



CENTRAL BANK OF LESOTHO

BANKA E KHOLO EA LESOTHO

REQUEST FOR PROPOSAL

Supply, Implementation and Support of Accredited Electronic Billing System (EBS) and Lekuka E-Invoicing Solution for the Lehakoe Recreation and Cultural Centre

Tender reference	[CBL/FNC/TC/8/18/2026]
Date of issue	22 October 2026
Procurement contact	Secretary, Tender Committee — tenderclarifications@centralbank.org.ls

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Section 1: Letter of Invitation

Maseru, 22 October 2026

Dear Sir/Madam,

RE: Request for Proposal [CBL tender number] — Supply, Implementation and Support of an accredited Electronic Billing System (EBS) and Lekuka E-Invoicing Solution for the Lehakoe Recreation and Cultural Centre

The Central Bank of Lesotho (the "Bank"), on behalf of the Lehakoe Recreation and Cultural Centre (LRCC), invites you to submit a Proposal for the supply, installation, integration, commissioning and five-year support of an Electronic Billing System (EBS) accredited by the Revenue Services Lesotho (RSL) and integrated with the Lekuka e-invoicing platform, as described in the Terms of Reference (Section 5).

The requirement arises from the Value Added Tax (E-Invoicing) Regulations, 2026, under which LRCC must issue an RSL-registered electronic invoice for every transaction by **30 October 2026**. Only suppliers holding current RSL supplier accreditation, and offering an EBS brand, model and version accredited by RSL, are eligible.

This Request for Proposal (RFP) comprises the following documents:

- Section 1: This Letter of Invitation
- Section 2: Instructions to Bidders (ITB)
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference, including the Requirements Matrix and Special Conditions of Contract
- Section 6: Returnable Bidding Forms (Forms A to J)

Proposals must be delivered to the Bank no later than Friday 6 November 2026 at 12:00 (Maseru time), as stated in the Bid Data Sheet.

The Bank looks forward to receiving your Proposal.

Yours sincerely,

[Name]

Secretary, Tender Committee

Central Bank of Lesotho

Section 2: Instructions to Bidders

Where the Bid Data Sheet (Section 3) differs from these Instructions, the Bid Data Sheet prevails.

A. General Provisions

1. Introduction

- 1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments issued in writing by the Bank. This procurement is conducted in accordance with the Bank's procurement policy and procedures.
- 1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply acceptance by the Bank. The Bank is under no obligation to award a contract to any Bidder as a result of this RFP.
- 1.3 The Bank reserves the right to cancel this procurement at any stage without incurring liability to any Bidder.
- 1.4 As part of the Proposal, Bidders are required to confirm their RSL accreditation status. The Bank will verify accreditation directly with RSL before award.

2. Fraud and Corruption, Gifts and Hospitality

- 2.1 The Bank applies zero tolerance to fraud, corruption, collusion, coercion, obstruction and other unethical practices. Bidders, their personnel, agents and subcontractors shall observe the highest standard of ethics during procurement and contract execution; and shall comply with the anti-corruption laws of the Kingdom of Lesotho.
- 2.2 Bidders shall not offer gifts, hospitality or any other benefit to any Central Bank or LRCC employee, including members of the Tender Committee and evaluation panel.
- 2.3 A Bidder found to have engaged in any such practice will be disqualified and may be excluded from future Bank procurement and reported to the relevant authorities.

3. Eligibility

- 3.1 A Bidder shall not be suspended, debarred or otherwise declared ineligible by any government authority or by the Bank at the time of submission.
- 3.2 A Bidder must hold current RSL accreditation as a supplier of EBS under Regulation 7(2) of the Value Added Tax (E-Invoicing) Regulations, 2026, and a Letter of Authorisation from the manufacturer of the proposed EBS (Regulation 13(2)). A manufacturer acting as supplier must hold both accreditations (Regulation 13(10)).
- 3.3 The proposed EBS must be accredited by RSL and published on RSL's list of accredited EBS on the proposal submission deadline (Regulation 8(6)).
- 3.4 Bidders must be tax compliant in Lesotho, or in the country of incorporation for foreign Bidders, and must demonstrate the capacity to provide on-site support in Maseru.
- 3.5 Bidders from a country whose manufacturers are suspended from doing business with Lesotho under Regulation 12(o) are not eligible.

4. Conflict of Interest

- 4.1 Bidders shall avoid conflicts of interest and shall disclose any actual or potential conflict. A Bidder, or any of its affiliates, may be found to be in conflict of interest if it:
- has a relationship with any Bank or LRCC employee involved in this procurement or the supervision of the resulting contract;
 - was involved in preparing the requirements, Terms of Reference or specifications of this RFP;
 - controls, or is controlled by, another Bidder, or submits more than one Proposal in this process.
- 4.2 Where a conflict of interest is disclosed or discovered, the Bank will decide whether the Bidder may continue in the process. Failure to disclose is grounds for disqualification or termination of any resulting contract.

B. Preparation of Proposals

5. General Considerations

- 5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested may result in rejection of the Proposal.
- 5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Where such errors or omissions are discovered, the Bidder must notify the Bank in accordance with ITB Clause 18.

6. Cost of Preparation of Proposal

- 6.1 The Bidder shall bear all costs of preparing and submitting its Proposal, attending the site visit and taking part in demonstrations, whether or not it is selected. The Bank is not liable for these costs.

7. Language

- 7.1 The Proposal, and all correspondence and documents relating to it, shall be in the language specified in the BDS. Supporting documents in another language must be accompanied by a certified translation, which prevails in case of discrepancy.

8. Documents Comprising the Proposal

- 8.1 The Proposal shall comprise the following:
- Documents establishing the eligibility and qualifications of the Bidder (ITB Clause 9);
 - Technical Proposal (ITB Clause 10);
 - Financial Proposal (ITB Clause 11);
 - Bid Securing Declaration (ITB Clause 12);
 - Any attachments or amendments required by the BDS.

9. Documents Establishing the Eligibility and Qualifications of the Bidder

- 9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified supplier, using the Forms in Section 6 and the documents listed in the BDS. The Bank will assess qualifications against the criteria in Section 4.

10. Technical Proposal Format and Content

- 10.1 The Bidder shall structure the Technical Proposal as set out in Form E, and complete the Requirements Compliance Response (Form F) for every requirement in Section 5.3.
- 10.2 The Technical Proposal must not contain any price information. Any price information in the Technical Proposal will lead to disqualification.
- 10.3 Where the Bidder relies on third-party products or subcontractors, it shall name them and describe their role. Product brochures and data sheets must be for the exact version proposed.
- 10.4 Shortlisted Bidders shall demonstrate the proposed solution as stated in the BDS. The demonstration forms part of the technical evaluation.

11. Financial Proposals

- 11.1 The Financial Proposal shall be prepared using Forms G and H, and shall list all cost components, one-off and recurring, over a five-year period.
- 11.2 Any output or activity described in the Technical Proposal but not priced in the Financial Proposal will be deemed included in the prices of other items.
- 11.3 Prices shall be fixed for the implementation. Annual support and maintenance escalation, if any, shall be stated as a fixed percentage and capped.

