

Central Bank of Lesotho



REQUEST FOR PROPOSAL (RFP)

RE-TENDER

**RFP TITTLE:
ACQUISITION OF A FIXED ASSETS MANAGEMENT SYSTEM**

**RFP No:
CBL/FNC/C/TC/05/2022**

**ISSUE DATE:
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1.0. TERMINOLOGY FOR THIS RFP

Throughout this RFP, the terminology is used as follows:

- “**Bank**” means the Central Bank of Lesotho;
 - “**Contract**” means the written agreement resulting from this RFP executed by the Bank and the Consultant;
 - “**Consultant**” means the successful Proponent to this RFP who enters into a written Contract with the Bank;
 - “**Must**”, or “**Mandatory**” means a requirement that failure to meet shall result in disqualification.

2.0. LIST OF ACRONYMS

ACRONYM	DEFINITION
CBL	Central Bank of Lesotho (the Bank)
CBL ACT 2000	Central Bank of Lesotho Act 2000
FD	Finance Department
PPE	Property Plant and Equipment
GL	General Ledger
IAS	International Accounting Standards
IFRS	International Financial Reporting Standards
QCBS	Quantum Central Banking System
CV	Carrying Value
RFP	Request for Proposals
AD	Accounting Division
BPM	Business Process Management/ Eworkflow
FAMS	Fixed Assets Management System
ERP/SAGE 300	Enterprise Resource Planning
DOF	Director of Finance
BPD	Budget and Procurement Division
LRCC	Lehakoe Recreation and Cultural Centre
GRN	Goods Received Note

3.0. INTRODUCTION

The Bank currently uses asset management software/ system called "Assetware Manager" to manage and maintain the tangible and intangible assets of the Bank. The system has proved to have limitations that have propelled the Bank to look for an alternative solution that will meet our needs.

Assetware Manager's limitations include the inability to review the useful live of the asset before they are fully depreciated i.e with a net book value of zero.

Owing to this limitation and others, the Bank maintains such assets outside the system. This is not desirable, as it does not have audit trail and is prone to manipulation and errors.

To this end, the Bank has resolved to acquire a new fixed assets management system which has all the functionalities needed to maintain a sound and fully automated FAMS, including the functionality of the re-assessment of useful lives.

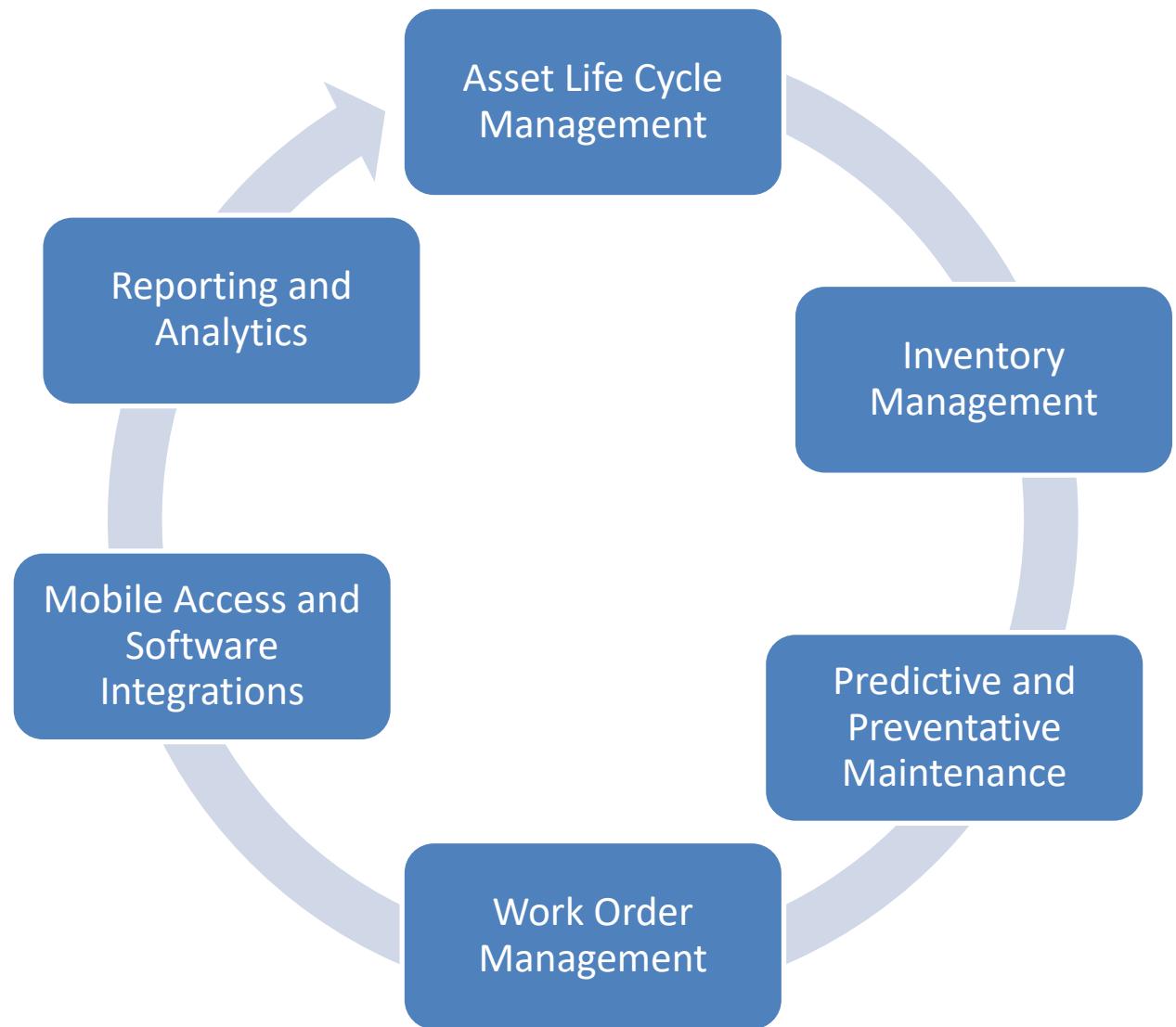
4.0. PROJECT OBJECTIVES

The objectives of this Request for Proposals (RFP) is to procure a fixed assets management system that will provide the following:

- Accurate and complete transparency of data for all the tangible and intangible assets of the bank
- Ensure that all assets maintained and management remain compliant with regulatory requirements and best practice standards, e.g. (IFRS).
- To have a functionality that allows correction of a transaction incorrectly recorded as item of fixed asset to be amended
- Functionality to provide message notifications or pop ups for assets due for disposal and re-assessment of useful life of assets.
- To allow multiple teams to access relevant asset data at any location
- Accurate and timely reports.
- To maintain a clear audit trail of users.
- To come with external scanning devices to enable physical verification of assets.
- To have a functionality that distinguishes the assets of the CBL and affiliated LRCC differently in terms of asset numbers with divisional acronym preceding the asset number e.g OFF001 (for CBL office furniture) and LH OFF 01(LRCC office furniture).

In addition, the system must have the capabilities to interface with existing systems of the Bank such as the SAGE 300, QCBS and BPM (E-workflow system).

The functionalities of Fixed Assets Management system required are summarized in the below diagram.



5.0. SCOPE OF WORK

The vendor shall be expected to deliver an automated fixed assets management system that meets business and technical requirements outlined in this RFP document e.g under project Objectives. The Bank is looking for a system that complies with regulatory (e.g. taxation) and International Financial Reporting Standards (IFRS) and that will be able to provide various reports that are critical in the day-to-day operations of the Bank.

Also critical to the implementation is the multistage User Acceptance Testing (UAT) cycle, which, upon completion, will have to be signed-off by the project manager following confirmation that the system fulfils all CBL requirements. It is also of importance that the preferred vendor provides functional, technical and end-user training manuals and training for both business users and IT support staff.

6.0. GOVERNANCE

Finance Department is responsible for the management and maintenance of the fixed assets register and access to the system is expected from the level of the Director of Finance up to the Accountant. Access rights into the system range from data input, approval of data input, extraction of data and report as well as read only for different levels as may be required.

Director of Finance and the CBL Project Board are responsible for the general Governance of the project implementation.

