

Central Bank Of Lesotho



REQUEST FOR PROPOSAL

RFP TITLE:

**PROVISION OF A COMMERCIAL AUDIT TOOL FOR
CENTRAL BANK OF LESOTHO**

RFP NO:

CBL/FNC/TC /8/10/2019

Submission Location:

Tender Box Reception area
Central Bank of Lesotho
Cnr. Moshoeshoe & Airport Roads
Maseru, Lesotho

Contact person:

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1. INTRODUCTION

The Central Bank of Lesotho (CBL) is planning to acquire a commercial audit tool to identify and assess weaknesses in one or more aspects of the IT environment (applications, processes and network infrastructure) and test the effectiveness of IT controls in place. As a result, the CBL seeks to find a Service Provider that can deliver in accordance with the requirements as stated in this document.

2. TERMINOLOGY FOR THIS RFP

Throughout this RFP, the terminology is used as follows:

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

“Consultant” or “Service Provider” means the successful Proponent to this RFP who shall enter into a written Contract with the Bank;

“Must”, or “Mandatory” means a requirement that failure to meet shall result in disqualification;

“the Bank” or “CBL” means the Central Bank of Lesotho.

3. PROJECT OBJECTIVES AND OUTCOMES

3.1 Objectives

The primary purpose of the project is to acquire commercial audit tool to identify and assess weaknesses in one or more aspects of the IT environment (applications, processes and network infrastructure) and test the effectiveness of IT controls in place and thus add value to operations of the CBL’s IT computing environment.

3.2 Outcomes

The following present the desired outcomes of the acquired tool: -

- 3.2.1 Improve identification and assessment of risks and vulnerabilities in the CBL computing infrastructure
- 3.2.2 Improve efficiency in the audit process
- 3.2.3 Improve value add to audit clients

4. SCOPE OF WORK AND SOLUTION REQUIREMENTS

4.1 Scope of Work

The audit tool supplier shall be expected to undertake the following specific activities:

- 4.1.1 Implementation of the tool
- 4.1.2 Training on use of the tool
- 4.1.3 All the documentation and manuals (administrative and operational).

4.2 Functional Requirements

The Service Provider shall provide the audit tool with the following functionalities and deliverables:

- 4.2.1 Detailed configuration reporting, gives quick, clear views of device settings.
- 4.2.2 Scriptable for 24/7 vulnerability alerts.
- 4.2.3 Rating systems and mitigation advice, helps in prioritization and plan fixes.
- 4.2.4 Automated configuration auditing.
- 4.2.5 Audit offline, online, physical, virtual and isolated systems.
- 4.2.6 The tool should be able to scan operating systems (e.g. various versions of Windows and Linux), database platforms (e.g. oracle and SQL) and various network devices (e.g. CISCO and Fortigate).
- 4.2.7 The tool should be able to update its vulnerability repository with new/latest vulnerabilities.

4.3 Non-functional Requirements

4.3.1 Performance

- The tool should allow multiply devices to be scanned concurrently.
- The tool should be deployed in such a way that it can scan an entire and multiple networks
- Tool can be scheduled, scripted and work on multiple platforms.
- Data outputs (vulnerability reports) can be included into current solutions.
- The tool should audit systems in less time, without mass network traffic generation.

4.3.2 Security

- Easily customize settings to suit the Bank's access rights policy.
- The system should securely store information that is gathers (maintain privacy of data).

4.3.3 Usability

- The tool should be easy to deploy and non-intrusive.
- The tool should have a well-structured manual.

4.3.4 Support and Maintenance

- The solution should be able to check, download and install own updates.
- The tool should Integrate easily with existing systems.
- The system should have an SLA based support and maintenance arrangement.

4.3.5 Regulatory

- Audits against industry standards such as Center for Internet Security (CIS), Security Technical Implementation Guide (STIG) & National Institute of Standards and Technology (NIST) benchmarks.
- The tool's licenses should allow concurrent use by 5 users.

5. PROPOSAL PREPARATION (Proposal Format)

5.1. Technical Proposal

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) 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;
- b) The body of the proposal to include the following elements:
 - i. **Proposed Solution**
 - a. In this part of the proposal the Proponent shall clearly provide details of the solution proposed, explain how it meets both the functional and non-functional requirements and summarize concisely its suitability to the CBL environment.
 - ii. **Project timelines**
 - a. A project plan should be mapped indicating the duration of the project that will include implementation and training period.
 - iii. **Proponent Experience**
 - a. A Proponent should provide a brief summary of suitability which outlines specifically the proponent's track record and nature of assignments relevant to this project. The

proponent's relevant experience in the last five years should be supported by a minimum of three reference letters as stated in 5.3 below.

- b. Where activities were performed as a subcontract or a joint venture, this should be clearly indicated, stating extent of involvement as well as the subcontractor's track record and experience relevant to this project.

iv. Project Team

- a. The composition of proposed team for the assignment or for the implementation of the tool should be clearly shown and the roles they will play.
- b. The Curriculum Vitae of each team member should be provided and show clearly the details as required under 5.3 below.