12. Proposal Security

- 12.1 Where required by the BDS, a Proposal Security in the form of a bank guarantee shall be furnished. Where the BDS requires a Bid Securing Declaration instead, the Bidder shall sign Form I.
- 12.2 A Bidder that withdraws its Proposal during the validity period, or refuses to sign the contract after award, will be subject to the consequences stated in Form I.

13. Currencies

- 13.1 All prices shall be quoted in the currency stated in the BDS. Where Proposals are quoted in different currencies, the Bank will convert them for evaluation purposes as stated in the BDS.

14. Joint Venture, Consortium or Association

- 14.1 Where permitted by the BDS, Bidders may form a joint venture, consortium or association. The lead entity must be the RSL-accredited supplier and shall be authorised to bind all members.
- 14.2 The Proposal must include Form C and the signed agreement setting out each member's role. All members are jointly and severally liable for the contract.
- 14.3 The composition of the joint venture shall not change after submission without the Bank's prior written consent.

15. Only One Proposal

- 15.1 A Bidder, including any joint venture member, shall submit only one Proposal. Participation in more than one Proposal disqualifies all Proposals concerned. A subcontractor may appear in more than one Proposal only as a subcontractor.

16. Proposal Validity Period

- 16.1 Proposals shall remain valid for the period stated in the BDS, counted from the submission deadline. A Proposal valid for a shorter period will be rejected as non-responsive.

17. Extension of Proposal Validity Period

- 17.1 In exceptional circumstances the Bank may request Bidders, in writing, to extend the validity period. A Bidder may refuse without forfeiting its Bid Securing Declaration; a Bidder that agrees shall not modify its Proposal.

18. Clarification of Proposal

- 18.1 Bidders may request clarification of the RFP in writing, to the contact and by the deadline stated in the BDS. The Bank will respond in writing and circulate the question and answer to all Bidders without identifying the source.
- 18.2 The Bank will endeavour to respond promptly but is not obliged to extend the submission deadline because of late questions.

19. Amendment of Proposals

- 19.1 At any time before the submission deadline, the Bank may amend the RFP by written addendum, issued to all Bidders in the manner stated in the BDS. Addenda form part of the RFP.
- 19.2 The Bank may extend the submission deadline to give Bidders time to take an addendum into account.

20. Alternative Proposals

- 20.1 Unless the BDS states otherwise, alternative Proposals will not be considered. Any Proposal that offers an alternative must also fully meet the stated requirements.

21. Pre-Proposal Conference and Site Visit

- 21.1 Where stated in the BDS, a pre-proposal conference and site visit will be held. Where attendance is compulsory, Proposals from Bidders that did not attend will be rejected.
- 21.2 Minutes of the conference will be issued to all Bidders. Nothing said at the conference modifies the RFP unless confirmed by written addendum.

C. Submission and Opening of Proposals

22. Submission

- 22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms required by the BDS, in the manner stated in the BDS.
- 22.2 The Technical Proposal and the Financial Proposal shall be submitted in separate folders, each marked as stated in the BDS, with the password protected financial. The password will be requested from qualifying bidders after technical evaluation.
- 22.3 The Proposal shall be signed by the Bidder or a person duly authorised to bind the Bidder, with the power of attorney attached. Any interlineation, erasure or overwriting is valid only if initialled by the signatory.

23. Deadline for Submission and Late Proposals

- 23.1 Proposals must be received by the Bank at the address and no later than the date and time stated in the BDS. Proposals received after the deadline will be rejected and returned unopened.

24. Withdrawal, Substitution and Modification of Proposals

- 24.1 A Bidder may withdraw, substitute or modify its Proposal by written notice, signed by an authorised representative and received before the submission deadline, marked "WITHDRAWAL", "SUBSTITUTION" or "MODIFICATION".
- 24.2 No Proposal may be withdrawn, substituted or modified between the submission deadline and the expiry of the validity period.

25. Proposal Opening

- 25.1 The Bank will open the Proposals at the date, time and place stated in the BDS. Bidders' representatives are not permitted to attend. Tender opening register will be shared.
- 25.2 Financial Proposals will remain in the custody of the Tender Committee Secretary until the technical evaluation is complete. Only the Financial Proposals of Bidders that pass the minimum technical score will be opened.

D. Evaluation of Proposals

26. Confidentiality

- 26.1 Information relating to the examination, evaluation, comparison and recommendation of award shall not be disclosed to Bidders or any other persons not officially concerned with the process, until the award is published.
- 26.2 Any attempt by a Bidder to influence the Bank in the evaluation or award may result in rejection of its Proposal.

27. Evaluation of Proposals

- 27.1 The Bank will evaluate Proposals in the following sequence: (a) preliminary examination; (b) eligibility and qualification; (c) mandatory technical requirements; (d) technical scoring, including demonstration; (e) financial evaluation; (f) combined scoring. Details are given in Section 4.
- 27.2 The Bank will conduct the evaluation solely on the basis of the Proposals received and the criteria in this RFP.

28. Preliminary Examination

- 28.1 The Bank will examine Proposals to determine whether they are complete, properly signed, accompanied by the required documents and generally in order. Proposals failing this examination shall be rejected.

29. Evaluation of Eligibility and Qualification

- 29.1 Eligibility and qualification will be evaluated on a pass/fail basis against the criteria in Section 4 and the BDS.

30. Evaluation of Technical and Financial Proposals

- 30.1 The evaluation panel will score the Technical Proposals against the criteria and weights in Section 4. Only Bidders scoring at least the minimum stated in the BDS will have their Financial Proposals opened.
- 30.2 The Financial Proposal will be scored on the evaluated five-year total cost of ownership, as stated in Section 4. The Proposal with the highest combined score will be recommended for award.

31. Due Diligence

- 31.1 Before award, the Bank may verify the information provided, including by: confirming RSL accreditation with RSL; contacting references; inspecting reference sites; reviewing financial statements; and carrying out a security assessment of the proposed hosting environment through the Bank's Directorate of ICT.
- 31.2 Proposals found to contain incorrect or misleading information will be rejected.
- 31.3 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.

32. Clarification of Proposals

- 32.1 The Bank may ask any Bidder for clarification of its Proposal. The request and response shall be in writing. No change in price or substance of the Proposal shall be sought, offered or permitted, except to correct arithmetic errors.

33. Responsiveness of Proposal

- 33.1 A responsive Proposal is one that conforms to all the terms, conditions and requirements of this RFP without material deviation, reservation or omission. A Proposal that is not responsive will be rejected and may not later be made responsive by correction.

34. Nonconformities, Reparable Errors and Omissions

- 34.1 Provided a Proposal is substantially responsive, the Bank may waive nonconformities that do not constitute a material deviation, and may request information to rectify non-material omissions.
- 34.2 Arithmetic errors will be corrected as follows: if there is a discrepancy between the unit price and the line total, the unit price prevails; if there is an error in a total, the sub-totals prevail; if there is a discrepancy between words and figures, the amount in words prevails. A Bidder that does not accept the correction will have its Proposal rejected.

