



TENDER CLARIFICATIONS

RFP CBL/FNC/TC/8/18/2026

Supply, Implementation and Support of an Accredited EBS and Lekuka E-Invoicing Solution for LRCC. Responses issued Thursday 29 October 2026. These responses amend the RFP where stated and form part of it (ITB 19.1). Where they differ from the RFP, these responses prevail.

Request	Response
Minimum turnover (BDS No. 20(e)): the required average annual turnover is shown as "LSL [amount]". Please state the minimum amount.	<p>Minimum average annual turnover: M500,000.00 (five hundred thousand Maloti), excluding VAT.</p> <p>Calculated as the average of the bidder's last two completed financial years and evidenced by audited financial statements for both years (BDS No. 23). Turnover reported in South African Rand is accepted at par (LSL 1 = ZAR 1).</p> <p>For joint ventures, see the response on joint ventures below. BDS No. 20(e) is amended accordingly.</p>
Phase 1 go-live: the Bid Data Sheet (BDS No. 7) and Section 4.3 refer to 29 October 2026, while Section 5.2.3 and Form A refer to December 2026. Please confirm the Phase 1 go-live date against which proposals will be assessed.	<p>Phase 1 statutory go-live: within 25 working days of contract signature and in any event no later than Friday 29 January 2027.</p> <p>This replaces 29 October 2026 (BDS No. 7, Section 4.3 and SCC 5.5.3(1)) and 'December 2026' (Section 5.2.3, Form A and Form E). The revised date reflects the expected contract signature date of Wednesday 23 December 2026 (see the timetable below) and the year-end holiday period.</p> <p>Phase 2 full scope: no later than Friday 30 April 2027, replacing 15 January 2027. Final acceptance and handover: no later than Friday 28 May 2027.</p> <p>In Form E, bidders must show the Phase 1 critical path: hardware lead time, EBS registration on IDMS and digital certificate issue, product and price configuration, statutory test, training and cutover, together with any dependency on</p>

	<p>RSL, the Bank's ICT Directorate or LRCC. A credible earlier date will be recognised under Stage 4 'Implementation plan and timeline'.</p>
<p>Submission time: the Letter of Invitation states 12:00 and BDS No. 13 states 14:30 on Friday 6 November 2026. Please confirm the closing time.</p>	<p>Closing: Friday 6 November 2026 at 14:30 Maseru time (UTC+2), as stated in BDS No. 13. The 12:00 in the Letter of Invitation is amended to 14:30.</p> <p>The time of receipt recorded by the Bank's email server at tenders@centralbank.org.ls governs. Proposals received after 14:30 will be rejected (ITB 23.1). Technical Proposals will be opened at 14:35 on the same day.</p> <p>Bidders are advised to submit well before the deadline. Large proposals may be split across several numbered emails, all of which must be received by 14:30. The Financial Proposal password must not be sent with the proposal; it will be requested only from technically qualified bidders.</p>
<p>Joint ventures (BDS No. 26): please confirm that the RSL-accredited lead member may rely on the other members for the Lekuka client references, turnover and local support capacity, provided the lead holds the RSL supplier accreditation and the manufacturer Letter of Authorisation.</p>	<p>The lead member must itself hold the RSL supplier accreditation (Regulation 7(2)) and the manufacturer Letter of Authorisation for the proposed EBS, or both accreditations where it is the manufacturer (Regulation 13(10)).</p> <p>The lead may rely on other members for: at least 3 years' implementation experience (BDS No. 20(c)); the two Lesotho clients live on Lekuka with the proposed EBS (BDS No. 20(d)); the minimum turnover (BDS No. 20(e)); and on-site support capacity in Maseru (ITB 3.4). Each of these must be met in full by at least one member; figures of different members are not added together.</p> <p>Every member must individually: not be suspended or debarred; hold a valid tax clearance and business registration (in Lesotho, or in its country of incorporation); and sign Form J.</p> <p>Form C must state which member meets each requirement, and the signed JV</p>

