

Central Bank of Lesotho



REQUEST FOR PROPOSAL (RFP)

**RFP TITTLE:
PROVISION OF SANITARY SERVICES
FOR THE CENTRAL BANK OF LESOTHO**

**RFP No:
CBL/FNC/TC /8/03/2023**

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1. INTRODUCTION

The Central Bank of Lesotho (CBL) is seeking to appoint a service provider to provide sanitary services, consumables and supply related equipment for the old building. The Bank is desirous to ensure adequate sanitary services are provided and related equipment is in place. It is for this reason the Bank wishes to engage the services of an experienced and competent cleaning or sanitary services company on a performance based renewable contract of thirty-six months, to deliver a thorough sanitary services of the old building.

2. TERMINOLOGY FOR THIS RFP

Throughout this RFP, the terminology is used as follows:

“Contract” means the written agreement resulting from this RFP executed by the Bank and the Consultant.

“Consultant” or “Service Provider” means the successful Proponent to this RFP who shall enter into a written Contract with the Bank.

“Must”, or “Mandatory” means a requirement that failure to meet shall result in disqualification.

“The Bank” or “CBL” means the Central Bank of Lesotho.

3. SCOPE OF WORK AND TERMS OF REFERENCE

3.1 SCOPE OF WORK

The sanitary services shall include labor and all consumables that shall be needed. Thus the service provider should provide the service and all consumables and the monthly fee shall factor the two. The service provider shall also be expected to supply and install of equipment to be used in the quantities to be determined as per toilet schedule below. The equipment shall also be determined by the service provider and shall include the following amongst others: Stainless Steel pedal She Bins, Soap Dispensers, Hand Dryer, Hand Lotion Dispenser, Automated air freshener dispenser.

Service Provider shall provide sanitary services as detailed below:

Basement

Currency Offices

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	

Note Counting

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	

Ground Floor

Staff Entrance

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	

Reception Area

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	
Paraplegic	1	1	

First Floor

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	

Second Floor

ICT

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	

Research

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	

Third Floor

Financial Markets

	WC	Basin	Urinal
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Males	2	2	2
Females	3	2	

Corporate Affairs

	WC	Basin	Urinal
Males	2	2	2
Females	3	2	

Board Room

	WC	Basin	Urinal
Males	2	2	2
Females	2	1	

3.2 TERMS OF REFERENCE

In relation to the proposed assignment, the service provider shall be expected to:

- a) Empty, Wash, clean with disinfection and sanitize all sanitary (SHE) bins- Weekly
- b) Refill sanitary bins with plastic liners-Weekly
- c) Mop and clean floors with approved disinfectant- Weekly
- d) Refill air freshener -Monthly or as when needed
- e) Refill hand lotion- Monthly or as when needed
- f) Refill hand foam soaps – Monthly or as when needed
- g) Refill urinal p-mats- Monthly or as when needed
- h) Refill sanitary towel mini bags- Monthly or as when needed
- i) Refill seat wipes- Monthly or as when needed

- j) The service Provider shall be expected to provide washroom sanitation and fumigation services once a week or as and when need arises.
- k) They will be required to provide all washroom amenities or sanitary consumables to be refilled on a monthly basis or as when needed such as hand soap, air fresheners, toilet seat wipes, hand lotion, sanitary towel mini bags, urinal p-mats, etc.
- l) The proponents are required to provide labor, sanitary consumables, and equipment to perform the services required under this contract.
- m) The equipment shall be all washroom equipment such as but not limited to:
- Stainless Steel pedal She Bins
 - Soap Dispensers
 - Hand Dryer
 - Hand Lotion Dispenser
 - Automated air freshener dispenser
- n) The quantities should be as per the toilet schedule provided under scope work.
- o) The equipment shall remain property of the Bank.
- p) For equipment that will be installed in the washrooms, the service provider shall be expected to supply them to the Bank, and their costs to be separated from the service costs.
- q) The service provider shall be expected to ensure that their staffs are in decent uniform at all times with name badges.
- r) The Service Provider shall undertake to perform all the services hereunder in accordance with the highest standards of professionalism and ethical competence and integrity.

- s) Whenever the Service Provider is unable to meet its contractual obligations, he shall immediately notify the Bank in writing with the proposed solution within 2 hours.

4. PROPOSAL PREPARATION (Proposal Format)

4.1. Technical Proposal

The following format and sequence should be followed to provide consistency in proponent response and to ensure that each proposal receives full consideration:

a) Details of compliance to requirements

Proponents are requested to indicate in detail that they will fully meet or comply with requirements of the assignment as outlined on the scope of work and/ terms of reference. They should also provide in detail the following:

- List and quantities of the equipment to be installed and supplied in the washrooms.
- Names and Proposed number of staff to be used for the exercise. Certified copies of the staff passports or ID should be provided.
- Address how loss and damage to the Bank assets will be handled.

b) Proponent Financial Capability

Proponents should demonstrate their financial capability to meet their financial obligations under the assignment by providing with their bid either 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 should be provided.

