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WITHIN THE FRAMEWORK OF THE SERVICE CONTRACT «SUPPORT FOR THE COMPUTERIZATION OF WEST AFRICAN MEDICAL DRUG STORES»

AC/PRSAO/2007/MSINF/01/INTRAPOLE

TERMS OF REFERENCE TRAINING OF COMPUTERISTS

1. CONTEXT OF THE TRAINING:

One component of the subsidy contract 9 ROC ACP 03 granted to ACAME through the West African Regional Health Project (PRSAO) consists in providing support for the computerization of West African Medical Drugs Stores.

1.1. Diagnosis phase for the use of computer tool

First of all, this included a diagnosis phase for a computerized management of 13 Medical Drug Stores, which was conducted by Cabinet Intrapole; the following remarks were clearly made:

- On the computer population,
- Software used,
- Handling of computer tool by users,

Recommendations were equally made to:

- Establish an updated version of the software within Medical Drugs Stores or to purchase a system that is more adapted by making detailed technical proposals.
- Update, change or increase the computer population, by specifying all technical specifications regarding computers required for an optimised use of the computer tool.
- Train the personnel specialised in computer tool management.

1.2. Creation of Websites within the Medical Drug Stores

The service provider shall also design and build a Website within each of the 13 Medical Drug Stores after the diagnosis phase of its computerization, in the framework of the same assignment.

This Website aims at optimizing the Drug Store's communication, and at promoting information sharing among ACAME's members as well

1.3. Organisation of a group training for computerists

After having successfully conducted the first two activities, the Computer Company shall then organise a week-training in Ouagadougou for those in charge of the computer departments of the 16 Medical Drug Stores concerned.

This training, which constitutes the object of these Terms of Reference, will last over one week and will aim at allowing a sound command on the commercial management software, the handling of ACAME's forum as well as on computer security procedures.

The Permanent Secretariat will provide for training premises, participants' plane tickets and accommodation.

2. OBJECTIVES AND EXPECTED RESULTS OF THE TRAINING

2.1. Overall objectives

- ✚ Objective 1 : Medical Drug Stores to optimize their computer-aided management
- ✚ Objective 2 : Medical Drug Stores to improve on their communication vis-à-vis their environment
- ✚ Objective 3: ACAME's Permanent Secretariat to improve its coordinating role through the use of its web portal.

2.2. Specific objectives

- ✚ Objective 1: ensure that all ACAME's computerists are well acquainted with Medical Drug Stores' updated standard commercial management software of the computer tool (sage ligne 100 pack) plus a drived version.
- ✚ Objective 2: ensure that all West African Medical Drug Stores' computerists have good knowledge of computer security procedures.
- ✚ Objective 3: ensure that ACAME and Drug Stores have good knowledge of how to handle the web portal and to animate the forum of Medical Drug Stores.

2.3. Target group

The target group includes computerists from the West African Essential Medical Drugs Stores, i.e. 16 participants.

3. COMPONENTS OF THE TRAINING PROGRAMME

3.1. Introduction of the commercial and accounting management software (Sage Ligne 100 pack +)

As this software is adopted by most of the West African Medical Drug Stores and recommended by experts from the circular mission, trainers will present the latest version to Medical Drug Stores' computerists: Sage Ligne 100 pack +, driven version).

- ✚ General description and presentation of functions:
 - Estimation of Drug Stores' needs
 - Monitoring of orders placed with suppliers
 - Processing of estimate order, packing slip, delivery slip into invoice
 - Management of remainders
 - Monitoring per lots of inventory management, with an interconnection between the central storehouse and the secondary storehouses
 - Inventories
 - Monitoring of payments, accounting and banking reconciliation
 - Document formatting
 - Data saving
- ✚ Principle for the codification of products, clients and suppliers
- ✚ Detailed description of the specificities of the driven version
 - Detailed presentation of decision support tools
 - Development of consumption statistics
 - Commercial analysis, activity trend,
 - Graphic illustrations
 - Visibility and performance indicators
 - Development of trend boards and activity reports

3.2. Training on the handling of the web portal and on the participation in the ACAME's forum

- ✚ Recalling the functioning of the websites built in each Medical Drug Store
- ✚ Aggregation of these websites with ACAME's web portal
- ✚ Presentation of the web portal's overall architecture
- ✚ Description of the different items
- ✚ Functioning of ACAME's internal discussion forum
 - Animation of this forum and information sharing procedures
 - Registration procedures for beneficiary countries
 - Management and updating of information for member countries

3.3. Establishment of a computer security policy

The expert will present the different components of a computer security policy to put in place within Essential Medical Drugs Stores, including mainly:

- ✚ Outlines of a manual of security procedures (policy, level of sensitization, risk analysis)
- ✚ Environment protection (electricity, thunder, water-related damages, others)
- ✚ Rights of access to computer equipment (access to premises, various management rules, authorisation to network)
- ✚ Logical access control (antivirus protection, spy ware, external attacks, etc.)
- ✚ Saving mechanisms
- ✚ Computer tool maintenance principle

4. METHODOLOGY AND ORGANISATION

4.1. Pedagogical techniques

The Computer firm will use active and participatory techniques, alternating theoretical recalls, practical demonstrations and practical exercises based on adult education principles.

An evaluation method shall be put in place to ensure that the objectives are achieved.

4.2. Experts

Two experts will provide the training, whose details are in compliance with those specified in the bid of the Firm.

4.3. Premises, training aids and computer equipment

The Computer firm will use and fund all training aids deemed necessary, mainly a server plus a Wifi connector, a video projector as well as a wide size screen and demonstration software to be installed on participants' laptops.

The Permanent Secretariat of ACAME has the responsibility to book and fund the training room. However, no equipment shall be purchased in the name of ACAME or any other Medical Drug Store for the purpose of this training.

Each beneficiary computerist will be required to bring a laptop in good working conditions, equipped with an updated antivirus protection and a Wifi card.

The Permanent Secretary of ACAME will provide for air tickets, participants' perdiems from which their accommodation fees and lunch are deducted

5. PERIOD OF PERFORMANCE

The training of ACAME's computerists will take place in Ouagadougou, from 22nd to 26th September 2008.

6. REPORTS

A narrative report including trainer's names, the list of participants as well as the schematic content and the process of the training, shall be drafted and forwarded in three copies to the Permanent Secretary before the date of 30th September 2008.