



# Central Bank of Lesotho Request for Proposal

## In-house Training on Employee Wellness

Request for Proposal No: ***CBL/fnc/TC/8/C/TC/12/2010***

Issue date:  
***May 12, 2010***

# Table of Contents

---

<b>1</b>	<b>EXECUTIVE SUMMARY.....</b>	<b>1</b>
<b>2</b>	<b>ADMINISTRATIVE REQUIREMENTS SECTION .....</b>	<b>3</b>
2.1	REQUEST FOR PROPOSAL INFORMATION .....	3
2.1.1	<i>Terminology for this RFP .....</i>	3
2.1.2	<i>Delivery of Proposal.....</i>	3
2.1.3	<i>Project Time-Frames .....</i>	4
2.1.4	<i>Contact Persons.....</i>	4
2.1.5	<i>Reference Material.....</i>	4
2.2	REQUEST FOR PROPOSAL PROCESS .....	4
2.2.1	<i>Clarification .....</i>	4
2.2.2	<i>Eligibility.....</i>	5
2.2.3	<i>Evaluation and Selection.....</i>	5
2.3	PROPOSAL PREPARATION .....	5
2.3.1	<i>Proposal Format .....</i>	5
2.3.2	<i>Costs of Responding .....</i>	7
2.3.3	<i>Proposal Validity &amp; Firm Pricing.....</i>	7
2.3.4	<i>Currency and Taxes .....</i>	7
2.3.5	<i>Compliance to Tax Obligations .....</i>	7
2.4	ADDITIONAL INFORMATION.....	7
2.4.1	<i>Modification of Terms .....</i>	7
2.4.2	<i>Ownership of Proposals.....</i>	8
2.4.3	<i>Confidentiality of Information.....</i>	8
2.4.4	<i>Training Budget.....</i>	8
2.4.5	<i>Training Facilities .....</i>	8
2.4.6	<i>Assumptions.....</i>	8
<b>3</b>	<b>BUSINESS REQUIREMENTS SECTION.....</b>	<b>9</b>
3.1	REQUIREMENTS AND PROJECT SCOPE .....	9
3.1.1	<i>Background .....</i>	9
3.1.2	<i>Training Objectives.....</i>	9
3.1.4	<i>Deliverables.....</i>	9
3.2	EVALUATION CRITERIA.....	9
3.2.1	<i>Mandatory Criteria .....</i>	10
3.2.2	<i>Desirable Criteria .....</i>	10
	<b>APPENDIX A EVALUATION CRITERIA MODEL.....</b>	<b>11</b>

## **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 a well trained and skilled staff.

Currently the Bank has a total of 235 (two hundred and thirty five) members of staff including the Executive Management.

In order to arrest challenges experienced by members of staff, the Bank identified appointed 12 members of staff to act as Employee Wellness Champions and the following areas in which all 12 members of staff should undergo in-house training on the Bank's premises:

### **Course outline: Training and Development Programme for Wellness Champions**

#### **Session 1:**

- Understanding your role as a wellness champion

#### **Session 2:**

- Understanding holistic wellness:
  - ~ Physical
  - ~ Mental/ emotional
  - ~ Spiritual
  - ~ Occupational
  - ~ Social
- Understanding how stress impacts on wellness:
  - ~ Proactive stress management
- Relationship between Stress Performance and Wellness

- Managing Demands
  - ~ Understanding the power of choice
- Managing Resources
  - ~ The art of positive recovery

**Session 3:**

- Basic counseling course
  - ~ Understanding empathy
    - ~ What facilitates empathy
    - ~ What blocks empathy
  - ~ Putting empathy into practice
    - ~ Listening skills
    - ~ Responding skills
    - ~ Relevant Role-plays
  - ~ Utilizing your referral base
    - ~ When to refer
    - ~ Who to refer to

**Session 4:**

Application of wellness principles and skills in the workplace

- ~ Determining wellness status and starting point awareness using the Wellness Awareness Questionnaire
- ~ Sustaining the wellness process

The duration of each training topic has been determined as four days.

## **2. 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 the Provision of Employee Wellness Training Service**

**Ref.: CBL/fc/TC/8/C/TC/12/2010**

### **2.1.3 Project Time-Frames**

Closing Date and Time: All proposals must be delivered by: **not later than 14h30 on Friday, July 09, 2010**

### **2.1.4 Contact Persons**

Enquiries relating to this training should be directed, in writing, to;

Name : Mr. P. Mopeli

Title : Senior Manager Safety, Health and Environment

Tel : (+266) 2223 2164

Fax : (+2266) 22310051

E-mail: [tmopeli@centralbank.org.ls](mailto:tmopeli@centralbank.org.ls)

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

Name : Mr. M. Tabane

Title : Secretary, Tender Committee

Tel : (+266) 2223 2088

Fax : (+266) 22310051

E-mail: [mtabane@centralbank.org.ls](mailto:mtabane@centralbank.org.ls)

### **2.1.5 Reference Material**

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

## **2.2 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.

## **2.3 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.

## DELIVERABLES – Specific modules/areas to be covered by the training:

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

## 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.

## DURATION OF TRAINING

Each topic of training is set for the duration of four days.

## TRAINING COSTS

- Should provide costs associated with the training, and these can be per group or per candidate. Proponent to clearly indicate what is included within the cost e.g. training materials

## 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**

The successful proponent will be subject to taxation laws applicable in Lesotho including withholding tax where appropriate.

Prices quoted are to be:

- a) in Maloti (1 LSL = 1 ZAR);
- b) inclusive of 14% Value Added Tax

### **2.3.5 Compliance to Tax Obligations**

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

## **2.4 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 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 prior written authorisation from the Bank.

#### **2.4.4 Training Budget**

- The Bank has 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. Refreshments will be available for both the trainees and presenters.
- Refreshments such as tea/coffee in morning & afternoon will be provided. Water will also be available.

#### **2.4.6 Assumptions**

It is assumed that:

- 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 training, the Central Bank of Lesotho considers the general welfare of staff as a contributing factor to their overall performance. Hence a need has since been identified to equip them with skills to deal with issues such as stress and related causes which results various factors such as people skills, debts, illnesses and organisational culture.

##### **3.1.2 Training Objectives**

The main objectives of this training are:

- a) To equip staff at supervisory level with appropriate supervisory skills.
- b) To improve the mental and psychological wellbeing of staff.
- c) To equip staff with life skills on managing personal finances.
- d) To change mindset steering it towards staying positive.

##### **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 a basis upon which evaluation of proposals will be made. 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.

### **3.2.2 Desirable Criteria**

Proposals meeting the Mandatory criteria above will be evaluated further 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

<b>MANDATORY CRITERIA</b>	<b>0%</b>
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. References	Yes/No
<b>Failure to achieve a “Yes” rating for all the Mandatory criteria above will disqualify the proponent’s proposal from further review.</b>	

<b>DESIRABLE CRITERIA</b>	<b>100%</b>
---------------------------	-------------

<b>A) APPROACH</b>	<b>20%</b>
4. Method of carrying out training	
<b>B) Business Requirement Fulfilment</b>	<b>60%</b>
5. Clear course content	10
6. Method of conducting a course (Class work and Practical)	15
7. Understanding how stress impacts on wellness (Class work and Practical)	15
8. Relationship between Stress Performance and Wellness (Training Material)	10
9. Basic counseling course (Class work and Practical)	15
10. Managing Demands	
<b>C) Training Offering</b>	<b>10%</b>
11. Number of Participants Accommodated	
<b>D) PRICING</b>	<b>10%</b>
12. Training Costs	