



# Central Bank of Lesotho Request for Proposal

## Maintenance Contract

Request for Proposal No. ***CBL/fnc/TC/9/F/ICT/001***

Issue date:

***March 29, 2005***

**Submission Location:**

***Central Bank of Lesotho***

Corner Moshoeshoe and Airport Roads

Maseru, Lesotho

**Closing date and time:**

***Two*** complete copies of each proposal must be received by 14:30hrs Local Time on

***April 08, 2005***

**Contact person:**

Name: ***Mr. T. Makula***

Network Administrator

Phone **(266) 22314281 ext. 2097**- Fax number **(266) 22310051**

***tmakula@centralbank.org.ls***

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## 1. Executive Summary

The Central Bank of Lesotho, hereafter referred to as the Bank, is connected to the Internet with a leased line through local Internet Service Provider (ISP). Connection and security equipment is already setup and the services running.

Through this Request for Proposal (RFP) the Bank invites proposals from person(s) (Natural or body corporates) to provide maintenance service to the internet and email facilities.

Full requirements are detailed in the remaining sections of this RFP. Section 2 provides administrative information for prospective proponents, while section 3 addresses the technical requirements.

## 2. Administrative Requirements Section

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### 2.1. Request for Proposal Information

#### 2.1.1. Terminology for this RFP

Throughout this Request for Proposal (RFP), terminology shall be as follows:

- a) **“Bank”** means Central Bank of Lesotho;
- b) **“Maintenance Contract”** means the written agreement resulting from this Request for Proposal detailing responsibilities of the Bank and the successful proponent;
- c) **“Must”, or “Mandatory”** means a requirement that must be met in order for a proposal to receive consideration;
- d) **“Proponent”** means natural persons or body corporates that submit, or intends to submit, a proposal in response to this RFP
- e) **“Should” or “desirable”** means a requirement having a significant degree of importance to the objectives of the RFP.

#### 2.1.2. Delivery of Proposal

**2** copies (1 suitable for photocopying) must be delivered at the main reception and deposited in the box marked “Tender Box”

**Facsimile or E-mail** copies are **not acceptable**. All envelopes must be sealed and marked:

“Proposal for Maintenance contract for the Internet and email services”  
**Ref: CBL/fnc/TC/9/F/ICT/001”**

### 2.1.3. Proposal Time-Frames

Closing Date and Time: All proposals must be delivered to the location specified in section 2.1.2 by: **April 08, 2005> no later than 14:30hrs**

### 2.1.4. Contact Person

All technical enquiries related to this RFP are to be made, ***in writing***. Information obtained from any other source is not official and should not be relied upon. Questions regarding this RFP should be directed to:

**Mr. T. Makula**  
**Network Administrator**  
**Central Bank of Lesotho**  
**P.O. Box 1184.**  
**Maseru 100**  
Telephone: **(266) 22314281 ext. 2097** Fax: **(266) 22310051**  
E-Mail: [tmakula@centralbank.org.ls](mailto:tmakula@centralbank.org.ls)

## 2.2. Request for Proposal Process

### 2.2.1. 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.

### 2.2.2. Proposal format

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 ensure each proposal receives full consideration:

- (a) Title Page, showing Request for Proposal number, proponent's name and address, proponent's telephone number, and a contact person.
- (b) One page letter of introduction identifying the proponent and signed by the person or persons authorised to sign on behalf of, and bind the proponent to, statements made in the proposal.
- (c) Table of contents including page numbers.
- (d) A short summary of one or two pages stating the key features of the proposal.
- (e) The body of the proposal should include the proponents response to the technical requirements stated in section 3
- (f) **PROJECT TEAM & EXPERIENCE**
  - i) This section should provide a brief summary of suitability of the proposed personnel to undertake maintenance tasks specifically outlining the qualifications and experience relevant to this service;
- (g) **REFERENCES**
  - i) This section should provide relevant references for the proposed personnel. Please ensure that referees provided will be available to be contacted, should it be necessary during the proponent selection time frame for this RFP; and
  - ii) Relevant corporate references should also be provided. Corporate referees may or may not be contacted as part of the evaluation process.
  - iii) Any additional information, brochures, etc. should be included in the appendices section of the proposal

### 2.2.3. Signed Proposals

A person authorised to sign on behalf of the Proponent must sign the proposal to bind the Proponent to statements made in response to this RFP.

