USAID NextGen
Comprehensive
Technical Assistance for Health Supply Chain and Pharmaceutical Management

In January 2024, MSH was awarded the USAID NextGen Comprehensive Technical Assistance for Health Supply Chain and Pharmaceutical Management (NextGen Comprehensive TA). This indefinite delivery, indefinite quantity (IDIQ) contract award is part of the Next Generation Global Health Supply Chain Suite of Programs (NextGen). This award signifies MSH’s critical role within NextGen, marking a significant step forward in global health advancement.

TECHNICAL SCOPE AREAS

Supply Chain Management
• Forecasting and Supply Planning
• Procurement
• Customs Clearance
• Warehousing and Inventory Management
• Distribution and Transportation
• In-Country Logistics Operational Support
• Diagnostics Transition Support
• Supply Chain Information Systems and Data Management
• Data Analytics and Performance Management

Pharmaceutical Management
• Product Selection, Prioritization, and Resource Optimization
• Pharmaceutical Services
• Pharmacovigilance and Patient Safety
• Containing Antimicrobial Resistance
• Regulatory Systems Strengthening

Cross-Cutting Systems Strengthening
• Governance
• Strategic Planning
• Leveraging the Private Sector
• Financing
• Workforce Development and Institutional Capacity Strengthening
• Information Systems
• Enabling Environment
• Risk Management
• Construction

Other Support Services
• Monitoring, Evaluation, and Learning
• Knowledge Management and Communications
• Coordination
• Gender
• Climate Change

This comprehensive scope of work aims to not only bolster the efficiency and sustainability of health supply chains and pharmaceutical systems but also create a lasting impact on global health security and the well-being of communities around the world.
PERIOD OF PERFORMANCE
Ten years (January 8, 2024–January 7, 2034) with a base period and option period.
▪ Base Period: 4 years, 9 months (January 8, 2024–September 30, 2028)
▪ Option Period: 5 years, 3 months (October 1, 2028–January 7, 2034)
▪ Ordering Period: 8 years from the effective date of the IDIQ contract.
All performance must be completed by January 7, 2034.
USAID intends to release up to three central Task Orders (TOs), which will be structured by either technical area or geographic region and will serve as mechanisms for buy-ins. Additionally, USAID will issue TOs led by individual countries, contingent on the requirements of each Mission.

GOAL
The goal of the NextGen Comprehensive TA IDIQ award is to ensure sustainable access to and appropriate use of safe, effective, quality-assured, affordable health commodities. NextGen Comprehensive TA underscores USAID’s strategic approach to optimize and transform health supply chains and pharmaceutical management systems worldwide. NextGen Comprehensive TA will deliver an extensive range of technical assistance services designed to enhance national supply chain systems, ensuring improved performance and long-term viability. These services will support the expansion of access to health commodities through operational and technical assistance and advance pharmaceutical management systems to promote impactful health outcomes.

OBJECTIVES
▪ Strengthen local supply chain systems to ensure a reliable, sustainable supply of quality health commodities beyond donor assistance through public- and private-sector channels
▪ Increase availability of quality-assured, essential health commodities through improved supply chain performance
▪ Sustainably strengthen pharmaceutical management systems, including quality pharmaceutical services and functional regulatory systems

MSH NextGen Comprehensive TA IDIQ Consortium
DRIVING INNOVATION, DELIVERING IMPACT

The MSH Consortium brings together dynamic organizations and leaders from the global and local supply chain and pharmaceutical fields, ready to create meaningful collaborations with the public and private sectors, government entities, community groups, and civil society. Through this partnership, we aim to enhance the efficiency and reliability of health care delivery, ensuring that communities worldwide have access to the essential medicines and health products they need.

