

# Central Bank Of Lesotho



## REQUEST FOR PROPOSAL

**RFP TITLE:**

**PROVISION OF CLEANING AND UPKEEP SERVICES  
AT THE CENTRAL BANK OF LESOTHO - NEW BUILDING AND CAR  
PARKADE**

**RFP NO:**

**CBL/FNC/TC/8/01/2019**

**Submission Location:**

Tender Box Reception area  
Central Bank of Lesotho  
Cnr. Moshoeshoe & Airport Roads  
Maseru, Lesotho

**Contact person:**

Name: **'Matsepo Lechela**  
Title: Secretary, Tender Committee  
Phone **(266) 22232126**  
Fax number: (266) 22310051/22310679  
Email: [mlechela@centralbank.org.ls](mailto:mlechela@centralbank.org.ls)

**FEBRUARY 2019**

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## 1. INTRODUCTION

The Central Bank of Lesotho (CBL) has an on-going construction project of a new office building which will operate as an extension to the existing Bank building. The extension includes new 3 story carports.

The Bank is desirous to ensure cleanliness and upkeep of this office complex, carports, washrooms and its surroundings. It is for this reason the Bank wishes to engage the services of an experienced and competent cleaning company on a performance based renewable contract of thirty-six months, to deliver a thorough cleaning and upkeep services of the new building, surroundings and carports.

## 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;

**“Service Provider”** means the individual of body corporate awarded the tender for cleaning Services for the new building;

**“Washrooms”** means all the toilets in the new building and carports

### **3. Terms of Reference**

- 3.1. The service provider shall be expected to clean daily the new office building open areas that are about 6174 square meters (m<sup>2</sup>). The office building consists of floors, walls, roofs, all office equipment, washrooms and glass faced etc.
- 3.2. The service provider shall be expected to clean (sweep and dust) fortnightly during weekends the carports that are about 19000 square meters (m<sup>2</sup>). They will be expected to empty dustbins and trash on a daily basis.
- 3.3. The service provider shall be expected to clean (sweeping) daily the surroundings
- 3.4. The service provider shall be expected to serve daily from Monday to Friday, tea and coffee to the members of staff and ensure that the utensils and the kitchenettes are cleaned daily. The ingredients for tea and coffee and all the utensils will be provided by the Bank.
- 3.5. The service Provider shall be expected to provide washroom sanitation and fumigation services twice a week or as and when need arises. They will be required to provide all washroom amenities such SHE bins, toilet soap, deep cleaning and fresheners, seat wipes etc.
- 3.6. The proponents are required to provide labor, materials and equipment to perform the services required under this contract.
- 3.7. For additional devices that would be supplied and installed in the washrooms, the service provider shall separate their costs from the service costs.
- 3.8. Cleaning equipment and machinery shall be provided and maintained throughout the contract period by the Service Provider.
- 3.9. The service provider shall be expected to ensure that their staffs are in decent uniform at all times with name badges.
- 3.10. The service provider is required to ensure that all staff to manage the kitchen have food handler's certificate that should be renewed in accordance with the industry norm.
- 3.11. The number of cleaners, food handlers together with supervisor(s) proposed to be clearly specified. Any changes in personnel and the reason for change must be communicated in writing and agreed with the Bank before such changes are implemented.
- 3.12. The equipment, materials and products proposed for use under this contract, shall respond to the norms and specific code in force in the field and as much as possible be ecofriendly.
- 3.13. The Service Provider agrees to provide the services in accordance with the requirements set forth in the contract documents. It shall choose the most suitable and acceptable process, methods and equipment to perform its services under this contract, at competitive price.
- 3.14. The Service Provider shall undertake to perform all the services hereunder in accordance with the highest standards of professionalism and ethical competence and integrity. Particular attention shall be given to the rest rooms, conference rooms and waiting areas due to their sensitivity.
- 3.15. 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.