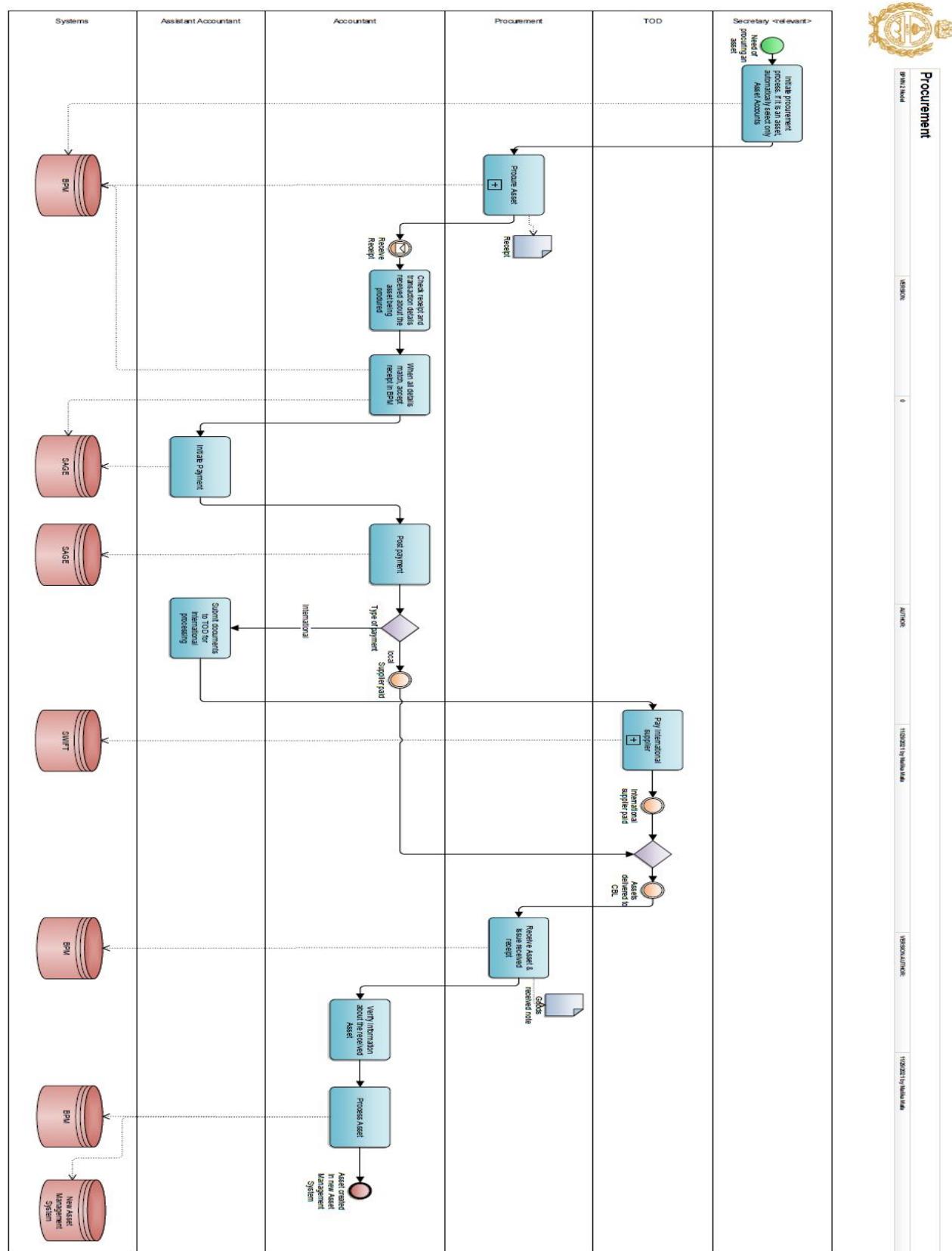
7.0. SYSTEM FUNCTIONAL REQUIREMENTS

a) Acquisition and maintenance of assets

The CBL fixed assets acquisition process follows the below process flow. This ensures that the process is segregated in a way that the department's mandate of ensuring purchase, receipt, tagging, maintenance and disposal of assets is fulfilled.

- i.** The acquisition process starts from Budget and Procurement Division after an asset has been received and a Goods Received Note (GRN) completed.
- ii.** Accounting Division Accountant receives email notification that a new asset has been added in E-workflow.

- iii. Accountant then confirms the addition of the asset in FAMS as per Goods Received Note (GRN) and makes addition of any other details necessary e.g. cost of the asset, depreciation start date, method, asset category and unique asset number.





Updating Asset in New Asset Management System (2) Future

BPMN 2 Model

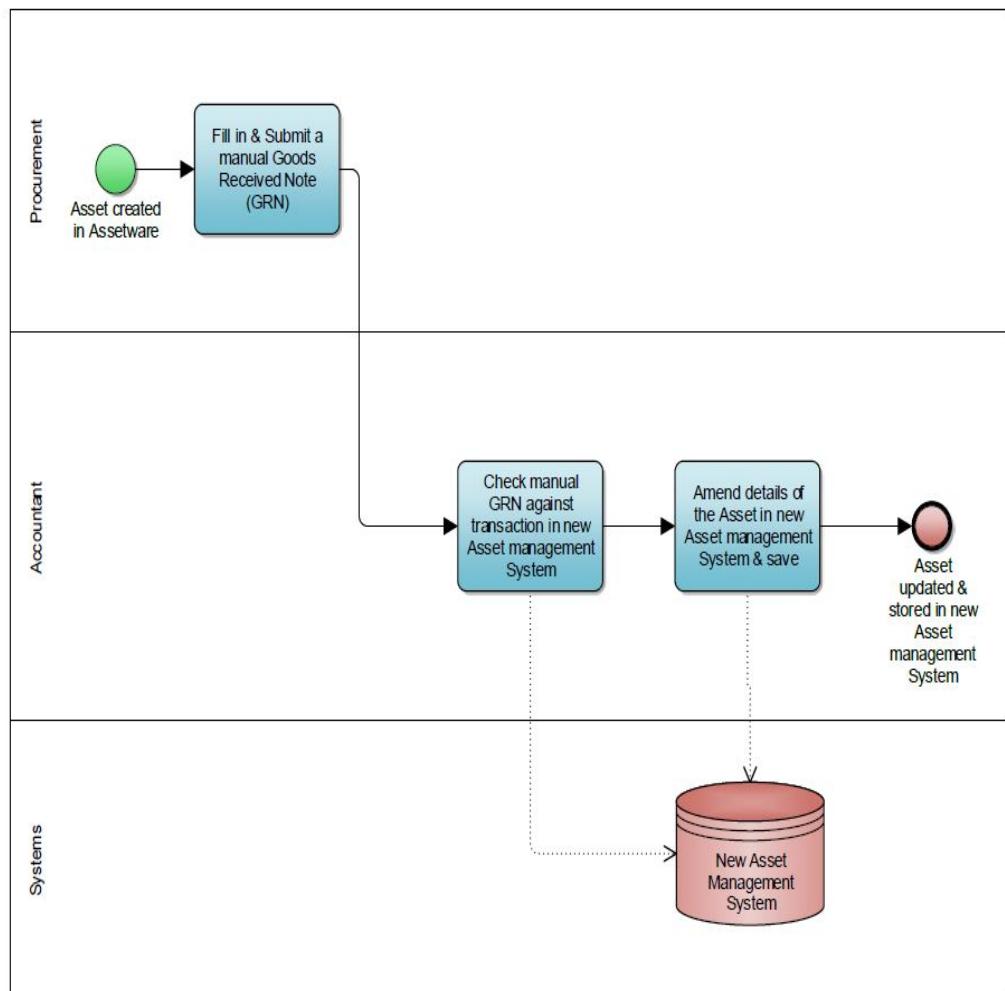
VERSION:

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AUTHOR:

8/5/2022 by Malika Mafa

VERSION AUTHOR: 8/5/2022 by Malika Mafa



b) Reconciliation of assets in General Ledger (GL)

The system should allow the upload from SAGE 300 for the Accountant to review the general ledger transaction listing report of the added non-current asset to ensure that the addition has been accurately posted in the general ledger account. The system should allow the transaction listing report to be reconciled to Goods Received Note from E-workflow.

c) Disposal of assets

Upon initiation of disposal process, the system should be able to simultaneously upload bulk disposal transactions and allow for provisional posting into the GL.

The system should be flexible to allow processing of reversal journals for reinstatement of assets that were erroneously disposed.

d) Depreciation/ Amortization

At each month end, the system must enable initiation of a monthly run for depreciation and amortization in FAMS and creation of the depreciation journal per the below process and post the journal to the GL.

The system should be able to separate depreciation calculation of revalued assets into two classes i.e. depreciation on cost and depreciation on revaluation.

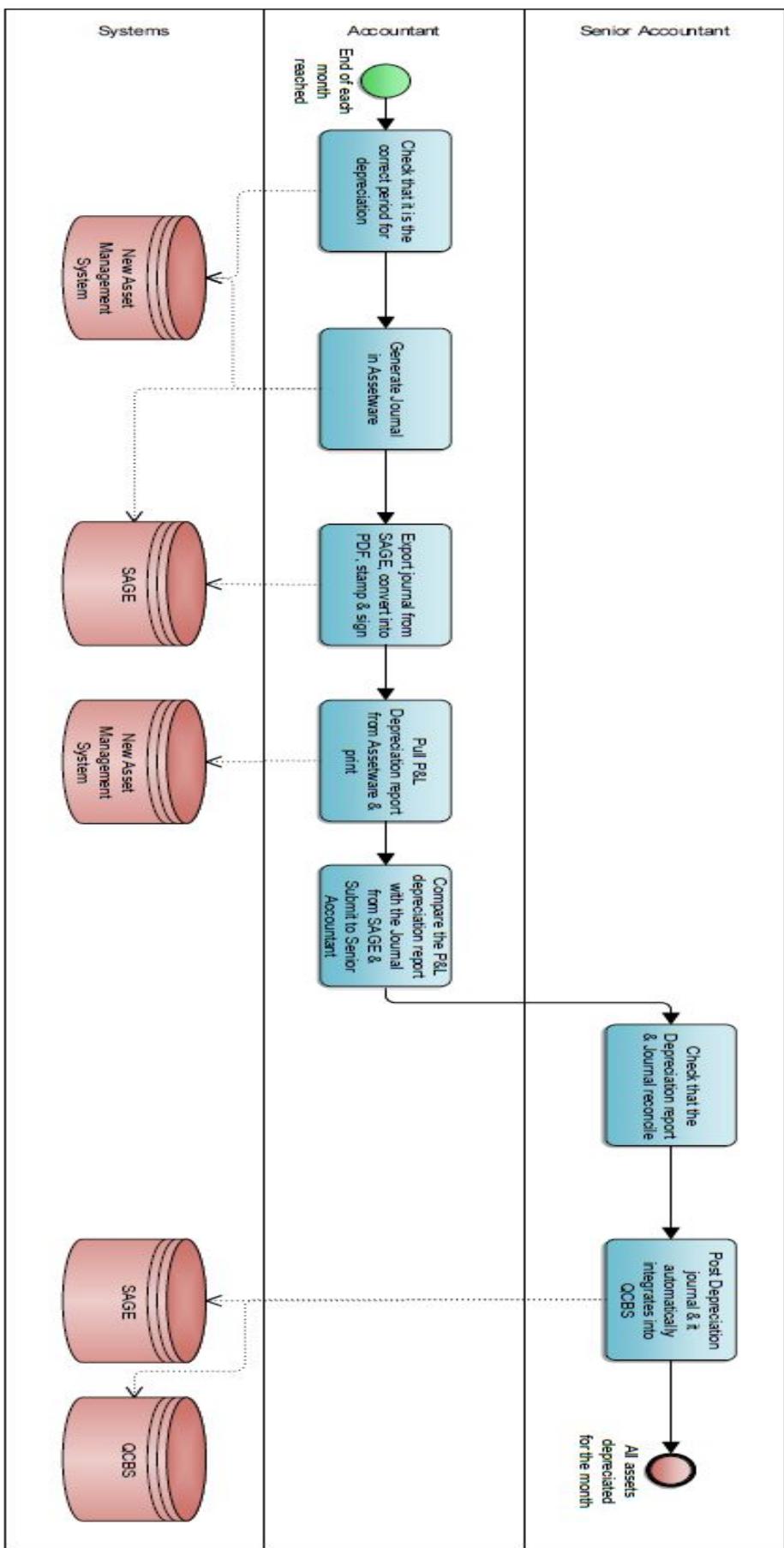
Depreciation is calculated in accordance with the Bank's policy and it is as follows:

