

Central Bank of Lesotho



REQUEST FOR PROPOSAL

RFP TITTLE:
**CLEANING OF WINDOWS FOR BANK EXTENSION
BUILDING AND ITS ATRIUM**

RFP TITTLE:
CBL/FNC/TC /8/01/2026

Contact person:
Phone +266 22232122 / 22232051
Email: tenderclarifications@centralbank.org.ls

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. TERMINOLOGY FOR THIS RFP	3
3. SCOPE OF WORK AND TERMS OF REFERENCE	3
4. PROPOSAL PREPARATION (PROPOSAL FORMAT)	4
4.1. TECHNICAL PROPOSAL.....	4
4.2 FINANCIAL PROPOSAL	5
5. REQUEST FOR PROPOSAL PROCESS.....	8
5.1 SITE VISIT AND CONTACT PERSONS	8
5.2 CLARIFICATION	8
5.3 ELIGIBILITY	8
5.4 DELIVERY OF PROPOSALS	8
5.4.1 TECHNICAL PROPOSAL	8
5.4.2 FINANCIAL PROPOSAL.....	9
5.5. DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS.....	9
5.6. OPENING OF TECHNICAL PROPOSALS.....	9
5.7. EVALUATION OF TECHNICAL PROPOSALS.....	9
6. EVALUATION CRITERIA	9
6.1 MANDATORY EVALUATION CRITERIA	9
6.2 TECHNICAL EVALUATION CRITERIA:	10
6.2.1 TECHNICAL PROPOSAL EVALUATION CRITERIA.....	10
6.2.2 PITCH EVALUATION CRITERIA.....	11
6.3 FINANCIAL EVALUATION CRITERIA	12
6.4. SELECTION FOR AWARD	13
7. TERMS AND CONDITIONS OF THE RFP	13
7.1 PROPOSAL VALIDITY & FIRM PRICING	13
7.2 CURRENCY	13
7.3. TAXES	13
7.3.1 VALUE ADDED TAX (VAT).....	13
7.3.2 WITHHOLDING TAXES	13
7.4. OWNERSHIP OF PROPOSALS	14
7.5 CONFIDENTIALITY OF INFORMATION	14
7.6 AMENDMENT OF RFP DOCUMENT	14
7.7 COSTS OF RESPONDING.....	15
7.8 BACKGROUND CHECK.....	15
7.9 PERFORMANCE BOND	15
7.10 HEALTH AND SAFETY	16
7.11 LANGUAGE OF THE PROPOSAL	17
7.12 JOINT VENTURE	17
7.13 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS	18
7.14. ACCEPTANCE AND/OR REJECTION OF PROPOSALS.....	18

1. INTRODUCTION

The Central Bank of Lesotho invites qualified and experienced service providers to submit tenders for provision of professional window cleaning services for the Bank's extension building and its atrium. The successful bidder will be required to enter into a three-year service contract with the Bank.

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;

“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. SCOPE OF WORK AND TERMS OF REFERENCE

a) Contractor will provide professional exterior washing of all windows including windows located in the atrium of the new building. The surface area of this window is approximately 4,500m² including windows in the atrium.

b) Contractor to use rope access only.

c) Windows shall be washed clean and free of streaks, smears and visible soap residue. Accumulated dirt, insects, or other foreign debris must be scraped from windows to be considered clean by the Bank representative.

- d) Contractor must furnish all equipment and supplies needed to carry out the window washing services specified.
- e) Use of own detergent and tools that adhere to health and safety
- f) Work to be undertaken in a manner that does not affect business continuity of the Bank (weekends and after hours)
- g) Work schedule and work hours will be coordinated with the Bank officer.
- h) Roof access will be coordinated and provided by the Bank officer
- i) All work areas must be left neat and clean at the end of each workday
- j) Contractor must inspect all windows and report any breakages identified before works commence
- k) The contractor will be liable for any damage during execution of their work

4. PROPOSAL PREPARATION (Proposal Format)

4.1. Technical Proposal

The following format and sequence should be followed in order to provide consistency in the bidder's response and to ensure that each proposal receives full consideration:

a) Proposed Approach and Methodology

Bidders are requested indicate in detail how they intend to meet the requirements of the assignment and that they will fully comply as outlined on the Terms of reference or scope of work.