- 3.16. During the implementation of the contract, the Service Provider shall contribute to the protection of the environment and all assets and take necessary measures for good coexistence of its activities with any other activities of the Bank
- 3.17. The Service Provider shall execute the service in a way that does not disturb the routines of the neighbors. Since the cleaning of the premises is a repetitive task, the hours reserved to key tasks such as deep cleaning, movement of motorized or other special tools and material, their usage and access into specialized offices such as conference rooms, shall be limited to specific dates.
- 3.18. The Service Provider shall provide all cleaning equipment and materials required for the performance of this contract. Such equipment and materials shall include, shampoo and polish, heavy duty wet and dry machine, vacuum cleaners, mopping systems, free standing ladders, automatic SHE bins, and any other machines and equipment necessary to perform this contract. The Service Provider shall be responsible for obtaining and maintaining any permits or authorizations necessary to operate such equipment in line with the manufacturer’s specifications. This service shall be carried out in a way that minimizes any nuisance and harmful effects to the environment, health and safety principles
- 3.19. Toilet paper shall be provided by the Bank.
- 3.20. The Service Provider shall verify the entire document which constitutes the Request for Proposal. It shall, under no circumstances, claim errors, omissions or lack of probable concordance in the various documents to request for modifications of the constitutive elements of its offer.

**4. Scope of Work**

- 4.1. The Service Provider shall provide cleaning services to all floor areas in offices, internal and external façade, all windowpanes that ordinarily can be reached by a stepladder and carports as detailed under **Table 1, 2 and 3** below:

**Table 1**

<b>CBL PREMISES AREAS</b>		
	<b>Location</b>	<b>Floor Finish</b>
Ground Floor:	<ol style="list-style-type: none"> <li>1. Main entrance lift &amp; auditorium lobby.</li> <li>2. Main entrance.</li> <li>3. Pause area &amp; circulation space.</li> <li>4. Refreshments &amp; washrooms circulation spaces</li> <li>5. Washrooms</li> <li>6. Reference Library &amp; main library</li> <li>7. Meeting rooms</li> <li>8. Office area</li> <li>9. Auditorium</li> </ol>	<ol style="list-style-type: none"> <li>1. Marble</li> <li>2. Polished porcelain tiles</li> <li>3. Polished porcelain tiles</li> <li>4. Unpolished porcelain tiles</li> <li>5. Porcelain tiles</li> <li>6. Carpet tiles (dark)</li> <li>7. Carpet tiles (light)</li> <li>8. Carpet tiles (medium)</li> <li>9. Broadloom carpet</li> </ol>
Mezzanine	<ol style="list-style-type: none"> <li>1. Main entrance lift &amp; auditorium lobby.</li> <li>2. Executive lounge.</li> <li>3. Refreshments &amp; washrooms circulation spaces</li> <li>4. Washrooms</li> <li>5. Main library</li> <li>6. Meeting rooms</li> <li>7. Office area</li> <li>8. Auditorium</li> </ol>	<ol style="list-style-type: none"> <li>1. Polished porcelain tiles</li> <li>2. Broadloom Carpet</li> <li>3. Unpolished porcelain tiles</li> <li>4. Porcelain tiles</li> <li>5. Carpet tiles (dark)</li> <li>6. Carpet tiles (light)</li> <li>7. Carpet tiles (medium)</li> <li>8. Broadloom carpet</li> </ol>

