

# Central Bank of Lesotho



## REQUEST FOR PROPOSAL

**RFP TITTLE:**  
**REQUEST FOR BIDS FOR MAINTENANCE  
SERVICES WORKS**

**RFP NO:**  
**CBL/FNC/TC/8/6/2026**

**ISSUE DATE:**  
**4<sup>th</sup> JUNE 2026**

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## 1. INTRODUCTION

The Central bank of Lesotho intends to engage a qualified local construction or maintenance firm to provide on-call general maintenance and repair services to ensure the safety, functionality, and aesthetic standards of the Bank facilities. The services will be provided on a contractual basis for a period of 3 years. The services shall cover preventative, routine, and emergency repairs.

## 2. TERMINOLOGY FOR THIS TENDER DOCUMENT

Throughout this tender document, the terminology is used as follows:

**“Contract”** means the written agreement resulting from this tender executed by the Bank and the Consultant;

**“Consultant”** or **“Service Provider”** means the successful bidder to this tender who shall enter into a written Contract with the Bank;

**“Must”** or **“Mandatory”** or **“Shall”** means a requirement that failure to meet shall result in disqualification;

**“The Bank”** or **“CBL”** means the Central Bank of Lesotho

## 3. OBJECTIVES

The main objective of this acquisition is to:

- a) Engage a suitable contractor (Single Supplier) for general maintenance and repairs on a call-off contract for minimum period of 3 years.
- b) To support planned and preventative maintenance plans of the Bank.
- c) To provide regular and timely maintenance to prevent minor defects from escalating

## **4. SCOPE OF WORK AND TERMS OF REFERENCE**

The Contractor shall provide all labor, materials, tools, and equipment necessary to perform tasks across the following categories:

### **4.1. Civil & Structural Maintenance**

- a) **Masonry & Plastering:** Repairing cracks in walls, patching plaster, and fixing floor screeds.
- b) **Painting:** Internal and external touch-ups or full repainting of offices and common areas.
- c) **Roofing:** general cleaning, cleaning and unblocking gutters and downpipes, repairing leaks for non-slab roofs, and replacing damaged tiles or sheets.
- d) **Fittings:** Repairing or replacing floor tiles, carpets, or vinyl flooring, blinds

### **4.2. Plumbing & Sanitary Works**

- a) Repair leaks in pipes, faucets, and valves.
- b) Unblocking drains, manholes, and sewage lines.
- c) Maintenance of water tanks and pumping systems.
- d) Repair/replacement of sanitary fixtures (toilets, sinks, urinals).

### **4.3. Electrical Maintenance**

- a) Replacement of burnt-out bulbs, ballasts, and light fixtures.
- b) Troubleshooting and repairing faulty sockets, switches, and circuit breakers.
- c) Rewiring of untidy distribution boards (DBs)

- d) Routine inspection of distribution boards (DBs) and its general upkeep(cleanliness).

**4.4. Carpentry & Joinery**

- a) Repairing or replacing door locks, handles, hinges, and closers.
- b) Replacement of doors as necessary
- c) Repairing office furniture, cabinets, and shelving units.
- d) Fixing window frames and replacing broken glass panes.
- e) Ceiling maintenance and repairs

**5. SERVICE LEVELS AND RESPONSE TIMES**

**a) Response times**

The contractor must adhere to the following response windows:

<b>Priority Level</b>	<b>Description</b>	<b>Response Time</b>
<b>Emergency-P1</b>	Risk to life, property, or security (e.g., major flood, total power failure).	Within 2–4 hours
<b>Urgent-P3</b>	Affects daily operations (e.g., broken AC in server room, blocked toilets).	Within 24 hours
<b>Routine-P3</b>	General repairs and aesthetic fixes (e.g., painting, furniture repair).	Within 3–5 days

## **b) Operational Requirements**

- Work Order (**WO**): No work shall commence without a written WO issued by the Section Head-Facility Management Services (**SH-FMS**) or Senior Maintenance Officer (**SMO**).
- Safety Health, Environment and Quality (SHEQ): The contractor must provide staff with proper training on powered tools, working at height, Hazard identification and Risk Assessment (HIRA) and First Aid. Shall further maintain SHEQ File as hard copy and provide PPE for all staff and ensure work areas are safely sealed to protect building occupants.
- Materials: The Bank will supply replacement parts.
- Site Cleanup: The contractor is responsible for removing all construction waste for safe disposal, leaving the site clean after every task performed.

