Request for Proposal for Supply, Implementation and Maintenance of a Laboratory Information Management System for Medical Research Council

Procurement Reference: MRC/17/0480

1. The MRC/UVRI Uganda Research Unit on AIDS was established under an agreement between the Ugandan and the British Governments to collaborate in the research of HIV (Human Immunodeficiency Virus) infection and AIDS (Acquired Immunodeficiency Syndrome) in 1988. The Unit is part of the Medical Research Council UK and is hosted by the Uganda Virus Research Institute. The Unit is based at Uganda Virus Research Institute Entebbe with established outposts in Kalungu, Masaka, Wakiso and Kampala Districts.

2. The MRC Uganda unit wishes to contract competent provider for the supply, installation and maintenance of Laboratory Information Management System.

3. The MRC Unit therefore invites bids from competent eligible providers for supply of laboratory information management system.

4. Bidding will be conducted in accordance with the MRC Procurement Policy and Procedures and is open to all bidders.

5. Interested eligible bidders may obtain further information by contacting the Procurement Office at Procurement@mrcuganda.org or mrc@mrcuganda.org

6. Applications in sealed envelopes clearly marked “Proposal for supply, installation and maintenance of LIMS” addressed to the “The Chief Operations Officer” should be submitted in to MRC/UVRI Uganda Research Unit on Aids at the address indicated below on or before 02.30 pm on 28th September 2017. The proposals shall be opened in the MRC seminar room in the presence of the bidders or their representatives who choose to attend on the same day at 03:00pm.

Late submissions shall be rejected.

7. **Documents should be delivered to:**
   Finance and Administration Block
   MRC/UVRI Uganda Research Unit on Aids
   Plot 51-59 Nakiwogo Road
   P.O Box 49, Entebbe
8. ELIGIBILITY CRITERIA

You are required to meet this eligible criterion to be able to participate in this procurement:

1. Have the legal capacity to enter into a contract
2. Not be insolvent, in receivership, bankrupt or being wound up or subject to legal proceedings for any of these circumstances;
3. Not have had your business activities suspended
4. Have fulfilled your obligations to pay taxes and social security contributions
5. Not have a conflict of interest in relation to this procurement.

1. PURPOSE OF THE RFP

1.1. Project Overview

MRC Uganda is requesting for proposal from potential service providers for provision of a Laboratory Information Management System (LIMS) for the organisation. This is essential for the organisation’s laboratory to automate process within the laboratory and with the different stakeholders.

This request for RFP is intended to identify experienced firms that have the capacity to supply install and support a Laboratory Management Information System.

The tender process for the supply of office stationery shall be conducted as per the schedule below:

<table>
<thead>
<tr>
<th>S/NO.</th>
<th>ACTIVITIES</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tender notice</td>
<td>2nd Sept 2017</td>
</tr>
<tr>
<td>2</td>
<td>Submission of bids</td>
<td>18th September 2017, 2:30pm</td>
</tr>
<tr>
<td>3</td>
<td>Bid opening</td>
<td>18th September 2017, 3:00pm</td>
</tr>
<tr>
<td>4</td>
<td>Evaluation and supplier visits</td>
<td>29th September 2017</td>
</tr>
<tr>
<td>5</td>
<td>Award</td>
<td>1st October 2017</td>
</tr>
</tbody>
</table>
1.2. Scope

The system will operate across the four MRC laboratory site, Entebbe, Mengo, Masaka and Kyamulibwa and their associated clinics.

1.3. Objectives

The objectives of the required system are

- Enhanced reporting, automation and control of laboratory data, including barcode generation, laboratory management data and export of specified data to excel worksheets

- Interfacing with laboratory analytical equipment for automated reporting of laboratory results to a single report form.

- Enhance sample tracking, organisation and analysis of laboratory data from both internal and external studies

- Management and dissemination of data in accordance with regulatory requirements such as ISO 15189, GCLP and data security as required by FDA 21 CFR Part 11.

- Interfacing with existing laboratory as well MRC organisational software programs

- Ability to view historical (trending) data.

