Central Bank of Lesotho

REQUEST FOR PROPOSAL (RFP)

RFP TITTLE:
ACQUISITION OF A FIXED ASSETS MANAGEMENT SYSTEM

RFP No:
CBL/FNC/C/TC/05/2022

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

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1.0. 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 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.

2.0. LIST OF ACRONYMS

ACRONYM	DEFINITION
CBL	Central Bank of Lesotho (the Bank)
CBL ACT 2000	Central Bank of Lesotho 2000
FD	Finance Department
PPE	Property Plant and Equipment
GL	General Ledger
IAS	International Accounting Standards
IFRS	International Financial Reporting Standards
QCBS	Quantum Central Banking System
CV	Carrying Value
RFP	Request for Proposals
AD	Accounting Division
BPM	
FAR	Fixed Assets Register
ERP	Enterprise Resource Programme
DOF	Director of Finance
BPD	Budget and Procurement Division
SWIFT	Society for Worldwide Interbank Financial Telecommunication

3.0. INTRODUCTION

The Bank currently uses asset management software/ system called "Assetware Manager" to manage and maintain the assets of the Bank. The system has proved to have limitations that have propelled the Bank to look for an alternative solution that will meet our needs.

Assetware Manager's limitations include the inability to review the useful live of the asset that are fully depreciated, i.e. with a net book value of zero, but still in use. The Bank has a sizeable number of assets with a netbook value of zero that are still in use and have proved to have a longer useful life than the one initially assigned to the asset.

Owing to this limitation and others, the Bank maintains such assets outside the system. This is not desirable, as it does not have audit trail and is prone to manipulation and errors.

To this end, the Bank has resolved to acquire a new fixed assets management system which has all the functionalities needed to maintain a sound and fully automated fixed asset management processes, including the functionality of the re-assessment of useful lives of the fully depreciated assets annually.

4.0. PROJECT OBJECTIVES

The objectiveS of this Request for Proposals (RFP) is to procure a fixed assets management system that will provide the following:

- To provide accurate and complete transparency of data for all the assets of the bank
- To provide and ensure that all assets maintenance and management remain compliant with regulatory requirements and best practice standards, e.g. (IFRS).

- To have a functionality of transaction configurability, provide work order management and delete erroneous data

- Functionality to monitor insurance and license portfolio of all assets

- Functionality to provide fixed assets listings including retired assets listings with full information from acquisition to disposal

- Functionality to manage inventory, provide complete asset tracking with built in mobile barcode scanner, assets grouping as well as asset retirement planning.

- To allow multiple teams to access relevant asset data at any location

- To provide accurate and timely reports.

- To maintain a clear audit trail of users.

In addition, the system must have the capabilities to interface with existing systems of the Bank such the Core Banking and SAGE 300 (CBL's GL), and BPM (E-workflow system).

The functionalities of Fixed Assets Management system required are summarized in the below diagram.
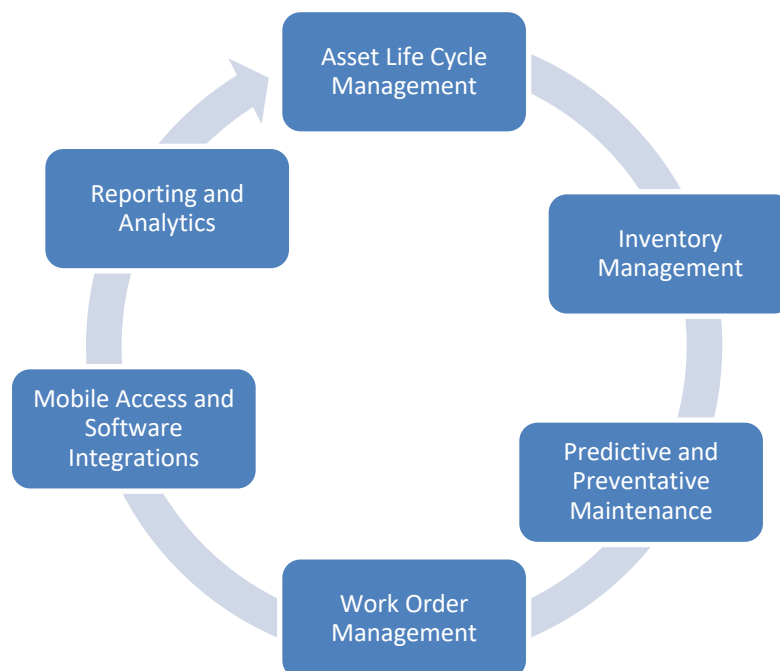
5.0. SCOPE OF WORK

The vendor shall be expected to deliver an automated fixed assets management system that meets business and technical requirements outlined in this RFP document e.g under project Objectives. The Bank is looking for a system that complies with regulatory (e.g. taxation) and International Financial Reporting Standards (IFRS) and that will be able to provide various reports that are critical in the day-to-day operations of the Bank.

Also critical to the implementation is the multistage User Acceptance Testing (UAT) cycle, which, upon completion, will have to be signed-off by the project manager following confirmation that the system fulfils all CBL requirements. It is also of importance that the preferred vendor provides functional, technical and end-user training manuals and training for both business users and IT support staff.

6.0. GOVERNANCE

Finance Department is responsible for the management and maintenance of the fixed assets register and access to the system is expected from the level of the Director of Finance up to the Accountant. Access rights into the system range from data input, approval of data input, extraction of data and report as well as read only for different levels as may be required.

Director of Finance and the CBL Project Board are responsible for the general Governance of the project implementation.

7.0. SYSTEM FUNCTIONAL REQUIREMENTS

a) Acquisition and maintenance of assets hierarchy

The CBL acquisition hierarchy is such that the portfolio allocation is as per FD's approved fixed assets budget. This ensures that the process is segregated in a way that the department's mandate of ensuring purchase, receipt, tagging, maintenance and disposal of assets is fulfilled. In this area, it is important that the system accommodate the fixed assets purchase structure as defined below:

i. The acquisition process starts from Budget and Procurement Division after an asset has been received and a Goods Received Note (GRN) completed.

ii. Accounting Division Accountant receives email notification that a new asset has been added in E-workflow.

iii. Accountant then confirms the addition of the asset in Non-Current Assets Register as per Goods Received Note (GRN) and makes addition of any other details necessary e.g. cost of the asset, depreciation start date, method, asset category, unique asset number, and location.
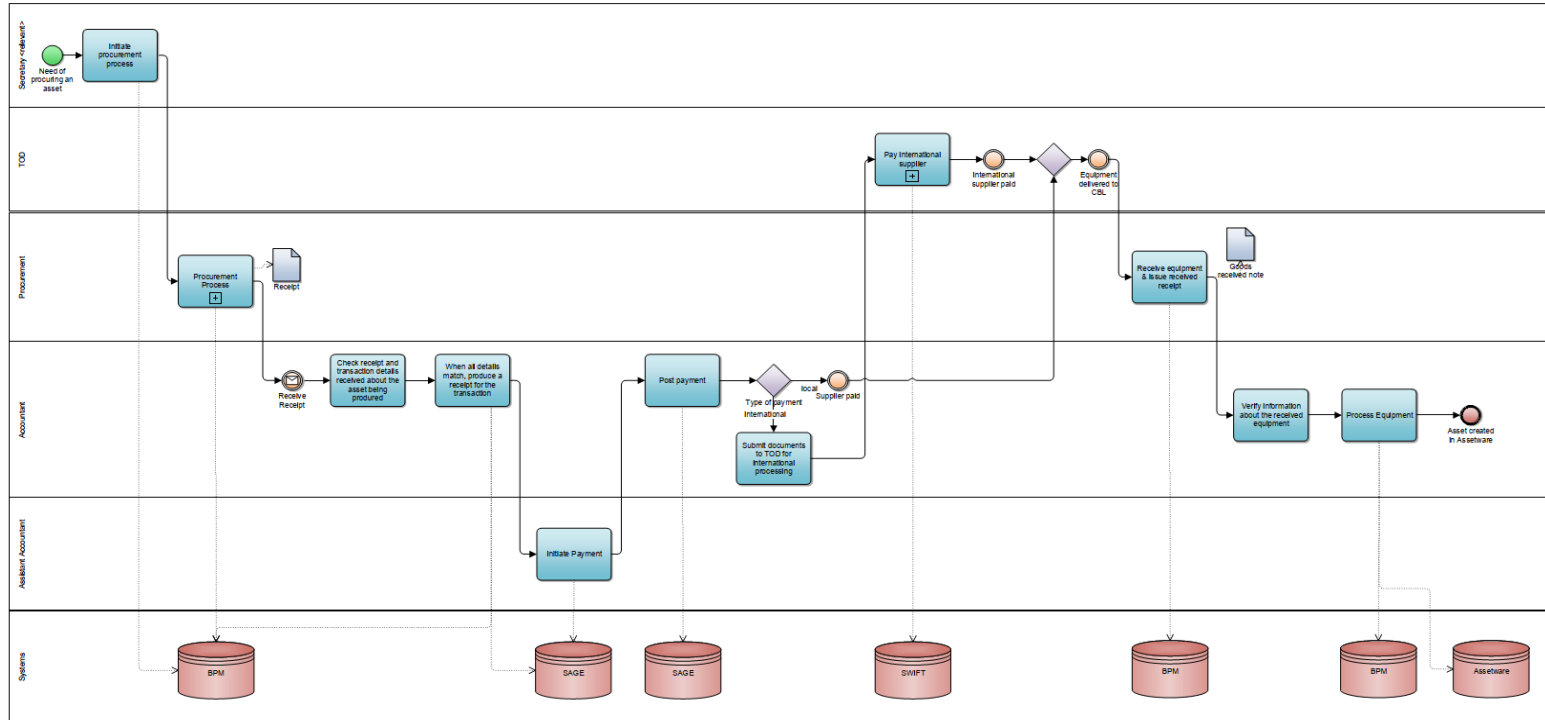
b) Reconciliation of assets in General Ledger (GL)

