



# **Progress of Implementation Laboratory System Strengthening (Matching Fund)**

CCM Meeting 2 July 2025



# **Overview of Implementation**

Progress Activities  
implementation

Issue and challenges

Recommendation

Implentation progress of activity plan 2025 (Jan – May 2025) Component 2

No.	Activity Code	Activity Description	Unit	Budget amount (LAK)	Implementation Timeline (2025)												Status	Date/Month /Year	Remark
					1	2	3	4	5	6	7	8	9	10	11	12			
I		Capacity enhancement on Laboratory system and QM unit																	
1.1	MF 3	Establishing QM unit and Hiring staffs to supporting the activity implementation related MF QMS.	Yearly	1,702,575,514													Implemented		
II		Development of Policy, Manual foundation for integrated Laboratory																	
2.1	MF 5	Guidelines for printing – National Manual for infrastructure, test, technique and equipments for all Laboratories.	Time	88,675,808													Not yet implementing		
2.2	MF 7	Guidelines for printing – Manual of SOPs for integrated Laboratory – Operations and Specimen management.	Time	88,675,808													Not yet implementing		
2.3	MF 8	Strengthening integration of existing EQA program and Supporting EQA meeting, at Thavisouk Hotel, Vang Vieng District, Vientiane Province.	Time	393,676,000													Implemented	13-14 May 2025	

# Implementation progress of activity plan 2025 (Jan – May 2025) Component 2

No.	Activity Code	Activity Description	Unit	Budget amount (LAK)	Implementation Timeline (2025)												Status	Date/Month/year	Remark
					1	2	3	4	5	6	7	8	9	10	11	12			
2.4	MF 9	Proceeding Contract with selected waste disposal company to dispose of expired chemicals and also dispose of broken equipment.	Time	143,606,188													Not yet implementing		
III		Strengthening the Biosafety / biosecurity capacity																	
3.1	MF 10	Meeting and advocacy on Biosafety/biosecurity materials updates - regulations, handbooks, material data sheets.	Time	73,322,978													Not yet implementing		
3.2	MF 11	Handbook and material printing for the Biosafety / biosecurity materials updates - regulations, handbooks, material data sheets.	Time	88,675,808													Not yet implementing		
3.3	MF 15	Certify 40 biosafety cabinets in 17 provincial hospital labs and 6 central level labs.	Time	283,407,882													Proceeding in DCDC		
3.4	LCHMP6 1HP0922	Procurement of biosafety HEPA Filter, UV lamps and replacement service of HEPA Filter in BSC (removing and replacing the exhaust HEPA Filter)	Time	902,924,000													Waiting Minister's Decree		

# Implementation progress of activity plan 2025 (Jan – May 2025) Component 2

No.	Activity Code	Activity Description	Unit	Budget amount (LAK)	Implementation Timeline (2025)												Status	Date/Month/ year	Remark
					1	2	3	4	5	6	7	8	9	10	11	12			
IV		Laboratory Information Management System Strengthening (LIMS)															Budget Re-allocation pending for approval from GF		
4.1	MF 21	Consultation meeting on Laboratory Information Management System Strengthening (LIMS) in the period of 25-26 February 2025, at Don Chanh Palace, Vientiane capital.	Time	155,116,000													Implemented	25-26 Feb 2025	
4.2	MF 26	Service and maintenance fees for GXP (GeneXpert Warranty Extension Plus Agreement 2 years entered into 1 Jan 2025 onward) contract with Cepheid via GDF.	Yearly	573,658 USD													Implemented		
V		Establishment of Sample Transportation Network																	
5.1	MF 16	Consultation and technical review meeting on Rationalization and mapping of ST routes - schedule, start/end locations, daily stops.  Assessment of options for ST provider – outsource to courier or in-house operation  Establishing M&E framework agree on indicators to be monitored by MOH/ ST provider.	Time	29,210,839													Not yet implementing		

## Implementation progress of activity plan 2025 (Jan – May 2025) Component 2

No.	Activity Code	Activity Description	Unit	Budget amount (LAK)	Implementation Timeline (2025)												Status	Date/Month/Year	Remark
					1	2	3	4	5	6	7	8	9	10	11	12			
5.2	MF 17	Developing SOPs of sample transportation - package, transport, sample storage.	Time	73,332,978													Not yet implementing		
5.3	MF 18	Printing SOPs of sample transportation - package, transport, sample storage.	Time	88,675,808													Not yet implementing		
5.4	LCHMP61 HP0921	Procurement of equipment and consumables for sample transportation.	Time	1,379,790,998													Consulting with Technical Expert		
Grand total																			

