Mr. Viorel Soltan
Director
Center for Health Policies and Studies
99/1 V. Alecsandri St.
Chisinau MD-2012,
Republic of Moldova

Re: Republic of Moldova: Global Partnership for Social Accountability (GPSA)
Grant No. TF018162
Implementing Participatory Social Accountability for Better Health

Dear Mr. Soltan:

In response to the request for financial assistance made on behalf of the Center for Health Policies and Studies ("Recipient"), I am pleased to inform you that the International Bank for Reconstruction and Development and the International Development Association ("World Bank"), acting as administrator of grant funds provided by multiple donors ("Donors") under the Global Partnership for Social Accountability Multi-Donor Trust Fund ("GPSA Trust Fund"), proposes to extend to the Recipient for activities in the Republic of Moldova ("Member Country"), a grant from the GPSA Trust Fund in an amount not to exceed seven hundred thirty thousand United States Dollars (US$730,000) ("Grant"), on the terms and conditions set forth or referred to in this letter agreement ("Agreement"), which includes the attached Annex, to assist in the financing of the project described in the Annex ("Project").

This Grant is funded out of the abovementioned Trust Fund for which the World Bank receives periodic contributions from the Donors. In accordance with Section 3.02 of the Standard Conditions (as defined in the Annex to this Agreement), the World Bank’s payment obligations in connection with this Agreement are limited to the amount of funds made available to it by the Donors under the abovementioned Trust Fund, and the Recipient’s right to withdraw the Grant proceeds is subject to the availability of such funds.

The Recipient represents, by confirming its agreement below, that it is authorized to enter into this Agreement and to carry out the Project in accordance with the terms and conditions set forth or referred to in this Agreement.

Please confirm the Recipient’s agreement to the foregoing by having an authorized official of the Recipient sign and date the enclosed copy of this Agreement, and returning it to the World Bank. Upon receipt by the World Bank of this countersigned copy, this Agreement shall become effective as of the date of the countersignature; provided, however, that the offer of this Agreement shall be deemed withdrawn if the World Bank has not received the countersigned copy of this Agreement within ninety
(90) days after the date of signature of this Agreement by the World Bank, unless the World Bank shall have established a later date for such purpose.

Very truly yours,
INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT
INTERNATIONAL DEVELOPMENT ASSOCIATION

By

Alexander Kremer
Country Manager
Republic of Moldova
Europe and Central Asia

AGREED:
CENTER FOR HEALTH POLICIES AND STUDIES

By:

Authorized Representative

Name:  
Title:  
Date:  

Enclosures:


(2) Disbursement Letter of the same date as this Agreement, together with World Bank Disbursement Guidelines for Projects, dated May 1, 2006


Article I
Standard Conditions; Definitions


1.02. Definitions. Unless the context requires otherwise, the capitalized terms used in this Agreement have the meanings ascribed to them in the Standard Conditions or in this Agreement, including:

1. "CSO" means a civil society organization legally established and operating in the Member Country's territory and selected according to the criteria agreed between the Recipient and the World Bank; and "CSOs" means the plural thereof.

2. "HEEF" means Hospital Efficiency Evaluation Framework to be prepared and financed under Part 1(d) of the Project.

3. "HPSC" means Hospital Performance Score Card to be prepared and financed under Part 1(a) of the Project.

4. "PHCPIA" means Primary Healthcare Performance-based Incentives Audits to be carried out and financed under Part 2 of the Project.

Article II
Project Execution

2.01. Project Objectives and Description. The objective of the Project is to empower citizens through promotion of an enabling environment for social accountability interventions that would result in an improvement of governance and effectiveness in health sector of the Member Country.

