



EXPRESION OF INTEREST (EOI)

FOR

THE ESWATINI ELECTRICITY COMPANY

Reference Number: EOI 22 of 2018/19

EOI Name: Development of a Postpaid Billing System

EOI Closing Date: 17 January 2019



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1. BACKGROUND

The Eswatini Electricity Company (EEC) is a power utility, which was formed in 1963 to provide Electricity to the Swazi nation by sourcing or generating power using the least cost sources of energy. The company currently operates in a liberalized market through the Electricity Act of 2007 and the Energy Regulatory Act of 2007. EEC imports 80% of the Electricity demand from Southern Africa countries through Bilateral Agreements also from the Day Ahead Market (DAM) in SAPP. Locally the company buys 5% from one local Independent Power Producer (Ubombo Sugar Limited) and generates the other 15% from its internal power stations.

This Expression of Interest is for the Custom Development of a Post Paid billing System. Interested companies are requested to complete their proposals following the outline and requirements indicated in this document.

2. SCOPE OF EOI

2.1 Overview

EEC is looking to work with a suitable and capable company, with a proven record of accomplishment in project management, business analysis, software development, software testing, system deployment and system documentation. The company is needed to develop a new Billing System that will meet EEC's current billing functionalities, address existing challenges and develop new functionality that will align with improvements in billing processes. The scope of work will include:

- a) **Project Management**; specifying preferred methodology to adopt for Software Development Life Cycle. Project management shall be required for duration of the project to ensure software developers and other team members follow project plans established for each phase.
- b) **Business Analysis and Documentation**; conduct structured interviews and workshops and document detailed interpretation and understanding of requirements requested by business. As part of the business analysis documentation, the vendor must include business process models, use case models, data modelling and non-functional requirements analysis. The new Billing System must also have more functionality (outlined in the requirements document) that will add value to the business and improve our billing processes within the organization.



- c) **System Development and Implementation**; Work with EEC internal IT resources to develop the system according to EEC's requirements.
- d) **System Training**; Provide user training to different user groups based on their roles on the billing system and then make sure IT team is trained and capacitated on the system administration.
- e) **Data Migration**; extract data in collaboration with EEC from the old system to the new system for backward compatibility. This data can either be integrated into the system or be kept for querying purposes.
- f) **Quality Assurance Planning**; provide a Quality Assurance Surveillance Plan that ensures that only high quality development and services are delivered. EEC will use a Quality Assurance Surveillance Plan as a tool to monitor contractor performance.
- g) **Risk Management**; Over and above managing a quality product, EEC emphasizes the importance of identifying, monitoring, managing, and mitigating risks for the life span of the project. With the input from EEC's team, the company must develop a Risk Management Plan and a Risk Register.
- h) **Technical Testing**; Predefined-testing plans must be documented and the selected vendor must conduct functional, unit, system/integration, regression, load/performance and stability tests as of their quality assurance plan for each phase or module. The use of industry-standard automated testing software is strongly encouraged however; the vendor can provide independent technical testing specialists. The technical tests must ensure alignment of business requirements is met and successful regression testing conducted on all previous functionality and existing data.
- i) **User Acceptance Testing**; User Acceptance Testing is the critical step for identifying whether a product is ready to be deployed. EEC's personnel will perform acceptance testing after successful completion of Technical Testing. The vendor together with EEC's team will be agree on a User Acceptance Test Plan and Test Scenarios for users to follow during the initial structured portion of the UAT (following structured testing the users are encouraged to conduct their own free-form testing). EEC's IT Department shall assist during the preparation and execution of the acceptance test by establishing test data and maintaining the test environment. The selected vendor must provide an agreed workflow to address any errors identified by the User Acceptance Test team.
- j) **Transition Services / System Handover**; the vendor must provide a detailed transition plan and perform transition services necessary to ensure an effective transition of



vendor support and continued system operations and maintenance, as well as an orderly transition period without any interruption or loss of functionality of services after an agreed period.

2.2 Billing System History

The current EEC post-paid billing system has been operating in the company for over 20 years and began as an in-house developed solution to address a local need that of billing customers based on their electricity consumption. It has since grown as business demands continue to increase and is currently running on HP-UX, and an Adabas-Natural environment. The post-paid billing system is still a key system at EEC as it generates more than 70% of EEC's revenue.

Over the years, EEC's information system portfolio has grown to consist of heterogeneous but related modern systems including the SAGE CRM, Ellipse, Outage Management System (OMS), Receipting, 3E, GIS etc. to form the backbone of the company's daily operations and decision making. However, it is becoming more and more difficult to integrate the billing system with these other modern system as it runs on older, sun-setting technology. As technology, regulatory and customer demands change, efforts have been made to stretch the system beyond its functional limits and this has proved impossible. Thus the need for the replacement of this billing system is apparent.

