



## REQUEST FOR PROPOSAL (RFP)

RFP No. ASLM/CONS/QMS/05/29/24

### FOR CONSULTANCY FOR DEVELOPMENT OF ASLM QUALITY MANAGEMENT SYSTEM (QMS) STRATEGY AND FRAMEWORK

**CLOSING DATE: 12 JUNE 2024 - Extended to 17 July 24**

**When replying to the RFP, please mention the RFP No in the subject line**

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#### 1.0 INTRODUCTION

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The African Society for Laboratory Medicine (ASLM) is a Pan-African professional body, working to advocate for the critical role and needs of laboratory medicine and networks throughout Africa. For more information, please visit our website at <https://aslm.org>.

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#### 2.0 OBJECTIVE OF THE ASSIGNMENT | SCOPE OF WORK | EXPECTED DELIVERABLES

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##### **Background:**

The African Society for Laboratory Medicine (ASLM) has been at the forefront of advancing laboratory quality management practices, elevating standards and ensuring the delivery of high-quality laboratory services in Africa. ASLM has been collaborating with different Ministries of Health (MoH), stakeholders and implementing partners to support the implementation of quality management system (QMS) and training of laboratory professionals. Some of the ASLM programs and projects have also QMS implementation in their workplan and budget. ASLM also administers the Stepwise Laboratory Quality Improvement Process towards Accreditation (SLIPTA) program, a flagship initiative aimed at enhancing laboratory quality and accreditation readiness. The SLIPTA program has been instrumental in strengthening laboratory systems and fostering a culture of continuous quality improvement across Africa.

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Leveraging on its experience and advancements in the field over the last decade, ASLM is now leading the transition into the next phase of QMS implementation in the Africa Region. With a focus on sustainability and scalability, ASLM aims to develop a comprehensive and standardized strategy for QMS implementation internally across all its projects and externally in the Africa region. This strategy will not only consolidate ASLM's position as a leader in laboratory quality management but also ensure alignment with the organization's overarching strategic objectives.

In line with these objectives, ASLM engages a qualified consultant to provide expert guidance and support to develop an ASLM QMS strategy. The consultant will collaborate closely with ASLM's QMS Technical Working Group (TWG) to conduct a thorough review of ASLM past experiences (success and challenges) in QMS implementation, existing practices and QMS needs of countries and use these to develop a long term QMS strategy.

**Objectives:**

- Develop a comprehensive standardized strategy for coordinating and implementing QMS internally across all ASLM projects and externally among the African countries (and beyond) that aligns with the organization's overarching strategic objectives.

**Scope of Work:**

Working in close collaboration with the ASLM QMS Technical Working Group, the consultant will:

- Conduct a desk review of existing QMS implementation strategies and tools in the Africa Region to identify successes and gaps to inform development of implementable and sustainable ASLM QMS strategy.
- Conduct a comprehensive situation analysis of existing ASLM's QMS implementation strategy framework and tools to assess current strengths, weaknesses, threats and opportunities for improvement.
- Collaborate closely with the ASLM QMS TWG in developing the ASLM's QMS strategy including implementation modalities, activities, and arrangements incorporating best practices and cutting-edge advancements in the field.
- Develop a comprehensive five-year ASLM QMS strategy with an implementation framework.

The Framework to include:

- How ASLM should approach and coordinate all QMS related activities at ASLM as an institution and across its projects in a manner that ensures better coordination, efficient and maximization of available resources (human and financial);
- The role of ASLM LQMS TWG in the implementation of the ASLM QMS strategy internally and externally
- A strategy for QMS implementation in the Africa Region taking into consideration the significant achievements in raising awareness to QMS, success of flagship tools like SLIPTA, SLMTA among others as well as system challenges like poor investments in QMS by governments, limited involvement of the private sector among others

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- A proposed strategy to promote the implementation of the National Laboratory Quality Framework (NLQF) in the target country to enhance the sustainability of QMS implementation at facility level within the national laboratory network
- Clear proposed QMS pillars that are in line with international standards of quality and competency, objectives, outline of processes, establishing procedures, and identifying essential tools for effective implementation.
- A proposed budget to support successful implementation of the strategy
- A monitoring and evaluation framework to track implementation
- Provide expert guidance and support in the development of organizational change management strategies, to facilitate the adoption and implementation of the QMS Framework across all ASLM projects and initiatives.

