

REQUEST FOR INFORMATION

Reference Number: IHI-AF/01 Local Capability for Improved Health Outcomes Through Quality Improvement (QI) in Africa

Release Date: May 31, 2019

Response Date: June 7, 2019 by 5:00 PM (GMT)

SYNOPSIS

The Institute for Healthcare Improvement (IHI) is in the process of gathering information on the availability of local non-government organizations (NGOs) in Africa to support the delivery of quality improvement capability-building activities in select African countries. Through this Request for Information (RFI), we are seeking responses from interested organizations with a record of past success using improvement methods to improve clinical or population health outcomes.

Please note that IHI is not seeking technical or cost proposals at this time. This RFI is for informational and planning purposes only and shall not be construed as a request for proposal, request for quote, or as an obligation on the part of the IHI. There will not be solicitations, specifications, or drawings available. This announcement may or may not translate into an actual procurement(s) in future years. There is no funding associated with this announcement.

BACKGROUND

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization based in Boston, Massachusetts, USA. For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI works in collaboration with the growing IHI community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better. Learn more at ihi.org.

IHI, a global leader in quality improvement, has worked with partners in over 40 countries to improve health and health care. Specifically, IHI has supported 12 countries in developing national health care quality strategies, while building the capability of over 1.5 million people annually to lead improvement initiatives worldwide. IHI has around 700 health experts, with 180 staff and a faculty pool of over 600 consultants, spread across six continents.

EXPERIENCE IN COLLABORATIVE, CROSS-CUTTING QI PROJECTS IN AFRICA

IHI has been deeply engaged in Africa, harvesting and disseminating new ideas, and spreading best practices. We pioneered the use of improvement methods to close gaps in care-delivery and accelerate improvements in health outcomes in Africa. Since then, we have supported all levels of institutional and national health care systems, from the formulation of national/organizational quality policies to the coaching of frontline staff to use improvement methods in improving patient and population health outcomes. Today, we have a footprint in 10 African countries, five of which have active programs.

IHI's work in Africa, in conjunction with our partners, aims to achieve large-scale and sustainable improvement in health outcomes by addressing gaps in the care cascade. IHI does this by providing large-scale programming both in individual countries and across countries in the region, supporting development of quality strategies, and building local improvement capability. IHI is focused on improving population health outcomes at scale in the areas of HIV/AIDS; maternal, neonatal and child health (MNCH); tuberculosis (TB); and patient safety by applying and adapting a broad array of IHI's quality improvement (QI) tools for improving health systems.

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As some of IHI's current projects in Africa wind down, IHI is planning for the next phase of work. Over the next five years, IHI intends to engage funding partners in supporting bold implementation of a population health improvement framework that not only yields improved health outcomes, but also strengthens the health systems of African countries to sustain these improvements. The sustainability agenda of this vision rests on building the capabilities of local organizations to be trusted and competent partners to their Ministries of Health in sustaining the cycle of learning and continuous improvement while scaling what works. To this end, IHI invites responses to this RFI from organizations within the countries listed below, that include the relevant experience and commitment to support the sustained use of improvement methods in continuously improving HIV, MNCH, TB, patient safety, and clinical outcomes in their respective countries. Organizations that fulfill the selection ranking factors below and demonstrate optimal institutional capacity on the subsequent organizational capacity assessment will be listed on IHI's list of vendors and invited to submit cost proposals when funding opportunities emerge for their countries.

COUNTRIES

Local organizations eligible to respond to this RFI should be registered and have presence in any of the following countries: Rwanda, Ghana, Kenya, Malawi, Namibia, Uganda, Zambia, South Africa, Tanzania, and Sierra Leone.

SELECTION RANKING FACTORS (SRF)

- SRF #1: A record of past performance successfully conducting trainings for health providers. The trainings must have involved more than a day of in-person contact time to cohorts of no less than 10 health professionals. The content must have addressed the core tenets of quality improvement and how to apply them in improving health outcomes. The work must have been performed in any of the Africa countries listed above.
- SRF #2: A record of past performance in coaching health facility teams to implement quality improvement projects leading to measurable improvement in clinical or population health outcomes.
- SRF #3: History of close working relations with the Ministry of Health at the national level as well as regional and local levels of the health-delivery system.
- SRF #4: Content expertise in (any of the following) HIV, MNCH, TB, malaria, or patient safety with a record of past performance in supporting any level of the Ministry of Health to achieve improvements in related outcomes.
- SRF #5: Availability of staff or contracted consultants with expertise specific to quality improvement in health.

APPLICATION SUBMISSION REQUIREMENT

The application submission package should include a proposal addressing the following:

1. A brief description of the organization (No more than 500 words): This section will include details about the type of registration the organization possesses, the composition and accomplishments of the board over the last two years, the state of compliance of the organization with tax and other laws, as well as with its financial audit obligations. Please attach the latest copy of your organization's financial statement audit and A133 audit (if applicable).
2. A detailed description of how the organization fulfils each of the selection ranking factors (SRF), including specific examples that demonstrate the extent to which each SRF was achieved (No more than 3,000 words).

SUBMISSION

Please send all responses to this RFI via email to subpartnervendor@IHI.org by the date and time indicated above with the title "RFI no. IHI-AF/01 Local Capability for Improved health Outcomes Through Quality Improvement (QI) in Africa".

You will only receive an electronic confirmation acknowledging receipt of your response but will not receive individualized feedback on any suggestions. No basis for claims against IHI shall arise as a result of a response to this request for information or from IHI's use of such information.

QUESTIONS

Specific questions about this RFI should be directed only to the email address: subpartnervendor@IHI.org by June 5, 2019 at 5:00 PM (GMT). IHI will release answers to all questions on its website and not to individual organizations.

THE VENDOR RATING SYSTEM IS AS FOLLOWS:

SRFs have been assigned the following points:

SRF #1 – 15 points

SRF #2 – 10 points

SRF #3 – 5 points

SRF #4 – 5 points

SRF #5 – 5 points

Due-Diligence Organizational Capacity Assessment – 50 points

Satisfactory Past-performance Reference Checks – 10 points

Total Possible Points: 100