

Central Bank of Lesotho



REQUEST FOR PROPOSAL (RFP)

**RFP TITLE:
WEBSITE REVAMPING PROJECT OF THE
CENTRAL BANK OF LESOTHO**

**RFP No:
CBL/FNC/TC /8/05/2023**

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1. INTRODUCTION

The key objective of the Central Bank of Lesotho (CBL) is to achieve and maintain price stability. In pursuit of this mandate, the Bank engages with a wide range of stakeholders including employees, government, financial institutions, suppliers, regulatory bodies, private sector, communities, development partners, the general public, and so on.

CBL employs both traditional and modern methods, tools and techniques to communicate with its stakeholders such as print (e.g. newspapers, letters, etc), broadcast (e.g. radio & TV), interactive (e.g. face-to-face conversations, internet, intranet, telephone conversations, emails, etc), and digital media (e.g. social media).

In order to consult and effectively communicate with its stakeholders, the Bank continues to review its methods of communication, with the view of better meeting the needs and expectations of the more discerning public. In light of this, this document seeks to invite suitably qualified companies to tender for the redesign of the CBL website. The website should have the latest web design technologies available in the market with a modern look and functionality: interactive; good performance; secure; resilient (uptimes); responsive; easily updatable; providing website analytics; etc.

2. TERMINOLOGY FOR 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 Contractor.

- **“Contractor”** 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.
- **“PESTEL”** means in relation to the opportunities and threats that exist in the external environment.
- **“Project”** means nature of work required in this RFP by the Bank, as outlined in Section 3 on Business Requirements below.
- **“Proponent”** means an individual or body corporate that submits, or intends to submit, a proposal in response to this RFP.
- **“Should” or “Desirable”** means a requirement having a significant degree of importance to the objectives of the RFP.
- **“SWOT analysis”**: Assessment of an institution’s internal strengths and weaknesses in relation to the opportunities and threats that exist in the external environment.
- **“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.

3. **PROJECT OBJECTIVES AND DETAILS**

The main objectives of the project are:

- a. to conduct a scoping exercise including the development of an implementation plan.
- b. to conduct a situational analysis/communication audit.
- c. to redesign the website.
- d. to migrate old and upload new content.

- e. to test the website.
- f. to protect and maintain the effectiveness of the website.

4. SCOPE OF WORK AND DELIVERABLES:

The project scope involves understanding the CBL’s mandate as well as its external and internal environments including its history, organizational structure and functions, potential risks, stakeholders, policies, strategies, rules, and regulations with a view to facilitating the successful revamp of the website. The interactions in the development and presentation of the project’s milestones shall be done both physically and virtually to mitigate costs and ensure the timely delivery of the project. A clear plan for the execution of the project will be required.

The process of website redesign shall entail a scoping exercise, communication audit or situational analysis, design, data migration, implementation, testing, and maintenance.

The implementation of the project phases shall involve an assessment and understanding of risks that may threaten the successful implementation of the project. The mitigating measures to address the identified risks shall also form part of the website revamping process. The maintenance plan consisting of structures and resources needed to maintain the effectiveness of the website should also be considered. The service provider shall be expected to do the following described activities:

Area	Description	Deliverable
Scoping exercise	<ul style="list-style-type: none"> • Development of a project plan detailing purpose, 	<ul style="list-style-type: none"> • Project Charter/Brief