Item:	Rates
Tangible	
Buildings	1.5%
Housing Furniture	10%
Office Furniture	10%
Motor Vehicles	20%
IT Equipment	20%
Office Equipment	20%
Housing Equipment	20%
Security Equipment	20%
Intangible	
Software	10%



Depreciation (3) Future

BP MIN 2 Model	VERSION:	0	AUTHOR:	1/26/2022 by Milla Wijephata	VERSION AUTHOR:	6/20/2022 by System Administrator
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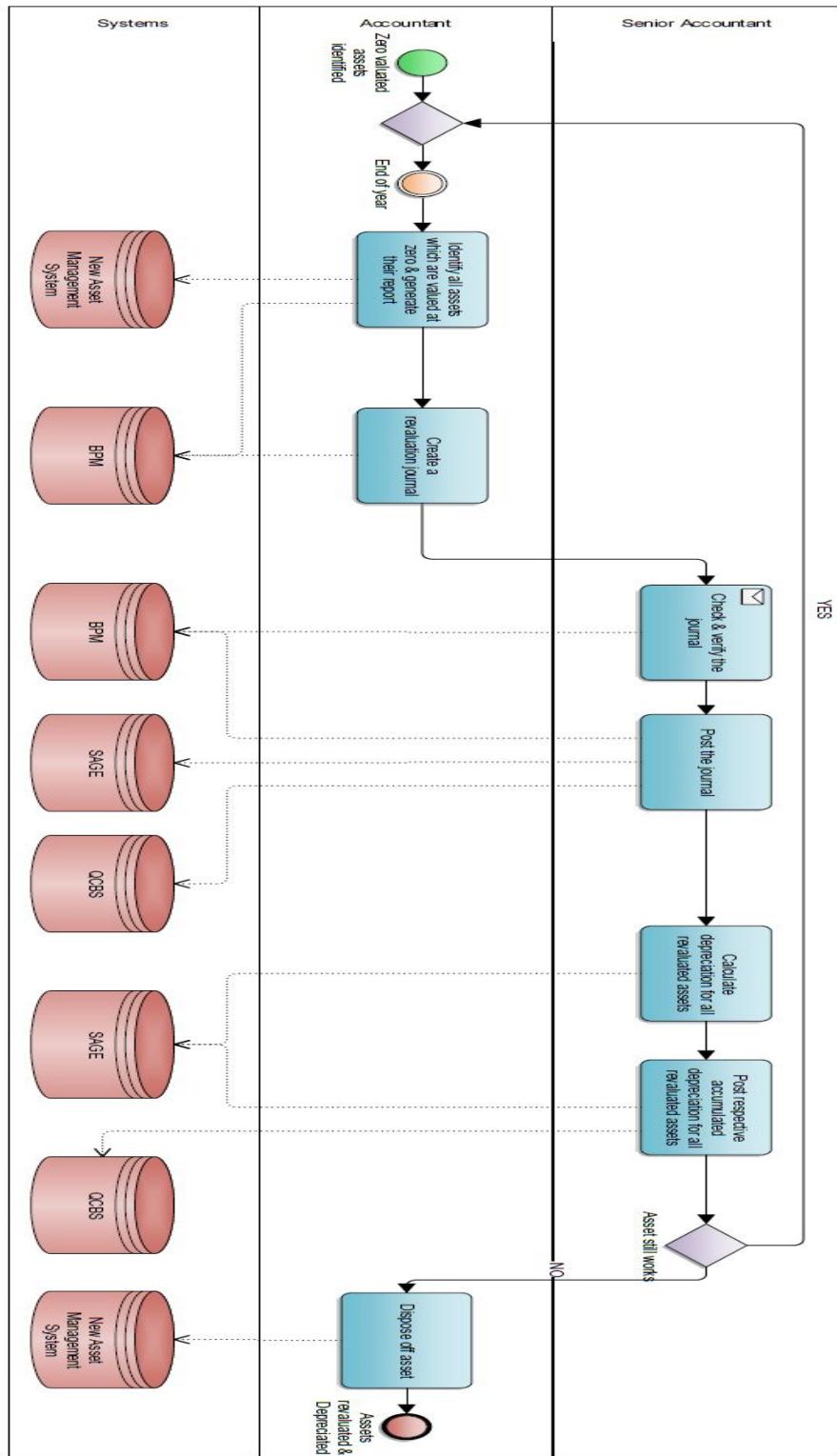
e) Reassessment of estimated useful life of assets

Upon receiving notification to reassess new estimated useful life, the system must have a functionality to review the assets with the corresponding revaluation amounts in bulk uploads.



Revaluation of Fully depreciated Assets (4) Future

BPW 2 Model	VERSION: 0	AUTHOR: 02/02/2022 by Nitika Nagpal	VERSION/AUTHOR: 02/02/2022 by System Administrator
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f) Work In Progress

Upon receipt of goods, a goods received note is raised in eworkflow, afterwhich FAMS should allow for instant integration of transactions into different categories of work in progress accounts.

g) Revaluation of fixed assets

Following the revaluation of assets FAMS must allow capturing of revalued amounts and process the posting of the revaluation batch to update the affected general ledger.

h) Compliance with IFRS and Tax laws

FAMS must comply with relevant IFRS standards especially IAS 16 with regards to recognition, measurement and de-recognition of fixed assets. It should also have ability to classify asset classes as either equipment, furniture, motor vehicles etc. FAMS should have both accounting (per Bank's fixed assets policy) and tax books (per tax authority depreciation rates).

i) Tracking, verification and reconciliation of assets

FAMS must have external scanning devices to enable physical verification of assets. The system must allow for extraction of list of all assets into scanners and back to the system after the physical verification has been performed. After the count, the system must produce exceptional reports for further investigation.

8.0. TECHNICAL REQUIREMENTS

8.1 INSTALLATION

Installation of the system must be an “on-premises hosting” instead of cloud.

8.2 TECHNOLOGY SOFTWARE

Web-enabled, multi-browser support and Hyper Text Transfer Protocol Secure (HTTPS).

For Java-based systems, use of Java 7 or higher and hosted on Oracle WebLogic 11g/IBM WebSphere 8.5/JBoss 6.4 or higher.

8.3 SYSTEM PLATFORM

a) Database (DB)

Run on the latest version of a relational database management software.

b) Operating Software

Latest version of an operating system.

c) Server

The Bank’s Infrastructure environment comprises physical servers and virtual servers. On the virtual environment, servers that meet the vendor’s specifications can easily be provided. However, for physical servers, an assessment will be made to ascertain whether vendors’ requirements can be met. The vendor is expected to specify the server’s CPU, Memory, Storage and Network that will ensure the system’s optimal performance.

d) Client

The Bank users use laptops and desktops that run on windows 2010 and are connected to the main network through Wi-Fi or Ethernet. The bidder is expected to specify the PCs, CPU, Memory, Storage and Network to ensure the system’s optimal performance.

e) Printers

The Bank runs a number of networked printers that are shared amongst users. There is still a small number of standalone printers, but shared printing is the preferred arrangement. The vendor is expected to specify the type of printers needed for the system.

f) Configuration

Configured to run on three (3) environments, production, disaster recovery, and User Acceptance Test (UAT).

8.4 SYSTEM FEATURES

a) Response time and throughput

Shortest possible time between user action and response from the system, with at-least 10 users concurrently logged on.

b) Controls and Monitoring

Ability to, among others, operate on a business date basis, support business calendar, referential integrity, data entry integrity and validation checks, with the ability to customize password policies.

c) User Interfaces

- i. User-friendly system with graphical user interface features. Menu driven system, giving users easy access to functions, including customization of tool bars.
- ii. The system must also provide additional interfaces to system administrators to perform technical and administrative support functions, among others.

d) System Interface

- i. Capabilities to interface with SAGE 300 system, and eworkflow.
- ii. Manual and automated upload of data from other designated sources.

e) Communication Interface

The system must support interfacing with the Bank's internal mail system.

f) System Tools

The system must support but not limited to the following functionality/tools

- i. Enforce segregation of duties with role-based access to granular level functionality;
- ii. A minimum of two-person authorization;
- iii. Provision of a detailed audit trail functionality, where all actions/changes are logged with date, time, changes, users etc.
- iv. Provision of context-sensitive on-line help;
- v. Report writer for customization of reports;
- vi. Standard reports of assets e.g additions report, movement reports

- vii. Reports with search, filter and sort features;
- viii. Scheduling of processes for specific functions, including, but not limited to report generation at specific times or event driven;
- ix. Exporting of different reports formats e.g pdf, csv, excel etc.

g) System Security

- i. Data encryption when in rest mode, as well as during transmission and multi-factor authentication, among others;
- ii. Prevention of concurrent multiple-entry logging by any single user;
- iii. Availability of online “self-manage password” services;

h) Disaster Recovery

- i. Provision of real-time replication, failover capability, recovery time of 4 hours with zero data loss in the event of a disaster occurring on the Bank’s main site;
- ii. Daily operations data must reside in a database, and not on application server files to enable easy synchronization between Data Center (DC) and Disaster Recovery (DR) sites;
- iii. Minimized mean-time-to-repair (MTTR), such that recovery entails only starting up the database and application with only a few checks.

