

To

**Whom It May Concern**

**From**

German Kenyan Cooperative Development  
DGRV Kenya  
Hardy Post Mall- Ushirika Road  
P.O. Box 15658 - 00509  
Nairobi - Karen

**January 28<sup>th</sup>, 2025**

**- Call for Proposals-**

**Freelance Consultancy Services: User-Centered Journey Mapping and Technology integration for new Health Co-operative**

We are herewith kindly requesting for your proposal for freelance consultancy services to GKCD, for the purpose of providing a roadmap to outline the integration of digital services in the management and provision of external services to patients and members of a new Health Co-operative (Health Facility Level 2). The assignment will take place **virtually** and/or **physically** for a fixed retention period (March 2025 – December 2025) **on need basis**, with possible travels to Nyeri County.

**Background**

Systematically supporting healthcare provision through IT interventions is a critical area of need toward improving outcomes for patients and their healthcare providers. This new Health Co-operative which DGRV is supporting in its startup phase, requires software and technology support for enterprise management and business development (internal use) as well as in the patient relation sphere, where external contacts with patients are made and the provision of actual health services takes place.

**Context of the assignment**

One of the core objects of DGRV's project in Kenya is to introduce innovations to the co-operative sector. One of such innovation is the inception of a "Healthcare Workers Co-operative" in 2025 Kenya.

The newly registered Healthcare Worker Co-operative (HWC) will complement the existing healthcare structures in the Country and contribute to universal health coverage. The new Healthcare Workers Co-operative will focus on:

- Quality healthcare services provision (preventive, basic curative, nursing care, and education)
- Quality and accessible Health services at competitive, and reasonable cost (Out-Of-Pocket or/and Health Insurance).
- Level 2 clinic or dispensary shall be established in urban part of Nyeri County.

In this worker cooperative model, the members are healthcare professionals who will be offering health services in a level 2 facility (Clinic/Dispensary).

The consultant (individual or firm) will work under the guidance of DGRV Kenya, to develop a comprehensive plan to enable the HWC deliver care to its patients through technology and

digital services but also manage and oversee its enterprise efficiently using appropriate management software.

Please see details below.

**Terms of Reference (Subject for Bidding)**

The consultant (individual or firm) shall provide the following service:

1. Conduct a needs assessment for the purpose of; understand patients' behaviors, determining the needs of healthcare workers who manage medications for patients, and help to identify ways of understanding patients' experiences of health services offered, with the aim of both improving the quality of the services and of enabling ordinary people to engage with the process.
2. Propose a strategy for better integration of emerging technologies in the different healthcare provision workflows. This may include an analysis of the most critical processes running in the HWC, technological needs within the facility environment, ways to optimize workflow(s), and a roadmap of how the proposed technologies can grow, adapt, and innovate to meet the future needs of the healthcare system and the HWC staff.
3. Propose a strategy for better integration of emerging technologies in the entrepreneurial management of the health co-operative (records, payments, business development analysis, stock management etc).
4. Advise on innovative medical technology (e.g web-based platforms that incorporate patient's portal and healthcare providers portal) that directly contributes to better service delivery of the medical professionals and fostering satisfaction of the patients.
5. Suggest companies that could develop and offer advanced technological solutions to the HWC; these solutions should consider workflow integration and reflect end-user needs.
  - i. Proposed solutions should improve patient care through access to the health services at the comfort of their homes.
  - ii. Patients will benefit from an improved experience throughout the entire care journey, including increased quality and efficiency of healthcare services derived from the automation healthcare provision workflows, and access to treatment modalities.
  - iii. Healthcare providers will benefit from the technologies that are user-centric, and improved workflows within the healthcare setting, resulting in optimized procedures or new capacities, while easing the workload and promoting job satisfaction.
  - iv. Healthcare providers will benefit from new and innovative workflows and/or capabilities for improved cost-effectiveness and efficiency of care delivery, enhancing access to care, and improving the experience of both HWC staff and patients.
6. Propose and assist to develop solutions to empower the healthcare providers (for example in diagnostics, management and organization, planning, service delivery, etc.) using the technology implemented.

## **Expected outputs/ Deliverables**

1. Developed Needs Assessment Report
2. Technical and institutional requirements for digitalized HWC
3. A consultancy activity report incorporating.
  - Suggestions on innovative medical technology solutions.
  - Suggested companies to offer advanced technological solutions to the HWC.
  - Proposed training solutions for the healthcare providers of the HWC, to set up, operate and maintain the digital platform implemented.

## **Application Requirements**

Each application should include the following:

- Comprehensive application letter
- Copies of qualification certificates
- CVs of all proposed consultants entrusted with this assignment.
- Demonstration of experience in the development of and implementation of IT solutions for Health Facilities from the assessment and planning stage to successful rollout and implementation
- Demonstrated experience in working in the Co-operative sector is an added advantage
- A technical proposal clearly demonstrating the consultant's capacities to deliver this assignment to the full satisfaction of the client
- Practical experience working with health facilities is an added advantage
- Demonstrate your profound understanding and practical knowledge in healthcare service industry operations
- Submit your tax number, copy of your ID or passport, copy of your registration certificate as part of your application.
- Your financial proposal must cover the following categories:
  - Hourly rate (60 min of working time) for physical and virtual collaboration (2 separate hourly rates)
  - Full day rate (8 hours) for physical and virtual collaboration (2 separate daily rates)
  - The proposed fees must be all inclusive (e.g. inclusive of communication cost and travel cost) but exclusive of tax.
- Your financial proposal must be submitted in Kenya Shillings or Euros, including all cost but exclusive of VAT and WHT. Your offer must be complete and comprehensive considering all Terms of Reference above.
- Every work package will be described separately with specific deliverables and timelines for the individual work package.
- Invoicing shall be done based on the work package and hours / days worked.

## **Submission date**

Please submit your written quotations (Tariffs and Terms and Conditions) and summarised technical proposal latest by **14<sup>th</sup> February 2025 COB**, via email to [procurement\\_kenya@dgrv.coop](mailto:procurement_kenya@dgrv.coop).

Thank you.