## Implementation Progress follows to Conditions / Goal by year 2025 (Component 2)

(Using the progress schedule of each indicators including information from DHIS2 system or other)

No.	Indicator	Results
1	Number of molecular diagnostic analyzers maintained within national laboratory network that are operational (capable of testing and have been calibrated) within the reporting period	59
2	Total number of molecular diagnostic analyzers maintained on national registry of public health networks	60
3	Labs meeting 85% success rate and above in the selected PT scheme	17
4	Total number of labs participating in EQA / PT scheme in the country	18

## Challenges and recommendations (Component 2)

### Challenges for implementation

- National Norm and Standard Guideline is not yet ready for printing; need additional consultation especially basis infrastructure of each lab levels.
- Manual for laboratory integration is not yet ready for printing; need additional consultation meeting and agreed among key stakeholders.
- Biosafety: HEPA Filters replacement and fixing is in the process of preparation bidding documents and expected to invite company to submit the bidding documents.
- Pending for an approval of TWG on integrated laboratory and Specimen referral System from Minister; Coordination activities and mechanism has not been well established,

### Proposal / Resolution method

- Propose to organizing one more meeting to review the comprehensive information before printing National Standard Guideline for basis infrastructure.
- Propose to organizing one more meeting in order to review the comprehensive information before printing Manual of SOPs for laboratory Integration.
- Propose to invite the involved stakeholders (NTC, CHAS) for attending the monthly meeting with Development Partners (GF, FINE) and closely monitoring by DFP/NPCO.
- Follow up the approval of Minister's Decree on TWG - now this document is pending with his secretariate office.



## Challenges for implementation and Proposal / Resolution method (Component 2)

### Challenges for implementation

- GeneXpert machine entered into (GeneXpert Warranty Extension Plus Agreement) with Cepheid company that utilizing in laboratory of hospitals totaling 60 GXP and must revising the contract agreement following details:
  - SN: 110018585 (Hospital in Champasak province) waiting the update of warranty entry date of GeneXpert from Cepheid Company.
  - SN: 808136 (Hospital in Borkeo province) waiting the update of warranty entry date of GeneXpert from Cepheid Company.
  - SN: 110018584 (Hospital in Khammuan province) waiting the update of warranty entry date of GeneXpert from Cepheid Company.

While Warranty entry date of Agreement's GeneXpert did not match with Excel sheet received of SKN Company (Mr. Bounjo)

- SN: 110018579 (Setthathirath Hospital) waiting the certification of warranty entry date of GeneXpert from Cepheid Company.
  - SN: 110018310 (Tuberculosis Center) waiting the certification of warranty entry date of GeneXpert from Cepheid Company.
- Cepheid have not yet submitted the monthly and quarterly reports to the service buyer regularly

# Review service performance with Cepheid (1)

- Based on the contract Document D 66890, Rev A—executed between NCLE, DPF, and Cepheid on January 1, 2025:
  - NCLE as technical Implementing agency decided to have a meeting called with Cepheid to follow up the progress on 29 May 2025 to provide a comprehensive update on the Laos Service Performance for March and April 2025 regarding GXP;
- The meeting have discussed:
  - The progress update on the status of GXP functionality
  - Update the contract (specifically pages 11 and 22 (serial number of devices)) to reflect that three machines were unable to complete XPC due to a missing module, an unexpectedly broken GWB, and a lost machine.
  - To maintain the contractual commitment for 60 WE+ machines, these have been exchanged with three healthy machines.
  - Cepheid's recommendation, the company or ASP should strongly advise end users against installing unlicensed copies of Microsoft Office on any computers connected to the GXP system whenever they had a chance onsite visit or remotely check.
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Document Number: D66890  
Rev: A  
Effective: 8/2/2023  
Page 13 of 22

