

# Central Bank of Lesotho



---

## REQUEST FOR PROPOSAL (RFP)

---

### **RFP TITTLE:**

**RFP TITLE: SUPPLY, IMPLEMENTATION AND  
MAINTENANCE OF AN E-SIGNATURE SOLUTION**

### **RFP No:**

**CBL/FNC/TC /8/07/2022**

### **ISSUE DATE:**

**01 JULY 2022**

### **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)

**July, 2022**

## 1. Background

The Central Bank of Lesotho (CBL or hereinafter called the Bank) seeks to implement an e-Signature Software to service signing of digital copies of its documents. The contractor shall provide an e-Signature on-premise, virtual appliance or an e-Signature SaaS environment accessible by the Bank that will enable electronic signatures according to the mandatory technical and business requirements provided.

## 2. Description of the Goods and/or Services

CBL seeks electronic signature solution (SaaS or On-Premise versions) that may be selected by a potential bidder, which meet the following specifications and requirements:

### 2.1 Functional Requirements

The solution must meet the following mandatory technical requirements.

#### 2.1.1 Location of Work

For the On-Premises e-signature solution, all work will be performed at the CBL main site and disaster recovery (DR) site in Maseru, Kingdom of Lesotho or remotely depending on the preference of the vendor.

#### 2.1.2 Licensing

The system should be fully licensed with further renewal on an on-going annual basis.

#### 2.1.3 Delivery Schedule

The potential bidder will deliver and install the solution, provide installation guides and user manuals and documentation to CBL within a month of receiving the order from CBL.

#### 2.1.4 Product Deployment Options

The product can be offered as cloud-based SaaS or as an on-premise solution. Cloud solutions should have a datacenter based within the SADC region. The solution should be used entirely with a computer browser (web based) or a mobile computer app for remote access. An application installed locally on a personal will also be accepted. A potential bidder shall be responsible for delivery of plugins and third-party add-ons should the solution require them. The system should be compatible with major web browsers. (e.g Microsoft Edge, Internet Explorer, Firefox, Google Chrome).

#### 2.1.5 Integration Requirements

The system must allow for integration with Open Text eDocs Document Management (DM) System and its Infocenter web module. The system must allow signing of PDF documents and documents of the entire Microsoft Office Suite (e.g. Word, Excel, Powerpoint, Project etc.). This functionality would include the ability to combine or merge multiple documents into a single PDF document from within the signing product.

### 2.2 Non-functional Requirements

The system must possess the following capabilities and qualities to be considered.

#### 2.2.1 Usability and User Experience

The solution must have the following features that enhance usability and user experience.

- a) Groups/teams: System must allow for signing of a document by multiple users in a situation where the document is part of a workflow that involves more than one user.
- b) Automatic detection of signature and other fields: This functionality must expedite the placement of fields in a document that has been uploaded by automatically detecting certain types of boxes, lines for signatures or areas that require typical user interaction and then automatically placing the correct type of electronic input field accordingly.

- c) Option to allow or prevent the forwarding of signing workflows to a different signer: This feature must allow or prevent signing workflows sent to one individual to be forwarded to someone else for signing/completion.
- d) The system must allow application of custom branding and logos to allow the Bank to use its logo if it wishes to do so. When the bank sends a document it should be clearly visible to the receiver that the document is an official communication from the Bank.

### 2.2.2 Audit Log and History

Audit log must show the entire history of a document, including uploading, adding elements, viewing, signing, and who took each of these actions. The audit log tracks metadata associated with each of these actions, including information about the authenticated user, the date, the IP address, and which platform was used (web, iOS, Android). The audit log should be viewable directly within the app or should have the option to be exported to the PDF document through a download and history feature.

### 2.2.3 Security

The solution must have the following minimum security requirements.

- a) The solution shall support local stand-alone accounts without integration with Active Directory and/or Lightweight Directory Access Protocol (LDAP) system(s). This feature should allow for password parameters such as password history and complexity to be configured.
- b) The solution shall support integration with Microsoft Active Directory for signing-initiators and internal signers to use their Active Directory credentials.
- c) The solution shall be capable of integrating with other LDAP compliant credentialing systems.
- d) The solution shall be capable of integrating with Microsoft Office 365 for purposes of using unified credentials.

### 2.2.4 Availability and Performance

The system must guarantee close to 100% availability both onsite and offsite across all the platforms it will be implemented on. It must deliver satisfactory processing speeds, response times with minimal latency.

#### 2.2.5 Supportability

The system must be easy to update and change should changes arise after the initial implementation. It must be easy to adapt it to other environments, easy to maintain, easy to port to other platforms and easy to customize and tailor to new needs.

### 3. Proposal Preparation (Proposal Format)

#### 3.1 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:

##### 3.1.1 **The proposed solution/system**

In this part of the proposal the Proponent shall clearly provide details of the solution proposed, explain how it meets the functional requirements and non-functional requirements and summarize concisely its suitability to the CBL environment. Proponents are also requested to fully fill/ respond to the requirements matrix in the subsequent section.

Proponents are requested to propose in detail how they intend to meet the requirements of the e-Signature assignment in line with policies and procedures of the Bank. A demonstration of the proposed solution and how it will meet the functional and non-functional requirements should be extensively provided in the proposal.