2.3 Current Billing System Functionality

The current post-paid billing system is responsible for the following business process;

- a) Capturing and managing customer information
- b) Capturing and managing customer installations
- c) Capturing and managing customer meters
- d) Configuring and implementing approved tariff structures including Time Of Use(TOUs)
- e) Capturing customer consumption readings, billing based on consumption, adjusting and dispatching different kinds of bill statements (posted physical, emails, and SMS)
- f) Customer payments management
- g) Credit control management
- h) Reporting

In order to produce a customer bill, the following billing cycle is followed;



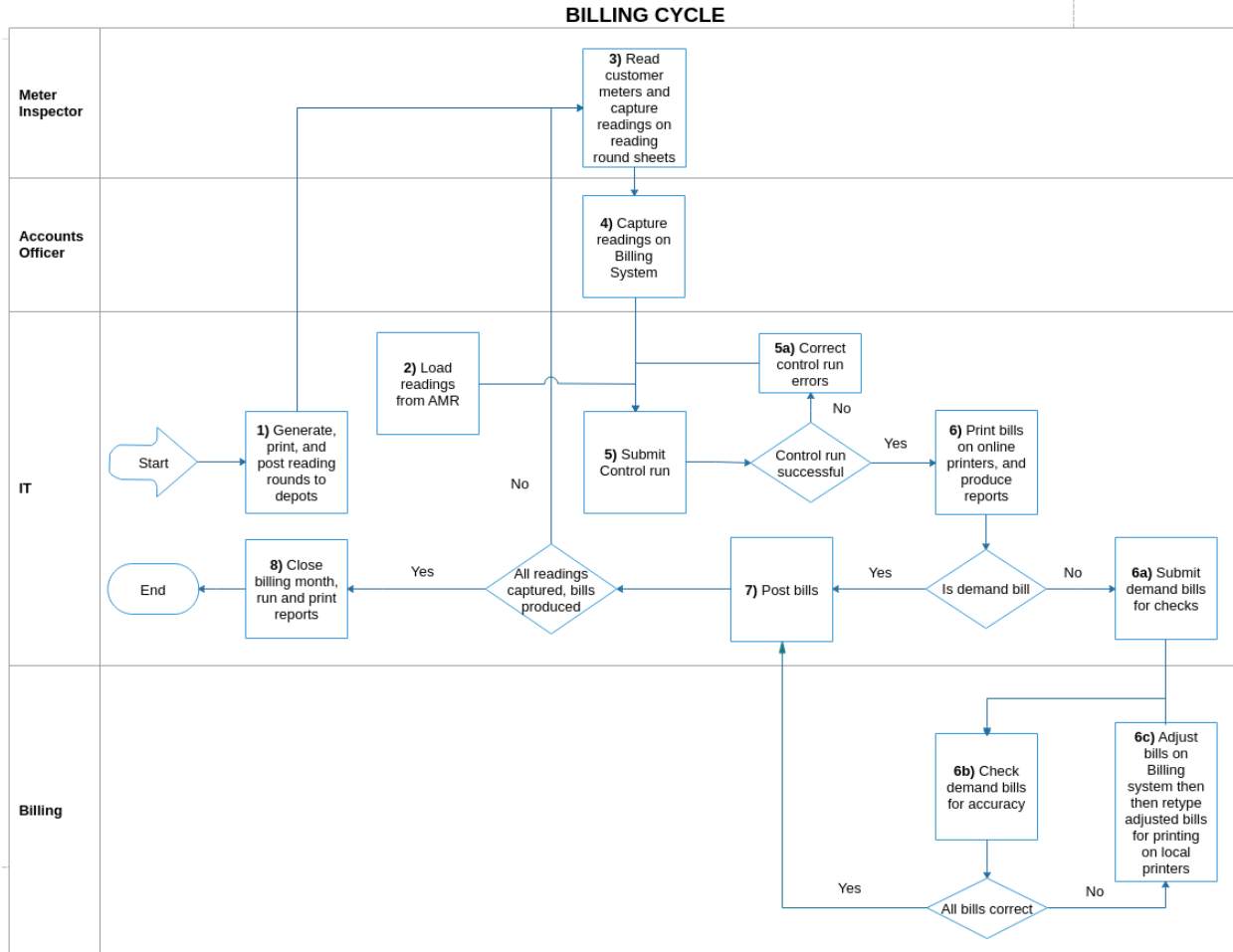


Figure 1: EEC's billing cycle

2.4 Current Billing System Limitations

EEC desires a product that will solve all the limitations for the current billing system which are;

