



TENDER NOTICE: ‘*Training on Customer Care*’

Tendering: Reference: RSL/BE/SCM/01/06/26

The Revenue Services Lesotho invites interested and qualified suppliers/ companies to submit proposals for “***training on customer service and care for service staff at all RSL touchpoints***”. The proposed solution must equip employees with skills and knowledge, and inspire a mindset required to deliver consistent, professional, and customer-focused service. The bidder 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 licenses, 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 **5th June 2026 @ 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 from the 5th May 2026 to 18th June 2026 at a non-refundable tender deposit of **M500.00**, and **invitations to the virtual pre-bid meeting will only be extended to bidders who obtained the tender document.**
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 **3rd July 2026** 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:

No	Event	Date
1.	Issue RFP	5 th June 2025
2.	Pre-bidding meeting (virtual)	19 th June 2026 @1000hrs
3.	Final date to submit written questions only (email format)	23 rd June 2026 @1700hrs
4.	Distribution of final questions and answers (email format)	25 th June 2026 @1700hrs
5.	Final date for submission of Bidder proposals in response to the RFP	3 rd July 2026 @1200hrs
6.	Public opening of the bids	3 rd July 2026 @1230hrs

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