Proponents should **fully** fill and/or respond to the questions and provide required information on the attached matrix.

##### 3.1.2 Project Plan and detailed project implementation approach

A detailed project plan should be mapped, indicating the duration of the project. The proponents are required to detail the approach or process they propose to deliver the project and where possible indicate in stages, as well as key deliverables to be achieved at each stage. The training

offering, project implementation capabilities and support and maintenance offering should be clearly indicated as part of the approach.

#### **3.1.3 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

#### **3.1.4 Proponent Experience**

Proponents should provide a brief summary of their suitability, outlining specifically the proponent's track record and nature of assignments relevant to this project. Market Perception and Product Exposure should also be demonstrated. The proponent shall demonstrate the following:

- a) At least 10 years' experience in the design and implementation of electronic signature projects that meet international standards.
- b) Extensive experience in managing projects that span analyzing current business systems, recommending alternative systems, requirements elicitation, analysis, modeling, system architecture and quality assurance and change management.
- c) Proven experience with working on mainstream operating systems, database management systems, web browsers, office applications and portable document readers.
- d) Experience managing a diverse team and providing capacity building and training support.
- e) Excellent command of the English language. Having a team member with some working knowledge of the local language (Sesotho) shall be an added advantage.
- f) Experience working with Central Banks or any high security institutions will also be considered

The proponent's relevant experience in the last five years should be supported by a minimum of three (3) reference letters

### 3.1.5 Project Implementation Team Composition

The composition of the implementation team for the project should be clearly shown and the roles they will play. A Curriculum Vitae (limited to 3 pages) for each professional staff and key sub-professional team members should be provided and should show clearly following details:

- Name, Age, Nationality and Position in Team;
- Educational Qualifications
- Professional Qualifications (professional registration, societies, honours, publications
- Experience implementing similar projects

### 3.1.6 Mandatory Documents (Required as part of the proposal):

Requirement	Supported by:
Trading compliance	Valid copy of the trader's license or company registration certificate issued by each proponent's inland registrar of companies.
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.
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.

*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*

### 3.1.7 Requirements Matrix

Proponents should **fully** fill and/or respond to the questions and provide required information on the attached matrix.

### 3.2 FINANCIAL PROPOSAL

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

## 4. REQUEST FOR PROPOSAL PROCESS

### 4.1 Contact Persons

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

Name: Mrs. M. Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

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

### 4.2 Clarification

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 4.1 above. Responses will be sent to the enquirer and will also be posted on the website. The closing date for requests of clarifications is **Friday 22<sup>nd</sup> July 2022 @ 16:30hrs.**

### 4.3 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.



#### 4.4 Delivery of Proposals

##### 4.4.1 Technical proposal

Technical Proposals must be submitted electronically and provided as attachments to an email and should be emailed to [mlechela@centralbank.org.ls](mailto:mlechela@centralbank.org.ls). The subject of the email should read **“TECHNICAL PROPOSAL FOR PROVISION OF E-SIGNATURE SOLUTION FOR THE CENTRAL BANK OF LESOTHO”**

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

##### 4.4.2 Financial proposal

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

##### 4.4.3 Deadline for Submission of Technical Proposals

Proposals should be received on or before **Friday 29<sup>th</sup> July 2022** between 14:30hrs and 16:30hrs (recipient time). Proposals received after the above-specified date and time shall not be considered. Proposals received after the above-specified date and time shall not be considered.

##### 4.4.4 Opening of Technical Proposals

Proposals shall be opened on the same day. As a health measure, no bidders will be allowed to attend the opening session. All proponents will be emailed the tender register.

##### 4.4.5 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.

### 5. Evaluation Criteria

#### 5.1 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.

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			

## 5.2 Technical Evaluation Criteria

Technical evaluation shall comprise of technical proposal evaluation and a pitch/ presentation exercise.

### 5.2.1 Technical proposal evaluation criteria

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

Evaluation Area	Marks per Category
Suitability of the Proposed Solution	50
Project Plan and detailed project implementation approach	10
Proponent financial capability	25
Proponent Experience	10
Project Implementation Team Composition	5
Total	100

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

#### 5.2.2 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 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 requirement	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.)***

#### 5.3 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 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.

EVALUATION AREA	Yes	NO	REMARKS
Accuracy-100% accuracy			
Compliance- Full compliance to the requirements ( taxes, all costs categories as per the RFPF			
Completeness- Complete financial proposal covering all the requirements			

#### **5.4. 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.

## **6. Terms and Conditions of the RFP**

The following terms and conditions shall apply to this RFP.

### **6.1 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.

### **6.2 Currency**

All responses to this RFP should be expressed in LSL Loti or ZAR Rands. Proposals in other currencies shall not be permitted.

### **6.3 Taxes**

#### **6.3.1 Value Added Tax (TAX)**

Prices quoted are to be:

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

### 6.3.2 Withholding Tax

In effecting payment, 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.

### 6.4 Ownership of Proposals

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

### 6.5 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

### 6.6 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.

## **6.7 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.

## **6.8 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.

## **6.9 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.

## **6.10 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 19797 as amended and adhere to the Bank’s OHS policy.

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

#### **6.11 Proposal Language**

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.

#### **6.12 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.

#### **6.13 Withdrawal, Substitution and Modification of Bids**

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

#### **6.14 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