The system must allow the Accountant to review the general ledger transaction listing report of the added non-current asset to ensure that the addition has been accurately posted in the general ledger account. The system should allow the transaction listing report to be reconciled to Goods Received Note from E-workflow.

Within 5 days after month end, the system must allow the Accountant to extract transaction listing report from general ledger and acquisitions report from non-current asset register for performing reconciliation.

c) Disposal of assets

The system must have a functionality for disposal of assets which begins where the list of assets are received in Finance from Facilities Management. The system must enable the removal of the disposed assets from the non-current assets register and be able to post the transaction GL.

d) Depreciation

At each month end, the system must enable initiation of a monthly run for depreciation and amortization in Non-Current Assets System and creation of the depreciation journal per the below process.

Depreciation is calculated in accordance with the Bank's policy and it is as follows:

Item:	Rates
Buildings	1.5%
Housing Furniture	10%
Office Furniture	10%
Motor Vehicles	20%
IT Equipment	20%
Office Equipment	20%
Housing Equipment	20%
Security Equipment	20%
Software	10%
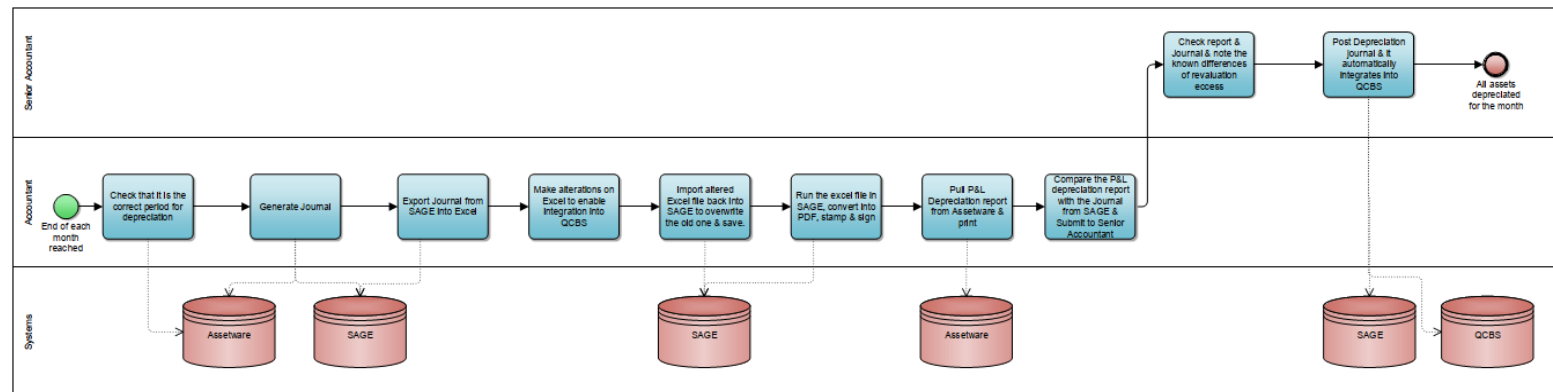
e)Fully depreciated assets

The system must be able to have a report of fully depreciated assets at the end of each year, for further action.
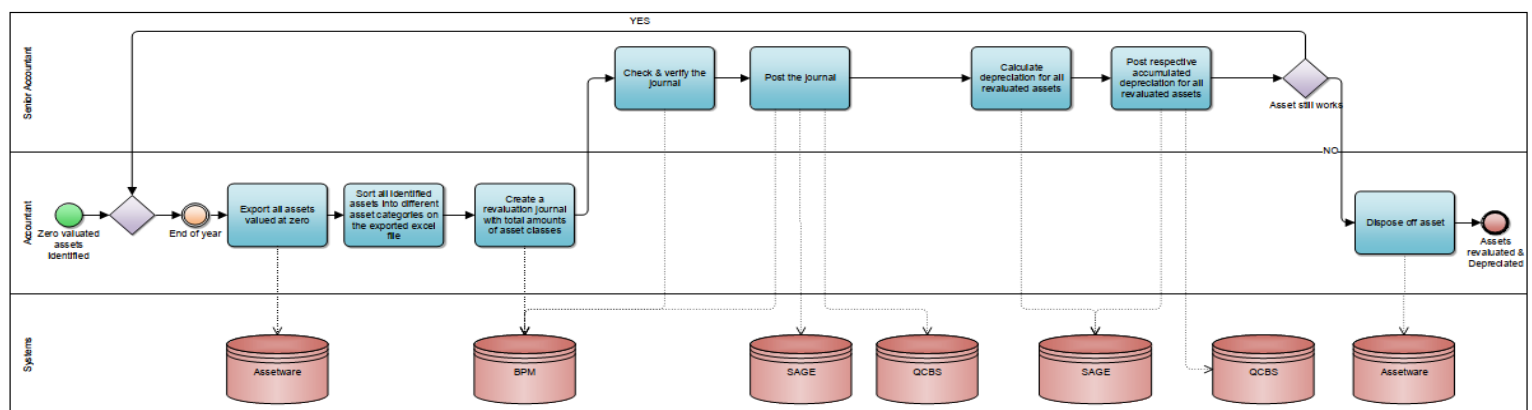
Work In Progress

The system must be able to update general ledger account upon payment for assets which are work in progress.

e) Revaluation of fixed assets

The system must allow the posting of the revaluation batch to update the affected general ledger accounts and enable updating of the non-current assets register and posting into the general ledger.

f) Compliance with IFRS

Recognition, measurement and de-recognition of fixed assets and ability to classify asset classes as either equipment, furniture, motor vehicles etc.

Compliance to relevant IFRS standards especially IAS 16.

g) Fleet Management

The system must enable overseeing and efficiently managing assets associated with fleet operations.

8.0. TECHNICAL REQUIREMENTS

8.1 INSTALLATION

Installation of the system should be an "on-premises hosting" instead of cloud.

8.2 TECHNOLOGY SOFTWARE

Web-enabled, multi-browser support and Hyper Text Transfer Protocol Secure (HTTPS). For Java-based systems, use of Java 7 or higher and hosted on Oracle WebLogic 11g/IBM WebSphere 8.5/JBoss 6.4 or higher.