	<p>agreement must assign those responsibilities. All members remain jointly and severally liable (ITB 14.2).</p>
<p>Site visit: BDS No. 3 states that no site visit applies, while BDS No. 23 lists proof of site visit attendance among the required documents. Please confirm whether this document is required.</p>	<p>There is no site visit. Proof of site visit attendance is not required and is deleted from BDS No. 23. Its absence will not count against any bidder.</p> <p>Bidders should list any assumptions about LRCC's premises, outlets, power or network in the consolidated assumptions list (Form E, item 10). These will be validated during the Discovery and design phase (Section 5.4.1).</p>
<p>Demonstration dates: BDS No. 22 gives the demonstration dates as 15 and 16 October 2026. Please confirm the dates for shortlisted bidders.</p>	<p>Evaluation is staged. Stages 1–3 are pass/fail compliance checks, and failing any of them disqualifies the proposal. Stage 4 is the technical evaluation, which includes the demonstration.</p> <p>Shortlisting: bidders that pass Stages 1–3 and score at least 60 out of 100 in the Stage 4 desk evaluation will be shortlisted, since the demonstration can move the score by up to 10 points either way and the minimum after demonstration is 70.</p> <p>Dates (replacing 15 and 16 October 2026 in BDS No. 22): shortlisted bidders will be notified by email by 17:00 on Friday 13 November 2026.</p> <p>Demonstrations will be held at LRCC, Maseru, on Tuesday 17 and Wednesday 18 November 2026, with Thursday 19 November 2026 held in reserve.</p> <p>Each slot is 3 hours: 30 minutes to set up, 2 hours for the six scripted scenarios in Section 4.5, and 30 minutes for questions. Scripts will be issued 24 hours before each slot.</p> <p>Bidders must bring their own POS devices, printers and internet connectivity to the Lekuka test environment. LRCC will provide a room and power. The live Lekuka transaction, returned with IDMS acceptance and a QR code, must be shown during the session;</p>

	a failed Lekuka proof makes the proposal non-responsive.
Qualification requirement (d) requires at least two clients in Lesotho live on Lekuka with the proposed EBS. Please confirm whether this is assessed as at the submission deadline or at the date of award.	<p>Assessed as at the closing date and time (Friday 6 November 2026, 14:30) and re-confirmed during due diligence before award (ITB 31).</p> <p>'Live' means the client issues invoices through the proposed EBS brand and model in production and transmits them to IDMS. Pilot, test or sandbox use does not count.</p> <p>For each reference, Form D must give the client's name, number of outlets and POS, Lekuka go-live date and a contact person. Bidders should also attach a signed confirmation from the client or a sample IDMS-registered invoice with QR code issued through the proposed EBS within the 30 days of closing.</p> <p>If a reference client is no longer live on Lekuka at due diligence, the Bank may reject the proposal.</p>
Where the bidder is itself the manufacturer of the proposed EBS, please confirm that the requirements of Regulation 13(10) apply, namely holding both the supplier and manufacturer accreditations, and that a third-party Letter of Authorisation is not additionally required.	<p>Confirmed. A manufacturer acting as supplier must hold both RSL accreditations, as manufacturer of the EBS and as supplier (Regulation 13(10), ITB 3.2), and must attach both certificates.</p> <p>A third-party Letter of Authorisation is not required. Instead, the bidder must submit a signed declaration on its letterhead stating that it is the manufacturer of the proposed EBS brand, model and version; this declaration will be treated as the Letter of Authorisation in Stage 2.</p> <p>Third-party hardware or software forming part of the solution must still be named, with its role described (ITB 10.3).</p>
BDS item 41 states performance security is N/A, but Section 5.5.3(2) requires a performance security of 10% of the contract price as a bank guarantee valid until final acceptance. Please confirm which provision governs.	<p>BDS No. 8 governs: a performance security is not required. Section 5.5.3(2) is deleted.</p> <p>References to furnishing a performance security in ITB 39.1, ITB 41 and Form I (Bid Securing Declaration) do not apply.</p>

