



LUCELEC
ST. LUCIA ELECTRICITY SERVICES LIMITED

REQUEST FOR PROPOSALS

Development of Corporate Website

WWW.LUCELEC.COM

Issued: **Wednesday, July 1, 2026**

Proposals Due: **Wednesday, July 29, 2026 – 4:30 PM**

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ADMINISTRATIVE INFORMATION

A. Purpose

This Request for Proposals (RFP) invites qualified consultants to submit proposals to redevelop and provide web support services for St. Lucia Electricity Services Limited (LUCELEC)'s corporate website, *www.lucelec.com*. The proposed solution must use a user-friendly content management system (CMS) for customers, content editors, and back-end support users, while meeting high standards for security and data protection. Solutions that embrace open standards are preferred.

Context: Strategic Role of LUCELEC Website

LUCELEC's corporate website is a critical communications, customer engagement, and reputation management platform. Beyond its functional role, the website is expected to support LUCELEC's strategic objectives by:

- Enhancing public trust through clear, accurate, timely, and accessible information;
- Providing customers with authoritative explanations on electricity supply, billing, fuel cost adjustments, outages, and sustainability initiatives;
- Supporting corporate transparency, governance and regulatory engagement;
- Serving as a primary channel for crisis and issues communications;

B. Reflecting LUCELEC's corporate brand, values, and commitment to service excellence. Proposal Guidelines and Requirements

- a) This is an open and competitive submission process.
- b) All questions and requests for clarification must be submitted in writing via email to cjoseph@lucelec.com, copied to rfelix@lucelec.com, no later than **4:30 p.m. Friday, July 17, 2026**. Responses will be issued to all bidders. LUCELEC accepts no responsibility for non-receipt or delayed delivery of email submissions.
- c) All proposals must contain the signature of a designated authorized officer or agent of the company or firm submitting the proposal.
- d) Pricing must be inclusive of research and discovery, design, development, licensing, and the conveyance of all rights and ownership to LUCELEC in perpetuity.
- e) Provisions of this RFP are considered available for inclusion in final contractual obligations.
- f) LUCELEC will not be responsible for any costs associated with the preparation or presentation of proposals.
- g) LUCELEC is not obligated to accept the lowest-priced or any proposal, and reserves the right to accept or reject any or all proposals.

C. Contract Terms

LUCELEC will negotiate contract terms upon selection. All contracts are subject to review by LUCELEC's General Counsel, and the project will be awarded upon signing of a contract or agreement which outlines terms, scope, budget and other necessary items.

II. PROJECT ASSUMPTIONS

For LUCELEC to have equally meaningful and easily comparable RFP responses, the following are the assumptions that should be taken into consideration when preparing your responses:

- a. The consultant will lead and implement the project, including (at minimum): assessing the current website and technical framework; redesigning and redeveloping *www.lucelec.com* to improve user experience, accessibility, and functionality; implementing a robust CMS that enables non-technical staff to manage content; implementing appropriate security controls to protect data; and using open standards to support interoperability and future-proofing.
- b. The consultant is expected to consider a design for the website with a clear understanding of LUCELEC's diverse stakeholder groups. At a minimum, the proposed solution should consider the needs to:
 - i. Residential Customers
 - ii. Commercial & Industrial Customers
 - iii. Media & Public Information Stakeholders
 - iv. Regulators and Policymakers
 - v. Jobseekers & Prospective Employees
 - vi. Internal Content Owners and Administrators
- c. The consultant will provide a project plan that clearly defines actions for the consultant and LUCELEC, milestones, deliverables, and timelines.
- d. LUCELEC's Corporate Communications Department will be the Key Contact within the organization; the Corporate Communications Department will liaise with the Information Systems Department on behalf of the consultant to coordinate requirements for web hosting as necessary.
- e. LUCELEC will share current procedures and policies for branding, content updates and distribution, and additional functionality desired for the consultant to get an understanding of the task at hand, scope and effort required.
- f. The final website design will be the sole property of LUCELEC.
- g. Industry best practices will be relevant to LUCELEC.
- h. The successful consultant should be able to start the engagement shortly after contract award, as specified in the RFP timetable.
- i. LUCELEC needs the consultant to provide project management and focus area consulting services. Please use your experience in estimating how much and how many consulting individuals are required for the project, as well as the amount of time each would be spending weekly.