#### CERTIFICATION

Proposals must include the following signed certification:

The statements made in this proposal are correct and truthful representations. If selected I/we shall negotiate in good faith with the Bank. This proposal will be irrevocable for *90 days* from the date of closing.

Proponent (please print):

\_\_\_\_\_

Signature:

\_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

#### 2.2.4. Changes to Proposal Wording

The proponent will not change the wording of the proposal after closing date and no words or comments will be added to the proposal unless requested by the Bank for purposes of clarification.

Modifications to a submitted proposal must be received by the Contact Person in a sealed and suitably marked envelop and should be received by the closing date and time, after which the proponent will not change the wording of the proposal. The Bank may request clarity on the general conditions or detailed specifications of the proposal.

#### 2.2.5. Irrevocability of Proposals

After the closing date all submitted proposals become irrevocable. By submission of a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a contract with the Bank.

#### 2.2.6. Working Language of the Bank

Responses and documentation related to this RFP must be in English language.

#### 2.2.7. Costs of Responding

The Bank's RFP document is obtainable free of charge. However, proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Bank, if any. If the Bank elects to reject a proposal, the Bank will also not be liable to any Proponent for any claims in preparing the proposal whatsoever.

#### 2.2.8. Currency and Taxes: Applicable conditions

- a) Prices quoted should be exclusive of VAT and should be in Lesotho currency (Maloti) or South African Rands;
- b) Certified copies of VAT and income tax compliance certificate for proponents based in Lesotho should be attached;
- c) The successful proponent will be subject to taxation laws applicable in the Mountain Kingdom of Lesotho.

## 2.3. Additional Information

### 2.3.1. Modification of Terms

The Bank reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the successful Proponent.

### 2.3.2. Ownership of Proposals

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

### 2.3.3. Restriction of Use

This RFP or any portion thereof shall not be used for any purpose other than the submission of proposals.

### 2.3.4. Confidentiality of Information

All proposals submitted by proponents shall be held in strict confidence and will not be revealed to any other party.

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.

### 2.3.5. Negotiation Delay

If a contract agreement cannot be negotiated within thirty (30) days of notification of designated proponent, the Bank may terminate negotiation with that proponent and negotiate a contract agreement with another proponent of its choice.

## 2.4. Acceptance of Terms

All terms and conditions of this RFP are assumed to be accepted by the proponents and incorporated by reference in their proposals, except such conditions and provisions that are expressly excluded. There will be an opportunity to review these conditions upon selection of the successful proponent and during subsequent negotiations.

## 3. Technical Requirements Section

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### 3.1. Requirements and Project Scope

#### 3.1.1. Background

Reliability and availability of the Internet and email services are important to the Bank, even more so is the security of its information assets. The Bank therefore seeks a maintenance contract with competent contractors to maintain the hardware and software used for various Internet services in order to guarantee maximum time between failures and minimum time to repair.

#### 3.1.2. Equipment to be maintained:

1. Cisco PIX firewall hardware and software configuration
2. Cisco PIX firewall fail over unit hardware and software configuration
3. Cisco Router 1721 hardware and software configuration
4. Red hat linux/386 operating system and the squid proxy server software

#### 3.1.3. Terms of contract

Proponents are required to address, but not limited, to the following in their maintenance proposals.

1. The eventual bearer of the cost of the replaced parts
2. The premium amount payable for the stated or given guarantee of minimum time between failures and maximum time to undertake repairs on a 24 hours 7 days a week basis.
3. Effective hourly rate for remote maintenance works (regular and project based) as well as maintenance works onsite.
4. Alternatively give all-inclusive maintenance charge per annum
5. Indemnity to pay to the Bank in the event that time between failures or time to repair is exceeded.
6. Response time
7. Primary and secondary contact personnel and their contact details.
8. Must express their willingness to be available 24 hours 7 days per week throughout the duration of the contract term.

In addition the contractor will actively participate in translating the Bank's Internet business into appropriate configuration changes on the above equipment.