

SECTION 1

INFORMATION FOR BIDDERS

1. INVITATION TO BID

The Office of the Ombudsman invites proposals from eligible and qualified Consultants to provide with the consulting services **to assist the Ombudsman with Complaints Management System development, installation and provide training to the users of the above-mentioned system.** More details are to be found in the Terms of Reference.

2. INSTRUCTIONS TO BIDDERS

The bidding document can be obtained electronically or collected at the Office of the Ombudsman (Procurement Unit) free of charge or obtained from our website at ***www.ombudsman.org.ls*** from ***24th October, 2025***. Submission of the Request for Proposals will be on or before ***24th November , 2025 at 12:00hrs*** noon. All proposals will be opened on ***24th November, 2025 14:00hrs*** in the Office of the Ombudsman Boardroom, in the presence of bidders or their representatives.

Submission

This bid requires both technical and financial proposals which must be in separate envelopes, that shall be enclosed in one sealed envelope bearing no identification of bidder marked “**Complaints management system**”.

Technical proposal must be placed in a sealed envelope clearly marked “**The office of the Ombudsman tender No.1 of 2025/26 consultancy to assist with complaints management system development, installation and provide training to the users of the system**”

Financial proposal: In one (1) sealed envelope marked “**financial proposal for a consultancy to assist with complaints management system development, installation and provide training to the users of the system**” and shall bear names and address of the bidder.

Tender documents (TOR's) are available at the office of Ombudsman free of charge (procurement unit) not later than 24th **November, 2025**.

Timetable:

The tender process shall be guided by the following indicative dates:

Activity	Dates
RFP Issued	24 October , 2025
Deadline for Obtaining Tender Document	24 November, 2025 12h00
RFP Close	24 November, 2025 12h00
RFP Opening	24 November, 2025 14h00

3. BID DOCUMENTATION REQUIREMENTS

Bidders must submit the following documents:

- Correct Number of Tender Responses on both first page of technical and financial proposals.
- Commitment in writing that bid price in this response is valid for **90 Days** clearly indicated and attached to the financial proposal.
- Valid Trading License Certified at source
- Valid Tax Clearance Certificate and
- Individuals to submit tax clearance certificate
- VAT Registration Certificate (where applicable)
- Share Certificate
- A company profile
- Proof of residence of the company (provide sub lease or lease or any other relevant document)
- Prove of similar assignment undertaken in the past 10 years and attach necessary documentation (e.g. copy of contracts or purchase orders)
- Reference from the institutions served in the 10 past years
- Prove to have registered with the Lesotho Ministry of Finance (IFMIS) or a declaration to be prepared to register once awarded the tender attached to the technical proposal.
- Joint venture must attach their agreement signed by all parties.
- CVs of main personnel
- Proposals should be enclosed with Certificate of Bona fide tendering duly signed by a senior official of the bidding company.

4. CONFIDENTIALITY AND PROPERTY RIGHTS

Due to the nature of this assignment, the Office of the Ombudsman shall require that documents, reports, findings, and any other information acquired and produced by the consultant during the assignment shall be the property of Government of Lesotho under the proprietorship of the Office of the Ombudsman, and shall not be shared with third parties without the express permission of the Office of the Ombudsman.

5. Clarifications:

All requests for clarifications and queries on this tender must be addressed in writing to:

Secretary Procurement Committee – Ms. Lebohang Monyamane at lebohang.monyamane@gov.ls or Ms Matseliso Moleleki at matseliso.moleleki@gov.ls

Offices: Moposo House, 6th Floor, Kingsway road Maseru. Not later than 16:00 hours, 21st November, 2025.

BIDDER PROFILE

6. MINIMUM FIRM REQUIREMENT

The Service Provider is expected to:

- Have at least 10 years proven track record and be a recognized firm in digital process automation, including in the development, configuration and installation of technology-based information management systems and related services.
- Have ability to assess technology hardware and software needs, as well as present and future customer requirements, strong understanding of the concepts of user experience, user interface design principles and conceptual design.
- Have experience on end-to-end integrated multi-platform solutions, including Cloud technologies.
- Qualify to highest standard of information security.

7. Technical Competencies

The team composition should comprise of members with the following educational qualifications, experience and competencies:

• **Project Team Leader**

- Master's degree or Higher in Telecommunications/ICT, Engineering, or a closely related field from an accredited educational institution.
- A minimum of 8 years professional experience in working in the IT/digital sector, managing teams tasked with designing and implementing technology-based case management system or similar solution.
- Project management experience with strong problem-solving skills.
- Basic knowledge of PMBOK, ITIL and Cloud Computing infrastructure.

