

WHO Regional Office for Africa

Health Systems Strengthening Cluster

IQVIA · eSHIFT partner delivery

RFP/AFRO/013/2026 · WHO/AFRO HIS Platforms Review

Inception Report

Scope, methodology, workplan, stakeholder plan, and analytical rubric

Rapport de démarrage

Portée, méthodologie, plan de travail, plan des parties prenantes, et grille d'évaluation

Document ID AFRO-013-D1**Version** 0.1-skeleton**Status** DRAFT**Classification** WHO-FACING DRAFT**Date** 04 September 2026**Audience** Dr Hillary Kipruto (WHO/AFRO HSS Cluster — next-steps focal) and review team**Authors** Steven Uggowitz — Team Lead (IQVIA / eSHIFT), Simon Adebola — Senior HIS Expert, Charles Kwanin — Junior HIS Expert, Pallavi Dani — Delivery Lead (IQVIA), Stephanie Berrada — Principal (IQVIA)

Handling. This document is prepared for the WHO Regional Office for Africa under RFP/AFRO/013/2026 · WHO/AFRO HIS Platforms Review by IQVIA in association with eSHIFT. It is issued to the named audience for the purpose stated and must not be circulated further without written approval. Handling per WHO/AFRO evaluation-office convention.

Authorship and AI-assisted drafting. Significant portions of this document have been synthesised by AI-assisted tooling from the delivery team's instructions, project notes, background reading, source data, and recognised industry practice. While the document is in DRAFT status, no statement should be attributed to any individual named on the cover. The draft may contain factual, terminological, or interpretive errors, and is subject to substantive revision. Named authors are the accountable owners of the eventual final content, not the personal authors of the current draft prose.

Release control. When any portion of this document is deemed official and cleared for release, the document is re-issued with the STATUS field updated to a non-DRAFT value (for example, FOR SUBMISSION, SUBMITTED, or ACCEPTED), the version tag is incremented, and named authorship is finalised on the cover metadata block. Until that point, treat this document as a working draft only.

Contents

Executive summary	3
Executive summary (Français)	4
Background and context of the review	5
Objectives and scope (as accepted by IQVIA)	6
Methodology	7
Preliminary HIS platform inventory	8
Sampling frame for Phase 2 deep-dives	9
Stakeholder engagement plan	10
KII protocol	11
Scorecard / assessment rubric	12
Workplan (Weeks 4-10)	13
Risk register (client-facing subset)	14
AI methodology annex	15
Conflict-of-interest paragraph	16
Annex A. Stakeholder register (extended)	17
Annex B. Data collection tools	18
Annex C. Preliminary inventory dataset	19
Annex D. Bibliography and normative references	20
Annex E. Glossary and FR/EN terminology bridge	21

Executive summary

Author (accountable): Steven Uggowitz (Team Lead)
Editor(s): Pallavi Dani, Stephanie Berrada
Effort: ~1.0 person-day
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11 · final 2026-09-17

Two-page BLUF for the WHO reader. Written last, after every chapter is at v0.9+.

WARNING Content to be written

Ultimate contents: (i) the review in one paragraph, (ii) three objective paragraphs mapped to the RFP, (iii) mixed-methods method in one paragraph, (iv) scope table (in scope / deliberately out of scope), (v) sampling-frame headline, (vi) deliverable calendar, (vii) three to five headline risks.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

Executive summary (Français)

Standing WHO convention for evaluation reports: two pages EN, two pages FR, back-to-back.

WARNING Content to be written

Traduction française du résumé exécutif. Contrôle terminologique via [afro-terminology](#). Pallavi + Stephanie relecture.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Background and context of the review

Author (accountable): Steven Uggowitz
Editor(s): Pallavi Dani
Effort: ~1.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Why AFRO commissioned this in 2026; the AFR-RC74-7 lineage; SCORE, HMN, and the 100 Core Indicators as normative anchors; the 47-country landscape at a glance. Every claim cited to a WHO paragraph. Bibliography maintenance falls out of this chapter (feeds Annex D).

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Objectives and scope (as accepted by IQVIA)

Author (accountable): Steven Uggowitzer
Editor(s): Pallavi Dani
Effort: ~0.5 person-day
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Verbatim restatement of the RFP objectives with our interpretation. What is in scope, what is deliberately out of scope, and why. Traceable to RFP paragraph numbers. Legal-adjacent chapter; Stephanie reviews. See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Methodology

Author (accountable): Steven Uggowitzzer + Simon Adebola
Editor(s): Pallavi Dani, Stephanie Berrada
Effort: ~3.5 person-days (heaviest complementary lift)
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11 · final 2026-09-17

NOTE Why this chapter matters more than any other

WHO’s evaluation office reads Chapter 4 twice. Mixed-methods design must be defensible. Scoring aggregation must be traceable. AI-usage discipline must be transparent (with pointer to Chapter 12). Rewrite cycle expected.