9.0. PROJECT IMPLEMENTATION REQUIREMENTS

9.1 IMPLEMENTATION STRATEGY

The overall project management responsibilities of the project will be overseen by the CBL. The CBL has adopted PRINCE 2 as a project management methodology of choice; therefore, the bidder is expected to conform to the PRINCE 2 reporting standards.

The following are deemed important in the implementation of the project:

- a)** The project management will consist, at a minimum, of a project plan, project governance, and project risk management along with key project team personnel. Detailed breakdown structure of the implementation using Gantt Chart, as a minimum, shall be provided by the bidder to CBL to be assimilated into the overall plan;
- b)** While the overall responsibility of the program management will be with CBL, the bidder is expected to staff the project team with adequate personal to internally manage the project. For better coordination, the bidder shall have an onsite project manager for the duration of the project. The proposed replacement of any key personnel will require prior consent;
- c)** The implementation must be conducted at the CBL's premise and within the implementation process; functional and technical training will be conducted with specific modules of the system and targeted to project team members who will be from different offices based on their roles and responsibilities;
- d)** Installation, configuration, testing and implementation services in three (3) environments, including User Acceptance Test (UAT), Production (PRD) and Disaster Recovery (DR) shall be included.
- e)** During implementation, the bidder shall follow agile implementation methodology and conduct parallel run approach for go-live with the legacy system before cutting it off;
- f)** In UAT, testing must be conducted based on the business/user requirements as defined in this RFP. The testing will support all possible business transactions, which could happen in the system. The testing will include integration with relevant systems.
- g)** For data migration, the bidder MUST provide clear written guidelines for migrating data from the legacy systems to the proposed FAMS. After migration, the Bidder must provide a report on the reconciled data between the legacy systems and the proposed FAMS.

9.2 FUNCTIONAL TRAINING AND TECHNICAL SUPPORT

- a)** The Consultant shall provide onsite functional, technical, and end user training.
 - i.** **Functional Training** - Classroom sessions on all required modules for the Project Core Team (business super users, other users) around the time of product installation on the test environment, at the CBL's office location. This training must include configuration, processing, query, and reporting aspects of the system. Training manuals must be designed and provided to the participants;
 - ii.** **Technical Training** - Classroom sessions on all technical aspects of the system like data organization, customization, interfacing with other standard software; SAGE 300 and eworkflow. The training must include installation and maintenance aspects of the system. The training must be given to the Project Technical Team around the time of product installation on the test environment, at the CBL's office location. Training manuals must be provided to the participants;
 - iii.** **End User Training** - Classroom sessions for End Users (processing users, inquiry users) around the time of product installation on the testing environment and again just before going live) at the CBL's office location. Training manuals must be provided to the participants.

- b)** Support and Maintenance Requirements
 - i.** Go-live support
 - ii.** Onsite support (CBL) for two (2) weeks before go live and two (2) weeks after go live.
 - iii.** Develop cut over plan for moving the FAMS and related interfaces to production. Cut over plan must include failover (DR) testing - both within and between datacenters.
 - iv.** Prepare a checklist for readiness to go live and verify status and work with the project team to address lack of readiness. (The Consultant's implementation team must provide the plan for going live in the initial phases of the project to avoid late surprises.)
 - v.** Work with the project team to execute the cut over plan.
 - vi.** Advise and work with the project team to address issues before going live.

- vii. Post go-live, assign issues the highest priority for resolution and escalate issues quickly and to the right party within the Consultant's company.
- viii. Maintenance/Services, Methodology
- ix. The Consultant is required to provide, at a minimum, coverage of CBL's hours of operation with multi-level support with various communication channels such as phone, email, and instant messenger. A 24/7 support is desirable.
- x. Any new version (major or minor or patch) release on the product by the Consultant can be optimally opted by CBL to be implemented in their installations. During implementation, all required technical, functional documentation and support/training must be provided.

10.0. PROPOSAL PREPARATION (Proposal Format)

10.1 TECHNICAL PROPOSAL

Evaluation of proposals is made easier when proponents respond in a similar manner. The following format and sequence must be followed in order to provide consistency in proponent responses and to ensure that each proposal receives full consideration:

a) The proposed solution/system

In this part of the proposal, the Proponent shall clearly provide details of the solution proposed, explain how it meets the functional requirements and summarize concisely its suitability to the CBL environment. Proponents are also requested to fully fill/ respond to the requirements matrix in the subsequent section.

b) Project Plan and detailed project approach

A detailed project plan must be mapped, indicating the duration of the project. The proponents are required to detail the approach or process they propose to deliver the project and where possible indicate in stages, as well as key deliverables to be achieved at each stage. The training offering, project implementation capabilities and support and maintenance offering must be clearly indicated as part of the approach.

c) Proponent Financial capability

Proponents must demonstrate their financial capability to meet their financial obligations under the assignment. A recent financial statement of the bidder duly signed by an Audit Firm or practicing Chartered Accountant for the past two years or a credit line letter from an authorized Financial Institution must be provided. The bidder's financial statements must be unqualified and show no financial losses in the most recent financial years or the bidder's credit line letter from an authorized Financial Institution must indicate a positive credit /loan support

d) Proponent Experience

Proponents must provide a brief summary of their suitability, outlining specifically the proponent's track record and nature of assignments relevant to this project. Market Perception and Product Exposure must also be demonstrated. The proponent's relevant experience in the last five years must be supported by a minimum of two reference letters.

e) Project Implementation Team Composition

The composition of the implementation team for the project must be clearly shown and the roles they will play. A Curriculum Vitae (limited to 3 pages) for each professional staff and key sub-professional team members must be provided and must show clearly the following details:

- Name, Age, Nationality and Position in Team;
- Educational Qualifications preferably one project team member must possess an accounting background (Chartered Accountancy or B.Comm degree);
- Professional Qualifications (professional registration, societies, honours, publications)
- Experience implementing similar projects

(The Team Leaders must possess experience of at least 3 years in assignments of similar nature.)

f) Mandatory Documents (Required as part of the proposal):

The proponents must have the following documents as attachments to their proposals:

Requirement	Supported by:
Trading compliance	Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.
Tax Compliance	Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each proponent's Inland tax authority. E.g SARS or LRA.
Letter of Introduction	One-page letter of introduction identifying the proponent (proponent's name and physical address together with contact details; contact person, telephone number and e-mail address) and signed by the person or persons authorized to sign on behalf of, and bind the proponent to statements made in the proposal.

g) Proponents must **fully** fill and/or respond to the questions on the attached forms as follows:

- Form 1: Instructions to Bidders
- Form 2: Company Background
- Form 3: Functional Requirements Matrix
- Form 4: Technical Requirements Matrix

FORM 1: INSTRUCTIONS TO BIDDERS

PROJECT: FIXED ASSETS MANAGEMENT SYSTEM (FAMS).

NAME OF PROJECT/ITEM: Fixed Assets Management System (FAMS)

NAME OF BIDDER/Offeror: _____

INSTRUCTIONS TO BIDDER(S):

- Bidders shall fill-up the “Name of Bidder/Offeror” above, and the availability column.
- Each Bidder shall identify the Availability of the Central Bank of Lesotho's specifications based on the following:
 - (i) Available (A): Requirement is “Out of the Box”
 - (ii) Unavailable (U): Requirement Not Available
 - (iii) Partially Available (P): Requirement ONLY partially “Out of the Box”
- For all questions as identified in the requirement matrix, Offeror must ensure, along with their responses, to check either:
 - (i) 1 = Core FAMS or
 - (ii) 2 = Optional/modular add-on (MUST specify which module or add-on)
- Each Vendor/Offeror must respond to every stated request or requirement providing very clear description and explanation on how the system complies with the requirement. The Vendor/Offeror must identify any substantive assumption made in preparing its responses.
- Failure to provide an answer to an item with complete descriptive response will be viewed as non-responsive.

Where a requirement is Partially Available or Unavailable, the Vendor/Offeror must indicate / describe what is partially supported and what is not supported, clearly providing its reasons and explain its proposed alternative, if applicable, and the advantages and disadvantages to CBL of such proposal.

FORM 2: COMPANY BACKGROUND

COMPANY BACKGROUND		
REFERENCE NO.	QUESTIONS/REQUIREMENTS	DESCRIPTION
CB	COMPANY BACKGROUND	CORPORATE
CB-COR-01	How many subsidiaries does your company have, and in which regions are they located?	
CB-COR-02	From which location/subsidiary will the Central Bank of Lesotho be receiving services?	
CB-COR-03	What percentage of the company's annual revenue is sale of FAMS?	
CB-COR-04	Is your company involved in any merger or acquisition? Provide details, including expected timelines	
CB-COR-05	Please provide a copy of your audited financial statements for the past two years. Attach the financial statements and clearly label them exhibit "CB-COR-05"	

CB-COR-06	Are there any other finance-related challenges that will affect implementation of FAMS? If Yes, provide details.	
CLM	CLIENT MANAGEMENT	
CB-CLM-01	How long ago was your last business relating to supply of FAMS?	
CB-CLM-02	How many of your current clients still use FAMS supplied by your company?	
CB-CLM-03	Having supplied many of your clients with this or similar solutions in the past, do you believe you satisfied all their needs so much that the challenges they used to face before implementation are no longer there? Provide details. Please attach a minimum Two (2) positive reference letters from Clients directly addressed to the Bank that were provided with a similar service in the last five years. The reference letters must clearly indicate the duration of association and the contact details of the client for verification.	
LEG	LEGAL	
CB-LEG-01	Has there ever been any litigation against your organization initiated by any of your clients? If yes, please provide details and results for each, as well as the status of those that are still outstanding.	