Floor 1	<ol style="list-style-type: none"> <li>1. Waiting area &amp; lift lobby</li> <li>2. Training &amp; computer Training room</li> <li>3. Open plan &amp; circulation space</li> <li>4. Pause area</li> <li>5. Washrooms</li> <li>6. Kitchen &amp; toilet corridor</li> <li>7. Meeting rooms</li> <li>8. Office areas</li> </ol>	<ol style="list-style-type: none"> <li>1. Polished porcelain tiles</li> <li>2. Carpet tiles (dark)</li> <li>3. Carpet tiles (dark)</li> <li>4. Vynil plank</li> <li>5. Porcelain tiles</li> <li>6. Porcelain tiles</li> <li>7. Carpet tiles (light)</li> <li>8. Carpet tiles (medium)</li> </ol>
Floor 2	<ol style="list-style-type: none"> <li>1. Waiting area &amp; lift lobby</li> <li>2. Open plan &amp; circulation space</li> <li>3. Pause area</li> <li>4. Washrooms</li> <li>5. Kitchen &amp; toilet corridor</li> <li>6. Meeting rooms</li> <li>7. Office areas</li> </ol>	<ol style="list-style-type: none"> <li>1. Polished porcelain tiles</li> <li>2. Carpet tiles (dark)</li> <li>3. Vynil planks</li> <li>4. Porcelain tiles</li> <li>5. Porcelain tiles</li> <li>6. Carpet tiles (light)</li> <li>7. Carpet tiles (medium)</li> </ol>
Floor 3	<ol style="list-style-type: none"> <li>1. Waiting area &amp; lift lobby</li> <li>2. Open plan &amp; circulation space</li> <li>3. Pause area</li> <li>4. Washrooms</li> <li>5. Kitchen &amp; toilet corridor</li> <li>6. Meeting rooms</li> <li>7. Office areas</li> </ol>	<ol style="list-style-type: none"> <li>1. Polished porcelain tiles</li> <li>2. Carpet tiles (dark)</li> <li>3. Vynil planks</li> <li>4. Porcelain tiles</li> <li>5. Porcelain tiles</li> <li>6. Carpet tiles (light)</li> <li>7. Carpet tiles (medium)</li> </ol>
Floor 4	<ol style="list-style-type: none"> <li>1. Waiting area &amp; lift lobby</li> <li>2. Open plan &amp; circulation space</li> <li>3. Executive Enclave</li> <li>4. Washrooms</li> <li>5. Kitchen &amp; toilet corridor</li> <li>6. Meeting rooms</li> <li>7. Office areas</li> </ol>	<ol style="list-style-type: none"> <li>1. Polished porcelain tiles</li> <li>2. Carpet tiles (dark)</li> <li>3. Vynil planks</li> <li>4. Porcelain tiles</li> <li>5. Porcelain tiles</li> <li>6. Carpet tiles (light)</li> <li>7. Carpet tiles (medium)</li> </ol>
	Carport	Cement finish

**Table 2**

CBL Extension Toilet Schedule

#	Area	Name	WC Cubicle (s)	Basin (s)	Urinal
<b>Ground Floor</b>					
1	Lift Lobby	Female WC's	4	4	
2		Male WC's	2	2	2
3		Paraplegic WC	1	1	
4	Auditorium	Female WC's	4	5	
5		Paraplegic female WC	1	1	
6		Male WC's	2	5	5
7		Paraplegic female WC	1	1	
8	Auditorium Backstage	Female WC's	1	2	
9		Paraplegic female WC	1	1	
10		Male WC's	0	2	2
11		Paraplegic WC	1	1	
<b>Total Ground Floor</b>			<b>18</b>	<b>25</b>	<b>9</b>
<b>Mezzanine Floor</b>					

12	Lift Lobby	Female WC's	4	4	
13		Male WC's	2	2	2
14		Paraplegic WC	1	1	
15	Auditorium	Female WC's	4	5	
16		Paraplegic female WC	1	1	
17		Male WC's	2	5	5
18		Paraplegic female WC	1	1	
	<b>Total Mezzanine</b>		<b>15</b>	<b>19</b>	<b>7</b>
<b>First Floor</b>					
19	Lift Lobby	Female WC's	1	2	
20		Male WC's	1	2	2
21		Paraplegic WC	2	2	
22	Offices	Female WC's	2	2	
23		Paraplegic WC	1	1	
24		Male WC's	1	2	2
	<b>Total First Floor</b>		<b>8</b>	<b>11</b>	<b>4</b>
<b>Second Floor</b>					
25	Lift Lobby	Female WC's	1	2	
26		Male WC's	1	2	2
27		Paraplegic WC	2	2	
28	Offices	Female WC's	2	2	
29		Paraplegic WC	1	1	
30		Male WC's	1	2	2
	<b>Total Second Floor</b>		<b>8</b>	<b>11</b>	<b>4</b>
<b>Third Floor</b>					
31	Lift Lobby	Female WC's	1	2	
32		Male WC's	1	2	2
33		Paraplegic WC	2	2	
34	Offices	Female WC's	2	2	
35		Paraplegic WC	1	1	
36		Male WC's	1	2	2
	<b>Total Third Floor</b>		<b>8</b>	<b>11</b>	<b>4</b>
<b>Fourth Floor</b>					
37	Lift Lobby	Female WC's	1	2	
38		Male WC's	1	2	2
39		Paraplegic WC	2	2	
40	Offices	Female WC's	2	2	
41		Paraplegic WC	1	1	
42		Male WC's	1	2	2
	<b>Total Fourth Floor</b>		<b>8</b>	<b>11</b>	<b>4</b>
<b>Fifth Floor</b>					
	<b>Excluded</b>				
	<b>Total Bathrooms</b>		<b>65</b>	<b>88</b>	<b>32</b>

