

Request for Proposal for Customer Information System (CIS)

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1. INTRODUCTION

Dominica Electricity Services Limited (DOMLEC) is issuing this Request for Proposal (RFP) to solicit bids from qualified vendors for a comprehensive Customer Information System (CIS). This system is essential for improving operational efficiency, enhancing customer experience, and transitioning to a paperless environment. The selected vendor will be required to meet the objectives and deliverables outlined below.

2. CORPORATE BACKGROUND

DOMLEC is the primary electricity utility provider in Dominica, dedicated to delivering reliable and sustainable energy solutions to our customers. DOMLEC has been at the forefront of the energy sector, serving over 39,000 customers across the island, approx. 16,600 postpaid and 22,650 prepaid.

3. OBJECTIVES

1. Seamless Integration of Internal Platforms

- The CIS must integrate with existing internal systems to improve operational efficiency.

2. Real-Time Data Access for Customers

- Customers should have access to real-time data to better manage their accounts.

3. Transition to a Fully Paperless Experience

- The system must support a fully digital customer experience, eliminating the need for paper documentation.

4. DESCRIPTION OF PRODUCTS AND SERVICES REQUIRED

Billing and CIS, CRM and Work Order platform

The proposed system must include the following components:

1. Prepaid Services

- Integration of prepaid metering systems with enhanced transaction management and reporting.

2. Postpaid Services

- A billing system for post-paid accounts integrated with SAGE 300 ERP for streamlined financial management.

3. Consolidated Billing

- A system that consolidates pre-paid and post-paid metering for seamless billing and sales reporting.

4. Integration with AMI System

- Integration of the Advanced Metering Infrastructure (AMI) for improved data collection and management.

5. E-Billing

- A fully functional e-billing system to facilitate online billing and payments.

6. Customer Relationship Management system (CRM)

- An embedded CRM system which facilitates online service applications and interactions.

7. Analytics

- Tools for data analytics to improve decision-making and operational efficiency.

8. Mobile App for Field Crews

- A mobile interface for technicians to provide real-time updates of field tasks to the CRM/CIS.

9. Mobile App for Customers

- A customer-facing application for bill payment and account querying, and service requests, updated in real-time.

10. Training

- Comprehensive training for staff on system functionalities and best practices.

5. DETAILED SCOPE AND REQUIREMENTS

This RFP is for the procurement of a complete set of software licenses and professional services for the purchase and implementation of a Customer Information System (CIS), with an integrated

Customer Relationship Management (CRM) and work order management systems that meet DOMLEC’s needs. The Bidder’s proposed solution shall cover but is not limited to the items outlined in this section and in Section 4 above. Table 1 below shows the major systems impacted by this RFP and how they may be dealt with by bidders.

Table 1: Major DOMLEC systems covered by this RFP

Application, Vendor	Replace	Integrate
CIS - CIS Infinity Ver. 3, Advanced Utility Systems	Yes	
Juice – Prepaid Billing	Maybe	Maybe
Financial - Sage 3000 ERP		Yes
GIS - Esri		Yes
AMI - Connexo Netsense, Honeywell		Yes
CRM & Work Order Management, Sage CRM	Maybe	Maybe
Payment online portal- Silverblaze	Maybe	Maybe
Online Customer Portals (prepaid/post-paid)	Maybe (prepaid)	Yes (post-paid)
OMS		yes

5.1 General Requirements

The successful Bidder is required to meet the following general requirements:

1. The selected CIS software must have been successfully implemented in several other utilities similar in size, requirements, and function.
2. The CIS, CRM and Work Order management solutions proposed may be cloud-based or hosted, however, an on-premises solution is preferred.
3. The CRM and/or Work Order Management solution may be included in the CIS product replacing DOMLEC’s present software, it may be an integration with DOMLEC’s present software or may be provided a third party as part of the Bidder’s solution replacing DOMLEC’s present software. Any third party that is used must be listed as a Sub-Contractor and applicable licenses outlined in The Bidder’s Submission.
4. The selected solution must be covered by continuing maintenance and enhancement services to guarantee a long useful life for the product (use 10 years or more as a reference)

5. Development licenses for all system utilities and tools developed specifically for this project must be provided and will become the property of the DOMLEC upon system acceptance.
6. The Bidder shall outline a software development roadmap and a well-defined upgrade process for future releases.
7. DOMLEC shall be the owner of all data contained within the CIS. The Bidder shall provide DOMLEC access to DOMLEC's data at DOMLEC's request in a mutually agreed upon format. Such agreement shall not be unreasonably withheld. The Bidder shall also provide access to any derivatives or alterations of DOMLEC's data at DOMLEC's request.
8. The system must be highly configurable to meet DOMLEC's needs. The initial configuration must be performed by the successful vendor with DOMLEC's input.

