Request for Proposals
For: Information Technology (IT) Support Services

The Public Utilities Regulatory Commission (PURC) was established by the PURC Act No. 20 of 2016 (as amended) and commenced its operation in July 2019. The PURC Act speaks generally to public utilities, but hitherto only the electricity sector has come under the purview of the PURC.

The Commission is seeking the services of a highly qualified and reliable Information Technology Consultant/Consultancy firm to redesign the PURC website, provide network administration support service, and manage and maintain the technological systems used in carrying out the operations of the Commission.

Scope of Work

Website:
- To provide a detailed analysis of the existing website of the Commission and provide a proposal for its enhancement. The website must be easy to navigate, visually appealing and optimized for search engines and should also be scalable and include a content management system for easy updates and maintenance.
- The website's design should be flexible and properly rendered across all major web browsers (Chrome, Firefox, Internet Explorer, Microsoft Edge and Safari, Opera).
- The successful firm is to provide capacity-building training to the communication department in uploading information to the website.

Assessment/Audit of the information technology systems:
- Compile and update inventory of the information technology related assets system architecture and submit recommendations for improvements in the IT system performance.

Laptop and Cell application support:
- Provide support to staff in the setup and maintenance of monitors, laptops and phone (cell/land) applications; Diagnose and correct laptop application problems, configure laptops for standard applications.
- Keep an up-to-date inventory of all computer-related hardware that has been procured by the PURC and its user, for ease of staff support services.

Network Administration Services:
- Installation and maintenance of printers, scanners, PURC's email accounts using the PURC domain, network devices and analysis and routine configuration changes, and installation of patches and upgrades.
- Provide monitoring reports of network equipment including performance indicators to report on threshold limitations, network performance and capacity management services.
- Institute procedures for regular backup of all computer data, inform staff on international cyber viruses and provide maintenance of virus detection programs on PURC server, email and all PURC computers and laptops.

Proposal Should Include:
- Budget breakdown for key activities;
- Company/Consultant Profile; including full (company) name, address, phone and email, details of experience, achievements, qualifications;
- Contact details of three (3) project references.

Request Clarification:

All expressions of interest should be addressed to

The Chief Executive Officer,
Public Utilities Regulatory Commission
Queen's Park
St. George

And submitted via email; office@purc.gd or at our office in Queen's Park, St. George's or mailed to

Public Utilities Regulatory Commission,
P O Box 2443,
St George's
Grenada.

All submissions must be made on or before **4:00 p.m. on Friday, July 14, 2023**.