The bidder's financial statements should be unqualified and show financial soundness in the most recent financial years or the bidder's credit line letter from an authorized Financial Institution should indicate a positive credit /loan support

c) Proponent Experience

- A Proponent should provide a summary of suitability which outlines specifically the proponent's track record and nature of assignments relevant to this project; a brief profile should be provided.
- Where activities were performed as a subcontract or a joint venture, this should be clearly indicated, stating extent of involvement as well as the subcontractor's track record and experience relevant to this project.
- Proponents must have at least 5 years practicing experience in provision of sanitary services. The experience gained from either various companies or as an individual practitioner. This should be supported by a minimum of two (2) reference letters from clients provided with similar services of similar magnitude during the past recent five years. Those cited projects should be successfully completed.

4.2 Financial Proposal

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

4.3 Mandatory documents (required as part of the proposal):

The proponent should have the following documents as attachments to their proposal:

Requirement	Supported by:
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a) Trading compliance	Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.
b) 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 RSL/LRA
c) 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

Proponents should provide actual documents in the manner requested. Provision of a Link or Website referring the Bank to access the documents shall not be accepted.

5. REQUEST FOR PROPOSAL PROCESS

5.1 MANDATORY SITE VISIT AND CONTACT PERSONS

There shall be a mandatory site visit on the 21st April 2023 at 11am. Proponents should report at the Reception before the time.

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

Name: Mrs. M. Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

Fax: (266) 22310051

E-mail: mlechela@centralbank.org.ls

5.2 CLARIFICATION

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 5.1 above. Responses will be sent directly to the enquirer.

5.3 ELIGIBILITY

Proposals will not be evaluated if the Proponent'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.

5.4 DELIVERY OF PROPOSALS

5.4.1 Technical proposal

- (a) Technical Proposals must be submitted electronically and provided as attachments to an email and should be emailed to mlechela@centralbank.org.ls. The subject of the email should read **"TECHNICAL PROPOSAL FOR SANITARY SERVICES"**
- b) Proposals must be provided as a PDF attachment to the email. Only electronic proposals will be accepted.

5.4.2 Financial proposal

Financial proposal shall be invited only from proponents that have satisfactorily met the technical requirements of the Bank and have scored an overall of 75%.

5.5. DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS

Proposals should be received on or before Friday, 28th April 2023, between 14:30hrs and 16:30hrs. Proposals received after the above-specified date and time shall not be considered.

5.6. OPENING OF TECHNICAL PROPOSALS

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

5.7. EVALUATION OF TECHNICAL PROPOSALS

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

6. EVALUATION CRITERIA

6.1 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			
Attendance of the Mandatory Site Visit			

6.2 TECHNICAL EVALUATION CRITERIA:

Technical proposals will be opened and evaluated on the basis of the following criteria, scored as indicated:

Evaluation Area	
Scope	Marks per Category
Details of compliance to requirements	50
Proponent Financial capability	30
Proponent Experience.	20
Total	<u>100</u>

6.3 FINANCIAL EVALUATION CRITERIA

Financial proposals will be evaluated following completion of the technical evaluation and pitch 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			

6.4 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.

7. TERMS AND CONDITIONS OF THE RFP

7.1 PROPOSAL VALIDITY & FIRM PRICING

Proposals should be valid for at least 90 days after the closing date and prices are to be fixed for the entire contract period.

7.2 CURRENCY

The details of the applicable currency shall be determined at the Financial Proposal stage.

7.3. TAXES

7.3.1 VALUE ADDED TAX (VAT)

Prices quoted are to be:

- (a) Inclusive of 15% Value Added Tax; and
- (b) In accordance with applicable Lesotho Tax laws.

7.3.2 WITHHOLDING TAXES

In effecting payment, the applicable withholding taxes shall apply: 10% for foreign companies and 5% for local companies. Proponents that include an added amount to their proposed fee as the withholding tax shall be disqualified.

7.4. OWNERSHIP OF PROPOSALS

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

7.5 CONFIDENTIALITY OF INFORMATION

- a) All proposals submitted by proponents shall be held in strict confidence and will not be revealed to any other party.
- b) All Information pertaining to the Bank obtained by the Proponents because of participation in this project is confidential and must not be disclosed without written authorisation from the Bank.
- c) The successful proponent shall be required to:
 - Sign a non-disclosure agreement (NDA).

7.6 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.

7.7 COSTS OF RESPONDING

Proponents 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.

No payment will be made for any costs incurred in the preparation or submission neither of proposals nor in the negotiations, preparation, and signature of the contract or for any other work prior to the engagement date.

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

7.8 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 to accept or reject any such Bid on any grounds.

7.9 PERFORMANCE BOND

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

7.10 HEALTH AND SAFETY

The Bank adheres to occupational health and safety requirements under the Lesotho Labour Code Order No.24 of 1992; ISO 45001:2018 and other international best practices on OHS. As such, all its service providers shall also be required to comply with and adhere to the Bank's OHS policy. They shall provide as specific corporate health, safety and plan for undertaking this exercise that is supported by evidences and records in the form of health, safety and environment file.

7.11 LANGUAGE OF THE PROPOSAL

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

7.12 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.

7.13 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

Tenderers may modify or withdraw their tender proposals 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.

7.14 ACCEPTANCE AND/OR REJECTION OF PROPOSALS

- a) The Bank is not bound to give reasons for declining any or all the proposals.
- b) The Bank is neither bound to accept any of the proposals nor any financial proposal either it being the highest or the lowest cancel the bidding process at any stage prior to the award of contract and is not bound to provide reasons for cancellation.