



# Key considerations for suppliers in planning and executing equipment service bundles under Gavi's Cold Chain Optimization Platform (CCEOP)

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## Background on CCEOP



Gavi established the CCEOP with a commitment of **\$250M** to jointly invest with countries to purchase and install optimal equipment. The **primary objective** is to accelerate the transition towards improved, "optimal" cold chain technology that provide:

- Higher levels of Vaccine **Availability**
- Improved Vaccine security i.e. **Potency and Safety**
- Greater efficiency** with lower CCE operating costs
- Less Vaccine **Wastage**



## The Service Bundle – A Key Area for CCEOP Success

### What is the Service Bundle?

- Under the CCEOP, cold chain equipment suppliers are required to manage and execute **in-country logistics, installation, commissioning and training of staff at health facilities in collaboration with local service providers.**
- This combination of supplier accountability for equipment provision and service delivery is referred to as a **"Service Bundle"**.

### To maximize the benefit of the CCEOP, "The Service Bundle" needs close attention

Efficient service bundles reduce bid costs and delays

More optimal CCE deployed for every \$ invested in the CCEOP by Gavi and countries

Improved vaccine availability, potency and coverage

## "Three keys features define an efficient and optimized CCEOP service bundle"



(1)  
**Timely Process Execution**

Minimize delays of CCE deployment by optimizing execution of the essential service delivery processes



(2)  
**Cost-Effective Bids**

Optimize service delivery costs to ensure maximum impact of Gavi's and country \$250M co-investment in CCE



(3)  
**High Quality CCE Deployments**

Proper installation and preventative maintenance to maximize performance and lifetime of Cold Chain Equipment



Greatest Impact from service Bundle

## In order to effectively plan and execute the service delivery bundle in-country, here are some recommendations

SERVICE DELIVERY PROCESS:	KEY CONSIDERATION	STAKEHOLDERS	KEY COST DRIVERS	POTENTIAL RISKS	RISK MITIGATION
1 Shipping	<b>Experienced Freight Forwarder:</b> To successfully navigate destination shipping routes and manage customs clearance	<input type="checkbox"/> CCE Manufacturer <input type="checkbox"/> Freight Forwarder <input type="checkbox"/> Unicef Supply Division <input type="checkbox"/> <b>Ministry of Health</b>	<input type="checkbox"/> Number of Cold chain equipment units shipped <input type="checkbox"/> Distance from Port of Origin to Port of Entry	<input type="checkbox"/> <b>Port congestions</b> and <input type="checkbox"/> <b>Unstable weather</b> at sea could lead to delay in arrival of shipment	<input type="checkbox"/> <b>Clear channels of communication</b> between sender and receiver to help track status of shipment
2 Customs Clearance	<b>Port Clearance Documents:</b> Exempt waiver and all necessary customs papers should be available prior to arrival of shipment	<input type="checkbox"/> CCE Manufacturer <input type="checkbox"/> Freight Forwarder <input type="checkbox"/> Unicef Supply Division <input type="checkbox"/> <b>Ministry of Health</b>	<input type="checkbox"/> Port charges <input type="checkbox"/> Demurrage as a result of delays in removing containers from port	<input type="checkbox"/> <b>Necessary customs paperwork not available</b> on time prior to the arrival of shipment results in demurrage charges	<input type="checkbox"/> <b>Early processing of customs documents</b> and a reliable network of clearing agents to help facilitate the process
3 Warehousing	<b>Strategic Location of Storage Hub:</b> With proximity to good road networks and sufficient floor space to store cargo	<input type="checkbox"/> CCE Manufacturer <input type="checkbox"/> Local Service Provider <input type="checkbox"/> <b>Ministry of Health</b>	<input type="checkbox"/> Warehouse lease <input type="checkbox"/> Machinery rental for cargo handling <input type="checkbox"/> Vehicle related costs for transportation	<input type="checkbox"/> <b>Liability of damage to equipment.</b> E.g. poor cargo handling during trans loading or due to inclement weather conditions	<input type="checkbox"/> <b>Adequate legal liability insurance</b> that covers direct physical loss or damage to cargo during storage and handling
4 Distribution	<b>Delivery Route Planning:</b> To efficiently distribute cold chain assets across long and short haul logistics networks in timely manner	<input type="checkbox"/> Local Service Provider <input type="checkbox"/> <b>Ministry of Health</b> <input type="checkbox"/> <b>District Health Staff</b> <input type="checkbox"/> <b>Health Facility Staff</b>	<input type="checkbox"/> Vehicle related costs <input type="checkbox"/> Fleet staff wages including accommodation	<input type="checkbox"/> <b>Sub-optimal fleet</b> of delivery trucks and <input type="checkbox"/> <b>Unplanned deviations</b> at delivery sites can lead to delays and overhead costs	<input type="checkbox"/> <b>Suitable fleet management system</b> <input type="checkbox"/> Request access to country <b>Deviation protocol</b> for risk planning
5 Installation & Commissioning	<b>Technical and Managerial workforce capacity:</b> Ability to quickly expand pool of service delivery technicians to manage scale of project	<input type="checkbox"/> Local Service Provider <input type="checkbox"/> <b>District Health Staff</b> <input type="checkbox"/> <b>Health Facility Staff</b>	<input type="checkbox"/> Technician wages including accommodation <input type="checkbox"/> Installation kit including solar panel mounting poles	<input type="checkbox"/> <b>Inadequate number of technicians</b> to install CCEs across the country at scale <input type="checkbox"/> <b>Poor installations</b> can affect CCE performance	<input type="checkbox"/> <b>Careful selection of service provider</b> based on project requirements <input type="checkbox"/> <b>Robust commissioning guidelines</b>
6 Training	<b>Robust training methods and materials:</b> Pictorial job aids, training manuals, videos and real use case practical sessions	<input type="checkbox"/> CCE Manufacturer <input type="checkbox"/> Local Service Provider <input type="checkbox"/> <b>Ministry of Health</b> <input type="checkbox"/> <b>Health Facility Staff</b> <input type="checkbox"/> <b>Cold Chain Technicians</b>	<input type="checkbox"/> Trainee and facilitator daily expenses including: ▪ Lodgings and per diems ▪ Training venue and ▪ Training materials	<input type="checkbox"/> <b>Poor knowledge retention</b> from the typical classroom-styled methods used to train end users	<input type="checkbox"/> Incorporate a <b>participatory and hands-on mentorship approach</b> into training modules
7 Project Management	<b>Customized Project Management Tool kit:</b> Inclusive of detailed work plans, KPIs, as well as Risk and Quality controls	<input type="checkbox"/> Project Mgt Team <input type="checkbox"/> CCE Manufacturer <input type="checkbox"/> Local Service Provider <input type="checkbox"/> <b>Ministry of Health</b>	<input type="checkbox"/> Risk Premiums <input type="checkbox"/> Planning trips/meetings <input type="checkbox"/> Talent acquisitions <input type="checkbox"/> Site pre-assessments	<input type="checkbox"/> <b>Information asymmetry</b> due to lack of visibility into country processes and costs during planning phase	<input type="checkbox"/> <b>Participate in monthly CCEOP PMT meetings</b> to share information, acquire country intelligence and align on project goals