

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_360 DEGREE_HR_RFP_01-2022_L

Updated on : JAN, 2022

Version : 1.0

CONFIDENTIAL

CENTRAL BANK OF ESWATINI

REQUEST FOR PROPOSAL (RFP)

RFP No: CBE_360 DEGREE_HR_RFP_01-2022_L

RFP Name: CENTRAL BANK OF ESWATINI 360 DEGREES LEADERSHIP

Tender Closing Date: 28 JANUARY 2022(5PM)

CONFIDENTIALITY

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IMPORTANT: FILL IN PAGE 3 AND EMAIL OR FAX IMMEDIATELY

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Central Bank of Eswatini

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SECHULE "A" - Respondents' Acknowledgement / Preliminary Non-Disclosure Agreement

To:	The Central Bank of Eswatini
Attention :	The Secretary, Tender Committee
E-Mail	supplychain@centralbank.org.sz
Tel:	+268 2408 2000
Fax:	+268 2404 8636

From Company:	
Date:	
Fax:	
Tel:	
Mobile:	
E-mail:	

INVITATION TO TENDER NUMBER: CBE_360 DEGREE_HR_RFP_01-2022_L

INVITATION TO TENDER NAME: CENTRAL BANK OF ESWATINI 360 DEGREES LEADERSHIP

RESPONDENT'S ACKNOWLEDGEMENT: *Please mark as appropriate:*

We acknowledge receipt and acceptance of the RFP and intend to submit a response
As required:

☐

We acknowledge receipt of the RFP but decline to respond for the following reasons:

☐

We undertake to return to Central Bank of Eswatini within three (3) working days from receipt of the complete RFP package with all attachments, information, documents, drawings, samples, material, etc. related thereto as provided by Central Bank of Eswatini and any copies made thereof.

PRELIMINARY NON-DISCLOSURE AGREEMENT

1. We agree that all information, documents, drawings, samples, material, etc. contained in or related to this RFP as provided by Central Bank of Eswatini is proprietary information and shall be treated as confidential.
2. We undertake that all such information, documents, drawings, samples, material, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by Central Bank of Eswatini without the prior written permission from Central Bank of Eswatini to do so.
3. We agree that this RFP and all information, documents, drawings, samples, material, etc. relating thereto and provided hereunder by Central Bank of Eswatini are not to be used for any purpose other than for preparation of our Tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

Name: _____

Designation: _____

Signed: _____

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SECHULE "B". SCOPE OF WORKS

BACKGROUND

The CBE is involved in a programme that seeks to shift the organizational culture to one of trust, collaboration and respect. As part of this culture shift, the Bank wants to conduct a 360 degrees assessment of its leadership in order to identify existing gaps and to come up with interventions that will assist the leaders to align with this new desired culture. The Bank is looking for suitable service providers who can assist in conducting this assessment in line with the scope defined below:

Specific Objectives of the survey are to;

Conduct a leadership 360-degree assessment and report on findings.

Objective:

- To seek feedback from members of general staff on the leadership competencies of each member of MANCO.
- To provide a well-rounded and broad view of the Bank's leadership (MANCO) and their management practices, skills, effectiveness and influence.
- To provide a full overview of the leadership competencies.
- To identify leadership styles executed by the Bank's leadership.
- To assess the level of engagement with teams.
- To assist each leader to understand their strengths and weaknesses and to contribute insights into aspects of their work that need professional development.
- To evaluate change readiness amongst the Bank's leadership.
- To create strong motivation and specific focus to improve skills and performance.
- To recommend a specific programme of action/intervention for each individual leader based on the gaps identified.

TIMELINE

This request for proposals indicates the CBE's intention to contract with a reputable consultancy service provider. This contract is expected to last from approximately 1 March - 31 August 2022.

DESCRIPTION OF SERVICES REQUIRED

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- A full survey and analysis including interviews with MANCO members and sampled members of general staff, this should result in individual assessment reports for each leader that CBE will use for improving leadership competencies, in line with the Bank's culture shift programme.