8.3 SYSTEM PLATFORM

a) Database (DB)

Run on the latest version of a relational database management software, preferably oracle.

b) Operating Software

Latest version of an operating system, preferably Redhat Enterprise Linux 7.6 or higher, with high availability clustering as well as real time replication between primary data center and disaster recovery site.

c) Server

The Bank's Infrastructure environment comprises physical servers and virtual servers. On the virtual environment, servers that meet the vendor's specifications can easily be provided. However, for physical servers, an assessment will be made to ascertain whether vendors' requirements can be met. The vendor is expected to specify the server's CPU, Memory, Storage and Network that will ensure the system's optimal performance.

d) Client

The Bank users use laptops and desktops that run on windows 2010 and are connected to the main network through Wi-Fi or Ethernet. The bidder is expected to specify the PCs, CPU, Memory, Storage and Network to ensure the system's optimal performance.

e) Printers

The Bank runs a number of networked printers that are shared amongst users. There is still a small number of standalone printers, but shared printing is the preferred arrangement. The vendor is expected to specify the type of printers needed for the system.

f) Configuration

Configured to run on four (4) environments, production, disaster recovery, testing and development.

8.4 SYSTEM FEATURES

a) Response time and throughput

Shortest possible time between user action and response from the system, with at-least 20 users concurrently logged on.

b) Controls and Monitoring

Ability to, among others, operate on a business date basis, support business calendar, referential integrity, data entry integrity and validation checks, with the ability to customize password policies.

c) User Interfaces

i. User-friendly system with graphical user interface features. Menu driven system, giving users easy access to functions, including customization of tool bars.

ii. The system should also provide additional interfaces to system administrators to perform technical and administrative support functions, among others.

d) System Interface (*Annex 4*)

i. Capabilities to interface with core banking (Intellect Quantum Central Banking Solution), SWIFT (MT and ISO 20022 compliant) and GL system with a preferred method being IBM MQ 8.0 or higher,

ii. Support interfacing with market data providers, such as, but not limited to Bloomberg and Reuters. The preferred electronic trading platforms being Bloomberg's Cash Bond Drop Copies via MAP using FIX protocol and Thomson Reuters' Datascope Select Service using HTTPS Rest web services,

iii. Manual and automated upload of data from other designated sources.

e) Communication Interface

The system should support interfacing with the Bank's internal mail system (currently IBM lotus notes) and should have the ability to attach and reference electronic data, including interfacing with third party documents management system (currently hummingbird).

f) System Tools

The system must support but not limited to the following functionality/tools

i. Enforce segregation of duties with role-based access to granular level functionality;

ii. A minimum of two-person authorization;

iii. Easy archiving and retrieval of historical data;

iv. Provision of a detailed audit trail functionality, where all actions/changes are logged with date, time, changes, users etc.

v. Provision of context-sensitive on-line help;

vi. Report writer for customization of reports;

vii. Standard reports with drill-down capabilities across all levels of the portfolio hierarchy (portfolio, tranche, sub-portfolio) as well counterparty and security/trade levels;

viii. Reports with search, filter and sort features;

ix. Scheduling of processes for specific functions, including, but not limited to report generation at specific times or event driven;

g) Workflow and Document Management

Storage of electronic documents, including, but not limited to electronic verification and authorization of transactions, and electronic escalation of information among different roles.

h) System Security

i. Data encryption when in rest mode, as well as during transmission and multi-factor authentication, among others;

ii. Prevention of concurrent multiple-entry logging by any single user;

iii. Availability of online "self-manage password" services;

i) Disaster Recovery

i. Provision of real-time replication, failover capability, recovery time of 4 hours with zero data loss in the event of a disaster occurring on the Bank's main site;

ii. Daily operations data should reside in a database, and not on application server files to enable easy synchronization between Data Center (DC) and Disaster Recovery (DR) sites;

iii. Other static application data can be on the application server, but it is also important that it is the "same" for both DC and DR sites;

iv. Minimized mean-time-to-repair (MTTR), such that recovery entails only starting up the database and application with only a few checks.

9.0. PROJECT IMPLEMENTATION REQUIREMENTS

9.1 IMPLEMENTATION STRATEGY

The overall project management responsibilities of the project will be overseen by the CBL. The CBL has adopted PRINCE 2 as a project management methodology of choice; therefore, the bidder is expected to conform to the PRINCE 2 reporting standards.

The following are deemed important in the implementation of the project:

a) The project management will consist, at a minimum, of a project plan, project governance, and project risk management along with key project team personnel. Detailed breakdown structure of the implementation using Gantt Chart, as a minimum, shall be provided by the bidder to CBL to be assimilated into the overall plan;

b) While the overall responsibility of the program management will be with CBL, the bidder is expected to staff the project team with adequate personal to internally manage the project. For better coordination, the bidder shall have an onsite project manager for the duration of the project. The proposed replacement of any key personnel will require prior consent;

c) The implementation must be conducted at the CBL's premise and within the implementation process; functional and technical training will be conducted with specific modules of the system and targeted to project team members who will be from different offices based on their roles and responsibilities;

d) Installation, configuration, testing and implementation services in four (4) environments, including Development (DEV), Test (TST), Production (PRD) and Disaster Recovery (DR) shall be included.

e) During implementation, the bidder shall follow agile implementation methodology and conduct parallel run approach for go-live with the legacy system before cutting it off;

f) In UAT, testing should be conducted based on the business/user requirements as defined in this RFP. The testing will support all possible business transactions, which could happen in the system. The testing will include integration with relevant systems.

g) For data migration, the bidder MUST provide clear written guidelines for migrating data from the legacy systems to the proposed RMS. After migration, the Bidder must provide a report on the reconciled data between the legacy systems and the proposed RMS.

9.2 FUNCTIONAL TRAINING AND TECHNICAL SUPPORT

a) The Bidder shall provide onsite functional, technical, and end user training.

    i. **Functional Training** - Classroom sessions on all required modules for the Project Core Team (business super users, business analysts) around the time of product installation on the development environment, at the CBL's office location. This training should include configuration, processing, query, and reporting aspects of the system. Training materials should be designed and provided to the participants;

    ii. **Technical Training** - Classroom sessions on all technical aspects of the system like data organization, customization, interfacing with other standard software like SWIFT, Bloomberg, and Reuters etc. The training should include installation and maintenance aspects of the system. The training should be given to the Project Technical Team around the time of product installation on the development

environment, at the CBL's office location. Training materials should be provided to the participants;

iii. **End User Training (Local)** - Classroom sessions for End Users (processing users, inquiry users) around the time of product installation on the testing QA environment and again just before going live) at the CBL's office location.

b) The winning Bidder shall provide to the CBL all current and relevant default user manuals, security, API and operations documentation for the selected RMS, within one week after contract signature. All documents related to the project such as business process maps, functional and technical specifications and training resources must be in hard and soft copies and provided to CBL. The Bidder and CBL are required to participate in this process. All final relevant manuals/documentations related to RMS shall be provided to CBL.

c) Support and Maintenance Requirements

   i. Go-live support

   ii. Onsite support (CBL) for two (2) weeks before go live and two (2) weeks after go live.

   iii. Develop cut over plan for moving the RMS and related interfaces to production. Cut over plan must include failover (DR) testing - both within and between datacenters.

   iv. Prepare a checklist for readiness to go live and verify status and work with the project team to address lack of readiness. (The Bidder's implementation team should provide the plan for going live in the initial phases of the project to avoid late surprises.)

   v. Work with the project team to execute the cut over plan.

   vi. Advise and work with the project team to address issues before going live.

   vii. Post go-live, assign issues the highest priority for resolution and escalate issues quickly and to the right party within the Bidder's company.

   viii. Maintenance/Services, Methodology

   ix. The Bidder is required to provide, at a minimum, coverage of CBL's hours of operation with multi-level support with various communication channels such as phone, email, and instant messenger. A 24/7 support is desirable.

x. Any new version (major or minor or patch) release on the product by the bidder can be optimally opted by CBL to be implemented in their installations. During implementation, all required technical, functional documentation and support/training should be provided.

