

# Central Bank of Lesotho



---

## REQUEST FOR PROPOSAL (RFP)

---

**RFP TITTLE:  
CLEANING SERVICES AT  
LEHAKOE RECREATION AND CULTURAL CENTRE**

**RFP No:  
CBL/FNC/TC/8/7/2023**

**Contact person:**

Name: 'Matsepo Lechela  
Title: Secretary, Tender Committee  
Phone (266) 22232126  
Fax number: (266) 22310051/22310679  
Email: [mlechela@centralbank.org.ls](mailto:mlechela@centralbank.org.ls)

# TABLE OF CONTENTS

<b>1. INTRODUCTION</b> .....	<b>3</b>
<b>2. TERMINOLOGY FOR THIS RFP</b> .....	<b>3</b>
<b>3. SCOPE OF WORK</b> .....	<b>4</b>
<b>4. PROPOSAL PREPARATION (PROPOSAL FORMAT)</b> .....	<b>6</b>
4.1. TECHNICAL PROPOSAL.....	6
4.2 FINANCIAL PROPOSAL .....	7
4.3 MANDATORY DOCUMENTS (REQUIRED AS PART OF THE PROPOSAL):.....	7
<b>5. REQUEST FOR PROPOSAL PROCESS</b> .....	<b>8</b>
5.1 CONTACT PERSONS .....	8
5.2 CLARIFICATION .....	8
5.3 ELIGIBILITY .....	9
5.4 MANDATORY SITE VISIT .....	9
<b>6. DELIVERY OF PROPOSALS</b> .....	<b>9</b>
6.1 TECHNICAL PROPOSAL .....	9
6.2 FINANCIAL PROPOSAL .....	9
<b>7. EVALUATION CRITERIA</b> .....	<b>10</b>
<b>7.1 MANDATORY EVALUATION CRITERIA</b> .....	<b>10</b>
<b>7.2 TECHNICAL EVALUATION CRITERIA:</b> .....	<b>11</b>
<b>7.2.1 TECHNICAL PROPOSAL EVALUATION CRITERIA</b> .....	<b>11</b>
<b>7.2.2 PITCH EVALUATION CRITERIA</b> .....	<b>12</b>
<b>7.3 FINANCIAL EVALUATION CRITERIA</b> .....	<b>12</b>
<b>7.5 SELECTION FOR AWARD (LEAST COST BASED SELECTION)</b> .....	<b>13</b>
<b>8. TERMS AND CONDITIONS OF THE RFP</b> .....	<b>13</b>
<b>8.1 PROPOSAL VALIDITY AND FIRM PRICING</b> .....	<b>13</b>
<b>8.2 CURRENCY</b> .....	<b>14</b>
<b>8.3. TAXES</b> .....	<b>14</b>
<b>8.3.1 VALUE ADDED TAX (VAT)</b> .....	<b>14</b>
<b>8.3.2 WITHHOLDING TAXES</b> .....	<b>14</b>
<b>8.4. OWNERSHIP OF PROPOSALS</b> .....	<b>14</b>
<b>8.5 CONFIDENTIALITY OF INFORMATION</b> .....	<b>14</b>
<b>8.6 AMENDMENT OF RFP DOCUMENT</b> .....	<b>15</b>
<b>8.7 COSTS OF RESPONDING</b> .....	<b>15</b>
<b>8.8 BACKGROUND CHECK</b> .....	<b>16</b>
<b>8.9 PERFORMANCE BOND</b> .....	<b>16</b>
<b>8.10 HEALTH AND SAFETY</b> .....	<b>16</b>
<b>8.11 LANGUAGE OF THE PROPOSAL</b> .....	<b>17</b>
<b>8.12 JOINT VENTURE</b> .....	<b>17</b>
<b>8.13 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS</b> .....	<b>17</b>
<b>8.14 ACCEPTANCE AND/OR REJECTION OF PROPOSALS</b> .....	<b>17</b>

## 1. INTRODUCTION

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

Lehakoe 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 and maintain the cleaning and upkeep services of the Lehakoe. For this reason the Bank wishes to engage the services of an experienced cleaning company on a renewable contract of twelve months (12), to deliver a thorough cleaning and upkeep services of its operations at Lehakoe.

