****

**REQUEST FOR PROPOSALS (RFP) FOR**

**SUPPLY AND IMPLEMENTATION**

**OF**

**AUTOMATED TARIFF APPLICATION SYSTEM**

# BACKGROUND

The Lesotho Communications Authority (LCA) is the regulatory body for the communications sector in Lesotho. Its primary mandate is to facilitate the deployment of communications infrastructure, development and provision of affordable and sustainable communications services while promoting free and fair competition and ensuring consumer empowerment and protection. In its attempt to meet its strategic objectives and service delivery, LCA intends to acquire a system that will automate the tariff application process for its licensees.

# INTRODUCTION

LCA invites sealed bids from suitably qualified service providers to bid for the opportunity to supply and implement an Automated Tariff Application system at LCA office complex at 30 Princess Margaret Road, Old Europa Maseru (LCA Premises).

# SYSTEM REQUIREMENTS AND SCOPE

LCA intends to acquire and implement a system for the automation of its tariff application process. An existing software solution which will only require customization for LCA is preferred. The bidder should indicate the requirements for both on premises and cloud-based deployment.

The solution should be highly configurable to meet LCA’s needs and be fully integrated with the existing and future systems where there is such a requirement.

## Objectives

### Purpose of the system

The system is going to be used to automate tariff application process by the licensees.

## Scope and Requirements for the Automated Tariff Application System

### Functional Requirements (of the new system)

#### The system must :

* + Automate the application process from start to end
	+ Provide performance reports
	+ Provide some data analysis based on processed tariffs
	+ Present dashboards that summarise reports information.

#### Tariff Application process :

* + The system must provide both licensee and regulator with a web based login portal.
	+ Provide the licensee with the application interface, which should collect information as shown in the form provided in Annexure 1
	+ Allow information uploads of designated document formats
	+ Provides notifications at any stage of the application to the relevant parties.
	+ Enable the officer to request more information on the ongoing application and give applicant email notification that there is an action required from their side. And enable the applicant to upload more information.
	+ Enable the officer to request meeting from the platform, so that all the activities related to the application are easily auditable.
	+ Once the officer completes the processing of the application, either by approving or rejecting, goes to the manager and then head of division’s inbox for review.
	+ The reviewers may approve the officer’s decision on the application, which will then proceed to the CEO’s inbox for final signature. The reviewer may also decide to reject the officer’s decision of the application, in which case they should be able to send it back to them to address whatever concerns they have.
	+ After CEO’s signature, the system releases the decision to the applicant and copies the relevant division.
	+ A copy of the application documents is then saved. Should be able to export to external storage by configurable jobs to avoid storage issues.
	+ Mark the application complete.

### Non-Functional Requirements

* **Performance**: A good responsive systrem allowing multiple concurrent users
* **Scalability:** should be easy to scale up should the Regulator’s scope grow
* **Availability & Reliability** : Must always be available, should stand the agreed perfomance standards
* **Security**: adopt approved security industry standards ( encryption, user authentication, access controls, etc)
* **Authentication**: Able to authenticate users using external and internal AAA server.
* **Maintainability**: maintain updates, upgrades and patches.

### User Requirements

* **Types of users**: Business admin, system admin, applicants, and users
* **User interface**: web-based

### Data Requirements:

* System must be able to support different types of data sources. There must be data input validation.

### Reporting and Analytics

* Types of reports needed
* Dashboard capabilities
* Business intelligence tools integration

### Implementation & Support

* Training and support post implementation
* Documentation required

The project implementation is expected to be completed by **31 January 2026**.

For the detailed information to be collected during the application refer to Annexure 1 below. For the project Management requirements, refer to Annexure 2.

# CONDITIONS

Bid submissions must meet all the conditions indicated below, failure to comply with conditions 4.1 (a) and 4.1 (b) will lead to disqualification:

## 4.1 General terms and conditions

1. Valid Tax Clearance Certificate.
2. Valid Business Registration Documents.
3. VAT registration certificate (where applicable).
4. Company Profile.
5. The submission shall include three (3) references where similar assignment(s) were undertaken and should specify full names of client companies, the contact person(s), their email addresses and telephone numbers. All references will be contacted for further information on those assignments.
6. Lesotho laws shall be applicable.
7. Late submissions shall not be accepted.

NB: The above documents must form part of technical proposal document of the tender.

## 4.2 Specific terms and conditions

1. The proposal shall clearly state the bid price for the supply and implementation of Automated Tariff Application System. All prices shall include VAT where applicable.
2. The proposals must be valid for at least 60 working days from the submission deadline.
3. Bidders not contacted within 60 working days should consider their submissions unsuccessful.
4. The bidder must demonstrate financial capability to undertake the task by providing the banker’s reference confirming bidder’s financial liquidity.
5. Bidders may be required to make presentations on their proposals.

## 4.3 LCA’s Rights

1. This Request for Proposal (RFP) does not commit the Authority to pay for any expenses incurred by the bidder in the preparation of responses to this invitation.
2. The Authority reserves the right to accept or reject any response to this RFP.
3. The Authority reserves the right to cancel or withdraw this RFP as a whole or in part without furnishing any reasons and without attracting any liability.
4. The Authority reserves the right to call company representatives to make presentations.
5. The Authority shall not be bound to accept the lowest bid price tendered.

# SUBMISSION FORMAT

Bid submissions must meet all the conditions indicated below, failure to comply with any submission format will lead to disqualification:

## The bidder must submit one original and three copies of its bid submission document clearly marked “ORIGINAL” and “COPIES” as appropriate for both technical and financial proposals.