**Table 3 - CBL Carports Scope of Services**

	<b>Location</b>	<b>Floor Finish</b>	<b>Total Area (Square Meters)</b>
1	+1 Level Parkade	Smooth cement	2 731 m <sup>2</sup>

2	Ground Floor	Smooth cement	4 124 m <sup>2</sup>
3	-1 Level parkade	Smooth cement	4 012 m <sup>2</sup>
4	-2 Level parkade	Smooth cement	4 012 m <sup>2</sup>
5	-3 Level parkade	Smooth cement	4 015 m <sup>2</sup>
6	Lift area	Rubber flooring with rails	
7	Stairways	Smooth cement with metal rails	

- 4.2 To provide high quality office cleaning service for CBL new office block and carports per table 1 and 2 above.
- 4.3 Ensure availability of refreshments at pause areas as and when required and maintain the office kitchenettes and pause areas hygienically clean / neat at all times.
- 4.4 All personnel (including a Supervisor(s) /Team Leader(s)), equipment and cleaning materials (including garbage bags) shall be provided by the appointed company.
- 4.5 Attention should be given to the presentation and personal hygiene of the deployed company personnel who shall wear company uniforms, expected to be clean and tidy; displaying name and employee identification badges to be supplied by appointed company. Contact details and police clearance of these employees must be provided before commencement of the contract.
- 4.6 Cleaning of the interior and exterior of the building shall be undertaken in accordance with recognized best practice in the industry and with applicable health and safety standards.
- 4.7 The Service Provider shall be responsible for the maintenance of minimum standards of cleaning and performance standards set forth in this document, regardless of the staff absenteeism for any reason whatsoever.
- 4.8 All floor surfaces are expected to be completely free of dust, paint, strips, shoe marks, including blemishes and stains that can be removed with standard industry techniques. Any defects noticed by cleaners must be registered and reported to the Bank immediately.
- 4.9 Food handlers are also expected to submit relevant certificates.

## 5.0 SCHEDULE OF SERVICES

- 5.1. Working hours will be agreed upon with the service provider.
- 5.2. Under exceptional cases where CBL requires service outside the scope, the service provider shall avail additional staff commensurate with agreed charges.

## 6.0 CLEANING SERVICES

### 6.1. Offices, Reception / Lobby, Auditorium / Meeting rooms, Washrooms:

#### 6.1.1. Daily:

- Empty all rubbish bins and plastic bags.
- Dust and vacuum clean all horizontal surfaces that are clear of obstructions and cannot be relocated and remove all dirt.
- Wash crockery and cutlery in all areas of the building and store in designated storage space.
- Set-up pause areas and replenish vending machines as necessary.



### 6.1.2. **Weekly**

- Vacuum and remove dust on all floor areas including carpeted and tiled areas
- Spot clean all doors and glass partitions and all windows that can ordinarily be reached with or without a stepladder
- Clean and polish chrome surfaces.
- Clean, dust and wipe window blinds, telephone sets and computer instruments.
- Clean and polish all furniture with appropriate finishes.
- Clean walls, window sills, stairways, balustrades and movable assets.
- Clean all doors, glass panels, skirting boards, shelves, and radiators
- Wash and Clean all walls and doors.

