

## **EXPRESSION OF INTEREST (EOI) FOR A CONSULTING FIRM -TO ASSESS STATUS OF 46 POST OFFICES, DESIGN PLAN THE RENOVATIONS AND PREPARE SPECIFICATIONS FOR RENOVATING EXISTING POST OFFICES INTO E-SERVICE CENTRES AND SUPERVISE RENOVATIONS WORK.**

### *Background*

The Government of Lesotho has been allocated loan funds from the African Development Fund which are administered by the African Development Bank for an extension of e Government Phase I project. The **e-Government Infrastructure** Phase II project is executed by the Ministry of Communications Science and Technology. The objective of the project is to drive digital finance and financial inclusion by improving access to reliable digital Services, particularly among citizens living in rural and unserved areas. The aim is to provide access to a diverse range of financial products and services for individuals as well as small, medium and large businesses through the expansion of digital infrastructure and services, which will lead to creating jobs, and contributing to Lesotho's economic growth. Specifically, the project shall: increase data-enabled coverage in rural and unserved areas; improve financial inclusion among unbanked citizens in Lesotho by developing digital payment infrastructure and strengthening digital services ecosystem and improve government skills to oversee and implement ICT initiatives.<sup>1</sup>

The second component of the project aims to provide the required support for the promotion of a digital economy in Lesotho. It focuses on building the required digital payments infrastructure and provides facilities to rural communities to access e-government and digital financial services. To enhance access to e services specifically in rural areas, the project supports establishment of common digital Centres (e-Centres) at Lesotho Post Office locations spread out in the rural areas. It supports the overall design, renovation, and equipment of ~~4641~~ locations identified in collaboration with the Lesotho Post Office. The offices will be provided with Local Area Network (LAN) and internet connectivity. The common services centres will house Government ministries and agencies that provide e-Services, Lesotho Post Bank, Lesotho Post's call centre services.

The Ministry of Communications Science and Technology intends to recruit an individual consultant to assist the government to assess status of existing 46 post offices, develop a common design for proposed e-Service centres, prepare specifications for renovating existing post offices into a common e-service centres and inspect renovation work of post offices into e-service centres and provide certificate of completion of work. [The e-Government Infrastructure Phase-I project renovated 5 Post offices out of 46 post offices on the pilot basis. The scope of this assignment may include those post offices.](#)

### *1. Objective(s) of the Assignment*

The main objective of the proposed assignment is to:

- a) Assess the current status of 46 Post offices across country.

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<sup>1</sup> AfDB. E-Government Project Appraisal Report (August 2019).

- b) Develop suitable designs to meet various requirements of e service centres. The design will be used renovate current Post offices to e Service centres. The design should be based on status of post offices, requirement of e-Service Centres and optimum cost of renovation post offices to e-service centres.
- c) Provide technical specifications for each of 4+6 post offices to contractors to renovate post offices into e-Service centres. Provide Bills of quantities
- d) Supervise renovation work and provide Certificate of Completion for each of 46 (5 pilot post office may get excluded) + post offices

The Consultant will be required to perform activities to meet objective of the assignment.

**Categories and numbers of the Consultant's professional staff may be proposed according to the Consultant's appreciation of the assignments to be undertaken, but for the purposes of evaluation, personnel for the following specialties will clearly be indicated with relevant curricula vitae and any one of them can be a Team Leader:**

- Architect
- Quantity Surveyor

## 2. *Scope of Services, Tasks (Components) and Expected Deliverables*

The Consultant shall:

- 2.1 Visit each of 46 Post offices and inspect status of Post office buildings. The list of 46 Post offices with address is provided in Annexure – 1 of the document.
- 2.2 Produce reports/status for each of 46 Post office buildings with Floor plan of these buildings and health of buildings and utilities in these buildings.
- 2.3 Develop a detailed design with an architectural plan and minute specifications for a proposed e-Service centres. The current post offices are divided into 2 categories based on the population density serviced by it and location of the post office. The list of requirements for each categories of e-service is included in Annexure-2. The list of requirements provided in Annexure 2 is indicative and not complete. The complete list of requirements will be provided to selected firm during assignment. The consultant should produce the following plans for each category
  - 2.3.1 Floor plan
  - 2.3.2 Internal Utilities plan
  - 2.3.3 External layout
  - 2.3.4 Specifications of material to be used for complete building/bill of quantities for each design
- 2.4 Present designs for each category of e-Service centres to the Technical Committee of the project for approval. Correct and resubmit design based on the feedback, if any provided by the Technical committee.
- 2.5 Prepare detailed specifications (which will be used as an input to invite Request for Proposal for renovation from contractors) for each of 4+6 Post offices to be renovated to the approved design for e-Service Centre.

- 2.6 Perform quality inspection/supervision for each Post office while being renovated into e-Service Centre and provide monthly reports to the project.
  - 2.7 Ensure that each post office is being renovated into e-service centres as per design and provide Certificate of completion for each of post offices.
3. The deliverables of an assignment shall be:
    - a) Activity plan with timelines to complete an assignment
    - b) A Status report for each of task
    - c) An assessment report for each of 46 Post offices to include
      - a. Floor plan of the post office building
      - b. Utility plan
      - c. Status of building to include health of structure
      - d. Photos of existing structure of each Post office to support the assessment report
    - d) The design for each category of e-Service centre to include
      - a. Floor Plan
      - b. Utility plan
      - c. External layout
      - d. Specifications of material to be used for building
      - e. Estimated cost of each design
      - f. 3-D presentation of the design
      - g. Electrical connections points for each design
    - e) Technical specifications for each of 4+6 Post offices to include
      - a. Renovation specification
      - b. Estimated quantity required for renovation
    - f) Quality inspection report for each of Post offices.
    - g) Certificate of Completion for each of 4+6 [\(5 pilot post offices may be excluded from the scope\)](#) Post offices

#### 4. *Qualification of the Consulting Firm:*

**To qualify for award of this assignment, firms must have a minimum experience of ten (10) years in similar design projects. However, individual key design team members as listed above must have a minimum experience of ten (10) years in design projects. The Consultant shall have the expertise capable of successfully delivering the assignment. These include but are not limited to Civil engineering; contract management for construction infrastructure; Quantity estimation for renovation work and project management.**

**Due to the urgent nature of the required services, the duration of the consultancy contract shall be for a maximum period of three (3) months from the date of contract signature for assessment exercise and submitting final designs. Post office renovations are expected to take between three to four months, during that period the consulting firm would be supervising**

## 5. Reporting Requirements and Time Schedule for Deliverables

The Consulting Firm shall report directly to the Project Coordinator of the Project. The consultants will work closely with Maintenance and Technical team of Postal Service. The assignment to completely produce approved deliverables [related to deliverable of assessment, design and estimation \(3.a, 3.b,3.c,3.d,3.e \)](#) should not exceed Three (3) calendar months from start of the project. [The project estimates renovation work to be completed in 9 months after finalisation of specification of the work.](#) The consultant should provide weekly report with progress of activities, issues, and challenges to Project Coordinator.

**The assignment is expected to be started in 1<sup>st</sup> week of September 2021.**

## 6. Client's Input and Counterpart Personnel

(a) *Services, facilities and property to be made available to the Consultant by the Client:*

- i. Coordination with stakeholders for meetings and discussions.
- ii. Access to Post Office buildings for inspection and assessment.