WARNING Content to be written

Mixed-methods design; desk-review + KII + walkthrough triangulation; how the eight-dimension scorecard maps to AFR-RC74-7; AI-usage discipline; ethics + consent + confidentiality; sampling-frame reasoning; plain-language explainer boxes for a lay reader.
See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

Preliminary HIS platform inventory

Author (accountable): Simon Adebola
Editor(s): Steven Uggowitzer
Effort: ~2.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Authoritative early inventory: WHO/AFRO-hosted, ministry-hosted, partner-hosted, and the shadow-IT layer surfaced by DNS + CT-log sweep. Eight dimensions per record. Transparency about method limits. “Known unknowns” paragraph. Curation of the CMS extract into narrative form.
See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Sampling frame for Phase 2 deep-dives

Author (accountable): Charles Kwanin + Steven Uggowitz
Editor(s): Pallavi Dani
Effort: ~2.0 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Which platforms and which country offices get the deep-dive treatment. Selection rubric: SCORE-weighted, geographical spread, linguistic balance (EN/FR/PT), presence of AFRO-hosted vs ministry-hosted platforms. Named platforms + named country offices. WHO evaluators probe this hard.
See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Stakeholder engagement plan

Author (accountable): Charles Kwanin
Editor(s): Pallavi Dani, Steven Uggowitzer
Effort: ~1.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Master stakeholder register (summary; full detail in Annex A). Named individuals, roles, engagement mode (KII, walkthrough, workshop, information-only). Communication cadence and escalation path. Boucher-informal-reviewed before submission.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

KII protocol

Author (accountable): Charles Kwanin + Simon Adebola
Editor(s): Pallavi Dani
Effort: ~2.5 person-days (both language versions to same quality bar)
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Semi-structured interview instrument. Question bank organised by respondent role (cluster lead, platform owner, country focal point, vendor). Consent

1. confidentiality language. Recording + transcription + coding workflow.

Both EN and FR versions. FR reviewed by Steven (native check) + Charles (West-African-French sensitivity). Full tools in Annex B.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

Scorecard / assessment rubric

Author (accountable): Simon Adebola
Editor(s): Steven Uggowitz
Effort: ~2.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Eight-dimension maturity scorecard with anchor definitions per level (0–4). How scores aggregate to AFR-RC74-7 pillar view. Worked example on one already-known platform (e.g., DHIS2-AFRO) to prove the rubric is applicable. Simon leads; Steven pressure-tests.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Workplan (Weeks 4-10)

Author (accountable): Pallavi Dani (core chapter)
Editor(s): Steven Uggowitz
Effort: ~1.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Gantt through Phase 2 and Phase 3. Named deliverables, gate dates, resource allocation per consultant. Explicit mention of Brazzaville trip windows. Ties to the risk register. Team commitment on availability confirmed in writing.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Risk register (client-facing subset)

Author (accountable): Pallavi Dani
Editor(s): Steven Uggowitz, Stephanie Berrada
Effort: ~1.0 person-day (sanitisation pass)
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Sanitisation posture

Client-facing language deliberately different from internal-team language. No IQVIA-internal politics; no Simon-Steven-Charles capacity language. Every risk visible to WHO has a mitigation action and a review cadence.

WARNING Content to be written

Sanitised subset of the internal Part M register. Political-sensitivity review with Stephanie before submission. See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

AI methodology annex

Author (accountable): Steven Uggowitz
Editor(s): Stephanie Berrada
Effort: ~1.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Steven-authored, Steven-voice. What AI does in this engagement, what it doesn't do, how human review is applied, what the audit trail looks like. Substantive not decorative. This chapter carries genuine reputational upside. Stephanie reviews before it goes near WHO.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Conflict-of-interest paragraph

Author (accountable): Stephanie Berrada
Editor(s): Steven Uggowitz
Effort: ~0.3 person-day
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Team-level CoI declaration in the cover letter. Simon’s 2023 AFRO Azure engagement is disclosed and noted as pre-cleared. Steven, Pallavi, Charles: none. No live paid engagement with any WHO/AFRO stakeholder during Phase 1–3. Short but exact. No hedging language.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Annex A. Stakeholder register (extended)

Author (accountable): Charles Kwanin
Editor(s): Pallavi Dani
Effort: ~1.0 person-day
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Full stakeholder register beyond the summary in Chapter 7. Contact-level detail, engagement history, escalation ladder. Data-management discipline: no raw phone numbers or personal emails in the public version. See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Annex B. Data collection tools

Author (accountable): Simon Adebola + Charles Kwanin
Editor(s): Pallavi Dani
Effort: ~1.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Complete tool suite: KII guides (EN + FR), walkthrough checklist, scorecard workbook, consent forms, transcription template, coding schema. All ship as v1.0. Franco-Anglo terminology parity check. Sources in [afro-templates](#).

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Annex C. Preliminary inventory dataset

Author (accountable): Simon Adebola
Editor(s): Steven Uggowitzner
Effort: ~1.0 person-day
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Eight-dimension record set as a structured export from the Payload CMS ([afro-inventory-cms](#)). Schema documentation. Reusable analytical asset: Phase 2 draws on it without re-extraction.
See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: [docs.afro-his.work/inception/](#)

DRAFT

Annex D. Bibliography and normative references

Author (accountable): Steven Uggowitz
Editor(s): Pallavi Dani
Effort: ~0.8 person-day
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

WHO documents cited (SCORE, HMN, AFR-RC74-7, 100 Core Indicators, GDHF), country strategy documents, prior AFRO evaluations, methodology references. Full reference list in a citation format WHO accepts. Cross-checked against Ch. 2 + Ch. 4 in-text citations.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT

Annex E. Glossary and FR/EN terminology bridge

Author (accountable): Pallavi Dani
Editor(s): Steven Uggowitzer
Effort: ~1.5 person-days
Hypothetical due dates: v0.5 EOD 2026-09-04 · v0.8 2026-09-11

WARNING Content to be written

Drawn from the [afro-terminology](#) corpus. Terms flagged as jargon are flagged as jargon. Where FR and EN diverge idiomatically (Quebec / West-African tendencies), the divergence is noted. Pallavi as author + editor because tone consistency across the glossary is the whole point.

See the docs-site page for this chapter for the WHO-expectation description, content stubs, evidence pointers, and complementary-effort estimate: docs.afro-his.work/inception/

DRAFT