## 6.2. **Washrooms**

### 6.2.1. **Daily:**

- Twice a day (morning and afternoon clean and disinfect all sanitary-ware (washrooms, washbasins, SHE bins), and mirrors.
- Empty garbage bins and clean floors.
- Restock toilet consumables (toilet paper, paper hand towels and liquid soap, seat wipes).
- Complete cleaning of all sanitary elements including the removal of all stains and scale.
- Washrooms should be checked and attended every three hours or immediately if there is a problem.

### 6.2.3. **Quarterly:**

Spring-clean all areas where contracted to clean.

### 6.2.4. **Bi-Annual Tasks**

- Deep cleaning on all carpeted and tiled area surfaces, at a time to be agreed upon with the Bank
- Cleaning of Blinds and curtains
- There is a rope cleaning machine available where quotations would be sourced to clean all other windows ordinarily not reachable by a stepladder.

## 6.3 **Kitchenettes**

### 6.3.1. **Daily**

- Ensure tea/coffee/water is available for staff and visitors at pause areas as and when required and those areas are always hygienically maintained.

## 6.4 **Carports**

### 6.4.1. **Daily**

- Empty all dustbins and collect litter on all floor areas including stairways
- Clean and disinfect all washrooms
- **Bi-weekly**
- Sweep and clean all floor areas during the weekends.

## 6.5 **Equipment and consumables**

6.5.1. Avail, at own cost, all necessary equipment and machinery, required to adequately perform the services including, but not limited to:

- Industrial vacuum cleaners with clean air filter
- Industrial washing carpet machines

- 6.5.2. The consumables (cleaning materials) should be provided and included as part of the service fee. They should include, but not limited to:
- Dusters, brooms, brushes, buckets, rubbish carts and mops, SHE bins, uniform and protective clothing
  - Ecofriendly and quality cleaning consumables, chemical liquid, detergents and cleaning material for cleaning of office equipment such as photocopiers, fax machines, computers, printers, scanners, office furniture, glass top, glass panes etc.)

**7.0. Ensure the following cleaning services are provided;**

- 7.1. Maintaining and cleaning pause areas.
- 7.2. Store cleaning products safe and at designated storage spaces
- 7.3. Ensure proper mixing techniques per labeling instructions (Materials Safety Data Sheet) MSDS
- 7.4. Perform special request task by being accessible and flexible and assist visitors and staff by answering questions promptly and courteously.
- 7.5. Adhere to health and safety rules and standards at all times during the performance of duties.
- 7.6. Provide the Bank with a working plan for daily, weekly, quarterly and bi-annual services. Any variance to the plan must be approved by the Bank in advance. The plan shall show a detailed program of the services to be executed such as cleaning of floors and window sills etc.
- 7.7. Central Bank is a highly sensitive place and the Service Provider shall provide proof that it is aware of the risks associated with the assignment by providing convincing mitigation of risks in a well-documented risk register. The Following risk should appear in the risk register;
- Risk of confidential documentation being compromised
  - Illegal access to the Building
  - Theft
  - Unauthorized use of Central Bank resources
  - Health Certificates of workers
- 7.8. The Service Provider agrees to adapt /align its working hours to those recommended by the Bank.

**8. Public Liability**

The successful bidder shall at its own cost maintain public liability insurance for its own employees against accidents, injury and death.

**9. Indemnity**

The successful bidder shall fully indemnify CBL, its agents, employees, contractors, clients, and sub-contractors from and against all liabilities, claims, actions, proceedings, damages, loss of earnings suffered or incurred by CBL agents, employees, contractors, clients, and sub-contractors in consequence of or arising out of action or omission of all or any.

## 10. Security

The Successful bidder shall be required to conform to the security arrangements, procedures and regulations applicable to CBL staff. These procedures and regulations shall be made available to the successful bidder.

## 11. Uniform

The successful bidder shall undertake, at commencement of the contract until termination, ensure that all cleaning staff are deployed in complete uniform and necessary protective clothing.

## 12. Infrastructure Inspection

CBL maintains the prerogative to conduct inspection on services rendered by the service, including;

- Inspection of equipment provided by the service provider.
- Take records of any shortages / broken equipment not in working condition.
- CBL reserves the right to conduct inspection for the services rendered by the services provider at any time, to establish whether the service rendered is satisfactory and comply with the conditions as set out in the contract and site specifications.
- CBL reserves the right to request from the service provider that any of its employees leave the site permanently without being held responsible for any damage or claims which may arise resultant from this request and shall be indemnified against such claims and legal expenses.