	<p>objectives, the scope of work, and showing how the project will be implemented including reporting schedule</p>	<ul style="list-style-type: none"> • Roadmap/Implementation Plan
Situational analysis	<ul style="list-style-type: none"> • Use specified websites as examples to ascertain requirements with the CBL • Initiating research to obtain insight into the environment and stakeholder perceptions, attitudes, values, expectations, and needs and establish how the Bank can meet them 	<ul style="list-style-type: none"> • Communication Audit/Situational Analysis Report • PESTEL & SWOT Analyses/or any appropriate communication or website development model/s applicable
Design	<ul style="list-style-type: none"> • To revamp the website into a modern 21st-century design. 	<ul style="list-style-type: none"> • Website with the latest web design technologies
Migration	<ul style="list-style-type: none"> • Migrating data from the current website 	<ul style="list-style-type: none"> • Website prototype with up-to-date content • Generation and uploading of new content
Implementation	<ul style="list-style-type: none"> • The website shall be delivered in rapid prototypes. This is to make sure that the project being developed is in line with CBL expectations and that deviations can be corrected immediately 	<ul style="list-style-type: none"> • The software or website in increments
Testing	<ul style="list-style-type: none"> • In-house system bug testing & user acceptance testing. • The user acceptance testing will be done to see 	<ul style="list-style-type: none"> • Management approval

	if the website meets all its functional requirements as well as aesthetics and general requirements	
Maintenance	<ul style="list-style-type: none"> This will be the ongoing support provided to the client in terms of making sure that the system is up and running and that all operational issues that arise are dealt with 	<ul style="list-style-type: none"> Service Level Agreement/s (SLA) In-house support Adequate security measures in place
Closure	<ul style="list-style-type: none"> Compilation of the End of Project Report 	<ul style="list-style-type: none"> End of Project Report

5. PROPOSAL PREPARATION (Proposal Format)

This section explains the mechanics for responding to this RFP, and the required vendor responses. Vendors must submit responses in accordance with the requirements contained in this RFP. If the responding entity is a consortium of firms, the contact should be from the lead vendor.

5.1. 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 response and to ensure that each proposal receives full consideration:

a) Approach

In this part of the proposal, the Proponent shall summarize concisely, the general approach to the website development, implementation, testing, and maintenance undertaking. This description should include notes on methodology, methods, tools, techniques, processes, and procedures.

b) Deliverables

Must clearly state the deliverables to be produced e.g. Assessment Report (paper and/or electronic format with their number of copies), status reports, minutes of meetings, hardware & software, etc.

c) Proponent Financial Capability

Proponents should demonstrate their financial capability to meet their financial obligations under the assignment by providing with their bid either a recent financial statement of the bidder duly signed by an Audit Firm or practicing Chartered Accountant for the past two years or a credit line letter from an authorized Financial Institution should be provided. The bidder's financial statements should be unqualified and show financial soundness 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

d) Detailed Project Plan: it is requested that vendors provide a draft implementation schedule for the proposed solution, in Gantt chart format on a monthly time segment basis, with text support. The schedule must indicate the delivery of each key component including key milestones and identify the key delivery phases and describe the approach and the expected deliverables from each phase.

e) Proponent Experience: proponents should provide a brief summary of their suitability which outlines specifically the proponent track record and nature of assignments relevant to this project from a minimum of three (3)

reference sites. Letter of no objection, is required from each site, allowing CBL to conduct a site reference check visit and seek further information.

Experience in successful virtual facilitation of similar undertakings should be clearly expressed showing the number of participants and facilitation enabling tools used.

f) Project Implementation Team composition and qualifications

The composition of proposed team for the assignment or for the implementation of the project should be clearly shown and the roles they will play.

The Curriculum Vitae of each team member should be provided and show clearly the details as follows: Curricula Vitae (CVs) for professional staff and key sub-professional staff proposed. Each Curriculum Vitae shall be limited to 3 pages and shall give the following information.

- Name, Age, Nationality and Position in Team;
- Educational Qualifications;
- Professional Qualifications (professional registration, societies, honours, publications
- The Team Leader should possess experience as follows: at least 3 years relevant experience in assignments of similar nature.

5.2 Financial Proposal

The financial proposals shall be invited at a later stage from only proponents that have satisfactorily met the technical requirements. This section deals with cost estimates for the services and specifically addresses the following issues:

a) Fee and Disbursements Chargeable

The total fee chargeable should be broken down into fees and disbursements.

b) Costs Prior to Contract

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.

