

Central Bank of Lesotho



REQUEST FOR PROPOSAL

RFP TITLE:
**ENGAGEMENT OF SOCIAL FACILITATOR SERVICES
AT DR SITE THABA-BOSIU**

RFP NO:
CBL/FNC/TC/8/11/2026

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1. INTRODUCTION

The Central Bank of Lesotho (the Bank or CBL) was established by the Lesotho Monetary Act of 1978, as the Monetary Authority in Lesotho. An Amendment Act elevated the Bank to the status of a Central Bank in 1982. In the year 2000, the Central Bank of Lesotho Act No. 2 of 2000 was enacted conferring autonomous status to the Bank. The Bank is fully owned by the Government of Lesotho and managed by the Board of Directors.

The principal objective of the Bank is to achieve and maintain price stability. To attain this objective, the Bank performs several functions in line with modern central banking practices. The other important function of the Bank is to formulate and execute monetary policy for Lesotho.

Other key functions of the Bank include to issue, manage and redeem the currency of Lesotho. The Bank also serves as a Banker for the Lesotho Government and the commercial banks. The Central Bank of Lesotho acts as a custodian of the country's foreign reserves and supervises and regulates the financial institutions. CBL also acts as an advisor to the Government on financial issues.

In 2004, the Bank established Lehakoe Recreation and Cultural Centre (LRCC) as a strategy to develop a diverse environment, promoting healthy living and wellness through physical exercise and promotion of social interaction through highly developed hospitality services, including the sensitization of Basotho and non-Basotho alike to the cultural heritage of Lesotho. The LRCC is not a separate legal entity from the Bank.

The Bank invites proposals from suitably qualified and independent service providers to provide the services of a Social Facilitator as per the below scope

of work/terms of reference.

2. TERMINOLOGY FOR THIS RFP

Throughout this RFP, the terminology is used as follows:

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

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

“IT” means Information Technology

“Joint venture” means a business arrangement where firms have pulled their resources and expertise for the provision of service for the social facilitator;

“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. TERMS OF REFERENCE

1. BACKGROUND

As part of its commitment to strengthening business continuity and operational resilience, the Central Bank of Lesotho (CBL) is in the process of constructing a permanent Disaster Recovery Site at Lihaseeng, Thaba-Bosiu, within Qiloane Community Council. The construction of a Disaster Recovery Site is a sensitive and technically complex infrastructure project with potential social and environmental impacts that require deliberate and structured stakeholder engagement. To ensure smooth project execution, manage social risks, mitigate site disruptions, and foster a positive relationship between the project team, relevant authorities, and the host community, the Bank seeks to appoint a dedicated Social Facilitator.

The primary goal is to develop a framework for project implementation to manage social risks, ensure transparent communication, and facilitate local support and participation. In accordance with the Environmental Act No.10 of 2008, all major developments must undergo Environmental Impact Assessment (EIA) while Social Impact Assessments (SIA) is also key to identify, assess, and mitigate both environmental and social risks.

1.1 The EIA and SIA must at least address the following:

- a) All Environment Aspects and Impacts
- b) Human health and safety.
- d) Livelihoods and income.
- e) Cultural heritage and community values.
- e) Displacement and resettlement.
- f) Employment and local economic participation.
- g) Gender and vulnerable groups.
- h) Public services and infrastructure.
- i) Community wellbeing and social cohesion.

2. OBJECTIVES OF THE ASSIGNMENT

2.1 Establish a Communication Bridge: Act as the primary liaison between the project key staff, developers, contractors, local authorities, and Thaba-Bosiu community members.

2.2 Conflict Mitigation: Identify potential social flashpoints early and implement strategies to prevent or resolve disputes.

2.3 Stakeholder Engagement: Ensure that the Thaba-Bosiu community is well-informed about project timelines, employment opportunities, and potential disruptions (noise, traffic, dust).

2.4 Compliance: Ensure the project adheres to social upliftment commitments and Lesotho labor laws.

2.5 Risk management: Ensure that identified risks are managed to avoid project disruptions.

4. SCOPE OF WORK (SOW)

The Social Facilitator will be responsible for the following key results:

4.1 Environmental and social Interface

- a) Conduct social and environmental studies and assessment of project affected areas.
- b) Identify stakeholders, power dynamics, and community structures.
- c) Map vulnerable groups and assess social risks.

4.2 Stakeholder Mapping and Analysis

- a) Identify all relevant stakeholders, including traditional leaders, local government officials, community forums, and business interest groups.
- b) Maintain an updated database of stakeholder contacts and engagement history.

4.3 Community Engagement & Communication

- a) Develop a Social and Environmental Facilitation Implementation Plan
- b) Organize and facilitate community meetings, workshops, and "pitso."
- c) Align project interventions with existing governance systems.
- d) Ensure participation across all levels (community to management).
- e) Develop clear, non-technical communication materials (brochures, posters, or radio spots) explaining the project's phases.
- f) Manage a Grievance Redressal Mechanism (GRM) to receive, record, and resolve community complaints within a specified timeframe.