10.0. PROPOSAL PREPARATION (Proposal Format)

10.1 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) 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 summarize concisely its suitability to the CBL environment. Proponents are also requested to fully fill/ respond to the requirements matrix in the subsequent section.

b) Project Plan and detailed project 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.

c) Proponent Financial capability

Proponents should demonstrate their financial capability to meet their financial obligations under the assignment. 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 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

d) 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's relevant experience in the last five years should be supported by a minimum of two reference letters.

e) 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 preferably one project team member must possess an accounting background (Chartered Accountancy of B.Comm degree);
- Professional Qualifications (professional registration, societies, honours, publications
- Experience implementing similar projects

(The Team Leaders should possess experience of at least 3 years in assignments of similar nature.)

f) Mandatory Documents (Required as part of the proposal):

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

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.

g) Proponents should **fully** fill and/or respond to the questions on the attached forms as follows:

- Form 1: Instructions to Bidders
- Form 2: Company Background
- Form 3: Functional Requirements Matrix
- Form 4: Technical Requirements Matrix

FORM 1: INSTRUCTIONS TO BIDDERS

PROJECT: FIXED ASSETS MANAGEMENT SYSTEM (FAMS).

NAME OF PROJECT/ITEM: Fixed Assets Management System (FAMS)

NAME OF BIDDER/Offeror: _____

INSTRUCTIONS TO BIDDER(S):

• Bidders shall fill-up the "Name of Bidder/Offeror" above, and the availability column.

• Each Bidder shall identify the Availability of the Central Bank of Lesotho's specifications based on the following:

    (i) Available (A): Requirement is "Out of the Box"

    (ii) Unavailable (U): Requirement Not Available

    (iii) Partially Available (P): Requirement ONLY partially "Out of the Box"

• For all questions as identified in the requirement matrix, Offeror must ensure, along with their responses, to check either:

    (i) 1 = Core FAMS or

    (ii) 2 = Optional/modular add-on (MUST specify which module or add-on)

• Each Vendor/Offeror must respond to every stated request or requirement providing very clear description and explanation on how the system complies with the requirement. The Vendor/Offeror should identify any substantive assumption made in preparing its responses.

• Failure to provide an answer to an item with complete descriptive response will be viewed as non-responsive.

Where a requirement is Partially Available or Unavailable, the Vendor/Offeror must indicate / describe what is partially supported and what is not supported, clearly providing its reasons and explain its proposed alternative, if applicable, and the advantages and disadvantages to CBL of such proposal.

FORM 2: COMPANY BACKGROUND

COMPANY BACKGROUND		
REFERENCE NO.	**QUESTIONS/REQUIREMENTS**	
CB	**COMPANY BACKGROUND**	**DESCRIPTION**
COR	**CORPORATE**	
CB-COR-01	How many subsidiaries does your company have, and in which regions are they located?	
CB-COR-02	From which location/subsidiary will the Central Bank of Lesotho be receiving services?	
CB-COR-03	What percentage of the company's annual revenue is sale of fixed assets s management systems?	
CB-COR-04	Is your company involved in any merger or acquisition? Provide details, including expected timelines	
CB-COR-05	Please provide a copy of your audited financial statements for the past two years. Attach the financial statements and clearly label them exhibit "CB-COR-05"	

CB-COR-06	Are there any other finance-related challenges that will affect implementation of the CBL Fixed Assets Management System? If Yes, provide details.	
CLM	**CLIENT MANAGEMENT**	
CB-CLM-01	How many Central Bank clients do you have, and how many of them are in Africa?	
CB-CLM-02	How long ago was you last business relating to supply of fixed assets management systems?	
CB-CLM-03	How many of your current clients still use a fixed management system supplied by your company?	
CB-CLM-04	Having supplied many of your clients with this or similar solutions in the past, do you believe you satisfied all their needs so much that the challenges they used to face before implementation are no longer there? Provide details. Please attach a minimum Two (2) positive reference letters from Clients that were provided with a similar service in the last five years. The reference letters should clearly indicate the duration of association and the contact details of the client for verification.	
LEG	**LEGAL**	
CB-LEG-O1	Has there ever been any litigation against your organization initiated by any of your clients?	

	If yes, please provide details and results for each, as well as the status of those that are still outstanding.	
CB-LEG-O2	Have any of your reserves management systems' projects been terminated prior to completion? If yes, please provide details.	
CB-LEG-O3	Has your organization ever filed for bankruptcy?	
GEN	**GENERAL**	
CB-GEN-O1	What are the primary benefits to your organization if you get this contract awarded to you?	
CB-GEN-O2	What is the competitive advantage does you company have over other in terms the product?	
CB-GEN-O3	Please describe other specific challenges that you may face in the implementation of this project.	

FORM 3: FUNCTIONAL REQUIREMENTS MATRIX

FUNCTIONAL REQUIREMENTS		Offerror's Response			
REFERENCE NUMBER	QUESTIONS/REQUIREMENTS	AVAILIBILITY *(A)* - *Available* *(U)* - *Unavailable* *(P)* - *Partially Available*	FUNCTIONALITY *(1)* - *Core RMS* *(2)* - *Optional / modular add-on*	If (2) Optional/modular add-on, MUST specify which module or add-on	1) Please provide clear description and explanation on how the system complies with the requirement. Where applicable, provide evidence. 2) Where Partially Available or Unavailable, describe what is partially supported and what is not supported explaining proposed alternative, if applicable, and the advantages and disadvantages to the Central Bank of Lesotho of such a proposal.

PTH	ACQUISITION AND MAINTENANCE OF FIXED ASSETS HIERARCHY	A / U / P	1 / 2	ADDITIONAL MODULE	DESCRIBE THE SYSTEM'S FEATURE
MO-PTH - 01	Does the system have the ability to allow for generation of different tagging numbers when the assets have been purchased?				
MO-PTH - 02	For ownership of assets does the system able to recognize the addition of an asset after receipt of goods received note?				
MO-PTH - 03	Provide evidence that the solution supports review of the general ledger transaction listing report of the added non-current asset to ensure that the addition has been accurately posted in the general ledger account.				
MO-PTH - 04	Does the system have a functionality for disposal of assets which? Is the system able to remove the disposed assets from the non-current assets register and be able to post the transaction GL?				
MO-PTH - 05	At each month end, does the system able to initiate a monthly run for depreciation journal?				
MO-PTH - 06	Does the system have a functionality of handling fully depreciated assets at the end of each year and give them new useful lives as they are still in use?				

		A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
MO-PTH - 07	Is the system able to rrecognise, measurement and de-recognition of fixed assets and ability to classify asset classes as either equipment, furniture, motor vehicles etc Compliance to relevant IFRS standards especially IAS 16.				
MO-PTH - 08	Can the system be able to update general ledger account upon payment for assets which are work in progress.				
MO-PTH - 09	Does the system allow the posting of the revaluation batch to update the affected general ledger accounts and enable updating of the non-current assets register and posting into the general ledger.				
AC	**ACCOUNTING**	**A / U / P**	**1 / 2**	**Additional Module**	**DESCRIBE THE SYSTEM'S FEATURE**
IFRS	**INTERNATIONAL FINANCIAL REPORTING STANDARDS**				
AC-IRS-01	Does the system comply fully to International Financial Reporting Standards? List all standards the system is compliant to.				
AC-ASM-01	Does the system allow creation of accounting rules?				
AC-ASM-02	Does the system allow assigning accounting rules to transaction types across the portfolio hierarchy in Annex 1 of the SOW?				

AC-ASM-04	Does the system support classification of accounts by Amortized Cost (AC), Fair Value Through Other Comprehensive Income (FVTOCI) and Fair Value Through Profit and Loss (FVTPL)?				
AC-ASM-05	Does the system support amortization of discount and premium?				
BO-NAR-05	Does the system produce a daily reconciliation statement after completion of the matching process (showing unreconciled items)?				
BO-NAR-06	Does the system allow for notes to be attached to unreconciled items?				
BO-NAR-07	Does the system provide aging analysis of unreconciled items and flag items that have been outstanding for a long time (e.g. over 5 working days rule)?				
LRC	**LEDGER ACCOUNT RECONCILIATION**				
BO-LAR-01	Does the system support multiple ledger reconciliation (pooling data from another ledger to match with data in RMS for each RM account)?				
BO-LAR-02	Does the system enable manual input of ledger bank account balances for different ledgers being reconciled against it?				