The MSH Consortium is uniquely positioned to offer specialized support in operational efficiency and capacity strengthening to governments and local entities. Our expertise spans key elements of supply chain management, including warehousing, distribution, forecasting, procurement, and the innovative use of information systems for health commodities, and optimizing pharmaceutical services to promote the use of cost-effective medicines, antimicrobial stewardship, pharmacovigilance, patient safety, and pharmacy best practices. This comprehensive suite of services underscores our commitment to enhancing global health outcomes.
For more than three decades, Management Sciences for Health (MSH) has partnered with countries around the world to strengthen pharmaceutical management systems and build high performing supply chains. MSH takes a holistic systems approach that fosters country-led innovation, whole-of-society engagement, and effective leadership and governance, while collaborating with the public- and private-sector to leverage funding and resources. The end goal is that communities have reliable, affordable access to safe, effective medical products that are sustainably delivered when and where they are needed, and health care workers and patients have the tools and training to use them appropriately to improve health and save lives.

www.msh.org
PRIVATE SECTOR SUPPLY CHAIN

Deloitte global network addresses health challenges in low- and middle-income countries with world-class public and private sector capabilities. We combine development experience with the power of our supply chain practice and the world’s largest Life Sciences and Health Care practice (>12,600 professionals across 90 countries). Deloitte enhances supply chain efficiency, effectiveness, and resiliency for medical commodity supply chains, helping reach more people at the last mile with the same resources. Deloitte drives sustainable health care and supply chain improvements by applying data-driven insights, expanding partnerships, and bolstering local capacity. We help build sustainable, resilient supply chains to respond to pressing challenges and prepare for unanticipated shocks. Our work strengthening supply chains ranges from emerging vaccines (multiple countries) to medical commodity stock management (Haiti, Kenya), to collaborating with MSH to rearchitect a supply chain system (Philippines), to implementing a Supply Chain Control Tower (global) to provide visibility and data-driven insights.

www.deloitte.com

TECHNOLOGY INNOVATIONS

Carahsoft is a Google Premier Partner and Google’s sole Federal Distributor. As a Master Government Aggregator™ and top ranked GSA MAS Contractor, Carahsoft has combined extensive knowledge of the technologies we provide with a thorough understanding of the government procurement process to analyze needs, provide configuration support, simplify the ordering process.

https://www.carahsoft.com/

Mezzanine Ware RF (Pty) Ltd, a South African subsidiary of Vodacom/Vodafone, will contribute to the provision and use of technology platforms to digitize critical activities in local health commodity supply chains. Over 4,000 facilities in South Africa and Zambia use Mezzanine’s health platform to power end-to-end interoperability, master data implementation, and last mile digitization in public supply chains and laboratory services. Over 27,000 health care workers utilize Mezzanine to deliver care, consistently achieving over 89% user adoption. The platform has served over 22 million people since 2017. Mezzanine utilizes scalable open-source technologies to provide affordable, world class service level agreements to local governments.

https://mezzaineware.com/

Phamarack Technologies is poised to transform the pharmaceutical sector in India by offering advanced tools, insights, and technical support to digitize and integrate systems through sophisticated Software as a Service (SaaS) solutions. This strategic initiative is designed to address critical issues such as supply chain fragmentation, enhancing efficiency and promoting market growth and maturity. By utilizing advanced SaaS technologies, Phamarack aims to improve various aspects of the pharmaceutical supply chain, including order fulfillment, market access, and analytics. Furthermore, the company is committed to facilitating better financing options, integrating effective digital marketing, and branding strategies. This holistic approach will not only streamline the supply chain but also drive innovation and development within the sector, establishing Phamarack as a key player in the industry’s digital transformation journey.

https://phamarack.com/

Reach Digital Health. Previously known as Praekelt.org, Reach Digital Health will leverage 16 years of experience working with mobile technology to improve feedback loops of citizens and health workers around commodity supply chains, focusing on leveraging information channels that leverage self-reported data to signal and monitor the supply of key commodities. Based in South Africa, Reach will leverage its experience scaling digital health programs to allow faster and more cost-effective implementations in the health sector. Reach has connected the health system with communities in over 200 countries through available mobile technology. Reach advocates for patient-centered health access policies and has spearheaded significant initiatives such as MenConnect, MomConnect, and HealthConnect for COVID-19.

