



Revenue Services Lesotho

TENDER NOTICE: ‘Supply & Delivery of IT Service management Solution’

Tendering: Reference: RSL/BE/SCM/03/10/2023

The Revenue Services Lesotho invites interested and qualified suppliers/ companies to submit proposals for “**Supply & Delivery of IT Service management Solution**” to provide a service management solution that is going to provide efficiency and effectiveness in managing IT service. The proposed solution must be user friendly and flexible enough to be integrate IT Service Management Solution with Data Analytics applications such as Power BI. The bidders must be ready to deliver the work upon the award of the tender. All potential Bidders must be in possession of a proven track record and must be licensed for providing services of this nature.

All bidders must attach certified copies of valid Tax Clearance Certificates, company registration licences, copy of shareholding certificates, and the most recent annual financial statements for RSL to assess the financial strength and capability of the bidder to carry out the assignment. Bids without these required minimum documents shall be disqualified.

The detailed Request for Proposal (RFP) document indicating all requirements and specifications shall, upon request, be sent through email from the **16 October 2023 @ 10:00 am**. Interested entities shall contact Supply Chain Management office **through the email** stated below.

Terms and Conditions:

1. Tender documents will be available at a non-refundable tender deposit of **M500.00**.
2. The price quoted in the Bids must be in Maloti/Rand and must include all applicable taxes and duties.
3. The Bids must be submitted not later than **12:00 hours** on the **09 November 2023** and they shall be opened same day at **12:30 hours**.
4. Tenders received later than the above-mentioned deadline shall not be accepted.
5. Non- electronic tenders **shall not be accepted**; and
6. Detailed tender packaging and labelling requirements in the Request for Proposal (RFP) must be adhered to or this shall lead to **disqualification**.

1. Important indicative dates:

Action	Date
Issue RFP	16 October 2023
Final date to submit written questions only (email format)	02 November 2023 @17:00 hrs
Pre- bid meeting	02 November 2023 @ 14:00 hrs
Distribution of questions and answers to all bidders (email format)	06 November 2023
Final date for submission of Bidder proposals in response to the RFP electronic	09 November 2023 @ 12:00 noon
Public opening of the bids (virtual)	09 November 2023 @ 12:30pm

All tenders/ queries must be addressed to: The Secretary – Tender Adjudication Committee Revenue Services Lesotho at this e-mail address: supplychainmanagement@rsl.org.ls