

Central Bank of Lesotho



RFP TITTLE:
**REQUEST FOR PROPOSALS FOR PROVISION
OF 24-HOUR SECURITY GUARD SERVICES**

RFP TITTLE:
CBL/FNC/TC/8/08/2024

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1. INTRODUCTION

The Central Bank of Lesotho intends to engage services of a security services providers **based in Lesotho** for provision of 24-hour security guard services at its premises in Maseru for a contract period of 12 months which may be renewed upon satisfactory performance.

The Central Bank of Lesotho therefore invites proposals from suitably qualified service providers to carry out this assignment

2. TERMINOLOGY FOR THIS RFP

Throughout this RFP, the terminology is used as follows:

“Bank” means the Central Bank of Lesotho (CBL);

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

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

“Proponent” means an individual or body corporate that submits, or intends to submit, a proposal in response to this RFP;

3. OBJECTIVES OF THE ASSIGNMENT

The main objectives of the assignment are the following:

- a) Ensure safety of the premises at all times
- b) Protection of the assets within the premises from theft or any damage

4. SCOPE OF WORK AND REQUIREMENTS

1. The premises or location where 24-hour security guard services are needed are listed below in Table 1.
2. Service providers must ensure that they provide services during the day and at night as per the standards and specifications listed on Table 1 below.
3. Security guards in the quantities listed below in Table 1 should always wear uniform and where stated have a fire arm, two-way radio communication and guard tour system or similar system.
4. Applicable licenses should be provided for fire arm and two way radio.
5. The service provider is expected to have professional indemnity cover for its employees, mode of communication between the guards and their head office and prior experience.
6. Each bidder should clearly provide details of their staff recruitment and selection criteria and staff training.
7. Each proponent should be financially capable to meet obligations under the assignment.

Table 1

Location	Day shift	Night shift
Bank DR Site situated at 81A Caledon Road	1 armed and uniformed guard with a two-way radio communication and guard tour system.	1 armed and uniformed guard with a two-way radio communication and guard tour system.

House 81	1 armed and uniformed guard with a two-way radio communication and guard tour system.	1 armed and uniformed guard with a two-way radio communication and guard tour system.
Bank DR Site at Thaba-Bosiu	1 armed and uniformed guard with a two-way radio communication and guard tour system.	1 armed and uniformed guard with a two-way radio communication and guard tour system.
L e h a k o e Recreation & Cultural Centre (LRCC)	1 armed and 7 unarmed uniformed guards.	1 armed and 7 unarmed uniformed guards.

5. TERMS OF REFERENCE

The terms of reference under this assignment are as follows:

1. Provision of 24-hour security guard services,
2. Attend performance review meetings as required by the Bank,
3. Produce reports to the Bank for any damage that may occur during the course of their duty,
4. Inform and advise the Bank of any irregularities that may occur at the premises while on duty.

5. PROPOSAL PREPARATION (Proposal Format)

6.1. TECHNICAL PROPOSAL

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

a) Details of compliance to requirements

Proponents are requested to propose in detail how they intend to meet the requirements of the assignment as outlined on the scope of work and terms of reference. Proof of professional indemnity cover, fire arms license, a two-way radio license and guard tour systems license should be provided.

b) Proponent Financial capability

Proponents should demonstrate their financial capability to meet their financial obligations under the assignment by submission of:

Recent financial statements of the bidder duly signed by an Audit Firm or practicing Chartered Accountant for the past three years. The financial statements should be unqualified and show no financial losses in the most recent financial years.

OR

A credit line letter from an authorized Financial Institution. The credit line letter should indicate a positive credit / loan support.

c) Proponent/ Company Experience

- Proposals should be accompanied by a minimum of two (2) relevant reference letters preferably from previous clients of the company, for the last five (5) years.
- The company must have at least five years' experience in carrying out similar assignments.

6.2 FINANCIAL PROPOSAL

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

6.3 MANDATORY DOCUMENTS (REQUIRED AS PART OF THE PROPOSAL):

The proponents should 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 / authority.
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.
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 authorised to sign on behalf of and bind the proponent to statements made in the proposal.
Site Visit	Attendance of the Mandatory site visit on the 05th September 2024 at 11 am.