## 2. TERMINOLOGY FOR 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;

**“Must”, or “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;

### **3. SCOPE OF WORK**

The proponent shall be required to provide cleaning services through a qualified and experienced team perform, though not limited to, the following functions:

- a. Provision of cleaning services staff in the numbers as follows:
  - Number of Cleaners per day : **18**
  - Number of Gardeners : **4**
  - Supervisor : **1**
- b. Cleaning staff should be in company uniforms, expected to be clean and tidy; displaying name and employee identification badges to be supplied by appointed company.
- c. Maintains the building’s interior, specifically the locker room area, by dusting and polishing furniture, counters, lockers, equipment, fixtures and spot-cleaning mirrors,
- d. Washing and disinfecting floors, tiling, windows, counters, walls, ceilings, woodwork, showers, drinking fountains, sinks, accessories;
- e. Dusting off dirt and organic matter, as well as disinfecting saunas and steam rooms with high level disinfectants capable of reducing viable bacteria and blood borne viruses including Hepatitis B & C and HIV as per schedules;
- f. Daily cleaning as well as intensive (periodic) cleaning of the kitchen (walls, floor, kitchen equipment, including hood extractors) as and when required.
- g. Sweeping, scrubbing and waxing floors;
- h. Cleaning and vacuuming carpets whenever necessary, including removal of stains;

- i. Removing trash, maintaining and cleaning the interior, gardens, grounds and immediate periphery of the building by removing any litter and emptying trash containers;
- j. Transporting materials to disposal areas in accordance with local environmental laws and international standards and best practices;
- k. Ensuring, at all times, the cleanliness of the sports hall, netball, volleyball, tennis, squash courts by sweeping and/or buffing surfaces;
- l. Maintaining all wooden and rubber floors by cleaning, stripping/ polishing, sealing, buffing and refinishing as needed or scheduled;
- m. Maintaining interior and exterior building accessibility and appearance by removing all trash, papers, ice snow in parking lot and sidewalks;
- n. Maintains building interior by utilizing consistent cleaning practices;
- o. Ensuring interior and exterior appearance of Lehakoe is clean, neat, tidy and in keeping with the club standards;
- p. Keeping cleaning products safe and usable by utilizing safe and proper mixing techniques in accordance with the manufacturer's instructions;
- q. Performing special request task by being accessible and flexible and assist members and staff by answering questions promptly and courteously;
- r. Change room cleaning and servicing of SHE bins scheduled by the facility management;
- s. Toilet seat wipes that are flushable or toilet seat foam that is used with toilet paper for disinfecting toilet seat before and after use.
- t. Pruning of flowers;
- u. Looking after trees without tempering with their natural growth;
- v. Remove all weed and unwanted growth on all grass and other surfaces;
- w. Annually (at beginning of spring) import topsoil and lightly cover all grass.
- x. Plant, transplant and mow lawns;
- y. Plant seasonal in the exterior and periphery flowers and shrubs provided by the Bank.
- z. Supply and maintain inventory in cleaning areas for the following items:  
**Undiluted hand soap and shower gel; un-recycled material toilet**

**paper; air fresheners; refuse bags; and all cleaning chemicals and materials needed to execute the work professionally;**

## **4. PROPOSAL PREPARATION (Proposal Format)**

### **4.1. Technical Proposal**

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 responses and to ensure that each proposal receives full consideration:

#### **a) Details of compliance to requirements**

Proponents are requested to indicate in detail that they will fully meet or comply with requirements of the assignment as outlined on the Terms of reference or scope of work.