DM	DATA MANAGEMENT	A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
DMG	**DATA MIGRATION**				
DM-DMG-1	Data migration must ensure the completeness, correctness, and integrity of data via controlled reports validated by users. It must also recognize and maintain the workflow status of the trades being migrated. Please describe the system will support this.				
DM-DMG-2	Does the system have robust scripts or features to conduct full data reconciliation between the old and the new system to determine any gaps? Does the system have the capability to address those gaps, if any?				
DM-DMG-3	Does the system have the capability to maintain data online in perpetuity?				
DM-DMG-4	Doe the system have the functionality to archive data? The functionality should allow users to specify what data can be archived and also allow the user to set-up the periodicity at which data will be archived.				
DM-DMG-5	Does the system support the functionality to retrieve and view archive data?				
DM-DMG-6	Does the system have the feature to validate every data element being updated into the system (manually or through an upload)?				

DM-DMG-7	Does the system have the ability recognize the relevant data as of the time of transaction?				
DM-DMG-8	Is the system able to manage data dependencies? For example, the system must be able to determine and display impact when a static data is updated or deleted. System must be able to raise appropriate warnings in case such as when data is edited.				
DM-DMG-9	Does the system support access to all data so that it can extract and publish to multiple external systems from a central database location where the system has capabilities to publish to external parties?				
DM-DMG-10	Does the system have the capability to maintain and publish any changes to the above due to new or changed functionality/system upgrades etc.?				
RP	**REPORTING**	**A / U / P**	**1 / 2**	**Additional Module**	**DESCRIBE THE SYSTEM'S FEATURE**

FORM 4: TECHNICAL REQUIREMENTS MATRIX

TECHNICAL REQUIREMENTS	Offerror's Response

REFERENCE NO.	QUESTIONS/REQUIREMENTS	AVAILIBILITY (A) - Available (U) - Unavailable (P) - Partially Available	FUNCTIONALITY (1) - Core RMS (2) - Optional / modular add-on	If (2) Optional/modular add-on, MUST specify which module or add-on	1) Please provide clear description and explanation on how the system complies with the requirement. Where applicable, provide evidence. 2) Where Partially Available or Unavailable, describe what is partially supported and what is not supported explaining proposed alternative, if applicable, and the advantages and disadvantages to the Central Bank of Lesotho of such a proposal.
GSR	GENERAL SYSTEM REQUIREMENTS	A / U / P	1 / 2	ADDITIONAL MODULE	DESCRIBE THE SYSTEM'S FEATURE
UIF	USER INTERFACE				

GSR-UIF-01	Will the system be accessible, subject to proper authentication, from any environment (i.e., desktop and/or internet)?				
GSR-UIF-02	Does the system have a user-friendly GUI allowing the user to view and manage data in the most flexible way?				
GSR-UIF-03	Does the system support a UI based role management, allowing configuration of individual users, groups as well as administrator roles, based on user responsibilities?				
GSR-UIF-04	Does the system allow assignment of functions to individual as well as groups, as part of role management?				
GSR-UIF-05	Does the system have a "Save-As" function to allow copying trades and allow changing relevant fields?				
GSR-UIF-06	Does the system allow field validation to prevent erroneous trades prior to committing the trade?				
GSR-UIF-07	Does the system have dashboard capabilities including built-in dashboards to allow the users in different functional areas to see the relevant data such as trade status, matching status, exception/failed trades, cash flows, settlement				

	messages, reconciliation errors, etc.? Please describe functionality, including if it is a real-time UI.				
GSR-UIF-08	Does the dashboard provide graphic reporting capability?				
GSR-UIF-09	Does the system allow easy configuration of the UI - allowing users to personalize their views using drag/drop, sorting columns, re-arranging data, viewing or hiding fields, and filtering data?				
GSR-UIF-10	Does the system allow saving the personalized dashboard views to the user profiles?				
GSR-UIF-11	Does the system allow sharing of the personalized views with other users within the user group?				
GSR-UIF-12	Does the system allow users to search for data using various applicable search parameters such as ability to add/remove search criteria, add/remove output fields, search using wild cards, and search in ranges?				
GSR-UIF-13	Does the system allow basic data analysis in the search output, for example summing data, filtering, and grouping?				
GSR-UIF-14	Does the system allow exporting all data into excel spreadsheets/PDF or other formats?				

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GSR-UIF-15	Does the system have configurable maker-checker functionality for all reference and/or static data adhering to the four-eye principle?				
GSR-UIF-16	Does the system have the capability to open a trade and drill down to all applicable data elements?				
GSR-UIF-18	Is the system accessible from multiple locations and by multiple users at the same time?				
GSR-UIF-19	Does the system have capabilities to prevent the same user from accessing from multiple locations at the same time?				
GSR-UIF-20	Does the system have real time capabilities to process in real time all updates to static data, reference data, market data, trade execution and similar functions requiring immediate update?				
GSR-UIF-21	Does the system have the functionality where validation rules (e.g. SWIFT) can be updated immediately after any industry changes are implemented? Please describe the whole process.				
AUDIT					
GRS-AUD-01	Does the system record a full audit trail of any event change to data - static data/market data/transactional data? Audit trail must show changes in different versions for all versions of the data element. Describe the list of processes that are tracked by the Audit trail.				

GRS-AUD-02	Does the system have requirements that the audit trail must capture the date, time, data attribute changed, old value, new value, computer or host name and state of system from where data changes were made?				
GRS-AUD-03	Does the system have an audit trail for each trade ticket?				
GRS-AUD-04	Does the system have audit capabilities wherein an audit trail for all user-initiated actions, login/logout/failed login, add/modify/approve/reject of transactional, reference/static and market data and availability of online inquiry of audit trail for at least 18-24 months, audit trail prior to that archived and retrievable?				
GRS-AUD-05	Does the system allow users to add comments when changing data and will the comments be viewable in the audit history?				
GRS-AUD-06	Does the system have the capability to generate report of any changes?				
GRS-AUD-07	Does the system have the ability to provide the following information at any time: active users, active files or directories, active workstations/ PC's/ Terminals and location, AND active services.				

	Provide details and attach an exhibit labeled IT-AUD-07				
GRS-AUD-08	Does the system have a built-in health check processes and mechanisms and provide warnings or alerts to business or administrators, depending on status. Provide details and attach an exhibit labeled IT-AUD-08.				
GRS-AUD-09	Does system have capabilities to disable automatically if functionality that provides the audit trails is not working?				
ACL	**ACCESS CONTROL**				
GSR-ACL-01	To what extend does the system have the ability to extensively leverage web technology?				
GSR-ACL-02	Does the system have ability to support web-based access to system functions? Give details.				
GSR-ACL-03	If available, does the system's web solution offer current, top-level security and authentication mechanisms such as SSL, S-HTTP, digital signatures, and public/private key encryption, or any other? Please specify.				

GSR-ACL-04	IF available, does the web solution offer remote system user and admin access via VPN?				
GSR-ACL-05	Does the system support customized menus and screens? Explain how this functionality works in the system.				
GSR-ACL-06	Does the system allow suppression of menu items where certain functionality is not required or not allowed for certain user? Give details.				
GSR-ACL-07	Does the system provide ability to control access to system menus, forms, reports and system administration sections? Provide details.				
GSR-ACL-08	For all data entry screens, does the system facilitate retrieval of data records based on key fields?				
GSR-ACL-09	Does the system allow for creation and customization of user defined fields and parameters? Provide details.				
GSR-ACL-10	Does the system allow granular access control mechanism that allows separation of duties?				
OPT	**OPERATIONS/PROCESSING/TIMING**				

GRS-OPS-01	CBL continuously monitors systems at various layers of the environment, such as, but not limited to network, host, application and database. Provide details of any monitoring tools and capabilities built into the system.				
GRS-OPS-02	Does the system support monitoring by network management systems such as, but not limited to Tivoli, HP Open View etc.? Provide details of the system's network requirements.				
GRS-OPS-03	Does the system support constant monitoring by antivirus software systems such as, but not limited to Symantec without adversely affecting system performance? Provide details.				
GRS-OPS-04	Does the system support sending application or database alerts when performance thresholds are reached or breached? Please provide details.				
GRS-OPT-05	Does the system support automatic time-outs for inactive sessions over a user specified period of time? Provide details.				
GRS-OPT-06	Describe the processing of transactions and creation of accounting entries.				