- Reduce result turn-around –time

- Reduce the amount of transcription required

- Monitor/ manage laboratory QC data from outlying laboratory sites from Ebb central laboratories
2. Product Description

2.1. Context

The system will operate as the sole LIMS solution

2.2. User Characteristics

This system will be used by

- Clinical Staff for laboratory request data entry, access laboratory b
- Laboratory Assistants to acknowledge specimen receipt/ enter laboratory request details, create worklists
- Laboratory Technologists to acknowledge receipt, order tests and review results.
- Laboratory Management to authorise release of laboratory reports and prepare management reports.

The users will have basic computer competence but not specialised computer expertise

2.3. Assumptions

That the system is compatible with Windows 10 operating system and will be able to upgrade to future versions of Windows OS.

All laboratory analysers listed within this document are able to interface with the system and there is spare capacity to add further analysers as they become available in the laboratory

2.4. Constraints

The system must provide a full audit trail, log files. In case of any bandwidth and server space requirements should be mentioned in the proposal.
3. User Specified Requirements

3.1. Functional Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Electronic entry of participant demographic and test request data at MRC site clinics</td>
</tr>
<tr>
<td>2</td>
<td>The system should allow pre-loading of participant ID number series</td>
</tr>
<tr>
<td>3</td>
<td>The system should allow pre-loading of a comprehensive pre-configured lab test menu and specific test profiles</td>
</tr>
<tr>
<td>4</td>
<td>Able to generate both participant and lab tracking bar coded labels 2D barcodes</td>
</tr>
<tr>
<td>5</td>
<td>The system should allow printing of a laboratory test request form</td>
</tr>
<tr>
<td>6</td>
<td>The system should provide a full chain of custody from sample collection through to end point End point may be sample disposal or transfer to freezer works. In both cases there may be temporary in-lab storage involved</td>
</tr>
<tr>
<td>7</td>
<td>System should allow the creation of section specific worklists</td>
</tr>
<tr>
<td>7</td>
<td>The system should allow a feedback loop to reject, refer or repeat testing</td>
</tr>
<tr>
<td>8</td>
<td>The system should allow manual test entry for non-automated testing Extensive use of drop-down menus</td>
</tr>
<tr>
<td>9</td>
<td>The system should allow configurable result comments Comments may be attached to a particular test or selectable through drop-down menu</td>
</tr>
<tr>
<td>10</td>
<td>The system should generate a configurable consolidated laboratory report with alert values highlighted and include a column for test method</td>
</tr>
<tr>
<td>11</td>
<td>Digital signature for report approval and report authorisation</td>
</tr>
<tr>
<td>12</td>
<td>Digital initials for specimen reception and test technologist</td>
</tr>
<tr>
<td></td>
<td>The system should allow for configurable multi-level permissions</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>14</td>
<td>The system should allow direct access of authorised laboratory reports by approved clinicians</td>
</tr>
<tr>
<td>15</td>
<td>The system should allow selected data to be exported to a configurable Excel spreadsheet</td>
</tr>
<tr>
<td>16</td>
<td>The system should allow laboratory reports to be run to Screen, print PDF, email PDF</td>
</tr>
<tr>
<td>17</td>
<td>The system should allow secure remote access from tablet or phone</td>
</tr>
<tr>
<td>18</td>
<td>The system should allow monitoring and access to laboratory data across all sites centrally from Entebbe</td>
</tr>
<tr>
<td>19</td>
<td>The system should be laid out in a logical manner which allows intuitive access to navigate menus, search, query data and generate reports</td>
</tr>
<tr>
<td>20</td>
<td>The system should be able to generate laboratory management reports</td>
</tr>
</tbody>
</table>

### 3.2. User Interface Requirements

Access to system functions should be intuitive with common operations available quickly.

Function keys should be programmable for common operations / standard report comments / manual entry results.

