Beyond Procurement
Ensuring successful rollout of Cold Chain Equipment
Steve DeSandis
Clinton Health Access Initiative, Inc.

Procurement is a necessary, but alone, insufficient step to ensure proper rollout of refrigerators and safe storage of vaccines. There are a number of keys steps and measures to be taken in addition to procurement to afford vaccines safe storage. Both refrigerator manufacturers and procuring countries have a role to play in ensuring post procurement success.

**Manufacturers**
- Design to meet WHO PQS standards and future specifications in Target Product Profiles (TPPs) including:
  - Simple installation and maintenance guidance
  - Plug & Play electrical connections
  - Elimination of intermediary system components
  - Minimize components likely requiring maintenance

**Countries consider…**
- Product selection based on healthcare site needs/constraints
- Generators for adequate power supply
- Voltage protection for mains powered units
- Spare part procurement

**Manufacturers must…**
- Clearly state what equipment is included and what must be procured separately
- Simple installation
- Adequate spare installation components (TPP)
- In-country technician training
- Model specific installation checklist
- Simple methods for verifying equipment functional
- Remote technical support

**Countries provide…**
- Insourced technician cohort or outsourced installation outfit to execute install
- Training facility and resources

**Manufacturers provide…**
- Adequate spare installation components (TPP)
- In-country technician training
- Model specific installation checklist
- Simple methods for verifying equipment functional
- Remote technical support

**Countries consider…**
- Safe, secure storage locations
- Resource planning for equipment distribution to all levels of cold chain
- Stocking and distribution system for spare parts

**Countries must…**
- Facilitate quickly reactive maintenance support system
- Empower personnel with training and dedicated resources to maintain all CCE
- Commit funding for outsourced maintenance
- Ensure spare parts are readily available

**Manufacturers consider…**
- Equipment will be stored in hot, humid environments for extended periods of time (TPP)
- Means of easily moving units (e.g. handles)

**Procurement**

**Maintenance**

**Countries must…**
- Facilitate quickly reactive maintenance support system
- Empower personnel with training and dedicated resources to maintain all CCE
- Commit funding for outsourced maintenance
- Ensure spare parts are readily available

**Manufacturers…**
- Provide remote technical support
- Have a network of certified technicians available for field troubleshooting

**WHO PQS…**
- Asses sufficiency of current product standards
- Improve future products through TPPs

**Countries must…**
- Report CCE issues to procurement agencies (UNICEF SD) and manufacturers

**Procurement**

**CLOSING THE LOOP**

**Manufacturers…**
- Ensure problems with current equipment are fixed
- Improve future equipment in usability, performance and robustness

**WHO PQS…**
- Provide easy reporting of the good AND bad through text, email and phone hotlines

**Countries must…**
- Provide remote technical support
- Have a network of certified technicians available for field troubleshooting