

Request for Information (RFI)

Technical Partner for the Implementation of Retail Pharmacy Proof of Concept at service delivery points

1. Introduction

Rwanda Medical Supply (RMS) is seeking information from qualified organizations (institutions) with expertise in retail pharmacy operations, healthcare supply chain management, and digital health solutions to support the implementation of a Retail Pharmacy Proof of Concept in selected service delivery points which will then be rolled out nationally if proved to be successful. The proof concept shall be done in 4 hospitals which shall include two referral hospitals and two district hospitals both in Kigali and upcountry.

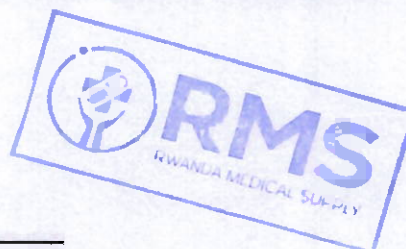
This initiative aims to enhance medication accessibility, affordability, and service quality for patients, particularly Mutuelle de Santé beneficiaries, by establishing efficient hospital-based retail pharmacies. RMS is inviting interested parties to respond to this RFI regarding their capabilities, experience, and potential approaches to meet the objectives of this project to be considered in the final shortlisting for the second stage.

The insights gathered from this RFI will help RMS refine the scope, technical requirements, and partnership model for the forthcoming Request for Proposal (RFP) which will be issued to the preselected firms from this RFI.

2. Objectives of the RFI

The purpose of this RFI is to:

1. Identify qualified technical partners with relevant expertise in retail pharmacy operations, digital health solutions which include management e-prescriptions, door to door delivery, and supply chain management.
2. Gather information on best practices and innovative approaches for implementing a hospital-based retail pharmacy model.
3. Assess potential partners' capacity, resources, and experience in similar projects.



4. Understand available technology solutions for pharmacy management and data integration with national health systems.

5. Evaluate potential challenges and recommendations for scaling the proof of concept.

3. Key Areas of Interest

RMS is particularly interested in organizations that can provide information on the following:

A. Retail Pharmacy Operations & Supply Chain Management

- Best practices in hospital-based and stand-alone retail pharmacy setup and operations.
- Strategies to ensure continuous medication availability and affordability.
- Approaches for demand forecasting and stock management to minimize stock outs and inefficiencies.

B. Digital Integration & Data Management

- Proven pharmacy management systems that enable real-time data tracking, inventory management, and seamless patient service.
- Experience with integrating digital solutions with national health insurance systems (e.g., RSSB) and other health data platforms.

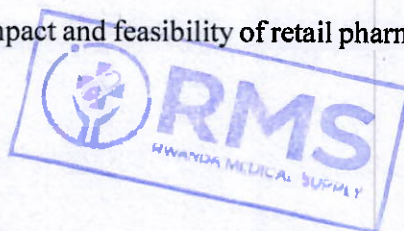
C. Capacity Building & Customer Service

- Best in class customer experience and retention in care.
- Models for continuous professional development in retail pharmacy settings.

D. Monitoring & Evaluation Framework

- Best practices for tracking key performance indicators (KPIs) such as stock availability, prescription fill rates, and patient satisfaction.
- Data-driven approaches to measure the impact and feasibility of retail pharmacy services in hospitals.

4. Information Requested



Interested organizations are requested to provide the following details:

1. **Organizational Profile** – Overview of the organization, experience in retail pharmacy, healthcare supply chain, and digital health solutions.
2. **Technical Capabilities** – Detailed description of expertise related to the areas of interest mentioned above.
3. **Relevant Experience** – Proof of at least 2 previous projects related to retail pharmacy operations, pharmacy digitalization, and supply chain optimization.
4. **Technology Solutions** – Information on proposed or existing digital pharmacy management solutions that could be applied to this initiative.
5. **Change management:** detailed plan for transition of services
6. **Challenges & Recommendations** – Insights on potential risks and best approaches for successfully implementing hospital-based retail pharmacies.
7. **Overview of Costing:** presentation of what it might take in terms of resources to implement this



5. Submission Guidelines

Interested organizations should submit their responses in **PDF format** to the contact details provided below. While this RFI does not constitute a formal solicitation or contract, RMS may use the responses to inform a **future Request for Proposal (RFP)**.

- **Submission Deadline: ...06/03/2025 at 10:00AM Kigali Time**
- **Submission Email: tenders@rms.rw**
- **Subject Line: Response to RFI – Retail Pharmacy Proof of Concept**

Late submissions will not be considered.

6. Contact Information

For inquiries or further clarification, do not hesitate to contact RMS by writing on the email to alishimwe@rms.rw copy rms.procurement@rms.rw/imahirwe@rms.rw

7. Disclaimer

This RFI is for **information-gathering purposes only** and does not constitute a formal procurement process. RMS is under no obligation to issue an RFP or enter into any agreement with respondents based on their submissions.

We thank you in advance for your interest and look forward to your response.

Done at Kigali on: .24/02/2025



Dr. Loko Abraham

Chief Executive Officer of RMS Ltd