CB-LEG-02	Have any of your FAMS projects been terminated prior to completion? If yes, please provide details.	
CB-LEG-03	Has your organization ever filed for bankruptcy?	
GEN	GENERAL	
CB-GEN-01	What are the primary benefits to your organization if you get this contract awarded to you?	
CB-GEN-02	What competitive advantage does your company have over others in terms of the product?	
CB-GEN-03	Please describe other specific challenges that you may face in the implementation of this project.	

FORM 3: FUNCTIONAL REQUIREMENTS MATRIX

FUNCTIONAL REQUIREMENTS		Offeror's Response			
REFERENCE NUMBER	QUESTIONS/REQUIREMENTS	AVAILABILITY (A) - Available (U) - Unavailable (P) - Partially Available	FUNCTIONALITY (1) - Core FAMS (2) - Optional / modular add-on	If Optional/modular add-on, MUST specify which module or add-on	1) Please provide clear description and explanation on how the system complies with the requirement. Where Available, provide evidence. 2) Where Partially Available or Unavailable, describe what is partially supported and what is not supported explaining proposed alternative, if applicable, and the advantages and disadvantages to the Central Bank of Lesotho of such a proposal.

AMFA	ACQUISITION AND MAINTENANCE OF FIXED ASSETS	A / U / P	1 / 2	ADDITIONAL MODULE	DESCRIBE THE SYSTEM'S FEATURE
FRM- AMFA -01	Is the system able to recognize the addition of a new asset after receipt of goods received note?				
FRM- AMFA -02	Does the system have a functionality that distinguishes the assets of the CBL and affiliated LRCC differently in terms of asset numbers with branch acronym preceding the asset number e.g OFF001 (for CBL office furniture) and LHF 001(LRCC office furniture)?				
FRM- AMFA -03	Is the system able to allow for update of additional assets details like depreciation rate (tax book and accounting book) , for newly acquired assets?				
FRM- AMFA -04	Does the system allow uploads of different formats and compare them with information in FAMS for reconciliation purposes? Does the system allow for notes to be attached to unreconciled items?				
FRM- AMFA-05	Does the system have a functionality to simultaneously upload bulk disposal of transactions and allow for provisional posting into the GL? Additionally can the system allow processing of reversal journals for restatement of erroneously disposed assets?				

FRM-AMFA-06	<p>Is the system able to process a monthly run for depreciation and amortization journal at the end of each month and post the journal to the GL?</p> <p>Is the system able to split depreciation on revalued assets into two categories i.e depreciation on cost and depreciation on revaluation?</p>				
FRM-AMFA-07	<p>Does the system have a functionality of issuing notifications e.g reassessment of useful life of an asset?</p> <p>Does the system have a functionality to review the assets with the corresponding revaluation amounts in bulk uploads?</p>				
FRM-AMFAH-08	Does FAMS allow for instant integration of transactions into different categories of work in progress accounts, upon receipt of GRN from eworkflow?				
FRM-AMFAH-09	Does FAMS allow for capturing of revalued amounts in bulk and process the posting of the revaluation batch to update the affected GL?				
FRM-AMFAH-10	<p>Does the system comply with applicable IFRS, e.g. IAS 16?</p> <p>Is the system able to recognise measurement and de-recognition of fixed assets and ability to classify asset classes as either equipment, furniture, motor vehicles etc?</p>				

	Does the system have two classes of books; being accounting book (as per the Bank's fixed assets policy) and tax book (as per the tax authority depreciation rates)?				
FRM-AMFAH-11	<p>Does FAMS come with external scanning devices to enable physical verification of assets?</p> <p>Does the system allow for extraction of list of all assets into scanners and back to the system after the physical verification has been performed?</p> <p>After the count, does the system produce exceptional reports for further investigation?</p>				
FRM-AMFAH-12	Does the system allow correction of a transaction/(s) incorrectly recorded as item of fixed asset?				
DM	DATA MANAGEMENT	A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
DMG	DATA MIGRATION				
DM-DMG-1	Data migration must ensure the completeness, correctness, and integrity of data via controlled reports validated by users. Please describe how the system will support this?				

DM-DMG-2	Does the system have robust scripts or features to conduct full data reconciliation between the old and the new system to determine any gaps? Does the system have the capability to address those gaps, if any?				
DM-DMG-3	Does the system have the capability to maintain data online in perpetuity?				
DM-DMG-4	Does the system have the feature to validate every data element being updated into the system (manually or through an upload)?				
DM-DMG-5	Does the system have the ability recognize the relevant data as of the time of transaction?				
DM-DMG-6	Is the system able to manage data dependencies? For example, the system must be able to determine and display impact when a static data is updated or deleted. System must be able to raise appropriate warnings in case such as when data is edited.				
DM-DMG-7	Does the system support access to all data so that it can extract and publish to multiple external systems from a central database location where the system has capabilities to publish to external parties?				
DM-DMG-8	Does the system have the capability to maintain and publish any changes to the above due to new or changed functionality/system upgrades etc?				

FORM 4: TECHNICAL REQUIREMENTS MATRIX

TECHNICAL REQUIREMENTS		Offerror's Response			
REFERENCE NO.	QUESTIONS/REQUIREMENTS	AVAILABILITY <i>(A)</i> - Available <i>(U)</i> - Unavailable <i>(P)</i> - Partially Available	FUNCTIONALITY <i>(1)</i> - Core FAMS <i>(2)</i> - Optional / modular add-on	If (2) Optional/modular add-on, MUST specify which module or add-on	1) Please provide clear description and explanation on how the system complies with the requirement. Where applicable, provide evidence. 2) Where Partially Available or Unavailable, describe what is partially supported and what is not supported explaining proposed alternative, if applicable, and the advantages and disadvantages to the Central Bank of

					Lesotho of such a proposal.
GSR	GENERAL SYSTEM REQUIREMENTS	A / U / P	1 / 2	ADDITIONAL MODULE	DESCRIBE THE SYSTEM'S FEATURE
UIF	USER INTERFACE				
GSR-UIF-01	Will the system be accessible, subject to proper authentication, from any environment (i.e., desktop and/or internet)?				
GSR-UIF-02	Does the system have a user-friendly GUI allowing the user to view and manage data in the most flexible way?				
GSR-UIF-03	Does the system support a UI based role management, allowing configuration of individual users, groups as well as administrator roles, based on user responsibilities?				
GSR-UIF-04	Does the system allow assignment of functions to individual as well as groups, as part of role management?				

GSR-UIF-05	Does the system have a "Save-As" function to allow copying assets and allow changing relevant fields?				
GSR-UIF-06	Does the system allow field validation to prevent incorrectly captured assets prior saving a transaction as an asset?				
GSR-UIF-07	Does the system have dashboard capabilities including built-in dashboards to allow the users in different functional areas to navigate the relevant data?				
GSR-UIF-08	Does the dashboard provide graphic reporting capability?				
GSR-UIF-09	Does the system allow easy configuration of the UI - allowing users to personalize their views using drag/drop, sorting columns, re-arranging data, viewing or hiding fields, and filtering data?				
GSR-UIF-10	Does the system allow saving the personalized dashboard views to the user profiles?				
GSR-UIF-11	Does the system allow sharing of the personalized views with other users within the user group?				

GSR-UIF-12	Does the system allow users to search for data using various applicable search parameters such as ability to add/remove search criteria, add/remove output fields, search using wild cards, and search in ranges?				
GSR-UIF-13	Does the system allow basic data analysis in the search output, for example summing data, filtering, and grouping?				
GSR-UIF-14	Does the system allow exporting all data into excel spreadsheets/PDF or other formats?				
GSR-UIF-15	Does the system have configurable maker-checker functionality for all reference and/or static data adhering to the four-eye principle?				
GSR-UIF-16	Is the system accessible from multiple locations and by multiple users at the same time?				
GSR-UIF-17	Does the system have capabilities to prevent the same user from accessing from multiple locations at the same time?				
GSR-UIF-18	Does the system have real time capabilities to process in real time all updates to static data, reference data, and similar functions requiring immediate update?				
	AUDIT				

GRS-AUD-01	Does the system record a full audit trail of any event change to data - static data /transactional data? Audit trail must show changes in different versions for all versions of the data element. Describe the list of processes that are tracked by the Audit trail.				
GRS-AUD-02	Does the system have requirements that the audit trail must capture the date, time, data attribute changed, old value, new value, computer or host name and state of system from where data changes were made?				
GRS-AUD-03	Does the system have an audit trail for each asset?				
GRS-AUD-04	Does the system have audit capabilities wherein an audit trail for all user-initiated actions, login/logout/failed login, add/modify/approve/reject of transactions and reference/static?				
GRS-AUD-05	Does the system allow users to add comments when changing data and will the comments be viewable in the audit history?				
GRS-AUD-06	Does the system have the capability to generate report of any changes?				

GRS-AUD-07	Does the system have the ability to provide the following information at any time: active users, active files or directories, active workstations/ PC's/ Terminals and location, AND active services. Provide details and attach an exhibit labeled GRS-AUD-07				
GRS-AUD-08	Does the system have a built-in health check processes and mechanisms and provide warnings or alerts to business or administrators, depending on status. Provide details and attach an exhibit labeled GRS-AUD-08.				
GRS-AUD-09	Does system have capabilities to provide pop up warning and disable automatically if functionality that provides the audit trails is not working?				
ACL	ACCESS CONTROL				
GSR-ACL-01	To what extend does the system have the ability to extensively leverage web technology?				
GSR-ACL-02	Does the system have ability to support web-based access to system functions? Give details.				
GSR-ACL-03	If available, does the system's web solution offer current, top-level security and authentication mechanisms such as SSL, S-HTTP, digital signatures, and public/private key encryption, or any other? Please specify.				