## **c) Central Bank of Lesotho responsibilities**

- To provide key information and access as necessary including SHEQ requirements.
- Provide all materials and spares necessary.
- Validate Labour hours claimed.

## **5. PROPOSAL PREPARATION (Proposal Format)**

### **5.1. Technical Proposal**

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

#### **a) Details of Compliance to Scope of Work Requirements**

Bidders are requested to indicate in detail that they will fully meet or comply with requirements as detailed under scope of work and terms of reference. The bidder shall summarize concisely, the general approach to be followed. This description should include notes on: methodologies, techniques and staff.

#### **b) Bidder Experience**

The bidder must have at least five (5) years' experience in carrying out similar assignments. A minimum of three positive reference letters must be provided.

#### **c) Contractor Qualifications**

- a) Proven experience in facilities management with minimum of three (3) years.
- b) Ability to provide a multi-disciplinary team with minimum diploma for plumbers, electricians, carpenters, bricklayers including health and Safety officer.

#### **d) Bidder's Financial capability**

Bidders should demonstrate their financial capability to meet their financial obligations under the assignment by submission of:

Recent financial statements of the bidder duly signed by an Audit Firm or practicing Chartered Accountant for the past three years. The financial statements should be unqualified and show no financial losses in the most recent financial years.

OR

A credit line letter from an authorized Financial Institution. The credit line letter should indicate a positive credit / loan support.

## 5.2 FINANCIAL PROPOSAL

- a) The Financial proposals should be prepared in numbers and in words and must be duly signed by the authorized person(s).
- b) Financial proposals should be valid for at least 90 days after the closing date and prices are to be fixed for the entire contract period.
- c) Financial Proposals should be expressed in Maloti. Proposals in other currencies shall not be permitted
- d) Bidder's payment terms should be clearly stipulated on the financial proposal.
- e) The Pricing Schedule appendix 1 shall be followed for pricing under this RFP.

## 5.3 MANDATORY DOCUMENTS (REQUIRED AS PART OF THE PROPOSAL):

The bidders should have the following documents as attachments to their proposals:

<b>Requirement</b>	<b>Supported by:</b>
a) Trading compliance	Valid copy of the trader's license or company registration certificate issued by each bidder's inland registrar of companies

b) Tax Compliance	Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each bidder's Inland tax authority. E.g SARS or RSL
c) Letter of Introduction	One-page letter of introduction identifying the bidder (bidder's name and physical address together with contact details; contact person, telephone number and e-mail address) and <b>signed</b> by the person or persons authorized to sign on behalf of, and bind the bidder to statements made in the proposal
d) Workman's Compensation	proof of valid and existing workman's compensation
e) Bid validity	90 days

Bidders should provide actual documents in the manner requested. Provision of a Link or Website referring to the Bank to access the documents **SHALL NOT** be accepted.

## 6. REQUEST FOR PROPOSAL PROCESS

### 6.1 CONTACT PERSONS

Enquiries arising from this tender should be directed, in writing, to; E-mail: [tenderclarifications@centralbank.org.ls](mailto:tenderclarifications@centralbank.org.ls)

### 6.2 CLARIFICATION

Any queries relating to this tender must be addressed in writing to the relevant person designated in 6.1 above. The closing date for requests of

clarifications is **16<sup>th</sup> June 2026**. Responses will be sent to all bidders on the **19<sup>th</sup> June 2026**.

### **6.3 ELIGIBILITY**

Proposals will not be evaluated if the bidder'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.

### **6.4 DELIVERY OF TECHNICAL AND FINANCIAL PROPOSALS**

Both Technical Proposals and Financial Proposal must be submitted electronically and provided as attachments to an email and should be emailed to [tenders@centralbank.org.ls](mailto:tenders@centralbank.org.ls). The subject of the email should read "**BIDS FOR MAINTENANCE SERVICES WORKS**". The proposals shall be attached to the email as **PDF attachments or folder or zipped folder only**. **Links are not allowed**.

#### **6.4.1 Technical Proposal**

Technical Proposals shall be in a separate folder with a name "Technical Proposal".

#### **6.4.2 Financial Proposal**

Financial proposals shall be in a separate folder with a name "Financial Proposal" shall be password protected and the password shall be provided when requested after technical evaluation and the bidder qualifies (obtaining a score of 75% and above on technical evaluation) for financial evaluation.

## **6.5 DEADLINE FOR THE SUBMISSION OF PROPOSALS**

Proposals should be received on or before **Friday, 26<sup>th</sup> June 2026**. The cut off time for receipt of the proposals is 14:30hrs. Proposals submitted after the above-specified date and time shall not be considered.

