Clarification responses – Tender for the National Integrated Laboratory Information System

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
1	Scope of Work	We understand that this project requires only supply, installation, training, and commissioning of the LIS software, without any infrastructure, networking, hardware, or manpower provisioning. Kindly confirm if our understanding is correct.	It is correct. The project is about development , deployment, training and piloting, support and maintenance of Integrated LIS system as per the RFP.
2	Scope of Work	We would like to understand the deployment model of the solution—i.e., whether it is expected to be deployed on cloud or on-premise. We assume the infrastructure, including OS and DB licenses, will be provided based on the bidder's recommendation. Please confirm.	The system will be deployed on national cloud. Popular Open source OS and DB are preferable.
3	Scope of Work	Kindly clarify the expected number of end users, concurrent users, and the number of lab machines to be interfaced with the system.	The Integrated LIS needs to have enough scalability to support the growing health system in Rwanda, currently including more than 60 hospitals, 550 health centers, 1200 health posts
4	Qualifications and compete	We understand that the project requires professionals with specific experience. Please confirm if these professionals are expected to be deployed onsite or if they can work remotely during implementation and support phases, provided smooth functioning is ensured.	During development, implementation and support vendor local presence is needed for quick and efficient support.
5	GENERIC	We request the authorities to kindly provide clarification and responses to all queries raised by other bidders as well.	This was done
6	GENERIC	We request the authorities to kindly provide at least 10 working days of extension from the date on which the clarifications are published.	This is done
7	Request for bid submission extension	Given the breadth and complexity of the scope, and the level of detail required across technical, functional, and administrative dimensions, we believe that additional preparation time would be in the best interest of all parties. Comparable RFPs for similar national-scale health information systems typically allow a period of 6–8 weeks for a complete and competitive submission. We therefore kindly request that the proposal submission deadline be extended beyond the current deadline of June 27th, to allow adequate time for thoughtful planning, meaningful partner engagement, and a high-quality response. We thank you for considering this request and remain fully committed to contributing to the success of this important national initiative.	Extension provided from the 27th June to 6th July 2025.

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
8	Request for bid submission extension	We are writing to formally request an extension to the bid submission deadline for the National Integrated Laboratory System (NILS) development (RFP Dated: 28 May 2025), currently set for 27 June 2025.Reasons for Request: Extensive Scope: The project's comprehensive requirements (e.g., interoperability with legacy systems, instrument interfacing, and multi-module integration) necessitate additional time to ensure a thorough and compliant proposal. We are in the process of finalizing several important clarification questions regarding key aspects of the project, including: o Offline functionality requirements and architecture preferences o Transition strategy for existing systems (LabWare, VLSMS, ePT) o Interoperability standards and middleware requirements o Billing system integration approach These clarifications will fundamentally impact our technical solution design and financial proposal. Stakeholder Alignment: Given the project's national scale, we are coordinating with potential local partners and technical experts to align our proposal with Rwanda's health ecosystem, which requires additional time. Requested Extension: We kindly propose a two-week extension, moving the deadline to 11 July 2025, to accommodate these critical considerations.	Extension provided from the 27th June to 6th July 2025.
9	Detailed requirements and specifications for the VLSMS and Data to Care components	We kindly request that you share the detailed requirements and specifications for the VLSMS and Data to Care components referenced in the tender. Additionally, we would like to inquire when the responses to the clarification questions submitted by all bidders will be made available. Will this be published on the official tender website as an addendum?	1.As per RFP agile approach, detailed requirements gathering is part of the deliverables. 2. Clarifications will be published
10	System Integration and Interoperability	● The TOR mentions migrating from multiple existing systems (LabWare, VLSMS, DataToCare, ePT, EMR modules). What is the expected approach for data migration from these systems? Should we plan for a gradual migration or a complete replacement? ● Since DataToCare is already deployed for TB data reporting, how do you envision the integration with the new National LIS? Should DataToCare continue as a separate system for surveillance, or should its functionality be incorporated into the new LIS? ● The requirements mention integration with eBuzima, HMIS, eIDSR, and Open Clinic. Can you provide technical specifications, APIs, or interface documentation for these systems?	1. The approach is a gradual data migration using agile methodology 2.The APIs and documentation for external systems integrations will be shared during requirements gathering and development phase.