E. Award of Contract

35. Right to Accept, Reject or Render Non-Responsive Any or All Proposals

- 35.1 The Bank reserves the right to accept or reject any Proposal, to render any or all Proposals non-responsive, and to reject all Proposals at any time before award, without liability and without obligation to give reasons.

36. Award Criteria

- 36.1 The Bank will award the contract to the Bidder whose Proposal is responsive and obtains the highest combined technical and financial score, subject to satisfactory due diligence and budget approval.

37. Debriefing

- 37.1 Unsuccessful Bidders may request a debriefing within the period stated in the BDS. The debriefing will discuss the strengths and weaknesses of the Bidder's own Proposal, not those of other Bidders.

38. Right to Vary Requirements at the Time of Award

- 38.1 At the time of award, the Bank may increase or decrease the quantity of goods or services by up to the percentage stated in the BDS, without change in unit prices or other terms.

39. Contract Signature

- 39.1 Within the period stated in the BDS, the successful Bidder shall sign and return the contract and furnish the performance security. Failure to do so is grounds for annulling the award and awarding to the next-ranked Bidder.

40. Contract Type and General Terms and Conditions

- 40.1 The type of contract and the applicable terms and conditions are stated in the BDS and in the Special Conditions of Contract in Section 5.5.

41. Performance Security

- 41.1 Where required by the BDS, the successful Bidder shall furnish a performance security in the amount and form stated, within the period stated in the BDS.

42. Bank Guarantee for Advance Payment

- 42.1 Where an advance payment is permitted by the BDS, it shall be secured by an unconditional bank guarantee for the full amount of the advance.

43. Liquidated Damages

- 43.1 Where stated in the BDS, the Bank will apply liquidated damages for delays in delivery attributable to the Contractor, at the rate and up to the maximum stated.

44. Payment Provisions

- 44.1 Payment will be made only against deliverables formally accepted in writing by the Bank, on the milestones stated in Section 5.5, and within the period stated in the BDS after receipt of a valid invoice.

45. Bidder Complaints

- 45.1 A Bidder that believes it has been unfairly treated in this procurement may lodge a written complaint as stated in the BDS, within the period stated there. The Bank will not sign the contract before the standstill period ends.

46. Other Provisions

- 46.1 Where the Bidder offers prices lower than those in the Proposal to another customer for identical deliverables during the validity period, the Bank shall be entitled to the lower price.
- 46.2 The Bidder shall comply with all applicable laws of Lesotho, including the Value Added Tax Act, 2001 and the Value Added Tax (E-Invoicing) Regulations, 2026.
- 46.3 By submitting a Proposal, the Bidder consents to the Bank verifying the information with RSL and other third parties.

Section 3: Bid Data Sheet

The following data supplement, and where applicable amend, the Instructions to Bidders. In case of conflict, the Bid Data Sheet prevails.

BDS No.	ITB Ref.	Data	Specific instructions and requirements
1	7	Language of the Proposal	English
2	20	Alternative Proposals	Not permitted
3	21	Pre-proposal conference and site visit	N/A.
4	16	Proposal validity period	90 days from the submission deadline
5	12	Proposal security	Not required. A signed Bid Securing Declaration (Form I) is required.
6	42	Advance payment	Not permitted
7	43	Liquidated damages	Required. [0.5%] of the contract price per calendar day of delay in Phase 1 go-live beyond 29 October 2026, up to a maximum of [10%], plus any RSL penalty assessed on LRCC because of the delay.
8	41	Performance security	N/A
9	13	Currency of Proposal	Lesotho Maloti (LSL) or Rand (ZAR). Foreign-currency elements must be converted to LSL by the Bidder; the Bank will not accept exchange-rate adjustments.
10	18	Deadline for requests for clarification	Wednesday 26 October 2026, 12:00
11	18	Contact for clarifications	Secretary, Tender Committee, Central Bank of Lesotho. Email: tenderclarifications@centralbank.org.ls . Subject line: "Clarification — [CBL tender number]".
12	18, 19	Manner of disseminating clarifications and addenda	Published on the Bank's website. Responses will be issued by Thursday 29 th October 2026.
13	23	Submission deadline	Friday 6 th November 2026, 14:30 (Maseru time, UTC+2)
14	22	Manner of submission	Strictly by Email to tenders@centralbank.org.ls
15	22	Address for submission	tenders@centralbank.org.ls
16	22	Number of copies	Technical Proposal and Financial Proposal (password protected)
17	22	Marking of bids	Outer envelope: " LRCC EBS and E-Invoicing. Inner envelopes marked "Technical Proposal" and "Financial Proposal" respectively.

BDS No.	ITB Ref.	Data	Specific instructions and requirements
18	25	Proposal opening	Technical Proposals: Friday 6 th November 2026, 1435hrs, Financial Proposals of technically qualified Bidders: Friday 16 November 2026, [1435hrs]. or earlier date depending on technical evaluation. Bidders are not allowed to attending the opening session. The tender opening register will be shared to all bidders who participated.
19	27, 36	Evaluation method	Combined scoring: technical 80%, financial 20% (Section 4)
20	29	Minimum qualification requirements	(a) RSL supplier accreditation and manufacturer Letter of Authorisation; (b) proposed EBS on RSL's accredited list; (c) at least 3 years in POS, billing or ERP implementation; (d) at least two clients in Lesotho live on Lekuka with the proposed EBS; (e) average annual turnover of at least LSL [amount] over the last two financial years; (f) valid tax clearance; (g) valid business id (license).
21	30	Minimum technical score	70 out of 100 points, after the demonstration adjustment
22	10.4	Demonstration	Required for shortlisted Bidders, Thursday 15 and Friday 16 October 2026, at LRCC. Scripts issued 24 hours in advance. Must include a live transmission to the Lekuka test environment.
23	9	Documents establishing eligibility and qualification	Form A; Form B; Form C (if JV); Form D; company registration certificate; tax clearance certificate; RSL accreditation certificate; manufacturer Letter of Authorisation; audited financial statements for the last two years; power of attorney; proof of site visit attendance.
24	10	Technical Proposal	Form E structure; Form F completed for every requirement; CVs of key personnel; implementation plan with Gantt chart; product documentation for the proposed version. Maximum 60 pages, excluding forms and product documentation.
25	11	Financial Proposal	Form G and Form H, signed; hardware bill of materials with unit prices; optional-items price list
26	14	Joint venture, consortium or association	Permitted. The lead member must be the RSL-accredited supplier. Form C and the signed JV agreement required.
27	38	Right to vary quantities at award	Up to 20% of the quantity of POS terminals, peripherals and user licences, at the unit prices offered
28	36	Number of awards	One contract to a single Bidder (no split award)
29	40	Type of contract	Fixed-price contract for supply and implementation, with a five-year support and maintenance agreement from final acceptance
30	40	Contract terms and conditions	The Bank's standard conditions of contract, as supplemented by the Special Conditions of Contract in Section 5.5
31	44	Payment terms	Milestone payments as in Section 5.5, within 30 days of receipt of a valid invoice following written acceptance. Support fees quarterly in arrears.
32	11, 44	Taxes	Prices exclusive of VAT, with VAT shown separately. Withholding taxes applied as required by Lesotho law.