III. PROPOSAL PREPARATION

Interested consultants are invited to submit a proposal in accordance with the instructions and format below.

**The Managing Director
St. Lucia Electricity Services Limited
John Compton Highway
P.O. Box 230, Castries**

Submit **one (1) electronic copy** of your proposal via email to cjoseph@lucelec.com, copied to rfelix@lucelec.com, no later than **4:30 p.m. (Atlantic Standard Time) Wednesday, July 29, 2026**. Proposals should remain valid for a minimum of ninety (90) days.

FORMAT FOR PROPOSALS

To assure similarity in the proposal presentation and allow the evaluation team to easily compare competitive proposals, the consultant **MUST** include the materials in the order described below. Please use the following guideline to format your proposal.

Length and Font Size

Please use fonts no smaller than 10 pt. The maximum proposal length, including title page, cover letter, qualifications, project description, specifications, and budget, should not exceed 10 pages (excluding resumes, brochures, pre-printed information, and/or required forms). All pages must be numbered consecutively as a whole, or consecutively by each part noted below.

Title Page

Proposal for redeveloping St. Lucia Electricity Services Limited (LUCELEC) corporate website, www.lucelec.com. Include your company name, address, telephone number, email address, and primary contact person.

Cover Letter

Signed by a designated authorized officer or agent of the company.

Proposal:

Present your proposal as described in the order and caption as below:

- Expertise and experience company profile, qualifications, and references, including at least three (3) relevant completed websites.
- Project approach and plan
- Cost proposal proposed fees, costs/budget, estimates, or price.

A. *Project Scope*

Each consultant will propose to supply LUCELEC with a proposal to design, implement and maintain the new corporate website. Proposed consulting services should delineate the work breakdown structure required to deliver the final website, CMS documentation and user training. The list of deliverables should include but not be limited to the following:

- a. Conduct a comprehensive assessment of the current website to identify areas for improvement, to include:
 - o A structured content audit of the current website
 - o Draft recommendations on content simplification, clarity and user centered presentation
 - o Identification of obsolete or redundant content for review by LUCELEC
- b. Develop a detailed project plan outlining timelines, milestones, and deliverables.
- c. Redesign *www.lucelec.com* and implement a modern, responsive website to enhance user experience, accessibility, and functionality and ensures an optimal user experience across devices.
- d. Implement a robust CMS tailored to LUCELEC's content creation, editing, and publishing needs that allows for straight forward updates and management by non-technical staff.
- e. Provide training and documentation for LUCELEC staff on using the new CMS.
- f. Ensure the website complies with industry standards for security and data protection by instituting security measures to safeguard user data and ensure compliance with data protection regulations.
- g. Deploy the website within LUCELEC's cloud environment to allow LUCELEC to apply additional layers of security and maintain appropriate control over the hosting environment.
- h. Ensure that the platform and underlying framework deployed are current, actively supported, properly patched, and free from known vulnerabilities at the time of deployment.
- i. Provide a clearly defined post-launch support and maintenance model including duration, service levels for issue resolution, distinction between bug fixes, enhancements and change requests and any recurring costs associated with licensing and updates.
- j. The framework must embrace standards for interoperability and futureproofing.
- k. Offer ongoing support and maintenance services post-launch.

B. *Responsibilities*

LUCELEC will be responsible for:

- a. Liaising with the contractor to settle any questions or clarification sought with reference to the development of corporate website as per specified specifications and timelines.
- b. Facilitate access to content, internal stakeholders and resources.
- c. Facilitate content approval.
- d. Liaise with contractor to achieve deadlines.

The Consultant will be responsible for:

- a. Liaising with LUCELEC to develop the new corporate website, and conduct post development activities including training, preparation of the project report and facilitate transfer to the new hosting environment.
- b. Working within a defined governance and approval framework.
- c. Electronically delivering to LUCELEC all website assets including source code, static files, and database dumps. Comprehensive PDF manuals for backend users and internal support personnel in keeping with the scope of works.
- d. Supplying royalty-free stock photos, videos and artwork if applicable for the development of the website, getting specific approval from LUCELEC before their use, and provide LUCELEC written documentation of rights or permissions pertaining to each item used.
- e. Liaising with LUCELEC to achieve project deliverables and milestones.

