
OPS2024-HH-026
**REQUEST FOR SERVICE PROVIDER TO SUPPORT AND MAINTAIN OUR LABORATORY
MANAGEMENT SYSTEM (LIMS)**
TERMS OF REFERENCE & REQUEST FOR QUOTATIONS

1. Introduction

uThukela Water requires a qualified service provider to support and maintain our Laboratory Information System (LIMS). The LIMS is a critical component of our Laboratory operations and we require a reliable service provider to ensure its smooth functioning and ongoing development for a period of 1 (one) year.

The laboratory is situated at the Newcastle Wastewater Treatment Plant, Albert Wessels (Asiphephe Drive) in KwaMathukuza, Newcastle.

2. Purpose

The aim and objective of this quotation is to source service providers who can deliver comprehensive support and maintenance services to our LIMS. The successful provider will be responsible for addressing any issues, implementing upgrades and ensuring the system's optimal performance.

3. Scope

The service provider will be required to perform the following tasks:

- Provide technical support for LIMS users, troubleshooting and resolving issues in a timely manner.
- Regularly monitor and maintain the LIMS, including system upgrades and backups.
- Collaborate with laboratory staff to identify and implement system enhancements, customisations and new features.
- Perform regular performance evaluations and optimization of LIMS.
- Keep documentation up to date, including user manuals and standard operating procedures.

4. Required Functions

The service provider should possess the expertise to perform the following functions:

- System configuration and customization to meet our specific laboratory requirements.
- Integration of LIMS with other laboratory instruments and systems, such as analytical instruments and data management systems.

- Data management, including data validation, data migration and data archiving.
- User access control and security management to ensure data confidentiality and system integrity.
- Reporting and data visualization capabilities, allowing users to generate customized reports and analyse data efficiently.

5. Required Skills and Qualifications

The ideal service provider should possess the following skills and qualifications:

- Proven experience in supporting and maintaining LIM, preferable in the water sector.
- In-dept knowledge of LIMS platforms, such as LabActive LIMS.
- Proficiency in system administration, configuration and customization of LIMS.
- Proficiency in SQL and SQL Server Reporting Services.
- Strong problem-solving abilities to address technical issues and provide effective solutions.
- Ability to collaborate and communicate effectively with laboratory personnel and IT team.
- Familiar with regulatory compliance requirements relevant to laboratory operations (e.g. SANS 241:2015, SANS 17025).

6. Price Tendered:

Please submit a quotation as per the above specifications and include the following information:

1. Company background and relevant experience.
2. Overview of services provided and methodologies employed.
3. Pricing structure and terms proposed, to be time and material base, hourly rate.
4. Reference clients and testimonials.
5. A copy of the companies Compensation Commissioners registration certificate or other applicable registrations.

For any queries, please contact:

Hannelie Hickley ,034 328 5000, hannelie.hickle@uthukelawater.co.za

Dudu Mosupye, 082 774 4291, dudu.mosupye@uthukelawater.co.za

Quotations must be submitted in one of the following ways:

- All the above documents must be submitted via email to quotes@uthukelawater.co.za **OR**
- Quotations in a sealed envelope marked with the relevant reference number for the attention of the Supply Chain Manager" may be placed in the tender box in the reception of uThukela Water **OR**
- Quotations in a sealed envelope marked with the relevant reference number for the attention of the SCM Manages may be sent to the following address:
79 Harding Street
Newcastle, 2940
- The municipal Entity reserves a right to accept all, some or none of the bids submitted, either wholly or in part and is not obliged to accept the lowest bid.
- Bids will be adjudicated in terms of the Preferential Procurement Regulation, 2022 pertaining to Preferential Procurement Policy Framework Act, 5/2000, UTW SCM Policy and other applicable legislations, and will be based on 80/20 points system. Preference points will be awarded to service providers using their B-BBEE status level of contribution.
- The supplier of a successful quotation must be on the UTW financial system before an order will be issued. Please contact the SCM Manages for details of the procedure to be included on the vendor's list.

Please ensure the following information is included

- MBD4
- MBD9
- Tax clearance Certificate
- BBBEE Certificate
- CSD Summary Sheet

Quotations will be accepted until 12:00 on 8TH of September 2023.

Procurement enquiries: Mrs Z Mhlongo Telephone no: 0343285000(5069)

All potential service providers are encouraged to register on uThukela Water (PTY) Ltd database, please ignore if registered.