5.2 Functional Requirements

The Bidder shall provide a solution that meets the present generally expected and acceptable functionality of a modern utility CIS but at minimum provides the following basic features and functionalities:

1. Electricity is the principal service that the CIS is expected to support and may additionally support other services.
2. The system shall use a three-part relationship between customers, accounts, and premises (locations), each with records and entities, existing independently.
3. The solution shall manage inventory for several utility device types including electricity meters.
4. The system shall manage meter reading routes and reads.
5. The solution shall support multiple complex modern rate structures including block rates, Time of use (TOU) rates, fixed rates, fuel charges, demand, power factor penalties, and peak pricing. It shall also support multiple customer classes.
6. The system shall be flexible to allow for a variety of complex bill types, formats, and scenarios.
7. The system must calculate the correct charges based on consumption and rates. The system must also allow for manual bill adjustments or corrections when necessary.
8. The system must allow cashiers to accept various payment methods, including cash, checks, credit/debit cards, etc.
9. The solution shall allow users to create and manage a wide variety of Work Order types including, but not limited to emergency, meter readings, meter exchanges, on-field meter reprogramming, and connect and disconnect services with real-time updates between the office and field.

10. The system should provide in-house configurable reporting capability and pre-programmed reports made accessible within the CIS dashboard or internal web page. Exhibit 2 lists the standard reports that should be included from handover of the new CIS. Reports should be exportable to excel.
11. The Solution should provide a modern customer self-service web portal and mobile app for customers to see payments, consumption, bill history, pay bills, and obtain information regarding their services and account status. Customers should also be able to apply for services (Exhibit 6) online and upload relevant documents via the web portal

5.3 Technical Requirements

The Bidder shall provide a CIS that includes the following technical requirements:

1. The CIS system must meet the technical requirements set forth in Exhibit 1 – IT Requirements.
2. The system must be sized for 50,000 accounts of which approximately 30,000 will be prepaid accounts.

6. VENDOR INFORMATION

6.1. Contact Person

- Provide the name and contact details of the primary contact for this RFP.

6.2. Company Profile

- A brief overview of the company, including experience in implementing CIS solutions.

6.3. Proposed Solution

- Detailed description of the proposed CIS, including features and functionalities that address the objectives and deliverables of this RFP.

6.4. Integrations Strategy

- Outline the strategy for integrating the CIS with existing internal platforms including but not limited to SAGE 300 ERP and CONNEXO Netsense by Honeywell.

6.5. Implementation Timeline

- Proposed timeline for each phase of the project, including key milestones.

6.6. Terms of Payment/Pricing

- Detailed pricing information, including project costs, licensing fees, ongoing maintenance and any additional charges.

6.7. References

- At least three references from similar projects completed within the last five years. At least one from the Caribbean region would be preferable.

7.SUBMISSION OF TENDERS

7.1. Submission Guidelines

Tenders should be guided by the following timelines.

RFP Completion Timelines	
Events	Timeline
Issue of RFP	5-Dec-25
Deadline for clarification	19-Dec-25
Deadline for submission of responses by DOMLEC	31-Dec-25
Deadline for submission of bids	23-Jan-26 (1:00 pm EST+1)
Opening of tenders	26-Jan-26
Interviews and demos	2 nd week of February
Notification of the successful tenderer	20-Feb-26
Signing of contract	27-Feb-26

7.2. Submission Method

- Proposals must be submitted electronically to:

Paul Moses, Commercial Manager, Paul.Moses@domlec.dm, 1-767-275-7062;

Cc Dwayne Cenac, General Manager, Dwayne.Cenac@domlec.dm, 1-767-275-7842.

They must include the following sections:

Section	Activity	Subheading	Description
1	Cover Letter	1	The Cover Letter should provide a summary of the Proposer's products and services offered relevant to the scope of work in this RFP
3	Requirements		Complete description of how your product/service meets the requirements of this RFP. Including the requirements of Exhibit 1,
4	Pricing		Give an estimate of the 10-year cost of ownership of the solution. Fill out Exhibit 3

5	Implementation	Describe implementation steps, strategies, timelines, and personnel for completion of the project. Fill out Exhibit 5.
6	Technology Roadmap	Describe plans for long-term improvement, upgrades, additional services and outlook for keeping the software up to date and relevant.
7	Support	Describe the level of support provided to your customers, how this support is accessed, response times, etc.
8	References	Provide references of customers who have implemented your software including in the Caribbean region if any. Fill out Exhibit 4.
9	Exhibits	Follow format set out in each of the exhibits.

7.3. Clarification

- Vendors may request clarification on the RFP until 19th December, 2025.