BDS No.	ITB Ref.	Data	Specific instructions and requirements
33	37	Debriefing	Written request within 10 working days of the notice of intended award
34	45	Complaints standstill and	Written complaint to the Secretary, Tender Committee, within 10 working days of the notice of intended award. Cooling off/Standstill period: 10 working days.
35	39	Expected contract signature	The successful Bidder must sign within 2 working days of invitation.
36	—	Contract start and duration	To be agreed with the successful bidder. Support and maintenance for five years from final acceptance.
37	—	Indicative procurement timetable	RFP issued 22 Oct; clarifications 26 Oct; responses 29 Oct; submission 6 Nov

Section 4: Evaluation Criteria

Proposals are evaluated in five stages. Stages 1 to 3 are pass/fail; a Proposal must pass each stage to proceed. The contract is recommended for award to the Bidder with the highest combined score.

4.1 Stage 1: Preliminary examination (pass/fail)

Criterion	Evidence	Result
Proposal received before the deadline and properly sealed and marked	BDS Nos. 13–17	Pass/Fail
Technical and Financial (password protected) Proposals in separate folders or separate email attachments; no price in Technical Proposal	ITB 10.2, 22.2	Pass/Fail
Form A signed by an authorised signatory, with power of attorney	Form A	Pass/Fail
Bid Securing Declaration signed	Form I	Pass/Fail
Proposal validity of at least 90 days	Form A	Pass/Fail

4.2 Stage 2: Eligibility and qualification (pass/fail)

Criterion	Evidence	Result
RSL supplier accreditation current	RSL certificate; verified with RSL	Pass/Fail
Manufacturer Letter of Authorisation naming the proposed models	Letter of Authorisation	Pass/Fail
Proposed EBS brand, model and version on RSL's accredited list	RSL publication; verified with RSL	Pass/Fail
Not suspended or debarred; no undisclosed conflict of interest	Forms A and J	Pass/Fail
Valid tax clearance and company registration	Certificates	Pass/Fail
At least 3 years' relevant implementation experience	Form D	Pass/Fail
At least two Lesotho clients live on Lekuka with the proposed EBS	Form D references	Pass/Fail
Minimum average annual turnover (BDS No. 20)	Audited financial statements	Pass/Fail

4.3 Stage 3: Mandatory technical requirements (pass/fail)

Criterion	Evidence	Result
No "NC" response against any Mandatory (M) requirement in Section 5.3	Form F	Pass/Fail
Written confirmation that Phase 1 go-live by 29 October 2026 is achievable, with dependencies listed	Form E, Part 1	Pass/Fail

4.4 Stage 4: Technical scoring (100 points)

Criterion	What evaluators look for	Points
Functional fit	Share of M and D requirements met FC or CF; quality of evidence; minimal custom development	25
Lekuka integration and compliance	Maturity of IDMS integration, offline handling, exception management, number of live Lekuka clients	15
Architecture and security	Hosting proposal, resilience, DR, security evidence, data protection, supply-chain disclosure	15
Implementation plan and timeline	Credible Phase 1 plan for December 2026, realistic Phase 2 plan, risks and dependencies	15
Experience and references	Comparable hospitality, leisure or multi-outlet deployments; reference feedback	10
Project team	Named staff, qualifications, local presence, availability during go-live	10
Support and SLA	Local support capacity, SLA targets at or above the minimum, service credits	10
Total		100

Each criterion is scored on the following scale, applied to the points available: 0% not addressed; 40% partially meets; 70% fully meets; 90% meets and exceeds in some aspects; 100% significantly exceeds.

4.5 Demonstration and Lekuka proof

Shortlisted Bidders demonstrate the proposed version, not a roadmap, against scripts issued 24 hours in advance. The demonstration must show a live transaction transmitted to the Lekuka test environment and returned with an IDMS acceptance and QR code. Scenarios include:

1. Bar sale with split cash and mobile-money payment, then refund by credit note.
2. Banquet quotation to deposit to final B2B invoice with customer TIN.
3. Gym monthly subscription invoice and suspension for arrears.
4. Network cut mid-shift: continued trading, queued transactions, recovery and exception report.
5. Recipe-based stock depletion from a kitchen sale and a stock-count variance.

6. Supervisor override with audit-log trace.

The demonstration confirms or adjusts the Stage 4 score by up to ± 10 points. A failed Lekuka proof renders the Proposal non-responsive. Bidders scoring below 70 after adjustment do not proceed to Stage 5.

4.6 Stage 5: Financial evaluation and combined score

The Financial Proposal is scored on the evaluated five-year total cost of ownership (TCO) from Form H, after correction of arithmetic errors (ITB 34.2) and loading of any unpriced Mandatory item at the highest price offered for it by another Bidder.

Financial score = $20 \times (\text{lowest evaluated TCO} \div \text{Bidder's evaluated TCO})$

Combined score = $(\text{Technical score} \times 0.8) + \text{Financial score}$

The Proposal with the highest combined score, subject to due diligence (ITB 31), is recommended for award.

Section 5: Terms of Reference

This Section describes the requirement, the mandatory and desirable requirements against which Proposals are evaluated, and the Special Conditions of Contract.

5.1 Background and Objectives

LRCC must replace its fragmented, largely manual billing with one accredited EBS that issues a Lekuka-registered invoice for every sale across its Gym and Clubhouse.

5.1.1 About LRCC

LRCC is operated under the Central Bank of Lesotho and is VAT-registered across two revenue streams. Chargeable activities include gym memberships and related services, reception sales, bar, kitchen and meals, tuckshop, banqueting, conferencing, events and venue or equipment rentals. Today these run on separate, partly manual processes that limit central control, inventory visibility, consistent reporting and audit trails.

5.1.2 Regulatory drivers

The Value Added Tax (E-Invoicing) Regulations, 2026 (Legal Notice No. 25 of 2026, in force 1 April 2026) require every VAT vendor to:

- operate an accredited EBS acquired from an accredited supplier and registered on the RSL Invoice Data Management System (IDMS) (Regulations 6 and 14);
- authenticate to IDMS using the RSL-issued digital certificate and transmit transaction data for every transaction (Regulations 6(2) and 10);
- issue an invoice, credit note or debit note carrying the particulars in Schedule IV, including a QR code (Regulation 11);
- capture the customer's TIN on business-to-business and business-to-government transactions (Regulation 14(11));
- maintain data connectivity with a network provider so reporting obligations are met (Regulation 14(1)(d)).

RSL extended the mandatory rollout from 31 July to 30 October 2026 by notice dated 16 July 2026. Later RSL support messages cite 31 October; LRCC will work to 30 October. Non-compliance exposes the vendor to fixed penalties, for example M200,000 for operating a non-accredited EBS and M200,000 for failing to issue an invoice (Schedule V).

