Request for Proposals to support activities of the WHO Health Services Learning Hub

1. **Area of expertise**
   Global learning on maintaining essential health services in the context of COVID-19 pandemic

2. **Purpose**
   The purpose of this RFP is to seek services related to learning synthesis and end-user engagement to support the work of the WHO COVID-19 Health Services Learning Hub (HLH). The HLH is a WHO knowledge platform to aid cross country learning on maintaining essential health services and health services strengthening during the COVID-19 pandemic and beyond.

3. **Background**
   Over the past 3 years, the COVID-19 pandemic has challenged health systems globally. Countries were faced with critical challenges to respond directly to the COVID-19 pandemic, while simultaneously maintaining the delivery of quality essential health services. In the post-acute phase of the pandemic, many countries have begun the recovery phase and are looking to continue a focus on cross-country learning. The Department of Integrated Health Services (IHS) works with Member States and key global stakeholders to strengthen health service delivery. The department has been responsible for efforts to support the maintenance of essential health services during the COVID-19 pandemic. The work contributes to GPW13 outcome 1.1 (Improved access to quality essential health services) and specifically output 1.1.1. The COVID-19 Health Services Learning Hub (HLH) is a dynamic web platform to aid cross country learning on maintaining essential health services during the pandemic and beyond. The HLH supported the implementation of WHO's operational guidance on maintaining essential health services during the COVID-19 pandemic. Development of the HLH has been driven by Member State requests for a mechanism to capture real time learning in the context of EHS, including innovative approaches and common challenges.
   While HLH has had a focus on maintaining essential health services during the pandemic, in response to the evolution of the pandemic, the scope of HLH has been refined to aid health services strengthening in the post-pandemic recovery phase.

4. **Deliverables**

   The technical work required includes a range of inter-related areas of the HLH as described below.

   Work area 1: Two-year synthesis of the HLH – learning from the COVID-19 pandemic on maintaining essential health services in a time of crisis.

   It is required to carry out a review of the learning contained on the HLH and produce a manuscript to be submitted to an academic journal. The tasks include:

   - Conduct a desk search and literature review for the synthesis of the information on the disruption and maintenance of essential health services during the COVID-19 pandemic.
   - Develop an approach paper outlining the methodology for conducting the thematic analysis of HLH knowledge products (action and learning briefs, resources shared on the knowledge hub) and synthesis of lessons learned and key themes emerging from the country experiences on maintaining essential health services.
   - Conduct the thematic analysis as described above.
   - Prepare a manuscript with the findings of the above work to submit for publication in an academic journal, alongside a brief plan for dissemination of findings (linking to Work Area 2 below)

Deliverable 1: Approach paper outlining the methodology for conducting the thematic analysis of the HLH knowledge products
Delivery date: 30 March 2023

Delivery date 2: Final manuscript
Delivery date: 30 May 2023

Work area 2: HLH dissemination and outreach

It is required to carry out the following activities to expand the outreach of the HLH platform. The objective is to raise awareness about the HLH and gather end-user perspectives on how dissemination can be improved. This will support the target audiences to engage with the HLH and use experiences and lessons learnt from other countries to support health service recovery activities and to maintain and improve the delivery of essential health services.

- Identify and engage with existing WHO networks and communities of practice to promote the HLH and encourage use as well as contributions with the purpose of documenting experiences and lessons learned;
- Draft a call for engagement to be published in academic journals;
- Lead the conduct of a series of end-user focus group to gather insight from the HLH users' perspective; synthesize key strategic issues emerging from these focus groups
- Support production of technical content of HLH advocacy material;
- Participate in other dissemination activities related to the above points.

Deliverable 3 – A synthesis report summarizing the deliberations of the end-user focus groups
Delivery date: 30 April

Deliverable 4 – Development of content for advocacy material (technical text for 3-5 promotional documents)
Delivery date: 30 April

Deliverable 5 – A summary report of the HLH outreach activities conducted and proposed next steps
Delivery date: 30 May

5. **Specific requirements**

Experience

At least 7 years of experience leading public health projects and 2 years' experience in working with international organizations on global learning initiatives and learning platforms.

Desirable: Work within the global learning environment in relation to health services in the context of the COVID-19 pandemic.

Skills/Knowledge:

Strong technical skills in knowledge management and in learning systems;
Knowledge and skills in the maintenance of health service delivery in public health emergencies;
Strong skills in writing and literature/evidence scans and searches;
Experience in the conduct of focus group discussions;
Excellent communication skills;
Knowledge of WHO structure and functions;
Technical skills in health system strengthening;

Excellent writing and presentation skills.

Languages and level required (Basic/Intermediate/Expert):

English (Read - Write - Speak / Expert)
Other UN languages an asset

6. **Location**
   Off site

7. **Travel**
   None

Proposals should be submitted to WHO in writing no later than 3 March 2023 by email at the following address: bagherinejads@who.int

We look forward to receiving your response.