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**STUDY ON POPULATION SATISFACTION WITH HEALTH CARE SERVICES IN THE REPUBLIC OF MOLDOVA,  
2018**

**Request for Proposals (RFP)**

**Bid Reference**

**CCC\_MDA\_106**

**Unit Name**

**WHO Moldova CO**



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The World Health Organization (WHO) is seeking offers for RESEARCH AGENCY TO CONDUCT A STUDY ON POPULATION SATISFACTION WITH HEALTH CARE SERVICES IN THE REPUBLIC OF MOLDOVA. Your organization/company is invited to submit a proposal for the work/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.

WHO requires the successful bidder, the provider, to carry out a study on population satisfaction with health care services in the Republic of Moldova, of a representative sample of population who is 18 + year-old to evaluate their satisfaction with the health care services in the Republic of Moldova but also with the services provided by the National Health Insurance Company.

#### Background:

WHO is supporting the National Health Insurance Company in building its capacities and strengthening the evidence-based policy and decision making, thus wants to bring new evidence for the National Health Insurance Company but also for the Ministry of Health Labour and Social Protection about the satisfaction of population with health care services and with the services provided by the National Health Insurance Company. This study will be the second study of this kind conducted for the National Health Insurance Company, since the first study was conducted in 2015 year. A comparative analysis to the 2015 year of the satisfaction of population with health care services needs to be written based on the data collected in 2018, to provide analytical evidence for decision making by CNAM and other national stakeholders in the health care sector.

#### Expected results:

- Update of methodology based on the 2015 survey methodology (including: selection of the sample to ensure comparable, reliable, valid and accurate results; tabulation and analysis plans) and coordination of it with WHO CO of Republic of Moldova and the focal point at the National Health Insurance Company;
- Collection of data through face-to-face interviews conducted with general population of age elder then 18 y.o. on the entire territory of the country based on the provided research protocol; *WHO will provide the research protocol in Romanian and Russian languages which is similar to the one used in 2015.*
- Conduct the data evaluation process and analysis of collected data;
- Development of draft detailed survey reports in Romanian and English languages and consult it with WHO CO of Republic of Moldova and the focal point at the National Health Insurance Company;
- Based on provided inputs prepare the final version of the detailed survey reports in Romanian and English languages;
- Prepare a one-two page summary of the report in Romanian and English languages;
- The survey report in Romanian language should be edited by a professional Romanian editor.
- Consultations with WHO Country Office during the process are ensured.

#### Technical information:

The research protocol for the current survey will be provided by WHO and contains up to 76 questions (depending on the respondents) taking in average 35 - 40 minutes of interview time. The bidder might request from WHO the research protocol to prepare his bid for this RFQ.

A quantitative research method is expected to be applied. The sample size should cover at least 1300 respondents living in households across 90 - 100 locations, and follow a probability and multiple-stage sampling method. It should be representative based on sex, age, region, nationality,



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residence (urban, rural). The survey should cover respondents from 4 regions of Republic of Moldova (North, Center, South and ATU Gagauzia).

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.

Deliverables:

- The sample selection, to ensure reliable, valid and accurate results is provided – by 28 September 2018;
- The tabulation and analysis plan is coordinated with WHO and provided before – 05 October
- Conduct data collection, validation and quality check and provide a technical report about progress made by – 09 November
- Provide draft detailed survey reports in Romanian and English languages for consultation - by 23 November
- Provide final professionally edited report of the base-line survey and the brief summary in Romanian language – by 07 December 2018;
- Provide the final report of the base-line survey and the brief summary in English language (editing is not necessary) – by 07 December 2018;
- Provide the electronic database of the survey - by 15 December 2018;

The provider shall be for profit/not for profit institution operating in the field of conducting social studies especially related to public health matters. with proven expertise in conducting sociological research at least 5 years

- *Advanced knowledge in applied social research, including advanced skills in statistical methods (sample design, methodology and statistical analysis) and demonstrated experience 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.*

- *Experience in conducting research for the UN and other international organizations is an asset.*

Bidders should follow the instructions set forth below in the submission of their proposal to WHO.

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

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

- Portfolio of the Agency
- An intention letter of up to two pages
- Technical proposal which should include: sampling method, training, data collection and aggregation methods, quality check method and other relevant information
- Proposed time line for implementation
- Financial proposal.

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



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The bidder shall submit the complete proposal to WHO in writing no later than \_\_\_\_\_ **10 September, 2018 at 13:00 hours GMT+2 time** (“the closing date”), by mail/by email at the following address:

WHO Moldova Country Office,  
29 Sfatul Tarii, Office 303  
Chisinau, MD2012  
Email: [eurowhomda@who.int](mailto:eurowhomda@who.int)

The contact person at WHO Country Office in Republic of Moldova for questions and clarifications regarding the survey is Andrei Matei, Health Systems Officer: 022 83 99 68, 0 60 290 300, [mateia@who.int](mailto:matea@who.int).

Each proposal shall be marked Ref: **CCC\_MDA\_106** and be 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.

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

Any proposal received by WHO after the closing date for submission of proposals may be rejected.

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 via by mail/by email as provided above, before the closing date.

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.

Before conducting the technical and financial evaluation of the proposals it has 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.



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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 economy and efficiency, 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.

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, the successful bidder shall sign and date the contract provided to it by WHO, 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.

All bidders must adhere to the UN Supplier Code of Conduct, which is available at the following link: [https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/2014/February%202014/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/2014/February%202014/conduct_english.pdf)



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WHO reserves the right to publish (e.g. on the procurement page of its internet site) or otherwise make public the contractor's name and address, information regarding the contract, including a description of the goods or services provided under the contract and the contract value.

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 – Country Office Moldova.