7.4. Contact Information

- For inquiries, please contact the following persons:

Paul Moses, Commercial Manager, Paul.Moses@domlec.dm, 1-767-275-7062;

Cc Felix Julien, Business Development Engineer, Felix.Julien@domlec.dm, 1-767-275-3544

8. EVALUATION CRITERIA

DOMLEC is seeking to acquire products and services outlined in Section 4 “Description of Products and Services Required”. DOMLEC will be the sole judge of whether the services offered meet its requirements.

Proposals will be evaluated based on the set of criteria set forth below:

- Alignment with project objectives and deliverables
- Technical capabilities and features of the proposed solution
- Implementation and integration strategy with existing systems
- Cost-effectiveness
- Vendor experience and references

Element	Description	Weight
---------	-------------	--------

Software	Breadth of modules in Base CIS - offers all modules needed	30%
	Depth of functionality - meets software requirements	
Technology	Adherence to IT requirements - see Exhibit 1	20%
	Integration to other systems – experience and tools offered	
	Vendor Technology roadmap - cadence of upgrades and improvements	
Implementation	Well defined and proven implementation methodology	15%
	Proposed project timeline	
	Staffing resources and qualifications	
	Addresses installation, requirements review, application design, integration, training, configuration, report development, data conversion, testing, best practice review	
Vendor Qualification	Vendor viability and vision	15%
	Organizational strength	
	Experience with other utilities of similar structure and complexity	
	References provided of similar utilities and similar complexity	
Total Cost - 10 years	Software License Cost	20%
	Implementation Services	
	Maintenance	
	Terms and conditions	
	Total	100%

- 8.1 DOMLEC reserves the right to consider the past performance record of any bidder at similar utilities and to reject any who in its sole judgment provided unsatisfactory performance.
- 8.2 DOMLEC reserves the right to reject any or all proposals or any part thereof, or to accept any proposal, or any part thereof, or to withhold the award and to waive or decline to waive irregularities in any proposal when it determines that it is in its best interest to do so.
- 8.3 A bidder (including each of its principals) who is lawfully prohibited from any public procurement activity in his home country or any other country may have its Proposal rejected.
- 8.4 **Clarifications:** DOMLEC reserves the right to obtain Bidder clarifications where necessary to arrive at full and complete understanding of Bidder’s product, service, and/or solicitation response. Clarification means communication with a Bidder for the sole

purpose of eliminating ambiguities in the Proposal and does not give the Bidder an opportunity to revise or modify its proposal.

- 8.5 **Waiver and Rejection Rights:** DOMLEC reserves the right to reject any or all Proposals or to cancel the RFP altogether, to waive any informality or irregularity in any Proposal received, and to be the sole judge of the merits of the respective Proposals received.
- 8.6 **Software Demos:** The functional and technical product demos will be presented to DOMLEC by the Short-Listed Bidders according to a DOMLEC determined Demo Script. Bidders will be provided with an opportunity to ask questions about the Demo Script and demo process prior to the scheduled demo. All Bidders must follow this script during their demo process. The evaluation criteria for the demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet DOMLEC's functional and technical requirements. DOMLEC reserves the right to request additional information, interviews, follow-up demonstrations or any other type of clarification of proposal information; it deems necessary to evaluate the final proposed solution.
- 8.7 **Due Diligence Review:** DOMLEC may request a more extensive technical or functional demo from Short Listed Proposers as part of a final due diligence review. DOMLEC may also conduct site visits or conference calls with any of the Short-Listed Bidder's references. These visits or conference calls will be scheduled on an as-needed basis. References may or may not be reviewed or contacted at the discretion of DOMLEC. DOMLEC reserves the right to contact references other than and/or in addition to those furnished by the Bidder.

9. CONCLUSION

- We look forward to receiving your proposals and collaborating to enhance our customer service capabilities through a robust Customer Information System. Thank you for your interest in partnering with DOMLEC.

Exhibit 1

IT REQUIREMENTS

1. The application needs to Adhere to ISO 27001 for information security management, ISO/IEC 12207 and ISO/IEC 15288 for software development life cycle processes, OWASP standards for web application security, GDPR for data privacy.

2. Provide appropriate authentication controls

- **Authentication and Authorization:** Robust user authentication methods and authorization mechanisms like multi-factor authentication, data encryption, password management must be implemented.

Access to applications and infrastructure must be restricted by using access control mechanisms, such as passwords, tokens or biometrics; and ensuring that administrator consoles always require authentication before use and be restricted to system administrators.

- **Data Encryption:** Encrypt sensitive data at rest and in transit to protect against unauthorized access.
- **OWASP Top 10:** Adhere to the Open Web Application Security Project's top 10 vulnerabilities to mitigate common web application security risks.

3. Provide appropriate authorization controls

- Applications and infrastructure must employ appropriate authorization mechanisms to provide or limit access to the information assets and applications' functions based on the role of the individual and the confidentiality of the information assets (e.g. role-based access control).

