



Central Bank of Lesotho

Request for Proposal

In-house Training in Customer Care / Service

Request for Proposal No: *CBL/fnc/TC/8/C/TC/14/2010*

Issue date:

17th August, 2010

Submission Location:

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

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Executive Summary

The Central Bank of Lesotho attaches great importance to training of staff in order to facilitate the achievement of its goals and objectives through well trained and skilled staff.

Currently the bank has a total of 232 (two hundred and thirty two) members of staff including the Executive Management of which forty (40) are in the Security Services Division of the Bank.

In order to arrest challenges experienced by these members of staff, the Bank has identified that thirty five (35) members of staffing in this division should undergo in-house training on the Bank's premises on **Customer Care / Service**.

The duration of this training topic has been determined as two (2) days each group, for two (2) groups.

Administrative Requirements

The following terms will apply to this Request for Proposal (RFP) and to any subsequent Contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms.

Request for Proposal Information

2.1.1 Terminology for this RFP

Throughout this RFP, the terminology is used as follows:

- a) **"Bank"** means the Central Bank of Lesotho;
- b) **"Contract"** means the written agreement resulting from this RFP executed by the Bank and the Contractor;
- c) **"Contractor"** means the successful Proponent to this RFP who enters into a written Contract with the Bank;

- d) **"Must"**, or **"Mandatory"** means a requirement that failure to meet shall result in disqualification;
- e) **"Proponent"** means an individual or body corporate that submits, or intends to submit, a proposal in response to this RFP;
- f) **"Should" or "Desirable"** means a requirement having a significant degree of importance to the objectives of the RFP.
- g) **"Tender Committee"** means the Central Bank of Lesotho Tender Committee established by the Governor to issue, receive, assess tenders and recommend selection of successful proponents for the procurement of goods and services.

2.1.2 Delivery of Proposal

An original and one copy suitable for redistribution should be deposited in the Tender Box at the Reception area of the Bank.

Facsimile or E-mail copies are **not acceptable**. All envelopes should be sealed, showing no identification of proponent and clearly marked:

Tender for In-house training: Customer Care / Service for Security Staff

Ref: CBL/fc/TC/8/C/TC/14/2010

2.1.3 Project Time-Frames

Closing Date and Time: All proposals must be delivered by: **no later than**
14.30hrs on Friday August, 27 2010

2.1.4 Contact Persons

Enquiries relating to this training should be directed to;

Name: Mr M. 'Nyane

Title: Senior Security Officer, Administration & Training

Tel: (+266) 2223 2155

Fax: (+2266) 22310051

E-mail: mnyane@centralbank.org.ls

Administrative Enquiries arising from this RFP should be directed to;

Name: Mr. M. Tabane

Title: Secretary, Tender Committee

Tel: (+266) 2223 2088

Fax: (+266) 22310051/22310679

E-mail: mtabane@centralbank.org.ls

2.1.5 Reference Material

Any required reference material will be provided upon request, if available.

Request for Proposal Process

2.2.1 Clarification

Any clarification relating to this RFP must be addressed in writing to the relevant person designated in 2.1.4 above.

2.2.2 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 the requirements of this RFP will be considered.

2.2.3 Evaluation and Selection

Only proposals delivered and received properly as specified in 2.1.2 above will be checked first against the Mandatory criteria. Any of them ***not*** meeting all the Mandatory criteria will be rejected without further consideration.

Those that ***do*** meet the Mandatory criteria will then be assessed and scored against the desirable criteria. The Bank is not bound to accept the lowest or any bid.

Proposal Preparation

2.3.1 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) 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.
- b) Title Page, showing RFP number, proponent's name and address, proponent's telephone number, and a contact person.
- c) Table of contents including page numbers.
- d) A brief summary about the selected topic.
- e) The body of the proposal to include the following elements:

APPROACH

Must clearly state how the proponent intends to carry out this training e.g. sizes of groups.

DELIVERABLES

- Must state the benefits that will be achieved by the trainees.