The Project consists of the following parts:

Part 1: Promoting Citizen Monitoring of Hospital Performance

Provision of support to carry out:

(a) HPSC tool based on patient satisfaction questionnaire, and social audit of hospitals; (b) piloting of, and replication of, HPCS at a country level; (c) dissemination of HPSC findings using a website, publication of reports and public presentations; (d) development of the HEEF; (e) report on public hospitals efficiency, and it distribution and feedback collection; (f) dissemination of HEEF findings using a website, publication of reports and public presentations; and (g) institutionalization of processes developed under Part 1(a) and Part 1(d) of the Project.
Part 2: Strengthening Performance-based Incentive Program in Family Medicine through Social Audits of Primary Healthcare Institutions

Provision of support to carry out:

(a) development of PHCPIA tool based on quantitative and qualitative analysis of primary healthcare; (b) PHCPIA in targeted sample; (c) report on performance based incentive program in family medicine; (d) dissemination of results using a website, publication of reports and other outreach activities; and (e) activities related to institutionalization of PHCPIA.

Part 3: Creating an Enabling Environment for Informed Public Dialogue in Health

Provision of support to carry out:

(a) development of tools aimed at improving transparency of information in health sector; (b) implementation of public opinion polls on health services; and (c) organization of relevant policy dialogues on health reforms impact and sustainability.

Part 4: Facilitating Knowledge and Learning to Enhance Effectiveness of Social Accountability Interventions and Project Management

Provision of support to carry out:

(a) development of sustainable information-communication tools based on existing tools; (b) promotion and monitoring of Project results; (c) capacity building activities with local CSOs, local public authorities, media institutions for promotion of social accountability in the health sector; (c) outreach activities with other GPSA stakeholders; (d) assessment of lessons learned and development of suggestions for future initiatives in the health sector; and (e) management, monitoring and evaluation of Project activities, including audit of the Grant.

2.02. Project Execution Generally. The Recipient declares its commitment to the objectives of the Project. To this end, the Recipient shall carry out the Project in accordance with the provisions of: (a) Article II of the Standard Conditions; (b) the “Guidelines on Preventing and Combating Fraud and Corruption in Projects Financed by IBRD Loans and IDA Credits and Grants”, dated October 15, 2006 and revised in January 2011 (“Anti-Corruption Guidelines”); and (c) this Article II. The Recipient has sole fiduciary responsibility under the Project, including for procurement and financial management.

2.03. Institutional and Other Arrangements. The Recipient shall: (a) ensure at all times during the implementation of the Project, that it maintains competent staff in adequate numbers and with terms and reference satisfactory to the Bank, including a project manager, a financial management specialist, a monitoring and evaluation specialist and procurement specialists; and (b) implement the Project activities in coordination with relevant stakeholders and organizations, local and central government representatives, targeted communities, and CSOs.

2.04. Donors’ Visibility and Visit. (a) The Recipient shall take or cause to be taken all such measures as the World Bank may reasonably request to identify publicly the Donors’ support for the Project.

(b) For the purposes of Section 2.09 of the Standard Conditions, the Recipient shall, upon the World Bank’s request, take all measures required on its part to enable the representatives of the Donors to visit any part of the Member Country’s territory for purposes related to the Project.

2.05. Project Monitoring, Reporting and Evaluation. (a) The Recipient shall monitor and evaluate the progress of the Project and prepare Project Reports in accordance with the provisions of Section 2.06
of the Standard Conditions and on the basis of indicators agreed with the World Bank and contained in the Results Framework and Monitoring, which may be amended from time to time with the World Bank’s written no objection. Each Project Report shall cover the period of one (1) calendar semester, and shall be furnished to the World Bank not later than one (1) month after the end of the period covered by such report.

(b) The Recipient shall prepare the Completion Report in accordance with the provisions of Section 2.06 of the Standard Conditions. The Completion Report shall be furnished to the World Bank not later than four (4) months after the Closing Date.

2.06. **Financial Management.** (a) The Recipient shall ensure that a financial management system is maintained in accordance with the provisions of Section 2.07 of the Standard Conditions.

(b) The Recipient shall ensure that interim unaudited financial reports for the Project are prepared and furnished to the World Bank not later than forty-five (45) days after the end of each calendar semester, covering the semester, in form and substance satisfactory to the World Bank.

