



REQUEST FOR PROPOSALS (RFP)

AND

TERMS OF REFERENCE (TOR)

FOR THE

**REDEVELOPMENT OF THE UTILITIES REGULATION AND
COMPETITION AUTHORITY'S WEBSITE**

RFP Issue Date: 17 August 2023

Response Date: 31 August 2023

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Introduction

The Utilities Regulation and Competition Authority (URCA) is the independent regulatory authority with responsibility for the Electronic Communications Sector (ECS) and the Electricity Sector (ES) in The Bahamas. The ECS comprises fixed and mobile telephone services, spectrum, numbering, and broadcasting, including pay television and Internet services. The ES includes all persons who generate, transmit, distribute, or supply electricity from or within The Bahamas. URCA serves a variety of stakeholders including the government, utility service providers, consumers, and the public.

URCA is empowered to regulate the ECS by exercising the powers given to it under the Communications Act, 2009; among them, to issue licences and exemption determinations; to charge licensees fees under the terms of the Act; to act on behalf of the Government of The Bahamas in the billing and collection of the communications licence fee and spectrum fees; to issue orders and determinations that carry potential fines for regulatory breaches; to monitor and enforce consumer protection conditions in the licenses; and to publish documents relating to regulatory and other measures on its website¹.

URCA is empowered to regulate the ES by exercising the powers given to it under the Electricity Act, 2015; among them, to issue licences to and collect fees from all licensees and public electricity suppliers; assess regulatory fines, penalties and remedies; ensure consumer protection and publish, monitor and enforce standards for the protection of electricity consumers; publish documents relating to regulatory measures on its website; and keep a public register of all licensees².

URCA is empowered under The Utilities Appeal Tribunal Act, 2009, to demand and collect a Tribunal Fee (the estimated anticipated relevant expenditure of the Tribunal certified by the Registrar) from all licensees or regulated persons in the sectors regulated by URCA³.

In order to facilitate these functions more efficiently given the pace of rapid Information Communications Technology development, URCA issues this Request for Proposals (RFP) for the **Redevelopment of URCA's Website** (www.urbahamas.bs) to make the website easier to navigate and to allow for increased user friendliness, digital licensing, payment and collections within the regulated sectors.

¹ Communications Act, 2009, PART III

² Electricity Act, 2015, PART VII, PART VIII, PART X, PART XIII, PART XV

³ The Utilities Appeal Tribunal Act, 2009, SCHEDULE 3

1. Website Redevelopment Requirements

In this section, URCA provides an overview of the current website functions and the redevelopment requirements.

Overview of Current Website Functions

URCA's website currently facilitates the publishing of press releases, documents related to the regulatory sectors and other general information. The website has a notification system for registered users and the capacity to allow consumers to fill out complaint and query forms and to contact URCA.

Website Redevelopment Requirements

URCA seeks to redevelop its website to:

- Provide an enhanced user experience;
- Refresh the design and look and make the site more visually attractive;
- Make the sector navigation on the site more functional;
- Make search capabilities easier with the redevelopment of the site search engine;
- Better categorize and sanitize documents on the site;
- Reduce the look of clutter on the site while maximizing home page real estate;
- Fully integrate helpdesk and inquiry processes with URCA's existing internal complaints handling software;
- Fully implement digital licensing processes for all licensees and persons in the regulated sectors;
- Fully implement digital payment processes for licensees and persons in the regulated sectors;
- Make the website the focal point for marketing campaigns and URCA's initiatives.

URCA is seeking a qualified vendor that will reimagine and redesign its current website. The vendor will be required to provide design prototypes before a full website rebuild commences.

Prototypes must display the layout of the sitemap, look of the homepage and menu, and key landing pages, given guidance by URCA.

Once a prototype is approved, the vendor is asked to proceed with the phases as follows within a 90-day timeframe:

- A. Assessment and website aesthetic redesign.
 - Review URCA's current website to assess the design and functionality.
 - Recommend new design to incorporate criteria set out in this document.
 - Build design approved by URCA.

- B. Fully integrate inquiry and complaint process with Fresh Desk software.
 - Align Contact Us, Complaints and Queries forms with existing Fresh Desk forms for external and internal seamlessness in URCA's complaints handling and inquiry procedure.