https://www.reachdigitalhealth.org/

Right to Care (RTC) is a South African nonprofit dedicated to increasing life expectancy and expanding access to affordable health care. Specializing in HIV and related diseases such as tuberculosis, RTC focuses on introducing innovative technologies, designing client-centered service models, and providing technical assistance to enhance governmental and partner capacities in health. Embracing a comprehensive One Health approach, RTC’s demonstrated capacity in advancing global health security (GHS) across countries addresses priority technical areas including strengthening surveillance systems for emerging and re-emerging diseases, emergency preparedness and response, laboratory services, and containment of antimicrobial resistance (AMR). A pioneer in Differentiated Service Delivery (DSD) models, RTC has developed decentralized...
drug dispensing (DDD) systems that deliver health commodities directly to patients, reaching the critical “last mile.” RTC offers comprehensive technical assistance to integrate site-level systems, aiding data-driven decision making. Its eLABS service manages laboratory track and trace systems, improving supply chain performance from warehouse to clinic and clinic to laboratory, thereby increasing accountability and identifying system bottlenecks. RTC trains and mentors pharmacy and laboratory staff, enhancing supply chain management and adherence to logistics, while supporting quality assurance and improvement activities. https://www.righttocare.org/

Right ePharmacy, a regional African organization, enhances supply chain management by providing specialized expertise in both public and private sector solutions. It leverages advanced technology to improve access to and availability of medications, streamlining the processes of dispensing and collecting medicine for the benefit of patients and health care providers alike. Right ePharmacy has introduced innovative solutions such as in-pharmacy automation, ATM-style pharmacy dispensing units, Collect&Go™ smart lockers for medicine pickup, digital prescription services, comprehensive stock management systems, and medication-to-patient delivery tracking. These advancements facilitate both centralized and decentralized dispensing methods, akin to mail-order pharmacies, thereby revolutionizing pharmaceutical service delivery. Additionally, the organization offers versatile public health dispensing and retail systems suitable for pharmacies, clinics, and hospitals, which can also support real-time billing and cash transactions as needed. https://rightepharmacy.co.za/

SwipeRx operates the largest pharmacy-focused, multi-functional app (SwipeRx) designed to strengthen the pharmacy workforce and pharmaceutical supply chain and generate data starting from the smallest mom-and-pop pharmacies. Since its launch in 2017, the app has grown to serve over 290,000 pharmacy professionals and students, of which more than two-thirds identify as women, working at more than 55,000 retail pharmacies in southeast Asia. SwipeRx utilizes technology to strengthen supply chains by: conducting digital research, including supply chain assessments, qualitative studies and surveys of pharmacy professionals; delivering interactive digital behavior change campaigns to improve pharmacy practices; provide accredited professional development opportunities to build competency to meet operational standards and comply with recommended stock management practices; and equip pharmacies with e-commerce and other e-tools to facilitate connections between pharmacies, commercial suppliers, and point-of-sale system providers to enhance access to quality-assured health products, including quality and affordable medicine, rapid diagnostics and contraceptives. https://www.swiperxapp.com/

U3 SystemsWork, a US women-owned small business, will aim to support health commodity supply chains, focusing on data analytics to improve data capture and usage, and enhance 3PL/4PL operations and pharmacy retail services advocating for improved supply chain governance and accountability. The organization excels in developing the private sector pharmaceutical market and enhancing supply services for various health care outlets. Leveraging expertise in health systems governance, U3 offers comprehensive services including system evaluations, financial management, and data analytics. Committed to local capacity building, U3, in collaboration with its Ethiopian sister organization, promotes the next generation of supply chain professionals through educational partnerships and program management, providing short and long-term technical advisory services. https://u3systemswork.com/

