



**L E S O T H O
C O M M U N I C A T I O N S
A U T H O R I T Y**

**REQUEST FOR PROPOSALS (RFP) FOR
SUPPLY AND IMPLEMENTATION
OF
E-PROCUREMENT SYSTEM**

1. 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 its Procurement Processes.

2. INTRODUCTION

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

3. SYSTEM REQUIREMENTS AND SCOPE

LCA intends to acquire and implement a system for the automation of its procurement processes. The proposed solution shall be an existing and commercially available off-the-shelf system that requires only configuration and or/ limited customization to meet the requirements of the Lesotho Communications Authority. The system should be cloud-based.

3.1. Objectives

Purpose of the system

The system shall automate and integrate the end-to-end procurement lifecycle, enhance transparency, enforce compliance with procurement regulations, and enable data-driven decision-making.

3.2. Scope and Requirements for E-Procurement

3.2.1. Functional Requirements

The system shall, at a minimum, provide the following functional modules:

Supplier Management

- Self-service supplier registration and onboarding portal
- Supplier verification (company registration, tax document)
- Supplier categorisation and profiling
- Supplier performance management and rating

- Blacklisting and suspension workflows
- Secure document repository for supplier records

Sourcing and Tender Management

- Creation and management of RFIs, RFQs, and RFPs
- Tender publishing and notification to registered suppliers.
- Secure electronic bid submission (sealed bid functionality)
- Controlled bid opening with audit trails
- Multi-stage evaluation workflows (technical and financial)
- Configurable scoring and evaluation templates
- Clarification and communication management
- Support for tender committees and approval workflows

Contract Management

- To be integrated with existing LCA Contract management system

Requisition and Purchase Order Management

- Internal requisition creation and approval workflows
- Budget validation at requisition stage
- Automated purchase order generation
- Handling of amendments, cancellations, and returns.

Annual Planning and Payment Management

- Upload or create Annual Procurement Plans

Reporting and Analytics

- Purchase Order/Invoice Analysis
- Procurement dashboard (e.g. Types, planned vs issued)
- Requisition Dashboard
- Compliance and audit reporting
- Supplier performance dashboards

Security Management

- Multi-level approval hierarchies
- Delegation and escalation mechanisms
- Support authentication through enterprise identity systems
- Support for Single Sign-On (SSO)
- Multi-Factor Authentication (MFA)
- End-to-end encryption
- Secure bid submission ensuring confidentiality and non-repudiation.
- Full audit trails of all system transactions
- Role-based access control and least privilege enforcement

Compliance and Governance

- Enforcement of procurement policies and thresholds
- Automated workflow controls aligned to procurement rules.

System Integration Requirements

- The proposed solution shall support integration with existing and future LCA systems through standard, secure interfaces.

Document Management

- Integration with document management systems for secure storage and retrieval

Communication and Notification Systems

- Integration with email platforms
- Automated notifications for approvals, submissions, and deadlines

Technical and Architecture Requirements

The solution shall comply with the following technical specifications:

- Configurable workflows and business rules
- Scalable and modularised architecture to support growth in users and transactions.

3.2.2. Non-Functional Requirements

Operational and Performance Requirements

- The system shall support concurrent users
- Response times shall meet acceptable enterprise performance standards
- Intuitive user interface for internal users and suppliers

Data Governance

- Data ownership shall remain with LCA
- Compliance with applicable data protection and privacy laws
- Support for data retention and archival policies
- Ability to migrate historic data onto the system

Vendor Response Requirements

Bidders are required to:

- Provide a detailed compliance matrix against all functional and technical requirements
- Submit system architecture diagrams
- Describe integration approaches and technologies
- Provide implementation methodology and timelines
- Provide User training and knowledge transfer
- Provide details of support and maintenance services
- Submit CVs for the proposed Project Manager and Business Analyst.

4. 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

- a) Valid Tax Clearance Certificate.
- b) Valid Business Registration Documents.
- c) VAT registration certificate (where applicable).
- d) Company Profile.
- e) 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.

- f) Lesotho laws shall be applicable.
- g) Late submissions shall not be accepted.

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

4.2. Specific terms and conditions

- a) The bidder must demonstrate experience with similar implementations conducted in the last three (3) to five (5) years.
- b) The bidder must demonstrate financial capability to undertake the task by providing the banker's reference confirming the bidder's financial liquidity, as part of the technical proposal.
- c) Bidders may be required to make presentations on their proposals.
- d) The proposal shall clearly state the bid price for the supply and implementation of the E-Procurement System. All prices shall include VAT where applicable.
- e) The proposals must be valid for at least 60 working days from the submission deadline.
- f) Bidders not contacted within 60 working days from the submission deadline should consider their submissions unsuccessful.

4.3. LCA's Rights

- a) 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.
- b) The Authority reserves the right to accept or reject any response to this RFP.
- c) 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.
- d) The Authority shall not be bound to accept the lowest bid price tendered.

5. SUBMISSION FORMAT

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

- 5.1. The bidder must submit one original and four copies of its bid submission document as appropriate for both technical and financial proposals.

- 5.2. Technical proposals must be in a separate package from the Financial proposals.
- 5.3. 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".
- 5.4. The technical proposal should NOT include any financial information.
- 5.5. Both packages must be placed in one outer package clearly marked "TENDER FOR THE SUPPLY AND IMPLEMENTATION OF E-PROCUREMENT SYSTEM.

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

6. TIME FRAMES AND OTHER DETAILS

- 6.1. 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.
- 6.2. Officer at admin@lca.org.ls at least five days prior to the deadline.
- 6.3. 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 08th of June 2026 at 11hr00. No submission shall be accepted after the closing time.
- 6.4. Opening of bid documents shall be on the 08th of June 2026 at 11hr15 at LCA premises.
- 6.5. Interested bidders are invited for the bid opening.
- 6.6. The selected company or entity shall be informed in writing and invited for contract negotiations.

7. 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.