



African Association of Essential Drugs Purchasing Centres
01 BP 4877 Ouagadougou Burkina Faso Tel : 226 50 37 37 50 Fax : 226 50 37 37 57 Cameg@cameg.bf

SERVICE CONTRACT «SUPPORT TO THE COMPUTERIZATION OF WEST AFRICAN PURCHASING CENTRES »

AC/PRSAO/2007/MSINF/01

TERMS OF REFERENCE

1. OBJECTIVES AND EXPECTED RESULTS

1.1. General Objectives

- 📌 Objective 1 : Purchasing Centres optimize their computerized management
- 📌 Objective 2 : Purchasing Centres improve their communication with their environment
- 📌 Objective 3 : ACAME improves its co-ordinating action by using its web portal

1.2. Specific Objectives

- 📌 Objective 1 : the use of computers (hardware and software and human resources capacities) is assessed and recommendations are made for refresher courses
- 📌 Objective 2 : 13 Purchasing Centres identified use a Website suited to communication with the public, suppliers, customers and ACAME Web portal
- 📌 Objective 3: ACAME Permanent Secretariat masters how to handle the Web Portal and conduct forum for Purchasing Centres.
- 📌 Objective 4: Computer Scientists from all West African Purchasing Centres are trained to optimize the use of computerized business management.

1.3. Results to be achieved by the service supplier

- ✚ Result 1 : an assessment report describing measures to be taken for a refresher course on computer science within 13 Purchasing Centres (equipment, software updating, training)
- ✚ Result 2 : The partner developed 13 Websites suited to the needs (incorporated into ACAME Portal) and trained officials on how to handle them
- ✚ Result 3: The partner trained ACAME Permanent Secretariat on how to handle the Web Portal and the forum.
- ✚ Result 4: Computer Scientists from the 16 African Purchasing Centres have been trained on how to handle updated software.

2. INTERVENTION SCOPE

2.1. Background

2.1.1. Description of the project

ACAME aims at contributing to improve the physical and financial access to generic essential drugs by African disadvantaged populations.

For this purpose, it launched a wide programme to support Purchasing Centres in order to promote experience sharing among Purchasing Centres and joint working, develop multi-disciplinary training and help Purchasing Centres to implement a strategic development plan.

ACAME Permanent Secretariat, located in Ouagadougou (Burkina Faso) is responsible for co-ordinating Purchasing Centres. To improve this co-ordination and facilitate communication among its members, the Permanent Secretariat recently equipped itself with a Web Portal. This Web Portal includes a forum reserved for ACAME members, which is expected to become the place for fundamental discussions and enable to regularly, among colleagues and confidentially, monitor the implementation of the joint programme, activity by activity.

The Service supplier shall assist ACAME Permanent Secretariat in launching its newly created **web portal** and in conducting the forum.

Besides, Purchasing Centres shall also improve their communication. The project aims at creating **13 Websites**, which news could be incorporated into ACAME Web Portal news.

Since new funds are available for HIV/AIDS, Malaria, and tuberculosis Control Programmes, Purchasing Centres shall show their effectiveness and efficiency. This mainly depends on the mastery of computerized business management.

ACAME therefore request the service supplier to **assess Purchasing Centres Computer System performance**, and make proposals, after such diagnosis, on hardware, software or staff, for improvement.

A training seminar for Purchasing Centres computer Scientists will be organized and a call for tender will be launched to purchase computer hardware based on recommendations made by the service supplier.

2.1.2. Geographical Area to be covered

The list of countries is thereto attached. These countries are located in West Africa and are mostly French speaking countries. But there are also some English and Portuguese speaking countries.

2.1.3. Target Group

The target group is made up of National Essential Drugs Purchasing Centres of the above mentioned countries.

2.2. Specific Activities

2.2.1. Diagnosis on the use of computers in each Purchasing Centre and recommendations

Diagnosis

The service supplier will carry out a mission in each of the 13 Drugs Purchasing Centres involved in the project.

After defining the mission of the Purchasing Centre and its way of working, the service supplier shall make an exhaustive diagnosis on the computerized management within the Purchasing Centre, while highlighting strengths and weaknesses as well as related constraints.

He shall make clear comments on:

➤ Computer stock :

He shall analyse hardware appropriateness (server, computers, etc.) in terms of quality and quantity, network configuration, extension opportunities in the region, etc.

➤ Software (s)

He shall assess the appropriateness of business computing software(s) used, opportunities provided and limits based on the needs and organization of the body.

➤ How users handle computer :

The service supplier shall analyse the configuration of the system (data sharing among officers involved, networking, safeguard procedures, anti-virus protection, etc.).

With a view to developing local capacities, the service supplier shall certify computer operation capacities in terms knowledge on procedures and applications.

