

Expression of Interest (EOI)

Call Centre for Solomon Power- Design, Installation, Commissioning Testing, Training and Maintenance & Support Services for 2 years after commissioning

1. Background and Sector Context

The Solomon Islands Electricity Authority (SIEA) trading as Solomon Power (SP) is a vertically integrated state owned enterprise that owns, maintains and operates the national electricity grid in the Solomon Islands. We're currently experiencing an exciting time of capital infrastructure development, network expansion and transformational change, undertaking SBD \$1bn capital works program and building an electricity network model that allows us to better service our customers, improve affordability, accessibility and hence future proof the electricity network.

Solomon Power (SP) is focused on Nation building. We have a national objective to energise the nation by 2050. We are working with our stakeholders to increase the footprint of the electricity network and make electricity accessible and affordable to more people in Solomon Islands. Currently 17% of Solomon Islanders and 65% of denizens of Honiara have access to electricity. Our current goal is to increase this to 25% and 75% respectively by 2021.

SP has embarked on an ambitious plan to increase electricity access to more Solomon Islanders in not just Honiara and other urban centres, but also at other outer islands and rural locations, and to improve affordability.

The four challenges for SP are the following:

- Increasing affordability
- Increasing accessibility
- Deliver a SBD 1 billion capital infrastructure program
- Human Development and Sustenance

2. SP Overview

The majority of SP's assets are located in Honiara on the island of Guadalcanal, the capital of the Solomon Islands. Its 33/11/0.4kV, 11/0.4kV and 0.4kV electricity networks are largely concentrated in twelve (12) town centers serving the main urban/industrial areas on eight of the nine provinces. They include Guadalcanal Province (Honiara) as noted above, Western Province (Noro, Munda, Seghe and Gizo), Malaita Province (Auki and Malu'u), Central Province (Tulagi), Makira Province (Kirakira), Temotu Province (Lata), Isabel Province (Buala) and Choiseul Province (Taro).

Honiara is the largest electricity network in the Solomon Islands (both in terms of coverage and in electricity sales), with a maximum demand of approximately 16 MW. The main generation plant for Honiara is located at Lungga, about 8km from the Honiara CBD. The Honiara network consists of the following:

- Diesel power stations at Lungga and Honiara (34.2MW installed capacity)
- A 1.0MW grid connect Solar Farm, south of the Henderson International Airport.
- A 50kW grid connect solar farm at the Ranadi Head Office car park.
- Six 33kV feeders interconnecting the power stations and substations
- 33/11kV substations at Lungga, Honiara, Ranadi, Honiara East, White River and East Kola'a Ridge.
- Thirteen 11kV distribution feeders

SP is investing extensively in the design and installation of grid connect solar farms in Honiara and mini hybrids (solar, battery storage with diesel back up) systems with associated 11 kV and 415V distribution network in the Outstations (located in the Provinces) with the aim is to increase the penetration of renewable energy to displace fossil fuels and drive the electricity tariff down. During the latter part of 2019, SP will also develop a strategy for the introduction of Battery Energy Storage Systems (BESS) for Honiara. Furthermore, SP has embarked on an ambitious program to extend the existing distribution network in Honiara and at the Outstations with a view to increase accessibility and increase the existing customer numbers to 30,000 by December 2021.

In December 2018 SP signed a power purchase agreement with a developer from South Korea for a 15 MW hydropower plant in Guadalcanal. It is anticipated that the plant will be commissioned in the early part of 2024 and generate and supply on an average 78 GWh of energy annually into the Honiara grid.

3. Introduction

Currently SP does not have a Call Centre. The existing call centre functions are very rudimentary, these are provided by 4 staff working in three shifts round the clock manning the Ranadi switchboard.

This EOI seeks proposals from qualified and experienced Contractors for the establishment of a full internal Call Centre system at the new Lungga Workshop of Solomon Power in Honiara to manage all inbound calls and provide support to customer services, faults and sales activities. This Call Centre project will coincide with the establishment of a customer management system and move Solomon Power towards a more customer focused organisation.

4. Objective of the project

The intention is to make a Call Centre that “offers and builds a lasting relationship with customers”, through a work program that includes, but is not limited to;

- Easier access for customers / people to keep in touch

- Excellence in delivery of telephone customer service
- Quality Communications
- Caller Satisfaction
- Adoption of Best in Service Practices
- Providing ‘Best in Class’ Customer service

5. Associated projects

In addition to the Call Centre, the new Workshop building extension at Lungga will also provide space for the Data Centre, Supervisory Control and Data Acquisition (SCADA), the Central Control Room and Call Centre premises at Lungga Power Station. These projects are independent of the Call Centre EOI.