		A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
GRS-OPT-07	Describe how the system updates account balances.				
GRS-OPT-08	Provide a general overview of the accounting operational process with supporting process flowchart. Attach a sample and mark it as exhibit GRS-OPT-08.				
GRS-OPT-09	Does the system allow user acting for role(s) delegation for a certain period? Describe how it works.				
IT	**INFORMATION TECHNOLOGY**	**A / U / P**	**1 / 2**	**Additional Module**	**DESCRIBE THE SYSTEM'S FEATURE**
	GENERAL				
IT-GEN-01	The system must be scalable, secure and resilient, scalable in terms of number of users, volume of transactions and computational tasks, Offeror must provide details of scalability matrix and testing. Please describe how the system meets this requirement.				
IT-GEN-02	The Production environment must be implemented in a manner that allows for High Availability (99.5% uptime). Please describe how the system's architecture designs to achieve high availability.				

SEC	SECURITY			
IT-SEC-01	Does the system have the capability to provide multi-factor authentication for user logon to the system?			
IT-SEC-02	Does the system supports the encryption of passwords and sensitive data during transmission and encrypts and store passwords and sensitive data in the database?			
IT-SEC-03	It is a requirement by CBL that vulnerability scan and analysis of the IT systems be undertaken periodically. Does the vendor/supplier plan to undertake such either by themselves or with the assistance of a reputable third party provider?			
IT-SEC-04	Does the system support data encryption in rest mode and during transmission? Explain how the functionality is supported.			
IT-SEC-05	Describe background check and clearance procedure for personnel who will have access to the IT assets supporting CBL so that no individuals other than those authorized will be provided with access to CBL systems and information.			

IT-SEC-06	Does your company undertake, on a yearly basis, audit of the IT systems? If "Yes", please confirm that you will provide CBL with an audit report of their information security management system conducted by a certified auditor. Provide the latest auditor's report and mark it IT-SEC-06				
IT-SEC-07	Does the vendor/offeror undertake to record all transactions with date, time, description of access, and authenticated identities of vendor's/offeror's employees accessing CBL information or the systems that support the CBL application?				
IT-SEC-08	Does the vendor/offeror undertake to have privacy and data protection incident response and breach notification plan and procedures in place, and will immediately notify CBL in the event of any incident that could potentially compromise the confidentiality, integrity, or availability of CBL information or information systems. If "Yes", provide a sample document and mark it IT-SEC-08.				

IT-SEC-09	Does the system provide a means to protect against OWASP top vulnerabilities? If Yes. Does the system allow use of commercial certified rule set that protect against known attacks. Does the system allow for ad-hoc update of Security Rule Set				
ARC	**ARCHITECTURE**				
IT-ARC-01	The system will be installed onsite and in three (3) environments: Production, Test and Development. Will the system architecture allow for this kind of implementation method?				
IT-ARC-02	Does the system provide a tool for validation of results in a test environment? Please explain.				
IT-ARC-03	CBL intends to have the application run on a secure, robust, scalable platform. Does your solution support this? Provide details.				
IT-ARC-04	CBL may wish to operate on standardized database for all its Database Management requirements in the future. Does your solution support Oracle, MS SQL, Informix, etc.?

Provide details. | | | | |
| **IT-ARC-05** | Can the system be hosted on a Virtualized environment? Provide details on supported virtualization technologies. | | | | |

IT-ARC-06	CBL may wish to leverage cloud computing technology in future. Does the system support integration with cloud-based suites? Provide details.				
IT-ARC-07	Is the system support provided on a variety of Operating Systems (Windows, Linux, AIX, and other)? Provide details.				
IT-ARC-08	Does the system support configuration of business processes on external solutions? If Yes, provide the list of supported business processes management engines and integration mechanism.				
IT-ARC-09	Will the software have the capacity to support and provide access to at least 30 concurrent users?				
IT-ARC-10	Does the system provide the user the capability to extract data from the system and deliver it using standard data transmission formats to other systems and/or databases? Explain in detail how these extractions would be performed in the system. Identify standard mechanisms and data formats that are available.				

IT-ARC-11	Please describe the Report Writer abilities of the solution and the ability to connect other reporting tools to the system and report seamlessly from system.				
IFR	**INFRASTRUCTURE**				
IT-IFR-01	Will the vendor/offeror identify and illustrate the components or tiers of the software solution/package for it to successfully operate (e.g. Web Tier, Application Tier, Database Tier)				
IT-IFR-02	Will the vendor/offeror provide system architecture (physical and logical) showing the connectivity of server, network and workstations, plus hardware detail specification?				
IT-IFR-03	Will the vendor/offeror identify or disclose all system services that are needed by the software/package to be fully operational e.g. directory services?				
ITF	**INTERFACES**				
IT-ITF-01	For each of the interfaces required, please describe the process that will be used to connect systems, as well as interface that will provide support to third party software and the potential number of clients the interface is capable of connecting, along with list all techniques, tools and standards adopted.				

IT-ITF-02	Will the vendor/offeror provide the necessary interfaces and tools needed for the system to seamlessly and securely integrate with existing systems of the CBL and third-party systems, such as but not limited to those listed below. This includes necessary development and/or configuration of the integration tools/system. CBL mainly uses IBM MQ for integration between systems. Provide details.				
IT-ITF-02.1	a) CBL Core banking system - Intellect Quantum Banking Solution (QCBS): End of day extract of account postings by trade and accounting event (inflows and outflows)				
IT-ITF-02.2	b) Bloomberg: Ability to retrieve trades transacted in Bloomberg, in real time and retrieve securities and market data as needed.				
IT-ITF-02.3	c) Reuters: Ability to retrieve deal transactions in real time and market data from Reuters (as transacted, intraday)				
IT-ITF-02.4	d) SWIFT: Ability to send/receive SWIFT messages and notifications in real-time				
IT-ITF-02.5	e) SAGE ERP - Account postings by trade and accounting event (inflows and outflows)				
IT-ITF-02.6	f) CBL's mail server: Ability to send various kinds of alerts to users in real time.				
IT-ITF-03	In the case that the system is unable to communicate with other systems, does it offer the capabilities to re-				

IMP	IMPLEMENTATION	A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
	trigger the events to send data to those systems once they are available? Please describe.				
IT-ITF-04	Confirm that the vendor/offeror will identify all APIs available for interacting with the system. Describe the capabilities and uses of each.				
	GENERAL				
IMP-GEN-01	Provide an estimate of the duration of the project given the number and nature of transactions assuming a limited number of customizations to the product.				
IMP-GEN-02	From prior experience, are there any factors, internal and external, that you think are likely to affect the implementation schedule of this project? If "Yes" provide a list and suggestions of how best to overcome them.				
IMP-GEN-03	Describe your proposed project implementation framework, including details on technical services required, as well as a short description of how the following deliverables below will be achieved: Include a sample project plan, proposed project plan, project team requirements and methodology to be used to perform and complete tasks, as well as the				

	system development life cycle; inclusive of customization and configurations. Mark this clearly as IMP-GEN-03.				
IMP-GEN-03.1	a) Implementation services of the proposed software solution for all items outlined in the attachments to this RFP				
IMP-GEN-03.2	b) Completion of business requirements/system specifications, including client specific configurations or customizations based on a cost/benefit analysis and the availability of workarounds				
IMP-GEN-03.3	c) Completion of development and configuration				
IMP-GEN-03.4	d) Development and installation of interfaces to internal and external systems utilized by the CBL				
IMP-GEN-03.5	e) Documentation detailing all environment specific configurations and interface maintenance				
IMP-GEN-03.6	f) Documentation detailing all customizations required for the software solution in order to meet CBL requirements				
IMP-GEN-03.7	g) Data migration plan from the existing systems/legacy systems into the new system				

IMP-GEN-03.8	h) User and technical training, including elements that are tailored to incorporate environment specific configurations				
IMP-GEN-03.9	i) Completion of User Acceptance Testing (UAT)				
IMP-GEN-03.10	j) Parallel and go live				
IMP-GEN-03.11	k) Post implementation services				
IMP-GEN-03.12	l) Maintenance and support				
IMP-GEN-04	CBL requires that the potential vendor/offeror describes the organization of the implementation team (Project Manager and specialists). Also explain how the potential vendor/offeror proposes to supply an appropriately qualified organization team, including subcontractors, to deliver the primary tasks identified.				
IMP-GEN-05	How many days of the week will the identified team members be available throughout the implementation period?				

