

REQUEST FOR PROPOSAL (RFP)



TENDER NO. MR 123/2024

**Supply and Implementation of a
Computerised Maintenance Management
System (CMMS)**



1. Purpose and Description of the Computerised Maintenance Management System (CMMS)

The Energy Fiji Limited (EFL) invites proposals from reputable, qualified bidders for the implementation of a Computerised Maintenance Management System (CMMS).

The EFL is looking at a CMMS that is efficient, reliable and user friendly. The system should meet EFL's requirements and be flexible for future enhancements, requirements, and challenges. The system should have all the features and functions for online e-Services and automation of current manual process flows.

2. Eligibility Criteria/Pre-qualification of the Bidder

The bidder should have proven experience and expertise in implementing and supporting maintenance management systems. The bidder must also demonstrate to have extensive experience with all aspects of their CMMS, including ongoing maintenance and support services.

3. General requirements

The CMMS solution overview must have all the standard features of a Maintenance Management system, such as, but not limited to, the following:

1. Asset Inventory & Management/Analysis
2. Work Order & Service Requests Management
3. Stock Inventory Management
4. Asset Condition and Risk Criticality Analysis
5. Preventative Maintenance Management
6. Predictive Maintenance Management
7. Condition Based Maintenance Management
8. Assessment and Renewal Planning
9. Maintenance Materials Management
10. Compliance Management
11. Procurement Management Interface
12. GIS/GPS Interface
13. Document Management & Workflow
14. Reporting/Business Intelligence
15. CMMS Dashboards
16. Browser agnostic web-based client interface

Bidders must also state if their solution has optional modules, if any, especially those that may be related to energy utilities.

Bidders are required to furnish reference sites and contacts where their CMMS has been successfully implemented and fully operational. Preferably, these reference sites should be Energy Utility



companies of comparable size and operations to Energy Fiji Limited, situated in neighboring countries closer to Fiji.

The full technical specifications are listed in Section 5.

The proposed system should also be able to integrate seamlessly to other EFL core systems such as Financial Management Information System (FMIS), HR/Payroll, and other EFL systems, where necessary.

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 bidders will be invited to present and discuss details of their proposals or even provide a trial as a proof-of-concept design.

The EFL Tender Evaluation team may request short-listed bidders to arrange physical site visits to selected reference sites where their CMMS has been implemented and is fully operational.

EFL will not be liable to reimburse any costs incurred by the tenderers during any part of the Tender process.

Evaluation of bids 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 tender.

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. Solution Specifications

Tabulated below are the detailed required specifications.

Technical Requirements of Computerised Maintenance Management System (CMMS)		
Category	Required Items	Comments
1. GENERAL		
	Track Record (Reputation)	The package offered should have proven track record with an Electricity Utility with measurable (SAIDI, SAIFI) world-class maintenance performance. Experience of resources (people) with Energy Companies.
	Capacity Building (Training)	Training workshop is well planned and suitable for EFL.
	Help Support (Remotely)	Help support will be provided remotely at a sufficient time. Service levels in terms of response time if there is a persistent issue.
	Local Support	Local staffs are ready to support directly in Fiji.
	Initial Data Installation	The process of initial data installation is well planned and supportive.
2. INFORMATION TECHNOLOGY		

	Web based	No thick client required to install on User machine to access system
	Browser Agnostic	Must be able to work on all updated web browsers and not locked to a particular one
	On-Premises or Cloud Based	Must specify if Application Servers are On-Premises or Cloud based
	On-Premises VMWare VM	If On-premises Server must be compatible with VMWare Hypervisor
	InfoSec Standard	Must specify infosec standard that product aligns with or designed against
	Cloud Based backup	If cloud based, please detail backup strategy, specify if compatible with Veeam
	Detail Licensing Model	User based or Asset volume based
	Detail Application Update schedules	Elaborate on how periodic security or feature updates are rolled out.
	Detail SLA	How is product support handled and will there be a single point/portal for fault or request resolution
	Integrate with AD Environment	Must integrate with Active Directory environment for user credentials
	Full User Audit Trail	Must log all user activity and have feature to run report on all user activity
	Low code features	Must be configurable and utilise low code for any specific custom reports or workflows
	Future upgrades	To remain current, what sort of upgrades will be provided. What will be the long-term support.
3. DASHBOARD		
	Maintenance Implementation Status	Integrated maintenance implementation rate compared with planned schedule can be monitored.
	Equipment Availability	Present occurrence status of defects can be monitored.
	Search Ability by Equipment and Stations	Able to search for Equipment status and history
	Maintenance Request Status	Maintenance request (work order) status can be monitored.
	Customize by users	Displaying items can be customized by only users. (e.g., each own KPI)
	Useability	Operability is friendly.
	Visual Design	Visual design is simple and easy to identify each item. Configuration of Visible Alarms for various stations. Presentation of Failure Modes and frequency. Graphical Presentation ability.
4. EQUIPMENT INFORMATION		
	Equipment Tree	Equipment tree can show a hierarchical structure view of all equipment by each management level and department.