## GeneXpert® Warranty Extension Plus Agreement

Total Value of the Agreement	USD 454,800
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B) Features	Xpert Warranty
Online Technical support	included
Supply of 1 Xpert Check /per set of 4 modules per year <i>Note: Xpert Check kit to be run by the end user</i>	included
GeneXpert System and replacement parts (Computer, Module and others replacement parts. Printer is not included, and UPS only for GeneXpert Infinity)	included
Shipping costs for modules or parts (This is not applied for broken modules returning to Cepheid) (CIP Incoterms 2020)	included
Required and Mandatory Cepheid Gx software upgrades and updates	included
Onsite repair and travel and accommodation cost related (when cepheid / cepheid representative is present in the country)	included
KPI : Instrument uptime / module uptime / Timely critical part exchange / Timely PM (Annex B)	included
Quarterly and Yearly KPI review	included

### C) Cepheid Bank account

Bank :	Bank of America N.A.
IBAN :	GB43BOFA16505078197011
Swift Code :	BOFAGB22

# Review service performance with Cepheid (2)

- The meeting have discussed:
  - Unauthorized software installations can ruin the system, introduce security vulnerabilities, and potentially disrupt the optimal functioning of the GXP system.
  - Monthly performance service and updates should be regularly shared among stakeholders; and the performance service summary report shared via email
  - @NPCO team please support NCLE for the returning defective modules according to the contract
  - NCLE's focus, and responsibility remain solely only the 60 WE+ machines. Please note that NCLE is not responsible for any other GXP systems or devices that are not included in this contract

## GeneXpert® Warranty Extension Plus Agreement

### 4. Customer obligations and responsibilities

#### 4.1. Service requests and arrangements

In order to facilitate the support process, the Customer is required to:

Make service requests through the appropriate channels as described in Annex A;

Provide detailed information at the time of the service request and make every effort to be available to communicate with the technical support technician if required;

- (a) Notify technical support in advance of any pre-determined required assistance;
- (b) Ensure full and unfettered access to the Service Provider's engineer to the Instrument. The Service Provider shall not be deemed responsible for any delays incurred to repairs on inaccessible Instruments. The Customer may be invoiced for lost time and travel expenses resulting.

#### 4.2 Instrument data backup

It is the Customer's sole responsibility to complete a backup of all existing data on the supported Instruments prior to the Service Provider performing any services.

#### 4.3 Instrument daily and weekly maintenance

The Customer is responsible for basic daily and weekly maintenance of the Instrument as described in Annex E.

## GeneXpert® Warranty Extension Plus Agreement

### 4.4 High-risk and Hazardous locations identification

Where coverage of sites in high-risk and hazardous location is included in the agreement as defined in Annex G List of Instruments Under Coverage and to ensure the continuity of testing, the Customer agrees:

- (a) To permit the rotation of Instruments so as to allow swapping to occur without the need to swap back Instruments once repaired.
- (b) To ensure the timely return of any swapped modules, computers or Instruments.
- (c) To purchase sufficient modules and spare Instruments to allow swapping of modules and systems to occur.

### 5 Monitoring service requests and service provider performance.

#### 5.3 Monthly reporting

Cepheid must provide monthly performance report via email, a template of which is provided in Annex D, to the Customer and the Customer's procurement agent.

#### 5.4 Performance reviews

On a quarterly basis Cepheid and Customer will agree to review together the provider performance.

# Cepheid Notification (1)

- On 11 June 2025, NCLE received the two Notification letters from Cepheid about Microsoft support for GXP Devices



June 30, 2023

## End of Windows 7 Cybersecurity Support for GeneXpert® Systems

Dear Valued Customer,

*Microsoft ended Windows 7 Operating System (OS) support in January 2020, discontinuing patches and updates. Consequently, Cepheid is no longer able to support the latest cybersecurity and privacy standards on Windows 7 OS computers. Your instrument software and current tests will continue to work with Windows 7 OS. However, as of June 30, 2023 all future GeneXpert Dx, Infinity Xpertise, or Xpert Check software releases (the GeneXpert systems) will not be compatible with Windows 7 OS.*

To keep your data as safe as possible, as you may recall from prior communications, **Cepheid has recommended replacing Windows 7 computers directly connected to your instrument with a Cepheid configured Windows 10 computer.** If you continue to utilize a computer connected to your instrument running on Windows 7 OS, you may expose your data on that computer, and any connected device(s) to cybersecurity vulnerabilities. Given that Microsoft no longer provides Windows 7 support or patching, Cepheid cannot be responsible for the potential impact of any such vulnerabilities if your facility chooses to continue to use your Windows 7 based system connected to the internet. For more details, please review the Frequently Asked Questions on page 3 of this communication or contact your local Cepheid representative.