User should be alerted to any system failure

### 3.3. Usability Requirements

- User operating manual must be left on site and should be complete
- There should a help feature which should be context sensitive and explain how to achieve common tasks
- The system should be intuitive to learn
3.4. Performance

3.4.1. Capacity
- The system should support a total of up to 15 simultaneous users across all the site

3.4.2. Availability
- The system should be available 24 hours/day, 7 days/week.
- The system should operate across all 4-laboratory sites, Entebbe, Mengo, Masaka and Kyamulibwa.
- Peak hours of operation include 0830 to 20:00, Mon – Fri.
- Scheduled maintenance should avoid peak hours of operation.

3.5. Management/Maintenance

3.5.1. Monitoring
- Entire system should be able to be monitored by a designated systems administrator for system failure conditions, error detection, logging and correction.
- The system should be able to perform diagnostic self-checks and send error reports to specified users.
- Access to laboratory reports and QC data across the whole system should be available to the designated individual.

3.5.2. Maintenance
- Maintenance requirements should be minimal and result in minimal downtime.
- Specified trained users should be able to perform routine maintenance on-site.
- Upgrades to the system should take place outside peak working hours.
3.6. System Interface

3.6.1. Hardware

Analyzer interfacing with LIMS must be bi-directional

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Manufacturer</th>
<th>Site Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 XN 1000 CBC</td>
<td>Sysmex</td>
<td>Entebbe</td>
</tr>
<tr>
<td>2 Facscallibur</td>
<td>Becton Dickinson</td>
<td>Entebbe</td>
</tr>
<tr>
<td>3 Aquios CD4 analyser</td>
<td>Beckman Coulter</td>
<td>Entebbe</td>
</tr>
<tr>
<td>4 Cobas Analigrep/Taqman</td>
<td>Roche</td>
<td>Entebbe</td>
</tr>
<tr>
<td>5 Cobas 4800</td>
<td>Roche</td>
<td>Entebbe</td>
</tr>
<tr>
<td>6 Integra 400 plus</td>
<td>Roche</td>
<td>Entebbe</td>
</tr>
<tr>
<td>7 Cobas C111</td>
<td>Roche</td>
<td>Kyam</td>
</tr>
<tr>
<td>8 Act5 diff</td>
<td>Beckman Coulter</td>
<td>Kyam</td>
</tr>
<tr>
<td>9 Facscount</td>
<td>Becton Dickinson</td>
<td>Kyam</td>
</tr>
<tr>
<td>10 ILab Aires</td>
<td>Instrumentation Laboratories</td>
<td>Masaka</td>
</tr>
<tr>
<td>11 Act5 diff</td>
<td>Beckman Coulter</td>
<td>Masaka</td>
</tr>
<tr>
<td>12 Facscount</td>
<td>Becton Dickinson</td>
<td>Masaka</td>
</tr>
</tbody>
</table>

3.6.2. Software

All interfacing of software must be compatible with MRC IT policies

<table>
<thead>
<tr>
<th>Software</th>
<th>Purpose</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Microsoft Dynamics</td>
<td>Billing</td>
<td></td>
</tr>
<tr>
<td>2 Freezersworks</td>
<td>Sample storage management</td>
<td></td>
</tr>
<tr>
<td>3 Unity Real Time</td>
<td>Analyser QC management</td>
<td>Interface through analysers</td>
</tr>
</tbody>
</table>

3.7. Security

3.7.1. System Protection

- The system must be protected from malicious or accidental access, modification, disclosure, unauthorised installation of software or other misuse.
• Users must be assigned defined permissions using a unique identifier.

• The system must be resistant to unauthorised external attempts to gain access to the laboratory data.

• The supplier must not be able to gain access to modify, view or remove laboratory data without permission

3.7.2. Authorisation and Authentication

• The system should have a secure and up to date process for authorisation and authentication to the system

• Digital signatures must be compliant with FDA 21 CFR Part 11

3.7.3. Audit Trails

• Computer stamped audit trails must be used by the system

• Where separate staff perform individual tests from a single lab number, the system must provide an audit trail to document each individual involved

• If auto-verification is used, the audit trail must reflect that the result was verified automatically.

• All modified or rejected results must be visible on audit trail. No data should be able to be permanently deleted from the system.

