



ENERGY FIJI LIMITED

BIDDING DOCUMENT

MR 367/2024

**SUPPLY OF WORK-ORDER SOLUTION
MANAGEMENT SYSTEM COMPLETE
WITH HANDHELD DEVICES**

Section 1. Instructions to Bidders

A General

- 1. Scope of Bid** 1.1 Energy Fiji Limited (EFL) (hereinafter referred to as "the Employer"), wishes to receive bids for Supply of Works Order Solution Management System Complete with Handheld Devices.
- The word bidder, supplier and contractor are used interchangeably in this document and is referring to the company bidding for this tender.
- "Supply of Works Order Solution Management System Complete with Handheld Devices" from hereinafter shall be referred as "the service"
- 2. Eligible Bidders** 2.1 This Invitation to Bid is open to all applicable software solution and product providers.
- 2.2 Bidders shall provide such evidence of their continued eligibility satisfactory to the Employer as the Employer shall reasonably request
- 2.3 Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent.
- 3. Eligible Materials, Equipment and Services** 3.1 The service supplied under the Contract shall have their origin from reputable service providers. The materials, equipment, software and services to be supplied under the Contract shall not infringe or violate any industrial property or intellectual property rights or claim of any third party.
- 4. Qualification of the Bidder** 4.1 Bidders shall submit proposals regarding their product, service, software application, work methods, scheduling and resourcing which shall be provided in sufficient detail to confirm the bidder's capability to fulfil the contract.
- 5. One bid per bidder** 5.1 Each bidder shall submit only one bid (one model of the required handheld device with one type of software solution only) either by itself, or as a partner in a joint venture. A bidder who submits or participates in more than one bid will cause all those bids to be rejected.
- 6. Cost of Bidding** 6.1 The bidder shall bear all costs associated with the preparation and submission of its bid and the Employer will in no case be responsible or liable for those costs.
- 7. Mode of submission of bids** 7.1 Bids are to be submitted to EFL via the TENDER LINK Electronic Tender Box.
- No hard copy of the submission will be accepted.
- The submission shall be addressed to

**The Secretary Tender Committee
Energy Fiji Limited
Supply Chain Office
Suva**

And bear the following identification: MR 367/2024 –**Supply of Works
Order Solution Management System Complete with Handheld Devices**

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|--|------|---|
| 8. Content of Bidding Documents | 8.1 | The bidding documents is the entirety of this tender document and should be read in conjunction with any Addenda issued. |
| | 8.2 | The bidder is expected to examine carefully the contents of the Bidding documents. Failure to comply with the requirements of bid submission will be at the bidder's own risk. Bids which are not substantially responsive to the requirements of the bidding documents will be rejected. |
| 9. Clarification of Bidding Documents | 9.1 | A prospective bidder requiring any clarification of the bidding documents may notify the Employer via tender link or email, no less than 48 hours prior to the closing of the tender. Copies of the Employer's response, including a description of the inquiry, will be forwarded to all employers of the bidding documents. |
| 10. Amendment of Bidding Documents | 10.1 | At any time prior to the deadline for submission of bids, the Employer may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by issuing addenda. |
| | 10.2 | Any addendum thus issued shall be part of the bidding documents, and shall be communicated via email and/or Tender Link to all Employers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by email to the Employer. |
| | 10.3 | To afford prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer may extend the deadline for submission of bids |
| 11. Language of Bid | 11.1 | The bid, and all correspondence and documents related to the bid, exchanged between the bidder and the Employer shall be written in the English language only. |
| 12. Documents Comprising the Bid | 12.1 | The bid must comprise of the following <ol style="list-style-type: none">i. Bidders general information;ii. Information on Qualification;iii. Confirmation of Eligibility;iv. Schedules of Prices;v. Technical Particulars & Guaranteesvi. Schedule for Departures from Specificationvii. Software Solution providers Statement of Experience |

- viii. Any other materials required to be completed and submitted as per the bid document

13. Deadline for Submission of Bids 13.1 Bids must be received by the Employer at no later than 1600 hours (Fiji Time) **(Wednesday, 20th November, 2024)**.

