



CENTRAL BANK OF LESOTHO

REQUEST FOR PROPOSAL

INSTALLATION OF A TELEPHONE MANAGEMENT SYSTEM FOR LEHAKOE RECREATION AND CULTURAL CENTRE

REQUEST FOR PROPOSAL NO. CBL/fnc/TC/8/C/TC/002

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1. EXECUTIVE SUMMARY

The Central Bank of Lesotho wishes to connect the Lehakoe Recreation and Cultural Centre telephone system to its own and invites tenders from interested persons and/or companies to supply a Telephone Management System that will be hooked to the present AST (Philips) SOPHO PABX at the Bank.

Specifications detailing the project are contained in the paper.

2. ADMINISTRATIVE REQUIREMENTS

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

2.1 Terminology used 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;

"Executive Committee" means the Bank's management committee composed of the Governors and Heads of Department;

"The Centre" means the Lehakoe Recreation and Cultural Centre of the Central Bank of Lesotho, also commonly known as Lehakoe Centre;

"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;

"Desirable" means a requirement having a significant degree of importance to the objectives of the RFP;

"Telephone Management System" means the telephone management system to be compatible to the existing system in the Bank;

"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.

2.2 Delivery of Proposal

An original and one copy suitable for distribution should be deposited in the Tender Box at the Reception 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 supply of Telephone Management System at Lehakoe Centre"**.

2.3 Project Time-frames

Closing date and Time. All proposals must be delivered by **no later than 14h30 on Friday November 16, 2007**

2.4 Contact Persons

Administrative and technical enquiries relating to the business requirements should be directed in writing to:

Name: Mr. Teboho Malataliana
Title: Head – General Services
Fax: (+266) 22310051
e-mail: tmalataliana@centralbank.org.ls

2.5 Reference Material

Any reference material will be provided upon request if available.

2.6 Request for Proposal process

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 2.5 above. Responses will be sent to the enquirer and may be posted on the Bank's website for perusal by other proponents.

2.7 Eligibility

Proposals will not be evaluated if the proponent's current or past corporate or other interests may, in the opinion of the Bank, give rise to a

conflict of interest in connection with this project. Only proposals that comply with the mandatory requirements of this RFP will be considered.

2.8 Evaluation and Selection

Only proposals delivered and received as specified in 2.4 above will be checked first against the Mandatory criteria. Proposals not meeting any of the mandatory criteria will be disqualified without further consideration.

Proposals that 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.

2.9 Time Frame

The consultant will be expected to complete this work within a period of two months after the date of engagement.

2.10 Proposal preparation

2.10.1 Proposal Format

Evaluation of proposals is made 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 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 short summary of one or two pages stating the key features of the proposal.
- e) The body of the proposal to include the following: introduction, proposed solution to cover: project management, hardware, and pricing; and conclusion. Any additional information, brochures, etc. should take the form of appendices.

APPROACH:

- Should describe in detail the proposed solution including graphics;
- Describe in detail how the project will be conducted until commissioning minimizing impact on normal operations;
- Must provide a brief description of key activities, their projected start and completion dates and milestones;
- Must clearly indicate how the Bank's deliverables will be produced;
- Must identify how the proponent intends to perform internal quality assurance on project deliverables; how changes will be managed and how issues will be resolved.
- Must clearly indicate how the Training will be conducted and for how many participants.

DELIVERABLES:

- Must clearly state the deliverables produced e.g. project documentation, status reports, minutes of meetings, hardware and software, etc.

PAYMENT SCHEDULE:

- Should provide a schedule indicating the project stages at which payments will be made;
- The payments on the schedule should be linked to the deliverables.

TRAINING PROVISION:

- Should provide the information pertaining to the provision of training including duration, minimum number of participants, training resources and their type, etc.

2.10.2 Costs of responding

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

2.10.3 Proposal Validity and Firm Pricing

Proposals should be valid for at least 30 days after the closing date and prices are to be fixed for the entire contract period.

2.10.4 Currency and Taxes

Prices quoted are to be in Maloti (1 LSL = 1 ZAR) and should be inclusive of 14% Value Added Tax. All potential bidders should understand that there is a with-holding tax law requiring them to pay the VAT component in Lesotho.

2.10.5 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.

