



CENTRAL BANK OF LESOTHO

REQUEST FOR PROPOSAL

**RFP TITTLE : BUSINESS CONTINUITY MANAGEMENT
CONSULTANCY SERVICES FOR THE CENTRAL
BANK OF LESOTHO**

RFP NO : CBL/FNC/TC/8/02/2017

Submission Location:

Tender Box Reception area
Central Bank of Lesotho
Cnr. Moshoeshoe & Airport Roads
Maseru, Lesotho

Contact person:

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TABLE OF CONTENTS

1	INTRODUCTION	4
2	TERMINOLOGY OF RFP.....	4
3	PROJECT OBJECTIVES AND DETAILS.....	5
4	SCOPE OF WORK AND DELIVERABLES	5
5	PROPOSAL PREPARATION	6
	5.1 TECHNICAL PROPOSAL.....	7
	5.2 FINANCIAL PROPOSAL.....	7
	5.3 MANDATORY DOCUMENTS.....	7
6	RFP PROCESS	8
	6.1 CONTACT PERSONS.....	8
	6.2 . CLARIFICATIONS.....	9
	6.3 ELIGIBILITY.....	9
	6.4 DELIVERY OF PROPOSALS.....	9
	6.4.1 TECHNICAL PROPOSALS.....	9
	6.4.2 FINANCIAL PROPOSALS.....	10
	6.5 OPENING OF PROPOSALS.....	10
	6.6 EVALUATION OF PROPOSALS AND SELECTION.....	11
7	EVALUATION CRITERIA	11
	7.1 MANDATORY DOCUMENTS EVALUATION CRITERIA	11
	7.2 TECHNICAL PROPOSALS EVALUATION CRITERIA	12
	7.2.1 SUBMISSIONS EVALUATION CRITERIA	12
	7.2.2 PITCH EVALUATION CRITERIA	12
	7.3 FINANCIAL EVALUATION.....	13
8	<u>TERMS AND CONDITIONS OF THE RFP</u>	13
	8.1 PROPOSAL VALIDITY AND FIRM PRICING.....	13
	8.2 CURRENCY AND TAXES	13

8.3 OWNERSHIP OF PROPOSALS 13
8.4 CONFIDENTIALITY OF INFORMATION..... 13
8.5 TECHNICAL FACILITIES 13
8.6 COST OF RESPONDING 14
8.7 BACKGROUND CHECK 14
8.8 ACCEPTANCE/REJECTION OF PROPOSALS 14

1. INTRODUCTION

The Central Bank of Lesotho (CBL) ascribes to and is guided by the High-Level principles of Business Continuity as promulgated by the Joint Forum of the Committee on Banking Supervision of the Bank for International Settlements (BIS). The principles are aimed at improving the resilience of the financial system to major operational disruptions. As such, the Bank as a regulator and a participant in the Lesotho financial system is required to put in place a robust and fit-for- purpose business continuity programme. In implementing its Business Continuity Management (BCM) programme, the Bank also complies with the formally adopted International BCM Standard (ISO 22301), and among other things, formulate the contingency plans, to prepare for the occurrence of the major disruptive disasters. The International BCM Standard requires that the critical business areas should develop their individual business continuity plans (BCPs) that should be regularly tested, maintained and reviewed, to ensure that the plans remain current and up to date, to enhance the level of preparedness towards an occurrence of major business disruptions. It is on these bases that a request for proposals for BCM services for the Central Bank of Lesotho is made.

2. TERMINOLOGY FOR THIS RFP

Throughout this RFP, the terminology is used as follows:

"Bank" means the Central Bank of Lesotho (CBL);

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

"Consultant" means the successful Proponent to this RFP who enters into a written Contract with the Bank;

"Must", or **"Mandatory"** means a requirement that failure to meet shall result in disqualification;

"Proponent" means an individual or body corporate that submits, or intends to submit, a proposal in response to this RFP;

"BCM" means business continuity management;

"BCP" means business continuity plan

"BIA" means Business Impact Analysis

3. PROJECT OBJECTIVES AND DETAILS

The Objective of this Request for Proposal (RFP) is to invite Business Continuity Management professional Consultant to submit proposals for consideration to be appointed to review the Bank's BCM work to-date and develop the BCM framework, develop Business Continuity plans for critical business processes, test the individual BCPs, conduct Business Impact Analysis (BIA); develop BCM Charter in the Bank and provide a report for the purposes of complying with BCM International Standard. In addition, training of ERMD /BCM division staff on BCM Concept.