IMP-GEN-06	Will the project manager and team be dedicated to CBL (onsite) for the entire implementation period?				
IMP-GEN-07	Clearly list all the obligations and responsibilities of CBL and proposed vendor, preferably using onsite/offshore model.				
IMP-GEN-08	Describe the standard communication channels with the CBL team and describe, clearly, the proposed escalation process and procedures for any potential challenges in the implementation period.				
IMP-GEN-09	Describe the reporting procedures that you will use to report progress to the CBL, along with the timing of meetings for discussing progress and specify the change and quality control procedures that will be used during the project.				
IMP-GEN-10	What communications processes and procedures does the potential vendor/offeror recommend to ensure that the project teams, project board and user populations are kept up to date with decisions and progress? Describe other aspects of stakeholder management that the potential vendor/offeror has found to be useful similar projects in the past.				

		A / U / P	1 / 2	Additional Module	DESCRIBE THE SYSTEM'S FEATURE
IMP-GEN-11	Describe the process controls to be put in place to set agreed milestones with the CBL, to ensure the work required throughout the project is performed and deliverables and milestones are achieved while staying within budget. Include sample Program deliverables, weekly & executive status reports, progress/success metrics, etc. and mark these IMP-GEN-11				
IMP-GEN-12	What matrices do you propose to measure progress and measure success? Include sample progress/success metrics and mark them IMP-GEN-12				
IMP-GEN-13	Describe your proposed methodology for data conversion and migration from legacy systems into the RMS? Include in your proposal, tools and techniques for data reconciliation.				
IMP-GEN-14	Describe on how the vendor/offeror will support system integration testing and UAT for the RMS.				
TRAINING AND DOCUMENTATION		**A / U / P**	**1 / 2**	**Additional Module**	**DESCRIBE THE SYSTEM'S FEATURE**
TRN	**TRAINING**				
TD-TRN-01	Describe your knowledge transfer methodology.				

TD-TRN-02	Provide details on the nature and schedule of functional, technical and infrastructure related training that will be provided upon taking the systems live.				
TD-TRN-03	The vendor/offeror must provide Executive and Management training. Please describe your standard executive training programme, its duration and content.				
TD-TRN-04	The vendor/offeror must provide Functional End User Training. Please describe your standard end-user training programme, its duration and content.				
TD-TRN-05	The vendor/offeror must provide Computer Operations Training, including details on computer operation requirements, computer operation security mechanism, backup, disaster recovery, contingency plan and business continuity. Describe how vendor/offeror would provide this kind of training, including timelines and content.				
TD-TRN-06	The vendor/offeror must provide Technical Training, including system maintenance and operating procedures, including any specific enhancements for the CBL. Describe how vendor/offeror would provide this kind of training, including timelines and content.				

TD-TRN-07	The vendor/offeror must provide training on use of post implementation technical support alternatives, including virtual support. Describe how vendor/offeror would provide this kind of training, including timelines and content.				
TD-TRN-08	The winning vendor/offeror must provide to the CBL all training material used in the training sessions for use in subsequent post-implementation training sessions. These materials shall include handouts, slides, speaker notes, videotapes, etc. Provide details of when and how vendor/offeror plans to make these available				
TD-TRN-09	The vendor/offeror must conduct all training sessions on-site at the CBL. Provide details of how vendor/offeror plans implement these.				
DOC	**DOCUMENTATION**				
TD-DOC-01	Confirm availability of the following security documentation and whether this is system generated or manually produced. Provide an exhibit and mark it IT-DOC-01				
TD-DOC-01.1	a) Recovery programs.				
TD-DOC-01.2	b) Security schemes.				

TD-DOC-01.3	c) Audit/control techniques descriptions.				
TD-DOC-01.4	d) Disk space usage estimation.				
TD-DOC-01.5	e) Systems Narratives/Glossary of terms.				
TD-DOC-01.6	f) File structures/Data Dictionary.				
TD-DOC-01.7	g) Please confirm availability of the following documentation and whether this is system generated or manually produced:				
TD-DOC-01.8	h) Provision of Application Manuals.				
TD-DOC-01.9	i) Provision of Standard Operating Procedures.				
TD-DOC-02	What is your documentation policy? Example documentation on methodology or algorithm used in the system should be shared with CBL.				
TD-DOC-03	The platform should be accompanied with detailed documentation on the implementation of the proposed platform/solution.				
TD-DOC-04	What are the documentation delivery mechanisms that your system supports? For example: online/on-screen help, tool tips, white papers and others.				

TD-DOC-05	Are the following documents available? Briefly describe how they will be made available to CBL:				
TD-DOC-05.1	a) User manual				
TD-DOC-05.2	b) Operations manual				
TD-DOC-05.3	c) Technical documentation				
TD-DOC-05.4	d) Data modeling Documentation				
TD-DOC-05.5	e) System Configuration				
TD-DOC-05.6	f) And other relevant documents				
TD-DOC-06	Does the solution provide online context sensitive help?				
TD-DOC-07	Does the solution provide the system administrator the capability to modify the original user help menu and contents?				
TD-DOC-08	Does the solution have a complete Online Help system explaining the solution features and functions?				

TD-DOC-09	Is the Help system fully integrated with the solution? Describe the capabilities.				
TD-DOC-10	Do you provide additional user training on a need basis and following completion of system upgrades?				
TD-DOC-11	Will the vendor/offeror document all customizations made to the software for the CBL environments? Please confirm this and confirm that these documents will be made available to the CBL.				
	SUPPORT AND MAINTENANCE	**A / U / P**	**1 / 2**	**Additional Module**	**DESCRIBE THE SYSTEM'S FEATURE**
SM	**SUPPORT AND MAINTENANCE**				
SM-SM-01	Indicate the location of the office that will be responsible for providing technical support to the CBL in case your company wins the bid.				
SM-SM-02	Describe the relevant experience of your staff that will be dedicated to this project, particularly on the asset/reserves management operations of a central bank.				
SM-SM-03	CBL will require onsite support for two (2) weeks before go-live and two (2) weeks after go live. Details of the 4-week program are listed below. Will the vendor/offeror edequately provide the required services as listed below? Provide details where necessary.				

SM-SM-03.1	a) Develop cut over-plan for moving the RMS and related interfaces to production. Cut-over plan must include failover (DR) testing both within and between data centers.				
SM-SM-03.2	b) Work with the project team to execute the cut over plan.				
SM-SM-03.3	c) Prepare a checklist for readiness to go live and verify status and work with the project team to address any lack of readiness identified. (The vendor implementation team should provide the plan for going live in the initial phases of the project to avoid late surprises.)				
SM-SM-03.4	d) Advise and work with the project team to address issues before going live.				
SM-SM-03.5	e) Post go-live, assign issues the highest priority for resolution and escalate issues quickly and to the right party within the vendor company.				
SM-SM-03.6	f) What type of post-implementation technical support services and facilities will be provided by the vendor/offeror? Describe the technical support services and facilities that will be provided – including e-mail, dedicated telephone lines within CBL operating hours (0700hrs to 1900hrs), and also during end of day (EOD) process; on-site and internet assistance, and the associated standards of service. Minimum 24x7 production support is required.				