CONVENCING/BEHAVIOR CHANGE AND PROFESSIONAL ASSOCIATIONS

Ecumenical Pharmaceutical Network (EPN), headquartered in Nairobi, Kenya, will facilitate sharing of best practices, enhance advocacy efforts, offer technical assistance, and convene its members to provide strategic support to improve supply chain and pharmaceutical management, and conduct e-learning for pharmaceutical management and supply chain efficiency. It will advocate for member collaboration with governments, broaden its pooled procurement initiatives to bolster strategies and member capabilities, and combat antimicrobial resistance by promoting stewardship activities in health facilities while promoting Good Pharmacy Practices. Serving faith-based organizations in 38 countries, EPN improves health care in church-affiliated facilities, combats counterfeit medicines, and enhances medicine accessibility through pooled procurement. https://www.epnetwork.org/

ideas42, based in the US, is a nonprofit that applies insights from behavioral science—the study of how people make decisions and act in the real world—to create a more equitable world. ideas42 will apply behavioral insights to optimize health commodity supply chains and drive global health improvements. ideas42 works with government, NGO, and private sector partners to co-design tailored solutions and strengthen capacity in
innovative design methods, ensuring that new approaches are sustainably grounded in the context and that local stakeholders have a role in the spread of innovation to address the human challenges at the heart of effective and resilient health systems.

https://www.ideas42.org/

ACADEMIC INSTITUTIONS

**Boston University School of Public Health (BUSPH),** based in the US, is committed to advancing the evaluation of pharmaceutical systems and health supply chains through the enhancement of methodologies, indicators, and tools. BUSPH will facilitate knowledge sharing among global stakeholders and facilitate discussions with donor agencies, capitalizing on its extensive network of leading scholars, experts, and implementers. BUSPH will undertake research and studies aimed at addressing the existing gaps in evidence, data, and learning in supply chain and pharmaceutical systems, thereby making a substantial contribution to the project’s objectives and its ultimate success.

https://www.bu.edu/sph/

**Cranfield University’s Centre for Logistics, Procurement and Supply Chain Management** has a worldwide reputation with one of the largest academic faculties in Europe. Based within Cranfield School of Management at Cranfield University in the UK, the Centre specializes in creating educational content to improve logistics and supply chain management operations. The Centre will design coursework suitable for various training formats, such as self-guided and online programs, and customize these offerings to meet the specific needs of different countries through collaborations with local educational institutions. The Centre can also support countries and health system stakeholders in the adoption and implementation of evidence-based supply chain practices and will contribute to the project’s learning agenda by assessing experiences with various supply chain models and their implementation, enhancing the collective knowledge and effectiveness of supply chain management within health systems.

https://www.cranfield.ac.uk/

**Empower School of Health,** based in India, collaborates with major global entities such as USAID, the Bill & Melinda Gates Foundation, the Global Fund, the World Bank, and the World Health Organization. Operating in over 40 countries and 20 languages, Empower aims to build institutional and health workforce capacity while fostering a community of practice. With the mission of “Empowering millions through digital learning,” Empower specializes in enhancing health commodity supply chain management through innovative e-learning solutions. Their services include course design and development, learning and digital design, storyboard creation, module development, and integration of audio-visual elements, focusing on key areas such as leadership, supply chain management, pharmacovigilance, and regulatory frameworks. Empower excels in designing and implementing learning management systems, providing training and capacity building tailored to diverse audiences including university students, health care professionals, and supply chain managers, ensuring effective course delivery and learner support.

https://www.empowerschoolofhealth.org/

**Kwame Nkrumah University of Science and Technology (KNUST)**

KNUST, a Ghanaian University, will enhance research, thought leadership, and knowledge base related to Africa’s supply chain systems. KNUST will utilize its extensive network of supply chain stakeholders, governments, donors, and industry leaders to foster learning, create synergies, and facilitate collaboration. The university will offer access to its top faculty, researchers, and experts for developing and delivering educational content, including events, webinars, and courses, with a strong focus on the African supply chain context. KNUST will work in partnership with other educational institutions to innovate and evaluate supply chain curricula and training programs, including executive education and internships, while emphasizing the inclusion and advancement of women in the sector. KNUST will support the application of evidence-based supply chain practices across countries and health systems, contributing significantly to the project’s broader learning objectives.

https://www.knust.edu.gh/

To learn more about partnering with MSH, please contact Furhana Wehelie, Senior Director, Pharmaceutical Systems Strengthening and Supply Chain Business Development, at fwehelie@msh.org or our team at partnerwithus@msh.org.