• **Senior Software developer/Programmer/System Analyst**

- Degree in Computer Science, Information System, Computer Engineering or ICT related discipline from an accredited educational institution.
- A minimum of 5 years of proven experience on in developing secure Web APIs (REST/JSON).
- Expert knowledge and certification in C#, Frameworks, such as ASP.NET MVC, ASP.NET Core, Laravel, CodeIgniter, etc.
- On hand experience on software development tools, such as HTML 5, JavaScript, CSS, Python, MSSQL, MySQL, Firebase, Mongo DB, Angular, Node.js Developer, Microsoft Visual Studio and other tools, Mobile Android.
- Expert knowledge in integrating reporting and data analytics.
- Willingness to keep abreast of new development in the field of expertise and upgrade the system when necessary.

• **Senior Cloud Infrastructure Expert**

- Degree in Computer Science, Information System, Computer Engineering or ICT related discipline from an accredited educational institution.
- A minimum of 5 years of proven experience on Cloud Platform configuration and security.
- Practical experience and certification on Google Cloud Infrastructure platform, such as Google, Microsoft Azure, iCloud and other tools.

Functional Competencies

- Positive and constructive approaches to work with energy.
- Demonstrate openness to change and ability to receive and integrate feedback.
- Strong time management and meeting established timelines.
- Ability to work under pressure, and to deliver in a timely manner without compromising quality standards.

8. Language and Other Skills

- Excellent knowledge of English.
- Capacity to facilitate and communicate with experts with different qualification and experience participating in the assessment.

SECTION 2

Terms of Reference (TOR) for Consultancy services for the Design, Testing and Commissioning of a Case Management System (CMS) for the Office of the Ombudsman.

9. SUMMARY OF EVENTS

Project	Consultancy to computerize complaints handling system and procedures and train and officers of the office of the ombudsman.
Duration	12 weeks from the day of contract signing.
Place	The office of the Ombudsman, the consultant is expected to work from 8:00 am to 4:30 pm, Lesotho time.
Reporting to	Assistant to Ombudsman, Planning Unit and IT officer
Summary of requirements	System development, 10 computers/ lap-tops, two servers and all other computer equipment.
	No transportation fees either domestic or international are planned for this consultancy.

10. Project Background:

The Office of the Ombudsman is characterized as a human rights institution and by section 7 of the Ombudsman Act, 1996, the Ombudsman is mandated to investigate practices and or tendencies that are rendered injustices, maladministration, corruption, unlawfulness, violation of any fundamental human rights or freedoms, degradation and, depletion of the environment and destruction or pollution of natural resources. The Office has been manually recording received complaints making it difficult to have proper records and

accurate statistics. Absence of Case Management System has made difficult for the Office to have a proper recording, monitoring and reporting and prompt retrieval of cases handled by the office. As a result, the Office has not been able to have accurate data and produce properly analyzed reports making it difficult to track progress on cases. In summary the developed CMS must be able to:

- Improve the functionality, effectiveness, and efficiency of the current manual system.
- Interrogate information about cases being processed in the system
- Integrate the storage and access of scanned documents; and
- Permit electronic filling and storage of documents, soft copy and scanned copies for prompt retrieval.
- Produce periodic and categorized reports

11.FUNCTIONAL REQUIREMENTS AND CMS OBJECTIVES

The overall objective of this assignment is to develop and implement an efficient technology-based case management system to receive, track and manage complaints related to human rights violations, maladministration, administrative corruption, environmental degradation and injustice that the office of the Ombudsman handle. The objective and functional requirements of the system are described below:

- Reflect the evolution of a complaint in a timeline, highlighting different stages of the complaint handling process to monitor performance of individual staff, assess whether expected outcomes are being achieved and ensure accountability as an institution.

- Provide features that allow different forms and templates to feed the database in the most efficient way, considering that various templates and forms are used to collect data at different stages of the complaint handling process. The system should allow the registration of details that include all the parameters used for capturing data, such as date, place, sex etc of the complaint in several formats; being text, video, audio and images. It should be possible to update or add information at every key stage of the complaint handling.

- Allow the office of the Ombudsman to retrieve aggregated data statistics, reports or graphics about complaints, complainants and respondents by searching for values within the fields of pre-defined entries. The system should also provide

a map of complaints through geo location capabilities. Provide a general view about the cases through a custom developed dashboard to visualize the information of the database through visualizations and charts.

- Provide features that automate some tasks, such as sending notification for complainants, and respondents at certain stages of the complaint handling process via email or SMS. The System must provide a functionality to track letters sent and received through daily processing of complaints.

- The system must have a proper audit trail that tracks information change and keep a log of system logins. It must allow case assignment and reassignment to officers seamlessly.

