

# Central Bank Of Lesotho



## REQUEST FOR INFORMATION-CORE BANKING SYSTEM

ISSUE DATE 17 SEPTEMBER 2025

**N.B. the closing date has been extended to 03<sup>rd</sup> October 2025. Other submission details remain the same**

QUESTION	RESPONSE
1. What is the current system	Intellect Design QCBS
2. What are the challenges with the current system	The current system has been in place for about 10 years and there have been technological developments. The Bank intends to keep up with technological advancements to improve effectiveness and efficiency of processes. The Bank may at the end decide to upgrade the existing system or replace it

3. When is the implementation expected	<b>End of 2026 at least with the core modules. Phased implementation approach is envisaged</b>
4. Are there expectations to provide financial estimation with the response	<b>Yes. Indicative costs of deployment of the solutions</b>
5. What is the number of users of the current system	<b>50+</b>
6. What are the transaction Volumes per day	<b>On average 1000 to 1200 per day</b>
7. How many customers does the Bank serve	<b>9 Direct Customers Government of Lesotho, 4 x commercial Banks, 3 Parastatals, 2 Multinational organisations</b>
8. How many accounts and in what currencies	<b>LSL 50-100, USD, Euro</b>
9. Is Internet banking one of the current channels	<b>There is no internet banking currently, but it is envisaged in the prospective system</b>
10. Does Central Bank desire to have an Internet Banking Channel to be provided to its bank customers, so that we provide you with details for the same as part of the Core Banking RFI?	<b>Yes</b>
11. "Please share Data / Volumes on current and projected for next 5 years for Number of Branches, Customers: Category types and Total Numbers Accounts: Category types and Total Numbers, Loan accounts (if any) Category types and Total Numbers Number of Business Transactions volumes for daily/monthly/annual Number of total users Number of concurrent users "	<p><b>Number of Branches, 1</b> <b>Customers: Category types and Total Numbers</b></p> <ol style="list-style-type: none"> <li><b>Government: 1</b></li> <li><b>Local Commercial Banks: 4</b></li> <li><b>Multilateral organizations: 2</b></li> <li><b>Parastatals: 2</b></li> </ol> <p><b>Accounts: Category types and Total Numbers, Current accounts:</b></p> <ol style="list-style-type: none"> <li><b>Government: 15 LSL accounts, 45 USD accounts, 5 EUR accounts</b></li> <li><b>Multilateral organizations: 5 LSL accounts</b></li> <li><b>Parastatals: 2 Accounts</b></li> </ol> <p><b>Loan accounts (if any) Category types and Total Numbers</b></p> <p><b>4 categories of staff loans ( +/- 355) accounts per category</b></p>

	<p>Number of Business Transactions volumes for daily/monthly/annual</p> <p><b>76000 annual payment transactions (banking only)</b></p> <p><b>57,000 average monthly payment (Banking only) transactions</b></p> <p><b>Number of total users</b></p> <p><b>Number of concurrent users</b></p>
<p>12. Are there any loans to be input in the system?</p> <p>Please describe nature of loans</p>	<p><b>Yes.</b></p> <p><b>Personal loans</b></p> <p><b>Car loans</b></p> <p><b>Housing loans</b></p> <p><b>Study loans</b></p> <p><b>N.B. For Treasury module if available with the Core Banking system, other loans accounts would be money market deposits placed with other counterpart Banks</b></p>
<p>13. Do the account balances earn any interest or charges or fees?</p>	<p><b>Some earn interest. There are no charges or fees</b></p>
<p>14. Are there any savings accounts or Money market accounts? Please describe nature</p>	<p><b>Yes. Nostro and Money Market placements with other counterpart banks</b></p>
<p>15. Are there any fixed deposits or investment accounts? Please describe nature</p>	<p><b>Yes. Money Market placements with other counterpart banks, in foreign currencies</b></p>
<p>16. Please describe what are all sub-menus for functionality under the current vault management system</p>	
<p>17. Does bank responsibility also cover Treasury Management systems (TMS) and would bank like us to provide information on a Treasury Management System for Central Banks?</p>	<p><b>Yes.</b></p>
<p>18. Is this for currency in circulation within the bank tellers or do you mean in the banking ecosystem for the whole country/public?</p>	<p><b>Within the Bank</b></p>
<p>19. What type of information for the currencies is entered/stored in the system for the stock accounting records purposes?</p>	<p><b>Procurement of New Currency – accounted at cost and face value in boxes of 50 bricks</b></p> <p><b>For the below processes, stock is accounted for in units and in bricks within a specific vault and storage area in the vault:</b></p> <p><b>Deposit</b></p> <p><b>Withdrawal</b></p>