5.2 Financial Proposal

This section deals with cost estimates for the services and specifically addresses the following issues:

a) Fee and Disbursements Chargeable

The proposed fee should be broken into;

- Proposed fee for the solution,
- Professional fees for project implementation,
- Applicable licenses/ software fees;
- Any fees for the after service support for the next 12 months post implementation.

b) Costs Prior to Contract

No payment will be made for any costs incurred in the preparation or submission of the proposals; or 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:
Company relevant experience for the last five	a) Three (3) reference letters from the

<p>(5) years</p>	<p>Clients that were provided with the similar service.</p> <p>b) The reference letters should clearly indicate the duration of association and the contact details of the client for verification.</p>
<p>Qualifications of the proposed project Implementation team: Team leader must have:</p> <p>a) Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM) or equivalent, and/or any other qualification in information security/ cyber security field.</p>	<p>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.</p> <ul style="list-style-type: none"> • Name, Age, Nationality and Position in the Team; • Educational Qualifications; • Professional Qualifications (professional registration, societies, honours, publications etc.); • Relevant experience (actual duties performed and degrees of responsibility held must be indicated) including locations, dates and duration of assignments, starting with the latest.
<p>Trading and Tax compliance requirements</p>	<p>Certified copies(at source) of the valid trader’s license /registration certificate and tax clearance certificate.</p>

6. REQUEST FOR PROPOSAL PROCESS

6.1 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

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 all the recipients of the RFP.

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

Proposals must be prepared in two parts, and sealed separately, namely:

- (a) The Technical proposal which shall not contain any financial information or rates pertaining to the services and
- (b) The Financial proposal which should be **self-addressed** to facilitate return in case technical requirements are not met.

6.4.1 Technical proposal

- (a) Technical Proposals shall be sealed and deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads Maseru, and should be marked "**TECHNICAL PROPOSAL - PROVISION OF A COMMERCIAL AUDIT TOOL.**"
- (b) In the event that proposals are dispatched by courier, proponents are expected to

instruct their couriers to deposit proposals in the tender box.

- (c) All proposals must be delivered to the Bank **on or before the 21st June 2019 no later than 14:30 hours**. Late proposals shall not be considered.

6.4.2 Financial proposal

- a) Financial proposal which should be sealed and **self-addressed** shall be deposited in the tender box at the reception area at the CBL building situated at Corner Moshoeshoe and Airport Roads Maseru, and should be marked **“FINANCIAL PROPOSAL-PROVISION OF A COMMERCIAL AUDIT TOOL”**.
- b) In the event that proposals are dispatched by courier, proponents are expected to instruct their couriers to deposit proposals in the tender box.
- c) All proposals must be delivered to the Bank **on or before the 21st June 2019 no later than 14:30 hours**. Late proposals shall not be considered.

6.5 Opening of proposals

Properly sealed and marked technical proposals shall be opened on the **21st June 2019 no later than 14:30 hours**. Bidders representatives who wish to attend the opening session are welcome to attend. The financial proposals will only be opened following the technical evaluation for only those proponents who have met the technical requirements. All financial proposals for bidders not meeting the minimum technical requirement will not be opened but will be rejected.

6.6 Evaluation of proposals and selection

Proposals compliant with the requirements for submissions described above shall be evaluated by procedures which take into account both technical and financial considerations. Technical evaluation shall involve both submission analysis and pitch evaluation.

7. EVALUATION CRITERIA

7.1 Mandatory documents evaluation criteria

REQUIREMENT	YES	NO	REMARKS
Certified copy(at source) of a valid traders license / registration certificate			
Certified copy(at source) of a valid tax clearance certificate			
Signed letter of introduction			
Technical and Financial proposals separated (The Technical proposal shall not contain any financial information or rates pertaining to the services)			

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

7.2 Technical proposal evaluation criteria:

7.2.1 Submissions evaluation criteria

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

Evaluation Area	Allocated Score
a) Experience of the proponent (Submission of relevant reference letters x 3 and positive verification)	15
b) Suitability of the proposed solution.	35
c) Project implementation plan	5
d) Qualifications, skills and experience of the project team	15

(based on CV)	
Total	70

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

7.2.2 Pitch evaluation criteria

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

For proposals that have scored **75%** and above, their financial proposals shall be opened and evaluated based on pricing for the exercise. The lowest proposal shall be selected for award.

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 and Taxes

Prices quoted are to be:

- (a) in Maloti (1 LSL = 1 ZAR);
- (b) inclusive of 15% Value Added Tax; and
- (c) In accordance to applicable Lesotho laws.

8.3 Ownership of Proposals

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

8.4 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 Proponent 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:
 - (i) Sign a confidentiality clause.
 - (ii) Work with Internal Audit Team to impart skills and knowledge
 - (iii) Deploy effective tools to carry out the outsourced scope
 - (iv) Submit documentations and issues raised in this assignment to the Director of Internal Audit Department

8.5 Technical Facilities

The Bank will provide working space and access to its Wi-Fi environment. However, the Bank may not provide other technical facilities; hence Proponents should provide own requisite facilities.

8.6 *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 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.

8.7 *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.

8.8 *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 neither bound to accept any of the proposals nor any financial proposal either it being the highest or the lowest.