- The E-CMS should provide trends and patterns of the received complaints to allow the identification of emerging issues for Ombudsman to take appropriate measures.

- The E-CMS should provide timely updates on complaints received.

- Make files marked as ‘classified’ only accessible to specific Officers who have rights to access classified or highly sensitive files to ensure confidential information of complainants are secure and protected.

- Provide an end-to-end solution with an integrated multi-platform solution, easy to implement and integrate with other application and system.

- Officers selected by the office to serve as administrators of CMS must be provided with onside training to perform, at a minimum, basic modification, maintaining and troubleshooting of the CMS for one week.
- Technical support and maintenance should be available from Monday to Friday for six months.
- A trial period of not less than 8 weeks, during which the officer can test the software, prior to final acceptance of the CMS, would be preferred.

12.EXPECTED OUTPUT OF THE ASSIGNMENT/ DELIVERABLES

The Consultancy Firm will deliver the following deliverables at each project phase

	Deliverables
1	Orientation of the TOR, signing of the contract of the consultancy and Inception Report
2	First illustrations: Deliverable # 2: A system design document for the E-CMS Deliverable # 3: Beta version of E-CMS with the required customization Deliverable # 4: Testing plan, including the actual conduct of the test and follow up of incidents
3	Final illustration: Deliverable # 5: Training plan with training Manuals for end users and System Administrator Deliverable # 6: Conduct the test and training Deliverable # 7: Provision of technical support should be available upon need.

Management

The process will always, remain cognisant of the office of the Ombudsman mandate, goal, objectives and values.

13. METHODOLOGY /APPROACH OF THE SERVICE (WORK)

Logistic arrangements and conditions

The suggested approach for this assignment is the ‘agile development’ model, which aims at evolving, improving, delivering and supporting services based on the office of the Ombudsman’s needs, feedback and experience. This is to ensure that the software functionality is customized to meet the demands of the office of the Ombudsman. The following minimum approach is thus suggested:

- Conduct a comprehensive analysis to understand the needs, challenges faced and functional and non-functional requirements of the office of the Ombudsman.
- Create a system design document for the E-CMS in line with the requirements

- Develop Beta Version of the E-CMS based on approved system design document for testing
- Conduct system testing and user acceptance testing and follow up on fixing of incidents.
- Prepare training plan according to training needs, including developing a standard user manual for products and solution modules in English
- Provide training of the Ombudsman's staff, proposed 3-day training for end users and another 2- day training on system administration.
- Validate deliverables and produce online technical support system for debugging and ensuring smooth system administration for a period of six months after the system is delivered to the office of the Ombudsman.

14. EVALUATION CRITERIA

GENERAL EVALUATION CONDITIONS

The tender will be governed according to Lesotho Government Procurement Act 2023. **The award of Tender will not be determined by the lowest price.** The evaluation will be based on:

- Compliance to general tender conditions (20%)
- Technical Solution (50 %)
- Price (30 %)

ITEMS	CRITERION	SCORE	COMMENTS
1	Firm experience 1) number of years of the firm's existence 5 2) specific experience (5 related projects) 25	30	
2	Firm's references (at least 3 letters of references from the firms)	6	
3	Times schedule	20	
4	Methodology	6	

	• Conduct a comprehensive analysis to understand the needs, challenges faced and functional and nonfunctional requirements of the office of the Ombudsman. • Create a system design document for the E-CMS in line with the requirements • Develop Beta Version of the E-CMS based on approved system design document for testing • Conduct system testing and user acceptance testing and follow up on fixing of incidents. • Prepare training plan according to training needs, including developing a standard user manual for products and solution modules in English • Provide training of the Ombudsman's staff, proposed 2–3-day training for end users and another 2- day training on system administration. • Validate deliverables and produce online technical support system for debugging and ensuring smooth system administration for a period of six months after the system is delivered to the office of the Ombudsman. • Resource schedule	4 7 5 2 6 4 6	
5	Team of experts 1. Team leader (Qualifications 5, experience 10) 15 2. Senior Software developer/Programmer/System Analyst (Qualifications 4, experience 6) 10 3. Senior Cloud Infrastructure Expert (Qualifications 2, experience 3) 5	30	

The proposal must indicate the preferred candidate among the team members for a Team Leader per evaluation category. Failing which, the evaluation team shall designate the most seemingly qualified member as a Team Leader in that category at its own discretion. If there are more than 3 members, then the proposal must nominate 3 experts to be assessed per evaluation category. The minimum number of evaluation points for the technical proposal is 70%.

ONLY consultants who have scored 70% and above technically, shall have their Financial Proposals opened.

14. FINANCIAL EVALUATION

The financial proposal will be assessed for **comprehensiveness, completeness and reasonableness** and whether it corresponds to the technical proposal.