3.8. Data Management

3.8.1. Archived Data

Stored data must be easily and readily available within 24 hours of request

The system must be capable of reprinting a complete copy of archived test report forms. Each report must

• Be retrievable in its original format

• Include the original reference ranges and interpretative comments

• Include the date of the original report
3.8.2. Exported Data

The system should be able to export selected test result data to the following file formats xls, .csv and PDF.

The system should be able to send out email reports to Microsoft Outlook server.

3.8.3. Laboratory Management Data

The system should be able to provide Laboratory management reports:

- Data analysis by table or graphical presentation
- Reports should be able to run on demand and at scheduled times
- Ability to enable the customization of standard reports
- Comparison data reports year to year,
- Ability to drill down to transaction detail on an on screen report.
- Ability to integrate with management executive tools for enhanced reporting
- Does the system support data mining and business intelligence

Essential types of report include:

- Sample/ test/ participant numbers
- Test result turn-around- time
- Number of rejected samples
- Stock inventory report
- Reagent usage per test
- Instrument downtime.

3.9. Standards Compliance

- Good Clinical Laboratory Practice
- ISO 15189:2012
- MRC Corporate IT policies
- FDA 21 CFR Part 11

4. System Validation

Complete systems validation report must be provide by the supplier before the system implementation and that user documentation is made available to authorised users. The report should include documented evidence that...
5. Format for Proposal and other Information

Proposals from bidders should be submitted in two distinct parts, namely Technical proposal and financial proposal and these should be in two separate sealed envelopes, both of which should then be placed in a common sealed envelope marked:

“Proposal for supply, installation and maintenance of LIMS” addressed to:
The Chief Operations Officer
Finance and Administration Block
MRC/UVRI Uganda Research Unit on Aids
Plot 51-59 Nakwogo Road
P.O Box 49, Entebbe

The two separate inner envelopes should be clearly marked “Technical Proposal”, and “Financial Proposal”, respectively, and should bear the name of the Bidder.

Soft Copies on CD/DVD for each proposal are to be provided in the standard Microsoft Office suite of Programs or Adobe Reader and delivered together with hard copy of the tender.

6. Technical Proposal

Bidders, willing to be considered for Provision of Supply, Implementation and Maintenance of a Laboratory Information Management System (LIMS) are expected to furnish the Medical Research council with among others the following vital technical information, which will be treated in strict confidence by Medical Research council.

Commented [101]: What are these technical requirements the bidders must indicate?
7. TENDER DOCUMENT
The following are the set of documents, which together constitute the tender document:

a. Tender Notice
b. Request for Proposal (RFP)
c. Vendor set up form
d. Bid submission form
e. LIMS technical information
f. Laboratory Workflow process diagram

8. Supply and Implementation Plan
A detailed description of the vendor’s implementation process for the Laboratory Information Management System (LIMS) project including a project gantt chart clearly detailing the Preliminary Work plan with a clear breakdown of phases or work streams. Also stating Milestones and deliverables

9. Financial / Cost Proposal
The Financial proposal shall clearly indicate the total cost of implementing of the system as follows:

The Supplier shall provide a firm, fixed price for the Original Contract Period. All costs associated with the required IT System shall be included in the prices. Kindly note that the cost should include supply, installation commissioning and training users of the IT System inclusive of all freight charges and applicable duties and taxes (VAT and withholding Tax)

Provide an itemized list of all items included and summarize your costs as shown in the table below. The service provider should clearly cost the following provisions

- Cost of User licences for number of concurrent users
- Technical Support and warranty options (Preferably two years)
- Suppliers training plan for End users and Administrators including in-house IT team
- Future additional equipment interfacing
### Itemized Costs

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement Description</th>
<th>Qty</th>
<th>Unit Cost</th>
<th>Total cost (USHS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Software/Licensing Costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii.</td>
<td>Annual Support costs (software, updates and license costs) for two years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii.</td>
<td>Implementation, installation and configuration costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv.</td>
<td>Training costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v.</td>
<td>Logistics costs and other costs (explain other costs)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi.</td>
<td>Total Cost</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Additional Cost to Complete.** Provide an itemized list of any items not included above by Medical Research council and related costs that Supplier deems necessary to provide the information to meet the requirements specified in proposal. Failure to provide said list shall not relieve the Supplier from providing such items as necessary to meeting all of the requirements specified in proposal at the Fixed Price Purchase Costs proposed.