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
11	Technical Infrastructure and Deployment	• Will the system be hosted on-premise, cloud-based, or hybrid? What are the infrastructure requirements and constraints at the national level? • Given Rwanda's laboratory network (514 HCs, 5 Medicalized HCs, 56 Hospitals, NRL), what is the current state of internet connectivity at these facilities? How should we handle offline capabilities for facilities with limited connectivity? • The system needs to scale nationwide.	The system will be hosted on the national cloud. The infrastructure requirements will be provided by the supplier depending on the provided system architecture which is one of the deliverables of the RFP
12	Regulatory and Compliance	● The TOR mentions compliance with "Rwanda-adapted API assessment toolkit". Can you provide detailed specifications for this toolkit? ● What specific data protection requirements must be met beyond general GDPR compliance? Are there specific Rwandan data protection laws we need to consider? ● The requirements specify compliance with ISO 15189:2022, ISO 17025, CAP, JCAHO, and other relevant standards. Which specific aspects of these standards need to be implemented in the software? Additionally, who will cover the cost of certify cation, as it can be a substantial amount of money?	1.The API assessment toolkit refers to LIS Functionality Assessment Toolkit available at https://www.pathologyinformatics.org/lis-toolkit 2.Protection of personal data and privacy law and National cybersecurity strategy 2024 -2029 available at https://cyber.gov.rw/documentation/ 3. The different mentioned ISOs are existing lab standards (available on internet), the provider of the service will need to be aware of them and ensure the system align with the standards. The system doesn't not have to be certified, rather align with the ISO standards
13	Functional Requirements Clarification	● Can you provide detailed workflow diagrams for the different types of laboratories (NRL, hospitals, health centers)? How do workflows differ between facility levels? ● The requirements mention "concurrent instrument connections" and "instrument interfacing." What specific laboratory instruments need to be integrated? Do you have a list of instrument models and their interface specifications? ● The requirements include complex QC functionality. What are the specific QC rules, statistical methods, and reporting requirements that need to be implemented?	1. Workflows will be part of requirements gathering deliverable 2. 2. Instrument interfacing and details about instrument is part of requirements gathering and development deliverables as per the RFP. Additionally the list of equipment will be provided for each section of the development 3. QC requirements are specified in the RFP, additional information will be part of the requirements gathering which is one of the deliverables. This is the reason why bidders are required to have lab scientists on the team to support with the lab specific content
14	Supporting Modules Specifications	● Electronic Proficiency Testing (ePT): What are the detailed requirements for the ePT module? How should it integrate with external proficiency testing providers? ● Biobank Module: What specific biobank management features are required? How should sample storage, tracking, and retrieval be handled? ● Genomic Surveillance: What are the specific requirements for genomic data management and surveillance reporting? ● AMR Surveillance: What antimicrobial resistance surveillance protocols and reporting formats need to be supported?	The requirements of these modules are specified in the RFP. Additional details will be covered during the requirements gathering deliverable following agile approach as per the RFP.

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
15	User Management and Training	● User Roles and Permissions: Can you provide a detailed breakdown of user roles, their responsibilities, and required permissions across different facility levels? ● Training Approach: The TOR mentions training for administrators, super users, and end users. What is the expected number of users to be trained at each level? ● Local Language Support: Should the system support Kinyarwanda in addition to English and French? What are the localization requirements?	1.Details about user roles will be part of requirements gathering deliverable. Training approach details to be part of inception phase. 2. System should have Ability to accommodate multiple languages mainly English and French.
16	Implementation and Support	● The pilot includes NRL, one hospital per level, and one health center. Can you specify which facilities will be included in the pilot? ● After the pilot, what is the expected timeline and approach for nationwide deployment? ● The TOR requires local representation. What specific local support activities are expected during implementation and post-deployment? ● What are the specific Service Level Agreement requirements for the 24-month post-deployment support period?	1. As per the RFP pilot includes NRL, referral and teaching hospital, provincial hospital, district hospital and a health center. The specific names of the hospital will be provided at a later stage 2. Support and maintenance period is 24 months after pilot sign-off. Scale up of the system should be immediate after confirmation of a successful pilot 3. Local presence is needed for development, deployment, support and maintenance period of the contract. 3.Service level agreement will be part of inception phase.
17	Bid security and beneficiary details	1.Could you please confirm the exact beneficiary name and address that should be stated on the bid security letter? 2.We plan to obtain the bid security from a reputable Turkish bank based in Türkiye with international operations. In this case, could you please clarify how the validation process would work on your side? Specifically, would a correspondent bank be required, and if so, how would the counter-guarantee or confirmation procedure be handled? 3.If a correspondent bank or any intermediary financial institution is required for the bid security to be considered valid, could you kindly specify what would be expected from our side in terms of process or documentation? 4.Regarding the bid security, should we submit a scanned copy of the guarantee letter as a PDF attachment along with the proposal email, or is it expected to be transmitted via SWIFT to a correspondent bank designated by CHAI? If the SWIFT method is required, could you please provide the relevant SWIFT details and indicate what supporting documentation (e.g. guarantee text, reference codes) should be included in the proposal submission email? In addition, if there are any specific statements, reference numbers, or notes that must be included in the content of the bid security by the issuing bank, it would be helpful to clarify this as well.	**Format**: Follow the template provided in the RFP, should be unconditional, payable on demand The bank bid security must be valid until the prescribed period in the RFP and will be submitted electronically in a PDF format **Issuing institutions**: Bank Internationally reputable, and potential bidder can engage local correspondent. When local correspondent is engaged, a confirmation letter from a local Rwandan bank (acting as confirming or advising bank) should be submitted. **Verification**: CHAI reserves the right to verify and confirm the following: **Direct Verification:** by using official email to the issuing bank or correspondent bank, and request confirmation that the guarantee was indeed issued and is valid. **Beneficiary details**: Clinton Health Access Initiative (CHAI) Rwanda Country Office, 62 KG 5 Avenue Kacyiru P. O. Box 6169 Kigali, Rwanda