## **6.6 OPENING OF TECHNICAL PROPOSALS**

Technical proposals shall be opened on the same day. Bidders' will be sent the tender register.

## **6.7 EVALUATION OF TECHNICAL PROPOSALS**

Technical Proposals compliant with the requirements for submissions described above shall be evaluated.

## **6.8 EVALUATION OF FINANCIAL PROPOSALS**

Proposals that have scored a minimum of 75% under technical evaluation shall be subjected to financial evaluation.

# **7. EVALUATION CRITERIA**

## **7.1 Mandatory evaluation criteria**

Bidders will be assessed on a Pass/Fail rating on the Mandatory Criteria, depending on the fulfillment of the requirements listed below. Bidders missing any of the requirements below will not be considered for the next stage of evaluation. The next stage is the technical evaluation.

<b>REQUIREMENT</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
Valid copy of the trader's license or company registration certificate issued by each bidder's inland registrar of companies			

Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each bidder's Inland tax authority. E.g SARS or RSL			
Signed letter of introduction			
Workman's Compensation			
Bid validity			

## 7.2 TECHNICAL EVALUATION CRITERIA:

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

Evaluation Criteria	Description	Weight	Score (1-5)	Weighted Score
<b>Technical Capabilities and Experience</b>	<p><b>Civil &amp; Structural Maintenance:</b></p> <p>Demonstrated experience in masonry, plastering, floor screeding, tiling and professional painting (internal/external). Proven capability in roofing maintenance, including working at heights safely, leak detection for non-slab roofs, and gutter system maintenance.</p> <p><b>Key Staff:</b> Diploma in civil or structural engineer and three years of work experience accompanied by CV with two referenceable</p>	45%		

	<p>contacts, certified copies of educational certificates and ID.</p> <p><b>Plumbing &amp; Sanitary Works:</b></p> <p>Experience in clearing high-priority blockages (manholes, sewage lines, drains).</p> <p>Technical capability to maintain commercial water tanks and mechanical pumping systems.</p> <p><b>Key Staff:</b> Diploma in plumbing or sanitary works and three years of work experience accompanied by CV with two referenceable contacts, certified copies of educational certificates and ID.</p> <p><b>Electrical Maintenance:</b></p> <p>Evidence of licensed electrical personnel to handle distribution board (DB) troubleshooting, rewiring, and circuit breaker maintenance.</p> <p><b>Key Staff:</b> Diploma in electrical engineering and three years of work experience accompanied by CV with two referenceable contacts, certified copies of educational certificates and ID</p> <p><b>Carpentry &amp; Joinery:</b></p> <p>Skills in commercial door hardware (closers, heavy-duty locks), glass</p>			
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	<p>pane replacement, and office furniture repairs.</p> <p><b>Key Staff:</b> Diploma in <b>Carpentry or Joinery or both</b> and three years of work experience accompanied by CV with two referenceable contacts, certified copies of educational certificates and ID</p> <p><b>Experience</b> Proven corporate track record in facilities management of a minimum of 5 years carrying out similar assignments.</p> <p>Provision of three (3) positive reference letters from clients of similar assignments.</p>			
<p><b>SHEQ Compliance</b></p>	<p><b>SHEQ Requirement</b></p> <p>Training in first aid, HIRA and working at heights. Baseline hazard identification and risk assessment. Health, Safety and Environmental Plan. Method statements for working on electricity, plumbing, structures and carpentry and joinery. Safety working procedures bricklaying, electrical work, plumbing and carpentry and joinery including waste management.</p> <p>List of Personal Protective Equipment (PPE) for all technicians. Possible approach to minimize exposure of the Bank</p>	<p>10%</p>		

	<p>staff from noise and dust, fumes or odor,</p> <p><b>Key Staff:</b> Diploma in health and Safety and registered as Safety and Health Practitioner with three years of work experience accompanied by CV with two referenceable contacts, certified copies of educational certificates and ID.</p>			
<p><b>SLA &amp; Response Time Commitment (Emergency/Urgent/Routine)</b></p>	<p><b>Emergency &amp; Urgent Response Mobilization:</b></p> <p>Evidence of a 24/7 dispatch or rapid-response mechanism capable of arriving on-site within 2–4 hours for Emergencies (e.g., flooding, power failures) and within 24 hours for Urgent issues (e.g., server room AC, blocked toilets).</p> <p>Adequate staffing levels to handle multiple "Routine" tickets simultaneously within the 3–5 days window without disrupting emergency availability.</p> <p>Administrative Compliance: Willingness and process in place to strictly adhere to the "No Work Order, No Work" policy issued by the SH-FMS or Maintenance Officer.</p>	10%		
<p><b>Tool Supply &amp; Bank Material Management Process</b></p>	<p><b>Inventory &amp; Material Handling:</b></p> <p>Ability to accurately assess, request, and document the use of Bank-supplied materials without wastage.</p>	5%		