The Employer may, at its discretion, extend the deadline for submission of bids by issuing an addendum, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will thereafter be subject to the deadlines extended.

14. Late Bids 14.1 Any bid received by the Employer after the deadline for submission of bids prescribed will be rejected.

15. Modification and Withdrawal of Bids 15.1 The bidder may modify or withdraw its bid after bid submission, provided that written notice of the modification or withdrawal is received by the Employer prior to the deadline for submission of bids.

No bid may be modified by the bidder after the deadline for submission of bids.

16. Payment Terms 16.1 The successful supplier will be paid progressively based on agreed contract payment terms. No advance payment will be made. Should the supplier require any form of advance payment, then the supplier must provide EFL with a Bank Guaranty (BG) of the same amount as that of the advance payment. The BG shall be dated to expire post the completion of the supply. BG will be released upon completion of the supply and issuing of a Completion Certificate by EFL. Payment of the software solution license will be paid monthly or yearly, post commissioning.

17. Employer's Right to Accept any Bid and to Reject any or all Bids 17.1 The Employer reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Employer's action.

18. Notification of Award 18.1 Prior to expiration of the period of bid validity prescribed by the Employer, the Employer will notify the successful bidder by email, confirmed by registered letter, that its bid has been accepted. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") shall name the sum which the Employer will pay the Contractor in consideration of the execution, completion and maintenance of the Works by the Contractor as prescribed by the Contract (hereinafter and in the Conditions of Contract called "the Contract Price").

The notification of award will constitute the formation of the Contract.

Upon the furnishing by the successful bidder of a performance security, the Employer will promptly notify the other bidders that their bids have been unsuccessful.

19. Signing of Contract Agreement

19.1 At the same time that he notifies the successful bidder that its bid has been accepted, the Employer will send the bidder the Form of Contract Agreement provided in the bidding documents, incorporating all agreements between the parties.

Within 7 days of receipt of the Form of Agreement, the successful bidder shall sign the form and return it to the Employer.

20. Corrupt or Fraudulent Practices

20.1 The Employer requires that the supplier observe the highest standard of ethics during the procurement and execution of such contracts. In Pursuance of this policy, the Employer:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

(i) "corrupt practice" means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; and

(ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Employer, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition;

(b) EFL will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

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1 General Information

The Energy Fiji Limited (EFL) is a statutory body which has its business in generating, transmission, distribution and retail of electricity in the Fiji Islands. EFL's Customer Services department is responsible for providing revenue collection services, regulatory, grid connected installation inspection as well as EFL grid connected metering services. Given the rise in technological advancements EFL aims to reduce manual handling of data and implement an automated software solution platform that increases productivity, efficiency all the while enhancing customer service delivery. This shall be done via a software solution which stream lines existing work order processes and provides access for the execution of the process via a hand held device. This tender is for the Supply of Works Order Solution Management System Complete with Handheld Devices which shall enable (but not limited to) the below:

1. Provides a platform for work order solutions for processes such as meter reading, new installation, meter change, fault attendance etc.
2. Integrates with EFL's existing billing management system (Gentrack).
3. Allows for reporting, work order management, stakeholder management.
4. Access to field staff via hand held device.
5. Access to office staff via PC.
6. Close to real time data management.
7. Cloud based.