- C. Fully integrate external licensing process with internal procedures.
 - Creation of unique user ID/ticket system for external/internal tracking and capacity for applicants to add digital signatures.
 - Creation of flow process for uploading of required information and documents.
 - Tracking and alert system for licensees.
 - Finalization of payment and granting of licenses.
 - Feedback survey for licensee experience.

- D. Fully integrating external payment process with internal procedure.
 - Creation of secure framework for payment processing, including credit cards, debit cards and bank transfers.
 - Creation of secure digital receipt system to demonstrate payment receipt.

- E. Redevelopment of site search engine to more easily locate regulatory and other documents.

- F. Website testing phase.
 - Vendor testing
 - Internal testing
 - Beta testing

G. Website to go live.

The timeline for this project is 90 days.

2. Proposal Requirements

URCA requires the submitted proposal to specifically address the services listed above. URCA is seeking comprehensive content, clearly organised proposals, and solution-orientated procedures. Each submission shall contain the following sections:

- Section A: Letter of Transmittal
- Section B: Business Profile
- Section C: Detail Proposal
- Section D: Cost of Services
- Section E: Draft Contract

The required contents of Sections A through E are set out below.

Section A shall include a Letter of Transmittal. The Letter of Transmittal must contain the following statements and information:

- (a) company name, mailing and physical address, telephone number(s), fax number(s), and website address.
- (b) name, title, email address, and telephone number of the person(s) to contact who are authorised to represent the firm and to whom correspondence shall be directed.
- (c) a brief statement of the vendor's understanding of the services to be performed under the contract and make a positive commitment to provide the named services.
- (d) corporate officer or person authorised to bind the vendor to the proposal must sign the letter and cost schedule; and
- (e) a statement stating the proposal and cost schedule will be valid and binding for at least ninety (90) days following the proposal due date and will become part of the contract negotiated with URCA.

Section B shall include a Business Profile. The business profile shall consist of a comprehensive profile of the firm, including at a minimum:

- (a) Number of years in business.
- (b) Number of years the vendor has provided the proposed services.
- (c) Number and type of clients.
- (d) Number of full-time employees and their areas of involvement.
- (e) Location of the firm's business office from which employees will service URCA's account, as well as a current business license and tax registration certificate in that jurisdiction.

Section C shall include a Detailed Proposal. The detailed proposal shall consist of, at a minimum, the following information organised in sections numbered as set out below:

- a) Executive Summary of the Proposal, including why the firm is submitting its proposal and what uniquely qualifies it to perform the service.
 - i. Description of vendor's proposed approach to providing the services to URCA and how the vendor is positioned within the website design market to deliver the services. This must include details of the vendor's experience in delivering similar services to those sought by URCA. Provide the name and contact details of at least three references. The references shall all be clients for whom the vendor provides or has provided similar services to those sought in the RFP within the last three years. Include details of the specific services offered, the number of users and the period the vendor has provided services to each of the three references, as well as links to sites the vendor has previously designed.
- b) Provide details of staff members and other personnel proposed to provide services to URCA, including:
 - i. Name specific personnel, identifying those that will perform as primary and secondary or alternative contacts.
 - ii. Details of each person's relevant experience and expertise.
 - iii. Details of the local availability of the named personnel.
 - iv. Proposed role and responsibilities of each team member.
- c) Details of support services to be provided, including:
 - i. description of the HELP DESK services;
 - ii. support availability (days of week and time of day);

- iii. an itemisation of the vendor's charges for support services;
 - iv. steps the vendor will take for escalating resolution of technical problems;
 - v. final authority within the vendor to resolve technical problems;
 - vi. response time(s) and goals for resolving problems.
- d) The vendor must, at a minimum, commit to submitting a final report to URCA, summarising all services and completion of deliverables, including timelines.
 - e) Provide commentary on the terms of reference and make suggestions of any additional services beyond the scope of this RFP that the firm provides which may be of interest to URCA.

Section D shall include the Cost of Services. The cost of services shall include:

- a. Submission of a FIXED FEE contract for the redevelopment of URCA's website with work scheduled to commence no later than 11 September 2023 and the redeveloped website to go live no later than 11 December 2023.
- b. A description of the fee schedule for the FIXED FEE contract.