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
18	System specifications	. 1. Number of Operational Center, Parent centers 2. Number of Satellite Centers, child center if any 3. Number of Instruments required for Interfacing (if any) 4. Number of Users required 5. Number of collection centers	Rwanda's laboratory network (514 HCs, 5 Medicalized HCs, 56 Hospitals, NRL). Additional information will be provided at later stages
19	Tax Exemption	Could you please confirm whether the services provided under this contract are subject to VAT or benefit from any tax exemptions for international consulting firms?	Yes they are subject to VAT for local companies, and for international companies CHAI will withheld 15% taxes and remit it to Rwanda Revenue Authority(RRA)
20	Bid Forms/Templates	We would appreciate if you could share official templates or guidance for the following documents: oBid Submission Form oData Protection Compliance Statement oLitigation History Declaration	1. No bid template 2. for data protection. Refer to https://dpo.gov.rw/
21	Certificates of Compliance	The administrative requirements mention: Please confirm if equivalents from the bidder's country of registration are acceptable in place of these certificates, particularly for international organizations where such documents may not exist in the same format.	Yes, equivalents from the company's country of origin are accepted
22	Performance Guarantee	1. Could you confirm if the 5% Performance Guarantee is only required after award of the contract and not at the proposal stage? 2. Should this guarantee be submitted within a specific time frame post-notification of award?	Yes, it will be required after the award of the contract and will be provided before signing the contract.
23	Requirement Matching	With reference to the LIS Requirements Document: oIs it expected that bidders provide a point-by-point response in a separate table matching each line item (Req ID) with a corresponding confirmation and description of how the requirement will be fulfilled?	No need to match each reqID one by one.
24	Eligibility of Academic Institutions	oAre academic institutions eligible to apply as lead or partner entities? oIf so, how should they address typical requirements such as audited balance sheets and commercial compliance documents (e.g., tax clearance), which may not be applicable to them?	Any bidder who fulfills administrative requirements as a registered company is eligible.

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
25	System requirement	In the TOR the Key deliverables No. 6 states "Pilot Deployment Report covering NRL, one hospital per level, and one health center" 1. Does this mean that the successful bidder will only be required to pilot the system and MOH will rollout the system on their own? TOR states "The Rwanda medical laboratory network comprises 514 Health Centers (HCs), 5 Medicalized Health Centers, 56 Hospitals, and the National Reference Laboratory (NRL)." 2. Is the bidder required to quote only for the licenses for 3 pilot sites or for the all the sites? What's the total number of licenses required for the 3 pilot sites or for all sites? 3. Is bid guarantee required for this tender? If yes, how much is the amount? 4. How many instruments will be interfaced?	1.Successful bidder will fully implement pilot. Successful bidder will provide support and maintenance during roll out. 2. The client will have ownership of the system developed. 3. This information is provided in the TORs 4. Number of instruments differ at each level. The system should be able to accommodate existing instrument in all the labs across the country and any ne equipment that may be added in the laboratory system
26	Nominated Subcontractors	Could you please clarify how nominated subcontractors should be presented in the proposal? Should we include full profiles, documentation, and CVs, or would a declaration of intent outlining their role suffice?	Refer to the RFP. Every personel shall have full proven profile
27	Project Phasing	Is there an indicative plan or timeline for the phased national rollout beyond the pilot implementation? Understanding this would help us structure our proposal and support plans accordingly.	Please refer to section 7. timelines of the TOR
28	Source of Funding	Could you confirm whether this project is funded solely by CHAI or if additional donors or development partners are involved?	This details can not be provided at this stage
29	Letter of Intent vs. Joint Venture Agreement	Given the legal and administrative complexity of finalizing a Joint Venture (JV) agreement, would CHAI accept a Letter of Intent or Letter of Commitment to form a consortium at the proposal stage? In line with standard practice among procurement agencies such as the World Bank, we propose that the full legally binding JV agreement be required only at the contract negotiation stage if the consortium is selected for award	Please follow the information provided in the ToRs and provide a Joint Venture (JV) agreement as per the requirements
30	Reference to Laboratory Legacy Systems	The requirements document refers to "laboratory legacy systems." Could you clarify whether this implies integration, data migration, or general alignment with existing platforms? Are specific legacy systems identified?	Refer to the legacy systems for requirements gathering deliverable