	<p><b>Tools and Equipment:</b></p> <p>Confirmation that the contractor owns and brings all necessary diagnostic tools, scaffolding/ladders, and machinery required for the job (as they are only supplied replacement parts, not tools).</p>			
<b>Financial Capability &amp; Governance</b>	<p>Submission of audited financial statements for the past 3 years, duly signed by an Audit Firm or practicing Chartered Accountant. Statements must be unqualified and show no financial losses in the most recent financial years.</p> <p style="text-align: center;">OR</p> <p>Provision of an official credit line letter from an authorized Financial Institution indicating positive credit/loan support.</p>	30%		
<b>Total</b>		<b>100%</b>		

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

### **7.3 FINANCIAL EVALUATION CRITERIA**

Financial proposals will be evaluated following completion of the technical evaluation. Bidders that have scored **75%** and above under technical evaluation their financial proposals shall be evaluated.

Financial proposals will be evaluated based on the predetermined criteria as below. Bidders will be assessed on a Pass/Fail rating depending on the fulfillment of the requirements listed below. Bidders missing any of the requirements below shall be disqualified.

<b>EVALUATION AREA</b>	<b>Yes</b>	<b>NO</b>	<b>REMARKS</b>
Accuracy-100% accuracy			
Compliance- Full compliance to the requirements (taxes, all costs categories as per the RFFP			
Completeness- Complete financial proposal covering all the requirements			

#### **7.4 SELECTION FOR AWARD (Quality and Cost based selection)**

To determine a proposal for award, a weighted score in the ratio of Technical 80% and Financial 20% shall be used. The top ranked proposal shall be selected.

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

#### **8.1 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.

## **8.2 CURRENCY**

All responses to this tender should be expressed in **Maloti or equivalent**.

Bids in other currencies shall not be permitted.

## **8.3 TAXES**

### **8.3.1 VALUE ADDED TAX (VAT)**

Prices quoted are to be:

- a) Exclusive of 15% Value Added Tax (where applicable); and
- b) In accordance to applicable Lesotho Tax laws.

### **8.3.2 WITHHOLDING TAXES**

In effecting payment, the applicable withholding taxes shall apply:  
10% for foreign companies and 5% for local companies.

**Bidders that include an added amount to their proposed fee as the withholding tax shall be disqualified.**

## **8.4 OWNERSHIP OF PROPOSALS**

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

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

c) The successful bidder shall be required to:

- Sign a confidentiality clause.
- Hand over all the design documentation raised over to CBL

## **8.6 AMENDMENT OF RFP DOCUMENT**

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

All prospective bidders that have received the tender documents will be notified of the amendment in writing, and such amendment will be binding on them. To allow prospective bidders reasonable time to take any amendments into account in preparing their responses, CBL may at its sole discretion extend the deadline for the submission of responses based on the nature of the amendments.

## **8.7 COSTS OF RESPONDING**

Bidders 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.

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.

If the Bank rejects all or any proposal, it shall not be liable to any bidder for any claims, whether for costs or damages incurred by the bidder in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

### **8.8 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.

### **8.9 PERFORMANCE BOND**

The Bank may require a performance bond of not less than 10% of the bid amount from the preferred proponent before entering into the contract.

### **8.10 HEALTH AND SAFETY**

- ✓ The Bank adheres to Occupational Health and Safety (OHS) requirements under the Occupational Safety and Health Act No.4 2024 and as amended; International Organization for Standardization (ISO) 45001:2018 and other international best practices on OHS. As such, all its service providers shall also be required to comply with applicable Lesotho Legislation on Occupational Health and Safety, Environment including Public Health Order No.12 of 1970 as amended and adhere to relevant policies of the Bank's.
- ✓ Contractors shall recognize the importance of performing the work in a safe and responsible manner to prevent property damages, injuries, fatalities, and environmental impacts. Further, ensure the safety of material and equipment used at the workplace and or stored on-site.
- ✓ The contractors shall ensure all components are safety and health risk free except for inherent risks.
- ✓ The contractors must submit their bid documents with the Health, Safety and Environment file for the review and approval by the OHS office. The contents of the OHS file shall at least include:
  1. HSE Policy.
  2. Specific HSE method statements .

