

EXPRESSION OF INTEREST (EOI)



EOI NO. 02/2021

**EOI for Field Services Mobile App for Meter
Readers and Field Technicians**



1. Purpose and Description of the Field Services Mobile App

The Energy Fiji Limited (EFL) invites proposals from reputable, qualified bidders for a Field Services Mobile App for EFL Meter Readers and Field Technicians.

Currently the EFL is using paper forms in the field to physically record meter readings and other details of its customers. These paper forms are then brought back to the EFL office for manual data entry of the meter readings into the EFL Billing System.

The Field Services Mobile App should enable the meter readers to have their daily reading route details available on electronic handheld devices and the readers should be able to capture meter readings electronically via these devices, including photos and other details. The App should also be able to be used by other EFL field technicians attending to faults, new connections and the likes.

The Field Services App should be able to interface with the Gentrack Velocity Customer Billing application used by EFL to ensure the seamless upload and download of customer data transfer required for use in the Field Service App.

2. Eligibility Criteria/Pre-qualification of the Bidder

The bidder should have proven experience and expertise for the Field Services mobile app. The bidder must also demonstrate to have extensive experience with all aspects of the Field Services app including maintenance and support services.

3. Scope of Work

App Requirements

- A user friendly and intuitive GUI
- Integrate with EFL's Billing System Database for real-time and/or offline customer details
- Users of the app should be able to view the snapshot of customer details required in the field
- Bidders are encouraged to include features, based on their experience, that would add value to the app. This should be highlighted as Optional features.
- Geo-location capabilities

Devices

- Bidders to clearly specify devices and platforms on which their app operates on.
- If bidders have rugged handheld devices then please provide full details and costs.
- EFL would like to start off with around 75 users with the possibility of adding more users.

Platform/Hosting

- Cloud or on-premise.
- Bidders to provide various hosting options available.



Deliverables

- User and Technical manuals
- Deployment documentation

Reports

- Analytical Reports and Statistics
- Audit logs to check user activities
- Other useful reports

Support

- Bidders to propose a suitable support model
- EFL team should be included in the support model
- Bidders should include schedule for ongoing App updates for security patches and other fixes where relevant

Training

- The successful bidder will be required to provide comprehensive training to EFL staff.

4. Notes to Bidders

This section outlines basic requirements that must be met. Failure to accept any of these conditions or part thereof will result in your proposal being excluded from the evaluation process.

Short-listed Service Providers may be invited to present and discuss details of their proposals or even provide a trial as proof-of-concept.

The EFL will not be liable to reimburse any costs incurred by the bidder during this EOI process.

The EFL does not bind itself to accept any or the lowest bid.

Evaluation of EOI will be carried out by a Tender Evaluation Committee (TEC). The TEC will, if necessary, contact bidders to seek clarification on any aspect/s of the EOI.

Bidders should identify any work they are currently carrying out or competing for, which could cause a conflict of interest, and indicate how such a conflict would be avoided.

5. Questions about RFP

All technical or procedural questions regarding the RFP or contractual documents shall be directed to the issuing officer. All questions that require clarification or interpretation of this RFP that cannot be answered by careful review of the document must be received in writing the Secretary Tender Committee noted below one week before the due date of closing of submissions for proposals. The Secretary Tender Committee will respond in writing if the question cannot be answered by directing the bidder to the appropriate section of the RFP. Copies of any written response will be made available to all parties that receive the RFP.



6. Evaluation criteria of the qualified Bidders:

Proposals will be evaluated in accordance with the EFL's Procurement Policy.

The proposals and quotations will be adjudicated on points as per criteria specified below:

Company Profile, Reference Sites, Proven Past Experience: 15%

Scope of Work Proposal: 50%

Pricing: 35%

7. Bidder Submittals

Please indicate on your submittal if you meet all the requirements and guidelines specified in this document. Your submittals should include the following as a minimum:

- Company Profile
- Comprehensive Proposal on the Product and Services
- Financial Proposal inclusive of any ongoing support services
- Copies of any Service Level Agreements
- Business Certifications
- Fiji Revenue & Customs Services Tax Compliance Certificate
- Fiji National Provident Fund Compliance Certificate

8. Submission of EOI

EOI must be lodged no later than 4:00pm, Wednesday 08th December, 2021.

9. Amendment of RFP

The EFL may, at its sole and absolute discretion, vary, add to, or amend the terms of this RFP, including the nature and/or scope of the products and/or services required under this RFP; and any other subject matter to which this RFP relates.

10. Cancellation/Termination of EOI

The EFL may, at its sole and absolute discretion, cancel, suspend, terminate or abandon part or the whole of this EOI, at any time prior to the execution of a formal written agreement without any liability.

11. Due date for Submission

Submissions received after the closing date will not be considered.



EOI CHECKLIST

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

EOI Number _____

EOI 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. **Provide a copy of Valid FNU Compliance Certificate (Mandatory Local Bidders only)**

13. Contact Person: _____

I declare that all the above information is correct.

Name: _____

Position: _____

Sign: _____

Date: _____



EOI submission

Bidders are requested to upload electronic copies via Tender Link by registering their interest at: <https://www.tenderlink.com/efl>

This is due to COVID 19 restrictions on movement. Therefore, EFL will not accept any hard copy submission to be dropped in the tender box at EFL Head Office in Suva.

This EOI closes at 4.00pm (1600hrs) on Wednesday 08th December, 2021.

For further information or clarification please contact our Supply Chain Office on phone (+679) 3224360 or (+679) 9992400 or email us on tenders@efl.com.fj

The bidders must ensure that their bid is inclusive of all Taxes payable under Fiji Income Tax Act.

The lowest bid will not necessarily be accepted as the successful bid.

The Bids particularly the “Price” must be typed and not hand written.

Any request for the extension of the closing date must be addressed to EFL in writing three (3) working days prior to the EOI closing date.

EOI Submission via email or fax will not be accepted.