

# Central Bank of Lesotho



## REQUEST FOR INFORMATION

### RFI TITLE:

**Building Management System (BMS) & Integrated  
Facilities Management System (IFMS)**

### RFI NO:

**CBL/FNC/TC/8/10/2026**

### ISSUE DATE:

**JULY 2026**

### Contact person:

Phone +266 22232122 / 22232051

Email: [tenderclarifications@centralbank.org.ls](mailto:tenderclarifications@centralbank.org.ls)

**Table of Contents**

- 1. INTRODUCTION ..... 3**
- 2. PURPOSE OF THE RFI ..... 5**
- 3. SCOPE AND FUNCTIONAL REQUIREMENTS ..... 5**
- 4. COSTING AND PRICING INFORMATION ..... Error! Bookmark not defined.**
- 5. RESPONSE FORMAT, ELIGIBILITY AND SUBMISSION INSTRUCTIONS..... 11**
- 6. PREPARATION OF BIDS ..... 12**
- 7. LANGUAGE OF THE PROPOSAL.....12**
- 8. AMENDMENT OF THE RFI.....12**
- 9. DISCLAIMER.....12**

## **1. INTRODUCTION**

- 1.1.** The Central Bank of Lesotho (CBL) was established as the Lesotho Monetary Authority in 1978 under the Lesotho Monetary Authority Act. It commenced operations on January 2nd, 1980. In 1982, it was changed to the Central Bank of Lesotho (CBL) through an Act of Parliament. This change also expanded its functions and responsibilities. In August 2000, the Central Bank of Lesotho Act of 2000 came into force, granting the CBL considerable autonomy. The Bank is an independent statutory institution with the mandate of achieving and maintaining price stability.
- 1.2.** The CBL plays a crucial role in formulating and implementing monetary policy, issuing and managing the country's currency, and supervising financial institutions. The CBL's vision is to be a dynamic institution pursuing excellence in central Banking, while its mission is to support balanced macroeconomic development by maintaining monetary and financial system stability. The Bank operates with excellence, respect, diligence, integrity and a strong sense of accountability.
- 1.3.** This Request for Information (RFI) is issued to obtain information from the market regarding available solutions for an integrated Building and Facilities Management System for the Central Bank of Lesotho.
- 1.4.** The implementation of a Building Management System (BMS) and Integrated Facilities Management System (IFMS) would enable real-time monitoring of building infrastructure while improving the planning and management of maintenance activities. Integration between the two systems would support automated fault detection, improved preventive maintenance scheduling, enhanced reporting and more effective asset

lifecycle management.

**1.5.** This Request for Information (RFI) is intended solely for information gathering and strategic planning purposes. It does not constitute a formal tender or commitment to procure. Responses will be used to inform the development of a future Request for Proposal (RFP), in accordance with the Bank's procurement policy.

## **2. PURPOSE OF THE RFI**

**2.1.** The purpose of this RFI is to assess a modern, scalable, and secure platform that can optimize the Bank's facility operations, enhance energy efficiency, streamline maintenance workflows, and provide a unified operational view across the Bank's portfolio.

**2.2.** Specifically, the RFI will help the Bank to:

- a) Assess the availability and maturity of modern BMS and IFMS solutions.
- b) Understand vendor capabilities, technologies, and implementation approaches.
- c) Identify emerging trends, delivery models, and value-adding features.
- d) Obtain indicative (non-binding) information on costs, timelines, and support models.
- e) Determine the feasibility of implementing an integrated platform capable of managing building operations, maintenance activities, assets, utilities, contractor performance and compliance requirements through a single interface

## **3. SCOPE AND FUNCTIONAL REQUIREMENTS**

The Central Bank of Lesotho seeks information on solutions that provide a Building Management System (BMS) and Integrated Facilities Management System to improve monitoring, control and maintenance management of building infrastructure and asset.

The proposed solution should support smart building capabilities, enable data-driven decision-making, and improve operational efficiency through automation, integration, and real-time monitoring.

