Palladium
MAKE IT POSSIBLE

RFQ-FJ25-011 Design and Development of FCCC

Electricity Generation Licensing

Addendum 4

Date: 17 / 04 / 25

Pages: 6

Questions from Tenders:

1.	I came across a reference to the Reserve Bank of Fiji (RBF) in the RFQ documentation in relation to compliance requirements. Could you kindly clarify what specific compliance or oversight role RBF will have in this EGL system project?	This was a typing error in the RFQ document that has since been amended. The correct reference is to the FCCC, please ignore all references to the Reserve Bank of Fiji (RBF), whose brief role is specified below. FCCC as the appointed independent regulator for the electrical sector, under the section 5(1) of the electricity act, is responsible of issuing the Generation, Transmission and Supply Licences to operators in the electricity sector. Furthermore, the Electricity Regulations 2019 in Fiji are part of the regulatory framework governing the country's electricity sector, which is also central to FCCC's work. Elements which include: i. Licensing and Standards ii. Consumer Protection iii. Regulatory Oversight iv. Grid Access and Competition
2.	Will integration with your existing or legacy systems, such as CRM or ERP, be necessary apart from the complaints management system?	The CRM is a standalone system
3	Does the complaints management system have API document for integration and is it RESTFul API?	No

4	Is your digital infrastructure on-premises or cloud-based, specifically on Azure?	Cloud Based
5	Is there any flexibility on the project duration?	The project duration is provided as a guide. Please submit proposal based on the requirements of this RFQ and include recommended methodology and timeframes in the respective response for the selection panel's consideration.
6	How many users do you expect to have on the system initially and at full rollout?	10 Internal Users for the administration process. External will depend on the number of applications we receive.
7	How do you envision the application process to initiate, is it done online? Where applicants register and fill online forms through a portal? Or does staff manual, create application after vetting printed application?	Online through a Portal, but Staff internally will vet the application and approve the initial registration
8	Are there any existing systems that need to be integrated with or replaced	No
9	Are there any specific regulatory requirements that must be incorporated into the system?	Yes, Tax on the invoicing
10	Can you provide more details about the current manual processes to help us understand pain points?	Applications are received manual with the requirements set under the checklist. (refer FCCC's Website for the Checklist), Application is then processed via workflow.
11	What is the expected volume of applications and complaints to be processed through the system?	We receive around 300 Applications in a year with around 10 to 20 complaints
12	How will success be measured for this project?	1. Functional Effectiveness a. CMF – Core Modules Functional (Licensing, Complaints, Reporting) b. WFA – Workflow Fully Automated

		c. SI – System Integrated with other platforms 2. Process Efficiency a. RTAP – Reduced Time for Application Processing b. LER – Lower Error Rate c. STR – Status Tracking in Real-time 3. User Experience & Adoption a. UAR – User Adoption Rate b. TCE – Training Completion & Effectiveness c. USS – User Satisfaction Score 4. Reporting & Monitoring a. ARG – Accurate Report Generation b. CRF – Custom Reporting Functionality c. PEDI – Policy & Evidence-Based Decision Impact 5. Security & Compliance a. RBAC – Role-Based Access Control b. DPC – Data Protection Compliance c. SBI – Security Breach Incidents (should be zero) 6. Cost & Sustainability a. DWB – Deployment Within Budget b. SMC – Sustainable Maintenance Cost c. SVC – Support Volume Curve (tickets reducing over time) 7. Post-Deployment & Flexibility a. ERD – Enhancement-Ready Design b. QD – Quality Documentation c. SFL – Stakeholder Feedback Loop
13	What is the preferred approach for ongoing maintenance and support after the initial contract period?	In house support after initial contract period.
14	What is the decision-making process for approving system changes or enhancements?	Executive Management can approve the system changes depending on the changes required

15	What does the scope entail for the integration of the EGL system to the Complaints Management System?	Centralized Complaints Logging The EGL system must allow stakeholders complaints related to electricity generation directly from the platform. Complaints can come from stakeholders, applicants, or the public. To ensure a seamless, end-to-end regulatory system that not only processes applications but also captures and resolves public/stakeholder grievances efficiently — ultimately boosting accountability, transparency, and service delivery.
16	How many checklists/SOPs need to be digitized for the workflow process?	2
17	What are other pain points and or challenges the FCCC officers face apart from the mentioned, in TOR?	Reporting and integration with Policies
18	Number of Internal users from FCCC who will need access to the system to manage/ review approve applications.	6
19	Number of internal users from FCCC who will need access to the customer service and complaint management solution.	6
20	Is it acceptable to have the Solution hosted on the Microsoft Australia data centre?	As long as it is Cloud Based
21	What are the primary goals FCCC wishes to achieve with the new system (e.g., faster processing, better transparency, improved compliance)?	Digitize the electricity licensing process (manual → web-based) Streamline application, assessment, and approval workflows Integrate complaints management into the licensing system Automate monthly, quarterly, and annual regulatory reporting Enhance transparency and accountability in decision-making Support research and policymaking with accessible data Ensure system security, scalability, and user-friendliness Improve stakeholder engagement through real-time updates and feedback systems

22	Who will be the primary system users (internal staff, external applicants, etc.)?	FCCC Technical Regulations Team – Oversee licensing, manage assessments, and approvals FCCC IT/Admin Staff – Manage system operations, maintenance, and user support Electricity Generation Applicants – Submit and track license applications Complaints Officers – Log, manage, and resolve public/stakeholder complaints General Public/Consumers – Submit complaints or grievances related to electricity generation Policy Analysts/Researchers – Access data and reports for regulatory insights System Developers/Consultants – (during setup) Build, test, and deploy the platform
23	Are there known challenges with the current process that the system should address?	As per the TOR and refer question 13
24	Are there different categories of licenses with unique workflows or requirements?	License types are different which are of 5 categories as per the Electricity Act, however there are two workflows for processing licences
25	What types of complaints should the system manage—only license-related, or broader electricity service issues?	License-related and broader electricity service issues
26	Are there specific SLA timeframes for application processing?	Yes, Conditional Authorisation within 7 days and full licence upon confirmation of requirements from the Contractors. Conditional Licence may expire within 3 months and Contractors may wish to ask for extension
27	Is there a current system (e.g paper based)? Do you have examples of forms currently used for recording inputs?	Yes
28	Could you share examples of the reporting outputs	Yes. Excel based- can be produced upon request

	(monthly, quarterly, annual) expected from the system?	
29	Will the system require multilingual support (e.g., English, Fijian, Hindi)?	If it is possible
30	Is there a need for payment integration for fees or penalties? If so, do you have preferred payment providers?	Yes, at a later stage, but currently the need is to generate Invoice and Payments that are being processed by the Finance team via Payglobal
31	What compliance or data privacy standards should the system adhere to?	As per the ISO standard
32	Will the new system need to import or migrate data from existing records or platforms? If so, please supply details.	Yes, from the Excel sheet
33	Do you have a preference for cloud-based vs on-premises hosting?	Cloud Based
34	Are there existing systems the EGL system should integrate with?	Not at this stage, but at a later stage with FCCC's finance system
35	How many internal users are expected to use the system?	10
36	Would you prefer in-person or virtual training?	In person
37	Is six months of post-deployment support sufficient, or should we plan for a longer period?	1 - 2 years would be good if within the budget
38	Are you intending to take over the operation of the system, including code changes, yourself?	Yes
39	Are you expecting access to the source code?	Yes

40	Do you have a target go-live date or key project deadline we should align with?	As per the TOR
41	Are there any fixed review or approval checkpoints during implementation?	Yes