The Bank will provide the list of critical functions / divisions, for which the BCPs will have to be developed. The information will cover all the Divisions with critical processes and the critical supporting functions. The Bank will also provide information regarding its policies and procedure that govern implementation of the BCM programme. The report should be ready at the end of Consultancy.

4. SCOPE OF WORK AND DELIVERABLES:

The service provider shall be expected to do the following described activities:

	Description	Deliverable
1.	Review the Bank's BCM work to-date, and assess BCM Maturity.	BCM Maturity Assessment report
2.	Develop a BCM framework as a guide for implementing the BCM Programme in the Bank.	CBL BCM framework
3	Acquire a list of all the Critical departments / Divisions in the Bank; and develop the individual business continuity plans (BCPs) for all the critical departments / Divisions.	Business Continuity Plans for the critical departments / Divisions in the Bank.

4	Conduct a test of the above individual BCPs and produce a test report.	Individual BCPs Test reports
5	Conduct Business Impact Analysis (BIA) Exercise	BIA Report
6	Compile the BCM Charter	BCM Charter
7	Conduct training / a workshop for ERMD staff on BCM Concept	Workshop report

5. PROPOSAL PREPARATION (Proposal Format)

5.1. Technical Proposal

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

- a) 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;
- b) The body of the proposal to include the following elements:

- **Approach**

In this part of the proposal the Proponent shall summarize concisely, the general approach to the Consultancy. This description should include notes on: methods, techniques and procedures.

- **Deliverables**

Must clearly state the deliverables to be produced e.g. Business Continuity plans, BCPs Test report, Business Impact Analysis Report, BCM Charter (paper and/or electronic format with their number of copies), status reports, minutes of meetings, training report etc.

- **Project timelines**

A project plan should be mapped indicating the duration of the project.

- **Proponent Experience**

Should provide a brief summary of suitability of the Proponent which outlines specifically the proponent track record and nature of assignments relevant to this project;

Where activities were performed as a subcontract 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.

5.2 Financial Proposal

This section deals with cost estimates for the services and specifically addresses the following issues:

a) Fee and Disbursements Chargeable

The total Consultancy fee chargeable should be broken down into fee and disbursements.

b) Costs Prior to Contract

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.

5.3 Mandatory documents (*required as part of the proposal*):

The proponent should have the following documents as attachments to their proposal:

Requirement	Supported by:
Firm experience for the last three (3) years	a) Two (2) reference letters from the Clients that were provided with the similar service.

	<p>b) The reference letters should clearly indicate the duration of association and the contact details of the client for verification.</p>
<p>Qualifications of the proposed project team: the project team leader must be a Professional Practitioner in Business Continuity Management with at least 3 years relevant experience in assignments of similar nature.</p> <p>The other professional key team member should hold a degree, a profession in BCM and must have knowledge of BCM.</p>	<p>Curricula Vitae (CVs) for professional staff and key sub-professional staff proposed. Each Curriculum Vitae shall be limited to 3 pages and shall give the following information.</p> <ul style="list-style-type: none"> • Name, Age, Nationality and Position in Team; • Educational Qualifications; • Professional Qualifications (professional registration, societies, honours, publications etc.); • Relevant experience (BCM duties performed and degrees of responsibility held must be indicated) including locations, dates and duration's assignments, starting with the latest.
<p>Trading and Tax compliance requirements</p>	<p>Certified copies of the valid traders license or registration Certificate (proponents should be registered to trade as Consultant) and tax clearance certificate.</p>

6. REQUEST FOR PROPOSAL PROCESS

6.1 Contact Persons

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

Name: Mrs. M. Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

Fax: (266) 22310051

E-mail: mlechela@centralbank.org.ls

6.2 Clarification

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 6.1 above. Responses will be sent to the enquirer and all the recipients of the RFP

6.3 Eligibility

Proposals will not be evaluated if the proponent's current or past corporate or other interests may, in the Bank's opinion, give rise to a conflict of interest in connection with this project. Only proposals that comply with all the requirements of this RFP will be considered.