3. Specific HSE Plan.
4. Specific HSE Risk Assessment.
5. List of firefighting equipment
6. Valid insurance cover for all proposed key personnel (workman's compensation).
7. Task Specific Risk analysis.
8. HSE safe working procedures (SWPs) relevant to activities.
9. Signed and accepted appointments of key personnel including the person responsible for **Health and Safety role**.
10. Academic Qualifications copies (engineers, technicians, health and safety or relevant (environmental health)
11. Medical Fitness Certificates within 6 months validity
12. Induction attendance register
13. Training certificate copies (first aid, fire fighter, risk assessor, HIRA etc.)
14. Identification (ID) copies

Blank copies of the below:

15. Forms and checklists for Equipment, tools and plant inspection.
16. Electrical equipment and tools registers
17. Hands tools register
18. Portable powered tools register and inspection tool
19. Ladder register and inspection tools
20. Register of first aid,
21. Incident reporting documentation
22. Personal Protective Equipment issuance register
23. Personal Protective Equipment checklist
24. Toolbox talk topics and attendance register.
25. First aid box inspection form
26. First aid box/equipment with full contents
27. First aid reporting and treatment form
28. Firefighting equipment inspection form
29. Any other document necessary to ensure compliance with OHS during the project implementation.

**NB: No work will commence before the approval of the HSE file. The contractor will further implement the recommendations made by the OHS office upon the review of the HSE file for approval.**

#### **8.11 LANGUAGE OF THE PROPOSAL**

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

#### **8.12 JOINT VENTURE**

If a bidding firm does not have all the expertise for the assignment, there is no objection to the firm associating with another firm to enable a full range of expertise to be presented. The joint venture shall be accompanied with full documented details of the proposed association.

In the case of a joint venture or association, all the firms constituting the joint venture or association will be jointly and severally liable and at least one firm, preferably the lead entity in the joint venture or association shall be financially capable of meeting the contract requirements and potential liabilities on its own and shall assume contracting responsibility and liability for satisfactory execution of the assignment.

#### **8.13 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.

## 8.14 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.

### Appendix 1: Pricing Schedule

#### 1. Bidders must note the below pricing schedule as described below:

- a) Standard Hours: Monday to Friday, 08:00 to 16:30 (Standard routine maintenance).
- b) After Hours / Weekends: Monday to Friday, 16:31 to 07:59, and all day Saturday (Urgent / Emergency responses).
- c) Sundays & Public Holidays: All day Sunday and officially recognized by the Bank/Public Holidays (Critical Emergency responses).
- d) Emergency Call-Out Fee: A fixed flat rate that includes mobilization and the first 1 hour of on-site labor for an emergency triggered under the 2–4-hour SLA window.

#### 2. Hourly Labor Rate

##### A. Civil & Structural Maintenance

Personnel / Trade Role	Standard Hourly Rate	After Hours / Saturday Rate	Sunday / Holiday Rate
Mason / Plasterer			
Painter			
Roofer / Gutter Specialist			
General Tiler / Flooring Handyman			

##### B. Plumbing & Sanitary Works

Personnel / Trade Role	Standard Hourly Rate	After Hours / Saturday Rate	Sunday / Holiday Rate

Licensed Plumber			
Plumber's Assistant / Artisan			
Drainage / Sewage Specialist			

**C. Electrical Maintenance**

Personnel / Trade Role	Standard Hourly Rate	After Hours / Saturday Rate	Sunday / Holiday Rate
Certified Electrician (Wireman)			
Electrical Technician (DB Boards)			
Electrical Assistant			

**D. Carpentry & Joinery**

Personnel / Trade Role	Standard Hourly Rate	After Hours / Saturday Rate	Sunday / Holiday Rate
Commercial Carpenter			
Glazier (Glass/Window Specialist)			
Locksmith (Doors / Access hardware)			
Personnel / Trade Role			

**3. Fixed-Price Specialized Equipment Rates**

Equipment Type / Description	Unit of Measure	Rate (\$)

Mobile Scaffolding (For high-ceiling or roofing works)	Per Day	
High-Pressure Drain Jetting Machine (For blocked sewage lines)	Per Intervention	
Thermal Imaging / Electrical Diagnostic Tool (For DB troubleshooting)	Per Intervention	
Site Cleanup & Debris Disposal / Skip Hire (Per Section 3.b requirement)	Per Load / Trip	