- a) Has no inbuilt bill emailing and SMS functionality.
- b) System is console based and platform dependent which is not user unfriendly.
- c) Only IT personnel can generate and print system reports.
- d) Is not optimized for bill adjustments.
- e) Bills are only produced after a control run (month end).
- f) Does not offer free text fields for tracking notes.
- g) Does not allow for user generated reports.
- h) Is not optimized for Time of Use meters. They were only accommodated later on.
- i) Reading capturing module is not optimized as it allows abnormalities and does not separate automated readings from manual readings.
- j) Does not accommodate other forms of payments like EFTs and Mobile Money.



3. TERMS AND CONDITIONS OF EOI

- a) The EEC is seeking reliable, financially stable vendors who can meet its stringent cost, quality and service requirements.
- b) The EOI document as well as all other correspondence and documents relating to the EOI exchanged by the interested vendor and the EEC, shall be written in the English language.
- c) The closing date for the EOI is **17 January 2019** at 12h00 at **Eswatini Electricity Company Head Office, Eluvatsini Building, Reception Area, Bhunya/Mhlambanyatsi Road, Mbabane**
- d) EOI submissions will not be opened to the public after closing period. In the presence of; EEC Tender Committee Members and TAP representatives, all submissions will be stamped received after the closing date and time at the Eswatini Electricity Company Head Office, Mbabane Swaziland.
- e) Requests for Clarity on Document should be forward to Busisiwe Masangane email address busisiwe.masangane@sec.co.sz not later than 10 January 2019.
- f) No late submissions will be accepted.
- g) All successful submissions will be notified in writing by EEC / TAP for invitation to Tender.
- h) EEC reserves the right to modify, or change the specifications or even cancel the EOI before the EOI opening and such modifications or changes will be communicated to the tenderers in advance as and when decided.
- i) The EEC does not bind itself to accept the lowest or any EOI nor give any reason for the acceptance or rejection of an EOI. The EEC may accept an EOI for a part of the quantity offered or reject any tender without assigning any reason.



- j) Interested vendors should double check the prices quoted for accuracy before submitting their tender documents. Under no circumstances will the EEC accept any request for price adjustment on grounds that a mistake was made in the EOI prices.

- k) Signed EOI documents must be submitted by placing them in a suitably large envelope which must be sealed so as to ensure the contents cannot fall out or be viewed without opening the envelope and it must be marked **EXPRESSION OF INTREST NO.22 OF 2018/19-REQUEST FOR PROPOSAL FOR CUSTOM DEVELOPMENT OF POSTPAID BILLING SYSTEM.**

4. EOI EVALUATION PROCESS AND CRITERIA

4.1 Eligibility and Qualification Requirements

The following information must be submitted as returnable documents:

- a) A detailed Company profile;
 - a. Memorandum of articles
 - b. Certificate of incorporation
 - c. Trading license
 - d. Any other document(s) that may prove company's existence and operation

- b) Profile and CVs of key personnel and an organogram of work teams. Minimum team composition;
 - a. Project Manager: **Project management certification, minimum five years' experience.**
 - b. Business Analyst: **Business Analysis Qualification, minimum three years' experience.**
 - c. Development Lead: **Computer Science or equivalent degree qualification, minimum five years' experience in development, minimum three years using prescribed technology.**
 - d. Developers (minimum three): **Programming formal training certificate, Minimum four years' experience in development, minimum two years using prescribed technology.**
 - e. Software Testers and Documenters: **Minimum two years in software testing and documentation.**



- c) Demonstrate a proven track record in the successful completion of at least three projects of similar magnitude and prescribed technology. Submission of at least three (3) recent development projects.
- a. **Preferred Technology** is Ruby on Rails full-stack development with the following experience:
 - b. Database:
 - i. MySQL, PostgreSQL, MSSQL or MongoDB.
 - c. Front-end:
 - i. HTML5 and templating engine like ERB, HAML, or SLIM.
 - ii. JavaScript, or some kind of JS framework like ANGULAR.
 - iii. CSS3, or some kind of front end framework like TWITTER BOOTSTRAP, FOUNDATION, or MATERIALIZE.
 - d. Back-end:
 - e. Rails
 - f. Extensive experience with at least one testing framework.
 - g. Infrastructure:
 - i. CentOS operating system with Nginx/Apache web server.
 - h. Demonstrate competence in system documentation and support through signed reference letters from at least three clients.
 - i. Letter of good standing from a financial institution together with recently audited company financial