5.1.3 Objectives

1. Achieve and maintain full compliance with the Regulations and applicable RSL guidelines.
2. Provide one controlled billing environment for all Gym and Clubhouse operations.
3. Deploy at least eight integrated points of sale linked to a central database and back office.
4. Improve sales, inventory, customer billing, reconciliation, management information and audit trails.
5. Integrate securely with Lekuka/IDMS, the Bank's or LRCC's general ledger process, approved payment methods and the planned gym management and access-control system.
6. Transfer knowledge to LRCC and ITC staff and establish sustainable support.
7. Prefer a proven, configurable product over custom development.

5.2 Scope of Supply and Services

The successful bidder delivers a turnkey solution in two phases: statutory e-invoicing at all eight points of sale by **December 2026**, then the full operational scope.

5.2.1 Items to be supplied

1. RSL-accredited EBS software, perpetual or subscription licences and every module needed to meet Section 5.3.
2. At least eight POS terminals with receipt printers, cash drawers, barcode scanners and card/mobile-money integration where required.
3. A central back office for products, prices, users, stock, customers, invoicing, finance, reporting and administration.
4. Lekuka/IDMS integration: EBS registration, digital certificate installation, digital signature, QR code generation and transaction-status management.
5. Inventory and stores management for the bar, kitchen, tuckshop, central stores and any other stock location.
6. Banqueting, conferencing, events and rentals: quotations, bookings, deposits, invoicing and customer accounts.
7. Gym products, memberships and recurring billing, with a supported integration to the planned gym management and access-control system.
8. Reporting, dashboards, audit logs, reconciliation, exception management and data exports.
9. Infrastructure, environments, cybersecurity controls, backup, restoration and disaster recovery.
10. Project management, configuration, integration, migration, testing, training, cutover, stabilisation, warranty, support and maintenance.

5.2.2 Coverage by business area

Business area		Minimum coverage
Gym		Reception billing, memberships, subscriptions, day passes, personal training, classes, rentals, merchandise
Clubhouse		Bar, kitchen, meals, tuckshop, banqueting, events, conferencing, venue and equipment rental
Stores		Goods receipts, transfers, counts, adjustments, recipes, wastage, stock valuation, movement reporting
Finance		Cashier reconciliation, customer accounts, VAT and levy reporting, payment-method reconciliation, journal/GL interface, management reporting
Management administration	and	Dashboards, approvals, audit trails, user administration, exception monitoring, statutory evidence

5.2.3 Phased delivery

Phase	Scope	Target
Phase 1 — Statutory compliance	EBS registered on IDMS; all eight POS issuing compliant invoices, credit notes and debit notes; TIN capture; product and price master loaded; cashier roles and controls; end-of-day reconciliation; offline queue and recovery; statutory test passed	Live by December 2026
Phase 2 — Full scope	Inventory and stores, banqueting and customer accounts, gym membership billing and integration, finance/GL interface, full reporting, data migration, security testing, DR, full training	Bidder to propose; not later than 15 January 2027

Phase 1 must not create rework for Phase 2: both run on the same product, database and configuration baseline.

5.2.4 Out of scope

1. Replacement of the Bank's enterprise general ledger or core banking system.
2. Major civil works or unrelated network upgrades, unless specifically priced and approved as a dependency.
3. Functions outside the requirements in Section 5.3 or agreed change control.
4. Use of Bank or LRCC data for any unrelated commercial purpose.

5.3 Requirements Matrix

Every requirement below must be answered in Form F; a single "Not compliant" against any M requirement disqualifies the bid.

Priority: **M** = Mandatory (pass/fail); **D** = Desirable (scored). Response codes: **FC** fully compliant out of the box; **CF** compliant by configuration; **TP** met by a named third-party product; **CD** requires custom development (state effort and cost); **PC** partially compliant (explain gap); **NC** not compliant. Each response must cite the page in the proposal or product documentation that proves it.

5.3.1 Regulatory compliance and Lekuka integration

ID	Requirement	Priority
REG-01	EBS brand, model and version accredited by RSL on the closing date and throughout implementation and acceptance	M
REG-02	Bidder holds RSL supplier accreditation and a manufacturer Letter of Authorisation naming the proposed models	M
REG-03	Bidder registers the EBS on IDMS and obtains the digital certificate on LRCC's behalf (Reg. 13(6))	M
REG-04	Authenticates to IDMS using the RSL mechanism before transmitting any transaction data	M
REG-05	Every invoice carries all VAT Act Schedule II particulars plus: payment method, transaction type, issuer name, sequential invoice number, EBS serial number, digital signature and QR code	M

ID	Requirement	Priority
REG-06	Credit notes and debit notes carry Schedule IV(2) particulars, link to the original invoice and record a justification for refunds	M
REG-07	Pro-forma documents print "PRO-FORMA" below the header and "THIS IS NOT AN INVOICE" at the foot	M
REG-08	Payment methods supported at minimum: cash, credit/debit card, voucher, EFT and mobile money, including split tenders	M
REG-09	Mandatory customer TIN capture on B2B and B2G transactions, with format validation	M
REG-10	Receives and stores IDMS acceptance or rejection for each transaction; shows status per invoice	M
REG-11	Queues transactions during connectivity loss, preserves sequence, and retransmits automatically on recovery with a full exception log	M
REG-12	Posted invoices cannot be edited or deleted; corrections only by credit or debit note	M
REG-13	Supports customer verification of invoices via the IDMS QR code	M
REG-14	Supports non-sale transaction types (gift cards, vouchers) as determined by RSL notice	D
REG-15	Regulatory updates issued by RSL applied under the support contract at no extra licence cost	M
REG-16	Records and reports EBS defects or misuse to RSL as required by Regulation 13(4)	M

5.3.2 Point of sale

ID	Requirement	Priority
POS-01	Minimum eight concurrent terminals on one central database, real-time	M
POS-02	Unique cashier logins; shift open/close; float and cash-up declarations	M
POS-03	Supervisor approval for voids, refunds, discounts, price overrides and reprints, all logged	M
POS-04	Multiple and split payments on one sale	M
POS-05	Table, tab and room-charge handling for bar and kitchen; kitchen order printing	D
POS-06	Barcode scanning and quick-key menus configurable per outlet	M
POS-07	Charge to customer account for approved debtors	M
POS-08	Card terminal and mobile-money integration to avoid re-keying amounts	D
POS-09	Continues trading in a controlled way during network or IDMS outage	M

5.3.3 Inventory and stores

ID	Requirement	Priority
INV-01	Multi-location stock: central stores, bar, kitchen, tuckshop, other	M
INV-02	Goods received against purchase orders; inter-location transfers; adjustments with reason codes and approval	M
INV-03	Recipes or bills of material that deplete ingredients on sale	M
INV-04	Stock counts, variance reporting and wastage recording	M
INV-05	Reorder levels, expiry-date tracking and alerts	D
INV-06	Stock valuation (weighted average or FIFO) and movement history	M
INV-07	Product, supplier and price history	M

5.3.4 Finance and reconciliation

ID	Requirement	Priority
FIN-01	Revenue and account mapping by revenue stream, department and outlet	M
FIN-02	VAT and statutory reports reconciled to IDMS-accepted transactions	M
FIN-03	Accounts receivable: customer statements, ageing, receipts and allocations	M
FIN-04	Bank and payment-method reconciliation	M
FIN-05	Controlled period close; posted transactions cannot be deleted	M
FIN-06	Controlled journal export or interface to the Bank/LRCC general ledger	M
FIN-07	Drill-down from summary to transaction; export to Excel, CSV and PDF	M

