

REQUEST FOR PROPOSAL

**Bill Pay Services for Post
Pay Customers
MR 355/2018**

Energy Fiji Limited



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EFL Bill Pay Vendor Services

I.INTRODUCTION

The Energy Fiji Limited (EFL) is the sole provider of electricity supply to most of Viti Levu and Vanua Levu consumers. It has a customer base of over 188,300 in these two major islands in Fiji including Ovalau.

To provide Bill collection service EFL currently operates Cashier point of collections at Head Office in Ellery Street, Suva, Namoli House at Tukani Street in Lautoka and EFL Office in Labasa Township.

The post bill pay customers have an option to pay through EFL bill collection centres, agents contracted to provide bill pay collection services and/or other forms of payment available on line.

Purpose of this RFP:

EFL is seeking proposals from eligible Service Providers to provide the Bill Pay Services to EFL. It is a post pay receipting of electricity bill payment by customers.

If you are interested please submit your proposals with details as noted below:

1. A brief description and history of your company, including the number of years you have been providing such services.
2. A description of your approach and the services you would provide to achieve each of EFL's specified objectives and the proposed KPI/Standards – Schedule 1.
3. A description of the software and hardware you would dedicate to such services. A description of current system of EFL is provided in Schedule 2.
4. The layout of your reports and description of information included.
5. A description of the safeguards you have in place to protect all of EFL's IT systems during the engagement, especially EFL's confidential data. All procedures should be non-disruptive to EFL's IT systems and operations. Further you will need to sign a "Confidentiality Agreement" with EFL if you are selected to provide the services. This will also include non-disclosure clauses.
6. A list of existing customers, including references whom we may contact. The details are to be submitted as specified in Schedule 3.
7. The price summary is specified in Schedule 4.
8. The Evaluation criteria are specified in Schedule 5.

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II BACKGROUND

EFL currently runs a Bill Pay receipting system in the Gentrack System at Head Office, Suva. The Authority is made up of 12 centers and the Bill receipting system is located in Suva, Lautoka and Labasa. There are over 188,300 consumers. The WAN is a mixture of fiber, Microwave, DSL and Dialups. Information on the network will be provided as requested.

EFL's Information Technology Department (also called IT SBA – Strategic Business Area) is responsible for managing EFL's information technology services and the technology infrastructure. EFL's Customer Services Department (SBA) is responsible for managing the Bill pay and Revenue services. This SBA also coordinates with the bill payment collection agencies for Bill pay services.

The interface to the Electricity Billing System in Gentrack Velocity will be provided by EFL directly using a LAN connection if it is located close to an existing EFL operational center. If not, then we have to use a web interface to the Bill payment and/or adopt a standard file transfer process for the regular update of the EFL customer billing database. These details will be provided by EFL.

The Bill pay vendor services agent/(s) has to constantly liaise with the Head Office to provide Bill pay service to EFL's Customer and also update customer account once the bill is paid through. This is a critical part of the service. Currently, EFL does not have any On line interface to the Bill Pay Agent system to provide real time customer account status. This can be a future plan but the bidder can take note of this while bidding.

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The existing transaction detail and volume for the Bill pay customers (which will change on an annual basis) are noted below:

Mode of Bill pay	No transactions (per month)
Post Pay (On Line)	161000
Post Pay (Manual)	9600
Hours of operation	Open
Working Days	Open

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Schedule – I:

Scope and Objectives

Scope of Operational activities and responsibilities:

1. **Bill pay receipting and Vendor service process:** Capability of handling receipting and vendor services through a reliable Receipting and Vendor systems which is linked either electronically and/or manually to the EFL Billing system.
2. **Account Detail Scanning** – capability to scan Barcode/QR Code from EFL statements to eliminate data entry errors.
Additionally, vendor should have the capability to scan Barcode/QR Code off the EFL customer's smartphones where the customer may present the EFL statement on their smartphone as a soft copy pdf.
3. **Daily Balancing** : Capability of system driven balancing registration of cash count and report on a daily basis
4. **Daily Update On-Line:** Capability of transmitting data either electronically and/or manually at agreed forms on agreed to time line.
5. **Report Format:** Capability of reporting data on agreed format and submitting to EFL on regular and agreed to time line.
6. **Banking process:** Capability of implementing reliable and regular banking system.
7. **Reconciliation process:** Capability of providing regular reconciliation report of the collection and banking activity on a regular and agreed to time frame.
8. **Back Up system:** Capability to back up data.
9. **Value Added services:** Offer other value added services for the benefit of both EFL and agents Customers.