(b) *Professional and support counterpart personnel to be assigned by the Client to the Consultant's team:*

- i. The consultant team will work independently and will escalate issues, challenges, if any to Project Coordinator

## 7. Payment Schedule for assignment

The assignment will follow the payment schedule linked to deliverables. The payment will be released accepting approved deliverable and will follow the following schedule:

<i>Sr. No</i>	<i>Deliverable</i>	<i>% Payment of contract value</i>
<b>1.</b>	a) Assessment Report for all 46 Post offices	<b>25</b>
<b>2.</b>	b) Design for all categories of e-Service Centres c)	<b>20</b>
<b>3.</b>	d) Technical Specifications for 41 Post offices	<b>25</b>
<b>4.</b>	e) Completion report for all 41 Post offices	<b>30</b>

Annexure 1  
List of Post Offices for assessment

<b><u>LIST OF POST OFFICES TO PROVIDE E- SERVICES</u></b>	Category
<b>Mokhotlong</b>	1
Mapholaneng	2
<b>Botha-Bothe</b>	1
Khabo	2
Khukhune	2
Thaka-Banna	2
<b>Leribe</b>	1
Pitseng	2
<b>Maputsoe</b>	1
Mapoteng	2
Peka	2
<b>Teyateyaneng</b>	1
Kolonyama	2
Mamathe	2
Sefikeng	2
<b>Maseru</b>	1
Maseru-West	2
Pitso-Ground	2
Majara	2
Mazenod	2
Machache	2
Semonkong	2
Roma	2
Morija	2
Motsekuoa	2
Rothe	2
Tlali	2
<b>Mafeteng</b>	1
Makhakhe	2
Tsakholo	2
Khobotle	2
Tebang	2
<b>Mohaleshoek</b>	1
Phala	2
Ketane	2
Mekaling	2

Bataung	2
<b>Quthing</b>	1
Mtmoorosi	2
Alwynskop	2
<b>Qachasnek</b>	1
Sehlabathebe	2
Sekake	2
<b>Thaba-Tseka</b>	1
Sehonghong	2
Mantsonyane	2

Annexure 2  
Requirements to consider while designing e-Service Centre

## 1 Grade 1 e-Service Centre

### 1.1 Services to be provided

1. Postal Service
2. Banking service
3. Pension pay-out service
4. Internet access service
5. Access to e-Government services

### 1.2 Infrastructure Requirements

1. Space for mail sorting / mailbox
2. Space for display of retailing items.
3. Counters for mail services
4. Room for staff pantry / welfare
5. 10\*10 room/cabin for hosting banking service
6. 24/7 electricity connection for each Post Office OR solar energy where there is no electricity supply
7. Separate toilets for staff & customers
8. Furniture and fittings
9. Installation of CCTV cameras
10. A room for community centre services/ telecentres
11. Waiting area for old, aged pensioners and other customers
12. Construction of septic tanks where there is water or supply is very low
13. A Call centre
14. Storage to install modem/ server / telephone lines for 24/7 functional internet at all e-service centres
15. Area for customers accessing internet / e-services. Sufficient space should be provided for installation of Printer/ scanner
16. Installation of access control for e-service centre
17. Post Office signage
18. Low maintenance landscaping
19. Installation of bulletproof windows on counters
20. Space for Information centres/desks
21. Installation of Alarms Systems

## 2 Grade 2 e-Service Centre

### 2.1 Services to be provided

1. Postal Service
2. Banking service
3. Pension pay-out service
4. Internet access service
5. Access to e-Government services

### 2.2 Infrastructure Requirements

Space for mail sorting / mailbox

Space for display of retailing items.

Counters for mail services

Room for staff pantry / welfare

10\*10 room/cabin for hosting banking service

24/7 electricity connection for each Post Office OR solar energy where there is no electricity supply

Separate toilets for staff & customers

Furniture and fittings

Installation of CCTV cameras

A room for community centre services/ telecentres

Waiting area for old, aged pensioners and other customers

Construction of septic tanks where there is water or supply is very low

A Call centres

Storage to install modem/ server / telephone lines for 24/7 functional internet at all e-service centres

Area for customers accessing internet / e-services. Sufficient space should be provided for installation of Printer/ scanner

Installation of access control for e-service centre

Post Office signage

Low maintenance landscaping

Digging of boreholes where there is no water supply

Installation of bulletproof windows on counters

Space for Information centres/desks

Installation of telephone lines

Construction of Bataung Post Office

Installation of Alarm Systems