5.3.5 Banqueting, events and customer billing

ID	Requirement	Priority
BNQ-01	Quotations with approval workflow, converting to booking and invoice	M
BNQ-02	Deposits, part-payments and final invoice with correct VAT treatment	M
BNQ-03	Customer master with TIN, credit terms and contacts	M
BNQ-04	Event packages and venue/equipment rental items	M

ID	Requirement	Priority
BNQ-05	Booking calendar for venues	D
BNQ-06	Event profitability reporting	D

5.3.6 Gym operations and integration

ID	Requirement	Priority
GYM-01	Membership products, subscriptions, day passes, classes and personal training	M
GYM-02	Recurring billing, arrears, suspensions and credits, each with a compliant invoice	M
GYM-03	Documented API to exchange payment and account status with the planned gym access-control system	M
GYM-04	Duplicate-billing controls between the EBS and the gym platform	M
GYM-05	Separate Gym reporting within consolidated LRCC data	M

5.3.7 Reporting

ID	Requirement	Priority
RPT-01	Standard daily, weekly, monthly and annual reports	M
RPT-02	Analysis by revenue stream, department, outlet, terminal, cashier, item and payment method	M
RPT-03	IDMS exception report: rejected, pending and retried transactions	M
RPT-04	User-defined reports and scheduled email delivery, under access control	D
RPT-05	Management dashboard	D

5.3.8 Security and privacy

ID	Requirement	Priority
SEC-01	Role-based access with unique accounts; no shared logins	M
SEC-02	Maker-checker controls on master data, prices and sensitive transactions	M
SEC-03	Tamper-resistant audit log of user, time, terminal and before/after values	M
SEC-04	Encryption in transit (TLS 1.2 or higher) and at rest; secure key and certificate storage	M

ID	Requirement	Priority
SEC-05	Strong authentication for administrators; MFA for remote access	M
SEC-06	Supplier remote access only when approved, logged and time-bound	M
SEC-07	Vulnerability management and patching with stated remediation targets by severity	M
SEC-08	Independent penetration-test evidence within the last 12 months; Bank's right to test	M
SEC-09	Full disclosure of hosting location, sub-processors and third-party components; SBOM on request	M
SEC-10	No use of LRCC or CBL data for product development, analytics or AI training	M
SEC-11	Incident notification to the Bank within 24 hours of detection	M

5.3.9 Technical architecture

ID	Requirement	Priority
TEC-01	Central multi-user architecture compatible with CBL infrastructure standards	M
TEC-02	Separate production and test/UAT environments	M
TEC-03	Hosting model proposed with rationale; subject to ITC approval (no model pre-approved)	M
TEC-04	Documented, versioned, secured API with error handling, retry and logging	M
TEC-05	Automated backup, tested restoration and a DR plan with stated RPO and RTO	M
TEC-06	Monitoring of application, database, interfaces, capacity and IDMS transaction status, with alerts	M
TEC-07	Full bill of materials: software, licences, hardware, network and power dependencies	M
TEC-08	Supported upgrade path for at least five years	M
TEC-09	Data model, retention, archival, export and secure deletion documented	M

5.4 Implementation, Testing, Training and Support

Payment and acceptance follow eight gated phases; no phase closes without the Bank's written sign-off, and a passed demonstration is never acceptance.

5.4.1 Implementation phases and acceptance gates

Phase	Minimum outputs	Acceptance gate
1. Mobilisation	Kick-off, governance, detailed plan, named resources, RAID log, escalation plan	Approved project initiation pack
2. Discovery and design	Validated requirements, process maps, solution and security design, interface specifications, configuration workbook	Signed design baseline
3. Build and configure	Modules, devices, roles, products, prices, workflows, reports, interfaces, environments	Configuration review passed
4. Migration and integration	Trial migrations, reconciliations, integrated interfaces, exception handling	Migration rehearsal and integration test passed
5. Testing	Unit, system, security, performance, resilience, statutory, integration and UAT evidence	All critical defects closed; UAT signed
6. Training and readiness	Role-based training, manuals, SOPs, cutover and rollback plans	Go-live readiness approved
7. Cutover and stabilisation	Production deployment, verification, hypercare support	Operational acceptance
8. Handover and closure	As-built documents, knowledge transfer, asset and licence register, closure report	Final acceptance; warranty starts

For Phase 1 (statutory go-live) the bidder may compress phases 1–7 into a reduced-scope cycle, but the statutory test, UAT sign-off and cutover plan remain mandatory.

5.4.2 Governance and responsibilities

Party	Key responsibilities
LRCC	Business ownership, requirements, data decisions, product and price configuration, user availability, UAT, training attendance, business acceptance
CBL ITC	Architecture, infrastructure, cybersecurity, hosting approval, connectivity, integration standards, technical testing and acceptance
CBL Finance and Procurement	Procurement governance, commercial evaluation, contracting, budget control, payments, contract administration
Supplier	End-to-end delivery, qualified resources, design, configuration, integration, migration, testing, documentation, training, support, regulatory compliance, defect correction

The supplier names a project manager, a Lekuka integration lead and a security lead, none of whom may be replaced without the Bank's written consent.

5.4.3 Data migration

1. Agree a data inventory: scope, source, owner, quality rules and retention treatment.
2. Provide mapping, cleansing, transformation, validation and exception procedures.

3. Use repeatable scripts or controlled tools with a full migration log.
4. Reconcile control totals, master data, balances, open customer items, products, prices and agreed history.
5. Obtain written business-owner approval before cutover; preserve source records until formal migration acceptance.
6. Deliver a final reconciliation report listing excluded data and unresolved exceptions.

5.4.4 Testing and acceptance

Test	Minimum content
Statutory	Invoice, credit note, debit note, pro-forma, B2B/B2G TIN, digital signature, QR code, IDMS acceptance, rejection and recovery
Functional	POS, inventory, finance, banqueting, gym, customer, reporting, reconciliation, approvals, audit trails
Integration	IDMS, finance/GL, gym/access control, payments, notifications, exports, retries, error handling
Security	Configuration review, vulnerability assessment, access controls, encryption, audit logging, supplier access
Performance	Expected users, peak trading volumes, report load and interface throughput against agreed targets
Resilience and recovery	Connectivity loss, queue recovery, backup restoration, component failure, failover
UAT	Business scenarios executed and signed by authorised LRCC users

No production acceptance is issued while a mandatory requirement is unmet, a critical or high defect is open, statutory transmission is unproven or security evidence is outstanding.

5.4.5 Training and knowledge transfer

1. Management orientation.
2. Cashier and front-line training at each outlet, on every shift pattern.
3. Stores, inventory and product-management training.
4. Finance, reconciliation and reporting training.
5. System administrator and ITC support training.
6. Train-the-trainer sessions with competency checks and attendance records.
7. User manuals, administrator and technical guides, interface documentation, troubleshooting guides, SOPs and quick-reference cards for the configured LRCC solution, not the generic product.