15. BASIS OF AWARD

The award will be based on the **highest ranked consultant** after combining the technical and financial evaluations.

The weights given to the Technical (W_T) and Financial (W_F) proposals are:

$W_T = 70$, and $W_F = 30$

16. TENDER AWARD

This Tender will be awarded by the Office of the Ombudsman Procurement Committee. Consultants must, however, note that awarding of this tender will be **subject to an agreed contract**.

The Office also reserves the right to cancel the tenders before submission/opening of tenders or postpone the tender submission/opening date. The Office is not bound to accept the lowest or any bid.

ANNEXTURE 1

RETURNABLE DOCUMENTS

The tenderer must complete the following returnable documents:

1. Returnable Documents required for tender evaluation purposes

	Certificate for authority of signatory
	Record of addenda to tender document
	Curriculum vitae of key personnel
	Experience of tenderer
	Certified copy of Certificate of Incorporation
	Valid Tax Clearance Certificate
	Document of Formation of a Joint Venture (JV) – where applicable
	Certificate of Bona fide tendering
	Signed confidentiality statement
	Signed statement on the absence conflict of interest

2. Returnable Documents that will be incorporated into the contract

	Work plan
	Curricula vitae of key personnel
	Offer and acceptance
	Contract data provided by the contractor

ANNEXTURE 2

RECORD OF ADDENDA TO TENDER DOCUMENTS

We confirm that the following communications received from the Procuring Department before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:		
	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

Signed:

Date

Name:

Position

Tenderer

ANNEXTURE 3

CERTIFICATE OF AUTHORITY OF SIGNATORY

Indicate the status of the bidder by ticking the appropriate box hereunder. The bidder must complete the certificate set out below for the relevant category.

A COMPANY	B PARTNERSHIP	C JOINT VENTURE	D SOLE PROPRIETOR

A. Certificate for company

I, _____, chairperson of the board of directors of _____, hereby confirm that by resolution of the board taken on ____20 Mr/Ms _____, acting in the capacity of _____, was authorised to sign all documents in connection with this tender offer and any contract resulting from it on behalf of the company.

Chairperson:.....Date.....
.....

As witnesses: -

1. _____Date.....
.....
2. _____Date.....
.....

B. Certificate for partnership

We, the undersigned, being the key partners in the business trading as _____ hereby authorise Mr/Ms _____, acting in the capacity of _____, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

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NOTE: This certificate is to be completed and signed by all of the partners. Attach additional pages if more space is required.

C. Certificate for Joint Venture

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms _____, an authorised signatory of the company _____, acting in the capacity of lead partner, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

This authorisation is evidenced by the attached power of attorney signed by legally authorised signatories of all the partners to the Joint Venture.

Furthermore, we attach to this Schedule a copy of the joint venture agreement which incorporates a statement that all partners are liable jointly and severally for the execution of the contract and that the lead partner is authorised to incur liabilities, receive instructions and payments and be responsible for the entire execution of the contract for and on behalf of any and all the partners.

NAME OF FIRM	ADDRESS	AUTHORISING SIGNATURE, NAME & CAPACITY

D. Certificate for sole proprietor.

I,..... hereby confirm that I am the sole owner of the business trading _____ as _____.

Signature: Sole owner:.....Date.....

witnesses: - _____

1. _

.....Date:..... _ _ _ _ _
_ _ _ _ _

2.....Date..... _ _ _ _ _

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

ANNEXTURE 4

CERTIFICATE OF BONA FIDE TENDERING

Tender

No:.....
Due for Return by
Subject:.....
....

We hereby certify that the offer made in connection with the above tender is intended to be genuinely competitive. No aspect of the price has been fixed or adjusted by any arrangement with any third party, with the exception of any information attached hereto.

In particular:

- a) the offered price has not been divulged to any person;
- b) no arrangement has been made with any person that he should refrain from tendering; ,
- c) no arrangement has been made with any person to the effect that we will refrain from bidding on a future occasion;
- d) no discussion with any person has taken place concerning the details of either's proposed price and;
- e) no arrangement has been made with any person otherwise to limit genuine competition.

We understand that any instances of illegal cartels or market sharing arrangements suspected by the Government of the Kingdom of Lesotho will be referred to the appropriate government agency for investigation and may be subject to appropriate legal action.

We understand that any misrepresentations may also be the subject of criminal investigation or used as the basis for civil action.

In this Certificate "arrangement" include any transaction, or agreement, private or open, or collusion, formal or informal, and whether or not legally binding.

***Information is/is not attached hereto.**

Signed:

Name and Position:.....

On behalf of:.....
(Name of firm/company/organisation).

Date:.....