### 9.1 Bid Evaluation and Comparison of Bids

Technical proposals will be evaluated and will form the basis for bids comparison. All tender responses will be evaluated in three phases:

a) Preliminary evaluation that will determine administrative compliance.

b) Detailed technical evaluation to determine technical compliance and support responsiveness of the vendor.

c) Financial evaluation to consider pricing competitiveness and the financial capability of the vendors.

Once the bids are opened, bid evaluation will commence. In the event that the organization may need to visit the client sites stated, vendors will be notified in writing. The Organization may also make surprise unannounced visits to the...
vendors offices to verify any information contained in the bid document. All visits are at the discretion of the organization. Vendors may also be called upon to make brief and short presentations and /or demos on their technical solutions before a panel constituted by the Organisation

10. Documentation Requirements

All documentation and training materials (both in hard copy as well as a soft copy in pdf format) must be available in order to complete the process, business, technical/system, operations and support acceptance activities. Supplier’s suggestions for documentation and training materials to support the implementation, use and maintenance of the Laboratory Information Management System (LIMS) and any supporting technology components that will be provided as part of this project are to be included in the Supplier’s proposal. Documentation must be in English

11. Training

It is expected that formal training will be given to all stakeholders of the solution. However, the solution must be intuitive and help text must be available and presented in a manner that encourages users to try to find information. Training of technical support team will be to such an extent that they will be reasonably able to handle their duties competently. Where appropriate, the supplier will be expected to discuss the technical aspects of the system so as to enable, for example, creation of ad-hoc reports and integration to other systems. Training will be provided in the English language at the organization selected premises or a convenient mutually agreed location within Uganda. If additional expenses will be incurred for offsite training, this will be borne by the supplier and must be put into consideration

12. Testing and Acceptance

Medical research council will test the proposed system in a test environment to ascertain that all the functionality as put forward by the supplier are met. Incorrect information discovered at this time will constitute grounds for disqualification. It is the responsibility of the supplier to ensure the requirement defined in the proposal are achieved. The signed proposal will be the sole reference document for any discussion issues arising related to acceptance. Acceptance Criteria: Medical research council will accept the proposed deliverable after they have been fully tested by the organisation and confirmed to meet the requirement as specified in the original RFP and signed RFP response.

13. Proof of Concept

Medical research council may require proof of concept of the proposed solution as evidence that it is viable and capable of achieving Medical Research Council laboratory requirements

MRC Clinical Diagnostic Laboratories
14. Overall Responsibility

- The Bidder is obliged to work closely with the Medical research council staff, act within its own authority, and abide by directives issued by the organization that are consistent with the terms of the Contract.

- The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanours.

- The Bidder shall appoint an experienced counterpart resource to handle this requirement for the duration of the Contract. The organization may also demand a replacement of the manager if it is not satisfied with the manager’s work or for any other reason.

- The Bidder shall take the lead role and be jointly responsible with the organisation for producing a finalized project plan and schedule, including identification of all major milestones and specific resources that the organisation is required to provide.

- The Bidder will not disclose the Medical research council information it has access to, during the course of work and after, to any other third parties without the prior written authorization of the organisation. This clause shall survive the expiry or earlier termination of the contract.

15. Pricing

Costs (USD inclusive VAT and other applicable taxes where necessary) and Man/Day estimates, where appropriate. All taxes and VAT amount must be clearly stipulated and separated from the base costs and should be valid for a minimum of 120 days.

16. Delivery

The successful Bidder in accordance with the time schedule as per Proposal and subsequent Agreement shall make delivery and performance of the Services.

17. Delays caused by the Supplier

If at any time during the performance of the Contract the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify the organization in writing of the fact of the delay. The organization
shall evaluate the situation and at its discretion, extend the Bidder’s time for performance, with or without liquidated damages, in which case the both parties shall ratify the extension by amendment of the Contract.

