DOMINICA ELECTRICITY SERVICES LIMITED

REQUEST FOR PROPOSALS (RFP)

IT Audit for Systems Integration and Operational Efficiency

RFP Reference:	IT Audit for Systems Integration and Operational Efficiency
Issue Date:	Monday November 2, 2026
Closing Date and Time:	Wednesday November 25, 2026 | 3:00PM
Contact Person:	Dwayne Cenac
Email Address:	itaudit@domlec.dm

1. Invitation

Dominica Electricity Services Limited (DOMLEC) invites proposals from suitably qualified and experienced consulting firms to conduct an IT Audit for Systems Integration and Operational Efficiency.
The purpose of the assignment is to assess DOMLEC's current information systems, infrastructure, integration landscape, business processes, data management, governance, controls, security and resilience, and to provide practical recommendations and a prioritized action plan. The engagement is an enterprise-wide systems and process assessment and is not intended to be a performance assessment of the IT Department or individual employees. Details of the assignment are set out in the attached Terms of Reference (TOR).

2. General Instructions

Each proposal shall be clearly marked **"PROPOSAL - IT AUDIT FOR SYSTEMS INTEGRATION AND OPERATIONAL EFFICIENCY"**.

A. All proposals shall be addressed to the General Manager, Dominica Electricity Services Limited, Castle Street, Roseau, Commonwealth of Dominica.

B. All proposals must be received by DOMLEC no later than 3:00 p.m., November 25, 2026. All submissions shall be by electronic mail to the address below. The subject of the email shall "PROPOSAL FOR THE IT Audit for Systems Integration and Operational Efficiency"). The submission must consist of two (2) separate, clearly labelled PDF attachments within a single email:

- **Attachment 1:** Named [Bidder Name] – Technical Proposal. This file must be unlocked and oven for evaluation.
- **Attachment 2:** Named [Bidder Name] – Financial Proposal. This file must be strictly

password-protected by the bidder

Bidders must not include the password anywhere in the submission email. The password shall only be requested from qualified bidders at a later stage of the evaluation.

A. Proposals must be signed by an authorized representative of the company.

B. To ensure a fair review and selection process, firms submitting proposals are specifically requested not to make other contacts with DOMLEC employees regarding their proposals.

C. DOMLEC will review and evaluate all proposals and subsequently inform all bidders of the outcome of the bid evaluation following acceptance by the preferred bidder.

Mandatory Disqualification
A proposal shall be rejected immediately and excluded from further consideration if:

- If any pricing or financial information is visible or referenced within the Technical Proposal document.
- The Financial Proposal file is submitted without password protection.
- The bidder sends the password prior to receiving a formal, written request from the designated officer.
- A proposal received after the stated submission deadline shall be rejected unless DOMLEC formally extended the deadline before its expiry.
- The proposal is materially incomplete, unsigned, or fails to meet mandatory submission requirements. Minor administrative irregularities that do not affect substantive compliance, price, or competitive fairness may be clarified or waived consistently at DOMLEC's discretion; substantive deficiencies cannot be cured after the deadline.

- The bidder fails to disclose a material conflict of interest.

Procurement Schedule
The final dates will be inserted by DOMLEC prior to issue.

Action	Date
Issue of RFP	November 2, 2026
Deadline for bidder clarification questions	November 10, 2026
DOMLEC response to clarification questions	November 17, 2026
Deadline for submission of proposals	November 24, 2026
Evaluation of bids	December 10, 2026
Selection of preferred bidder	December 17, 2026
Contract award	January 14, 2026

Proposal Content

A. Title Page

Proposal title. Showing the proposal subject, bidder's legal name, address, telephone number, email, contact person, and submission date.

B. Table of Contents

Clear identification of each section and page number.

C. Firm Overview and Relevant Experience

Background, years in operation, principal service areas, and evidence of experience conducting IT audits, systems integration assessments, technology assurance, cybersecurity/governance reviews, or comparable assignments.

D. Understanding of the Assignment

Demonstrate an understanding of DOMLEC's objectives, the scope of the audit, key risks, dependencies, and expected outcomes.

The proposed approach must recognize that systems integration and operational efficiency involve shared dependencies across business process owners, system owners, IT, management, vendors/service providers, budgets/resources, and legacy technology. Bidders should explain how they will establish root causes and validate findings before attributing responsibility.