ELIGIBILITY CRITERIA IN TERMS OF THE PROCUREMENT ACT 2011

Bidder:

Date:

JV Partner:

LEGAL REQUIREMENT	RESPONSE/EVIDENCE
Our Company has legal capacity to enter into the contract	Certificates of incorporation, Forms C and J, Trading licenses, Power of attorney.
Our Company is not insolvent, in receivership, bankrupt or being wound up. Its affairs are not being administered by a court or a judicial officer, its business activities have not been suspended, and it is not the subject of legal proceedings for any of the foregoing.	Audited financial statements for the past three years enclosed. Confirmation by signature of authorized signatory: (Name Surname) (Signature)
Our Company has fulfilled its obligations to pay taxes	Valid tax compliance certificate for Government and parastatal tenders enclosed SNPF Compliance Certificate
It adheres to basic labor legislation ; in respect to satisfactory, safe and healthy conditions	Labor Compliance Certificate enclosed
Our Company, or any of its director's/key personnel do not have any conflict of interest in relation to the procurement requirements and do not have circumstances in which we can benefit whether directly nor indirectly from the procurement process.	Confirmation by signature of authorized signatory: (Name Surname) (Signature)
Our Company, or any of its directors/key personnel or officers, have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of five years preceding the commencement of procurement proceedings	Confirmation by signature of authorized signatory: (Name Surname) (Signature) Directors police clearances



<p>Our Company and none of its directors or officers have been suspended from participating in the tendering process by SPPRA for the reasons specified in Section 56 of the Act</p>	<p>Confirmation by signature of authorized signatory: (Name Surname) (Signature)</p>
<p>Our Company and its directors and officers are not a government owned entity, are not public officers or politicians as defined in Section 60 of the Act</p>	<p>Confirmation by signature of authorized signatory: (Name Surname) (Signature)</p>



4.2 Assessment Criteria

The information proved will be scored in accordance to the following criteria and points system. Those vendors with the highest score will be invited thereafter to formally tender the system development.

The Minimum score for short listing is 70%

Category	Criteria	Requirements	0	1	2	3
			None	One	More than two, but not on preferred Technology	Three and above
Technology	Operating System	Number of Projects done on Linux Environment (Redhat/CentOS)				
	Database	Number of Projects done on either Oracle, MySQL or MSSQL				
	Reporting/BI	Number of Projects done on Business Objects				
	High Availability	Number of Projects designed for high availability				
			None	One	Two	Three and above
Coding/Development	Development Languages	Number of Projects coded using PHP, Java, Ruby on Rails				
	Testing Tools	Number of Projects where testing frameworks were used				
	Collaboration Tools	Number of Projects where collaboration tools were used				
			None	One	More than two, but without certification	Three and above
Human Resources Certification and Projects	Project Manager	Number of completed Projects done using certification				
	Business Analyst	Number of completed Projects done with using certification				
			None	One -	Two - Three	Five and above
Human Resources experience	Project Manager	Number of years in Project Management				
	Business Analyst	Number of years in Business Analysis				
	Lead Programmer	Number of Teams lead in projects				
		Number of years in programming				
	Programmer	Number of completed Projects with required technology				
		Number of years in programming				
			None	1 - 39%	40 - 59%	60% and above
Company experience and Years in Service	Technical Stability	Percentage of revenue generated from development in the past 2 years				
			None	One - Two	Two - Three	Five and above
	Years in Service	Number of years company in existence				
			None	Atleast	Atleast Two	All
Compliance	Company Documentation	Number of documents Submitted (Memo of articles and association, Company Registration, Trading license, Tax Clearance)				
	Audited Financials	Audited financial statements	None	Unaudite	Audited financials	Audited current
			None	One	More than two, but without positive feedback	Three and above
Previous Projects	Reference Letters	Number of reference letters with positive feedback				
		Number of completed projects with atleast 5 team members	None	One	Two	Three and above
	Completed Projects	Number of completed projects with direct cost above one million				
			Not at all	Somewh	Close	Exceeds
Approach	Technical alignment	How close vendor's proposed approach is to EEC's technical requirements				
	Financial alignment	How close vendor's proposed approach is to EEC's Financial requirements				



5. SHORTLISTING FOR TENDER

Eswatini Electricity Company (in its sole and absolute discretion) will select a shortlist of vendors that submitted the EOI who will be invited to submit a tender for the required work. EEC is not bound or required to shortlist all or any participants to the tender stage. Those participants selected to be short listed will be notified in writing as well as all unsuccessful participants.

Selection of the short list will be based on, but not limited, to the information in the expression of interest information contained in this document.