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
31	LabWare Use at NRL During Pilot	Since LabWare is currently in use at the National Reference Laboratory (NRL), and the pilot is intended to cover NRL, should LabWare be fully replaced during the pilot, or is parallel operation expected?	Refer to the shared Requirements Document and TOR the goal is to ensure the system is developed it includes all the features as per the ToRs and the requirements details and that it is piloted at the mentioned facilities regardless of existing systems
32	Medical Equipment Maintenance Management System	Could you provide additional details on the MEMMS referenced for integration? Is there an existing system in place, and if so, is API documentation available?	The system and its API are available
33	Electronic Proficiency Testing (ePT)	Please clarify whether there is an existing ePT system in use in Rwanda (as mentioned in Project Background) could you please provide more information?	Rwanda has an ePT system. more information will be provided during requirement gathering
34	Scope of Data Migration in Pilot Phase	Could you please clarify the scope and expectations for data migration during the pilot phase? Specifically, which legacy systems and datasets (e.g., historical lab orders, patient records, QC data) are expected to be migrated, and should this include partial or full data migration from systems such as LabWare, VLSMS, or EMRs?	This is part of requirements gathering and data migration deliverables. Refer to requirements document
35	Pilot Facilities – Details and Parameters	Could you provide more specific details regarding the pilot implementation sites? We would appreciate clarification on: 1. The names and locations of the selected pilot facilities (NRL, one hospital per level, and one health center). 2. The expected number of users per site or in total during the pilot. 3. The estimated number and types of laboratory devices to be interfaced during the pilot phase (and a list of models or categories, if available).	1. As per the RFP pilot includes NRL, referral and teaching hospital, provincial hospital, district hospital and a health center. Additional details are part of inception and requirements gathering deliverables. 2. Number of instruments differ at each level. The system should be able to accommodate existing instrument in all the labs across the country and any ne equipment that may be added in the laboratory system
36	Structure of the Financial Proposal	Could you confirm the preferred structure for the financial proposal? Should it be organized by phase (assessment, development, deployment, support) and/or module/component?	The financial proposal should be broken down in phases if need be and a full proposal should be clearly stated. After the selection, more details will be provided on the payment modalities.
37	Scope of Proprietary Licensing	In cases where proprietary software is proposed, should licensing costs cover only the pilot implementation, or should the proposal account for a full national deployment scenario?	The system is to be developed as a national asset under ownership of the client.
38	Budget Ceiling	Is there a predefined budget ceiling or indicative budget range for this tender that bidders should be aware of?	The ceiling was not stated purposefully. There will be budget discussion with selected candidates.

Sr No	Content of requiring Clarification(s)	Points for Clarification	Responses to questions
39	Future Tenders for National Rollout	Will a separate procurement process be launched for the full national rollout beyond the pilot, or is it expected that the same contractor will continue implementation under a contract extension or amendment?	During roll out, contractor will provide support and maintenance during 24 months as per the TORs
40	Bid Forms/Templates	1. In line with the requirement outlined in the tender document stating that: “The new system must comply with the Government of Rwanda’s Information Security Policy and data confidentiality and privacy law, We kindly request that the official document(s) containing this policy be availed to us, to ensure full compliance during our proposal	Here is the link for the Rwanda National Cyber Security Authority website and documentation (Protection of Personal Data and Privacy Law, National Cybersecurity Strategy 2024-2029) https://cyber.gov.rw/documentation/
41	System requirements	Would you accept the proposition of an existing Open Source LIMS developed by our organization, already installed and field-tested in several countries, including in Africa (Gabon, Ghana), for which we would program some of the additional required features that are not available yet? The country team would then be able to reinstall the software for free on their own, as it is Open Source	We accept open source systems as global goods as long as they are customized to meet all of the requirements as stated in the RFP.
42		Would a representation through our office in Burkina Faso be acceptable to facilitate communication and follow-up, or is in-country presence for the whole duration of the project mandatory?	a presence in the country is needed for a fast and efficient communication, follow up and support for the entire project duration.