

REQUEST FOR PROPOSAL (“RFP”)



TENDER NO. MR 343-2024

***INDEPENDENT REVIEW FOR THE HIGH
STAFF TURNOVER IN EFL OVER THE LAST
5 YEARS***

Purpose and Description of the Independent Review Why Energy Fiji Limited (EFL) Has High Staff Turnover

1. Energy Fiji Limited (EFL) invites proposals from reputable and qualified bidders to carry out an Independent review why EFL has been experiencing a concerning level of staff turnover over the last 5 years, since 2019.

EFL is looking at an independent review that is effective, efficient and reliable. The review should meet EFL's current requirements and be flexible for future requirements and challenges, which can have significant implications on productivity, employee morale, and overall organizational culture.

2. Project Scope

The independent review scope of services set forth in this RFP represents an outline of services which EFL anticipates the successful bidder to meet, and is presented for the primary purpose of allowing EFL to compare proposals.

The bidder should have proven experience and expertise in the independent review exercise. The bidder must also demonstrate to have extensive experience with all aspects of the independent review including ongoing support service.

The precise scope of review to be incorporated into the Design/Implementation Agreement shall be negotiated between EFL and the successful bidder. Bidders are encouraged to suggest any changes to the scope of services in order to better achieve EFL's stated Project objectives according to the following:

- **Data Collection:** Analyze existing HR data related to turnover rates, demographics, and trends.
- **Stakeholder Interviews:** Conduct interviews with current employees, management, and exit interviews with departing staff.
- **Surveys:** Administer anonymous surveys to gather employee feedback on job satisfaction, organization culture, and other relevant factors.
- **Analysis & Reporting:** Prepare a comprehensive report detailing findings, benchmarking results, and strategic recommendations.

Project Objectives

The independent review exercise should highlight any areas of improvement and recommend strategies to retain the EFL employees or reduce the high turnover rate over a longer period.

At a very high level, the review exercise and evaluation of positions must have all the standard features but not limited to the following:

- a) Detailed Company profile.
- b) Qualification and experience (in conducting review) of the Consultant(s) and personnel to undertake the assignment. Include C.V. and certification details for each participant.

INDEPENDENT REVIEW FOR THE HIGH STAFF TURNOVER IN EFL OVER THE LAST 5 YEARS

- c) List reputable and or relevant energy organization where you or the firm have undertaken similar work in the recent past (attach letters of award) including details of contact person and addresses.
- d) Proposed financial costing of the review exercise, including all costs.
- e) Brief on methodology or approach.
- f) Schedule or work plan showing all key activities, time frame for the activities and total duration for the exercise.
- g) **Identify Root Causes:** Understand the underlying reasons for high turnover rates through data analysis, employee surveys, and exit interviews.
- h) **Benchmarking:** Compare EFL's turnover rates with industry standards and best practices to gauge performance.
- i) **Recommendations:** Provide actionable insights and strategies to reduce turnover and enhance employee retention.
- j) A detailed report summarizing findings and recommendations.
- k) Presentation of the report to Human Resources Sub Committee and key stakeholders, including General Manager Human Resources and Chief Executive Officer.

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

At the conclusion of this request for proposal (RFP) process, EFL will enter into a Professional Services Agreement with the successful vendor that provides the best value proposition for the review and meets all the specifications of this RFP, including any other options proposed by EFL.

All bidders should meet all the requirements of the above project objectives.

3. Notes to Bidders

This section outlines basic requirements that must be met by all bidders. 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/bidders may be invited to present and discuss details of their proposals or even provide a trial as proof-of-concept.

EFL will not be liable to reimburse any costs incurred by the tenderer during this Tender process.

Evaluation of Tender will be carried out by a Tender Evaluation Committee (TEC) of EFL. 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.

4. Questions and Clarifications about the Request For Proposal ("RFP")

All technical or procedural questions and clarifications regarding the Tender shall be directed to the following e-mail address: tenders@efl.com.fj one week before the due date of the closing of the request for proposal.

5. Evaluation criteria of the qualified Bidders

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

EFL will not be liable for any costs incurred by bidders for preparing and presenting their submittal of qualifications, as well as any costs incurred by bidders during the remainder of the selection and contract negotiation process.

6. Pricing

All pricing to be in Fijian Dollars and be inclusive of VAT and any other taxes applicable.

7. Bidder Submission

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

- Company Profile;
- Comprehensive Proposal on the Product and Services;
- Reference Sites where the product and services has been successfully implemented both in Fiji and overseas;
- Copies of any 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 bidder);
- Fiji National University Compliance Certificate (applicable to Fiji based bidders).

8. Submission of Tenders

Expressions must be loaded on the EFL Tender Link portal no later **than 4:00pm, Wednesday 6 November, 2024.**

9. Amendment of RFP

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 Tender

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 incurring any liability.

11. Due date for Submission

Submissions received after 4:00pm on the closing date of, Wednesday 6 November 2024 will not be considered.

12. Tender Submission - Instruction to bidders

It is mandatory for Bidders to upload a copy of their bid in the EFL TENDER LINK Electronic Tender Box no later than 4:00pm, Wednesday 6 November 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:
Independent Review
The Secretary Tender Committee
Energy Fiji Limited
Head Office
Suva.**

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 - (Mandatory - Local Bidders only)
9. **FNPF Employer Registration Number:** _____ (Mandatory - Local Bidders only)
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. **Valid Public Liability Insurance Cover**
14. **Detailed Business Profiles with Referees**
15. **Most current audited financial statements**
16. **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 06th November, 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.