#### **b) Proponent Financial capability**

Proponents should demonstrate their financial capability to meet their financial obligations under the assignment such as payment of salaries, etc. A Recent financial statement of the bidder duly signed by an Audit Firm or practicing Chartered Accountant for the past three years or a credit line letter from an authorized Financial Institution should be provided. The bidder's financial statements should be unqualified and show no financial losses in the most recent financial years or the bidder's credit line letter from an authorized Financial Institution should indicate a positive credit / loan support.

#### **c) Proposed Team Composition and Supervisor Qualifications**

The composition of proposed team for the assignment should be clearly shown.

The supervisor should have a minimum of COSC and 5 years' experience in a similar role supported by a detailed CV and certified copies of school certificates.

Must also have at least certificate in occupational health and safety (OHS) or environmental health sciences (EHS) or hazard identification and risk assessment (HIRA) with first aid.

**d) Proponent Experience**

Proposals should be accompanied by a minimum of three (3) relevant reference letters preferably from previous clients, for the last five (5) years.

**4.2 Financial Proposal**

The financial proposals shall be invited at the later stage from only proponents that have satisfactorily met the technical requirements.

**4.3 MANDATORY DOCUMENTS (REQUIRED AS PART OF THE PROPOSAL):**

a) The proponents should have the following documents as attachments to their proposals:

<b>Requirement</b>	<b>Supported by:</b>
b) Trading compliance	Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.
c) Tax Compliance	Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each proponent's Inland tax authority. E.g SARS or LRA.

d) Letter of Introduction	One-page letter of introduction identifying the proponent (proponent's name and physical address together with contact details; contact person, telephone number and e-mail address) and <b>signed</b> by the person or persons authorized to sign on behalf of, and bind the proponent to statements made in the proposal.
---------------------------	---

Proponents should provide actual documents in the manner requested. Provision of a Link or Website referring the Bank to access the documents shall **not** be accepted.

## 5. REQUEST FOR PROPOSAL PROCESS

### 5.1 *Contact Persons*

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

Name: Mrs. M. Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

Fax: (266) 22310051

E-mail: [mlechela@centralbank.org.ls](mailto:mlechela@centralbank.org.ls) / [mhlomisi@centralbank.org.ls](mailto:mhlomisi@centralbank.org.ls)

### 5.2 **Clarification**

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 5.1 above on or before 25<sup>th</sup> August 2023. Responses will be sent to the enquirer and all the recipients of the RFP.



### **5.3 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.

### **5.4 Mandatory Site Visit**

There shall be a mandatory site visit and pre-bid meeting on the **18<sup>th</sup> August 2023 at 10:00am**. Proponents are requested to report **at LRCC club house reception** on or before the stipulated time. Proponents who arrive late will not be accommodated.

## **6. DELIVERY OF PROPOSALS**

### **6.1 Technical proposal**

Technical Proposals must be submitted electronically and provided as attachments to an email and should be emailed to [tenders@centralbank.org.ls](mailto:tenders@centralbank.org.ls). The subject of the email should read **"Technical Proposal for Provision of Cleaning Services at Lehakoe"**.

Proposals must be provided as a PDF attachment to the email in a compressed folder. Only electronic proposals will be accepted.

### **6.2 FINANCIAL PROPOSAL**

Financial proposal shall be invited at a later stage, only from proponents that have satisfactorily met the technical requirements of the Bank and have scored an overall of 75%.

**Proponents who will submit financial proposals with technical proposals shall be disqualified.**

### **6.3 DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS**

Proposals should be received **on or before** Friday, 1<sup>st</sup> September 2023. The cut off time for receipt of the proposals is 14:30hrs. Proposals submitted after the above-specified date and time shall not be considered.

### **6.4 OPENING OF TECHNICAL PROPOSALS**

Technical proposals shall be opened on the same day. Bidders' representatives who wish to attend the opening session are welcome to attend.

### **6.5 EVALUATION OF TECHNICAL PROPOSALS**

Proposals compliant with the requirements for submissions described above shall be evaluated. Technical evaluation shall involve both submission analysis and pitching evaluation.