Figure 1: Works order solution management system

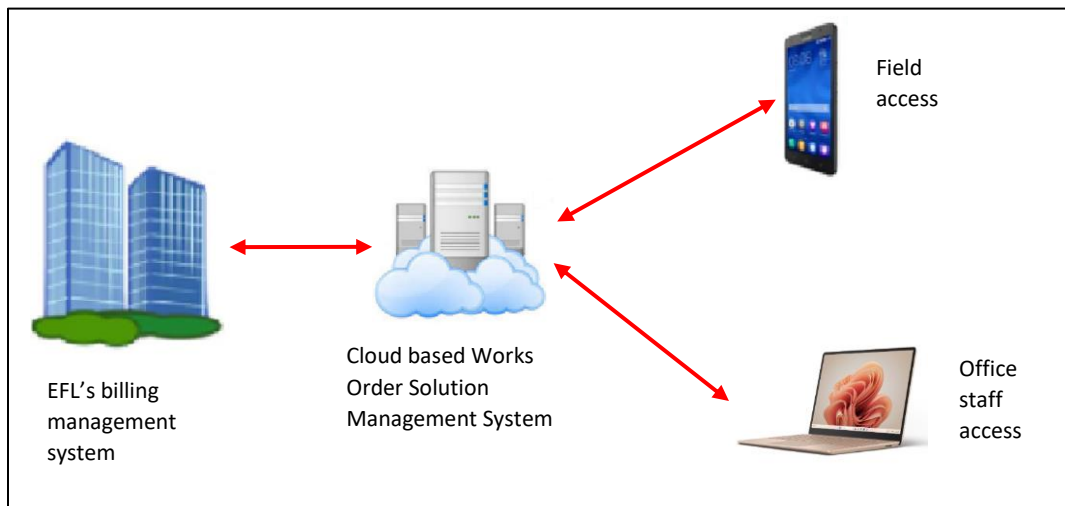


Figure 1 above depicts a high level summary of what is required. Note that the tender includes the supply of the handheld device and not the laptop. Access to the software shall be from handheld android devices, PC and laptops.

This solution will enable EFL to obtain greater visibility of collected data and have access to business tools to 'see' work order progress in near real-time.

2 Handheld device

2.1 Device technical specification

The handheld device must be rugged and shall meet or exceed the specification in Table 2 below. Bidders must fill and submit this table in their tender submission.

Table 1: Handheld device technical specification

Item	Minimum Requirement		Bidder compliance (√ /x) and comments	
	Meter reading handheld device	SOP work handheld device	Meter reading handheld device	Other filed work handheld device
Application software	Built in			
Operating system	Android 13 or above			
Processor	Octa-core 2.2GHz			
Memory	RAM: 4GB ROM: 64GB Micro SD card, Up to 256 GB	RAM: 6GB ROM: 128GB SD card, Up to 256 GB		
Color	Black	Black		
Display	5.7 inch, 720 x 1440, full display, ultra-bright for outdoor application, scratch resistant tough Corning, Gorilla glass	10 inch or more, 720 x 1440, full display, ultra-bright for outdoor application, scratch resistant tough Corning, Gorilla glass		
Touch screen	Ultra-sensitive capacitive touch panel, support multi-touch, must work with gloves and wet fingers			
Camera (rear)	13MP with PDAF technology and flash			
Camera (front)	5MP			
Scanning	Dedicated scanner with professional scan engine which supports international, standard 1D/2D barcode. Support barcode displayed on screen and colored barcode. Must work on all types of barcode e.g reflective barcode, high density barcode.	Scanning via rear camera.		
OCR support	Camera must support Optical Character Recognition technology			
Audio	Dual-Microphone (noise cancellation), Speaker(1.5W), Receiver, 3.5mm audio jack			
Connectivity	4G, 3G, 2G Bluetooth: BT 5.0+BR/EDR+BLE Wi-Fi: 2.4G/5G, IEEE 802.11a/b/g/n/ac/d/e/h/i/k/r/v/w			

	Support 802.11ax ready			
Buttons	PWR button Vol+/- button Scan button*2 Custom button			
Slots	Micro SD/TFx1 Nano- SIMx2			
Positioning	GPS, A-GPS, BeiDou, GLONASS, Galileo			
Battery	≥5000mAh ≥ 8h of usage time	≥10000mAh ≥ 8h of usage time		
Dimension	Approx. 163*76*14mm	Approx. 257*167*17mm		
Weight	≤270g	≤980g		
Protection	IP67, 1.5m drop resistance			
Utility voltage	240V, 50Hz			
Charging capability	Fast charging, accessories must include charging from vehicle 12V DC outlet.			
Environment	Operating Temp.: -20 ~ +60°C Storage Temp.: -40 ~ +70°C Humidity: 5%RH ~ 95%RH(No condensation) ESD: +/-15kv Air; +/-8kv contact			
Warranty	3 years			

2.2 Material Composition and design life

The Device must have optimum life cycle performance to give zero refurbishment cost over the life of the product. The Device have a design life of proper operation of no less than 3 years.