The service supplier shall namely assess the data processing system logic, from the order to the invoice, stock management and control.

The service supplier shall check items, suppliers, and customers' codification adjustment, the relevance of decision –making aids, statistic output and drafting of reports.

Recommendations

After such diagnosis, the service supplier shall make clear recommendations in its report for:

- The setting up of an updated version of the software within the Purchasing Centre or the acquisition of another more suited system, by making detailed technical proposals.
- The updating, change or increase in the computer stock, by providing clear technical specifications of machines needed to optimize the use of computers.
- The needs in terms of training staff specialized in computer management.

Duration of the diagnosis phase

The mission of the service supplier shall be divided into two phases: the diagnosis phase and the Website development phase (item 4.2.2.)

The duration of the diagnosis phase for the computerization of each Purchasing Centre shall be one week on the spot.

Reports

In addition to the end of mission summary report, the service supplier shall submit a report for each mission carried out within Purchasing Centres not late than three weeks after the mission.

Such report shall be provided in two copies, including one to be submitted directly to Purchasing Centre involved and the other one to ACAME Permanent Secretariat.

2.2.2. Development of Websites and training on how to use it in each Purchasing Centre

Development :

The service supplier shall develop and implement a Website in each of the 13 Purchasing Centres, after the submission of the diagnosis, for their computerization during the same mission.

This Website aims at optimizing communication within the Purchasing Centre and promoting information sharing among ACAME members.

The Website development and parameterization will be made on the basis of the needs of each Purchasing Centre and will require a close collaboration with the management and technicians.

Different pages shall be provided and information shall be accessible through successive links according to the 3 clicks common rule.

The home page shall be managed and shall have a modern and attractive design, including (if available) the logo of the Purchasing Centre and keep, if need be, the desired colours.

Many topics will enable visitors to get access to information defined by the management of the Purchasing Centre, which can be updated in selected language(s).

For instance, the topic “Description of the Purchasing Centre” may provide information on the body, its objectives, its organization, and its legal texts.

One technical topic may explain the basic principles governing the running of the Purchasing Centre (competition among suppliers, quality assurance system, services provided to customers).

Product directory may be posted on line as well as online order system, if the beneficiary Purchasing Centre wants so.

“The news” may consist in one topic narrating current events of the Purchasing Centre where items or photos may be included and filed. Ongoing business operations may be thereto presented (call for tenders, award outcomes, etc).

Of course, a topic “Contact us” will provide opportunity for visitors to show up and dialogue with the Purchasing Centre.

This site will have a data filing system.

It is important that the Website developed for the Purchasing Centre be incorporated into ACAME Web portal (www.acame.org) to allow automatic information sharing.

Besides, officers identified by the Purchasing Centre shall have an E-mail Address on this site and on ACAME Web portal.

The service supplier shall make a presentation on the Website at the end of the mission.

Training

The service supplier shall provide training on the spot with the officer of the Purchasing Centre mandated to use and manage the Website.

This training shall also focus on the procedures for conducting the forum on ACAME Web portal (Exchange between the Purchasing Centre and ACAME Permanent Secretariat or other Purchasing Centres)

Duration of the Website creation phase

The mission of the service supplier is divided into two phases: Diagnosis phase (item 4.2.1.) and the Website creation phase.

The duration for each Purchasing Centre website development phase shall be one week on the spot.

Reports

In addition to the end of mission summary report, the service supplier shall submit a report for each mission carried out within Purchasing Centres not later than three weeks after the mission.

Such report shall be provided in two copies, including one to be submitted directly to the Purchasing Centre involved and the other one to ACAME Permanent Secretariat.

The General Manager of the beneficiary Purchasing Centre shall act as supervisor and shall attest that the service has been provided.

2.2.3. Training of the Permanent Secretariat on how to handle ACAME Web portal and the forum

The service supplier shall organize in Ouagadougou, at ACAME Headquarters, training for ACAME Permanent Secretariat for the launching of ACAME Web portal (Starting the running of the portal, managing information, conducting the forum).

This training that will involve three persons will last 5 days.

2.2.4. Conducting collective training

The Computer Service Company selected shall conduct a one-week training session in Ouagadougou for the computer service heads of the 16 Purchasing Centres involved. Such training shall last one week and shall focus on knowledge of business computing software.

The Permanent Secretariat shall provide premises, air tickets and accommodations to participants.

2.3. Project management

2.3.1. Body responsible for the management of the project

ACAME Permanent Secretariat located in Ouagadougou shall be responsible for the management of the project.

It shall act in close collaboration with General Managers of beneficiary Purchasing Centres. These Managers shall attest, for each activity implemented within their body, service provided.