C. Vendor Qualifications

Expertise and Experience

- Demonstrated experience in web development and CMS implementation.
- Proven track record of developing secure, user-friendly websites.
- Familiarity with open standards and their application in web development.
- Preference is given to experience working with utilities or similar industries.

D. Timeline

Milestone	Date
RFP issued to potential bidders	Wednesday, July 1, 2026
Deadline to submit questions to LUCELEC	Friday, July 17, 2026
Answers and clarifications posted for all bidders	Friday, July 24, 2026
Proposals due date	4:30 p.m. Wednesday, July 29, 2026
Evaluation Notification of Successful Bidder	Friday, August 7, 2026
Develop and sign contract with selected consultant	Friday, August 28, 2026
Website Design, Development, Content Migration, Testing and Setup Hosting	September 1 - October 30, 2026
User Training	November 16 - 30, 2026
Consultant submits project report.	Friday, December 11, 2026
Unveiling and Launch of New Website	T.B.D.

Table 1: Timeline for the RFP, Website Development, and Relaunch

Implementation is scheduled for **September 1 to October 30, 2026**. Your implementation plan should align to the schedule in Table 1. LUCELEC’s financial year runs from January to December.

IV. VENDOR REQUIREMENTS

A. *Functional Requirements*

The consultant must have successfully designed, developed, and/or implemented at least three (3) websites within the last five (5) years. Do not include projects currently in development; only include projects that are 100% complete. For each of the three (3) projects, provide a brief description and the contact name, title, organization, address, and telephone number for the client's project manager. A more comprehensive list (including projects completed more than five years ago) is encouraged to further establish credentials; limit any additional list to no more than ten (10) projects.

LUCELEC reserves the right to discuss the projects noted above with the consultant/company/government/ organisation listed.

Consultants must ensure that their references are aware that LUCELEC will contact them and be available to discuss openly the results of the engagement.

If the references are unavailable or unable to provide relevant information, LUCELEC may choose to remove the consultant from further consideration.

B. *Cost Proposal*

Statement of Costs The response must clearly identify all costs to be incurred by LUCELEC. The budget provided must accomplish the scope outlined in this Request for Proposals and should include the fees associated with redeveloping and deploying LUCELEC's new corporate website. If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees. Where it may not be possible to provide exact pricing due to limitations of this RFP, provide rates that will be used to determine the final cost. Please state in the proposal a guarantee of the quoted rates throughout the entire term of any resulting contract.

Type of Contracting Arrangement Proposed: Firm Fixed-Price contract (FFP)

C. *Rights*

Please note that all approved materials will be the exclusive property of LUCELEC. Candidates should account for any costs, attendant to the conveyance of all rights in perpetuity.

V. EVALUATION CRITERIA

The following criteria will form the basis upon which proposals are evaluated by LUCELEC. Each of the identified criteria has a point value that is used to establish the relative importance in the evaluation process. The mandatory criteria to be met include:

Item	Evaluation Criteria	Weightings
a	Expertise and Experience <ul style="list-style-type: none"> • Industry experience - candidate has expertise in developing and completing similar projects • Reputation • Qualifications - Candidate has the expertise and resources necessary to undertake this project. 	20%
b	Suitability of the Proposal <ul style="list-style-type: none"> • The candidate understands LUCELEC's requirements and the proposal meets the needs and criteria set forth in the RFP. 	15%
c	Project approach and plan <ul style="list-style-type: none"> • Quality of the technical approach, proposed methodology, techniques, solutions and plan for adherence to strict timelines and meet the requirements. 	40%
d	Cost Proposal <ul style="list-style-type: none"> • Value/Pricing Structure and Price Levels - the price quoted or estimated is commensurate with the value offered by the candidate. • All costs associated with the delivery of the project including idea/concept, design, implementation and training should be presented in a flat rate, fee or service format. • Reoccurring costs such as software licensing and consultancy services to maintain the new corporate website should be stated separately, at the annual rate and projected for a five-year period. 	25%
	Total	100%

Table 1 Evaluation Criteria

Note that LUCELEC reserves the right to take whatever action it deems most beneficial, including the rejection of proposals deemed non-compliant and/or termination of the tendering process. The acceptance of a proposal does not obligate LUCELEC to select a bidder. LUCELEC will not bind itself to accept the lowest or any cost, and any decision by LUCELEC will be considered final.