## **7. EVALUATION CRITERIA**

### **7.1 Mandatory evaluation criteria**

Proponents will receive a Pass/Fail rating on the Mandatory Criteria, depending on the fulfillment of the requirements listed below. Proponents missing any of the requirements below will not be considered for the next stage of evaluation. The next stage is the technical evaluation.

<b>REQUIREMENT</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
--------------------	------------	-----------	----------------

Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.			
Valid copy of the tax clearance certificate or Tax Compliance Certificate issued by each proponent's Inland tax authority. E.g SARS or LRA.			
Signed letter of introduction.			
Attendance of a mandatory site visit.			

## 7.2 TECHNICAL EVALUATION CRITERIA:

Technical evaluation shall comprise of technical proposal evaluation and the oral presentation (pitch).

### 7.2.1 Technical proposal evaluation criteria

Technical proposals will be opened and evaluated on the basis of the following criteria, scored as indicated:

EVALUATION CRITERIA	
SCOPE	MARKS PER CATEGORY
8.1. Details of compliance to requirements.	40
8.2. Financial soundness of the proponent demonstrated by unqualified financial reports and no financial losses in the last 3 years OR a credit /loan support from an authorized Financial Institution.	20

8.3. Proposed Team Composition and Supervisor Qualifications	10
8.4. Proponent Experience	30
<b>Total</b>	<b><u>100</u></b>

***(To qualify for pitch evaluation the proponents should score a minimum score of 75% under technical proposal evaluation.)***

### **7.2.2 Pitch evaluation criteria**

The purpose of pitch session (oral presentation) is to validate the information provided by the proponent in their proposal and to test the proponent's understanding of the requirements as detailed in the RFP. The pitch is evaluated and it involves question and answer session. Only proponents that have scored a minimum score of 75% and above shall be invited for the pitch and shall be evaluated based on the criteria as follows:

<b>Evaluation Area</b>	<b>Allocated score</b>
Clarity of the presenter and ability to answer questions appropriately.	10
Demonstrated knowledge and understanding of CBL requirements.	10
Consistency of the RFP and the presentation (pitch).	10
<b>Total</b>	<b>30</b>

***(To qualify for financial evaluation the proponents should score a total weighted score of 75% under both submission evaluation and pitch.)***

### **7.3 FINANCIAL EVALUATION CRITERIA**

Financial proposals will be evaluated following completion of the technical evaluation and oral presentations. Proponents that have scored a combined

weighted score of **75%** under technical evaluation will be invited to submit their financial proposals.

Financial proposals will be evaluated based on the predetermined criteria as below. Proponents will receive a Pass / Fail rating depending on the fulfillment of the requirements listed below. Proponents missing any of the requirements below shall be disqualified.

<b>EVALUATION AREA</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
Accuracy-100% accuracy			
Compliance- Full compliance to the requirements (taxes, all costs categories as per the RFFP).			
Completeness- Complete financial proposal covering all the requirements.			

**7.5 SELECTION FOR AWARD (Least cost based selection)**

The proposal that meets all the requirements under Technical and Financial evaluation and is found to be the lowest priced proposal shall be selected.

**8. TERMS AND CONDITIONS OF THE RFP**

**8.1 PROPOSAL VALIDITY AND FIRM PRICING**

Proposals should be valid for at least 90 days after the closing date and prices are to be fixed for the entire contract period.

## **8.2 CURRENCY**

All responses to this RFP should be expressed in LSL Loti or ZAR Rands.

Proposals in other currencies shall not be permitted.

## **8.3. TAXES**

### **8.3.1 VALUE ADDED TAX (VAT)**

Prices quoted are to be:

- (a) Inclusive of 15% Value Added Tax; and
- (b) In accordance to applicable Lesotho Tax laws.

