

Central Bank Of Lesotho



REQUEST FOR PROPOSAL

RFP TITLE:

CONSULTANCY FOR THE REVIEW OF INFORMATION MANAGEMENT SERVICES FOR THE CENTRAL BANK OF LESOTHO

RFP NO:

CBL/FNC/TC /8/14/2019

Submission Location:

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

Contact person:

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1. INTRODUCTION

The Central Bank of Lesotho (the Bank or CBL) was established by the Lesotho Monetary Act of 1978, as the Monetary Authority in Lesotho. An Amendment Act elevated the Bank to the status of a Central Bank in 1982. In the year 2000, the Central Bank of Lesotho Act No. 2 of 2000 was enacted conferring autonomous status to the Bank. The Bank is fully owned by the Government of Lesotho and managed by a Board of Directors.

The principal objective of the Bank is to achieve and maintain price stability. To attain this objective, the Bank performs a number of functions in accordance with modern central banking practices. The other important function of the Bank is to formulate and execute monetary policy for Lesotho.

Other key functions of the Bank include to issue, manage and redeem the currency of Lesotho. The Bank also serves as a Banker for the Lesotho Government and the commercial banks. The Central Bank of Lesotho acts as a custodian of the country's foreign reserves, and supervises and regulates the financial institutions. It also acts as an advisor to the Government on financial issues.

In 2004, the Bank established Lehakoe Recreation and Cultural Centre (LRCC) as its strategy to develop a diverse environment, promoting healthy living and wellness through physical exercise and promotion of social interaction through highly developed hospitality services, including the sensitization of Basotho and non-Basotho alike to the cultural heritage of Lesotho. The LRCC is not a separate legal entity from the Bank.

The Bank therefore intends to acquire consultancy services for the assessment with a view to improve its Information Governance Framework. The Framework should establish a formal holistic approach of managing the entire Bank's information as a business asset.

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;

“IT means” means Information Technology

“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. PROJECT OBJECTIVES

The objective of the consultancy is to assess/review the current Bank’s information governance/management processes with a view to make improvements and develop a proposal for an ideal solution.

The gap analysis should identify the Bank’s capability of creating, capturing, storing and managing information to satisfy business, legal and stakeholder requirements, and assigning responsibilities and workflow management of information across the Bank.

4. SCOPE OF WORK

The assessment should be responsive to central banking business, taking into consideration the functions and business units of the Bank.

In general, the assessment should address the following aspects:-

- 4.1** The creation, capturing, storing, archiving, disposal of information to satisfy business requirements;
- 4.2** Legal and stakeholder requirements;
- 4.3** Assigning responsibilities and workflow management of information across the Bank;
- 4.4** Defining key roles and responsibilities;
- 4.5** Defining a team to drive practical implementation of the programme;
- 4.6** Management of information risks;
- 4.7** Information Asset Management;
- 4.8** Records Management;

- 4.9 Defining the employees' roles in the management of information;
- 4.10 Setting out corporate policies relevant to the Information Governance/Management programme;
- 4.11 Setting out the procedures of handling information of the Bank;
- 4.12 Establishing how the Bank operates and shares information with third parties and
- 4.13 Setting out the Bank's approach to Disaster Recovery, Contingency and Business Continuity.

5. DELIVARABLES

Key deliverables under this consultancy are as follows:-

- 5.1 Information Governance Framework of the Bank
- 5.2 Draft Policy and procedure manual on the Bank's Information Governance Framework.
- 5.3 Training of staff on the framework, policy and procedure manual
- 5.4 Key roles and responsibilities charter;
- 5.5 Draft policy relevant to the Information Governance programme;
- 5.6 Guidelines and procedures on handling information of the Bank;
- 5.7 Guidelines on how the Bank operates and shares information with third parties and
- 5.8 Guidelines on Disaster Recovery, Contingency and Business Continuity,

6 PROPOSAL PREPARATION (Proposal Format)

6.1 Technical Proposal

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:

- a) 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;

b) The body of the proposal to include the following elements:

i. Approach

In this part of the proposal the Proponent shall summarize concisely, the general approach to the assessment. This description should include notes on methods, techniques and procedures proposed to be used to achieve the deliverables.

ii. Deliverables

The proponent is expected to clearly state all the deliverables to be produced to achieve the stated objectives.

iii. Project timelines

A project plan should be mapped indicating the duration of the project.

iv. Project Team composition and qualifications

- a. The composition of proposed team for the assignment should be clearly shown and the roles they will play. The team should at least be made of the Project Manager with at least five (5) years relevant industry experience; , Business Analyst expert with at least three (3) years relevant experience.
- b. The Curriculum Vitae of each team member should be provided and show clearly the details as required under 6.3 below.

v. Proponent Experience

- A proponent should provide a brief summary of suitability which outlines specifically the proponent's track record and nature of assignments relevant to this project and a reference list with client name, responsible person and contact information.