2.3 User experience and additional software integration

The device shall be comfortable, user friendly and easy to operate. It shall be industry standard proven within the meter reading environment. There shall be provisions for additional software integration on the device by EFL without any restrictions (Open Android Platform).

2.4 Defect Rectification

The successful supplier must replace all devices, at their own cost, which are found to be faulty/damaged/ not operation upon testing at EFL for first use.

2.5 Accessories

The bidder shall state the recommended hardware accessories and clearly state the prices of optional accessories, independent to the items tendered for in the document.

3 The Works Order and Workflow solution (software solution)

The solution supplied will be state-of-the-art, easy-to-use and reliable. This new solution must provide seamless management of meter readings, disconnections, and field operations while integrating key customer service features tailored to energy utility operations. **The solution shall be cloud based** and have access via web portal enabling EFL to manage.

The following Key Benefits shall be achieved by this solution

1. **Workflow Automation:** Reduces manual tasks by automating processes, ensuring Standard Operating Procedures (SOPs) are consistently followed, minimizing human error and increasing efficiency.
2. **Real-Time Tracking:** Enables real-time status visibility for tasks and field operations, ensuring efficient adherence to Standard Operating Procedures (SOPs) and allowing management to monitor progress and make timely adjustments.
3. **Centralized Data Management:** Consolidates all data within a single system, improving data accuracy and compliance, and making it easier to access critical information when needed.
4. **Billing System Integration:** Seamlessly integrate with EFL's existing Gentrack system, ensuring consistent data transfer across platforms, and maintaining Standard Operating Procedures (SOPs) integrity throughout the entire workflow.
5. **Improved Communication:** Enhances coordination between teams and departments by streamlining communication, reducing delays, and ensuring that all Standard Operating Procedures (SOPs) processes are executed in a timely manner.
6. **Reporting & Analytics:** Provides comprehensive reporting and analytics tools that offer insights into operations, enabling continuous optimization of Standard Operating Procedures (SOPs) and overall performance.

3.1 Proposed Solution Overview

The solution must include managing manual meter reading, disconnections, SOPs, and seamless communication between back-office, field teams, contractors and consumers. The following key features form part of this solution.

3.1.1 Meter Reading Management:

Architecture shall be as such that accepts meter reading file(s) from EFL's current billing system, importing and assigning all meter reading data. All data shall then be downloaded to the handheld device (app based interface). Meter read files are to be from the software solution will be imported into the billing system to complete a meter read process. The import and export file formats will be agreed upon between the solution provided and EFL's billing systems provider during design phase.

The software shall be able to generate reports that enhances the meter reading process. All reports will be defined and discussed during the training period as needed. As part of the meter reading application, the user should be able to view any route and customer information as part of the standard in field management function.

Table 2 below contains the minimum required function and features for meter reading management.