b) Bidder Financial capability

Bidders should demonstrate their financial capability to meet their financial

obligations under the assignment by providing with their bid either a recent financial statement of the bidder duly signed by an Audit Firm or practicing Chartered Accountant for the past three years. The bidder's 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.

c) Company experience and team members experience

- A bidder should have at least 5 years' experience registered and providing window cleaning services. This should be supported by a minimum of two (2) reference letters from clients provided with similar services of similar magnitude during the past recent five years.
- Where activities were performed as a subcontractor 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.
- Each proposed team member must have a minimum of five years of professional window-cleaning experience, acquired either through work with multiple cleaning organisations or as an independent window-cleaning specialist.

4.2 Financial Proposal

The financial proposals shall be invited at the later stage from only bidders that have satisfactorily met the technical requirements.

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

The bidder should have the following **mandatory** documents as attachments to their proposal: **(Failure of which result in disqualification)**

Requirement	Supported by:
a) Trading compliance	Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.
b) Tax Compliance	Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each proponent's Inland tax authority. E.g SARS or LRA
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 signed by the person or persons authorized to sign on behalf of, and bind the proponent to statements made in the proposal
d) Technical Requirements	Full compliance to the requirements
e) Site Visit	Attendance of the mandatory site Visit on the 03 rd February 2026
f) VAT certificate (if applicable)	Valid VAT certificate should be provided by proponents that included VAT
g) Workman's Compensation	Proof of valid and existing workman's compensation
h) Health, safety and Environment File	Health, safety and environment file based on stipulated requirements under 7:10

i) Company Experience	A minimum of two(2) positive reference letters from clients provided with the similar services in the last five years and satisfactory workmanship on sites completed with similar work
j) Workmanship Verification	Assessment of similar works/installation with other clients will be made to determine the vendor's capability ,workmanship quality and experience with similar installations.
k) Financial Capability	A credit line letter from an authorized Financial Institution that reflect a minimum credit/loan facility equivalent, or more that the bid amount must be provided with the bid or Recent Financial statements of the bidder duly signed by an Audit Firm or practicing Chartered Accountant that reflect a minimum working capital equivalent or more than the bid amount.
l) Validity of the bid	Valid for at least 90 days
m) Price	Full compliance to the pricing requirements Competitive Price
n) Due Diligence and Eligibility	Positive results and no conflicting interests Availability of a Health and Safety File

Proponents should provide actual documents in the manner requested. Provision of a **Link** or **Website** referring the Bank to access the documents shall not be accepted.

5. REQUEST FOR PROPOSAL PROCESS

5.1 Mandatory site visit and Contact Details

Enquiries arising from this RFP should be directed, in writing, to;

E-mail: tenderclarifications@centralbank.org.ls

There shall be a mandatory site visit on **03rd February 2026** at 10:00am.

Bidders should report at main building reception before commencement time.

5.2 Clarification

Request for clarifications of this RFP should be directed to an email address in 5.1 above on or before **13th February 2026**. Responses will be posted on the website on the **23rd February 2026**.

5.3 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.

5.4 Delivery of Proposals

5.4.1 Technical proposal

(a) Technical Proposals must be submitted electronically by email to tenders@centralbank.org.ls. Electronic PDF email bid submissions/document/folder should be named "**TECHNICAL PROPOSAL FOR PROVISION OF WINDOW CLEANING SERVICES**"

The technical proposal shall be attached to the email as PDF attachments, folder or zipped folder only. Links are not allowed.

5.4.2 Financial proposal

Financial proposal shall be invited at a later stage, only from bidders that have satisfactorily met the technical requirements of the Bank and have scored an overall of 75%.

5.5. DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS

Proposals should be received **on or before Friday 2nd March 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.

5.6. OPENING OF TECHNICAL PROPOSALS

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

5.7. EVALUATION OF TECHNICAL PROPOSALS

Proposals compliant with the requirements for submissions described above shall be evaluated. Technical evaluation shall involve both submission analysis and pitching evaluation.

6. EVALUATION CRITERIA

6.1 Mandatory evaluation criteria

Bidders will receive 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.