SM-SM-03.7	g) Can the system problems be diagnosed remotely? If so, explain how the vendor/offeror proposes to access the system remotely and securely.				
SM-SM-03.8	h) Provide an indication of your guaranteed and average response times during and outside standard hours for technical support based on company SLAs.				
SM-SM-03.9	i) Describe special support that will be provided during production cut-over and go live.				
SM-SM-03.10	j) Describe the procedures and schedules for installations or upgrades of software modules and changes relating to upgrades of operating systems and database engines.				
SM-SM-03.11	k) Describe proposed change control process and corresponding procedures and standards of service (by problem type/severity, as appropriate).				
SM-SM-03.12	l) Describe proposed escalation process and procedures to be used in this project.				
SM-SM-03.13	m) Provide clearly defined and detailed Service Level Agreement (SLA) components pertinent to the support and maintenance of the integrated RMS. The SLA components should be defined and formalized for user expectations with regard to the system availability, system performance, and support.				

SM-SM-03.14	n) Please include your standard SLA as part of the proposed solution package.				
SM-SM-03.15	o) What period of post-rollout warranty support does the vendor/offeror provide?				
SM-SM-03.16	p) Does your company have international presence/support? If so, specify where?				
SM-SM-03.17	q) Are there additional charges for the support? Provide details.				
SM-SM-03.18	r) Which legal jurisdiction is applied in case of disputes?				
SM-SM-03.19	s) What is your company's source code policy?				
SM-SM-04	Does the system provide built-in end-user online support functions listed below? Provide details and attach an exhibit labeled IT-SM-01				
SM-SM-04.1	a) Online documentation.				
SM-SM-04.2	b) Online help.				

SM-SM-04.3	c) Online search facilities.				
SM-SM-04.4	d) Online procedures.				
SM-SM-05	Do you have an arrangement for source code escrow? Provide full details.				
RM	**RELEASE MANAGEMENT**				
SM-RM-01	Any new version (major or minor or patch) release of the product by the vendor/offeror can be optimally opted by CBL to be implemented in their installations. During that, all required technical, functional, documentation support/training should be provided. Describe how this process will be managed.				
SM-RM-02	Are there any known schedules of known future or planned upgrades/releases? Provide details, along with a description of functionality and changes scheduled to be included in each.				
SM-RM-03	With every new release, does an existing implementation need to be compulsorily upgraded?				
SM-RM-04	For how long are outdated product versions supported?				

SM-RM-05	As a matter of policy, it is imperative that version upgrades and patches are tested in Test, UAT and SIT environments prior to release into PRODUCTION. The two (2) lower environments (typically Test and UAT) should have the capability to replicate production in all aspects for day-to-day testing needs. Elaborate on the whole process, including licensing implications.				
SM-RM-06	Does the system have the capability to run system/batch/real-time processes across all environments?				

10.2 FINANCIAL PROPOSAL

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

11. REQUEST FOR PROPOSAL PROCESS

11.1 CONTACT PERSONS

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

Name: Mrs. Matsepo Lechela

Title: Secretary, Tender Committee

Tel: (266) 22232126

Fax: (266) 22310051

E-mail: mlechela@centralbank.org.ls

11.2 CLARIFICATION

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 11.1 above. Responses will be sent to the enquirer and will also be posted on the website. The closing date for requests of clarifications is 24th June 2022**.**

11.3 ELIGIBILITY

Proposals will not be evaluated if the prospective supplier'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.

11.4 DELIVERY OF PROPOSALS

11.4.1 Technical Proposal

Technical Proposals must be submitted electronically and provided as attachments to an email and should be emailed to mlechela@centralbank.org.ls. The subject of the email should read "**Technical Proposal for Fixed Asset Management System**".

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

11.4.2 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 80% under technical requirements.

11.5 DEADLINE FOR THE SUBMISSION OF TECHNICAL PROPOSALS

Proposals should be received on or before Friday, 08th July 2022, between 14:30hrs and 16:30hrs (recipient time). Proposals received after the above-specified date and time shall not be considered.

11.6 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.

11.7 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 pitch evaluation.

12.0. EVALUATION CRITERIA

12.1 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.			

12.2 TECHNICAL EVALUATION CRITERIA

Technical evaluation shall comprise of technical proposal evaluation and the "pitch"

.Technical proposal evaluation criterion is divided in two parts as follows:

12.2.1 Technical Proposal Evaluation Criteria

Technical proposal evaluation criterion is divided in two parts as follows:

a) FUNCTIONAL REQUIREMENTS EVALUATION CRITERIA

Evaluation under this area will be on the basis of the following criteria, scored as indicated

THE PROPOSED SYSTEM FUNCTIONAL REQUIREMENTS EVALUATION CRITERIA	
Key Functional Area	**Allocated Score**
Acquisition and maintenance of assets hierarchy	3
Reconciliation of assets in General Ledger	6
Asset depreciation	3
Disposal of assets	3
Fully depreciated assets	
Revaluation of fixed assets	6
Compliance with IFRS	6
	3

Tagging of assets	3
Fleet Management	3
Work In Progress	3
Business Continuity Management Provision of real-time replication, failover capability, recovery time of 4 hours with zero data loss in the event of a disaster occurring on the Bank's main site;	1
Daily operations data should reside in a database, and not on application server files to enable easy synchronization between Data Center (DC) and Disaster Recovery (DR) sites;	1
Other static application data can be on the application server, but it is also important that it is the "same" for both DC and DR sites;	1
Minimized mean-time-to-repair (MTTR), such that recovery entails only starting up the database and application with only a few checks.	1
General and Technical Requirements	
Enforce segregation of duties with role-based access to granular level functionality	1
Configuration of password complexity parameters such as history, length, different cases, special characters, numbers etc.	1
Easy archiving and retrieval of historical data;	
Provision of a detailed audit trail functionality, where all actions/changes are logged with date, time, changes, users etc.	1
Provision of context-sensitive on-line help;	1
Report writer for customization of reports;	
	1

Standard reports with drill-down capabilities across all levels of the portfolio hierarchy (portfolio, tranche, sub-portfolio) as well counterparty and security/trade levels; Reports with search, filter and sort features; Scheduling of processes for specific functions, including, but not limited to report generation at specific times or event driven;	1 1
TOTAL	**50**

b) **OTHER EVALUATION CRITERIA**

Evaluation under this area will be on the basis of the following criteria, scored as indicated

OTHER EVALUATION CRITERIA	
Implementation Area	**Allocated Score**
Project Plan and detailed project approach- Project Implementation Framework (approach and high level plan)	5
Proponent Financial Capability	30
Proponent Experience: Market Perception ,Product Exposure and a minimum of 2 reference letters	5
Implementation Team Composition and qualifications	5
Training and Support Framework	5
TOTAL	**50**

To qualify for pitch evaluation the proponents should score a minimum score of 80% under technical proposal *evaluation.)*

12.2.2 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 requirements	10
Consistency with the RFP	10
TOTAL	**30**

(***To qualify for financial evaluation the proponents should score a total weighted score of 80% under both submission evaluation and pitch.)***

12.3   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 80% 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.

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.			

12.4   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.

13.0 TERMS AND CONDITIONS OF THE RFP

13.1 PROPOSAL VALIDITY & FIRM PRICING

Proposals should be valid for at least 90 days after the closing date and prices shall be "locked" for the entire contract period.

13.2 CURRENCY

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

13.3 TAXES

13.3.1 Value Added Tax

Prices quoted should be:

a) Exclusive of 15% Value Added Tax; and

b) In accordance to applicable Lesotho laws.

13.3.2 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.

13.4 OWNERSHIP OF PROPOSALS

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

13.5 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:

   a) Sign a confidentiality clause.
   b) Hand over all the design documentation raised over to CBL

13.6 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.

13.7 TECHNICAL FACILITIES

The Bank will provide working space, where necessary. However, the Bank may not provide other technical facilities; hence prospective suppliers should provide own requisite facilities.

13.8 COSTS OF RESPONDING

Prospective suppliers 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 prospective supplier for any claims, whether for costs or damages incurred by the prospective suppliers in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

13.9   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.

13.10 PERFORMANCE BOND

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

13.11 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.

13.12 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.

13.13 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.

13.14 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.

13.15 ACCEPTANCE AND/OR REJECTION OF PROPOSALS

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

13.15.2   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.