EXPECTED DELIVERABLES

- Assessment report on the leadership strengths and weaknesses of each MANCO member.
- Survey results from sampled general members of staff.
- Recommendation on development initiatives for each MANCO member.
- A general report to the Bank on how to improve leadership roles.
- Presentation and adoption of the report by the Bank.

PROPOSAL INFORMATION

Please indicate in the proposal your firm's qualifications and suitability to conduct the exercise. In addition, please include a monetary bid for completing such work and any additional information pertinent to the selection process. To assist the CBE in assessing your firm's qualifications, your proposal should include the following:

- General information about your firm and its survey methodology.
- A list of previous clients and evidence of previous similar work.

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SCHEDULE "C" EVALUATION CRITERIA

Evaluation Criteria

The following table highlight the deal breakers and therefore if one document/action listed below is missing, the bid will be disqualified from further evaluation

DEAL BREAKERS	YES	NO
Attendance of mandatory pre-briefing meeting		✓
Company Profile	✓	
Form J & Form C/Equivalent documents in SA or other countries	✓	
List of key staff and qualifications	✓	
Organogram of the team to be deployed	✓	
Current Trading License	✓	
VAT Registration Certificate	✓	
SNPF Compliance Certificate - Swazi Registered companies	✓	
Certified Copy of a workmen's compensation certificate		✓
Certified copy of Certificate of Incorporation	✓	
Current Tax Clearance Certificate	✓	
Latest Audited or independently reviewed financial statements	✓	

The CBE is seeking reliable, financially stable suppliers who can meet its stringent cost, quality and service requirements.

The evaluation of Tenderers will be based on, but not limited to, the following criteria:

Criterial Elements	Points
1. Document Compliance Extent to which tender documents comply with CBE terms and conditions as set out in the RFP Legal capacity of Tenderer i.e. certificate of incorporation, current trading license, current tax clearance certificate, form C, Form J, partnerships and joint ventures, where applicable. Brief company profile and financial statements (to assist in the evaluation of the bidder's capacity to perform the contract work)	5
2. Resources Resource allocation and organisation and how this fits into the overall project structure;	10

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Financial capacity to undertake the project, based on financial statements - liquidity ratio, current ratio and asset base in order to assess ability of the tenderer to source and service additional funding;

Availability of funding for the project if applicable - confirmed by a financial institution;

Reputation/brand/size of Tenderer

Key personnel and their experience

Key personnel commitment to this project as a percentage of their total time;

Trade references. A list of relevant/similar projects completed within the last 3 years, complete with dates, descriptions, project cost;

3. Technical

Quality of product or service, i.e. extent to which it meets tender specifications;

Total cost of ownership. The total operational costs over the full lifecycle of the equipment, excluding the purchase price.

Quality of service/product; standard of performance based on previous work and experiences in other similar organisations; compatibility with products within CBE;

Post service support or after sales service; training and related issues; availability of spares; warranties.

20

4. Risk Assessment

All factors which may be prejudicial to CBE and performance of the contract, including but not limited to availability of resources (human, financial, logistics or suitable equipment for the tender) or extent of the tenderer's commitment in other projects;

Size of tender in relation to the size and turnover of the company in order to determine the ability to complete the tendered works;

Level of exposure by CBE to on sole supplier or sole proprietor;

Terms for goods; preference should always be given to tenderers who will deliver goods at CBE in order to minimise the risk of delivery.

Ascertain the integrity and general conduct in business dealings, professional conduct of the tenderer's directors and senior management;

Compliance with all applicable laws and regulations;

10

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Circumstances which may expose CBE and hinder due performance under the contract, e.g. criminal records in connection with corruption, fraud, theft or forgery by the tenderer's directors and management, etc.

5. Eswatini Business Promotion

5

Degree to which ownership of business vests with Emaswati citizen

Whether the business is incorporated and operates in Eswatini;

Degree to which business is managed by Emaswati citizen.

