

**CENTRAL BANK OF LESOTHO**

**Request for Proposal**

**OUTSOURCING OF CLEANING AND UPKEEP SERVICES**

**Request for Proposal No: *CBL/FNC/TC/01/2011***

**Issue date: 20 January, 2011**

**Submission Location:**

**Tender Box Reception Area**

**Cnr. Moshoeshoe & Airport Roads**

**Maseru, Lesotho**

**Contact Person:**

**Name: VM Tabane**

**Title: Secretary Tender Committee**

**Central Bank of Lesotho**

**Phone: +266 22232088**

**Fax: +266 22310051**

## **1. EXECUTIVE SUMMARY**

Lehakoe Recreation and Cultural Centre (LRCC) came into operation in 2004 under a contracted management which was terminated in 2005. Since then the Central Bank of Lesotho has assumed management of the Centre. The LRCC is not a separate legal entity from the Bank.

Lehakoe Recreation and Cultural Centre was established to develop a diverse environment promoting healthy living and wellness through physical exercise and promotion of social interaction through highly developed hospitality service including the sensitization of Basotho and non-Basotho alike to the cultural heritage of Lesotho.

The Bank is embarking on an exercise to upgrade the cleaning and upkeep services of the Lehakoe Recreation and Cultural Centre. For this reason the Bank wishes to engage the services of an experienced firm/ company on a twelve months contract that may be renewed at the discretion of the Bank, to conduct thorough cleaning and upkeep services of its operations at Lehakoe Recreation and Cultural Centre.

The full requirements of the RFP are detailed throughout the sections of this document. Section 2 provides administrative information for prospective proponents while Section 3 addresses the work to be done and the approach.

In order to ensure completeness and consistency of responses, proponents are to prepare their proposals in accordance with the format provided in 2.6.

## 2. ADMINISTRATIVE REQUIREMENTS SECTION

The following terms will apply to this Request for Proposal (RFP) and to any subsequent Contract.

### 2.1 Request for Proposal Information

#### 2.1.1 Terminology used in this RFP

Throughout this RFP, the terminology is used as follows:

**“Bank”** means the Central Bank of Lesotho;

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

**“Desirable”** means a requirement having a significant degree of importance to the objectives of the RFP;

**“Executive Committee”** means the Bank’s management committee composed of the Governors and Head of Departments;

**“The Centre”** means the Lehakoe Recreation and Cultural Centre of the Central of Bank of Lesotho, usually referred to as Lehakoe Centre;

**“Must or Mandatory”** means a requirement that failure to meet shall result in disqualification of the proposal;

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

**“Tender Committee”** means the Tender Committee constituted by the Central Bank of Lesotho to issue, receive, assess tenders and recommend selection of a successful proponent for the supply 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 the Cleaning and Upkeep Services of Lehakoe Recreation and Cultural Centre”**.

#### 2.1.3 Project Time-frames

Closing Date and Time: All proposals must be delivered by Friday 04 February, 2011 at 2:30hrs.

#### 2.1.4 Contact Persons

All enquiries are to be directed to:

Name: V.M. Tabane

Title: Secretary – Tender Committee

Tel: (+266) 22232088

Fax: (+266) 22310051

E-mail: mtabane@centralbank.org.ls

#### 2.1.5 Reference Material

Any required reference materials will be provided upon request if available.

### 2.2 Request for Proposal Process

Any queries relating to this RFP must be in writing to the relevant person designated in 2.1.4 above. Responses will be sent to the enquirer and may be posted on the Bank's website.

### 2.3 Eligibility

Proposals will not be evaluated if the proponent's current or past corporate or other interest may, in the opinion of the Bank, give rise to a conflict of interest in connection with this project.

### 2.4 Evaluation and Selection

Only proposal delivered and received as specified in 2.1.3 above will be considered. Proposals will then be assessed and scored against any of the mandatory criteria. **Failure to comply will warrant an automatic disqualification without further consideration.** The Bank is not bound to accept the lowest or any bid.

### 2.5 Time Frame

The successful Proponent is expected to resume duty immediately upon signing of the contract

### 2.6 Proposal Preparation

#### 2.6.1 Proposal Format

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 authorized to sign on behalf of and bind the proponent to statements made in the proposal.
- b) Title page showing RFP number, Proponents name and address, telephone number and a contact person.
- c) Table of contents including page numbers.
- d) A brief profile of the proponent.
- e) Financial Stability – The proponent must demonstrate financial stability by providing recent audited financial statements.

### **2.6.2 References**

Proponents must submit references of cleaning and upkeep services undertaken during the past two years.

### **2.6.3 Costs of responding**

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

### **2.6.4 Proposal Validity and 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.

### **2.6.5 Currency and Taxes**

Prices quoted are to be in Maloti and should be inclusive of 14% Value Added Tax.

### **2.6.6 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.

### **2.6.7 Additional Information**

#### **a) Modification of Terms:**

The Bank reserves the right to modify or cancel this RFP at any time prior to entering into a contract with the successful Proponent.

