



# LUCELEC

ST. LUCIA ELECTRICITY SERVICES LIMITED

**January 10, 2020**

## **Request for Letter of Intent/Expression of Interest**

### ***Consultancy for the Design & Implementation of a Call / Contact Management System for the St. Lucia Electricity Services Limited (LUCELEC)***

1. Letters of interest are invited from qualified and experienced companies for the ***Design & Implementation of a Call / Contact Management System (CMS)***.
2. This is not a request for proposals. After a review of the letters of expression of interest by LUCELEC, a shortlist will be prepared and those short listed will be invited to submit detailed technical and financial proposals through a request for proposal as per specific terms of reference. Any additional information requested will be at the cost of the interested firms.
3. The firm will be required to undertake the following:
  - a. Conduct a full assessment of telephone call and contact management activities of the Company.
  - b. Recommend, Design and Implement a suitable software and hardware solution which will be integrated with the Company's IP PBX.
  - c. Provide a Solution that will meet or exceed LUCELEC's requirements for Workforce Management and Advance Quality Management (WFM/AQM) and Reporting:
    - The WFM solution is needed to improve the customer experience by aligning agent schedules with customer call patterns and leveraging the required agent level of service and support.
    - The AQM solution is a necessary managerial tool to continuously improve employee performance by monitoring customer interactions and coaching employees on delivering superior customer service.
    - The Reporting solution will allow departments to create the range of reports necessary for operational effectiveness in their areas. It will allow for creation of ad hoc reports and customisation of historical reports for trend identification and analysis.
  - d. Provide post implementation support, quality assurance and training services for the CMS.

4. Firms who are interested in being considered for providing the services should submit information supporting their experience, expertise and capabilities in undertaking similar assignments, within the Caribbean basin or in a regulated environment.
5. The following information on adequacy and availability of resources and expertise to carry out the assignment should be provided:
  - a. Name, physical address, telephone, email and facsimile number of the firm
  - b. Names and short CVs of principal officers
  - c. Ownership and organization structure of the firm
  - d. Financial statement to support financial soundness of the firm to
  - e. carry out assignment of this magnitude
  - f. List of major assignments
  - g. Proven record of insurance/ indemnity
  - h. Proven ability to work on assignments of this magnitude
  - i. Proven consistency in providing services of this magnitude
  - j. Full complement of staff /consultants in different areas of expertise
6. From the submissions received, LUCELEC shall draw up a short list, consisting of five (5) firms, whose submissions are in accordance with the provisions of the scope of the ***Design & Implementation of a Call / Contact Management System for LUCELEC.***

***The selection will be based on the following criteria:***

- a. 5 Years minimum experience in the supply, implementation and support of multiple channel call / contact center solutions (Voice, Email, Chat, SMS), for at least 3 three different clients in the period between
- b. Scope of work and contact details for five (5) client references for the period January 1, 2015 to December 31, 2019.
- c. Proposed Project Management & Governance Structure, Availability of Subject Matter Experts
- d. Senior & dedicated members assigned to the proposed project
- e. Training Methodology - content and training infrastructure
- f. Robustness of Implementation Plan, level of detail, risk mitigation, practicality
- g. Innovations proposed beyond requirements
- h. Solution suitability- High-level architecture, CMS, ACD, IVRS, VOIP PBX, CTI, Logger, Email Response System, Chat Response System, Agent PC and headset - End-to-end solution.
- i. Communication Plan
- j. Change Management Plan

7. Bidding will be conducted through open competitive bidding procedures as specified by LUCELEC's procurement procedure. Only Proposals from short listed firms will be opened. In accordance with LUCELEC's procurement procedure a contract will only be awarded to the Highest Rated and Responsive Bidder who was determined as such upon evaluation of proposals.
8. Interested institutions may submit, by hand, through mail, e-mail, or facsimile to the address below, their written Expression of Interest/Letter of Intent and accompanying materials on or before the date of Eligibility Opening scheduled on **4:00 p.m. on Friday, February 28, 2020.**

**Jennifa Flood-George**  
**Customer Service Manager**  
**St. Lucia Electricity Services Limited**  
**P.O. Box 230**  
**Sans Souci**  
**Castries**  
**St. Lucia**  
Tel: 758 457 4405 /4480  
Fax: 758 457 4409  
Email: [jfloodgeorge@lucelec.com](mailto:jfloodgeorge@lucelec.com)

9. Interested firms may obtain further information from LUCELEC on weekdays at the address given below from 8:00 am to 4:30 p.m. Additional information is also available on the Company's website at [lucelec.com](http://www.lucelec.com). For a profile of LUCELEC, visit <http://www.lucelec.com/content/brief-history-lucelec>
  10. LUCELEC reserves the right to accept or reject any letter, bid, and to annul the shortlist or bidding process and reject all bids or letters at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.
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