- The proponent’s relevant experience in the last five years should be supported by a minimum of two reference letters as stated in 6.3 below.
- 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.
- The following certification should be provided:
 - i. Copy of valid 27001 certificate
 - ii. ISO 9001 certificate will be an added advantage

6.2 Financial Proposal

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

a) Fee and Disbursements Chargeable

The total fee chargeable should be broken down into fees and disbursements. Professional fees should also be broken down according to stages that the proponent will follow in undertaking the assignment.

b) Costs Prior to Contract

No payment will be made for any costs incurred in the preparation or submission of the proposals; or in the negotiations, preparation and signature of the contract; or for any other work prior to the engagement date.

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

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

| Requirement | Supported by: |
|---|---------------------------------------|
| Consulting Firm experience for the last | a) Two (2) reference letters from the |

| | |
|---|--|
| five (5) years | <p>Clients that were provided with the similar service.</p> <p>b) The reference letters should clearly indicate the duration of association and the contact details of the client for verification.</p> |
| Qualifications of the proposed team | <p>Curricula Vitae (CVs)</p> <p>Curriculum Vitae shall be limited to 3 pages and shall give the following information.</p> <ul style="list-style-type: none"> • Name, Age, Nationality • Educational Qualifications; • Professional Qualifications • Relevant experience (actual duties performed and degrees of responsibility held must be indicated) including locations, dates and duration of assignments, starting with the latest. |
| Trading and Tax compliance requirements | Certified copies of the valid trader's license /registration certificate for firms and tax clearance certificate. |
| Certification | Certified Copy of valid 27001 certificate ISO 9001 certificate will be an added advantage |
| Financial Capability | Financial statement for the past 2 years duly signed by an Audit Firm or practicing Chartered Accountant |

7 REQUEST FOR PROPOSAL PROCESS

7.1 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

7.2 Clarification

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 7.1 above. Responses will be sent to the enquirer and all the recipients of the RFP.

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.

7.4 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.

7.5 Technical proposal

- a) Technical Proposals, an original and one copy, shall be sealed and 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 REVIEW OF THE BANK'S INFORMATION GOVERNANCE/MANAGEMENT PROCESSES"**

- b) In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box.
- c) All proposals must be delivered to the Bank **on or before the 15th November 2019 no later than 14:30 hours**. This date shall not be extended, except at the discretion of the Bank. Late proposals shall not be considered.

7.6 Financial proposal

- a) Financial proposal which should be sealed and **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 REVIEW OF THE BANK’S INFORMATION GOVERNANCE/MANAGEMENT PROCESSES”**;
- b) In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box;
- c) All proposals must be delivered to the Bank **on or before the 15th November 2019 no later than 14:30 hours**. This date shall not be extended, except at the discretion of the Bank. Late proposals shall not be considered.

7.7 Opening of proposals

Properly sealed and marked technical proposals shall be opened on the **15th November 2019 no later than 14:30 hours**. 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 financial proposals for bidders not meeting the minimum technical requirement will not be opened but will be rejected.

7.8 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 both submission analysis and pitch evaluation.

8 EVALUATION CRITERIA

8.1 MANDATORY DOCUMENTS EVALUATION CRITERIA

| REQUIREMENT | YES | NO | REMARKS |
|--|-----|----|---------|
| Certified(at source) 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) | | | |

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

8.2 TECHNICAL PROPOSAL EVALUATION CRITERIA:

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

8.2.1 Submissions evaluation criteria

| Evaluation Area and Sub Area | Allocated Score |
|--|-----------------|
| COMPANY EXPERIENCE | |
| Provision of 2 positive relevant reference letters | 5 |

| | |
|--|-----|
| The proponent's track record and nature of assignments relevant to this project and a reference list with client name, responsible person and contact information. | 10 |
| Copy of valid 27001 certificate ISO 9001 certificate will be an added advantage | 5 |
| APPROACH AND DELIVERABLES | |
| Soundness of the proposed approach to undertake the assignment and achieve stated deliverables | 40 |
| PROJECT TIMELINES | |
| Availability of a project plan that covers all stages of the project to be completed within a reasonable time | 5 |
| PROJECT TEAM COMPOSITION AND QUALIFICATIONS | |
| CVs of the relevant experts that clearly show the relevant experience | 30 |
| FINANCIAL CAPABILITY | |
| Financial statement for the past 2 years duly signed by an Audit Firm or practicing Chartered Accountant | 5 |
| Total | 100 |

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

8.2.2 Pitch evaluation criteria

| Evaluation Area | Allocated score |
|--|------------------------|
| Clarity of the presenter and ability to answer questions appropriately | 10 |
| Demonstrated knowledge and understanding of CBL requirement | 10 |
| Consistency of the RFP and the presentation (pitch) | 10 |
| Total | 30 |

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

8.3 FINANCIAL EVALUATION

For proposals that have scored **75%** and above under technical evaluation, their financial proposals shall be opened and evaluated based on pricing for the exercise. The lowest proposal shall be selected for award.

9 TERMS AND CONDITIONS OF THE RFP

9.1 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.

9.2 Currency and Taxes

Prices quoted are to be:

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

9.3 Ownership of Proposals

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

9.4 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 Proponents as a result of participation in this project is confidential and must not be disclosed without written authorisation from the Bank.

9.5 Modification of Terms

The Bank reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP prior to entering into a contract with the successful proponent.

9.6 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.

9.7 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.

9.8 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.

9.9 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.