#### **b) Ownership of Proposals:**

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

#### **c) Confidentiality of Information:**

All proposals submitted by the 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 Proponents as a result of participation in this project is confidential and must not be disclosed without written authorization from the Bank.

### 3 **BUSINESS REQUIREMENT SECTION**

#### 3.1 Requirement and Project Scope

##### 3.1.1 Background to the Project

###### **MISSION:**

The core business of LRCC is to provide the Bank staff an avenue to relax through engagement in sporting activities: indoor and outdoor; engage in discussions outside the formal work environment; control stress resulting from work pressures and promote wellness among staff.

Noting that the capacity of the Centre has exceeded the needs of the Bank, Management has, in line with the Government's directive opened LRCC to the general public, on a fee basis for purposes of cost-recovery.

Upgrade the cleaning and upkeep services of Lehakoe Recreation and Cultural Centre, to provide thorough cleaning of its operations at economically competitive costs.

###### **OBJECTIVE**

The overall objective is to identify comprehensively and adequately the upgrade of cleaning and upkeep services of LRCC.

The LRCC's business objectives are:

1. To become the world class physical wellness and hospitality centre in the country
2. To increase the membership numbers to its full capacity
3. **To act as the entry-point for Lesotho's tourist industry through the display of cultural artifacts.**

Based on the above background, the Bank expects the proponents to submit proposals that will provide cleaning and upkeep services at the Centre conforming to international standards of the industry at competitive costs.

##### 3.1.2 **Terms of Reference**

The proponent shall be required to perform, though not limited to, the following functions-

- Maintaining the building's interior, specifically the locker room area, change rooms and conference halls, by dusting and polishing furniture, counters, lockers, equipment, mirrors, fixtures;
- washing floors, tiling, windows, counters, walls, ceilings and woodwork;
- Sweeping, scrubbing and waxing floors;
- Cleaning and vacuuming fixed and movable carpets;

- Removing trash and maintaining interior appearance by picking up papers, emptying trash containers;
- Transporting materials to disposal area;
- Ensuring cleanliness of the sports hall; netball, volleyball, tennis and squash courts by sweeping and/or buffing surfaces;
- Maintaining all parquet floors by cleaning, sanding, buffing and refinishing as needed or scheduled;
- Maintaining interior and exterior building accessibility and appearance by removing all trash, papers, removing ice / snow in parking lot, sidewalks, driveways and immediate surroundings of the Centre;
- Maintaining building interior by utilizing consistent cleaning practices;
- Weeding, mowing, trimming and generally keeping the lawns in a neat condition;
- Maintaining flowers and plants in a healthy and neat condition;
- Keeping exterior paved areas free of weeds and grass;
- Ensuring interior and exterior appearance of club is clean, neat, tidy and in keeping with the club standards;
- Keeping cleaning products safe and usable by utilizing safe and proper mixing techniques per labelling instructions;
- Performing other related tasks as may be requested from time to time;
- Maintaining supply inventory in cleaning areas
- Maintaining the general standard of hospitality and courtesy to members

#### **4 SKILLS REQUIREMENT AND QUALIFICATION**

The proponents are required to ensure that proposal will meet all the specifications stated above. They must at least have two years' proven record on experience with consulting on similar business ventures. At least three traceable references in this regard should be provided.

#### **5 PROJECT BUDGET**

Price will be among the key deciding factors for consideration in the evaluation of proposals.

#### **6 EVALUATION CRITERIA**

The following criteria will form the basis upon which the evaluation of the proposals are made. Proposals that do not meet mandatory requirements will not be considered during the evaluation process.

**6.1 Mandatory Criteria:**

- An original and a copy (suitable for photocopying) of the proposal must be received on time and deposited in the tender box.
- Briefing session and site visit at at Lehakoe Recreation & Cultural Centre on the 28<sup>th</sup> January, 2011 at 9:00hrs.

**6.2 Project Costs:**

Proponents must provide estimates of all costs associated with the upgrade of the cleaning and upkeep services including disbursements.

**APPENDIX A: EVALUATION AND CRITERIA MODEL**

<b>MANDATORY CRITERIA</b>	
Must provide an original and a copy (Suitable for photocopying) of the proposal	
Must deposit proposal bearing no identification of proponent in the Tender Box at the Reception Area of the Bank no later than 14h30 on the 4 <sup>th</sup> February, 2011.	
Briefing session and site visit of the Centre on 29 <sup>th</sup> January, 2011	

<b>DESIRABLE CRITERIA</b>	<b>100%</b>
A) Proponents must indicate their relevant experience on upgrading of cleaning and upkeep services projects substantiated by appropriate references	15%
B) Proponents must provide a detailed plan of approach for maintenance	15%
C) Proponents must provide skills availability at supervisory team level	15%
D) Proponents must have at least 3 years practicing experience in the cleaning and upkeep industry	15%
E) Proposal Preparation Format and Soundness	5%
F) Financial Stability	10%
G) Experience and References	5%
H) Service Fees	20%