GSR-ACL-04	If available, does the web solution offer remote system user and admin access via VPN?				
GSR-ACL-05	Does the system support customized menus and screens? Explain how this functionality works in the system.				
GSR-ACL-06	Does the system allow suppression of menu items where certain functionality is not required or not allowed for certain user? Give details.				
GSR-ACL-07	Does the system provide ability to control access to system menus, forms, reports and system administration sections? Provide details.				
GSR-ACL-08	For all data entry screens, does the system facilitate retrieval of data records based on key fields?				
GSR-ACL-09	Does the system allow for creation and customization of user defined fields and parameters? Provide details.				
GSR-ACL-10	Does the system allow granular access control mechanism that allows separation of duties?				
OPT	OPERATIONS/PROCESSING/TIMING				

GRS-OPS-01	CBL continuously monitors systems at various layers of the environment, such as, but not limited to network, host, application and database. Provide details of any monitoring tools and capabilities built into the system.				
GRS-OPS-02	Does the system support monitoring by network management systems such as, but not limited to Tivoli, HP Open View etc.? Provide details of the system's network requirements.				
GRS-OPS-03	Does the system support constant monitoring by antivirus software systems such as, but not limited to Symantec without adversely affecting system performance? Provide details.				
GRS-OPS-04	Does the system support sending application or database alerts when performance thresholds are reached or breached? Please provide details.				
GRS-OPT-05	Does the system support automatic time-outs for inactive sessions over a user specified period of time? Provide details.				
GRS-OPT-06	Describe the processing of transactions and creation of accounting entries.				

GRS-OPT-07	Describe how the system updates account balances.				
GRS-OPT-08	Provide a general overview of the accounting operational process with supporting process flowchart. Attach a sample and mark it as exhibit GRS-OPT-08.				
GRS-OPT-09	Does the system allow user acting for role(s) delegation for a certain period? Describe how it works.				
IT	INFORMATION TECHNOLOGY	A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
	GENERAL				
IT-GEN-01	The system must be scalable, secure and resilient, scalable in terms of number of users, volume of transactions and computational tasks, Proponent must provide details of scalability matrix and testing. Please describe how the system meets this requirement.				
IT-GEN-02	The Production environment must be implemented in a manner that allows for High Availability (99.5% uptime). Please describe how the system's architecture designs to achieve high availability.				

SEC	SECURITY			
IT-SEC-01	Does the system have the capability to provide multi-factor authentication for user logon to the system?			
IT-SEC-02	Does the system supports the encryption of passwords and sensitive data during transmission and encrypts and store passwords and sensitive data in the database?			
IT-SEC-03	It is a requirement by CBL that vulnerability scan and analysis of the IT systems be undertaken periodically. Does the Proponent plan to undertake such either by themselves or with the assistance of a reputable third party provider?			
IT-SEC-04	Does the system support data encryption in rest mode and during transmission? Explain how the functionality is supported.			
IT-SEC-05	Describe background check and clearance procedure for personnel who will have access to the IT assets supporting CBL, so that no individuals other than those authorized will be provided with access to CBL systems and information.			

IT-SEC-06	<p>Does your company undertake, on a yearly basis, audit of the IT systems?</p> <p>If "Yes", please confirm that you will provide CBL with an audit report of their information security management system conducted by a certified auditor. Provide the latest auditor's report and mark it IT-SEC-06</p>				
IT-SEC-07	<p>Does the Proponent undertake to record all transactions with date, time, description of access, and authenticated identities of Proponent's employees accessing CBL information or the systems that support the CBL application?</p>				
IT-SEC-08	<p>Does the Proponent undertake to have privacy and data protection incident response and breach notification plan and procedures in place, and will immediately notify CBL in the event of any incident that could potentially compromise the confidentiality, integrity, or availability of CBL information or systems.</p> <p>If "Yes", provide a sample document and mark it IT-SEC-08.</p>				

IT-SEC-09	Does the system provide a means to protect against OWASP top vulnerabilities? If Yes. Does the system allow use of commercial certified rule set that protect against known attacks. Does the system allow for ad-hoc update of Security Rule Set				
ARC	ARCHITECTURE				
IT-ARC-01	The system will be installed onsite and in three (3) environments: Production, Test and Development. Will the system architecture allow for this kind of implementation method?				
IT-ARC-02	Does the system provide a tool for validation of results in a test environment? Please explain.				
IT-ARC-03	CBL intends to have the application run on a secure, robust, scalable platform. Does your solution support this? Provide details.				
IT-ARC-04	CBL may wish to operate on standardized database for all its Database Management requirements in the future. Does your solution support Oracle, MS SQL, Informix, etc.? Provide details.				
IT-ARC-05	Can the system be hosted on a Virtualized environment? Provide details on supported virtualization technologies.				

IT-ARC-06	CBL may wish to leverage cloud computing technology in future. Does the system support integration with cloud-based suites? Provide details.				
IT-ARC-07	Is the system support provided on a variety of Operating Systems (Windows, Linux, AIX, and other)? Provide details.				
IT-ARC-08	Does the system support configuration of business processes on external solutions? If Yes, provide the list of supported business processes management engines and integration mechanism.				
IT-ARC-09	Will the software have the capacity to support and provide access to at least 20 concurrent users?				
IT-ARC-10	Does the system provide the user the capability to extract data from the system and deliver it using standard data transmission formats to other systems and/or databases? Explain in detail how these extractions would be performed in the system. Identify standard mechanisms and data formats that are available.				

IT-ARC-11	Please describe the Report Writer abilities of the solution and the ability to connect other reporting tools to the system and report seamlessly from system.				
IFR	INFRASTRUCTURE				
IT-IFR-01	Will the Proponent identify and illustrate the components or tiers of the software solution/package for it to successfully operate (e.g. Web Tier, Application Tier, Database Tier)				
IT-IFR-02	Will the Proponent provide system architecture (physical and logical) showing the connectivity of server, network and workstations, plus hardware detail specification?				
IT-IFR-03	Will the Proponent identify or disclose all system services that are needed by the software/package to be fully operational e.g. directory services?				
ITF	INTERFACES				
IT-ITF-01	For each of the interfaces required, please describe the process that will be used to connect systems, as well as interface that will provide support to third party software and the potential number of clients the interface is capable of connecting, along with the list of techniques, tools and standards adopted.				

IT-ITF-02	Will the Proponent provide the necessary interfaces and tools needed for the system to seamlessly and securely integrate with existing systems of the CBL and third-party systems, such as but not limited to those listed below. This includes necessary development and/or configuration of the integration tools/system. CBL mainly uses IBM MQ for integration between systems. Provide details.				
IT-ITF-02.1	a) Eworkflow for adding new asset into FAMS				
IT-ITF-02.2	b) SAGE ERP – Ability to post transactions into the GL				
IT-ITF-02.3	c) CBL's mail server: Ability to send various kinds of alerts to users in real time.				
IT-ITF-03	In the case that the system is unable to communicate with other systems, does it offer the capabilities to re-trigger the events to send data to those systems once they are available? Please describe.				
IT-ITF-04	Confirm that the Proponent will identify all APIs available for interacting with the system. Describe the capabilities and uses of each.				
IMP	IMPLEMENTATION	A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
	GENERAL				

IMP-GEN-01	Provide an estimate of the duration of the project given the number and nature of transactions assuming a limited number of customizations to the product.				
IMP-GEN-02	<p>From prior experience, are there any factors, internal and external, that you think are likely to affect the implementation schedule of this project?</p> <p>If "Yes" provide a list and suggestions of how best to overcome them.</p>				
IMP-GEN-03	<p>Describe your proposed project implementation framework, including details on technical services required, as well as a short description of how the following deliverables below will be achieved:</p> <p>Include a sample project plan, proposed project plan, project team requirements and methodology to be used to perform and complete tasks, as well as the system development life cycle; inclusive of customization and configurations. Mark this clearly as IMP-GEN-03.</p>				
IMP-GEN-03.1	a) Implementation services of the proposed software solution for all items outlined in the attachments to this RFP				
IMP-GEN-03.2	b) Completion of business requirements/system specifications, including client specific configurations or customizations based on a cost/benefit analysis and the availability of workarounds				

IMP-GEN-03.3	c) Completion of development and configuration				
IMP-GEN-03.4	d) Development and installation of interfaces to internal and external systems utilized by the CBL				
IMP-GEN-03.5	e) Documentation detailing all environment specific configurations and interface maintenance				
IMP-GEN-03.6	f) Documentation detailing all customizations required for the software solution in order to meet CBL requirements				
IMP-GEN-03.7	g) Data migration plan from the existing systems/legacy systems into the new system				
IMP-GEN-03.8	h) User and technical training, including elements that are tailored to incorporate environment specific configurations				
IMP-GEN-03.9	i) Completion of User Acceptance Testing (UAT)				
IMP-GEN-03.10	j) Parallel and go live				
IMP-GEN-03.11	k) Post implementation services				
IMP-GEN-03.12	l) Maintenance and support				

IMP-GEN-04	CBL requires that the potential Proponent describes the composition of the implementation team (Project Manager and specialists). Also explain how the potential Proponent proposes to supply an appropriately qualified organization team, including subcontractors, to deliver the primary tasks identified.				
IMP-GEN-05	How many days of the week will the identified team members be available throughout the implementation period?				
IMP-GEN-06	Will the project manager and team be dedicated to CBL (onsite) for the entire implementation period?				
IMP-GEN-07	Clearly list all the obligations and responsibilities of CBL and Proponent, preferably using onsite/offsite model.				
IMP-GEN-08	Describe the standard communication channels with the CBL team and describe, clearly, the proposed escalation process and procedures for any potential challenges in the implementation period.				