#### **Deliverables:**

##### **1. Comprehensive Review Report**

- A desk review report on the ASLM's existing QMS implementation strategy framework (internal and external).
- A report on situation analysis of current strengths, weaknesses, threats and opportunities for improvement.

##### **2. Comprehensive Framework Document**

- An ASLM 5-year QMS strategy that clearly outlines key components including:
  - Key QMS pillars with defined goals, objectives, roles, responsibilities, processes and procedures for internal and external implementing of QMS
  - The essential tools for implementation
  - Budget
  - Monitoring and Evaluation Framework.

#### **PERIOD OF PERFORMANCE AND OPTIONAL PERIODS:**

The initial term (or period of performance) of the service shall be from **14 June 2024 to 13 July 2024**.

ASLM may exercise its right to extend the contract subject to the performance of the consultant and availability of funding.

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### **3.0 MANDATORY REQUIREMENTS**

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- Company profile with Certificate of Incorporation, Tax Clearance and all other applicable licenses, permit, authorizations, affiliations and certifications required per applicable laws and regulations. The company profile should provide additional information such as Registration name and trading name if applicable, physical address, telephone, contact person, period in business, key personnel/management and line of business.

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- Individual consultants can also participate, and the above requirements may not be applicable but should conform to in-country tax requirements.

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## 4.0 EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS

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ASLM will accept proposals from bidders that provide Best Value and satisfy the requirements stipulated in the solicitation. All submissions/proposals will be evaluated against the set Evaluation Criteria provided below. Each proposal should contain the items listed in the Submission Requirements column in the following table.

<b>Evaluation Criteria</b>	<b>Submission Requirements</b>	<b>Weight</b>
1. Qualifications, Experience, Competencies & language requirements	<ul style="list-style-type: none"> <li>- Trained and certified in LQMS and applicable ISO standards.</li> <li>- Have experience in conducting desk review and SWOT analysis.</li> <li>- Participated in developing QMS strategy and framework documents at national and international level.</li> <li>- Experienced in applying and coordinating QMS implementation at national or international level.</li> </ul>	50%
2. Technical Approach, Methodology and Timelines	Provide a well-defined technical approach and methodology as well as timelines	30%
2. Price	Provide the consultancy fees	20%
<b>Total</b>		<b>100%</b>

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## 5.0 CONTRACT TYPE

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For this procurement, ASLM will issue out a Firm Fixed Price Contract on its terms and conditions indicating the service provider's quoted firm fixed price, scope of work, deliverables, timelines duration of contract and other instructions.

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## 6.0 SUBMISSION REQUIREMENTS

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Completed proposals must be addressed to the Procurement Committee and send electronically on or before the closing date and time to [rfpsubmission@aslm.org](mailto:rfpsubmission@aslm.org) **ONLY**.

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## 7.0 PROPOSED TIMELINES

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Date	Activity
29 May 2024	Release of RFP and publicly posted on ASLM website:
6 June 2024	Deadline for submission of inquiries related to this RFP directed to Email to: <a href="mailto:JShonhe@aslm.org">JShonhe@aslm.org</a> , <a href="mailto:tmekonen@aslm.org">tmekonen@aslm.org</a> , <a href="mailto:SMate@aslm.org">SMate@aslm.org</a> and all questions must clearly identified with the solicitation #
	Indicate the RFP number indicated at the top of this RFP (i.e. RFQ #) in your proposals.
7 June 2024	Response to all inquiries released and posted publicly on ASLM website
12 June 2024	Deadline for Proposal submission.
14 June 2024	Final decision announced and Bidders receive feedback
14 June 2024	Contract confirmed & issued out.