Table 2: Function and features of meter reading solution

Function	Features	Bidder compliance and comments
Route Management System	<ul style="list-style-type: none"> • Import and export meter reading cycle files as required • Plan and view routes in an easy-to-use screen • Assign routes to a meter reader or multiple meter readers • Add manual reads or no read codes as needed 	
Job Scheduling	<ul style="list-style-type: none"> • View scheduled work in near real time using cellular communications • Assign and reassign work in near real time using cellular communications • Check on reader progress • Track readers throughout the day 	
Enter and Modify Hand Held Notes	<ul style="list-style-type: none"> • Readers can enter, update and edit location notes • Add Health and Safety notes • Verify and correct addressing details • Resequencing routes on the fly in seconds • Duress / distress notification via SMS with location details • Capture meter model details 	
Photo Capture - Take Photos on Hand held	<ul style="list-style-type: none"> • Take photos on the hand held device • Photos named automatically with the connection name in file name • Optional transfer in real time back to server • Used for validation at a later date as needed • Allow for OCR 	
Collect GPS Co-ordinates on Hand Held	<ul style="list-style-type: none"> • GPS co-ordinates can be recorded at each reading 	
Automatic Synchronization	<ul style="list-style-type: none"> • Readings are sent back to the server every few reads using a cellular network • Fully configurable (per read or per time segment) • Meter reading information sent to the server for viewing through the user interface • synchronize using Wi-Fi hotspots if required 	

3.1.2 Handheld device support

In addition with solution supporting dedicated scanner engine, it shall also allow for Optical Character Recognition (OCR) to capture and auto-interpret meter readings.

3.1.3 Capturing GPS location

Capture GPS location at the time of saving a works order transaction, allowing for precise documentation of where tasks were completed and providing visibility into field team activities.

3.1.4 Service Requests & Disconnections

Automate the creation of disconnection orders for customers with outstanding debt, assigned to field teams for execution.

3.1.5 Contact Centre Module

- Enables Contact Centre agents to manage service tickets raised by consumers through phone, email, or the Consumer Portal.
- Consumers can log issues via the portal, and agents can track the status from initiation to resolution, ensuring visibility and efficiency.
- Automated notifications keep both consumers and agents informed of ticket progress.
- Comprehensive reporting and analytics for tracking ticket resolution times and improving performance in line with the Contact Centre SOP.

3.1.6 SOP (Standard Operating Practice) Integration:

The platform will be customized based on the 7 key SOP areas of EFL. During the Analysis and Design phase, these SOP areas will guide the creation of workflows that align with EFL's operational goals, ensuring automation and consistency:

- **Metering and Inspection** : Handling inquiries, new connection, permits, meter change, defects, metering installation repair, maintenance, upgrade, auditing and overall account management queries.
- **Contact Centre Operations**: Managing customer interactions and service requests.
- **Cashier Operations**: Capture issues relating to Facilitating payments, bill inquiries, and financial services.
- **Billing and Payments**: Capture issues relating to Managing billing cycles and payment processing.
- **Complaint Handling**: Resolving customer complaints in a timely manner.
- **E-Portal Assistance**: Supporting customers in using the Consumer Portal.
- **Handover Processes**: Managing service transitions or escalations.

3.2 Architecture & Integration

- **Platform**: The system will serve as the foundational platform, customized to meet utility-specific requirements. The solution must be offered as a Cloud Based Solution.
- **Integration**: The solution will be developed to integrate with EFL's existing systems, such as Gentrack for billing, Syntell Prepayment system and third-party SMS gateways for customer notifications.

3.3 License

The solution must be licensed per annum for Software Support, Hardware Support, and management and must have no restriction on the number of users connected to the system, i.e. not licensed per user.

3.4 Software solution installation on 3rd party device

The software application will be as such that it can be installed on third party handheld devices with no changes to the software support or functionality. The monthly licensing fee shall be based on number of handheld devices operating on the software solution and not restricted to the volume of data or meter reads. Bidders must specify in details any restriction on data storage.

3.5 EFL's current billing management system integration

EFL's current billing management system is Gentrack. Syntell is utilized for prepayment vending. Third party SMS gateway is via Vodafone Fiji Ltd and Digicel.

3.6 Data Encryption

Implement robust encryption protocols to secure data transmitted between handheld devices and backend systems.

3.7 Duration of Contract and minimum quantity per order

The successful bidder will be contracted for a term of 5 years from the date of issue of Purchase Order.