REQUIREMENT	YES	NO	REMARKS
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 LRA			
Signed letter of introduction			
Valid VAT certificate should be provided by bidder that included VAT			
Proof of valid and existing workman's compensation			
Attendance of the Mandatory Site Visit			

6.2 TECHNICAL EVALUATION CRITERIA:

Technical evaluation shall comprise of technical proposal evaluation and the oral presentation (pitch).

6.2.1 Technical proposal evaluation criteria

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

Evaluation Area	
Scope	Marks per Category
Proposed Approach and Methodology	45
Financial Capability	30
Company experience and team members experience	25
Total	<u>100</u>

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

6.2.2 Pitch evaluation criteria

The purpose of pitch session (oral presentation) is to validate the information provided by the bidder in their proposal and to test the bidder's understanding of the requirements as detailed in the RFP. The pitch is evaluated and it involves question and answer session. Only bidders that have scored the minimum score of 75% and above shall be invited for the pitch and shall be evaluated based on the criteria as follows:

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
--------------	-----------

(To qualify for financial evaluation the bidders should score a total weighted (50:50) score of 75% under both submission evaluation and pitch.).

6.3 FINANCIAL EVALUATION CRITERIA

Financial proposals will be evaluated following completion of the technical evaluation and pitch presentations. Bidders that have scored a combined weighted score of **75%** under technical evaluation will be invited to submit their financial proposals.

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

EVALUATION AREA	Yes	NO	REMARKS
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			

6.4 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.

7. TERMS AND CONDITIONS OF THE RFP

7.1 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.

7.2 CURRENCY

All responses to this RFP should be expressed in LSL Loti or ZAR Rands.

Proposals in other currencies shall not be permitted.

7.3. TAXES

7.3.1 VALUE ADDED TAX (VAT)

Prices quoted are to be:

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

7.3.2 WITHHOLDING TAXES

In effecting payment, the applicable withholding taxes shall apply: 10% for foreign companies and 5% for local companies. This is not an added tax. Bidders that include an added amount to their proposed fee as the withholding tax shall be disqualified.

ELIGIBILITY

Proposals will not be evaluated if the prospective supplier'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.

Vendor Exclusion Policy

All Bidders are advised that a Vendor Exclusion Policy shall apply where necessary.

7.4. OWNERSHIP OF PROPOSALS

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

7.5 CONFIDENTIALITY OF INFORMATION

- a) All proposals submitted by bidders 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 non-disclosure agreement.
 - Hand over all the design documentation raised over to CBL

7.6 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 RFP documents by amendment. All prospective respondents that have received the RFP documents will be notified of the amendment in writing, and such amendment will be binding on them. To allow prospective respondents 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.

7.7 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.

7.8 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 to accept or reject any such Bid on any grounds.

7.9 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.

7.10 HEALTH AND SAFETY

The Bank adheres to Occupational Health and Safety (OHS) requirements under the Occupational Safety and Health Act No.4 of 2024, including relevant OHS regulations; 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 including Public Health Order No.12 of 1970 as amended and adhere to the Bank's OHS policy.

Contractors and suppliers shall recognize the importance of performing the work in a safe and responsible manner to prevent property damages, injuries, fatalities, and environmental impacts. Further, they are also to ensure safety of material and equipment used at the workplace and or stored on-site.

The contractor shall, upon award of contract, submit Health, Safety and Environment file for review and approval by office of OHS. The contents of the OHS file shall at least include:

1. HSE Policy.
2. Cleaning of windows specific HSE methodology statement.
3. Cleaning of windows specific HSE Plan.
4. Cleaning of windows specific HSE Baseline Risk Assessment.
5. List of lifting equipment
6. Valid insurance covering all proposed key personnel (workman's compensation).
7. HSE safe working procedures (SWPs) relevant to cleaning of windows.
8. Material Safety Data Sheets (MSDS) for all chemicals to be used.

9. Medical Fitness Certificates within 3 months validity
10. Induction attendance register
11. Training certificate copies (especially for rope access)
12. Equipment, tools and plant inspection forms and checklist
13. Personal Protective Equipment issuance register
14. Personal Protective Equipment checklist
15. First aid box inspection form
16. First aid reporting and treatment form

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.

7.11 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.

7.12 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.

7.13 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

Tenderers may modify or withdraw their tender proposals 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.

7.14 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 cancel the bidding process at any stage prior to the award of contract and is not bound to provide reasons for cancellation.