*While ASLM is desirous of maintaining the proposed timelines, delays necessitated by unforeseen circumstances.*

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## 8.0 ASLM TERMS AND CONDITIONS

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The following are the terms and conditions of ASLM and any exceptions to these should be noted in writing at submission:

8.1. This RFP is not an offer to enter into agreement with any party, but rather a request to receive proposals from companies interested in providing the goods or services outlined in this RFP.

8.2. The specifications prescribed are not in any way limited to any specific tenderer as they are based on generally achievable requirements and thus, participation in this solicitation is open to all legal vendors that are registered and comply with the laws of doing business in the applicable country(ies) where services will be rendered. The necessary legal, commercial, technical and financial requirements should be satisfied.

8.3. ASLM does not bind itself to accept the lowest tender price and reserves the right to reject all submissions, in whole or in part, enter into negotiations with any party, and/or award multiple contracts.

8.4. ASLM reserves the right (but is not under obligation to do so) to enter into discussions with one or more respondents in order to obtain clarifications or additional details, to suggest service delivery refinements in the proposal or other aspects of the proposal, or to negotiate the cost quotation.

8.5. All quotations **MUST** be typed, on company official letterhead with full contact details including physical address, contact phone, email. Submissions **MUST** be received on or before the **closing date** and **time** and all bids received after the closing date and time may not be considered.

8.6. ASLM shall NOT be responsible for any costs involved in the preparation and submission of bids or proposals. All costs to be borne by the bidder and this is irrespective of the outcome.

8.7. Bid validity of quotation/proposals shall be 90 days.

8.8. Unless otherwise specified in the final contract, full payment will be made by ASLM to the Vendor within 30 days of receipt of invoice from the Vendor and either delivery of goods or completion of required deliverable.

8.9 ASLM provides an equal opportunity for any vendor/supplier to participate irrespective of race, colour, religion, sex, or national origin and will receive equal treatment.

8.10. By participating, preparation and submitting this quotation or proposal, you represent that none from your organization has any conflict of interests.

8.11. To the maximum extent practical and possible, ASLM will strive to ensure that the finances provided in this procurement do not support organisations, companies and individuals associated with acts of terrorism, prostitution and drug trafficking.

8.12. ASLM reserves the right to delay, amend, reissue, or cancel all or part of this RFP at any time but feedback will be provided to the vendors who participated. Additionally, ASLM will be under no  
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obligation to reveal, or discuss with any bidder how a quotation/proposal was assessed, or to provide any other information relative to the selection process. Respondents whose quotations are not selected will be notified in writing and shall have no claim whatsoever for any kind of compensation.

8.13. ASLM reserves the right to waive or permit cure of non-material variances in the bid proposal if, in the judgment of ASLM, it is in ASLM's best interest to do so. Non-material variances include minor informalities that do not affect responsiveness; that are merely a matter of form or format; that do not change the relative standing or otherwise prejudice other vendors; that do not change the meaning or scope of the RFP; or that do not reflect a material change in the services. In the event ASLM waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP requirements or excuse the vendor from full compliance with RFP specifications or other contract requirements if the vendor is awarded the contract. The determination of materiality is in the sole discretion of ASLM.

8.14. Failure to provide any of the above specifications and requirements may be considered non-responsive and disqualify the bidder from final selection.

8.15. As part of its commitment to engrain a culture of honesty and integrity in all its business processes, unethical conduct such as undisclosed conflict of interests, bribes and kickbacks and other corrupt activities are strictly prohibited and denounced. No employees at ASLM are allowed to use their position to pursue personal and unethical gain. In the same vein, bidders or potential suppliers and contractors are proscribed from offering bribes aimed at influencing the process and the outcome(s). ASLM implore vendors to embrace this culture in their interactions with us. Violation of this ethical principle and requirement will result in the supplier or service provider disqualified and ASLM will not solicit or accept bids in the future from the same. Should you experience or suspect unethical behaviour by an ASLM employee, please reach out to via email: [ASLM@tips-offs.com](mailto:ASLM@tips-offs.com) or through the website: <http://www.tip-offs.com/>.

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