	<p>Bidders should not include the cost of a performance guarantee in their prices.</p> <p>The Bank's protection under the contract is the 10% retention released at the end of the 12-month warranty (Section 5.5.2) and payment only against accepted deliverables (ITB 44).</p>
<p>BDS items 7 and 18 present values in square brackets, namely the liquidated damages rate of 0.5% per day with a 10% cap, and 1435hrs for the financial opening. Please confirm these values are final.</p>	<p>Liquidated damages do not apply. BDS No. 7 and Section 5.5.3(1) are deleted, including the recovery of RSL penalties assessed on LRCC. Bidders should not price any allowance for liquidated damages.</p> <p>Financial opening: the time of 14:35 is confirmed. The date is amended from 'Friday 16 November 2026' (16 November 2026 is a Monday) to Monday 23 November 2026, to follow the demonstrations. Financial Proposals of technically qualified bidders only will be opened.</p>
<p>Milestone percentages in Section 5.5.2 apply to the implementation price. Please confirm that recurring subscription licence fees and quarterly support fees fall outside the milestone schedule and are invoiced as stated in BDS item 31.</p>	<p>Confirmed. The milestone percentages in Section 5.5.2 apply only to the once-off implementation price.</p> <p>Subscription licence fees and any hosting fees are invoiced quarterly in arrears from the date the Bank accepts Phase 1 statutory go-live, as that is when production use starts.</p> <p>Support and maintenance fees are invoiced quarterly in arrears from final acceptance (BDS No. 31). Any support needed between Phase 1 go-live and final acceptance, including hypercare, is part of the implementation price.</p> <p>All recurring fees must be shown in the Year 1 to Year 5 columns of Form H.1, not in the One-off column. Any annual escalation must be a fixed, capped percentage (ITB 11.3).</p>
<p>BDS item 27 permits variation of up to 20% of POS terminals, peripherals and user licences at award. Please confirm the unit price basis on which such</p>	<p>POS terminals and peripherals added or removed at award will be priced at the unit prices in Form H.2. A complete additional POS lane will be priced at the Form H.4 rate.</p>

variation would be priced for subscription licences.	<p>Subscription licences will be priced at the per-unit annual rate quoted in Form H.4. Licences added during a contract year are charged pro rata by month from the month of activation to the end of that year, then at the full annual rate. Licences removed at award reduce the quoted subscription total by the same unit rate.</p> <p>Bidders must therefore quote a per-unit annual rate for each licence type (for example POS lane licence, named back-office user and any separately licensed module). Where licences are sold in bundles, state the bundle size and the rate per unit. These rates are fixed for the 90-day validity period and held for the contract term, subject only to the stated escalation cap.</p>
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Revised procurement and implementation timetable

All dates are Maseru time. Dates after closing are targets and may move if the evaluation takes longer; the Bank will notify bidders of any change. Implementation dates assume contract signature by 23 December 2026 and move day for day if signature is later.

Activity	Date and time	Notes
Clarification responses published	Thursday, 29 October 2026	Bank's website (BDS No. 12)
Closing date and time	Friday, 6 November 2026, 14:30	Email to tenders@centralbank.org.ls
Technical opening	Friday, 6 November 2026, 14:35	Bidders do not attend; opening register shared
Stages 1–3 compliance review	Monday, 9 – Tuesday 10 November 2026	Confirmation of accreditation with RSL
Stage 4 desk evaluation	Wednesday, 11 – Friday 13 November 2026	
Shortlist and demonstration slots notified	Friday, 13 November 2026, by 17:00	By email
Demonstration scripts issued	24 hours before each slot	
Demonstrations at LRCC	Tuesday, 17 – Wednesday 18 November 2026	Thursday 19 November in reserve

Activity	Date and time	Notes
Stage 4 finalised; passwords requested	Friday, 20 November 2026	Technically qualified bidders only
Financial opening	Monday 23 November 2026, 14:35	Replaces 16 November
Financial evaluation and combined score	Monday, 23 – Wednesday 25 November 2026	
Due diligence	Thursday, 26 November – Wednesday 2 December 2026	RSL confirmation, references, ICT hosting review
Tender Committee approval	Thursday, 3 December 2026	
Notice of intended award	Friday, 4 December 2026	
Standstill period (10 working days)	Monday, 7 – Friday 18 December 2026	Complaints and debriefing requests (BDS Nos. 33–34)
Invitation to sign	Monday, 21 December 2026	
Contract signature	By Wednesday 23 December 2026	Within 2 working days (BDS No. 35)
Project initiation pack and design baseline (milestone 1)	By Friday, 8 January 2027	
Hardware and licences installed; EBS registered on IDMS (milestone 2)	By Friday, 22 January 2027	
Phase 1 statutory go-live (milestone 3)	No later than Friday, 29 January 2027	About 25 working days after signature
Proposal validity expires	Thursday, 4 February 2027	90 days from closing
Phase 2 operational acceptance (milestone 4)	No later than Friday, 30 April 2027	Replaces 15 January 2027
Final acceptance and handover (milestone 5)	No later than Friday 28 May 2027	12-month warranty and five-year support start