The scope of portfolio consists of:

a) Number of Facilities/Buildings: 2 office buildings, Recreational Centre, Disaster Recovery site, 3 residential houses.

b) Key Infrastructure includes amongst others:

- HVAC systems
- Lighting systems
- Energy and utilities
- Fire detection and life safety systems
- Lifts and escalators
- Plant rooms and critical infrastructure
- Facilities asset register and SLA monitoring
- Generator and UPS system
- Water supply systems, pumps and boreholes

Interested service providers are requested to provide information on solutions that include the following functional capabilities:

### **RFI RESPONDENTS**

- The Central Bank of Lesotho is especially interested in hearing feedback on this proposed project from experienced and qualified service providers/firms/, organizations/ companies.
- The responding proponents must have at least five (5) years' experience in carrying out similar assignments.

### **REQUIREMENTS**

The Bank requests that vendors provide detailed insights into how their solutions address the following technical and functional domains:

**a) Background information on RFI respondents:**

- Introduce the organization by sharing more about the organization's history, size, scope, and background.
- Provide a description of the organization's experience providing BMS and IFMS.
- Provide a description of past work with similar organizations as the Bank or similar high-security environments.
- Provide Information on your typical onboarding, deployment, and training timelines.
- Provide Information on your post-implementation support tiers (e.g., 24/7 technical helpdesk, dedicated account managers).
- Provide information on local or regional support capabilities and response times.

**b) Information on future RFP and its Scope of Work:**

Provide brief relevant background information about your organization and prior work experience or products you offer related to our needs as follows:

**Building Management System (BMS) Capabilities**

- HVAC & Environmental Control: Capabilities for automated heating, ventilation, air conditioning monitoring, scheduling, and dynamic adjustments.
- Energy Management & Sustainability: Energy consumption tracking, carbon footprint reporting, and peak-load optimization tools.
- Lighting & Power Monitoring: Integration with smart lighting, occupancy sensors, and electrical distribution systems.

- Fault Detection and Diagnostics (FDD): Automated alerting systems for equipment anomalies or operational inefficiencies.
- Generator and UPS monitoring; real-time monitoring of generator performance, fuel levels, battery status and power quality.
- Water management; monitoring of water consumption, borehole operations, pumps, reservoirs and leak detection.

### **Integrated Facilities Management System (IFMS) Capabilities**

- Computerized Maintenance Management : Work order creation, dispatch tracking, preventative maintenance scheduling, and asset lifecycle management, maintenance planning and scheduling, maintenance backlog and performance reporting, (mobile maintenance application for Senior Maintenance Officer)
- Space & Move Management: Visual floor plans, occupancy tracking, hot-desking/room reservation integration, and space utilization analytics.
- Vendor & Contract Management: Tracking third-party service level agreements (SLAs), compliance documentation, and performance metrics, contractor performance monitoring and contract renewal notifications.
- Health, Safety, and Environment (HSE): Incident reporting, safety audit checklists, and regulatory compliance tracking

### **System Integration & Architecture**

- **Interoperability:** How do your BMS and IFMS modules communicate with one another? Is it a unified platform or separate modules connected via APIs?
- **Third-Party Integrations:** Capabilities to integrate with existing Enterprise Resource Planning (ERP) tools, HR systems, and legacy access control/CCTV software.
- **Deployment Model:** Details on cloud-hosted (SaaS), on-premise, or hybrid architecture.
- **Open Application Programming Interface (API) architecture** to support future integrations.

### **Data Analytics & Reporting**

- Describe your platform's dashboarding capabilities. Can users customize views based on roles (e.g., executive, facility manager, technician)?
- What predictive analytics capabilities are built into the platform (e.g., predicting asset failure before it occurs)?

### **Cyber Security Requirements**

- Robust cybersecurity features, including role-based user access control, comprehensive audit trails and activity logging, encryption of data both in transit and at rest and disaster recovery and business continuity capabilities.
- Compliance with internationally recognized cybersecurity standards and best practices to ensure the confidentiality, integrity and availability of the Bank's information assets.