Section E shall include a Draft Contract. The draft contract must be consistent with the terms of service in the submitted proposal. URCA will review the contract, and the final terms and conditions will be subject to URCA's approval. URCA is not bound to accept the draft contract submitted by the bidder and is at liberty to modify the same and/or prepare its own draft contract in the event that a bid is successful.

3. Evaluation Criteria

An URCA-appointed selection committee will review all proposals based on the following criteria and make a recommendation to URCA's Chief Executive Officer:

- Section A: Letter of Transmittal
- Section B: Business Profile
- Section C: Detail Proposal
- Section D: Cost of Services
- Section E: Draft Contract

URCA will evaluate the proposals based on the submissions and any specifically requested information.

URCA will consider all facets of the proposal, including the price and commercial terms and conditions. URCA will use the rating system in Table 1 below to evaluate and score the proposals.

Table 1. Rating System

Section A: Letter of Transmittal	10%
Section B: Business Profile	15%
Section C: Detail Proposal	25%
Section D: Cost of Services (The financial score (Sf) of each consultant will be computed using the formula $Sf = [(Lowest\ Price)/(Bidder's\ Price)] \times 100$)	40%
Section E: Draft Contract	10%

Selection and Negotiation with Service Provider

The contract award will be made to the firm whose bid receives a favourable evaluation, recommendation from the selection committee, and approval by URCA's Board. URCA will conduct its evaluation and select its preferred vendor. URCA shall not be bound to accept the highest scoring proposal, or any proposal submitted. URCA reserves the right to choose freely among Respondents, selecting none or using the quotation as a basis for further dialogue with any or all Respondents.

Respondents shall not consider the commencement of negotiations with URCA as a commitment by URCA to enter into a contract with the Respondent. The selection shall remain subject to successful commercial negotiation of the terms and conditions of an agreement. In the case where URCA cannot agree to terms and conditions with the preferred Service Provider to URCA's satisfaction, URCA reserves the right to negotiate with the next best-qualified bidder until a satisfactory agreement has been concluded.

4. Submission Requirements

Respondents must submit the Proposal and all associated documents by the following guidelines **ONLY**. The Respondents must submit Three (3) PRINTED COPIES of the proposal, placed in sealed, opaque packages marked: "**Proposal for Redevelopment of URCA's Website**", addressed to:

J. Carlton Smith

Chief Executive Officer Utilities Regulation and Competition Authority
Frederick House, Frederick Street
PO Box N-4860
Nassau, Bahamas

An additional copy of the proposal can also be submitted electronically to: info@urcabahamas.bs.

URCA must receive the Proposal by 5:00 p.m. (Bahamas time) on 31 **August 2023**. LATE RESPONSES OR SUBMISSIONS SHALL NOT BE ACCEPTED. The contractual arrangements between URCA and the Service Provider will incorporate the Proposal's contents. URCA underlines the importance of receiving honest, accurate, and complete answers to all areas of the RFP.

5. Clarification Questions and Additional Information

Persons seeking clarification or additional information on any matter involving this RFP or the process (other than a submission of proposals) in writing by email, to the "Project Manager – RFP for Redevelopment of URCA's Website" at the following address with the subject "**RFP for Redevelopment of URCA's Website**".

Project Manager
RFP for Redevelopment of URCA's Website
Utilities Regulation and Competition Authority
Fredrick House Fredrick Street
P.O. Box N-4860 Nassau, The Bahamas
Email: info@urcabahamas.bs

Questions must include the enquirer's full contact details (mailing and email address). URCA will acknowledge receiving such questions and answer them **by email** as soon as practicable. URCA will inform if it cannot answer a question within three (3) working days of receipt before the Submission Deadline. If the question cannot be answered vendors are still free to submit proposals.

6. Expenses

Each Respondent shall be liable for all costs incurred in this RFP process, and URCA shall not accept or bear any responsibility to compensate any Respondent.

7. Miscellaneous

This RFP and TOR create no obligation (legal or otherwise) on URCA to award a contract to or compensate the respondent for any costs incurred during the proposal presentation, response, submission, presentation, etc. URCA also reserves the right to negotiate further with the respondent to this RFP and TOR.