IMP-GEN-09	Describe the reporting procedures that you will use to report progress to the CBL, along with the timing of meetings for discussing progress and specify the change and quality control procedures that will be used during the project.				
IMP-GEN-10	What communication processes and procedures does the potential Proponent recommend to ensure that the project teams, project board and user populations are kept up to date with decisions and progress? Describe other aspects of stakeholder management that the Proponent has found to be useful in similar projects in the past.				
IMP-GEN-11	Describe the process controls to be put in place to set agreed milestones with the CBL, to ensure the work required throughout the project is performed and deliverables and milestones are achieved while staying within budget. Include sample Program deliverables, weekly & executive status reports, progress/success metrics, etc. and mark these IMP-GEN-11				
IMP-GEN-12	What metrics do you propose to measure progress and measure success? Include sample progress/success metrics and mark them IMP-GEN-12				

IMP-GEN-13	Describe your proposed methodology for data conversion and migration from legacy systems into the FAMS? Include in your proposal, tools and techniques for data reconciliation.				
IMP-GEN-14	Describe on how the Proponent will support system integration testing and UAT for the FAMS.				
	TRAINING AND DOCUMENTATION	A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
TRN	TRAINING				
TD-TRN-01	Describe your knowledge transfer methodology.				
TD-TRN-02	Provide details on the nature and schedule of functional, technical and infrastructure related training that will be provided upon taking the system live.				
TD-TRN-03	The Proponent must provide Executive and Management training. Please describe your standard executive training programme, its duration and content.				
TD-TRN-04	The Proponent must provide Functional End User Training. Please describe your standard end-user training programme, its duration and content.				

TD-TRN-05	<p>The Proponent must provide Computer Operations Training, including details on computer operation requirements, computer operation security mechanism, backup, disaster recovery, contingency plan and business continuity. Describe how the Proponent would provide this kind of training, including timelines and content.</p>				
TD-TRN-06	<p>The Proponent must provide Technical Training, including system maintenance and operating procedures, including any specific enhancements for the CBL. Describe how the Proponent would provide this kind of training, including timelines and content.</p>				
TD-TRN-07	<p>The Proponent must provide training on use of post implementation technical support alternatives, including virtual support. Describe how the Proponent would provide this kind of training, including timelines and content.</p>				
TD-TRN-08	<p>The Proponent must provide to the CBL all training material used in the training sessions for use in subsequent post-implementation training sessions. These materials shall include manuals, handouts, slides, speaker notes, videotapes, etc. Provide details of when and how the Proponent plans to make these available</p>				

TD-TRN-09	The Proponent must conduct all training sessions on-site at the CBL. Provide details of how the Proponent plans to implement these.				
DOC	DOCUMENTATION				
TD-DOC-01	Confirm availability of the following security documentation and whether this is system generated or manually produced. Provide an exhibit and mark it IT-DOC-01				
TD-DOC-01.1	a) Recovery programs.				
TD-DOC-01.2	b) Security schemes.				
TD-DOC-01.3	c) Audit/control techniques descriptions.				
TD-DOC-01.4	d) Disk space usage estimation.				
TD-DOC-01.5	e) Systems Narratives/Glossary of terms.				
TD-DOC-01.6	f) File structures/Data Dictionary.				
TD-DOC-02	Please confirm availability of the following documentation and whether this is system generated or manually produced:				

TD-DOC-02.1	a) Provision of Application Manuals.				
TD-DOC-02.2	b) Provision of Standard Operating Procedures.				
TD-DOC-03	What is your documentation policy? Please provide documentation on methodology or algorithm used in the system.				
TD-DOC-04	The platform must be accompanied with detailed documentation on the implementation of the proposed platform/solution.				
TD-DOC-05	What are the documentation delivery mechanisms that your system supports? For example: online/on-screen help, tool tips, white papers and others.				
TD-DOC-06	Are the following documents available? Briefly describe how they will be made available to CBL:				
TD-DOC-06.1	a) User manual				
TD-DOC-06.2	b) Operations manual				
TD-DOC-06.3	c) Technical documentation				
TD-DOC-06.4	d) Data modeling Documentation				

TD-DOC-06.5	e) System Configuration				
TD-DOC-06.6	f) And other relevant documents				
TD-DOC-07	Does the solution provide online context sensitive help?				
TD-DOC-08	Does the solution provide the system administrator the capability to modify the original user help menu and contents?				
TD-DOC-09	Does the solution have a complete Online Help system explaining the solution features and functions?				
TD-DOC-010	Is the Help system fully integrated with the solution? Describe the capabilities.				
TD-DOC-11	Do you provide additional user training on a need basis and following completion of system upgrades?				
TD-DOC-12	Will the Proponent document all customizations made to the software for the CBL environments? Please confirm this and confirm that these documents will be made available to the CBL.				

	SUPPORT AND MAINTENANCE	A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
SM	SUPPORT AND MAINTENANCE				
SM-SM-01	Indicate the location of the office that will be responsible for providing technical support to the CBL in case your company wins the bid.				
SM-SM-02	Describe the relevant experience of your staff that will be dedicated to this project.				
SM-SM-03	CBL will require onsite support for two (2) weeks before go-live and two (2) weeks after go live. Details of the 4-week program are listed below. Will the Proponent adequately provide the required services as listed below? Provide details where necessary.				
SM-SM-03.1	a) Develop cut over-plan for moving the FAMS and related interfaces to production. Cut-over plan must include failover (DR) testing both within and between data centers.				
SM-SM-03.2	b) Work with the project team to execute the cut-over plan.				
SM-SM-03.3	c) Prepare a checklist for readiness to go live and verify status and work with the project team to address any lack of readiness identified. (The Proponent implementation team must provide the plan for going live in the initial phases of the project to avoid late surprises.)				

SM-SM-03.4	d) Advise and work with the project team to address issues before going live.				
SM-SM-03.5	e) Post go-live, assign issues the highest priority for resolution and escalate issues quickly and to the right party within the proponent company.				
SM-SM-03.6	f) What type of post-implementation technical support services and facilities will be provided by the Proponent? Describe the technical support services and facilities that will be provided – including e-mail, dedicated telephone lines within CBL operating hours (0700hrs to 1900hrs), and also during end of day (EOD) process; on-site and internet assistance, and the associated standards of service. Minimum 24x7 production support is required.				
SM-SM-03.7	g) Can the system problems be diagnosed remotely? If so, explain how the Proponent proposes to access the system remotely and securely.				
SM-SM-03.8	h) Provide an indication of your guaranteed and average response times during and outside standard hours for technical support based on company SLAs.				
SM-SM-03.9	i) Describe special support that will be provided during production cut-over and go live.				

SM-SM-03.10	j) Describe the procedures and schedules for installations or upgrades of software modules and changes relating to upgrades of operating systems and database engines.				
SM-SM-03.11	k) Describe proposed change control process and corresponding procedures and standards of service (by problem type/severity, as appropriate).				
SM-SM-03.12	l) Describe proposed escalation process and procedures to be used in this project.				
SM-SM-03.13	m) Provide clearly defined and detailed Service Level Agreement (SLA) components pertinent to the support and maintenance of the integrated FAMS. The SLA components must be defined and formalized for user expectations with regard to the system availability, system performance, and support.				
SM-SM-03.14	n) Please include your standard SLA as part of the proposed solution package.				
SM-SM-03.15	o) What period of post-rollout warranty support does the Proponent provide?				
SM-SM-03.16	p) Does your company have international presence/support? If so, specify where?				

SM-SM-03.17	q) Are there additional charges for the support? Provide details.				
SM-SM-03.18	r) Which legal jurisdiction is applied in case of disputes?				
SM-SM-03.19	s) What is your company's source code policy?				
SM-SM-04	Does the system provide built-in end-user online support functions listed below? Provide details and attach an exhibit labeled SM-SM-04				
SM-SM-04.1	a) Online documentation.				
SM-SM-04.2	b) Online help.				
SM-SM-04.3	c) Online search facilities.				
SM-SM-04.4	d) Online procedures.				
SM-SM-05	Do you have an arrangement for source code escrow? Provide full details.				
RM	RELEASE MANAGEMENT				

SM-RM-01	Any new version (major or minor or patch) release of the product by the Proponent can be optimally opted by CBL to be implemented in their installations. During that, all required technical, functional, documentation support/training must be provided. Describe how this process will be managed.				
SM-RM-02	Are there any known schedules of known future or planned upgrades/releases? Provide details, along with a description of functionality and changes scheduled to be included in each.				
SM-RM-03	With every new release, does an existing implementation need to be compulsorily upgraded?				
SM-RM-04	For how long are outdated product versions supported?				
SM-RM-05	As a matter of policy, it is imperative that version upgrades and patches are tested in Test, UAT environments prior to release into PRODUCTION. The two (2) lower environments (typically Test and UAT) must have the capability to replicate production in all aspects for day-to-day testing needs. Elaborate on the whole process, including licensing implications.				

SM-RM-06

Does the system have the capability to run system/batch/real-time processes across all environments?

10.2 FINANCIAL PROPOSAL

The financial proposals shall be invited at the later stage from only proponents that have satisfactorily met the technical requirements.

11. REQUEST FOR PROPOSAL PROCESS

11.1 CONTACT PERSONS

Enquiries arising from this RFP must be directed, in writing, to;

Name: Mrs. Matsepo Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

Fax: (266) 22310051

E-mail: mlechela@centralbank.org.ls

11.2 CLARIFICATION

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 11.1 above. Responses will be sent to the enquirer and will also be posted on the website. The closing date for requests of clarifications is **23rd August 2022**.

11.3 ELIGIBILITY

Proposals will not be evaluated if the prospective supplier's current or past corporate or other interests may, in the Bank's opinion, give rise to a conflict of interest in connection with this project. Only proposals that comply with all the requirements of this RFP will be considered.

11.4 DELIVERY OF PROPOSALS

11.4.1 Technical Proposal

Technical Proposals must be submitted electronically and provided as attachments to an email and must be emailed to mlechela@centralbank.org.ls. The subject of the email must read "**Technical Proposal for Fixed Asset Management System**".

Proposals must be provided as a PDF attachment to the email in a compressed folder. Only electronic proposals will be accepted.

