REQUEST FOR INFORMATION (RFI)

YOU ARE HEREBY INVITED TO SUBMIT PROPOSAL FOR THE REQUIREMENTS OF NATIONAL HEALTH LABORATORY SERVICE (NHLS)

BID NUMBER:	**RFI 002/26/27**
CLOSING DATE:	**14 AUGUST 2026**
CLOSING TIME:	**11:00 AM**
PUBLIC TENDER OPENING:	**DATE: 14 AUGUST 2026** **TIME: 11:30 AM** **VENUE: MAIN CONFERENCE BOARDROOM** **NATIONAL HEALTH LABORATORY SERVICE** **1 MODDERFONTEIN ROAD** **SANDRINGHAM**
BID VALIDITY PERIOD:	**Not applicable. This is an RFI issued for information purposes only**
IMPORTANT:	**NO COMPULSORY BRIEFING SESSION REQUIRED** **Submissions can be emailed to: lesedi.manganye@nhls.ac.za** **Or hand delivered to:** National Health Laboratory Service 1 Modderfontein Road Sandringham All questions must be sent per e-mail to lesedi.manganye@nhls.ac.za on or before **03 August 2026.**
DESCRIPTION:	**REQUEST FOR INFORMATION – LABORATORY INFORMATION SYSTEM**

BID DOCUMENTS MUST BE MARKED WITH THE FOLLOWING:	**OR**	**DEPOSITED IN THE BID BOX SITUATED AT:**
NHLS PROCUREMENT TENDER OFFICE		
RFI: 002/26/27 **Bidders Name: _____** **Closing Date: _____**		**NHLS MAIN RECEPTION** **1 Modderfontein Road, Sandringham, Johannesburg.**

Bidders should ensure that Bids are delivered in time to the correct address. If the bid is late, it shall not be accepted for consideration.

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (**Please note that no changes on the content of this document is allowed**).

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THIS TENDER IS SUBJECT TO THE GENERAL CONDITIONS OF THE TENDER, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

THE FOLLOWING PARTICULARS MUST BE FURNISHED (FAILURE TO DO SO SHALL RESULT IN YOUR BID BEING DISQUALIFIED).

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE:	NUMBER:		
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE	NUMBER:		
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
	TCS PIN:	**OR**	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	☐ Yes ☐ No [TICK APPLICABLE BOX]	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	☐ Yes ☐ No [TICK APPLICABLE BOX]	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs& QSEs) MUST BE SUBMITTED IN ORDER TO CLAIM POINTS FOR SPECIFIC GOALS WHERE APPLICABLE]				
SIGNATURE OF BIDDER	_____	**Date:**		
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.).				

1. INTRODUCTION

1.1. Purpose of the RFI

The purpose of this Request for Information (RFI) is to conduct market research on available Laboratory Information Systems (LIS), with the aim of understanding vendor capabilities, solution maturity, and alignment with NHLS operational and strategic requirements.

This RFI is not a request for proposal (RFP) and does not constitute a commitment to procure.

2. BACKGROUND

The National Health Laboratory Service (NHLS), established in 2000 through an Act of Parliament, provides diagnostic pathology services to South Africa's public healthcare sector. Its core functions include:

- Diagnostic laboratory services
- Research
- Teaching and training
- Production of reagents, media, and anti-snake venom

The NHLS operates:

- 268 laboratories nationwide, covering all healthcare levels
- 4 Forensic Chemistry Laboratories recently incorporated.

3. CURRENT ENVIRONMENT

A single, centralised LIS is deployed across all the NHLS laboratories.

Daily test volumes

- Average: 405,000
- Peak: 520,000
- Weekend: 214,000

Analyser integration

- Over 1,400 analysers interfaced

Test catalogue

- 2,400+ tests across multiple disciplines

Users

- 5,300 internal users
- Approx. 20,000 external users daily

3.1. Integration Landscape

Current LIS integrates with:

- Hospital Information Systems (HIS)
- Patient Administration Systems (PAS)
- Other LIS platforms
- Business Intelligence systems
- Enterprise Resource Planning (ERP) systems

4. DESIRED LIS CAPABILITIES:

4.1. Functional Requirements

The proposed LIS solution should, at minimum:

General Capabilities

- Provide an intuitive, user-friendly interface
- Be highly configurable and customizable
- Improve operational efficiency and reduce manual workload
- Support diverse laboratory environments (small depots to academic institutions)
- Be adaptable to evolving pathology requirements
- Support multiple specimen types, including forensic and environmental samples
- Be patient-centric, supporting multiple identifiers (e.g. SA ID, HPRN)

Core Functional Areas

The solution must support, at minimum:

Order & Requisition Management

- Internal and external order entry

Specimen Management

- End-to-end tracking across facilities

Test & Workload Management

- Prioritization and workflow optimization

Result Management

- Manual and analyser-driven entry
- Review and validation workflows

Reporting & Results Distribution

- Web-based access for clinicians and patients
- SMS/notification capabilities

Quality Management

- Quality assurance processes

Forensic Chain of Custody

- Full traceability for forensic samples

Billing & Financial Integration

- Custom billing interface to the ERP.

Referral Management

- Internal and external laboratory referrals

Advanced Capabilities

- Data analytics and reporting
- Automation support
- Inventory management (e.g. reagent tracking)

Standards Support

- SNOMED CT
- LOINC
- ICD-10 / ICD-11

4.2. Technical Requirements

Architecture & Performance

- Single, authoritative data source
- Minimum 99.9% system availability
- Scalable to support ≥5% annual growth
- Capable of handling peak workloads without performance degradation
- Expected solution lifespan: 10 years minimum

High Availability

- No single point of failure
- Active-active or equivalent high-availability architecture
- Secondary site capable of handling full production load
- Automated failover and failback capabilities
- Vendors must describe architecture options with benefits, risks, and cost implications

Disaster Recovery

- Recovery Point Objective (RPO): ≤ 4 hours
- Recovery Time Objective (RTO): near real-time (target: seconds)

Database

- Enterprise-grade DBMS with global adoption
- Proven ability to handle high-volume, mission-critical workloads

Web Enablement

- Fully web-based solution accessible via standard browsers
- Support for:
    - Internal NHLS users
    - External clinicians and patients

Interoperability

- Mandatory: HL7 v2.5
- Desired: FHIR, XML APIs
- Proven integration capability with heterogeneous systems

Security & Compliance

- Must comply with, at minimum:
    - ISO 27001:2022
    - ISO 27002:2022
    - ISO 27799
    - Protection of Personal Information Act (POPIA)

Additional requirements:

- Tiered confidentiality for sensitive tests/patients

Support

- 24/7 support model required
- Clearly defined SLAs

5. VENDOR RESPONSE REQUIREMENTS

5.1. Company Profile

Provide:

- Company overview and strategic focus
- Years of operation and geographic presence
- Experience with:
    - Large-scale LIS deployments
    - Public healthcare environments
    - South African healthcare sector (preferred)

5.2. Solution Description

Vendors must provide detailed responses on how their solution addresses all requirements in Section 4, including:

- Native capabilities vs custom development
- Unique or differentiating features
- Scalability and future-readiness

Include any information not specifically requested but would be important or beneficial to the LIS and the NHLS.

5.3. Deployment Model

Describe available deployment options:

- On-premises
- Private cloud
- Public cloud
- Hybrid

Include:

- Recommended approach for NHLS
- Minimum infrastructure requirements
- Network and latency requirements

5.4. Implementation Approach

Provide:

- Typical implementation methodology and phases
- Estimated timelines for large-scale deployments
- Resource requirements (vendor and NHLS)
- Training approach
- Change management strategy
- Data migration approach (legacy LIS transition)

5.5. Commercial Model

Provide indicative pricing, including:

- Software licensing model
- Implementation costs
- Integration and interface costs
- Customisation rates
- Hardware (if applicable)
- Ongoing support and maintenance
- Payment terms

6. **Instructions for submitting a proposal**

6.1. One (1) original and 1 (one) electronic copy on compact disk (CD)/USB in Portable Document Format (PDF) of the Bid shall be submitted on the date of closure of the Bid. Pricing:

6.2. Bids must be submitted in an envelope and marked clearly as follows: RFI number, RFI description and bidder's name).

_____END_____