

KENYA PLANT HEALTH INSPECTORATE SERVICE		Page 1 of 7	
Quarantine and Plant Health Laboratory-Muguga			
TITLE AND ID.	SOP FOR REVIEW OF REQUESTS, TENDERS AND CONTRACTS –GE/05		
DEPARTMENT	Quality Management Unit		
EFFECTIVE DATE	20th September 2024	Version Number: 05	

Approval and authorizations.

Completion of the below signature blocks signifies the review and approval of this document.

Name	Job title/role	Signature	Date
Authored by	Deputy Quality Manager	Approved	20 th September 2024
Checked by	Quality Manager	Approved	20 th September 2024
Approved by	Deputy Director, PQBS	Approved	20 th September 2024

Periodic reviews, approvals and authorizations

Required by: 2nd January 2025

Name	Job title/role	Signature	Date
Checked by			
Approved by			

Periodic reviews, approvals and authorizations

Required by: 2nd January 2028

Name	Job title/role	Signature	Date
Checked by			
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1. Purpose

The purpose of this procedure is to give guidelines on acquisition of externally provided products and services , review of requests and contracts to ensure that:-

- i. The requirements for externally provided products and services are adequately defined, documented and understood.
- ii. The laboratory has the capability and resources to meet the requirements.
- iii. The appropriate test method selected is capable of meeting the customers' requirements.

2. Scope

This procedure covers requests for externally provided products and services and the process of reviewing customer request, tenders and contracts.

3. Responsibilities

Deputy Director Ensures that adequate resources are available to meet customer's requirements.

Laboratory manager: Evaluate need for externally provided products and services. Ensure capability of the laboratory to undertake tests.

Analysts: Initiate requests for externally provided products and services.

4. Procedure

4.1.1 Procurement of externally provided services or products for the laboratory activities shall be done in line with the SOP for procurement of goods and services SOP/KEPHIS/SUP/01, as contained in the Public Procurement and Disposal Act of 2015, and other prevailing legal requirements. The laboratory shall also define criteria for evaluation, selection, and monitoring of external providers to ensure continued compliance with performance expectations.

4.1.2 The laboratory shall communicate its requirements for services or products through the Deputy Director, PQBS, ensuring that the products and services conform to

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the laboratory's requirements before use. This includes performance and technical specifications aligned with relevant standards.

4.1.3 The request is initiated by the analyst or Laboratory Manager by a memo to the Deputy Director, PQBS for products or services. The memo shall include:

- The approximate value of the service or product.
- A clear description of the product or service, including its specifications on parameters of interest and acceptance criteria.
- Any specific requirements for personnel competence or qualifications needed to meet the laboratory's technical requirements.

The memo is forwarded to the Director for consideration.

4.1.4 Upon approval, the head of procurement shall invoke the sourcing of services as per SOP/KEPHIS/SUP/01. The laboratory shall ensure that the evaluation and selection criteria used for external providers are based on their ability to meet the laboratory's requirements, which include technical competence and reliability.

4.1.5 Upon the delivery of goods and services, the laboratory shall initiate its own procedures for monitoring, performance evaluation, and re-evaluation of suppliers, following the criteria checklist (GE-05-01). The laboratory shall take any necessary corrective actions if the performance of the external provider does not meet established criteria. Recommendations from the re-evaluation activities shall be considered to gauge the ongoing performance of the supplier.

4.1.6 Supplies delivered to the laboratory shall be verified to meet user specifications prior to their use. Verification and approval shall be done in accordance with the procedure SOP/KEPHIS/SUP/01.

4.1.7 In cases where laboratory activities or customer-related activities are to be performed at the external provider's premises, the laboratory shall communicate these planned activities to the provider, ensuring clear alignment on all acceptance criteria and personnel qualifications required for the successful execution of these activities.

4.2 Requests, tenders and contracts shall be received from either internal or external customers.

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Records Required:

Records of Procurement Requirements and Approvals:

- Memos or requests from analysts or Deputy director with product/service descriptions, specifications, and acceptance criteria.
- Approvals from the Deputy Director, PQBS, and the Director.

Evaluation and Selection Records:

- Criteria used for evaluation and selection of external providers.
- Records of the selection process, including supplier qualifications, compliance, and technical competence.

Monitoring and Re-Evaluation Records:

- Documentation of performance monitoring and re-evaluation of suppliers.
- Corrective actions taken and records of supplier improvement efforts.

Verification Records:

- Documentation verifying that received products and services meet user specifications prior to use.

Communication Records:

- Any records of communication with external providers regarding product/service requirements, acceptance criteria, competence of personnel, and planned activities at the provider's premises.

4.3 Requests, tenders and contracts shall be received from either internal or external customers.

Test requests shall be accompanied with a contract form (for customer delivered test items) or a letter (for test items submitted by third parties), indicating detailed information from the customer which shall include but not limited to:-:

- Date
- Name
- Request type
- Details of Customer's requests

4.3.1 The sample contract form or letter requesting for a service shall be submitted at

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the reception desk for documentation purpose. Upon reception of the contract form, an analyst will review the requested requirements and evaluate the capacity of the laboratory to undertake tests. The review details shall include but not limited to:

- Request type
- sample status, eg diagnosis to be carried out,
- method suggested by the client
- Availability of resources and capability of the lab to meet the customer requirements as per approved list of tests (GE-01-02).

- 4.3.2 The analyst will then advice the client on full requirement/specification, charges and mode of payment, need to change the method if appropriate or any deviation and the impact on the validity of results. Samples for which the laboratory has capacity to undertake shall be registered into the Laboratory information management system for further processing in the laboratory.
- 4.3.3 In case of any differences between the request or tender and the contract, this shall be resolved before the laboratory activities commence.
- 4.3.4 In case of any deviation from the contract, the customer shall be informed accordingly. If a contract is amended after work has commenced, the contract review shall be repeated and any amendments shall be communicated to all affected personnel.
- 4.3.5 The laboratory shall cooperate with customers or their representatives in clarifying customers' request if needed and in monitoring the laboratory's performance in relation to the work performed.
- 4.3.6 Each contract shall be reviewed and acceptable both to the laboratory and the customer.
- 4.3.7 Traceability of samples shall be maintained from the time the samples are registered to the release of results.

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5 Records

1. Supplier evaluation (GE-05-01).
2. Commodity Receiving Inspection Checklist(GE-05-02).
3. Customer contract forms (GE-05-03)
4. Approved list of tests (GE-01-02).

6.0 Abbreviations

6.1 SOP: - Standard Operating Procedure

7.0 References

7.1 ISO/IEC 17025:2017

7.2 Public Procurement and disposal Act of 2015 and associated regulations.

8.0 Revision history

Current Version number	Superseded version number	Revision summary	Author's/Reviewers name
01	00	New	Jane Kamau, Juliana Mwangi
02	01	Reviewed to include reevaluations as per requirements 6.63 and 6.6.4 of the standard., communication of requests. Reference of current Act on Public Procurement and disposal Act of 2015.	Jane Kamau,Sospeter Gachamba
03	02	Edited to suit responsibilities with the organogram	George Ngundo, Sospeter Gachamba
04	03	Corrections referencing of records	Sospeter Gachamba
05	04	Revised clause 4.11 to 4.1.6 to ensure the SOP addresses requirements of clause 6.6 of the standard.	Sospeter Gachamba, Virginia Mwai''''''

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