We value your continued business and loyalty to our products, appreciate your partnership, and will continue to strive to work with you on a personalized transition option to our latest and highest quality solutions and technologies.

For further assistance, please contact Cepheid technical support by submitting a case online at <http://www.cepheid.com/us/support/support/contact-support-online>. Or, if you prefer, please contact us at one of the phone numbers/email addresses in your region (see page 2 of this letter).

Sincerely,

Cepheid



# Cepheid Notification (2)

- On 11 June 2025, NCLE received the two Notification letters from Cepheid about Microsoft support for GXP



Received 11/6/2025  
Bamf

March 31<sup>st</sup>, 2025

**Subject:** Microsoft End of Support for the Windows 10 Professional Operating System

**Attention:** All GeneXpert® customers outside the USA

Dear Valued Customer,

As part of Cepheid's commitment to ensuring consistent Microsoft security patch management, we are informing you of Microsoft's decision to end the support of Windows 10 Professional operating system (Windows 10 Pro OS) on October 14, 2025.

After October 14, 2025, your instrument's software and current tests will continue to work with Windows 10 Pro OS. However, Microsoft will stop releasing critical security patches and updates to Windows 10 Pro OS. Consequently, you will not be able, and Cepheid will not be able to support the latest cybersecurity and privacy standards on Windows 10 Pro OS computers. In addition, versions of the GeneXpert Dx software higher than version 6.5 may no longer be validated on the Windows 10 Pro OS.

Therefore, given that customers may have a duty to maintain certain data in a secure and private way, it is highly recommended to plan for this Microsoft end of support for Windows 10 Pro OS. Cepheid does not currently support Windows 11 Pro, and customers should not update their computers to a version of Windows OS that is higher than Windows 10.

# Update on Contract revisions based on called 29 May 2025

- Request Cepheid update the contract (specifically pages 11 and 22 (serial number of devices)) to reflect that three machines were unable to complete XPC due to a missing module, an unexpectedly broken GWB, and a lost machine.
- On 12 June 2025, NCLE received contract amendment to be reviewed and signed



Amendment n°01 to the  
Warranty Extension Agreement  
between  
Cepheid HBDC SAS("Cepheid")  
and  
("Customer")

This First Amendment to the Warranty Extension Agreement signed on 21 January 2025 and 22 January 2025 is made as of the date of the last signature below and effective as of May 01, 2025, ("Amendment Effective Date").

The Customer and Cepheid are each a "Party" and collectively the "Parties" to this Amendment.

RECITALS

- A. Cepheid and the Customer have previously entered into that Warranty Extension Agreement signed on 1<sup>st</sup> January 2025 (the "Agreement").
- B. The list instruments covered under the Agreement are set out in Annexure 1 (A) of the Agreement and the Parties hereby wish to amend the list of instruments covered as described below.
- C. **NOW THEREFORE**, in consideration of the mutual agreements contained below and other good and valuable consideration, the receipt and adequacy of which is acknowledged, the parties agree as follows:
1. Definitions. All capitalized terms in this Amendment that are not defined herein shall have the meanings provided in the Agreement.
2. Revision of the list of instruments. Annexure 1 (A) of Agreement is deleted partially and replaced with the table below. Coverage period will remain as **Nov. 10 2024 to Nov 09 2026**

Instrument SN will be removed from Contract	Instrument SN will be added to Contract
110013565 (10-color)	110018585 (10-color)
814420 (6-color)	808136 (6-color)
845585 (6-color)	110018584 (10-color)



3. Miscellaneous. Except as modified and amended herein, all terms, conditions and provisions contained in the Agreement shall remain unchanged and in full force and effect. This Amendment may be executed in one or more counterparts, each of which shall be deemed as original and all of which shall together constitute one in the same agreement. The individuals named below who are executing this Amendment on behalf of the parties are duly authorized to make the representations contained herein, to execute this Amendment, and to bind their respective organizations to the terms hereof.

IN WITNESS WHEREOF, and intending to be legally bound, the Parties have signed this Amendment as of the date below.

CEPHEID: By: _____  Name: Yong King Ling  Title: Vice President – Customer Care Asia Pacific  Date: _____	CUSTOMER: By: _____  Name: _____  Title: _____  Date: _____
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**Thank you very much**