## 13. Surroundings

- **Daily**

Clean all the Bank paved areas.

## 14. PROPOSAL PREPARATION (Proposal Format)

### 14.1 Technical Proposal

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

- 14.1.1. One-page letter of introduction identifying the proponent (proponent's name and physical address together with contact details; contact person, telephone / cellular 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;
- 14.1.2. Table of contents including page numbers.
- 14.1.3. List and proposed number of equipment and machinery to be leased to the Bank
- 14.1.4. List and quantities of the equipment to be installed and supplied in the washrooms
- 14.1.5. List of materials (toilet paper excluded) and chemicals to be used
- 14.1.6. Names and Proposed number of staff to be used for the exercise including supervisors. Certified copies of the staff passports or ID should be provided.

- 14.1.7. Proposed hours of providing the service in a day
- 14.1.8. Address how loss and damage to the Bank assets will be handled.
- 14.1.9. A brief profile of the proponent showing:
- 14.1.10. Demonstrate the track record and nature of assignments relevant to this project by providing a list of clientele and their contact details as well as three (3) reference letters;
- 14.1.11. 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.

## **14.2 Financial Proposal**

This section deals with cost estimates for the services and specifically addresses the following issues:

### **14.2.1. Fee Breakdown**

- Fee should be broken into monthly fee and a total annual fee inclusive of VAT where applicable.
- The fees should clearly show amongst other things the cleaning detergents costs which should be SABS approved and the professional fees.
- The break down should also reflect fees to be incurred once such as for equipment to be installed in the washrooms and those that will be part of the service fee.
- Supply and installation of Washroom Equipment should be itemised as follows:

Description( a full list of what is applicable should be itemised)	Quantity	Unit Price	Total price

- Other service fees should be itemised to as follows:

Description	Monthly price	Annual price
Professional fees/ costs for cleaning the building as per the RFP ( inclusive of labour, materials and chemicals (etc.)		
Carports ( fortnightly)		
Surroundings( daily)		
Fee for lease of Equipment and Machinery as per the RFP		
Washroom sanitation services fees( labour and consumables)		

It is the responsibility and requirement of the proponents and CBL respectively to ensure that lawful salaries to their employees are paid.

#### a) Costs Prior to Contract

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.

#### 14.2.2. Mandatory Requirements and documents (required as part of the proposal):

The proponent should meet and submit the following requirements and documents:

Requirement	Supported by:
<b>Firm experience for the last two (2) years</b>	a) Three (3) reference letters from the Clients that were provided with the similar service. b) The reference letters should clearly indicate the duration of contract and the contact details of the client for verification.
<b>Site Visit:</b>	All proponents must attend the <b>mandatory</b> site visit to be held on the <b>13<sup>th</sup> February 2019 at 10:00am.</b>
<b>Team for the assignment:</b>	List of names of staff to be deployed at the new building and certified copies of their passports / ID document
<b>Qualifications:</b> The supervisor should have a minimum of COSC and 5 years' experience in a similar role General Cleaners should have a minimum of Junior Certificate	Certified copies of School certificates of each staff proposed Reference letter for the supervisor
<b>Trading and Tax compliance requirements</b>	Certified copies of the valid trader's license or

	registration Certificate and tax clearance certificate.
<b>Provision of SABS approved cleaning detergents and other consumables.</b>	List of detergents and materials to be used
<b>Provision of cleaning equipment</b>	List of cleaning equipment to be used

## 15. REQUEST FOR PROPOSAL PROCESS

### 15.1 *Contact Persons*

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](mailto:mlechela@centralbank.org.ls)

### 15.2 *Clarification*

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 15.1 above. Responses will be sent to the enquirer and may also be posted on the Bank's website

### 15.3 *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.

### 15.4 *Mandatory Site Visit*

There shall be a mandatory site visit on the **13<sup>th</sup> February 2019 at 10:00am**. Proponents are requested to report **at the reception** on or before the stipulated time. Proponents who arrive late will not be accommodated.

