

# Southern African Power Pool



## REQUEST FOR PROPOSALS

Request for proposals for:	Appointment of a service provider(s) to assist the Southern African Power Pool (SAPP) with the “Development of the SAPP Online Training and Certification Platform for SAPP Traders and Controllers”.
Address:	The Coordination Centre Executive Director Southern African Power Pool 24 Golden Stairs Road P. O. Box EH 52 Emerald Hill Harare <b>ZIMBABWE</b>
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Telephone:	+ 263 242 /254241/254242/254243 /254244
Closing date & time:	28 February 2023 at 16:30 hours Central African Time

### 1. BID INFORMATION

Information on the format and delivery of bids is contained in this document. Please take note of closing date.

### 2. PROPOSAL FORMAT

- Annexure A – must contain the published terms of reference (this document).
- Annexure B – must contain the technical proposal and services offered (see item 5 of the Terms of Reference).
- Annexure C – must contain a summary of qualifications, experience, and capabilities of the service provider and/ proposed consultants (see item 5 of the Terms of Reference).
- Annexure D – must contain financial proposal. Financial proposals should be fully inclusive to deliver the outputs indicated in the terms of reference and must be submitted in a separate envelope (see item 5 of the Terms of Reference).
- Annexure E – must contain all other forms / certificates required (registration certificate, tax clearance certificate etc.).

### 3. CONDITIONS OF BID

Only acceptable bids will be considered during the functional evaluation phase. All bids will be scored by the Bid Evaluation Committee against the functional criteria indicated in the Terms of Reference.

Minimum functional requirements: Submission of acceptable bids and the overall minimum score (70%), based on the average of scores awarded by the Bid Evaluation Committee members.

**ANNEXURE A: TERMS OF REFERENCE (TOR) FOR THE DEVELOPMENT OF THE SAPP ONLINE TRAINING AND CERTIFICATION PLATFORM FOR SAPP TRADERS AND CONTROLLERS.**

**1. Background**

The Southern African Power Pool (“SAPP”) was created in 1995 through a Southern Africa Development Community (“SADC”) Treaty for the purpose of enhancing energy trading and optimizing available electricity in the region. The SAPP membership spreads over the 12 mainland SADC member countries and nine are interconnected. Current SAPP membership comprises of 18 members (12 national power utilities, 3 independent power producers, 2 independent transmission companies and 1 market participant). In 2000, the SAPP Coordination Centre (“SAPP CC”) was established as the SAPP Secretariat in Harare, Zimbabwe. The SAPP CC operates a competitive electricity trading platform, coordinates, and plans the regional electrical system. The SAPP electricity market has been under development since 2001 when the short-term energy market was developed. The SAPP market has since evolved and to date, SAPP has five markets namely, Forward Physical Monthly Market (“FPM-M”), Forward Physical Weekly Market (“FPM-W”), Day-Ahead Market (“DAM”), Intra Day Market (“IDM”) and Balancing Market (“BM”). There are also plans for other market developments such as financial and ancillary services markets.

Trading in SAPP is done through the web based MTP and is governed by the SAPP Market Book of rules. The SAPP rules obligate SAPP to offer training and certification sessions to traders and controllers from all the SAPP members before they can get access to trade in the system. SAPP also conducts periodic refresher training sessions for the certified traders and controllers. These trainings are done physically over a period of 2 to 3 days. This training period is limited for members to master all the concepts and techniques. The traders and controllers are then required to complete some assignments after the training workshop and send their work for certification via email. This process is however cumbersome and does not give SAPP market operator the opportunity to track progress of all the participants. Other participants forget some of the concepts when they go back to their respective countries. The other challenge is that some traders and controllers get so busy when they go back to their respective countries and lose track of the assignments and forget some of the materials as there is no mechanism to track and send reminders of their incomplete assignments. To resolve this challenge, SAPP wishes to design and implement the SAPP Online Training Platform (OTP). The OTP will offer training and keep track of training progress by both SAPP market operator and members. The OTP will also allow for easy management of the training and certification process by SAPP.

SAPP CC seeks a Service Provider to undertake the work detailed in the following section “**Scope of Work Objectives and Deliverables**” as part of the development of the SAPP online training and certification platform. The Service Provider will design and implement the online training project.

**2. Scope of Work Objectives and Deliverables:**

<b>Output(s)/ deliverable(s)</b>
<b><u>2.1. Project Inception</u></b> <ul style="list-style-type: none"><li>(i) Carry out all the necessary project inception tasks including the approach and workplan to be applied in the study.</li><li>(ii) Produce and present the assessment report orally and in writing to the SAPP CC and the Markets Sub- Committee (“MSC”).</li></ul>

**2.2. Conduct a thorough assessment and evaluation of the SAPP training manuals and process.**

- (i) Carry out an assessment of SAPP’s current training processes.
- (ii) Carry out an evaluation of the training manuals and procedures.
- (iii) Identify and propose an appropriate online training platform (“OTP”) for traders and controllers.
- (iv) Propose appropriate OTP options that SAPP CC can adopt.
- (v) Present the inception report to SAPP for adoption of the recommended options.