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All these activities are required to meet the following objectives:

- i. Access to account balance and related information by EFL customers.
- ii. Customers' accounts are regularly updated in EFL system.
- iii. EFL staff have reliable communication line with Service providers to ensure issues are sorted out immediately.
- iv. Collections reported and reconciled to banking on agreed to time line.
- v. Data are reliably safeguarded and backed up.

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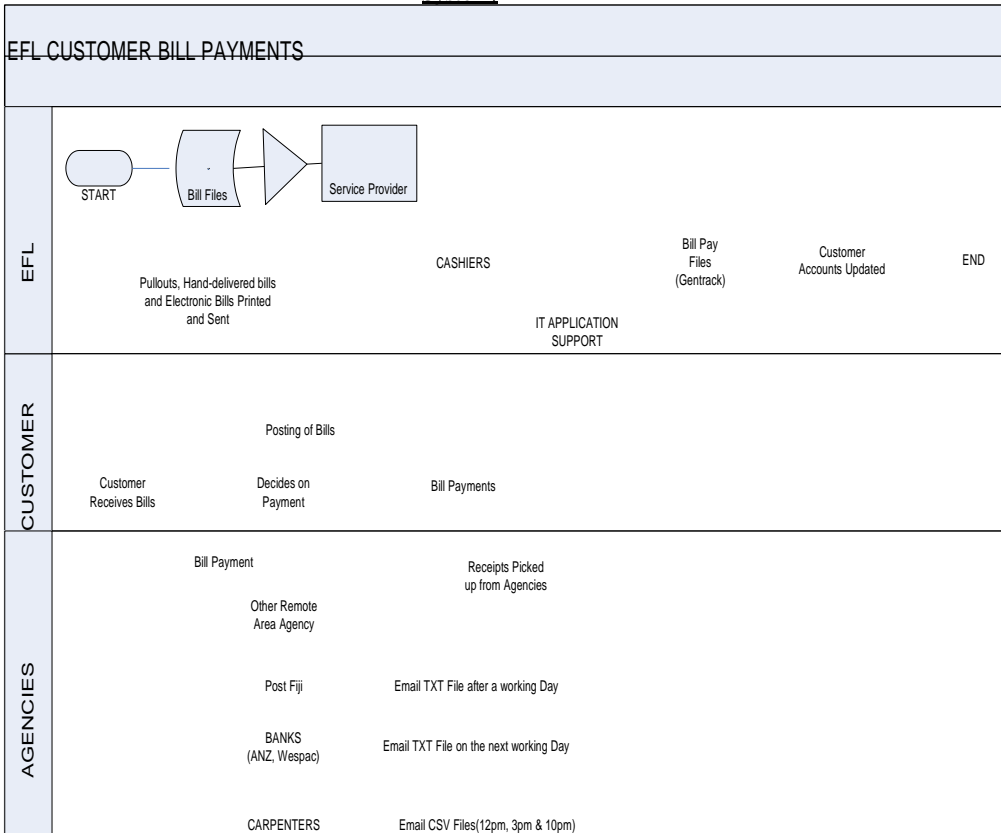
Key Performance Indicators required to be met by the prospective Bill Pay Services for Post Pay Customers.

Task Description	Standard to be met	Explanation
Post Pay Collections (On Line)	100% daily electronic receipts updated on line, (minimum 3 times a day for off line)	All bill pay receipts will be made using the infrastructure that EFL will provide.
Post Pay Collections (Manual)	100% receipts updated, n+1, days, n is the receipt date. (Additionally, Bidders are free to specify better than this like, n, updated the same day, n is the receipt date.)	Manual receipts are expected only in the absence of on line system and/or when the system encounters problems. If better service standards can be achieved by the prospective bidders they can specify the same which can be considered in the evaluation of bid
Activity Report Format	Report submitted regularly; <ul style="list-style-type: none"> • Daily, n, for on line system • After 1 day, n+1, for off line systems 	The agreed upon report format must be submitted electronically for on line systems and one day after for off line systems.
Banking Report	100% and on, n+1, for on line and n+2 for manual/remote centers.	Banking deposit slip must accompany the activity reports and reconciled
Reconciliation Report	100% and reconciled to report, n+1, for on line and n+2 for off line	Reconciliation report must consist of Activity report and Banking report and must be reconciled and submitted.