5.4.6 Service levels, warranty and support

Bidders propose a measurable SLA covering service hours (LRCC trades evenings and weekends), channels, severity definitions, response and restoration targets, escalation, reporting, planned maintenance, availability, exclusions and service credits. The targets below are the Bank's minimum.

Severity	Definition	Response	Restoration
Critical	Cannot issue compliant invoices; widespread outage; security compromise; corrupted data; IDMS integration failed with no workaround	30 minutes, 24x7	4 hours
High	Major function or outlet unavailable; material reconciliation failure; severe degradation	2 hours	1 business day
Medium	Non-critical function impaired, workaround available	4 business hours	5 business days
Low	Minor defect, question, cosmetic issue	1 business day	Next release

Warranty: 12 months from final acceptance, covering defects, hardware and regulatory updates. Loss or revocation of accreditation, or inability to transmit to IDMS, is a critical contractual event requiring immediate escalation and remediation, including replacement of the EBS at the supplier's cost within the RSL transition period (Regulation 9(4)).

5.4.7 Contract deliverables

No.	Deliverable
1	Project initiation pack
2	Solution and architecture design
3	Security and privacy pack
4	Configuration workbook
5	Interface specifications and configuration artefacts
6	Hardware and licence register
7	Data migration plan and reconciliation reports
8	Test strategy, scripts, evidence and defect register
9	Training plan, materials and attendance records
10	Cutover, rollback and readiness plans
11	As-built documentation and operational manuals
12	SLA, support handbook and escalation matrix
13	Warranty certificate and maintenance schedule
14	Final acceptance and project closure report

5.5 Commercial Terms and Special Conditions of Contract

The Bank pays only against accepted deliverables, owns its data and configurations, and holds the supplier liable for keeping LRCC compliant for the full contract term.

5.5.1 Pricing

1. Prices in Lesotho Maloti (LSL), fixed for the implementation, with VAT shown separately.
2. A complete five-year TCO covering all one-off and recurring costs: licences, devices, implementation, integration, migration, training, travel, support, maintenance, hosting, IDMS connectivity, taxes and optional items.
3. No material dependency, usage limit, per-transaction fee or third-party charge may be omitted. Any cost not priced is deemed included.
4. Annual support escalation capped and stated as a fixed percentage.
5. Optional items (extra terminals, extra users, additional modules) priced separately for the contract term.

5.5.2 Payment milestones

Milestone	Share of implementation price
Approved project initiation pack and signed design baseline	10%
Hardware and licences delivered, installed and registered on IDMS	20%
Phase 1 statutory go-live accepted	30%
Phase 2 operational acceptance	25%
Final acceptance and handover	5%
Retention, released at end of 12-month warranty	10%

Support and maintenance fees are payable quarterly in arrears from final acceptance, subject to SLA service credits.

5.5.3 Key contract terms

1. **Liquidated damages:** if Phase 1 is not live by 29 October 2026 for reasons attributable to the supplier, the supplier pays [0.5%] of the contract price per day of delay, capped at [10%], plus any RSL penalty assessed on LRCC as a result.
2. **Performance security:** [10%] of the contract price as a bank guarantee, valid until final acceptance.
3. **Ownership:** the Bank owns its data, configurations, documentation and deliverables created for this implementation, subject to agreed pre-existing supplier IP.
4. **Data portability and exit:** full data export in open formats, transition assistance and certified secure deletion on exit.
5. **Change control:** no work outside scope without written impact analysis (cost, schedule, risk, security) and Bank approval.

6. **Substitution:** no change of EBS, supplier, hosting, subcontractor or support location without prior written approval.
7. **Audit rights:** the Bank and its auditors may audit delivery, security controls and data handling.
8. **Accreditation:** the supplier warrants accreditation throughout the contract and notifies the Bank immediately of any RSL action affecting it.
9. **Confidentiality, insurance, indemnities, limitation of liability, dispute resolution, termination and business continuity:** as set in the Bank's standard conditions of contract, finalised at contracting.
10. **Governing law:** the laws of the Kingdom of Lesotho.

Section 6: Returnable Bidding Forms

Bidders shall complete and return the Forms in this Section without altering their format. Where a Form does not apply, the Bidder shall mark it "Not applicable" and still include it.

Form	Title	Envelope
A	Technical Proposal Submission Form	Technical
B	Bidder Information Form	Technical
C	Joint Venture / Consortium Information Form	Technical
D	Qualification Form	Technical
E	Format of Technical Proposal	Technical
F	Requirements Compliance Response	Technical
G	Financial Proposal Submission Form	Financial
H	Price Schedule and Five-Year TCO	Financial
I	Bid Securing Declaration	Technical
J	Declarations	Technical

Form A: Technical Proposal Submission Form

[Bidder's letterhead]

Date: [insert date]

To: The Secretary, Tender Committee, Central Bank of Lesotho, Corner Airport and Moshoeshoe Roads, Maseru

Reference: RFP [CBL tender number] — LRCC EBS and Lekuka E-Invoicing Solution

We, the undersigned, offer to provide the goods and services for the above RFP in accordance with our Proposal submitted on [insert date], comprising this Technical Proposal and a Financial Proposal submitted in a separate sealed envelope.

We hereby declare that:

- we have examined the RFP in full, including addenda Nos. [insert], and have no reservations to it;
- all information and statements in our Proposal are true, and we accept that any misrepresentation may lead to our disqualification or the termination of any resulting contract;
- we hold current RSL accreditation as an EBS supplier, and the EBS we offer, [brand, model, version], is accredited by RSL;
- we are not suspended, debarred or otherwise declared ineligible by any government authority or by the Bank;
- we have no conflict of interest in accordance with ITB Clause 4, or have disclosed it in Form J;
- we have not engaged, and will not engage, in any fraudulent, corrupt, collusive or coercive practice;
- our Proposal shall remain valid for 90 days from the submission deadline and shall be binding on us until that date;
- we [can / cannot] achieve Phase 1 statutory go-live by December 2026 from a contract signature date of subject only to the dependencies listed in our Technical Proposal;
- we understand that the Bank is not bound to accept any Proposal it receives.

Name of authorised signatory: _____

Designation: _____

Signature: _____

Name of Bidder: _____

Contact details: _____

Form B: Bidder Information Form

Item	Bidder response
Legal name of Bidder	
Legal address	
Country of registration	
Year of registration	
Company registration number	
Lesotho TIN (or TIN in country of incorporation)	
RSL supplier accreditation number and date	
Proposed EBS brand, model and version	
EBS accreditation reference and date published by RSL	
Manufacturer of proposed EBS	
Local office address in Lesotho	
Number of full-time staff (total / in Lesotho)	
Number of Lesotho clients live on Lekuka with the proposed EBS	
Legal representative name and contact	
Contact person for this RFP (name, email, phone)	
Bank details (bank, branch, account name)	

Attach Valid: company registration certificate (Business ID); tax clearance certificate; RSL accreditation certificate; manufacturer Letter of Authorisation; power of attorney.

Form C: Joint Venture / Consortium Information Form

To be completed only if the Proposal is submitted by a joint venture, consortium or association.

