



Caribbean Centre for Renewable
Energy and Energy Efficiency
(CCREEE)

*Request for Proposals
for*

Information Technology Expert Consultant
to support the implementation of the
CARICOM Energy Knowledge Hub

Issuance Date: 3rd April, 2020

Response Deadline: 1st May, 2020

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1 PURPOSE FOR THE REQUEST FOR PROPOSALS

1.1 Invitation to Respondents

This Request for Proposals (herein referred to as “RFP”) is a solicitation by the Caribbean Centre for Renewable Energy and Energy Efficiency (herein referred to as the “CCREEE”) from qualified applicants to submit applications for the provision of services relating to the implementation of the CARICOM Energy Knowledge Hub.

Only complete submissions which include all required information will be considered; incomplete submissions will be rejected.

1.2 Objective of the RFP

The purpose of this RFP process is to select an applicant that will:

- Be capable of providing quality products and services in a timely manner, demonstrating value for money;
- Provide the CCREEE with professional and responsive support;
- Work in a cooperative manner with the CCREEE, is flexible, and innovative in providing quality products and services.

1.3 Background

The [Caribbean Centre for Renewable Energy and Energy Efficiency](#) (CCREEE) is an institution of the Caribbean Community (CARICOM), established in the framework of the Global Network of Regional Sustainable Energy Centres (i.e. the GN-SEC) and its sub-network for small island developing states (SIDS) in Africa, the Caribbean, the Indian Ocean and the Pacific. The CCREEE is the implementation hub for sustainable energy activities and projects within the CARICOM region. The CCREEE was operationalised with the signing and ratification of the CCREEE legal agreement in May 2018.

The CCREEE has a clear vision, mission and mandate which are fully aligned with the CARICOM’s vision, mission and core values: “A Caribbean Community that is integrated, inclusive and resilient; driven by knowledge, excellence, innovation and productivity; a Community where every citizen is secure and has the opportunity to realise his or her potential with guaranteed human rights and social justice; and contributes to, and shares in, its economic, social and cultural prosperity; a Community which is a unified and competitive force in the global arena.”

The CCREEE builds on the regional intervention logic of other GN-SEC centres, creating integrated and inclusive regional markets for sustainable energy products and services by mitigating existing barriers through various tools and methodologies. CCREEE, through its mandate, will contribute significantly to the transformation of the energy landscape into a climate resilient, sustainable and affordable sector; focused on improving the lives of the Caribbean people.

The CARICOM Energy Knowledge Hub (CEKH) is currently hosted on [CARICOM Energy’s website](#). The CEKH will develop information, knowledge products and services through three work streams:

- (1) repositories of data and information;
- (2) signposting to existing information sources; and
- (3) a Community of Practice and training.

The CEKH will carry out information and knowledge functions to provide decision-making support to actors in the sustainable energy transition in the region. It is anticipated that its existence will address the major data and information gaps which currently exist, reduce the need for and the resources deployed on the region’s data collation efforts.

2 SUBMISSION INSTRUCTIONS AND GUIDELINES

2.1 RFP Contact

For all purposes of this RFP process, queries and other submissions including final applications should be made to procurement@ccreee.org. Attempts at unofficial queries through officials and other staff members of the CCREEE for the purpose of influencing the outcome of this RFP may be cause for disqualification from further consideration.

2.2 Application Submission Requirements

All application submissions **MUST** be completed in electronic form and made via e-mail. Hard copy submissions are **not** required.

E-mailed submissions (Required):

Applications sent by e-mail must be received no later than 17:00 h (GMT/UTC - 4h) on **1 May, 2020** in one e-mail. The e-mail subject line to be used is, *“Application for the Implementation of the CARICOM Energy Knowledge Hub.”*

The official address for e-mail submissions will be the RFP contact email address, as indicated in section 2.1.

2.3 RFP Timetable

Activity	Deadline
Issue Date of RFP	3 April, 2020
Deadline for Questions	14 April, 2020
Deadline for Issuing Clarification Document	21 April, 2020
Deadline for Submission	1 May, 2020
Evaluation of Applications	15 May, 2020
Contract Negotiation Period	21 - 25 May, 2020
Anticipated Contract Start Date	4 June, 2020

2.4 Inquiries from Respondents

Respondents are required to submit requests for additional information or clarification in respect of this RFP no later than **14 April, 2020** via RFP contact, e-mail: procurement@ccreee.org. All questions should be as clear and concise as possible. Respondents are also expected to immediately notify the RFP contact via email of any discrepancies, ambiguities, errors, omissions, or other faults in any part of the RFP document, providing full details.

Responses to inquiries or amendments will be issued in written addenda prior to the final application submission deadline. Should there appear to be conflict between the RFP and any addenda issued, the last addendum issued shall prevail.

2.5 Confidentiality

Through the submission of their application, the respondent shall agree to following measures:

Confidential Information of the CCREEE

The respondent acknowledges that any information concerning the analysis, findings and recommendations of which the respondent, its agents or employees become aware of in the course of providing any services under a resulting contract, shall be treated as confidential. In particular, such information:

- (a) is the sole property of the CCREEE and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the deliverables; and
- (c) must not be disclosed without prior written authorization from the CCREEE

Confidential Information of Respondents

Respondents should identify any information in their application, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the CCREEE. Respondents are advised that their applications will, as necessary, be disclosed, on a confidential basis, to any related parties engaged by the CCREEE to advise or assist with the RFP process, including the evaluation of applications.