2.3.2. Managing Body

ACAME Permanent Secretariat shall ensure, through its Accountant, that procedures governing contracts funded under the 9th EDF are observed.

3. LOGISTICS AND TIMETABLE

3.1. Location of the project

The service supplier shall carry out a mission in the following countries:

COUNTRY	TOWN	PURCHASING CENTRE
Benin	Cotonou	CAME
Burkina Faso	Ouagadougou	CAMEG
Côte d'Ivoire	Abidjan	PSP
Guinea Bissau	Bissau	CECOME
Guinea Conakry	Conakry	PCG
Mali	Bamako	PPM
Mauritania	Nouakchott	CAMEC
Niger	Niamey	OPPN
Senegal	Dakar	PNA
Togo	Lomé	Cameg
Cape Verde	Praia	
Gambia	Banjul	National Pharmaceutical Ser
Ghana	Accra	Proc. and supply Directorate

3.2. Starting date and implementation period

The service supplier shall start his mission not later than one month after the signing of the contract.

Each mission shall last two weeks (one week for computer diagnosis and one week for the development of the Website), i.e. a sub-total of 26 weeks for this activity.

The collective training seminar for computer scientists in Ouagadougou shall last one (1) week.

The training of ACAME Permanent Secretariat shall take place in Ouagadougou and shall also last one week.

The mission as a whole shall be carried out within 28 weeks and shall be completed before the end of the year 2007.

3.3. Offices

For missions related to the specific objectives 4.2.1 (Computer diagnosis) 4.2.2 (creation of websites), ACAME agrees to see that each beneficiary Purchasing Centre provides to expert(s) a suited premise (such as the computer office).

For the achievement of the specific objective 4.2.3, training of the Permanent Secretariat on how to handle the Web Portal and conduct the forum will take place in ACAME Permanent Secretariat Offices in Ouagadougou.

The collective training seminar for the 16 computer scientists from West African Purchasing Centres (Specific objective 4.2.4) will take place in Ouagadougou and does not require the provision of specific office to the expert.

3.4. Installations and Equipment provided by the service supplier

For Objective 4.2.1 (Purchasing Centres computer diagnosis), the expert may have all information needed with the Management and the various services and will work with a focal point of the Purchasing Centre.

The service supplier shall specify whether he needs an interpreter and the country where the need arises.

For objective 4.2.2 (creation of websites), all documents or scanned documents, be they legal, institutional and technical (summary of procedures), communication medium (photos, possibly logo, articles) shall be immediately available with the Purchasing Centre involved in the electronic version upon arrival of the expert. A focal point shall be appointed by the Purchasing Centre. For this same objective, the Purchasing Centre shall see to the smooth running of internet connection (except casual problem beyond its control), to enable the expert to work accurately.

The service supplier shall specify whether he needs an interpreter and the country where the need arises.

For the achievement of objective 4.2.4 (collective training seminar on computer), ACAME shall be responsible for the logistical organization (reservation of room, accommodation of beneficiaries). An interpretation and translation consultancy shall be provided to the service supplier and participants.

3.5. Material

No equipment shall be purchased for ACAME or Purchasing Centres under this Service Contract.

4. REPORTS

4.1. Compulsory Reports

Intermediate progress reports shall be drafted every six months during this Contract implementation period. They shall be coupled with corresponding invoice and financial report.

A final progress report coupled with invoice and financial report shall be submitted at the end of the Contract. The Final Draft Progress Report shall be presented not less than one month before the end of the contract implementation period. Reports mentioned in this section shall be provided in addition to those possibly mentioned in item **Erreur ! Source du renvoi introuvable.** of these Terms of Reference.

Each Report shall include a narrative section and financial section.

4.2. Reports Presentation and Approval

The above mentioned progress reports shall be submitted to the Project Manger specified in the Contract in 3 copies. They shall be drafted in French. These Progress Reports shall be approved by the project manager.

5. MONITORING AND EVALUATION

5.1. Definition of indicators

For objective 4.2.1 (Purchasing Centres computer diagnosis), indicators selected include:

- ✚ A clear summary report assessing the strengths, weaknesses and needs of each Purchasing Centre in terms of hardware and software used and human resources capacities.
- ✚ Realistic and suited recommendations for the acquisition of hardware and software and training needs.

For objective 4.2.2 (creation of Websites), the indicator selected shall be the existence of one Website by Purchasing Centre and the acceptance of the service by the Management of the Purchasing Centre involved.

For the achievement of objective 4.2.3 (Creation of ACAME Web Portal), the selected indicator shall be the validation of the grid for training assessment by the Permanent Secretariat.

For the achievement of objective 4.2.4 (collective training seminar on computer), the indicator selected shall be the positive appreciation of the grid for training assessment by the beneficiary computer scientists.