Extent to which Tenderer will;

- encourage more Emaswati citizens to be involved in business;
- encourage the impartation of technical and business skills to Emaswati citizens;
- improve levels of Emaswati citizens participation in CBE business;
- promote opportunities for employment of Emaswati citizens;
- increase the numbers and types of Emaswati business activities in the area;

NB:

Points will be allocated to ownership of the business by Emaswati citizens. Consideration has to be given for companies who are registered and operate in Eswatini.

Points will be allocated to management of the business by Emaswati citizen; and

Points will be allocated to the degree to which the Tenderer partners with or subcontracts to Eswatini entrepreneurs.

It is the intention of CBE to award contract(s) based on information contained in this RFP and any subsequent presentations and negotiations.

SCHEDULE "D" INSTRUCTION TO TENDERERS

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Instructions to Tenderers

Please read the following instructions carefully. Failure to comply with the requirements of these Instructions to Tenderers may cause the return or rejection of your Tender.

1.0 THE PURCHASER

- 1.1 This Invitation to Tender ("RFP") is issued by The Central Bank of Eswatini.

2.0 RIGHTS OF THE CENTRAL BANK OF ESWATINI

The Central Bank of Eswatini, in its sole discretion reserves the right to:

- 2.1 Accept or decline any proposal issued by a prospective Tenderer;
- 2.2 Award the contract for the **Name of Tender** based solely on a proposal received without entering into any further discussion;
- 2.3 Shortlist prospective/ successful Tenderers;
- 2.4 Refrain from issuing any contract
- 2.5 Award the tender in its entirety or in part
- 2.6 Extend without notice, the evaluation period

3.0 TENDER PREPARATION

- 3.1 The submission of the RFP must be strictly in accordance with these instructions, including the information described in "SCHEDULE B" "Scope of Work"
- 3.2 Tenders must be prepared and submitted in strict accordance with the RFP documentation. In the event of the tender being awarded, the successful Tenderer(s) will be required to enter into a formal Contract. No valid contract shall exist between the parties unless the parties have entered into a valid written contract.
- 3.3 Preparation of the Tenders, including but not limited to attendance at any pre-tender meetings, site visits and tender clarification meetings or presentations, shall be at the sole expense of the Tenderer.

4.0 TENDER SUBMISSION

- 4.1 Submitted Tenders must be complete in all respects and received on or before the tender closing date and time specified in the RFP invitation letter
- 4.2 Electronic copies should be sent to this email address: supplychain@centralbank.org.sz
- 4.3 The Tenders shall be submitted without review by, or the comparison of figures of, any other person or company submitting a tender for the same work and shall in all respects be without collusion with other Tenderers. Where collusion is discovered by the CBE all affected Tenderers shall be disqualified.
- 4.4 All Companies forming a joint venture (whether one or both companies has bought a Tender) in order to submit a single consolidated tender shall advise The CBE in writing prior to the submission of the tender and include in their tender full details of the joint venture including a copy of the signed joint venture agreement. It is left to the discretion of the CBE to accept

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such joint venture. Where The CBE has not been informed of such joint venture The CBE may at its sole discretion disqualify such submission.

5.0 LATE RECEIPT OF TENDERS

- 5.1 Tenders received after the Tender closing date and time will be disqualified by The CBE, with or without notice to the Tenderer.

6.0 EXAMINATION OF RFP AND ACKNOWLEDGEMENT

- 6.1 In the event that a Tenderer that is invited to tender does not intend to do so, the complete RFP including but not limited to all attachments, information, documents and material related thereto and any copies made thereof shall be returned to The CBE within three (3) days of receipt of the Tender documentation.
- 6.2 The Central Bank of Eswatini may modify any part of the RFP at any time prior to the closing date of the tender. Modifications to the RFP will be made in the form of addenda to the RFP and will be transmitted simultaneously to all Tenderers.
- 6.3 The Tenderer is responsible for the examination of the RFP and any addenda thereto including any special conditions or provisions which may affect the performance of the services to be rendered in terms of the tender. Should the Tenderer find discrepancies or omissions in the RFP the Tenderer shall notify The CBE in writing immediately on discovery of any discrepancy or omission.