## 16. DELIVERY OF PROPOSALS

Proposals must be prepared in two parts, and sealed separately, namely:

(a) The Technical proposal which shall not contain any financial information or rates pertaining to the services.

and

(b) The Financial proposal which should be **self-addressed** to facilitate return in case technical requirements are not met.

### 16.1 *Technical proposal*

16.1.1. Technical Proposals (an original and one copy) shall be deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads Maseru, and should be marked "**Technical Proposal for Provision of Cleaning Services for the new building**".

16.1.2. In the event that proposals are dispatched by courier, proponents are expected

to instruct their couriers to deposit proposals in the tender box.

#### **16.2 Financial proposal**

Financial proposal which should be **self-addressed** shall be deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads Maseru, and should be marked “**Financial Proposal for Provision of Cleaning Services for the new building**”.

In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box.

All proposals must be delivered to the Bank **on or before Friday 22<sup>nd</sup> February 2019 no later than 14:30 hours**. Late proposals shall not be considered.

#### **17. Opening of proposals**

Properly sealed and marked technical proposals shall be opened on the same day **22<sup>nd</sup> February 2019 at 14:30hrs**. Bidders representatives who wish to attend the opening session are welcome to attend. The financial proposals will only be opened following the technical evaluation for only those proponents who have met the technical requirements. All proposals not meeting the requirement above will not be opened but will be rejected.

#### **18. Evaluation of proposals and selection**

Proposals compliant with the requirements for submissions described above shall be evaluated by procedures which take into account both technical and financial considerations. Technical evaluation shall involve submission analysis and pitch.

#### **19.1 EVALUATION CRITERIA**

##### **18.1.1. Mandatory documents evaluation criteria**

<b>REQUIREMENT</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
Original Bid and one copy provided			
Certified copy of a valid traders license			
Certified copy of a Valid tax clearance certificate			
Signed letter of introduction			
Technical and Financial proposals separated (The Technical proposal shall not contain any financial information or rates pertaining to the services)			
Site Visit attendance			

***(Proponents missing any of the above will not be considered for the next stage of evaluation.)***

##### **18.1.2. Technical proposal evaluation criteria:**

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

<b>Evaluation Area</b>	<b>Allocated Score</b>
a) Experience in cleaning and hygiene services of the proponent (Provision of list of clientele and submission of relevant reference letters x 3 and positive verification)	30
b) Compliance to technical requirements as per 8.1 above	30
c) Team qualifications, skills and experience of the team ( based on certificates and reference letter for the supervisors)	25
<b>Total</b>	<b>85</b>

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

#### **18.1.3. Pitch evaluation criteria**

<b>Evaluation Area</b>	<b>Allocated score</b>
Clarity of the presenter and ability to answer questions appropriately	10
Knowledge and understanding of CBL requirements	10
Consistency of the RFP and the presentation (pitch)	10
<b>Total</b>	<b>30</b>

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

#### **18.1.4. Financial evaluation**

- Proposals that have scored **75%** and above on pitch evaluation, their financial proposals shall be opened and evaluated based on price competitiveness.
- The financial proposal shall be broken down as shown in 8.2 above.
- The lowest proposal shall be selected for award.

## **19. TERMS AND CONDITIONS OF THE RFP**

### **19.1 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.

### **19.2 Currency and Taxes**

Prices quoted are to be:

- in Maloti (1 LSL = 1 ZAR);
- inclusive of 15% Value Added Tax; and
- In accordance to applicable Lesotho laws

### **19.3 Ownership of Proposals**

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



#### **19.4 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 Proponent as a result of participation in this project is confidential and must not be disclosed without written authorisation from the Bank.

#### **19.5 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.

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.

#### **19.6 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.

#### **19.7 Acceptance and/or Rejection of Proposals**

- a) The Bank is not bound to give reasons for declining any or all of 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.

#### **19.8 Time Frame**

The successful Proponent is expected to resume duty immediately after completion of the new building expected to be in **April 2019**.