knowledge exchange between GHI CSO constituencies.
  
- ✓ Manage potential conflicts of interest.
  
- ✓ Ensure timely and effective reporting to the Advisory group before sharing it with the host organisation and the UHC2030 secretariat.

## Annex 5 – Indicative Terms of Reference for the position of **Communications Officer, CSEM**

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### **Roles & Key responsibilities**

As a member of the UHC2030 Civil Society Engagement Mechanism Secretariat, the incumbent will perform the following tasks:

- ✓ Ensure optimal information flow within the Civil Society Engagement Mechanism team.
- ✓ Lead the development, use, monitoring and improvement of key messages for the Civil Society Engagement Mechanism.
- ✓ Ensure UHC2030 and CS related statements' have an effective presence in websites and social media platforms.
- ✓ Participate in most internal CS delegations' teleconferences and other events (e.g. strategizing prior to key meetings, debriefing constituents following meetings), and support of internal delegations' teleconferences attendance by at least one CS representative.
- ✓ Follow up on key issues relating to UHC2030 Steering Committee meetings and work between meetings, with providing support to the Coordinator, CSEM.
- ✓ Commit to a high level of communications accountability, represented by prompt internal response to emails and calls from Coordinator, CSEM and CS delegation members and alternates, as well as external constituency members.
- ✓ Utilize opportunities for advocacy around issues of importance to the CS delegation, both within UHC2030 circles, and also more broadly in the global health community.
- ✓ Utilize opportunities to raise awareness of the CS delegation to UHC2030, and issues relating to UHC2030's work, within civil society.
- ✓ Advocate for the participation of CS representatives in the design, implementation and evaluation of UHC2030 policies and programs.
- ✓ Develop set of tools for information sharing and communication strategies.
- ✓ Assisting country level in developing ambitious and achievable advocacy strategies providing technical expertise.
- ✓ Develop communication and learning opportunities between network members.
- ✓ Set up regular meetings, providing briefings and organising one physical meeting each year with CSO representatives, members involved in the UHC2030 working group and any other members from national and regional level.

- ✓ Provide support to the CSEM Coordinator in strengthening the CSEMs' accountability; through (for example) review of communications with constituencies, review of website, support in decision-making on stakeholder group membership, support in soliciting funding and organizing delegations' events etc.
- ✓ Participate in CSEM's annual performance evaluation process, and work to implement 'action points' produced from process, to maintain/improve performance.
- ✓ Managing requests for technical assistance and supports the implementation of a capacity strengthening strategy.
- ✓ Take on other relevant tasks as agreed with Coordinator, CSEM.