



## Lilongwe Water Board

# REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – INDIVIDUAL SELECTION)

**Country:** MALAWI

**Assignment Title:** QUALITY ASSURANCE SPECIALIST

**Reference No.:** LWB-ISO-17025-CS-INDV

Lilongwe Water Board (LWB) is a statutory corporation established in 1947 and re-established under the Water Works Act, 1995 (Cap 72). The utility is responsible for the provision of water supply services to the City of Lilongwe and other surrounding areas designated as its supply area. Currently, LWB supplies water to 83% of the 1.1 million inhabitants of the city through a pipe network of approximately 1,600km long. It has a treatment capacity of 125,000 m<sup>3</sup>. Its customer base stands at 83,000 and includes domestic, industrial, institutional, commercial, and communal water points (kiosks) consumers. LWB is committed to delivering high-quality services and maintaining compliance with national and international standards. To further enhance its laboratory capabilities and meet international requirements, LWB intends to implement the ISO/IEC 17025:2017 standard for its water testing laboratory. LWB, therefore, it seeks the services of a qualified ISO/IEC 17025 consultant to guide and support the implementation process.

The consulting services (“the Services”) include:

### **1.1 Conduct an Initial Assessment**

- i. Review existing laboratory practices, procedures, and documentation.
- ii. Identify gaps and non-conformities with ISO/IEC 17025 requirements.

### **1.2 Development of Action Plan**

- i. Develop a step-by-step action plan to address the identified gaps and non-conformities.
- ii. Define timelines, responsibilities, and resource requirements for each action item.

- iii. Coordinate with relevant stakeholders within LWB to ensure the implementation of the action plan.

### **1.3 Training and capacity building**

- i. Design and deliver training sessions on ISO/IEC 17025 requirements, laboratory management, quality control, and quality assurance.

### **1.4 Documentation and System Development**

- i. Assist in the development and documentation of laboratory management systems, including standard operating procedures, quality control procedures, and record-keeping protocols.

### **1.5 Conduct Internal audits**

- i. Conduct periodic internal audits to evaluate the effectiveness of implemented processes and procedures.

### **1.6 Accreditation support:**

- i. Guide LWB through the ISO/IEC 17025 accreditation process, including assisting in the preparation of necessary documentation and evidence.

The Lilongwe Water Board now invites eligible individuals (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

1. In-depth knowledge and understanding of ISO/IEC 17025 standard and its application in water testing laboratories.
2. Experience on executing or advising on minimum five (5) ISO 9000 projects in the government sector or large public limited organizations in or outside Malawi.
3. Minimum of 10 years of professional experience in ISO 9000 consulting
4. Proven experience in assisting organizations in implementing ISO/IEC 17025 accreditation.
5. Strong background in laboratory quality management systems, including quality control and quality assurance.
6. Excellent facilitation and training skills.
7. Familiarity with the water industry and laboratory practices is desirable.
8. Fluency in English both oral and written.

The Quality Assurance Specialist shall be engaged on a six months contract. Detailed Terms of Reference (TORs) are available on the LWB website <https://www.lwb.mw/tenders/>. The TORs can also be sent to interested consultants by e-mail upon request from the e-mail address indicated below.

A Consultant will be selected in accordance with the **Individual Consultant (INDV)** selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours *i.e. 08:00 to 16:30 hours*.

Expressions of interest clearly marked: “**Expression of Interest – Quality Assurance Specialist**” including detailed curriculum vitae and copies of academic and professional certificates must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by 25<sup>th</sup> February 2025.

**The Chief Executive Officer**

**Attn: Chairman - Internal Procurement and Disposal Committee**

**Lilongwe Water Board**

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