



CRM/CIS BILLING SOLUTION

SCHEDULE A - RFP RESPONSE FORM

Belize Electricity Limited
October 2023

Contents

- Instructions to Bidding Parties 3
- Questions and Responses..... 3
 - 1.0 Bidder’s Overview 3
 - 2.0 Approach and Methodology 6
 - 3.0 Deliverables..... 6
 - 4.0 Project Schedule and Resources 6
 - 5.0 Pricing..... 8

Instructions to Bidding Parties

This RFP is an invitation to submit a proposal to gather and document BEL’s requirements for a new Customer Relationship Management System (CRM) and Customer Information and Billing System (CIS/Billing).

For purposes of uniformity when evaluating responses, **it is very important that your organization respond to all questions using the format provided.** Please free to provide any supplemental information you believe can add further clarity to your responses.

Questions and Responses

1.0 Bidder’s Overview

1.1	Question:	Please designate who you believe is the best choice as the primary point of contact within your organization this RFP. This individual will manage the RFP process for you and be the individual notified of the outcome of the selection process.	
	Response:	Company:	
		Name:	
		Email:	
		Telephone:	
		Address:	
		Fax:	

1.2	Question:	How many years has your organization been in business?
	Response:	

1.3	Question:	Is your organization a subsidiary of another entity? If yes, please include the parent corporation's name and the details of this relationship. Please attach a corporate organizational chart to help explain your positioning in the larger corporation.
	Response:	

1.4	Question:	Please indicate the ownership structure that best represents your organization.
	Response:	<input type="checkbox"/> Private / Public Corporation <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership

1.5	Question:	Have there been any lawsuits or declarations of any legal action against your company for breach of contract within the last three years, pending or settled?
	Response:	

1.6	Question:	Please provide a brief overview of your organization, its products and services and its current financial status. If your response proposes a partnership or a subcontract arrangement involving third parties, please include those companies' overview and financial status as well. Documents provided should include the most recent balance sheet and profit.
	Response:	

1.7	Question:	Please provide description of relevant education and certifications. Include evidence of education as pdf attachments. Please be sure to reference the 2.1 in the RFP for requirements.
	Response:	

1.8	Question:	<p>Please provide a summary of the personnel who will be assigned to this project and their functions related to the scope of work as defined in RFP.</p> <p>Please attach the resumes of these individuals.</p>
	Response:	

1.9	Question:	<p>Please provide contact and summary information on two (2) references whom BEL may contact regarding your execution of a project that is similar in nature. Summary information should briefly but concisely describe the project, its objective, the approach, and outcome (if concluded).</p> <p>References from the utility sector are preferable.</p>
	Response:	

2.0 Approach and Methodology

2.1	Question:	Please describe your approach and methodology in achieving the outcomes described in the RFP.
	Response:	

3.0 Deliverables

3.1	Question:	Please provide a description of the deliverables from the approach and methodology that will achieve the outcomes desired as expressed in the RFP.
	Response:	

4.0 Project Schedule and Resources

4.1	Question:	Please give a brief description of the project management / implementation methodology that you propose to employ for this project.
-----	------------------	---

	Response:	
--	------------------	--

4.2	Question:	Please provide details of resources BEL will need to provide during the execution of the project.
	Response:	

4.3	Question:	Please provide a proposed timeline for the delivery of solution along with a breakdown of implementation phases. This should include a high-level work plan and your earliest availability to commence the project.
	Response:	

5.0 Pricing

5.1	Question:	Please provide a fixed bid price where possible. Please include a schedule breakdown of all costs, fees, travel, subsistence, and miscellaneous expenses associated with the completion of this project. Each element of cost shall be separately identified to assure a complete understanding of the scope, timing, and duration of the various phases and activities. Please define the costs that are fixed and those that may be variable (i.e. Travel and lodging expenses).
	Response:	