	Equipment Data	Equipment data such as specifications can be registered and customized by users. (e.g., types, rating number, manufactured year)
	Equipment Operation and Maintenance Manuals	Equipment Operation and Maintenance Manuals can be uploaded and must be available when required.
	Equipment Identification	Actual equipment can be identified by QR or Barcode with each unique number.
	Geo Location Identification	Equipment location can be displayed on map.
	Information Link with GIS system	Equipment can be linked with GIS (MapInfo) , which is currently used in EFL to match location of poles and distribution lines.
	Document Attachment	Any reference document can be attached with each linked equipment. (e.g., manufacturer manual, drawings, photo)
	Searching Function	Corresponding equipment can be searched or classified by specific data.
	Useability	Operability is friendly for user.
	Visual Design	Visual design is simple and easy to identify each item.

5. MAINTENANCE PLAN

	Maintenance Rule	Maintenance rule of each maintenance type can be registered by users. (e.g., Preventive, Predictive Maintenance)
	Maintenance Planning	Maintenance plans of each equipment can be created by users. (e.g., Maintenance type, date, budget)
	a) Preventive Maintenance	Maintenance plans can be automatically created by maintenance rules such as time based (periodicity) and counter based.
	b) Predictive Maintenance	Maintenance plans can be automatically created by monitoring condition such as trigger alarms from IoT devices.
	c) Integration of Condition Based Maintenance Data	Availability of alarm features based on Oil Sample data and Vibration Analysis. Alarm must be visible on the dashboards.
	Maintenance Schedule	Integrated yearly maintenance schedule can be displayed and downloaded to excel or PDF data.
	Maintenance Schedule Cost (optional)	Integrated yearly maintenance costs can be calculated based on planned maintenance schedule.
	Maintenance Resource (optional)	Maintenance resource such as manpower and specific tools can be managed based on planned maintenance schedule.
	Parts Listing and Costs	Detailed listing of overhaul parts and costs. Upgrades must also be stated.
	Work Order	Work order of each maintenance plan can be carried out by workflow.
	Schedule Flexibility	Changing date of maintenance plan (work order) can be managed with reasons such as weather condition.
	Useability	Operability is friendly for user.
	Visual Design	Visual design is simple and easy to identify each item.

6. MAINTENANCE RECORD		
	Maintenance Result	Maintenance result can be registered linking to equipment after finish maintenance. (e.g., inspection data, maintenance checklist)
	Document Attachment	Reference document can be attached with maintenance result. (e.g., photo, inspection sheet)
	Inspection Criteria (optional)	Inspection criteria or standard can be registered to support judging condition.
	Inspection Analysis (optional)	Analysing inspection results can be supported by displaying graphs on past trend scores.
	Useability	Operability is friendly for user.
	Visual Design	Visual design is simple and easy to identify each item.
7. FAULT MANAGEMENT		
	Fault Symptom Report	Fault symptom can be reported by users. (e.g., fault area, type, cause, recovery method, temporary measure)
	Document Attachment	Reference document can be attached with fault symptom report. (e.g., other report, photo, drawing)
	Recovery Plan	Recovery plan can be scheduled by users and chased progressing situation.
	Work Order	Work order of each recovery plan can be carried out by workflow.
	Fault Analysis (optional)	Analysing fault occurrence can be supported by fault symptom reports.
	Useability	Operability is friendly for user.
	Visual Design	Visual design is simple and easy to identify each item.
8. REPLACEMENT MANAGEMENT		
	Replacement Planning	Replacement plans can be managed based on each life cycle type. (e.g., periodic exchange, corrective repairment, big refurbishment)
	History Record	History of maintenance and fault events of each equipment can be displayed.
	Health Condition	Health condition of each equipment can be displayed based on maintenance result or fault symptom to plan replacement.
	Life Cycle Cost (optional)	Life cycle costs of each equipment can be displayed based on accumulating maintenance cost.
	Useability	Operability is friendly for user.
	Visual Design	Visual design is simple and easy to identify each item.
9. OTHER FUNCTION		
	Creation Report	Report of each management task can be created with customized forms by users.
	Data Output Versatility	Soft copy of each management task can be downloaded by Excel (CSV) or common format file.
	Mobile Application Devices	Mobile application can be installed to mobile devices to support site works.
	Offline Capability	Mobile application can work in offline mode in areas with nil or poor connectivity.



