Agreement for Performance of Work
Services

Initial Terms of Reference

This Agreement for Performance of Work (APW) is requested by:

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<tr>
<th>Initiator:</th>
<th>Kathryn O'Neill</th>
<th>Reg. #:</th>
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<tr>
<td>Unit:</td>
<td>Health Services Performance Assessment (HSA)</td>
<td>Cluster / Dpt.: Integrated Health Services, UHC Life Course</td>
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1. Purpose of the APW

The purpose of this APW is for database consolidation and design and development of related visualization outputs and communication products for publication on WHO's website (including dashboards, documents and PowerPoint presentations) for tracking and monitoring integrated health service capacities and performance at global, regional and country levels.

2. Background

Assessing the performance of integrated health services is critical to guide key decisions and actions to drive improved access, availability and quality of care towards the achievement of universal health coverage (UHC). Tracking and monitoring health service capacities and performance can help to inform the selection, planning and design of services, the organization and management of facilities, community linkages and engagement in service delivery, and systems for improving quality of care and health service resilience. This is especially important in the current COVID-19 context, as countries are working to respond to the pandemic while building towards health system and services recovery.

WHO is maintaining a consolidated database and producing related global, regional and country outputs (e.g. dashboards, documents/reports, PowerPoint presentations) to track and monitor health services, including throughout the course of the COVID-19 pandemic. It will draw from various surveys on the continuity of essential health services during the COVID-19 pandemic, data from facility and community health service assessments, and additional country data sources as relevant.

WHO's Department of Integrated Health Services is seeking service providers for a “preferred pool” of service providers to support work to further consolidate this database and design and develop related visualization outputs (including dashboards, documents and PowerPoint presentations) for tracking and monitoring integrated health service capacities and performance.

3. Planned timelines (subject to confirmation)

Start date: 6 May 2022
End date: 5 May 2024

4. Requirements - Work to be performed

Activity 1: Database consolidation and dashboard design and development

1. Updates and further refinement of online global database with new data provided by WHO. Data must be stored and managed in XMart.

2. Updates to design and further development of user-friendly global, regional and country dashboards and data portals to track and monitor integrated health services performance.
Dashboards must be configured to WHO specifications, hosted on Sitefinity and ideally programmed in Kendo JavaScript (other programming proposals may be considered).

3. Production of automated country profiles to summarize country results.
4. Create products in different languages as required.

Activity 2: Design and development of communications products

1. Design, layout and formatting of related communication materials and documents to support dissemination and use, including:
   - PowerPoint presentations
   - Global, regional and country reports of findings
   - Guidance documents on health services assessment
   - Interactive web pages
   - Communications/advocacy briefs
2. Create products in different languages as required.

Candidates can indicate one or more activities they wish to be considered for. Once selected for the preferred pool, suitable service providers may be invited to respond to the provision of specific technical services whenever relevant opportunities arise in relation to the above activities.

5. Inputs
   Relevant data, initial templates and documents, and manuscripts will be provided to service provider as they are finalized.

6. Activity Coordination & Reporting

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<tr>
<th>Technical Officer:</th>
<th>Kathryn O’Neill, Unit Head, IHS/HSA</th>
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<td>For the purpose of:</td>
<td>Technical supervision and instructions - Reporting</td>
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7. Characteristics of the Provider
   The provider must operate in the field of information design, data visualization or graphic design and meet the following characteristics:

   - Advanced skills in database consolidation (using XMart desirable)
   - Advanced skills in design and development of online interactive dashboards and profiles (using Kendo JavaScript and Sitefinity desirable)
   - Advanced skills in design, layout, and formatting of print documents, PowerPoints, and web pages
   - Previous experience in data visualization (of health services related data desirable)
   - Previous experience working with WHO and/or other UN partners desirable
   - English proficiency at expert level, other UN languages desirable

8. Place of assignment
   Work is to be completed off-site.