



Request for Information

ICT Systems

WEZA POWER, BURUNDI

Person: [Insert Name, Email, and Phone Number]

Ref No	002
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1. Introduction

The energy sector in Burundi remains underdeveloped. According to World Bank,¹ approximately 80% of the population has no access to electricity (63% of urban and only 1.6% of rural residents have access), and those that do have an electrical connection experience regular unplanned outages and service interruptions. However, with a population density amongst the highest in Africa, and with a total area of 27,000 km², building a national power grid is achievable. With this ultimate goal, Anzana Electric Group (formerly Virunga Power) has worked with the Government of Burundi and established Weza Power (“Weza”), a new distribution utility, that will increase access to electricity and provide reliable service to customers with a target of over 70% nation-wide electricity access by 2030.

Anzana Electric Group signed a two-year interim agreement in December 2023 with the Government of Burundi to expand the distribution network (both LV and MV) through an innovative public-private partnership (PPP). Under the interim agreement, Weza is to supply ~45,000 new electrical connections, serving approximately 300,000 and a further 1.5 million customers in 5 to 10 years. The first field works construction is anticipated to start during Q2 2025, with the first new customers in Q3 2025.

2. Objectives of the RFI

The objectives of this RFI are to:

- Collect information on ICT systems and their suppliers available in the market for utilities
- Use the information collected during the RFI to fine-tune a detailed request for Quotation (RFQ)
- Gather high-level pricing information for the proposed solutions
- Scan the market landscape for modern and innovative ICT technologies and solutions for the electric utilities

3. Scope of the ICT Systems

The scope of this RFI includes but not limited to the following ICT systems and services

- Customer Information Systems
 - Pre-payment vending system
 - Post payment billing system
- Customer Relationship System
- Enterprise Resource Planning
 - Human Capital Management System
 - Procurement and Purchasing System
 - Finance and Accounting system
 - Inventory Management System
 - Transport Management System
- Work Order Management System
- Safety, Health and Environment system
- Asset and Operations Management Systems

¹ <https://data.worldbank.org/indicator/EG.ELC.ACCS.ZS>

- Meter Management Systems
- Smart Meters and Advanced Metering Infrastructure (AMI) ecosystem
- Geographical Information System
- Network Planning Management Systems

A high-level anticipated system architecture is included in Annex1 for reference

4. Submission Requirements

Potential vendors/suppliers are requested to provide the following information in their response

4.1. Company Overview

- Company name, address and contact details
- Years of experience in providing ICT systems
- Relevant certifications and partnerships
- List of similar projects completed

4.2. Technical Response

- Overview of the proposed ICT solution
- Detailed description of system functionalities and related modules with clear detailed workflow processes
- Architecture and system deployment options (e.g. on premise, cloud, hybrid)
- Integration capabilities with other systems with a preference for RESTful APIs.
- Security features and compliance with industry
- Hardware capacity estimations should include all required equipment for preferred solution (servers, storage, interfaces, mobile devices and any equipment considered necessary for functional solution)

4.3. Price Response

- Pricing for software licenses (commercial off-the-shelf preferred), subscriptions, or perpetual licenses.
- Implementation costs (e.g., setup, configuration, training, integrations, testing).
- Annual maintenance and support fees.
- Any additional costs (e.g., hardware, third-party software).
- Software price estimates should include the cost of licenses including ancillary licenses for installing and operating applications, standard software, database software, operating system software.
- If any pricing is dependent on specific variables, (e.g., number of users, number of network equipment, number of customers, Number of API;s, Number of server CPU cores, frequency of transactions):
 - Indicate the variables on which the price is determined
 - For example, if we require 6 users for CRM functionality, please provide a quote for 6 users and also provide per user costing for additional increments, e.g. 6-10 users, 10-50 users, 50-100 users, etc.

4.4. Implementation Plan

- Key milestone and deliverables.
 - System installation, configuration, and functional testing
 - Commissioning and Go-Live
 - Warranty specifications, number of days after Go-live
- Training solutions offered
 - training locations (on-site, remote or hybrid)
 - Training for system users/operators and system admins
- Resources required (e.g., project team composition and skill set requirements, hardware infrastructure, dependent licenses).
- Environments such as development (DEV), test (QA), production (PROD)

4.5. Hardware

If the solution will be cloud based, please indicate as such. Should any hardware be required, specify these as indicated below:

- Hardware capacity (physical or virtual) estimations should include all required equipment for preferred solution (servers, storage, interfaces, mobile devices and any equipment considered necessary for functional solution).
- Installation, setup and configuration of hardware (as needed)
- Environments will include development (DEV), test (QA), production (PROD)

4.6. Support and maintenance

- Description of post-implementation support services.
- Service Level Agreements (SLAs) and response times.
- Warranty and escalation procedures.

4.7. References

- List of at least three clients with similar implementations in the region

5. Response Format

Weza Power requests that responses to this RFI be submitted in PDF format. The Excel template shall be submitted in native Excel format (delivered with RFI documents). Respondents should also provide a PDF document version of the Excel file.

The responses should be a maximum of 20 pages (excluding brochures).

6. Shortlisted Vendors

The RFI may be used to create a shortlist of potential vendors for releasing detailed RFP/RFQ. Hence, interested suppliers are encouraged to provide detailed response to the RFI.

7. Demonstration/Presentation

Weza Power may request potential vendors to provide demonstration/presentation of their proposed ICT solution(s) described within the response

8. Submission Instructions

All submissions must be sent on mail to procurement@wezapower.com with a copy the following

- Herve Ntumba - herve.ntumba@wezapower.com
- Nicholas Branchon - nicolas.brianchon@anzana.com
- Aurelien Ebale - aurelien.ebale@anzana.com
- Isaac Nthusu – isaac.nthusu@wezapower.com

Questions, if any should be sent by 14th March 2025 23:59PM BST. The RFI response is due on 21st March 2025 23:59PM BST

9. Confidentiality

All the information provided in response to this RFI will be treated as confidential and solely used for market assessment purposes and fine-tuning the detailed RFP/RFQ

10. Disclaimer

This RFI does not constitute a commitment to purchase. Weza Power reserves the right to cancel or modify this RFI at any time

This RFI is not a solicitation for quotations, bids or proposals. Responses will not be considered legal offers nor will a contract award result from this RFI.

Costs of preparing a response to this RFI are the sole responsibility of the Respondent. Weza Power shall not provide reimbursement for such costs and shall not be liable for any costs incurred.

Weza Power reserves the right to contact a Respondent for additional information at its sole discretion, and to issue additional RFIs.

END OF DOCUMENT

Annex 1: Proposed System Architecture