2.10.6 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 Proponent 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 Requirements and Project Scope

3.1.1 Background to the Project

Management of the Central Bank of Lesotho has decided to merge and centralise its telephone switching infrastructure to serve both Lehakoe Recreation and Cultural Centre and the Bank's office building using one

Private Automatic Branch Exchange (PABX) unit based at the Bank. The Bank currently owns a SOPHO PABX installed by Gijima AST formally Phillips.

The aim of the exercise is to obviate having two switchboards, one at the Bank and another at the Centre. The Bank prefers that there be one equipment covering both institutions but it should allow them to operate as independent entities as explained below.

3.1.2 Functional Specifications for the Equipment

Proponents are required to supply and install a system answering to the following specifications. It would be professional though not mandatory that the proposed solution builds on the already existing infrastructure i.e. PABX and Telecom conduit connecting the two buildings.

a) Connectivity:

- Calls to Lehakoe Centre should be distinct from those to the Bank.
- Calls between the Bank and the Centre should be handled as internal calls.
- It should allow for direct inward dialing (DID) facility for the Centre through the existing CBL DID facility in arrangement with Telecom.
- It should provide 20-50 extensions to cover the various units of the Centre, namely: Accounts Hut, Clubhouse, Cultural Hut, Gymnasium and Pool Hut.

b) Billing and Tariffs:

- Billing implementation should be fully compatible with Telecom
- Separate billing for CBL and the Centre
- Provide means to differentiate official and private calls.

4. SKILLS REQUIREMENT AND QUALIFICATIONS

The proponents are required to ensure that the installation of the system will meet all the specifications stated above. They must at least have five years' proven good record and experience with telephone system installation and management. At least three traceable references in this regard should be provided.

5. REPORTING MECHANISM

The proponent will be expected to work closely with the Bank's Information and Communications Technology Department and the Centre staff, in a participatory manner, ensuring that upon handing over these people will be able to support the system, at least as first line of contact

6. PROJECT BUDGET

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

7. PROJECT MANAGEMENT

The Bank expects proven industry project management techniques to be used in conducting the exercise. It is the proponent's responsibility to assume full responsibility for the smooth execution of the project. These tasks should include and not be limited to:

- 7.1 Preparation of the project activity plan
- 7.2 Execution of the project activities in accordance with the project plan
- 7.3 Undertake periodic reporting on progress on the project, and
- 7.4 Creation and maintenance of issues and change logs.

8. EVALUATION CRITERIA

The following criteria will form the basis upon which the evaluation of the proposals will be made and scores given. Proposals not meeting mandatory requirements will not be considered during the evaluation process.

8.1 Mandatory Criteria:

- The proponents shall attend a mandatory site inspection of the Bank and Centre on a given date only.
- An original and a copy (suitable for photocopying) of the proposal must be received on time and be deposited in the tender box.
- Proof of company registration and proof of current tax obligations.

8.2 Project Costs:

Should provide all costs associated to the consultancy including disbursements. Cost must indicate whether it is inclusive or exclusive of VAT.

8.3 Payment Schedule:

- Should provide a schedule indicating the project stages at which payments will be made.
- The payment on the schedule should be linked to the deliverables.

8.4 Training Provision:

- Should provide the information pertaining to the provision of training including duration, minimum number of participants, training resources, etc.

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APPENDIX A: EVALUATION CRITERIA MODEL

Mandatory Criteria	
1. Original and a distributable copy received on time and deposited in the Tender Box	Yes/No
2. Attendance of site meeting	Yes/no
3. All-inclusive fixed price proposal quote with breakdown into disbursements	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	35%
Should describe in detail the proposal solution including graphics	15%
Should describe in detail how the project will be conducted	10%
Must provide a brief description of key activities, their projected start and finish dates and project milestones	6%
Must clearly indicate how the Bank’s deliverables will be produced	1%
Must identify how the proponent intends to perform internal quality assurance and how changes will be managed and issues resolved	3%
B. DELIVERABLES	10%
Must clearly state the deliverable to be produced	10%
C. PROPONENT EXPERIENCE AND REFERENCES	15%
Should provide a brief summary of the suitability of the proponent which outlines specifically the track record and experience relevant	10%

to this project	
Proposals should be accompanied by relevant project references. A list of previous project sites with their contact details should be availed so that they can be contacted during the proponent selection for this RFP	5%
D. TRAINING PROVISION	10%
Should provide the information pertaining to the provision of training including duration, minimum number of participants, training resources, etc.	10%
E. PRICING	30%
Product Costs	25%
Professional Fees	5%