



MANILA ELECTRIC COMPANY (MERALCO)
Ortigas Center, Brgy. Ugong, Pasig City

REQUEST FOR INFORMATION

(BAC CONTROL NO. CE0126-0707-1)

DOCUMENT MANAGEMENT EXPERTISE

MERALCO Customer Retail Services (CRS) Group is requesting information regarding the provision of expert advisory and hands-on implementation services on Document Management processes and standards. The intent is to engage qualified professionals who will not only assess document management gaps versus industry good practices and recommend solutions, but also actively implement and operationalize these processes and standards across the organization.

The selected partner should be capable of:

1. Checking and ensuring readiness for document management system solutions.
2. Documenting processes and standards, including requirements gathering and analysis, validation, approval, training, and preparation of corresponding materials.
3. Providing business analysis support to define, analyze, test, and accept requirements for a digital document management system.
4. Developing document classification and retention policies.
5. Creating, recommending, executing, implementing, and assisting transition to BAU for document management processes and standards.
6. Establishing standard operating procedures for document lifecycle management.
7. Designing and implementing compliance frameworks and audit readiness measures.
8. Recommending and applying best practices for physical and digital document handling.
9. Integrating with existing systems, such as Microsoft SharePoint and Salesforce Customer Relationship Management.

This RFI seeks consultancy combined with implementation support to ensure that MERALCO CRS can fully maximize the use of document management processes and standards and move to measurable outcomes and adoption.

CALENDAR OF ACTIVITIES:

ACTIVITY	DATE	TIME
Submission of Letter of Intent	January 13 – 23, 2026	Until 11:59 PM of January 23, 2026
Submission of Non-Disclosure Agreement	January 28 – February 04, 2026	Until 11:59 PM of February 04, 2026
Release of RFI documents to Vendors	February 09, 2026	Until 11:59 PM of February 09, 2026

Interested vendors are requested to submit the following:

1. A duly signed and notarized Non-Disclosure Agreement (NDA) document. The NDA template shall be provided upon the submission of Letter of Intent.
2. Previous similar and successful implementations, including scope and results.
3. Company profile, highlighting relevant expertise and credentials.
4. Typical project duration for engagements of similar nature.
5. Typical team composition, including roles and competencies.
6. Methodology and approach, showing how advisory and implementation will be delivered.
7. Change management and user adoption plan, including training approach.
8. References or client testimonials from similar projects.
9. Knowledge transfer and post-implementation support plan, ensuring sustainability and capability building.

Supplemental Information:

1. This RFI is non-binding and does not constitute a commitment to acquire vendor’s products or services.
2. Vendors shall shoulder all costs associated in the preparation of their responses (e.g., preparation of budgetary quotation, conduct of Proof of Concept/ Product Demo, among others).
3. Responses received are to be used solely for informational and benchmarking purposes only.
4. Documents or information provided with the responses shall become property of MERALCO.
5. No bid fees are to be imposed in relation to this RFI.

MERALCO reserves the right to:

1. Issue an addendum to the RFI at any time as a result of questions, change in submission schedule, or other matters; and
2. To cancel or reissue the RFI on a reasonable basis.

Submission of requested information must be in portable document format (PDF) and must be emailed to Category Management for Core – Third Party Services through their email at **group.Third.Party.Services@meralco.com.ph** using business email address not later than **11:59 PM of January 23, 2026**. RFI email subject format should be: **CE0126-0707-1 | RFI | DOCUMENT MANAGEMENT EXPERTISE | VENDOR NAME**.

(sgd.)
LUISITO B. ACUÑA
VP & Head, Supply Chain Management

MERALCO employs strict cybersecurity controls. Kindly refer to the following link for the Vendor Cybersecurity Advisory: <https://company.MERALCO.com.ph/news-and-advisories/supply-chain-management-invitations-bid>