6.4 Delivery of Proposals

Proposals must be prepared in two parts, and sealed separately, namely:

(a) The Technical proposal which shall not contain any financial information or rates pertaining to the services.

and

(b) The Financial proposal which should be self-addressed to facilitate return in case technical requirements are not met.

6.4.1 Technical proposal

(a) Technical Proposals shall be deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads

Maseru, and should be marked **“Technical Proposal for Provision of Business Continuity Management Consultancy Services”**.

(b) In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box.

(c) All proposals must be delivered to the Bank **on or before 10th March 2017 no later than 14:30 hours**. Late proposals shall not be considered.

6.4.2 Financial proposal

a) Financial proposal which should be **self-addressed** shall be deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads Maseru, and should be marked **“FINANCIAL PROPOSAL FOR PROVISION OF BUSINESS CONTINUITY MANAGEMENT CONSULTANCY SERVICES”**.

b) In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box.

c) All proposals must be delivered to the Bank **on or before 10th March 2017 no later than 14:30 hours**. Late proposals shall not be considered.

6.5 Opening of proposals

Properly sealed and marked technical proposals shall be opened on **10th March 2017 at 14:30hrs**. Bidders representatives who wish to attend the opening session are welcome to attend. The financial proposals will only be opened following the technical evaluation for only those proponents who have met the technical requirements. All proposals not meeting the requirement above will not be opened but will be rejected.

6.6 Evaluation of proposals and selection

Proposals compliant with the requirements for submissions described above shall be evaluated by procedures which take into account both technical and financial considerations. Technical evaluation shall involve submission analysis and pitch.

7. EVALUATION CRITERIA

7.1 Mandatory documents evaluation criteria

REQUIREMENT	YES	NO	REMARKS
Certified copy of a valid traders license			
Certified copy of a Valid tax clearance certificate			
Signed letter of introduction			
Technical and Financial proposals separated (The Technical proposal shall not contain any financial information or rates pertaining to the services)			

(Proponents missing any of the above will not be considered for the next stage of evaluation.)

7.2 Technical proposal evaluation criteria:

7.2.1 Submissions evaluation criteria

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

Evaluation Area	Allocated Score
a) Experience of the proponent (Submission of relevant reference letters x 3 and positive verification)	15
b) Proposed methodology and project timeline.	30
c) Qualifications, skills and experience of the project team (based on CV)	15
Total	60

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

7.2.2 Pitch evaluation criteria

Evaluation Area	Allocated score
Clarity of the presenter and ability to answer questions appropriately	10
Knowledge and understanding of CBL requirement	10
Consistency of the RFP and the presentation (pitch)	10
Total	30

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

7.3 Financial evaluation (Cost- based)

Proposals that have scored **75%** and above, their financial proposals shall be opened and evaluated based on price competitiveness. The lowest proposal shall be selected for award.

8. TERMS AND CONDITIONS OF THE RFP

8.1 Proposal Validity & Firm Pricing

Proposals should be valid for at least 90 days after the closing date and prices are to be fixed for the entire contract period.

8.2 Currency and Taxes

Prices quoted are to be:

- (a) in Maloti (1 LSL = 1 ZAR);
- (b) inclusive of 14% Value Added Tax; and
- (c) In accordance to applicable Lesotho laws.

8.3 Ownership of Proposals

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

8.4 Confidentiality of Information

- a) All proposals submitted by proponents shall be held in strict confidence and will not be revealed to any other party.
- b) All Information pertaining to the Bank obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without written authorisation from the Bank.

8.5 Technical Facilities

The Bank will provide working space and access to its Wi-Fi environment. However, the Bank may not provide other technical facilities; hence Proponents should provide own requisite facilities.

8.6 Costs of Responding

Proponents 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.

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

8.7 Background Check

The Bank reserves the right to check and verify the background of all or any persons (firms, directors, partners, technical staff, etc) involved in the Bid and reserves the sole right to determine whether or not to accept or reject any such Bid on any grounds.

8.8 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.