4.4 Risk Management & Compliance

- a) Identify and monitor social and environmental risks in line with ESMP
- b) Provide input into the Risk Management Plan
- c) Develop and implement mitigation strategies

4.5 Conflict Prevention and Resolution

- a) Design and implement conflict resolution mechanisms.
- b) Mediate disputes between communities, contractors, other key stakeholders and interested parties.
- c) Ensure heritage and culturally sensitive disputes.

4.6 Local Labor & Small, Medium, and Micro Enterprises (SMMEs) Management

- a) Assist the contractor in identifying local labor skills and managing the recruitment process transparently.
- b) Liaise with local SMMEs regarding sub-contracting opportunities. Ensure inclusion of women, youth, and vulnerable groups.
- c) Attend Project Steering Committee meetings as and when needed.

4.7 Liaison with Authorities

- a) Facilitate site visits for relevant government authorities and regulatory bodies.
- b) Ensure that all necessary local permits related to community access or social impact are maintained.

4.8 Communication and Reporting

- a) Develop and manage a Communication Plan.
- b) Provide input into monitoring and reporting tools.
- c) Develop Social and Environmental Facilitation reporting templates.
- d) Submit periodic reports on:
 - i. Community engagement.
 - ii. Risks and mitigation.
 - iii. Conflicts and resolutions.
 - iv. Socio-economic impacts.

4.9 Community Dynamics and cultural sensitivity

- a) Demonstrate deep understanding of rural community dynamics.
- b) Navigate the traditional authority systems effectively.
- c) Ensure respect for heritage, cultural and values.

2. KEY DELIVERABLES

2.1 The consultant shall submit the following:

- a) Stakeholder Engagement Plan (SEP): A detailed strategy for the duration of the construction.
- b) Monthly Social and Environment Monitoring Reports: Summarizing meetings held, grievances received/resolved, and local labor statistics.
- c) Grievance Log: A live document tracking all community concerns.
- d) Close-out Report: A final report detailing the social outcomes and lessons learned upon project completion.

3. QUALIFICATIONS AND EXPERIENCE

Team Leader

- a) Education: A degree in Sociology, Communications / Public Relations, Development Studies, social work, psychology, environmental science, environmental health or related fields.
- b) Certificate in conflict resolution or mediation.
- c) Certificate in environmental and social safeguard frameworks.
- d) Experience: At least 8 years of experience in environmental and social facilitation for large-scale infrastructure or construction projects. At least three references shall be submitted of similar nature.
- e) Proven experience of working in rural and traditional community settings.
- f) Skills:
 - i. Fluency in Sesotho and English.
 - ii. Proven negotiation and conflict-resolution skills.
 - iii. Understanding of local government structures and traditional leadership protocols.
- g) Knowledge: Familiarity with Environmental and Social Management Plans (ESMP).

4. DURATION OF ASSIGNMENT

The assignment will run concurrently with the construction phase, estimated to be 3 years, with a possible extension for the post-construction handover period.

5. REPORTING LINES

The Social Facilitator will report directly to the Bank designated representative.

6. EVALUATION CRITERIA

6.1 Mandatory Requirements (Pass/Fail)

- a) Valid Business Registration: Proof of legal entity status.
- b) Conflict of Interest Declaration: Confirmation that the facilitator is not a direct relative of community council or project staff.
- c) References: At least three signed positive reference letters from previous clients on similar infrastructure projects.

6.2 Technical Evaluation Criteria (80% Weighting)

Criteria	Description	Weighting
Experience & Track Record	Demonstrated experience in environmental and social facilitation for large infrastructure projects (e.g., data centers, roads, or telecommunications). Proven ability to handle community unrest.	25%
Proposed Methodology	A clear plan on how they intend to meet SOW requirements of EIA and SIA, key staff including how to engage the community, manage a Grievance Redressal Mechanism (GRM), and facilitate local labor recruitment.	35%
Qualifications	Relevant academic background of key staff (minimum degree in Sociology, Communications / Public Relations, Development Studies, Social Work, Psychology, Environmental Science, Environmental Health or related field) and professional certifications in conflict resolution, mediation or environmental and social	10%

Criteria	Description	Weighting
	safeguard frameworks.	
Local Knowledge	Proficiency in Sesotho and English and a deep understanding of the specific socio-political landscape and traditional protocols of the target community.	10%

5. FINANCIAL PROPOSAL

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

6. MANDATORY DOCUMENTS (REQUIRED AS PART OF THE PROPOSAL):

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

Requirement	Supported by:
Trading Compliance	Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.
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 RSL.
Letter of Introduction	One-page letter of introduction identifying the proponent (proponent'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
Workmen's Compensation Insurance Cover	Proof of valid and existing workman's compensation

Bidders should provide actual documents in PDF format of **Internal Hyperlinks (or Internal Links)** that is clickable links inside the document itself (such as in the Table of Contents) that jump to a specific page, heading, or anchor within the same PDF document.