7.0 SITE INSPECTION AND CONDITIONS

- 7.1 The Tenderer is responsible for making arrangements it considers necessary to become fully informed regarding all conditions that might in any way affect the performance of the services rendered in terms of the tender.
- 7.2 Failure by the Tenderer to satisfactorily investigate the conditions as aforementioned shall not relieve the Tenderer from the responsibility for properly estimating the difficulty or the cost of fulfilling its Tender.

8.0 TENDER VALIDITY, MODIFICATION AND WITHDRAWAL OF TENDERS

- 8.1 The Tenderer may modify or withdraw its tender provided that notification of such withdrawal or modification is received by the CBE in writing prior to the closing date. Withdrawal or modifications will be acknowledged by the CBE by means of facsimile, e-mail or hand delivered letter to the respective Tenderer.
- 8.2 Once submitted, the tender shall be fully binding upon the Tenderer and must be valid for a period of 3 months from the date of submission of the tender.

9.0 CRITERIA TO BE USED IN EVALUATION OF PROPOSALS

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- 9.1 The CBE will evaluate all proposals submitted in accordance with the criteria indicated in “SCHEDULE C” of this RFP.
- 9.2 The CBE in its sole discretion reserves its right to apply weightings to the criteria listed in “SCHEDULE C”.
- 9.3 The CBE will not divulge its final selection criteria to any prospective Tenderers nor will it be obliged to furnish any reasons for its selection(s).

10.0 AWARD OF CONTRACT

- 10.1 The CBE reserves the right to accept or reject any or all tenders, to waive any provision or deviate from the RFP process or any formality with regard to tenders received and to accept or reject one or more of the items in the tender if such items, at The CBE’s sole discretion, is in the best interest of CBE.
- 10.2 The CBE shall not be bound by the lowest price contained in any tender, and it may accept all or any part of a tender. It shall not be liable for any costs or expenses or damages whether direct or indirect, incurred by any Tenderer who submits a tender, irrespective of the outcome of such tender. If, however, any such tender leads to the conclusion of a contract, then the rights and obligations of The CBE and the Tenderer shall be governed solely by the provisions of the mutually agreed and signed written agreement between the parties.
- 10.3 The CBE reserves the right to invite the Tenderers, prior to the date of award and/or allocation of its tenders, to discuss any matter relating to the tender and/or to issue supplements or addenda to the tender.

11.0 QUESTIONS AND EXPLANATIONS

- 11.1 All queries and communication in relation to this RFP shall be directed in writing to the Secretary to the Tender Committee at supplychain@centralbank.org.sz prior to the tender closing date, all questions and clarifications arising from this RFP and CBE’s responses thereto will be transmitted or distributed to all Tenderers.

Any Tenderer desiring any explanation or interpretation of this RFP must request it in writing from:

The Secretary of the Tender Committee

The Central Bank of Eswatini

supplychain@centralbank.org.sz

All Correspondence shall bear the reference:
“Name of Tender - Tender number.”

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12.0 AMENDMENTS AND CLARIFICATIONS

- 12.1 The CBE reserves the right, after receipt of the tender submissions, to invite the Tenderers(s) for clarification, presentation or negotiation of its tender. Any such clarifications, presentations or supplements shall be considered to form part of the tender submission. Any such discussion, issue of supplements or addenda or invitation to clarify or negotiate, should not be construed as an acceptance, award or allocation of the tender to that particular Tenderer.
- 12.2 No amendments to the provisions contained in this RFP will be binding on the CBE. Written addenda will however be issued by CBE when amendments and/or clarifications to the RFP are deemed necessary. The CBE reserves the right to make whatever amendments or clarifications that in its view are reasonably necessary at any time.
- 12.3 The CBE shall provide a written notice of any addenda issued to all known recipients of the RFP. CBE shall however, not be responsible for any prospective Tenderers failure to receive any addenda. The prospective Tenderer shall be solely responsible for ascertaining, prior to submission of its proposal, that any addenda issued have been received.

SCHEDULE "E" PRICING SCHEDULE

PRICING SCHEDULE TO BE COMPLETED BY TENDERERS

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Please document any additional costing of financial data on a separate sheet and clearly identify the Tender Name and Number.

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