11.4.2 Financial Proposal

Financial proposal shall be invited only from vendors/prospective suppliers that have satisfactorily met the technical requirements of the Bank and have scored an overall of 75% under technical requirements.

11.5 DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS

Proposals must be received on or before **Friday, 26th August, 2022**, between 14:30hrs and 16:30hrs (recipient time). Proposals received after the above-specified date and time shall not be considered.

11.6 OPENING OF TECHNICAL PROPOSALS

Proposals shall be opened on the same day. As a health measure, no bidders will be allowed to attend the opening session. All proponents will be emailed the tender register.

11.7 EVALUATION OF PROPOSALS AND SELECTION

Proposals compliant with the requirements for submissions described above shall be evaluated. Technical evaluation shall involve both submission analysis and pitch evaluation.

12.0. EVALUATION CRITERIA

12.1 MANDATORY EVALUATION CRITERIA

Proponents will receive a Pass/Fail rating on the Mandatory Criteria, depending on the fulfillment of the requirements listed below. Proponents missing any of the requirements below will not be considered for the next stage of evaluation. The next stage is the technical evaluation.

REQUIREMENT	YES	NO	REMARKS
Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.			
Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each proponent's Inland tax authority. E.g SARS or LRA.			
Signed letter of introduction.			

12.2 TECHNICAL EVALUATION CRITERIA

Technical evaluation shall comprise of technical proposal evaluation and the “pitch”.

12.2.1 Technical Proposal Evaluation Criteria

Technical proposal evaluation criterion is divided in two parts as follows:

a) FUNCTIONAL REQUIREMENTS EVALUATION CRITERIA

Evaluation under this area will be on the basis of the following criteria, scored as indicated

THE PROPOSED SYSTEM FUNCTIONAL REQUIREMENTS EVALUATION CRITERIA	
Key Functional Area	Allocated Score
Acquisition and maintenance of assets	5
Reconciliation of assets in General Ledger	4
Disposal of assets	4
Depreciation/ Amortization	6
Reassessment of estimated useful life of assets	6
Work In Progress	4
Revaluation of fixed assets	3
Compliance with IFRS and Tax Laws	3
Tracking, verification and reconciliation of assets	3

<p>Business Continuity Management</p> <p>Provision of real-time replication, failover capability, recovery time of 4 hours with zero data loss in the event of a disaster occurring on the Bank's main site;</p> <p>Daily operations data must reside in a database, and not on application server files to enable easy synchronization between Data Center (DC) and Disaster Recovery (DR) sites;</p> <p>Other static application data can be on the application server, but it is also important that it is the "same" for both DC and DR sites;</p> <p>Minimized mean-time-to-repair (MTTR), such that recovery entails only starting up the database and application with only a few checks.</p>	1 1 1 1
<p>General and Technical Requirements</p> <p>Enforce segregation of duties with role-based access to granular level functionality</p> <p>Configuration of password complexity parameters such as history, length, different cases, special characters, numbers etc.</p> <p>Provision of a detailed audit trail functionality, where all actions/changes are logged with date, time, changes, users etc.</p> <p>Provision of context-sensitive on-line help;</p> <p>Report writer for customization of reports;</p> <p>Standard reports with drill-down capabilities across all levels of the assets</p> <p>Reports with search, filter and sort features;</p>	1 1 1 1 1 1 1 1

Scheduling of processes for specific functions, including, but not limited to report generation at specific times or event driven;	1
TOTAL	<u>50</u>

b) OTHER EVALUATION CRITERIA

Evaluation under this area will be on the basis of the following criteria, scored as indicated

OTHER EVALUATION CRITERIA	
Implementation Area	Allocated Score
Project Plan and detailed project approach- Project Implementation Framework (approach and high level plan)	5
Proponent Financial Capability	30
Proponent Experience: Market Perception ,Product Exposure and a minimum of 2 reference letters	5
Implementation Team Composition and qualifications	5
Training and Support Framework	5
TOTAL	<u>50</u>

To qualify for pitch evaluation the proponents must score a minimum score of 75% under technical proposal evaluation.)

12.2.2 Pitch Evaluation Criteria

The purpose of pitch session (oral presentation) is to validate the information provided by the proponent in their proposal and to test the proponent's understanding of the requirements as detailed in the RFP. The pitch is evaluated and it involves question and answer session. Only proponents that have scored the minimum score of **75%** and above shall be invited for the pitch and shall be evaluated based on the criteria as follows:.

Evaluation Area	Allocated score
Clarity of the presenter and ability to answer questions appropriately	10

Demonstrated knowledge and understanding of CBL requirements	10
Consistency with the RFP	10
TOTAL	30

(To qualify for financial evaluation the proponents must score a total weighted score of 75% under both submission evaluation and pitch.)

12.3 FINANCIAL EVALUATION

Financial proposals will be evaluated following completion of the technical evaluation and oral presentations. Proponents that have scored a combined weighted score of **75%** under technical evaluation will be invited to submit their financial proposals.

Financial proposals will be evaluated based on the predetermined criteria as below. Proponents will receive a Pass/Fail rating depending on the fulfillment of the requirements listed below. Proponents missing any of the requirements below shall be disqualified.

EVALUATION AREA	YES	NO	REMARKS
Accuracy-100% accuracy			
Compliance- Full compliance to the requirements (taxes, all costs categories as per the RFFP).			
Completeness- Complete financial proposal covering all the requirements.			

12.4 SELECTION FOR AWARD (Least cost based selection)

The proposal that meets all the requirements under Technical and Financial evaluation and is found to be the lowest priced proposal shall be selected.

13.0 TERMS AND CONDITIONS OF THE RFP

13.1 PROPOSAL VALIDITY & FIRM PRICING

Proposals must be valid for at least 90 days after the closing date and prices shall be “locked” for the entire contract period.

13.2 CURRENCY

All responses to this RFP must be expressed in LSL Loti or ZAR Rands. Proposals in other currencies shall not be permitted.

13.3 TAXES

13.3.1 Value Added Tax

Prices quoted must be:

- a)** Exclusive of 15% Value Added Tax for foreign Proponents; and
- b)** In accordance to applicable Lesotho laws.

13.3.2 Withholding Tax

In effecting payments, the applicable withholding taxes shall apply: 10% for foreign companies and 5% for local companies. This is not an added tax.

Proponents that include an added amount to their proposed fee as the withholding tax shall be disqualified.

13.4 OWNERSHIP OF PROPOSALS

All proposals, including supporting documents, submitted to the Bank become the property of the Bank.

13.5 CONFIDENTIALITY OF INFORMATION

All proposals submitted by prospective suppliers shall be held in strict confidence and will not be revealed to any other party. All Information pertaining to the Bank obtained by the prospective suppliers as a result of participation in this project is confidential and must not be disclosed without written authorisation from the Bank. The successful Proponent shall be required to:

- a)** Sign a confidentiality clause.
- b)** Hand over all the design documentation raised over to CBL

13.6 AMENDMENT OF RFP DOCUMENT

At any time prior to the deadline for submission of responses, CBL, for any reason, whether at its own initiative or in response to a clarification requested by a prospective respondent, may modify the RFP documents by amendment.

All prospective respondents that have received the RFP documents will be notified of the amendment in writing, and such amendment will be binding on them. To allow prospective respondents reasonable time to take any amendments into account in preparing their responses, CBL may at its sole discretion extend the deadline for the submission of responses based on the nature of the amendments.

13.7 TECHNICAL FACILITIES

The Bank will provide working space, where necessary. However, the Bank may not provide other technical facilities; hence prospective suppliers must provide own requisite facilities.

13.8 COSTS OF RESPONDING

Prospective suppliers are solely responsible for their own expenses incurred during the preparation of the proposal and for subsequent negotiations with the Bank including the "pitch" sessions.

If the Bank rejects all or any proposal, it shall not be liable to any prospective supplier for any claims, whether for costs or damages incurred by the prospective suppliers in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

13.9 BACKGROUND CHECK

The Bank reserves the right to check and verify the background of all or any persons (firms, directors, partners, technical staff, etc.) involved in the Bid and reserves the sole right to determine whether or not to accept or reject any such Bid on any grounds.

13.10 PERFORMANCE BOND

The Bank **may** require a performance bond of not less than 10% of the bid amount from the preferred prospective suppliers before entering into the contract.

13.11 HEALTH AND SAFETY

The Bank adheres to Occupational Health and Safety (OHS) requirements under the Lesotho Labour Code Order No.24 of 1992 and as amended; International Organization for Standardization (ISO) 45001:2018 and other international best practices on OHS. As such, all its service providers shall also be required to comply with applicable Lesotho Legislation on Occupational Health and Safety including Public Health Order No.12 of 1970 as amended and adhere to the Bank's OHS policy.

13.12 LANGUAGE OF THE PROPOSAL

The proposal shall be written in English Language. All correspondence and other documents pertaining to the proposal and its implementation shall also be in English.

13.13 JOINT VENTURE

If a bidding firm does not have all the expertise for the assignment, there is no objection to the firm associating with another firm to enable a full range of expertise to be presented. The joint venture shall be accompanied with full documented details of the proposed association.

In the case of a joint venture or association, all the firms constituting the joint venture or association will be jointly and severally liable and at least one firm, preferably the lead entity in the joint venture or association shall be financially capable of meeting the contract requirements and potential liabilities on its own and shall assume contracting responsibility and liability for satisfactory execution of the assignment.

13.14 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

Tenderers may modify or withdraw the tender prior to the submission deadline. The modification or notice of withdrawal shall be effective if it is received by the Bank prior to the Proposal Submission Deadline.

13.15 ACCEPTANCE AND/OR REJECTION OF PROPOSALS

- 13.15.1 The Bank is not bound to give reasons for declining any or all of the proposals.
- 13.15.2 The Bank is not bound to accept the lowest or any bid and may cancel the bidding process at any stage prior to the award of contract and is not bound to provide reasons for cancellation.