3.8 Implementation Stages

Project implementation shall comprise of the following stages:

3.8.1 Stage 1: Core Development and Portal Deployment

- Implement workflows as per agreed workflows to deploy.
- Automating Key manual meter reading processes
- Field technician tracking using GPS integration.
- Contact Centre module deployment
- Utility Portal deployment for workflow management.
- Integration with Gentrack systems.
- Deploy the customer-facing Consumer Portal.
- Enable Contractor Portal for managing permits and work requests

3.8.2 Stage 2: Onsite Deployment and Training

- Fine-tuning and performance optimization across portals.
- Conduct workshops with EFL stakeholders for feedback and further customization.
- Train the various EFL teams in using the solution

3.8.3 Stage 3: Enhancements & Optimization

- Fine-tuning and performance optimization across portals.

- Conduct workshops with EFL stakeholders for feedback and further customization.

The implementation stages can be further refined for effective project deliverables.

3.9 Phased rollout of project

This is a new undertaking by EFL and like any new technology, this project will be trialed and tested before full implementation. This proposal outlines 3 critical phases for the development and deployment of the solution for EFL. The project will proceed through a phased approach to ensure a thorough understanding of EFL's requirements, followed by a Pilot phase to validate the platform's core functionality, and finally, full-scale deployment. Each phase builds on the previous one, ensuring the solution aligns with EFL's business goals and operational processes.

The project will undergo full implementation only if the pilot project is successful.

3.9.1 Phase 1 – Business Analysis Phase

This phase aims to conduct a thorough audit of EFL's business processes, workflows, and technological landscape in order to determine the specific set of requirements for the development of the software solution. This phase will result in several key deliverables, which must be approved by EFL before moving to the next phase. This analysis will involve a detailed audit, stakeholder workshops, and requirement gathering sessions, culminating in the delivery of key project artefacts that will define the scope for the development phase. The objective of the business analysis phase is to gather all necessary requirements for the solution which will be a mobile-responsive, secure, and scalable solution for EFL. The solution will consolidate all data into a central system and automate workflows to improve operational efficiency, reduce errors, and streamline communication across teams. This phase will provide a clear roadmap for development, ensuring that the software solution aligns with EFL's operational goals and SOPs.

3.9.1.1 Problems to Address in the Analysis

- Inefficiencies in manual processes for meter readings, disconnections, and field operations that can be automated.
- The need for real-time tracking of field operations and service requests, with visibility into progress and adherence to SOPs.
- Fragmented data management across systems leading to errors and compliance risks.
- Inconsistent communication between back-office teams, field teams, and customers, which delays processes.
- Lack of integration between EFL's Gentrack billing system and existing customer service tools.

3.9.1.2 Scope of Work

The business analysis will proceed in three key steps:

Step 1 - Problem or Opportunity Identification

Method: A detailed audit of EFL's current processes, workflows, and technology landscape shall be conducted. Stakeholder interviews and workshops are to be carried out to gather insights and identify pain points. The audit will provide a foundation for determining the software solution's functional requirements.

Input: EFL will provide access to key stakeholders, documentation, and existing systems for review.

Output: An audit report outlining current challenges and opportunities, along with a list of potential solutions for addressing them.

Step 2 - Solution Selection

Method: Based on the audit findings, a prioritised backlog of required features and functions for the software solution will be created. This step will include designing wireframes and mock-ups for key workflows such as meter reading automation, service request handling, and field team management. The User Requirements Specification (URS) will be drafted and presented to EFL for review and approval.

Input: The audit report from Step 1 will serve as input for the feature backlog and design process.

Output: A detailed backlog of features, a User Requirements Specification (URS), and wireframes/mock-ups of the user interface and key workflows.

Step 3 - Roadmap Creation

Method: Once the backlog and design are approved, a detailed roadmap will be created. This roadmap will outline the timeline for development, integration with existing systems, and phased rollout. The roadmap will include a Gantt chart with milestones and resource allocation for the project's build phase.

Input: The backlog and wireframes/mock-ups approved by EFL from Step 2.