## Technical proposals must be in a separate package from the Financial proposals.

## The package containing the technical proposal must be sealed, clearly marked “TECHNICAL PROPOSAL”, and the package containing the financial proposal must be sealed, clearly marked “FINANCIAL PROPOSAL”.

## The technical proposal should NOT include any financial information.

Both packages must be placed in one outer package clearly marked “TENDER FOR THE SUPPLY AND IMPLEMENTATION OF AUTOMATED TARIFF APPLICATION SYSTEM”**.** Packages should not bear any identification of the bidder.

## All bids shall be physically delivered. Electronic submissions shall not be accepted.

# TIME FRAMES AND OTHER DETAILS

## Any request for clarification on the RFP must be addressed in writing to the Chief Financial Officer at admin@lca.org.ls at least five days prior to the deadline.

## The tenders must be submitted in the tender box located at the LCA reception on the 1st Floor, Lesotho Communications Authority, 30 Princess Margaret Road, Old Europa, Maseru, Lesotho on or before Monday, the 1st September 2025 at 11hr00. No submission shall be accepted after the closing time.

## Opening of bid documents shall be on the 1st September 2025 at 11hr15 at LCA premises.

## Interested bidders are invited for the bid opening and only one representative from a bidding company will be allowed to attend.

## The selected company or entity shall be informed in writing and invited for contract negotiations.

# ALL SUBMISSIONS MUST BE DELIVERED AND ADDRESSED TO:

The Chief Financial Officer

1st Floor Lesotho Communications Authority Building

30 Princess Margaret Road, Old Europa

P. O. Box 15896

Maseru, LESOTHO.



**SERVICE PROVIDER REQUEST TEMPLATE**

Name of Service Provider: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ***REF:000/2025-26***

Application date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Implementation date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Please tick an applicable box with*** [x]

|  |
| --- |
| **SECTION 1: GENERAL INFORMATION** |
| **Type of Licensee** | **MNO**  [ ]  | **ISP** [ ]  | **OTHER** [ ]   |
| **Request Title** |  |
| **Type of contract** | Prepaid |[ ]  Postpaid |[ ]  Top-up/Hybrid |[ ]  Other |[ ]
| **Type of Filing** | Tariff Request | Promotion Request | Campaign Request | Notification |
|  | New |[ ]  Modification |[ ]  New  |[ ]  Modification |[ ]  Renewal |[ ]  New tariff |[ ]  Approved tariff |[ ]  Performance Report |[ ]  Modification |[ ]  Other |[ ]
| **Type of Service** | Voice only |[ ]  Data only |[ ]  SMS only |[ ]  Integrated (2 or more services) |[ ]  Other |[ ]
| **Description of proposal** (Provide description information for which the tariff is proposed): |
| **SECTION 2: TARIFF INFORMATION** |
| **Type of Tariff** | Existing standalone service | Price decrease |[ ]  Price Increase |[ ]  Price unchanged |[ ]
|  | Existing bundle service | Price decrease |[ ]  Price Increase |[ ]  Price unchanged |[ ]
| *If the price Increases, please attach the costing Information* |[ ]
| **Tariffs (Prices, terms, and conditions)** |
| 1. *Provide a detailed schedule of all proposed price terms. This should include once-off and recurring payments, time, varying price, volume discounts, threshold etc.*

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| **Target Market**(*identify target customer segments*)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Rationality**1. *Supply specific reasons for introducing or amending the service.*

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| **SECTION 4: STATUS OF SERVICE** |
| **Competition Parameter** | Similarity |[ ]  Complementarity |[ ]  Substitution |[ ]  Freebie offering |[ ]  Loyalty offering |[ ]  Zero-rated |[ ]  Bundling |[ ]
| **Definitions** | Similarity product refers to a filed product that may be similar to other existing on-net products. | Complementarity product is a filed product that may complement other existing on-net products. | Substitution product is a filed product that is replacing an existing product, in full or in part | Freebie offering product is filed a product that offers customers extra allocation/benefit in addition to their purchase at no extra charge. | Loyalty offering product is a filed product that offer customer loyalty rewards or points. | Zero-rated product refers to a filed product that is offered to customers at no charge at all, that is at zero price. | Bundling occurs when services are offered as a package at a discounted price and a price of a singular service is higher than when offered in a package. |
| **SECTION 5: Enclosures as Annexures** |
| 1. Costing information where applicable
2. Previous submissions and relevant approval letters
3. Supporting performance report
4. Business Rules
5. consumer complaints guidelines
6. Applicable agreements (SLA) where applicable
7. Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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| **SECTION 6: Service Provider only** |
| Checked by: |
| **Service Provider Stamp:**  |
| **SECTION 7: LCA use only** |
| Checked by: |
| Approved by: |
| **Decision**  | Approve |[ ]  Not Approve |[ ]   Resubmission  | [ ]  |
| **Reasons** |  |  |
| **LCA Stamp:**  |

# ANNEXURE 2

**IMPLEMENTATION AND PROJECT MANAGEMENT**

The Bidder must provide a detailed PROJECT PLAN that include all the DELIVERABLES and TIMELINES. In addition, the implementation plan should provide a full description of the services and processes that will be undertaken to implement the complete system in the most efficient, timely and comprehensive manner. The implementation plan must include but not limited to the following information:

* Adherence to best practice project management methodology
* System setup and configuration
* Training and support until the new system is fully operational
* Implementation team - the profiles of the team that will be involved with implementation. This should include their experience in implementing the system within an organization such as LCA. The project team must have skills in system development, database administrator, project management, UI/UX engineer, business analyst
* 3rd Party Implementation Partner – if there is an intention to use 3rd party organization to support any stage of the implementation process, it should be indicated
* User Acceptance Testing