



Request for Expression of Interest (EOI)

Dominica Electricity Services Limited (DOMLEC) Customer Information System (CIS)

Date: October 6, 2025

1. Introduction

Dominica Electricity Services Limited (DOMLEC) invites qualified and experienced firms to express their interest in providing a fully integrated Customer Information System (CIS) to replace its existing billing platform/CIS. This EOI is issued to identify and shortlist potential suppliers/contractors/consultants for a subsequent Request for Proposal (RFP) or Request for Tender (RFT) process.

2. Background

Nature of organization

DOMLEC was incorporated as a public limited liability company on April 30, 1975 and is domiciled in the Commonwealth of Dominica (more commonly referred to simply as 'Dominica'). As the primary electricity utility provider in Dominica, its principal activities are the generation, transmission, distribution, and sale of electricity. Its main energy source is diesel (73%) followed by hydro (27%). It expects to transition mainly to geothermal in the early part of 2026. DOMLEC has a customer base of 39,011, comprising of about 34,304 residential customers (60% of which are prepaid), 4,387 commercial, and the balance made up of industrial, hotels, and streetlights.

Nature and scope of the project.

The project involves the sourcing and implementation of a fully integrated Customer Information System (CIS) preferably with the following components or one which is able to integrate seamlessly with third-party software platforms that have any of these components:

- Postpaid services (month-end billing of customers).
- Prepaid services (purchasing power in advance of consuming it).
- Consolidated billing (generating consolidated reports for postpaid and prepaid sales).
- Integration with our AMI System (Advanced Metering Infrastructure).
- E-billing.
- An embedded Customer Relationship Management system (CRM).



- A postpaid online customer portal.
- Data analytics.
- Mobile App for field crews.
- Mobile App for customers.
- Has compatibility with Outage Management Systems (OMS)
- Training.

The objectives of the assignment

The key objectives of this project are as follows:

- Consolidated sales generation and reporting.
- Seamless integration of internal platforms (CIS, Netsense (AMI), CRM, prepaid customer platform (Juice), SAGE 300 ERP).
- Real-time data access and transaction posting for customers.
- Transition to a fully paperless experience.

3. Scope of Services

The desired services and software are expected to include but may not be limited to:

- An advanced fully integrated Customer Information System (CIS) with an imbedded CRM and capable of consolidating postpaid and prepaid power sales.
- A prepaid billing platform fully integrated with the postpaid CIS and supporting access by over one hundred (100) independent power vendors.
- An integrated postpaid online customer portal for viewing and paying bills.
- Mobile App for field crews.
- Mobile App for customers.
- Data analytics (preferably within CIS or CRM) or via a separate integrated platform.

A more detailed Scope of Work (SOW) will be provided to shortlisted firms in the next stage of the procurement process.

4. Eligibility and Requirements

Interested parties must demonstrate the following minimum qualifications:

- Legal registration and incorporation as a limited liability Company (LLC).
- At least 10 years in developing, selling, and supporting CIS and similar billing platforms and such other related software.
- A dedicated team of persons with the requisite technical expertise and experience and available to provide support whenever called upon to do so.



- At least three (3) references (preferably with at least one (1) in the Caribbean region) from similar projects completed within the last five years.

5. Submission Details

Interested firms should submit the following information:

- A cover letter expressing interest.
- Company profile including relevant experience.
- Evidence of legal registration.
- Contact details of at least three (3) references.

Submissions must be made in electronic format to:

Mr. Felix Julien
Project Team Manager, CIS Replacement
Dominica Electricity Services Limited.
Email: Felix.Julien@domlec.dm

Deadline for submission: **October 17, 2025, at 4.00 pm EST**. Late submissions will not be considered.

6. Clarifications

Any requests for clarification should be addressed in writing to **Felix Julien** at **Felix.Julien@domlec.dm** no later than **October 14, 2025, at 4.00 pm EST**.

7. Disclaimer

This request is issued solely for the purpose of pre-qualification and does not constitute a solicitation. DOMLEC reserves the right to accept or reject any or all EOIs without incurring any obligation.

8. Acknowledgement

DOMLEC wishes to express its thanks to all firms that will express interest in supplying the products and services for which it will be sending out a Request or Proposal (RFP).