The DAI-led Comprehensive TA’s team features industry leaders in end-to-end health supply chains, capacity development, and data analytics. Our approach works to strengthen local health supply chain capacity, performance, and accountability.
DAI is a lead partner on the Comprehensive Technical Assistance for Health Supply Chain and Pharmaceutical Management (Comprehensive TA) indefinite delivery, indefinite quantity (IDIQ) contract. The IDIQ is part of the U.S. Agency for International Development (USAID)'s broader Next Generation Global Health Supply Chain Suite of Programs (NextGen). Comprehensive TA strengthens systems and provides operational support to ensure sustainable access to and appropriate use of safe, effective, quality-assured, affordable health commodities. Comprehensive TA works with local systems, institutions, and individuals to sustainably manage supply chains, and to strengthen local pharmaceutical management systems. This includes support for governments to shift from supply chain operators and pharmaceutical service providers to stewards for commodity and service availability and security, with heavier reliance on the private sector to provide operational support. We offer local counterparts, USAID and their missions contextualized support. We elevate the last-mile perspective –, bringing practical solutions and innovations to empower country leadership, performance, and accountability across public and private sectors. Drawing on our experience in local system transformation in almost 100 countries, DAI is uniquely positioned to identify local solutions and opportunities for local innovation.

As a trusted global buy-in program implementer, DAI brings extensive experience leading complex, global buy-in mechanisms—ensuring smooth transitions from previous USAID investments. We skillfully manage projects, to ensure strong compliance with U.S. Government rules and regulations. In the past five years, DAI had 434 external audits for projects of $1.2 billion, with only $238,844 (0.019 percent) of costs disallowed. We also recognize the importance of utilizing small businesses as drivers of innovation for Comprehensive TA. In 2023, DAI reported 25.7 percent small business utilization, which exceeds USAID’s own target of 14.5 percent.

Our consortium brings together a wide range of expertise providing technical assistance to ensure medicines, health products, and related commodities reach patients through efficient and effective local systems, with the ultimate goal of improving health outcomes. DAI’s Comprehensive TA IDIQ consortium consists of major subcontractor, Crown Agents, and nine other distinguished partners: ClickMedix; Crowley Government Services; Dalberg Consulting U.S.; EnCompass; Freight in Time; Medication Outcomes Center, School of Pharmacy and the Institute of Global Health Sciences, University of California San Francisco; Axia Institute at Michigan State University; Pamela Steele Associates; University of North Carolina at Chapel Hill – Carolina Population Center; and VillageReach. We also collaborate with Crosscut and US Pharmacopeia to achieve USAID and host-country objectives in strengthening supply chains.
TECHNICAL ASSISTANCE AREAS

Supply Chain Management

- Forecasting and Supply Planning
- Procurement
- Customs Clearance
- Warehousing and Inventory Management
- Distribution and Transportation
- In-Country Logistics Operational Support
- Supply Chain Information Systems and Data Management
- Data Analytics and Performance Management
- Laboratory Supply Chain Management

Pharmaceutical Management

- Product Selection and Resource Optimization
- Pharmaceutical Services
- Pharmacovigilance and Patient Safety
- Containing Antimicrobial Resistance (AMR)
- Regulatory Systems Strengthening

Cross-Cutting Systems Strengthening

- Governance
- Strategic Planning
- Enabling Environment
- Leveraging the Private Sector
- Financing
- Workforce Development/Institutional Capacity Building
- Information Systems
- Risk Management

Other Support Services

- Monitoring, Evaluation and Learning
- Knowledge Management and Communications
- Coordination
- Gender
SELECT CAPABILITIES

Our technical assistance focuses on advancing lasting, locally led system transformation that works across health and pharmaceutical systems in the public and private sector. We advance locally led sustainable solutions that foster resiliency, flexibility, and responsiveness across supply chain systems.

Bringing Innovative Private Sector Solutions

DAI’s three USAID flagship private sector programs—**INVEST, Market Systems and Partnerships**, and the **Africa Trade and Investment Activity**—leverage private sector performance to complement and expand USAID’s investments in health and economic growth. **INVEST** technical assistance linked a Nigerian health technology firm to commercial investment to scale independent pharmacy purchasing power—in Nigeria and Kenya. The machine learning-based platform automates forecasting, inventory management, and reordering. Pharmacies order from a quality-assured product list and pay as they sell to consumers. The economies of scale lower costs, reduce working capital needs, ensure product quality and stock availability. DAI also advances the use of digital technology to expand suppliers’ markets and improve local engagement with successful commercial partners. The **Supplier Management Portal (SMP)** is a cloud-based platform connecting large-scale buyers to local micro, small, and medium-sized enterprises (MSMEs). The **Local Content Optimization Model (LCOM)** uses large capital spending data mapped to enterprise competitiveness data to forecast supply needs. These forecasts are a resource to develop procurement and contracting strategies that optimize local supplier engagement. DAI has deployed the LCOM solution for multinational corporate clients all over the world, including in Canada, Guyana, Mauritania, Mexico, Mozambique, Oman, Senegal, Suriname, and Vietnam.

Supporting Supply Chain Maturity Through Governance, Accountability, and a Focus on the Last Mile

We rely on our strong local relationships and continually updated political and economic analyses to provide rapid, flexible support that responds to changing security needs, host-country government imperatives, donor priorities, and operational restrictions. For example, in Kosovo, DAI works with government oversight agencies, municipalities, civil society, media, and private sector actors to advance reform in public procurement, with a renewed emphasis on budget planning, contract management, audit, integrity, anti-corruption, and private sector engagement under the **USAID Municipal Integrity Activity**. In its first year, the activity dramatically improved procurement functionality of the Ministry of Health and target municipalities, with focus institutions implementing 78 percent of their procurement plans compared to 39 percent in non-focus municipalities. In Haiti—a country with a history of devastating earthquakes, hurricanes, and contagious disease, including the 2010 cholera outbreak—our **USAID Haiti Strategic Health Information System** activity contributed to the development of a nationally harmonized Logistics Management and Information System (LMIS) to track supply chain data on essential drugs and laboratory inputs, including their purchasing, storage, and distribution. The system helps make medicines available and accessible to the entire population.

Building Resilience in Pharmaceutical Services

We also support national governments to build more self-reliant systems that are prepared to respond to emergencies and shocks. DAI’s Fleming Fund Country Grants, funded by the U.K. government, in Bangladesh, Indonesia, Nigeria, and Pakistan support private lab networks, health service providers, pharmacies, and policymakers to build laboratory capacity and infrastructure to address antimicrobial resistance and antimicrobial use.