6. The Existing IT systems

Please refer to Annexure 1

7. Customer Services Division

The Sponsor of this Call Centre project is the General Manager, Customer Services. Customer Services Division is responsible for all customer issues, from community awareness through its Public Relations Section, to receiving, processing and registration of customer applications for new customer connections, customer enquiries, cashiering, administering billing and customer accounts, protection of revenue meters and revenue collection; all contributing to SP’s vision to make electricity affordable and accessible to Solomon Islanders which is in line with the national objective to energise our nation by year 2050.

The customers are broadly classified as Domestic, Commercial and Industrial. The Electricity Tariff is tiered on the basis of usage of energy in kWh. The domestic, commercial and industrial tariff currently has 4,5 and 3 tiers respectively.

As at 30 April 2019, Solomon Power had 19,290 customers (2193 post-pay and 17,097 pre-pay). Kilowatt and Post pay are the same and also Cashpower and pre-pay are the same.

TOTAL KWT /CASHPOWER COUNT -April 2019			
	<i>KILOWATT (Post-pay)</i>	<i>CASHPOWER (Pre-pay)</i>	<i>TOTAL</i>
Honiara	1,595	12,987	14,582

Auki	173	1,182	1,355
Gizo	108	737	845
Noro	84	497	581
Munda	35	368	403
Tulagi	40	239	279
Kirakira	39	241	280
Buala	40	211	251
Lata	36	229	265
Malu'u	24	130	154
Taro	16	184	200
Seghe	3	92	95
	2,193	17,097	19,290

8. Exclusions

The design, procurement, construction of the Call Centre premises and associated furniture and set up are excluded from the scope of the Contract.

9. Call Centre Data Analysis

A study was conducted by a Consultant in 2017 to capture data. Please refer to report "SIEA Call Centre Data Analysis" October 2017- Annexure 2.

10. Scope of this EOI

The Contractor will be responsible for delivering the following for the Call Centre in Honiara at the Lungga Power Station:

1. Design of a Call Centre (except the rooms, building to house the Call Centre) which includes the following:

- System architecture which is data centric and adopts IP communications technology.
 - The design should also facilitate Interactive Voice Response (IVR), Automatic Call Distributor and support calls coming in any form via the Web or Internet through applications such as Facebook, Messenger, Viber, Skype, or similar, or from a telephone exchange.
 - The design should also support audio, text and video information, with logging and historical indexing for later reference.
 - Reporting function by type of customer, type/nature of complaint, number of calls, response time and other metrics.
 - Integrate the Call Centre with the proposed Customer Relationship Management System being managed by SP
2. Prepare the specifications for the call centre equipment/hardware/software/racks/patch panels etc
 3. Procure all the above equipment, racks, patch panels, hardware and software and licenses
 4. Deliver and install all the above in the Call Centre room and commission the same
 5. Liaise and arrange with the existing vendors of Solomon Power to integrate the existing IT systems of Solomon Power with the IT systems supplied and installed by the Contractor
 6. Meet all the cost for the above liaison, design, integration, installation, commissioning, training, support, maintenance and operational handover.
 7. Design, deliver and install an Automatic Call Distributor Software. It will be a modular setup with initial provision for the 4 Call Centre Officers (or Customer Service Representatives).
 8. Liaise with telephone service providers in Solomon Islands to install and commission the above Automatic Call Distributor Software
 9. Provide the training to staff of Solomon Power in the operation of the Call Centre
 10. Prepare and deliver a report on the training conducted highlighting the areas covered and in particular the level of achievements by participants
 11. Supply the training manuals, documentation for all equipment, hardware, software, IT systems
 12. Provide maintenance and operational support for a period of two years after the Call Centre is fully operational

The price quoted for all of the above should include the cost for travel for the Contractor to and from Honiara, accommodation, incidental expenses and a breakdown of all personnel rates by role and/or functions.

The price quoted for all of the above should also include the cost for procurement, packaging, supply, delivery, freight, insurance, duty, sales tax, and any other on charges for all equipment, hardware, racks etc.

11.Submission by potential contractors

The submission by the Contractors shall contain the following information:

List of Call Centre projects delivered in the last 5 years

List of Call Centre projects delivered in the Pacific Islands or similar environments in the last 5 years

List of references for Call Centre Projects delivered in the last 5 years

The insurance details

Itemised quote for price for each of the 12 items listed in Section 10.- Scope of this EOI including cost of travel, procurement, packaging, supply, delivery, freight, insurance, etc.

Warranties provided

List of personnel- their skills, experience, responsibilities and a capability statement.

12. Information day

An information day is arranged on Friday 19 July 2019 in Solomon Power offices at Ranadi, Honiara, Solomon Islands. All prospective tenderers who would like to attend are requested to contact Jan Sanga, General Manager Customer Services on +677 749 6116, email jan.sanga@solomonpower.com.sb