Output: A Gantt chart showing deliverables over time, along with a proposal for the development and deployment phases, including the integration with EFL's existing systems (e.g., Gentrack).

3.9.1.3 Deliverables

- Audit report summarising current challenges and recommended solutions
- Backlog Sheet with prioritised features
- User Requirements Specification (URS)
- Wireframes/Mockups of the final UI/UX
- Roadmap - Gantt view of deliverables over time
- Proposal for the development and deployment of the software solution
- Project Charter

3.9.2 Phase 2 – Pilot implementation

After the successful completion of the Business Analysis Phase (Phase 1), a three (3) month's pilot project shall be conducted. Pilot phase shall evaluate the performance and feasibility of solutions and handheld devices in real-world conditions before full-scale deployment. Full implementation will be carried out only upon the success of the pilot project. Minimum quantity of 10 handheld with associated software solution will be used for the pilot project.

The project will first be piloted for the following three (3) solution:

1. Meter reading
2. New connection of customers SOP - Domestic
3. Customer complaint received via contact center (two types of complaint)

Eight (8) handheld for meter reading and two (2) handheld for field SOP shall be provided for the Pilot project. The pilot project shall not be restricted to the supplier supplied handheld devices as, in addition to the 10 devices provided for pilot, the EFL will utilise its existing handheld devices in the pilot project as well.

3.9.2.1 Scope of Work for Pilot Implementation

1. Setup of the software solution to be used by a controlled group.
2. Implementation of three workflows:
 - a. Meter Reading Workflow
 - b. New connection of customers SOP – Domestic
 - c. Customer complaint received via contact center (two types of complaint)
3. Training of EFL staff to effectively use the implemented workflows.
4. Business support for a period of 3 months to ensure proper functioning and to address any operational issues.

During this Pilot phase, the software solution will be deployed with Flat File integration into the existing billing system (not Real-time Integration), allowing EFL to evaluate the platform's core functionality in isolation. Upon successful completion of the Pilot, feedback will be gathered from key stakeholders, which will guide the detailed development and deployment proposal in Phase 3.

3.9.2.2 Deliverables for Pilot Implementation

1. Software Solution setup and configuration.
2. Implementation of the three workflows
3. Training materials and training sessions for EFL staff (Controlled group).
4. Business support for a period of 3 months post-implementation.
5. Feedback collection and analysis to inform Phase 3 development and integration.

3.9.2.3 Period of Performance

The Pilot Implementation is expected to span 3 months, starting immediately after the approval of the Business Analysis Phase deliverables and receipt of 10 hand held devices by EFL. This period

will include the setup, training, and 3 months of business support. The setup of the software solution, implementation of three workflows and training of staff shall be completed within the first month of the pilot phase. The remainder of the two months shall be purely used for evaluation of the solution.

3.9.3 Phase 2 – Full implementation

Upon successful completion of the Pilot phase, feedback will be collected and reviewed to inform the final development and deployment of the full software solution specified in phase 1. This phase will include full integration with EFL’s systems, such as Gentrack for billing, and the rollout of the solution across all workflows, ensuring that EFL’s operational needs are fully met.

3.9.3.1 Period of Full implementation phase

Post the success of the pilot phase, a full implantation shall be completed within 4 months. Full implementation is to commence 1 month after the completion of the pilot phase.

4 Training

Provide comprehensive training and ongoing support to field personnel to facilitate the adoption of the solution and handheld devices. A train the trainer approach shall be taken. Training shall be conducted at site and remotely (as and when required).

5 User/operation manual

A softcopy of the software and device user/operational manual must be supplied as a one off supply. New versions of the software shall be made available such that the user is updated on important upgrades/changes, over the period of the contract.

6 General Information of Bidder

Table 3: General Information of Bidders

1	Name and Address of the Bidder:	
2	Contacts:	
3	Telephones:	
4	Fax:	
5	E-Mail:	
6	Mobile No:	
7	Name of Chief Executive Office and Telephone No:	
8	Sales Tax/Commercial Tax/CST nos.	
9	Service Tax No.	
10	Income Tax No.	
Name of Authorized Person		
Signature of the Bidder		

Company Stamp	
Date	

Note: separate sheets may be attached wherever necessary.