18. Warranty

The successful bidder shall provide 24 months Warranty for the software and ensure it is free from any sort of defects, license renewal and shall perform as per expectations. The successful bidder shall provide an option for on-going warranty support beyond the warranty period. Failure to this the supplier will pay damages to the tune of the cost of the solution.

19. Support Requirements

The respondent should provide and sign an Annual Maintenance Contract. The respondent should provide updates, upgrades toll-free technical assistance 24/7/365. The respondent should provide a summary of Respondent’s resources (support personnel and otherwise) devoted specifically to technical issues, involving notification technology, as well as support procedures.

20. Bid Effectiveness

It is a condition of the Organisation that the vendor guarantees the sufficiency, and effectiveness of the solution proposed to meet the Organisation requirements as outlined in this document. The Organisation will hold the vendor solely responsible for the accuracy and completeness of information supplied in response to this tender. The Organisation will hold the vendor responsible for the completeness of the solution proposed and that were the vendor to be awarded the tender, they would implement the solution without any additional requirements from the bank

21. Payment Terms

Medical research council will NOT make any payments in advance and will pay based on deliverables. The organisation will issue an LPO for all the equipment and/or services ordered. The LPO will be paid within 30 days after delivery, testing installation and acceptance of the equipment and/or services supplied.

The organisation will not accept partial deliveries and neither will the Organisation make partial payments unless agreed by both parties. Payment for equipment and/or services will only be made once the entire ordered equipment and/or services are delivered, installed and commissioned.
22. Staffing

The Supplier will provide the relevant staff and tools to carry out all the required work under this tender. At least one certified expert (2 in general certification and specialized) and a back-up person are required in the technical areas. A project/account manager is also required to coordinate and account for all the Supplier’s activities throughout the contract period.

23. Responsibility as an Independent Contractor

The Supplier agrees to take overall responsibility for any services rendered; regardless of whether third parties engaged by the Supplier or the Supplier himself carries them out.

24. DOCUMENTS REQUIRED

You are requested to submit copies of the following documents:

a) Certificate of Incorporation
b) Company profile
c) Powers of Attorney
d) Valid VAT registration certificate
e) Tax clearance certificate
f) Bank statement for the last 6 months (Jan to June 2017)
g) Audited reports for the last 2 years (2014/2015 and 2015/2016)
h) Recommendation letters from at least three present or past clients
i) CVs of the technical team

25. ADDENDA TO THE RFP

In the event that it becomes necessary to revise any part of the RFP, a copy of all addenda will be posted on the Medical Research website (www.mrcuganda.org) or individual emails. It is the responsibility of the eligible contractor to check the website for the addenda.
26. AMENDMENT TO THE RFP
At any time prior to the deadline of submission of the tender, the unit for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender document by issuing an addendum.

All prospective tenderers that will have obtained the tender documents will be notified of the amendment in writing or by telephone and will be binding on them. In regard to the amendment, the unit at its own discretion may extend the deadline submission of tenders.

27. COST OF TENDER
The tenderer shall bear all costs associated with the preparation and submission of its tender, and the MRC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

The unit shall allow the tenderer to review the tender document free of charge before purchase.

28. LANGUAGE OF TENDER
The tender prepared by the tenderer as well as all correspondences and documents relating to the tender exchange between the two parties shall be written in English language.

29. EVALUATION CRITERIA
The MRC shall evaluate and compare the proposals, which have been determined to be substantially responsive.
The evaluation of the tender shall take into account, in addition to the tender prices and price of incidental services, the following factors, in the manner and to the extent indicated in the RFP:

1. Technical capacity (Conformity with the LAB/IT requirements) 40%
2. Project completion period (Time taken to supply, install and train) 10%
3. Staff capacity (Competence/qualifications of the technical team) 15%
4. Experience (staff/company) 10%
5. Cost (Total cost of acquisition and maintenance) 25%

30. **Award of Contract**

Post Qualification.

In absence of pre-qualification, the unit will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.