4. Centralized Identity and Access Management (IAM) capabilities

- Identity and access management arrangements must be incorporated into an enterprise-wide solution, and applied to:

5. Document account access processes for all applications and infrastructure

- There must be a documented process, approved by the Information Owner, for:
 - Granting access
 - Maintenance of user access
 - revoking user access
 - resetting user passwords

The access process must include electronic access, unescorted physical access, and access to protected system information storage locations.

6. Store passwords and other identifiers securely

- Sign-on mechanisms must be configured to protect authentication details against unauthorized disclosure by using approved:
 - Cryptographic" hashing" algorithms to conceal clear text passwords and resist brute force attacks; and
 - Methods to ensure each password "hash" is unique.

7. Transmit password securely

- Approved cryptography must be used to render all authentication credentials unreadable during transmission on all system components.

8. Re-authenticate users or expire sessions after a period of inactivity

- The application must be protected against unauthorized access by:
 - Invoking time-out facilities that automatically re-authenticate users or expire the session after a predetermined period of inactivity of 30 minutes or less.

9. Separate development and test environments

- Separate development and test environments are required that ensure:
 - The test and development environments are secure and incapable of interacting with production systems.
 - The sanitization of data used in the test environment from the production environment according to business needs and organizational standards.
 - The protection of sensitive test data against disclosure, including access, retention, storage and destruction.

10. Compliance:

- **General Data Protection Regulation (GDPR):** Adhere to General Data Protection Regulation requirements.
- **PCI DSS:** Adhere to Payment Card Industry Data Security Standard
- **SOC 2:** Adhere to security controls to customers, especially for cloud-based applications.

- The application must have the ability to verify/authorize account data access (e.g. Only authorized customers can request bill balance and account info)

- 11. Provide technical and software requirements for the application.**
- 12. Indicate data integration methodology/protocol used (API is preferred)**
- 13. API must be available/submitted to customer (DOMLEC)**
- 14. Preferred on-premises platform as opposed to Cloud management.**
- 15. Remote/external access required to access application for field work**

Exhibit 2

REPORTS

The required reports are listed as Exhibit 2 in a separate attached spreadsheet.

Exhibit 3

PRICING

Software(CIS - prepaid/post-paid billing,)	Cost (USD)	Assumptions
	CIS: 30 Named Users (multiple access levels), 50,000 Utility Accounts	
Software		
Required Functional Areas:	\$	Assumptions
Customer Records		
Customer Service		
Service Requests and Work Orders		
Utility Billing		
Accounts Receivable and Cashiering		
Queries and Reports		
Other - Please Specify		
Sub-Total – Software		
Implementation		Assumptions
Implementation		
Process Review, Design, Configuration, Testing		
Data Conversion		
Training		
Report and Form Development		
Integration		
Travel		
Other – Please Specify		
Sub-Total – Implementation		
Maintenance/Recurring License		Indicate percent and annual increase
Year 1		
Year 2		
Year 3		

Year 4		
Year 5		
Year 6		
Year 7		
Year 8		
Year 9		
Year 10		
Sub-Total Maintenance/Recurring License		
TOTAL – YEAR 1 Software, Implementation, Maintenance		
TOTAL – YEARS 1-10 Software, Implementation, Maintenance		

Exhibit 4

REFERENCES

Item	Vendor Response
Item	Vendor Response
Client Reference No. 1 – Existing	
Name	
Number of Employees	
Utility Accounts - Types	
Utility Accounts - Number	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
Implementation Kick Off Date	
Go Live Date	
Rationale for including the specific reference	

Please Provide 3 references for existing customers and 1 reference for a former customer, providing the information in the table above. Include at least one reference from the Caribbean region if you have any.

Exhibit 5

BIDDERS KEY PERSONNEL AND SUBCONTRACTORS

Please list your key staff and subcontractors who will perform the work required to provide the products and services requested in this RFP along with a summary of their experience.

Key Personnel:

Roles	Description of Responsibility	Level of Participation
Project Manager - (Name of resource)		
Project Sponsor - (Name of resource)		
Technical Lead - (Name of resource)		
Trainer(s)		
Other		
Other		

Add here the short resume summary for the Key staff:

Subcontractors:

Using the above Table as a template, please fill out the details for any subcontractor on this project.

Exhibit 6

APPLICATION FOR ONLINE SERVICES

List of services that can be applied for online

- Meter Shift
- Permanent Connection
- Temporary connection
- Disconnection
- Service Lead Shift
- Account name change
- Meter check
- Reconnection
- Job estimate request
- Streetlight request
- Billing query
- Prepaid to postpaid request
- Postpaid to Prepaid request
- Claims for damaged equipment
- Pole/line removal or relocation
- Request to become a prepaid power vendor
- Report of power outage or voltage/power issue