**2.3 Implementation of the agreed OTP Option**

2.3.1. Design and operationalize the agreed OTP option with the following features:

- (i) Offer a flexible and convenient web-based or online classroom with the ability to upload recorded video sessions and/or illustrations by trainers and provide quizzes after each module.
- (ii) Must have two parts the theory session and practical session with assessments.
- (iii) Must have customized sessions for the practical exercises, that is, one downloads the exercises and have the bid entered and evaluated in the system.
- (iv) Must provide a link to the current training system for physical interaction with the Market trading platform.
- (v) Must provide a final certification exam.
- (vi) Must automatically produce a certificate and a competence badge after passing the online certification exam.
- (vii) Must provide different certification modules for Market Operator staff, Market Surveillance staff, traders, controllers, and finance people.
- (viii) Must allow members to complete each module within a specific period and send reminders when the due date for submission is getting closer.
- (ix) Must send progress reminders to the participants for the progress.
- (x) Must be able to cater for traders from the English, French and Portuguese speaking countries.
- (xi) Must be easily accessible on desktop or mobile, 24/7. Users should be able to undertake training on their own schedule and pace independent of device or operating system and with limited bandwidth. The platform should be web and mobile compatible on both Android and Apple devices.
- (xii) The system must send activity and summary reports to IT Administrator.
- (xiii) Ability to add on modules and notify registered traders and controllers.
- (xiv) Security and Reliability: the platform security should be top notch assuring provision for securely hosting the OTP and content confidentiality as well as protecting the users’ personal data. It should also take into consideration encryption and adherence to ISO security standards. It should have high level of reliability with minimal downtime. The system should be able to allow both the administrators and the vendor to carry out frequent penetration and vulnerability assessments.

2.3.2. Design and upload initial training materials.

**2.4 Project close**

- (i) Training of the SAPP CC staff on the management of the OTP.
- (ii) Project launch and handover to SAPP CC.

**3. Experience**

The following shall be required from the Service Provider:

- 3.1. The Consultant shall be a qualified individual/firm with at least 5 years of relevant experience, and a proven track record in the IT service industry. This shall involve at least 3 similar assignments executed/under execution by the individual/firm.

- 3.2. The consultant must be a qualified expert(s), with a demonstrated track record in developing quality online learning platforms for use in low bandwidth environments.
- 3.3. Experience in instructional design and ability to write instructional text, audio and video scripts.
- 3.4. The consultant should have strong project management ability and excellent communication skills.
- 3.5. References and examples of past work are required and should be included in the proposal.

#### **4. Terms and Conditions**

- 4.1 SAPP CC will furnish the Service Provider with all relevant and available data and/ information necessary to perform the envisaged services.
- 4.2 SAPP CC will become the owner of all information, documents, source codes, manuals and reports collected and compiled by the service provider in executing the services. These may not be reproduced or distributed or made available in any other way without the written consent of SAPP CC. SAPP CC reserves the right to require any bidder to enter into a non-disclosure agreement.
- 4.3 All tender or bid awards will be subject to SAPP CC's contractual terms and conditions.
- 4.4 The bid must specify the required technical and financial system support services requirements.
- 4.5 Should the service provider fail to carry out any of its obligations in terms of the agreement to be entered into with the preferred Service Provider, then SAPP CC shall be entitled to give the defaulting party notice to comply therewith. The conditions as stipulated in the General Conditions of Contract will apply for poor performance or termination of contract.
- 4.6 All reports on output(s)/ deliverable(s) will be supplied initially in draft version, allowing SAPP CC to issue inputs that will be further incorporated into the final version.
- 4.7 SAPP CC reserves the right to accept or reject any proposal or cancel the solicitation process at any time and shall have no liability to the proposing organizations/ consultants submitting proposals for such rejection or cancellation of the request for proposals.

#### **5. Content of the Response**

All proposals shall:

- 5.1 Be in the English language.
- 5.2 Contain a description of proposed system, methodology and approach.
- 5.3 Provide a clear understanding of the TOR and alignment to the needs of SAPP CC.
- 5.4 Provide a detailed work plan – reflecting project phase, time frames and outputs/ deliverables.
- 5.5 Have up-to-date CVs of “key personnel” and a description of the qualifications, experience, and capabilities of the service provider in providing the type of services being requested by this RFP.
- 5.6 A minimum of three (3) contactable references from recently concluded projects.
- 5.7 Detailed financial proposal, including applicable Tax.
- 5.8 Include a contact name, email address, and telephone number to facilitate communication.
- 5.9 Provide a brief outline of the organization and services offered – including legal name, physical address, legal name of the company's Chief Executive Officer and/ other senior officer/ managers, and year of incorporation.
- 5.10 Provide a clear description of the support expected from SAPP CC's side.

#### **6. Assignment Duration/ Reporting**

It is expected that this assignment shall be conducted within six calendar months from the day

of signing the contract.

This project is under the leadership of the SAPP-CC, which will manage the process through the Chief Engineer Markets (for all direct day-to-day supervision of the consultancy). All other reports and communications will be addressed to the Co-ordination Centre Executive Director.