PROPONENT EXPERIENCE

- Should provide a brief summary of suitability of the proponent which outlines specifically the track record and experience relevant to this training;
- Where activities were performed as a subcontract or a joint venture, this should be clearly indicated, stating the extent of involvement as well as the subcontractor's track record and experience relevant to this project;

REFERENCES

- Proposals should be accompanied by a minimum of two relevant references preferably from previous beneficiaries of the proponent's training or consultancy.

DURATION OF TRAINING

This training is set for the duration of two (2) days each of the two (2) groups.

TRAINING COSTS

- Should provide costs associated with the training

PAYMENT

- Should indicate a stage at which payment should be made.
- Any additional information e.g. brochures if available, should take the form of appendices.

2.3.2 Costs of Responding

Proponents are solely responsible for their own costs in preparing the proposal and for subsequent negotiations with the Bank, if any. If the Bank elects to reject a proposal, the Bank will not be liable to any Proponent for any claims in preparing the proposal whatsoever.

2.3.3 Proposal Validity & Firm Pricing

Proposals should be valid for at least 60 days after the closing date and prices are to be fixed for the entire contract period.

2.3.4 Currency and Taxes

Prices quoted are to be:

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

2.3.5 Compliance to Tax Obligations

Certified copies of Lesotho Revenue Authority (LRA) Tax Clearance certificates or other relevant authority certificates must be submitted together with the bid.

Additional Information

2.4.1 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.

2.4.2 Ownership of Proposals

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

2.4.3 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.

2.4.4 Training Budget

The Bank has only limited funds for carrying out this training; hence price will be among the key deciding factors for consideration in the evaluation of proposals.

2.4.5 Training Facilities

The Bank will provide its training room, projector, flip chart, white board, and relevant markers.

2.4.6 Assumptions

It is assumed that:

- Both paper and electronic copies of the deliverables will be submitted to the Bank and retained by same as required.
- The Bank will ensure that required information is provided, if available, upon request by the proponent and will execute it's obligations to this training in a timely manner.

3. Business Requirements Section

Requirements and Scope of Training

3.1.1 Background

Besides security, the Central Bank of Lesotho considers good customer care or service as a contributing factor to its overall performance. Hence a need has since been identified to equip security and other officers with skills to deal with customer issues such as what is good customer care or service, service mentality and quality, professional work ethics, etc.

3.1.2 Training Objectives

The main objectives of this training are:

- a) To equip staff in this division with appropriate skills in the key areas of customer care and interpersonal relationships.
- b) To make them aware of the importance of systems and techniques in personal effectiveness.
- c) To introduce professional work ethics.
- d) To explain the significance of sound reception etiquette.

3.1.3 Deliverables

Trained members of staff with necessary skills and training materials that staff can use as reference from time to time.

Evaluation Criteria

The following criteria will form the basis upon which the evaluation of the proposals will be made and scores assigned. Proposals not meeting Mandatory requirements will receive no further consideration during the evaluation process.

3.2.1 Mandatory Criteria

- An original and one copy (suitable for photocopying) of the proposal must be received on time and be deposited in the tender box
- Pricing with breakdown per person/group if any

3.2.2 Desirable Criteria

Proposals meeting the Mandatory criteria above will be further evaluated as follows:

(a) Approach

- Suitability of the methodology to be used to achieve the objectives of this training.

(b) Costs

- Training Costs

The evaluation criteria model outlined in Appendix A will be used to score proponent proposals

Appendix A Evaluation Criteria Model

MANDATORY CRITERIA	0%
1. Original and a redistributable copy of the proposal received on time and deposited in the tender box	Yes/No
2. All-inclusive fixed price proposal quote with breakdown into groups or fee per person	Yes/No
3. Comprehensive proposal for Service Level Agreement	Yes/No
4. Proposal meets a minimum of 75% of project requirements	Yes/No
Failure to achieve a "Yes" rating for all the Mandatory criteria above will disqualify the proponent's proposal from further review.	

DESIRABLE CRITERIA	100%
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A) APPROACH	70%
Experience and qualifications	30
Delivery methods	20
Supporting study materials	10
B) PRICING	30%
Training Costs	