(c) The Recipient shall have its Financial Statements audited in accordance with the provisions of Section 2.07 (b) of the Standard Conditions. Each such audit of the Financial Statements shall cover the period of one (1) fiscal year of the Recipient. The audited Financial Statements for each such period shall be furnished to the World Bank not later than six (6) months after the end of such period. The Recipient shall ensure that the audited financial statements are made publicly available in a timely fashion and in a manner acceptable to the World Bank.

2.07. **Procurement.** All goods, non-consulting services, and/or consulting services required for the Project and to be financed, fully or partially, out of the proceeds of the Grant shall be procured in accordance with the requirements set forth or referred to in the “Guidelines: Procurement of Goods, Works, and Non-Consulting Services under IBRD Loans and IDA Credits and Grants by World Bank Borrowers”, dated January 2011 (revised July 2014) (“Procurement Guidelines”), and the “Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers”, dated January 2011 (revised July 2014) (“Consultant Guidelines”).

2.08. Any contract for Eligible Expenditures to be financed in full or in part out of the proceeds of the Grant shall be included in the procurement plan prepared by the Recipient and approved by the World Bank in accordance with the Procurement Guidelines and the Consultant Guidelines, prior to initiating the procurement process for any such contract.

**Article III**

**Withdrawal of Grant Proceeds**

3.01. **Eligible Expenditures.** The Recipient may withdraw the proceeds of the Grant in accordance with the provisions of: (a) Article III of the Standard Conditions; (b) this Section; and (c) such additional instructions as the World Bank may specify by notice to the Recipient (including the “World Bank Disbursement Guidelines for Projects” dated May 2006, as revised from time to time by the World Bank and as made applicable to this Agreement pursuant to such instructions), to finance 100% of Eligible Expenditures directly relating to the achievement of milestones for each Part of the Project and consisting of goods, consultants’ services (including audits), Training, and Operating Costs, inclusive of Taxes, and excluding works, art, furniture, carpets, vehicles, and generators.
For the purposes of this paragraph, the terms:

(i) “Training” means expenditures incurred by the Recipient to conduct training, including tuition, travel and subsistence costs for training and workshop participants, costs associated with securing the services of trainers and workshop speakers, rental of training and workshop facilities, preparation and reproduction of training and workshop materials, and other costs directly related to training course and workshop preparation and implementation (but excluding goods and consultants’ services); and

(ii) “Operating Costs” means the reasonable costs, as shall have been approved by the World Bank, for the incremental expenses incurred by the Recipient on account of Project implementation, consisting of vehicle operation and maintenance, communication and insurance costs, banking charges, rental expenses, office (and office equipment) maintenance, utilities, document duplication/printing, consumables, travel cost and per diem for Project staff for travel linked to the implementation of the Project, and salaries of contractual staff for the Project (but excluding consultants’ services) and any other reasonable expenditures as may be agreed upon by the Bank.

3.02. Withdrawal Conditions. Notwithstanding the provisions of Section 3.01 of this Agreement, no withdrawal shall be made for payments made prior to the date of countersignature of this Agreement by the Recipient.

3.03. Withdrawal Period. The Closing Date referred to in Section 3.06 (c) of the Standard Conditions is five (5) years after the date of countersignature of this Agreement by the Recipient.

Article IV
Recipient’s Representative; Addresses

4.01. Recipient’s Representative. The Recipient’s Representative referred to in Section 7.02 of the Standard Conditions is its Director.

4.02. Recipient’s Address. The Recipient’s Address referred to in Section 7.01 of the Standard Conditions is:

Center for Health Policies and Studies
99/1 V. Alecsandri St.
Chisinau MD-2012,
Republic of Moldova

Telephone: 373 22 22 6343
E-mail: viorel.soltan@pas.md

4.03. World Bank’s Address. The World Bank’s Address referred to in Section 7.01 of the Standard Conditions is:

International Bank for Reconstruction and Development/
International Development Association
1818 H Street, N.W.
Washington, D.C. 20433
United States of America
Facsimile:
1-202-477-6391

With a copy to:

Program Manager
GPSA Secretariat
Mail Stop: J 4-403
World Bank Institute (WBI)

Telephone: +1 202 458-7173
E-mail: rsenderowitsch@worldbank.org