7 Relevant Standards

All relevant standards shall be complied with for this solution.

8 Schedule of Bid Prices

All non-exempt duties, taxes and other levies payable by the supplier under the Contract/Purchase Order, or for any other cause shall be included in the price and total Bid price submitted by the Bidder.

Unless otherwise specified, the unit rates and prices shall be quotes by the Bidder in the currency of the country in which the supplier is.

Table 4: Bid prices

No	Description	Quantity	Price (Unit) (Overseas - DAP) (Local - VIP)	Total Price(Overseas - DAP) (Local - VIP)
1	Phase 1 : Business analysis	1		
2	Phase 2 : Pilot implementation (including all fees, license, support for 3 months pilot, training)	1		
3	Phase 3: Full implementation of solutions identified in phase 1 and training.	1		
4	Yearly licensing fee for cloud based service inclusive of data warehouse, reporting, application license, business support etc. (to commence when in full implementation phase).	1		
5	Hand held device for meter reading	70		
6	Hand held device for SOP work	30		

Total			
8	Hourly rate for further customization/development post project commissioning	Per hour	

Note:

- Price is to be in currency of the country the bidders is from.
- Overseas bidders must price in DAP, EFL Suva Head Office. Local Bidders can price in VIP.
- The pilot phase will include 8 of meter reading hand held and 2 of SOP work hand held devices. The balance of the devices shall be supplied after the success of the pilot project.
- Local bidders must provide in their bids the following documents:
 - Tax Compliance Certificate.
 - Valid FPNF Compliance Certificate.
 - Valid FNU Compliance Certificate (Local Bidders)

9 Period of Validity of Bid

Unless otherwise specified, bids shall remain valid for a period of 90 days after the deadline for the receipt of Bids. A Bid valid for a shorter period shall be rejected by EFL as noncompliant. In exceptional circumstances, EFL shall may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

10 Packaging and marking

Equipment shall be carefully packed for transport and shipment in such a manner that it is protected from all dust and climatic conditions during loading, transport, unloading and subsequent storage in the open. Equipment shall be suitably packed and protected against vibration, movement and shock which may occur during loading and transport.

11 Evaluation criteria

Supplier should also provide:	% Weighting
1. Adherence handheld device specification	10%
2. Adherence to Software solution specification	30%
3. Standard International three (3) year Guarantee / Warranty certificate on hardware	5%
4. Supplier should provide back-up service and support	10%
5. Quoted price should a validity for 90 days	5%
6. Bidder to provide following information along with technical data in their technical bid: <ul style="list-style-type: none"> • Information and bid compliance to requirements of the tender document 	30%

<ul style="list-style-type: none">• Clear implementation, configuration & exploration tasks covered• List of the customers to whom they have supplied the quoted model.	
7. Delivery plan provided.	10%

12 Tender submission

It is mandatory for Bidders to upload a copy of their bid in the TENDER LINK Electronic Tender Box no later than 4.00 pm, on Wednesday, 20th November, 2024.

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

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: jreddy@efl.com.fj

This tender closes at 4.00 pm, on Wednesday 20th November, 2024. Any request for extension of the closing date by the bidders must be made 24hrs prior to the current closing date. It is the prerogative of the EFL to either accept or decline the request.

Each tender shall be bearing only the following marking:

Tender NO. MR 367/2024 – Supply of Works Order Solution Management
System Complete with Handheld Devices
The Secretary Tender Committee
Energy Fiji Limited
Supply Chain Office
Suva

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

13 Departures from Specifications

(To be completed by the Contractor)

All deviations shall be forwarded in the format given below. Any details that will lead to deductions of final Bid price shall not be inserted.

Section	Clause No.	Proposed Deviations

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 20th 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.