E. Proposed Methodology and Work Plan

Describe the audit approach, phases, stakeholder engagement, information requirements, assessment methods, quality assurance, reporting approach, and schedule. The assignment is expected to be completed within three (3) months.

The methodology should provide for balanced reporting of existing strengths and effective practices as well as gaps and risks, and should obtain relevant factual context from both IT and affected business/system owners before material conclusions are finalized.

F. Assigned Personnel

Identify the project lead and key personnel; describe roles; provide concise CVs, relevant qualifications/certifications, and experience applicable to the assignment.

G. Comparable Assignments and References

Provide details of at least three (3) comparable assignments, where available, including client, scope, year completed, and reference contact.

H. Utility/Critical Infrastructure Experience

Describe relevant experience in electric utilities, critical infrastructure, OT/SCADA, metering, generation, transmission/distribution, or similarly operationally sensitive environments, where applicable.

I. Conflict of Interest and Independence

Disclose any actual, potential, or perceived conflict and confirm the bidder's ability to perform the assignment independently.

Disclose any current or recent engagements with DOMLEC or its relevant systems suppliers and explain measures to preserve audit independence.

J. Financial Proposal

Provide a separate password-protected financial proposal showing the total not-to-exceed fee, fees by phase/deliverable, applicable taxes, reimbursable expenses, assumptions, and rates for any approved additional services.

Prices must be stated in United States Dollars and on a total not-to-exceed basis, with separate disclosure of professional fees, travel, accommodation, taxes, other reimbursables and any exclusions. Proposed fees must cover all required deliverables and anticipated stakeholder engagement. Any optional services shall be separately priced and excluded from the evaluated base price unless expressly requested.

Deliverables and Duration

The required deliverables are defined in the attached TOR and include:

- Inception Report.
- Current State Assessment Report.
- Gap Analysis Report.
- Final Audit Report, including practical recommendations and a prioritized action plan.
- Presentation to Management.

The assignment is expected to be completed within three (3) months from commencement.

General Conditions

- DOMLEC reserves the right to reject any or all proposals, in whole or in part; waive minor informalities; request clarification or additional information; amend the procurement schedule; or cancel the procurement without award.
- The final award is subject to successful negotiations, agreement on the final work plan and contract terms, and any required internal approvals.
- All costs associated with preparing and submitting a proposal are the responsibility of the bidder.
- Information provided by DOMLEC during the procurement process shall be treated as confidential and used only for preparation of the proposal.
- The selected Consultant will be required to comply with DOMLEC's applicable confidentiality, cybersecurity, access, data-handling, safety, and operational requirements.
- The Consultant's findings and recommendations must be evidence-based and balanced, identifying existing strengths and good practices and distinguishing technology, process, vendor, resource, governance, legacy and management dependencies before assigning responsibility.
- Any subcontractor or specialist proposed by the Consultant remains the responsibility of the prime Consultant and must be disclosed in the proposal.

Indemnification and Liability

The final contract should include appropriate indemnification and limitation-of-liability provisions consistent with DOMLEC's approved contracting requirements. At a minimum, the Consultant should remain responsible for losses arising from its negligence, professional errors or omissions, fraud, wilful misconduct, breach of confidentiality, or infringement of third-party intellectual property rights, subject to the final negotiated contract.

Insurance
Prior to contract execution, the successful Consultant may be required to provide evidence of appropriate professional liability/errors and omissions insurance and other coverage reasonably required by DOMLEC. Required coverage limits, if applicable, will be confirmed in the final procurement/contract documentation

Ownership, Confidentiality and Return of Information
Unless otherwise agreed in writing, final reports and assignment-specific deliverables prepared for DOMLEC shall become DOMLEC property upon payment. The Consultant shall protect confidential Company information, shall not disclose or reuse such information for unrelated purposes, and shall return or securely destroy Company information and access credentials at the end of the engagement as directed by DOMLEC.

Reservation of Rights
DOMLEC reserves the right to negotiate and refine the scope, deliverables, work plan, staffing, schedule, and commercial terms with the preferred bidder before contract award, provided that the integrity and fairness of the procurement process are maintained.