	Application Programming Interface (API)	API is enough supported.
	Information Link with other GIS system	Equipment information can be linked with GIS for future use.
	Statutory Reporting	Must be able to provide mandatory reports required by the Regulatory Authorities, where applicable.
	Link with payroll	Time charged to work order should link up with payroll to avoid duplication of data entry.
	Link with Inventory	Material allocated to work order (Bill of Materials) should generate digital Stock Requisition, which should be digitally processed by Stores

6. Questions about RFP

All technical or procedural questions regarding the tender or contractual documents shall be directed to the issuing officer. All questions that require clarification or interpretation of this tender that cannot be answered by careful review of the document must be received in writing to the Secretary Tender Committee noted below one week before the due date of the 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 Tender document. Copies of any written response may be made available to all parties that receive the Tender.

7. Evaluation criteria of the qualified Bidders:

Proposals will be evaluated in accordance with the EFL's Procurement Policy, following the criteria tabulated below.

Description	Weight
1. RFP requirements compliance	45 %
2. Proven ability of vendor to supply solution	15 %
3. Experience in providing post-installation support to a pre-arranged degree of satisfaction Level/s.	10 %
4. Value for Money	30 %

8. Bidder Submittals

Please indicate in 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
- Proposal for Products and/or Services
- Full Scope of Works
- Project Management Schedule
- Delivery & Payment Schedule
- Customer reference sites of similar projects



- Proof of being an Authorised Re-seller and/or Service Provider
- Copies of any standard Contracts/Service Level Agreements
- Business Certifications and/or confirmation of Vendor/Reseller Partnerships
- Fiji Revenue & Customs Services Tax Compliance Certificate (applicable to Fiji based bidders)
- Fiji National Provident Fund Compliance Certificate (applicable to Fiji based bidders)
- Fiji National University Compliance Certificate (applicable to Fiji based bidders)

9. Submission of Bid

Bids must be lodged no later than 4:00pm, Wednesday 15th May 2024.

10. 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.

11. Cancellation/Termination of Tender

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

12. Due date for Submission

Submissions received after 4:00pm on the closing date of Wednesday 15th May 2024 will not be considered.

13. TENDER Submission - Instruction to bidders

It is mandatory for Bidders to upload a copy of their bid in the TENDER LINK Electronic Tender Box no later than 4:00pm, 15th May 2024.

To register your interest and TENDER a response, view 'Current Tenders' at:

<https://www.tenderlink.com/EFL>

For further information, contact The Secretary Tender Committee, by e-mail tenders@efl.com.fj

**TENDER: MR 123/2024 – Computerised Maintenance
Management System (CMMS)
The Secretary Tender Committee
Energy Fiji Limited
Head Office
Suva.**



TENDER CHECKLIST

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. **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: _____



Tender submission

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

EFL will not accept any hard copy submission to be dropped in the tender box at EFL Head Office in Suva.

This tender closes at 4.00pm (1600hrs) on Wednesday 15th May, 2024.

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. Bidders are to clearly state the percentage of VAT that is applicable to the bid prices.

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

The Tender 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 tender closing date.

Tender Submission via email or fax will not be accepted.