

Conducting an LIS Vendor Selection for a Diagnostics Company

The client is a commercial-stage molecular diagnostics company. They offer two laboratory-developed genetic diagnostic prognostic and predictive tests that support physicians in the treatment of cancer patients nationwide through its CLIA-certified, CAP-accredited laboratory.

The client is a leader in the development of evidence-based biomarkers to address unmet medical needs, and the company has set the foundation for rapid growth. They use a customized Electronic Laboratory Notebook (ELN) as their Laboratory Information System (LIS). The platform supports the core sample management workflow and final report generation, processing approximately 200 orders daily.

The client engaged Clarkston to assist in assessing their operations and determining the best-fit system type (LIMS or LIS) for their business processes. Clarkston performed a market scan of relevant vendors, collaborating with the client to author a Request for Proposal (RFP) document, designing scenarios and scripts for the vendors to follow during demonstrations, developing demo scorecards to be completed by the client stakeholders, and providing an unbiased and data-driven final recommendation.

Life Sciences Case Study

PROJECT OVERVIEW

INDUSTRY:



Life Sciences

PRODUCTS AND SERVICES :



Molecular
Diagnostics

PRIMARY OBJECTIVES:

- Identify a scalable laboratory system solution that can evolve as the business grows and to support expanded claims of their current tests
- Support the selection of a laboratory system solution
- Provide an accelerated selection process, with a market-scan and short-list of target solutions

RESOLUTION:

Clarkston's approach was based on a customizable solution selection methodology leveraging pre-built templates and scoring tools. The following highlights our implemented methodology:

- Documented selection criteria for the software selection process, including scenario identification and definition
- Provided a comprehensive market scan of over two dozen full-suite and niche software vendors
- Leveraged a vendor questionnaire to prioritize suitable vendors
- Completed RFP document, inclusive of the desires, requirements, and emerging opportunities of the business
- Used a comprehensive scorecard tool to calculate vendor demonstration ratings according to pre-established selection criteria
- Simplified and consolidated RFP response summary workbook inclusive of all RFP responses
- Authored a demo script package for vendors to follow during software demonstration sessions aligned with client needs
- Delivered a thorough vendor evaluation analysis of proposals, demos, and presentations
- Provided final recommendation for senior stakeholders to obtain approval to confirm the short-listed vendors

KEY BENEFITS:

- Full scan of potential vendors with selection criteria to ensure the chosen system would meet their short- and long-term business goals
- Guided client to a condensed LIS list of 3 vendors to make a selective, informed decision
- Assurance that organizational, business, and functional considerations were taken
- Subject Matter Expert analysis of the RFP submissions from all areas of the business using an Evaluation Matrix to build confidence in the system selected



KPIs

- Initial Market Scan of 25 LIS vendors
- Questionnaires sent to 15 viable candidates
- Request for Proposal sent to 10 vendors
- Short-listed to 3 finalists for further evaluation/negotiation

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