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Schedule – 2

A description of Current Bill Pay System and EFL (ICT System)



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Schedule - 3

Details to be submitted by the Bidders about their past experience with successful Customers/sites/organizations: (you can use multiple sheets, if needed)

- 1. Name of the Customer organization with address**
- 2. Name of the Contact Person/s with Designation**
- 3. Phone number/s, Fax Number, E-mail Id of the Contact Person/s**
- 4. Web Address of the organization**
- 5. Number of years since such services are being provided**
- 6. Financial Value of the contract and contract period (total till date)**
- 7. Performance Levels promised and achieved at this site (as noted in Schedule 1)**
- 8. Written feedback/reference letter if any from this customer/organization**

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Schedule - 4

PRICE SUMMARY SHEET:

Enter below the estimated rates for the tasks described in the Objectives as described. Rates shall include direct costs and indirect costs.

Please indicate the firm price per transactions and/or receipts.

Part 1- Bill Pay services for Post Pay Customers

SI No.	OBJECTIVE	Fees (FJD)
1	Charges for providing Bill pay Services, Fixed Charges, (per transaction, if any) Variable Charges (per transactions)	
TOTAL (per transaction)		

The bidder must be registered for tax in Fiji and provide a valid Tax exemption Certificate obtained from FIRCA. Otherwise, withholding tax will be deducted by EFL.

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Schedule - 5

Evaluation criteria

i. Proven ability to provide reliable systems and skilled, trained and experienced manpower for providing on line and/or manual Bill pay and Prepayment Vendor Services.	35%
ii. C o s t of providing the services.	20%
iii. Experience in providing on line Bill pay and Prepayment vendor services to Organizations comparable to EFL.	20%
iv. Experience in providing the Services to a pre-arranged Standards and/or degree of customer Satisfaction Level/s.	15%
v. Additional Value adding services as a Strategic partner to EFL	10%

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Submission of Tender

Two (2) hard copies of the tender bids in sealed envelope shall be deposited in the tender box located at the Supply Chain Office at the EFL Head Office, 2 Marlow Street, Suva, Fiji.

Courier charges for delivery of Tender Document must be paid by the bidders.

This tender closes at 4:00 p.m. (16.00hrs Fiji time) on Wednesday 3rd October, 2018.

Each tender shall be sealed in an envelope with the envelope bearing only the following marking:

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Bill Care Services

The Secretary, Tender Committee
Energy Fiji Limited
Supply Chain Office
Private Mail Bag,
Suva

It must also indicate the name and address of the tenderer on the reverse of the envelope.

All late tenders, unmarked Envelopes and envelopes without bidder's name and address on the reverse on the envelope will be returned to the Tenderers unopened. (Bids via e-mail or fax will not be considered).

The bidders must ensure that their bid is inclusive of all Taxes payable under Fiji Income Tax Act and must have the most current Tax Compliance Certificate.

For further information or clarification please contact our Supply Chain Office on phone **(+679) 3224360** or **(+679) 9991587**.

Bidders are requested to submit a:

- **Valid Tax Compliance Certificate**
- **FNPF Compliance Certificate**

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TENDER SUBMISSION CHECK LIST

The Bidders must ensure that the details and documentation mention below must be submitted as part of their tender Bid

Tender Number _____

Tender Name _____

1. Full Company / Business Name: _____

(Attach copy of Registration Certificate)

2. Director/Owner(s): _____

3. Postal Address: _____

4. Phone Contact: _____

5. Fax Number: _____

6. Email address: _____

7. Office Location: _____

8. TIN Number: _____

(Attach copy of the VAT/TIN Registration Certificate - Local Bidders Only (Mandatory))

9. FNPf Employer Registration Number: _____ (For Local Bidders only) (Mandatory)

10. **Provide a copy of Valid FNPf Compliance Certificate (Mandatory- Local Bidders only)**

11. **Provide a copy of Valid FRCS (Tax) Compliance Certificate (Mandatory Local Bidders only)**

12. Contact Person: _____

I declare that all the above information is correct.

Name: _____

Position: _____

Sign: _____