5.3 Mandatory documents (*required as part of the proposal*):

The proponent should have the following documents as attachments to their proposal:

Requirement	Supported by:
a) Trading compliance	Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.
b) 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 RSL/LRA
c) 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 signed by the person or persons authorized to sign on behalf of, and bind the proponent to statements made in the proposal

N:B 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.

6. REQUEST FOR PROPOSAL PROCESS

6.1 Contact Person

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

Name: Mrs. M. Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

E-mail: mlechela@centralbank.org.ls

6.2 Clarification

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 6.1 above. Responses will be sent to the enquirer and will also be posted on the website. The closing date for requests of clarifications is 21st July 2023. The queries and replies thereto shall then be availed on the Bank's Website.

6.3 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.

6.4 Delivery of Proposals

(a) Technical Proposals

Technical Proposals must be submitted electronically and provided as attachments to an email and should be emailed to tenders@centralbank.org.ls. The subject of the email should read **“TECHNICAL PROPOSAL FOR THE REVAMPING OF THE WEBSITE OF THE CENTRAL BANK OF LESOTHO”**

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

(b) Financial proposal

Financial proposal shall be invited only from vendors/prospective suppliers that have satisfactorily met the technical requirements of the Bank and have scored an overall of 75% under technical requirements.

6.5 Deadline for the submission of responses

Proposals should be received on or before Friday, 28th July 2023. The cut off time for receipt of the proposals is 14:30hrs (recipient time). Proposals received after the above-specified date and time shall not be considered.

6.6 Opening of proposals

Proposals shall be opened on the same day. No bidders will be allowed to attend the opening session. All proponents will be emailed the tender register.

6.7 Evaluation of proposals and selection

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 documents 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.

REQUIREMENT	YES	NO	REMARKS
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.			

(Proponents missing any of the above will not be considered for the next stage of evaluation.)

7.2 Technical proposal evaluation criteria:

Technical evaluation shall comprise of technical proposal evaluation and the “pitch”. Technical proposal evaluation criterion is divided in two parts as follows:

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 Area	Allocated Score
a) Approach	40
b) Deliverables	10
c) Project Plan	5
d) Proponent Experience	5
e) Project Implementation Team composition and qualifications	10
f) Proponent Financial Capability	30
Total	100

(To qualify for pitch evaluation the proponents should score a minimum score of 75% under submission 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 the minimum score of 80% and above shall be invited for the pitch and shall be evaluated based on the criteria as follows:

Evaluation Area	Allocated score
Clarity of the presenter and ability to answer questions appropriately	10
Demonstrated knowledge and understanding of CBL requirement	10
Consistency of the RFP and the presentation (pitch)	10
Total	30

(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

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 fulfilment of the requirements listed below. Proponents missing any of the requirements below shall be disqualified.

EVALUATION AREA	YES	NO	REMARKS
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.			

7.4 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 & 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

Prices quoted should be:

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

8.3.2 Withholding Tax

In effecting payments, the applicable withholding taxes shall apply: 10% for foreign companies and 5% for local companies. This is not an added tax. 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

All proposals submitted by prospective suppliers shall be held in strict confidence and will not be revealed to any other party. All Information

pertaining to the Bank obtained by the prospective suppliers as a result of participation in this project is confidential and must not be disclosed without written authorisation from the Bank. The successful prospective suppliers shall be required to:

- Sign a confidentiality clause.
- Hand over all the design documentation raised over to Bank

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 Technical Facilities

The Bank will ensure connectivity of the Bank's personnel participating in the strategy development intervention. The Bank will request external

stakeholders to be contacted as part of external environmental scan to ensure connectivity with the consultant and the Bank.

8.8 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.
- If the Bank rejects all or any proposal, it shall not be liable to the 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.

8.9 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.

8.10 PERFORMANCE BOND

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

8.11 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.

8.12 LANGUAGE OF THE PROPOSAL

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.

8.13 JOINT VENTURE

- 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.
- 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.

8.14 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

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

8.15 ACCEPTANCE AND/OR REJECTION OF PROPOSALS

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