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.

7. REQUEST FOR PROPOSAL PROCESS

7.1. Contact Point

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

E-mail: tenderclarifications@centralbank.org.ls

7.2. Clarification and Site Visit

Any queries relating to this RFP must be addressed in writing to the relevant contact point designated in 7.1 above on or before 13th September 2024. The response or clarifications shall be posted on the website on the 17th September 2024.

There shall be a mandatory sites visit on Thursday, September 05th, 2024 at 11:00 hours. The session will include touring all of the premises/sites. Proponents should provide own transport.

7.3. 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.

8. DELIVERY OF PROPOSALS

8.1 Technical proposal

Technical Proposals must be submitted electronically by be email to

tenders@centralbank.org.ls. Electronic PDF email bid submissions/document/folder should be named **“Technical Proposal for Security Services”**.

The technical proposal shall be attached to the email as PDF attachments, folder or zipped folder only. Links are not allowed.

8.2 FINANCIAL PROPOSAL

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

Proponents who will submit financial proposals with technical proposals shall be disqualified.

8.3 DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS

Proposals should be received **on or before Friday, 20th September 2024**. The cut off time for receipt of the proposals is 14:30hrs. Proposals submitted after the above-specified date and time shall not be considered.

8.4 OPENING OF TECHNICAL PROPOSALS

Technical proposals shall be opened on the same day. Bidders' will be sent the tender register.

8.5 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.

9. EVALUATION CRITERIA

9.1. 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/ authority.			
Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each proponent's Inland tax authority. E.g SARS or RSL.			
Signed letter of introduction.			
Mandatory Site Visit attendance			

9.2. TECHNICAL EVALUATION CRITERIA:

Technical evaluation shall comprise of technical proposal evaluation and the oral presentation (pitch).

9.2.1 Technical proposal evaluation criteria

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

EVALUATION CRITERIA	
SCOPE	MARKS ALLOCATION
Details of compliance to requirements.	60
Financial soundness of the proponent demonstrated by unqualified financial reports and no financial losses in the last 3 years OR a credit /loan support from an authorized Financial Institution.	30
Proponent/ Company Experience	10
Total	<u>100</u>

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

9.2.2 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 a 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 of the RFP and the presentation (pitch).	10

Total	30
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(To qualify for financial evaluation the proponents should score a total weighted (50:50) score of 75% under both submission evaluation and pitch.)

9.3. FINANCIAL EVALUATION CRITERIA

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 RFP).			
Completeness- Complete financial proposal covering all the requirements.			

9.4. SELECTION FOR AWARD (*Quality and Cost based selection*)

To determine a proposal for award, a weighted score in the ratio of Technical 80% and Financial 20% shall be used. The top ranked proposal shall be selected.

10.TERMS AND CONDITIONS OF THE RFP

10.1. PROPOSAL VALIDITY AND 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.

10.2. CURRENCY

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

10.3. TAXES

10.3.1 VALUE ADDED TAX (VAT)

Prices quoted are to be:

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

10.3.2 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.

10.4. OWNERSHIP OF PROPOSALS

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

10.5. 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 as a result 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 confidentiality clause.
 - Hand over all the documentation raised over to CBL

10.6. 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 proponents that have received the RFP documents will be notified of the amendment in writing, and such amendment will be binding on them. To give prospective respondents reasonable time to consider any amendments in preparing their responses, CBL may extend the deadline for submission of responses based on the amendments.

10.7. 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.

10.8. 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.

10.9. 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.

10.10. HEALTH AND SAFETY

The Bank adheres to Occupational Health and Safety (OHS) requirements under the Lesotho Labour Code Order No.24 of 1992 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.

All service providers must provide their staff with necessary Occupational Health and Safety requirements while undertaking this assignment including a valid workmen's compensation insurance.

Site file addressing Health, Safety and Environmental requirements specific to this project including like; risk assessments, method statement, tools and equipment, personal protective equipment/clothing must be summarised during the submission.

10.11.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.

10.12.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 by 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.

10.13.WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

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

10.14.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 not bound to accept the lowest or any bid, may cancel the bidding process at any stage prior to the award of contract and is not bound to provide reasons for cancellation.