2.6 Language guidelines

Applications prepared and submitted by respondents in addition to all correspondence and documents relating to the RFP exchanged between the respondent and the CCREEE shall be written in the English language.

2.7 Currency

All monetary cost amounts must be quoted in United States Dollars. Payment currency however, will vary.

2.8 Costs associated with the application

All respondents shall bear all costs associated with the preparation and submission of applications. This includes administrative costs, travel costs and costs associated with demonstrations, if and whenever applicable.

3 SCOPE OF SERVICES

3.1 Procurement

In reference to the information provided by this RFP document, the consultant shall:

- Develop the CARICOM Energy Knowledge Hub as an integrated information repository (Enterprise Content Management - ECM system / Intelligent Information Management – IIM system) within the CCREEE, incorporating new knowledge management technologies, tools, and methods used to capture, manage, store, preserve and deliver high quality content across the organization and with partners of the CCREEE. Research, analyse and evaluate these technologies and operationalize their deployment.
- In the context of the ECM/IIM, provide expert advice regarding system specifications for implementation of system components for secretariat programmes. Provide specialized advice to secretariat staff seeking to manage content by analysing user requirements and translating these into secretariat applications; determine related system integration and linkage issues. Identify new possibilities for effective data sharing and ways to incorporate them into the secretariat knowledge management strategy.
- Maintain knowledge management systems; troubleshoot and provide continuing user support, to include solving difficult problems; advise on the use of new techniques; monitor transactions to measure performance and continued effectiveness of assigned systems.
- Organize and perform unit and integrated testing; design and utilize test bases; assist in user acceptance testing. Develop technical and functional specifications from a knowledge management perspective for all secretariat systems, for example, the Project Preparation Facility.
- Develop training materials, operating and user manuals; train staff in assigned systems.
- Support the establishment of service level agreements with vendors and chargeback policy for users, including e-commerce.
- Participate in inter-agency system development projects.
- Perform other related duties.

3.2 Delivery of Services

The respondent is fully responsible for organising and guaranteeing timely delivery.

3.3 Transfer of ownership and responsibility on operation

The products shall be inspected and deemed to be in good operating condition by the CCREEE. A virtual demonstration of the operation of the products shall be performed by the consultant. An appointed representative of the CCREEE shall test and inspect before acceptance of delivery.

Ownership will be considered as transferred when both parties, the consultant and the CCREEE have signed acceptance certificates.

4 OTHER TERMS AND CONDITIONS

4.1 Taxes, levies and duties

The CCREEE is exempt from taxes. This is in accordance with Article VIII of the 'Headquarters Agreement between the Government of Barbados and the CCREEE' entered into effect in May 2018.

4.2 Force majeure

Respondents shall not be considered in default if delays in delivery occur due to causes beyond the respondent's control, such as, *inter alia*, acts of God, natural calamities, civil wars, strikes, fires and floods. Only those causes which have a duration of more than seven days shall be considered cause of force or calendar majeure. In the event of delay due to such causes, the delivery schedule will be extended for a length of time equal to the period of force majeure, or at the option of the CCREEE the order may be cancelled. Such cancellation would be without any liability on the part of the CCREEE. In event of such cancellations, the respondent shall refund any amount advanced or paid to the respondent by the CCREEE.

5 APPLICATION REQUIREMENTS

5.1 Submissions

Interested applicants must submit the following documents/information to demonstrate their suitability:

- Curriculum vitae
- Cover letter

5.2 Qualifications & Experience

- Advanced university degree (Masters or equivalent) in Information Science, Computer or Information Systems or related field.
- Specialized training in knowledge management is an asset.
- At least five (5) years of directly related experience
- Experience in developing software systems that integrate data systems, define and develop interfaces between systems, preferably through APIs
- Experience in designing software and information architectures for big data and information applications, with many different data sets and from a variety of sources
- Ability to develop code in a variety of languages (HTML, Java, and similar), and with web development frameworks (e.g. Ruby on Rails, Angular, and similar)
- Experience in assessing user requirements and translating them into a system specification, and implementing those specifications into a functioning information system (including system stability, backups, data protection and security threat mitigation, integrity of data and information, etc.)
- Fluency in written and spoken English.

Respondents should provide proof of capability including previous relevant experience. Respondents should also provide information on products and services offered in relation to this RFP.

5.3 Subcontractors

No sub-contracting is anticipated within this consultancy.

5.4 Schedule of deliverables

Deliverable	No. of Days Work	Deadline
Inception Report (including model design, work plan, associated external costs & recommendations)	4	11 June, 2020
Implementation of approved design change (including testing, ensuring bugs and errors are fixed)	15	6 July, 2020
Training, provision of user support manual, maintenance and support to the CCREEE team	5	15 July, 2020
Ongoing maintenance and support to the CCREEE team	5	29 July, 2020