	<b>Outward Repatriation of Rand to South Africa</b> <b>Inward Repatriation of Maloti to Lesotho</b> <b>Currency Destruction</b> <b>Currency Verification/Processing</b> <b>Vault to Vault Transfers</b>  <b>Currency in circulation updated by Maloti transactions by denomination and cumulatively.</b>  <b>Rand holding updated for all Rand transactions by denomination and cumulatively.</b>
20. is this for currency within the bank or outside of the bank (i.e in the public)?	<b>Both held in the Bank as currency stock and in circulation</b>
21. Requesting Bank to provide below volume details: 1. Number of Branches 2. Number of Customers 3. Number of Accounts 4. Number of Loans 5. Number of Transactions/day etc. 6. Expected Growth Rate (in 5 Years and 10 Years) Any other relevant volume metrics	Banking Operations Telling Facility Bank Disaster Recovery Vault  3. Number of Accounts: see No. 7 4. Number of Loans : see No. 11 5. Number of Transactions/day etc.: see No. 11 6. Expected Growth Rate (in 5 Years and 10 Years): No reliable estimate can be made. The customer base is not expected to change, so current transaction volumes can be expected to prevail or deviate insignificantly in numbers.
22. Requesting Bank to provide the below details:  1. Daily average transactions processed across all channels.  2. Peak transactions per second (TPS) expected.  3. Monthly/annual transaction totals.  4. Channel-wise volumes	Please refer to row 6 for average figures
23. 1. What is the current size of the database (in GB/TB)?  2. What is the projected growth (in GB/TB) over the next 5–10 years?	<b>1.2T</b>  <b>1 - 1.5TB</b>
24. <b>Please confirm whether the Bank requires the service provider to:</b> Only recommend the hardware specifications (to be procured separately by the Bank), or Supply the required hardware as part of the proposal and include the cost in the financial bid.	<b>Only recommend hardware specifications</b>

25. What is the Bank preference on the deployment whether it is on premises or cloud?  If cloud deployment is considered, are there preferences between public, private, or government clouds?	<b>On-premise</b>
26. Kindly provide a list of third-party systems and government portals that the Core Banking System (CBS) is required to integrate with.	<b>SAGE Financial Mangement System and Calypso Treasury Management System, RTGS, ACH, Government IFMIS</b>
27. Does the bank currently have an existing middleware solution?  Is the bidder allowed to propose an alternative middleware solution (Optional) as part of the CBS proposal for bank review?	<b>IBM</b> <b>MQ</b>  <b>Yes</b>
28. Does the bank currently have a reporting solution? If yes please share the details.  Is the bidder allowed to propose an alternative data ware hosue reporting solution (Optional) as part of the CBS proposal for bank review?	<b>No</b>  <b>No.</b>
29. We are an authorized partner of the OEM for the CBS solution we are proposing, with implementation and reselling rights. We seek clarification on whether we can submit our proposal independently, as we understand that the OEM and other authorized partners are also participating in this bid.	<b>OEM and partners are welcome to propose jointly or separately</b>
30. Please provide the list of environments in scope (i.e. SIT, UAT, Production and DR)	<b>All required</b>
31. What is the Bank anticipated implementation timeline?	<b>One year (2026)</b>
32. What is the Bank anticipated Post Go live support timeline?	<b>Will depend on contract and SLA</b>
33. Please confirm whether the bank prefers full transaction history migration or balances-only migration? Understanding this will help us align our proposal with your data transfer priorities.	<b>Full data migration</b>
34. Does Bank have liceses for project management tools like MS Project, JIRA, and so on? Close collaboration with your PM is required for tasks like planning, release management, change management, and sign-off etc.	<b>Yes. MS Project</b>
35. Please clarify the bank's preferred implementation and support model—hybrid, onsite, or offshore?"	<b>Hybrid (Depending on support requirements)</b>

36. Kindly provide detailed technical information on integration requirements with all relevant systems, including the Government Integrated Financial Management Information System (for EFT payments), the Reserves Management System, and any other interfacing platforms.	<b>File based, APIs are preferred</b>
37. What is the current mechanism for integrating with other systems (API, file-based, SFTP)?	<b>File based, APIs are preferred</b>
38. Please clarify whether the integrations must operate in real time, or if batch processing would be sufficient.	<b>Real time</b>
39. What are the messaging formats required for domestic and cross-border payments? Whether specifically, should the system support ISO 20022 (MX messages) or SWIFT MT messages, or both	<b>ISO 20022 HVPS+ for domestic payments and ISO 20022 CBPR+ for cross boarder payments.</b>  <b>Should be both ISO 20022 and MT compliant. MT compliance is specific to use of the Treasury Management module whose category 3 and 5 messages remain in MT</b>