Provision of a Link or Website referring the Bank to access the documents shall **not** be accepted.

7. REQUEST FOR PROPOSAL PROCESS

1. Contact Point

Enquiries arising from this RFP should be directed in writing @ E-mail: tenderclarifications@centralbank.org.ls

2. Clarifications

Any queries relating to this RFP must be addressed in writing to the contact point designated in 7.1 above on or before 23rd July 2026 Responses will be published on the Bank's website www.centralbank.org.ls on the 28 July 2026.

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 audit. Only proposals that comply with all the requirements of this RFP will be considered.

8. DELIVERY OF PROPOSALS

1. Technical Proposal

Technical Proposals must be submitted electronically by email @ tenders@centralbank.org.ls. Electronic PDF email bid submissions/document/folder should be named "**Technical Proposal for Engagement of Social Facilitator Services at DR Site Thaba Bosiu**".

The technical proposal shall be attached to the email as PDF formats

with **Internal Hyperlinks (or Internal Links)** attachments or folder or zipped folder only. **External Links** are not allowed.

2. Financial proposal

Financial proposals 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%.

Bidders who will submit financial proposals with technical proposals shall be disqualified.

3. DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS

Proposals should be received **on or before Friday, 7th August 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.

4. OPENING OF PROPOSALS

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

5. 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.

9. EVALUATION CRITERIA

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 company's license or registration certificate / certificate of incorporation issued by each proponent's inland registrar of companies.			
Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each proponent's Inland tax authority. E.g. SARS or RSL.			
Signed letter of introduction			
<ul style="list-style-type: none"> • Copy of professional indemnity cover • Copy of a valid workmen's compensation insurance cover or 			

2. TECHNICAL EVALUATION CRITERIA:

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

2.1. Technical proposal evaluation criteria

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

Criteria	Description	Weighting
Experience & Track Record	Demonstrated experience in social facilitation for large infrastructure projects (e.g., data centers, roads, or telecommunications). Proven ability to handle community unrest.	25%
Proposed Methodology	A clear plan on how they intend to meet SOW requirements of EIA and SIA, Key Staff including how to engage the community, manage a Grievance Redressal Mechanism (GRM), and facilitate local labor recruitment.	35%
Qualifications	Relevant academic background of key staff (Sociology, Communications / Public Relations, Development Studies or social work, psychology, environmental science, environmental health or related field) and professional certifications in conflict resolution, mediation or environmental and social safeguard frameworks.	10%
Local Knowledge	Proficiency in Sesotho and English and a deep understanding of the specific socio-political landscape and traditional protocols of the target community.	10%

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 a minimum score of 80% 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 requirements	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 80% under both submission evaluation and pitch.)

3. Financial evaluation

Financial proposals will be evaluated following completion of the technical evaluation and oral presentations. Bidders that have scored a combined weighted score of 80% 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. Bidders 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 RFP).			
Completeness - Complete financial proposal covering all the requirements.			

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.

10. TERMS AND CONDITIONS OF THE RFP

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.

2. Currency

All responses to this RFP should be expressed in LSL Loti or ZAR Rands. Proposals in other currencies shall not be permitted.

3. Taxes

3.1. VALUE ADDED TAX (VAT)

Prices quoted are to be:

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

3.2. WITHHOLDING TAXES

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

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

4. OWNERSHIP OF PROPOSALS

All proposals, including supporting documents, submitted to the Bank

become the property of the Bank.

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

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 bidders 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. 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 in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

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.

9. HEALTH AND SAFETY

The Bank adheres to Safety, Health, Environment and Quality (SHEQ) requirements under the Occupational Safety and Health Act No.4 of 2024.Environment Act No.10 of 2008, Public Health Order No. 12 of 1970 and as amended; International Organization for Standardization (ISO) 45001:2018, ISO 43003, ISO 14001:2015 and ISO 9001 and other international best practices on SHEQ. As such, all its service providers shall also be required to comply with applicable Lesotho Legislation on Occupational Health and Safety No.4 of 2024, Environment Act No. 10 of 2008 including Public Health Order No.12 of 1970 as amended and adhere to the Bank's SHEQ policy.

All service providers must make a consideration to provide their staff with necessary Occupational Health and Safety requirements while undertaking this assignment including a valid workmen's

compensation insurance.

10. 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.

11. 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.

12. WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

Tenderers may modify or withdraw the tender prior to the submission deadline. The modification or notice of withdrawal in writing, shall be effective if it is received by the Bank prior to the Proposal Submission Deadline.

13. 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 not bound to accept the lowest or any bid and may

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