No.	Member name and country of registration	Role and share of work (%)	RSL accreditation (Yes/No, number)
1 (Lead)			
2			
3			

Name of the lead member authorised to bind the joint venture:

We confirm that all members are jointly and severally liable to the Bank for the performance of the contract. The signed joint venture agreement is attached.

Signature of each member: _____

Form D: Qualification Form

D.1 Relevant experience

List at least three contracts of similar nature and complexity completed in the last five years, including at least two Lesotho clients live on Lekuka with the proposed EBS.

Client name	Scope (outlets, POS, modules)	Contract value (LSL)	Period	Lekuka live?	Client contact (name, email, phone)

D.2 Financial standing

Financial year	Annual turnover (LSL)	Net profit (LSL)	Current ratio
[Most recent year]			
[Previous year]			

Attach audited financial statements for both years.

D.3 Contract non-performance and litigation

Year	Contract and client	Nature of dispute or non-performance	Outcome and amount

State "None" if there has been no contract non-performance, termination or litigation in the last five years.

Signature: _____

Form E: Format of Technical Proposal

The Technical Proposal shall follow this structure, in this order, with a maximum of 60 pages excluding forms and product documentation.

1. **Executive summary** (maximum 3 pages), including a clear statement on whether Phase 1 go-live by **December 2026** is achievable, and all dependencies on LRCC, CBL and RSL.
2. **Bidder's organisation**: ownership, local presence, capacity, and RSL accreditation history.
3. **Solution overview**: product, version, modules, and how it meets the scope in Section 5.2.
4. **Lekuka integration**: IDMS registration process, certificate handling, transmission, offline queue, exception management, and live references.
5. **Architecture and hosting**: logical and physical architecture, hosting proposal and rationale, environments, resilience, backup and DR (RPO/RTO).
6. **Security and privacy**: controls against Section 5.3.8, independent test evidence, sub-processors, data location, supplier access.
7. **Implementation plan**: Gantt chart, critical path, Phase 1 and Phase 2 scope and dates, acceptance gates, LRCC and ITC effort expected.
8. **Data migration, testing, training and handover approach**.
9. **Support model and proposed SLA**: service hours, channels, severity targets, escalation, service credits, local support staff.
10. **Assumptions and dependencies**: one consolidated list. Assumptions stated elsewhere in the Proposal are disregarded.
11. **Key personnel**: organogram and CVs of the project manager, Lekuka integration lead, security lead and trainers.
12. **Annexes**: product documentation for the proposed version; independent security test summary.

Form F: Requirements Compliance Response

The Bidder shall reproduce the table below for every requirement ID in Section 5.3, in the same order. Response codes: **FC** fully compliant out of the box; **CF** compliant by configuration; **TP** met by a named third-party product; **CD** requires custom development (state effort and cost in the Financial Proposal); **PC** partially compliant (explain the gap); **NC** not compliant. A blank response is treated as NC.

ID	Response code	Explanation (how the requirement is met)	Evidence reference (document and page)
REG-01			
REG-02			
REG-03			
...			
TEC-09			

An editable version of this Form listing every requirement ID is available from the contact in BDS No. 11 on request.

Form G: Financial Proposal Submission Form

[Bidder's letterhead]

Date: [insert date]

To: The Secretary, Tender Committee, Central Bank of Lesotho, Maseru

Reference: RFP [CBL tender number] — LRCC EBS and Lekuka E-Invoicing Solution

We, the undersigned, offer to provide the goods and services described in our Technical Proposal for the sum of:

Five-year total cost of ownership, excluding VAT: LSL [amount in figures] ([amount in words])

VAT: LSL [amount in figures]

Five-year total cost of ownership, including VAT: LSL [amount in figures] ([amount in words])

Our Financial Proposal is binding on us, subject to any modification resulting from contract negotiations, for 90 days from the submission deadline. We understand that the Bank is not bound to accept any Proposal it receives.

Name of authorised signatory: _____

Designation: _____

Signature: _____

Form H: Price Schedule and Five-Year TCO

H.1 Summary of costs (LSL, excluding VAT unless stated)

Cost line	One-off	Year 1	Year 2	Year 3	Year 4	Year 5	Total
EBS software licences							
POS hardware and peripherals (8 lanes)							
Back-office devices							
Hosting and infrastructure							
IDMS connectivity and certificates							
Implementation and configuration							
Integrations (Lekuka, GL, gym, payments)							
Data migration							
Training and documentation							
Support and maintenance							
Travel and expenses							
Subtotal excl. VAT							
VAT							
Total incl. VAT							

H.2 Hardware bill of materials

Item	Make and model	Quantity	Unit price (LSL)	Total (LSL)
POS terminal		8		
Receipt printer		8		
Cash drawer				
Barcode scanner				
Kitchen order printer				
Back-office workstation				

Item	Make and model	Quantity	Unit (LSL)	price	Total (LSL)
Network and power accessories					

H.3 Breakdown by payment milestone

Milestone (Section 5.5)	Share	Amount excl. VAT (LSL)
Project initiation pack and signed design baseline	10%	
Hardware and licences delivered, installed and registered on IDMS	20%	
Phase 1 statutory go-live accepted	30%	
Phase 2 operational acceptance	25%	
Final acceptance and handover	5%	
Retention, released at end of warranty	10%	
Total implementation price	100%	

H.4 Optional items (not included in TCO evaluation)

Item	Unit	Unit price (LSL)	Validity
Additional POS lane (terminal, printer, drawer, scanner, licence)	Each		
Additional named back-office user	Each / year		
Additional training day	Day		
Custom development	Person-day		

Signature: _____

Form I: Bid Securing Declaration

Date: [insert date]

Reference: RFP [CBL tender number]

We, the undersigned, declare that we understand that, although the Bank does not require a Proposal Security for this RFP, we will be suspended from being eligible for contract award by the Bank for a period of [two (2) years], starting on the date of notification by the Bank, if we are in breach of our obligations under the Proposal conditions, because we:

- withdraw our Proposal during the period of Proposal validity; or
- having been notified of the acceptance of our Proposal during the period of validity, fail or refuse to sign the contract or to furnish the performance security.

Name of authorised signatory: _____

Signature: _____

Name of Bidder: _____

Form J: Declarations

J.1 Conflict of interest

We declare that [we have no conflict of interest as defined in ITB Clause 4 / we disclose the following actual or potential conflict of interest: _____].

J.2 Anti-corruption undertaking

We undertake that we have not offered and will not offer any inducement, gift, hospitality or benefit to any employee of the Bank or LRCC in connection with this RFP or any resulting contract, and that our Proposal was prepared without collusion with any other Bidder.

J.3 Data protection and confidentiality undertaking

We undertake to keep confidential all information received from the Bank and LRCC, to use Bank and LRCC data only to perform the contract, and not to use such data for product development, analytics or artificial-intelligence model training.

J.4 Accreditation undertaking

We undertake to notify the Bank immediately of any RSL action that suspends, revokes or restricts our accreditation or that of the proposed EBS.

Name of authorised signatory: _____

Signature: _____

Date: _____