### **8.3.2 WITHHOLDING TAXES**

In effecting payment the applicable withholding taxes shall apply: 10% for foreign companies and 5% for local companies.

Proponents that include an added amount to their proposed fee as the withholding tax shall be disqualified.

## **8.4. OWNERSHIP OF PROPOSALS**

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

## **8.5 CONFIDENTIALITY OF INFORMATION**

- a) All proposals submitted by proponents shall be held in strict confidence and will not be revealed to any other party.
- b) 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 authorisation from the Bank.
- c) The successful proponent shall be required to:
  - Sign a confidentiality clause.

- Hand over all the design documentation raised over to CBL

## **8.6 AMENDMENT OF RFP DOCUMENT**

At any time prior to the deadline for submission of responses, CBL, for any reason, whether at its own initiative or in response to a clarification requested by a prospective respondent, may modify the RFP documents by amendment. All prospective respondents that have received the RFP documents will be notified of the amendment in writing, and such amendment will be binding on them. To allow prospective respondents reasonable time to take any amendments into account in preparing their responses, CBL may at its sole discretion extend the deadline for the submission of responses based on the nature of the amendments.

## **8.7 COSTS OF RESPONDING**

Proponents are solely responsible for their own expenses incurred during the preparation of the proposal and for subsequent negotiations with the Bank including the “pitch” sessions.

No payment will be made for any costs incurred in the preparation or submission neither of proposals nor in the negotiations, preparation and signature of the contract or for any other work prior to the engagement date.

If the Bank rejects all or any proposal, it shall not be liable to any proponent for any claims, whether for costs or damages incurred by the proponent in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

## **8.8 BACKGROUND CHECK**

The Bank reserves the right to check and verify the background of all or any persons (firms, directors, partners, technical staff, etc.) involved in the Bid and reserves the sole right to determine whether or not to accept or reject any such Bid on any grounds.

## **8.9 PERFORMANCE BOND**

The Bank may require a performance bond of not less than 10% of the bid amount from the preferred proponent before entering into the contract.

## **8.10 HEALTH AND SAFETY**

The Bank adheres to Occupational Health and Safety (OHS) requirements under the Lesotho Labour Code Order No.24 of 1992 and as amended; International Organization for Standardization (ISO) 45001:2018 and other international best practices on OHS. As such, all its service providers shall also be required to comply with applicable Lesotho Legislation on Occupational Health and Safety including Public Health Order No.12 of 1970 as amended and adhere to the Bank's OHS policy.

All service providers must make a consideration to provide their staff with basic Occupational Health and Safety trainings, at least; First Aid, Basic Fire prevention, personal protective equipment/clothing including awareness on chemicals and substances safety upon award of contract.

The service provider shall have a valid workmen's compensation insurance.



### **8.11 LANGUAGE OF THE PROPOSAL**

d) The proposal shall be written in the English Language. All correspondence and other documents pertaining to the proposal and its implementation shall also be in English.

### **8.12 JOINT VENTURE**

e) If a bidding firm does not have all the expertise for the assignment, there is no objection to the firm associating with another firm to enable a full range of expertise to be presented. The joint venture shall be accompanied with full documented details of the proposed association.

f) In the case of a joint venture or association, all the firms constituting the joint venture or association will be jointly and severally liable and at least one firm, preferably the lead entity in the joint venture or association shall be financially capable of meeting the contract requirements and potential liabilities on its own and shall assume contracting responsibility and liability for satisfactory execution of the assignment.

### **8.13 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS**

Tenderers may modify or withdraw the tender prior to the submission deadline. The modification or notice of withdrawal in writing, shall be effective if it is received by the Bank prior to the Proposal Submission Deadline.

### **8.14 ACCEPTANCE AND/OR REJECTION OF PROPOSALS**

a) The Bank is not bound to give reasons for declining any or all of the proposals.

b) The Bank is not bound to accept the lowest or any bid and may cancel the bidding process at any stage prior to the award of contract and is not bound to provide reasons for cancellation.