### **Other additional information**

- Respondents may include additional attachments with their response document.
- Respondents must provide information on estimated cost of implementing their solution
- Respondents must provide information on the estimated timelines to implement their solution.
- Respondents must provide a list of similar institutions provided with same solution showing the name, their contact details, overall cost of the solution and year of completion of deployment of the solution.

### **High-Level Pricing Structure**

*This is for budgetary estimation purposes only and will not be treated as a final commercial bid.*

Please outline your standard commercial model:

- Is your software licensed per user, per square foot, per connected asset, or via a flat SaaS subscription?
- What are the typical cost drivers for implementation (e.g., data migration, hardware gateway installation, custom API development)?

## **4. RESPONSE FORMAT, ELIGIBILITY AND SUBMISSION INSTRUCTIONS**

### **4.1. Clarifications**

Enquiries arising from this RFI should be directed, in writing, to [clarifications@centralbank.org.ls](mailto:clarifications@centralbank.org.ls) on or before 22 July 2026. Responses will be posted on the website on 27 July 2026

### **4.2. Response Format.**

Respondents are requested to structure their submissions in accordance with the sections outlined in this RFI to ensure consistency and ease of evaluation.

The response should include, but not be limited to, the following information:

- Company profile and overview of relevant experience.
- Details of the proposed BMS and Integrated Facilities Management System, including system capabilities and architecture.
- Description of system integration capabilities and technical specifications.
- Information on implementation methodology, timelines, and support services.
- Indicative costing and pricing information as outlined in Section 4.
- References of similar projects implemented for other organizations.

### **4.3. Bidder Eligibility**

This RFI is open to experienced service providers with demonstrated capability in the provision and implementation of Building Management Systems (BMS) and Integrated Facilities Management Systems (IFMS) or integrated smart building solutions.

Respondents should demonstrate:

- Proven experience in implementing similar systems.
- Technical expertise and capability to deliver the required solutions.
- Compliance with relevant industry standards and best practices.

### **4.4. Submission Instructions.**

- Interested service providers are requested to submit their responses electronically in PDF format to [tenders@centralbank.org.ls](mailto:tenders@centralbank.org.ls) on

or before 7<sup>th</sup> August 2026.

- Submissions should include all relevant information requested in this RFI and be clearly marked: **“Response to RFI – BMS and Integrated Facilities Management System .”**

**Responses must be submitted to:**

**Email:** [tenders@centralbank.org.ls](mailto:tenders@centralbank.org.ls)

**RFI released:**

**Deadline for Clarifications: 22 July 2026**

**Closing Date: 7<sup>th</sup> August 2026**

**Submission Time: 1430hrs**

NB: Late submissions shall not be considered.

## **5. COST OF RESPONDING**

The respondent shall bear all costs associated with the preparation and submission of its response, and the Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the responding process.

## **6. PREPARATION OF BIDS**

The respondent shall bear all costs associated with the preparation and submission of its response, and the Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the responding process.

## **7. LANGUAGE OF THE PROPOSAL**

The RFI response shall be written in the English Language. All correspondence and other documents pertaining to the proposal and its implementation shall also be in English.

## **8. AMENDMENT OF RFI DOCUMENT**

At any time prior to the submission of responses, CBL, for any reason, whether at its own initiative or in response to a clarification requested, may modify the RFI documents by amendment.

The addendum will be posted on the Bank’s website for all bidders to access, and such amendments will be binding on them. To allow bidders reasonable time to take any amendments into account in preparing their responses, the Bank may at its sole discretion extend the deadline for the submission of

responses based on the nature of the amendments.

**9. DISCLAIMER:**

This RFI is issued for exploratory and planning purposes only. It does not represent a solicitation, tender, or offer of contract by Central Bank of Lesotho. No vendor will be precluded or advantaged in any subsequent procurement process based on responses to this RFI. The Bank reserves the right to proceed with a formal procurement process at its sole discretion.