



APRIL 2014

**VANUATU TELECOMMUNICATIONS/ICT TECHNICAL ASSISTANCE PROGRAM
PACIFIC REGIONAL INFRASTRUCTURE FACILITY
CONSULTING SERVICES FROM A FIRM
GRANT NO. TF014458**

REQUEST FOR EXPRESSIONS OF INTEREST

The Government of Vanuatu *has received* financing from the World Bank toward the cost of the Telecommunications/ICT Technical Assistance Program, and intends to apply part of the proceeds for consultant services. The services include the conduct of **Telecommunications Mobile Signal & Internet Coverage Audit**.

As Vanuatu develops its competitive and increasingly dynamic telecoms sector with multiple operators, the Office of the Telecommunications and Radiocommunications Regulator (TRR) or Regulator¹ (also “Client”) requires support and assistance on a range of regulatory matters and development of appropriate instruments. Central to this is the desire to create modern and competitive Information and Communications systems and encourage a fair and free liberal ICT environment. Continuing good policy, sound regulation and cost effective projects and outcomes are key to this success.

Expressions of interest are sought from a Telecommunications Expert Firm (“Consultant”) with regulatory expertise in Mobile Signal and Internet Coverage Audit. This is in order to support TRR in performing these related duties and its powers and functions under the Act. The consultant will provide expert high-level support, guidance and must possess relevant and considerable wide ranging demonstrable experience to carry out all aspects of the work required by TRR.

In addition, the Consultant must have the ability and experience to provide specialist training to all regulatory staff in conducting mobile signal and internet coverage checks. The end result is intended for a well-informed TRR team that understands all aspects of how to conduct mobile signal and internet coverage checks, as well as the ability use appropriate tools throughout the Vanuatu Islands.

The expert will be required to provide high-level and relevant ad hoc support, guidance and advice to TRR, upon request on all such associated matters, as relevant and within the Scope of Assignment.

The expert must work cooperatively with the Regulator, TRR staff and the UAP Team, and persons within their place of work; including other parties and stakeholders of TRR, particularly the OGCIO, as directed. This is to ensure that a sound understanding of the work to be and actually conducted as well as the core concepts and capacity to implement these concepts, are transferred with each assignment or work

¹ Telecommunication & Radiocommunications Regulator (TRR) or Regulator are used interchangeably.

package. A critical component of this assignment is the ability to transfer technical knowledge and skills to national counterpart(s) for the duration of the consultancy.

Vanuatu is a developing nation and, although gaining experience, requires in-depth expertise on some telecommunications and ICT regulatory issues. More specific is the search for expert knowledge on **Mobile Signal & Internet Coverage Audit** and analysis. In order to support TRR in performing these related duties and its powers and functions under the Telecommunications and Radiocommunications Regulation Act 2009 (Act), TRR requires consultancy services and assistance from a Telecommunications support Firm with hands on, relevant and considerable wide ranging demonstrable experience in mobile signal and internet coverage audit and analysis.

The objectives of this audit is to:

- a. Measure and verify the current outdoor mobile voice signal and internet coverage, particularly for towns and villages currently covered by the two mobile operators being TVL & Digicel, on both 2G and 3G technologies, and by other operators that are currently providing internet services via other forms of technology other than 2G or 3G technologies.
- b. Assist the client to develop a method of analysing, collecting, proposing tuning possibilities and interpreting mobile signal coverage data from populated areas inaccessible for automated drive tests.
- c. Establish, for each operator, a direct correlation between the number of households covered and the percentage of the population, resulting directly from such coverage.
- d. Validate and document the current mobile signal coverage maps of each Mobile Operator against the outdoor coverage spot checks measured during the audit against TRR's GIS data.
- e. Develop 2G/2.5G mobile signal coverage maps based on spot or onsite checks per island which may include signal strengths for each operator in a manner that the maps can be integrated into MapInfo (TRR's GIS database system), as well as able to be produced in hard copy maps.
- f. Develop 3G/3G+ mobile signal coverage maps based on spot checks per island which may also include signal strengths for each operator, in a manner that the maps can be integrated into MapInfo (TRR's GIS database system), as well as able to be produced in hard copy maps. 4G networks that are implemented around the time of the audit must also be included in the audit.
- g. Develop combined mobile signal coverage maps based on **(e)** and **(f)** above ensuring the maps can be integrated into MapInfo.
- h. Measure and document the current internet provision, and narrowband and broadband services offered to subscribers.
- i. Identify the unserved and underserved areas for the various telecommunications services; voice, narrowband data services and broadband internet services.
- j. Provide recommendations on measures needed to provide services to areas identified in **(i)**, such as operator to optimize or upgrade serving cell site and build new site.
- k. Provide recommendations, advice, and guidance on measurement methods appropriate for TRR's ongoing mobile voice and internet service coverage monitoring
- l. Conduct in-house capacity training for the TRR Team on conducting regular audits, and on addressing regulatory issues related to Mobile Signal & Internet Coverage Audit.

TRR now invites eligible Firms to indicate their interest in providing the above mentioned services. Interested consultants must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc. from firms and CV from individual consultants).

Consultants may associate in the form of a joint venture (JV) or sub-consultancy to enhance their qualifications. In case of a JV, all members of the JV will be evaluated jointly for the purpose of short listing and shall be jointly and severally liable for the assignment and shall sign the contract jointly in case

of award is made to that JV group. Interested consultants should clearly indicate the structure of their “association” and the duties of their partners and sub consultants in their application. Unclear expressions of interests in terms of “in association with” and / or “in affiliation with” and etc. without indicating the status of the partnership and designation of the lead partner may not be considered for short listing.

The Firm will be selected in accordance with the selection based on Consultants’ Qualifications (CQS) procedures set out in the World Bank’s Guidelines: Selection and Employment of Consultants by World Bank Borrowers (January 2011 edition).

EOIs must adhere and be framed to address the below and be of maximum 5 pages.

1. Overall experience of the firm – (0.5 page)
2. Number of assignment-related contracts completed during the last 3 years (1.5 pages)
3. General experience and qualification of staff and relevant skills (1.0 page)
4. Work in the region (1.0 page)
5. Knowledge and understanding of telecommunications regulation (Vanuatu or Pacific context) (1.0 page)

The end result is intended for a well-informed TRR team that understands all aspects of how to conduct mobile signal and internet coverage checks around the Vanuatu Islands, as well as the ability to use appropriate tools. From the evaluation of EOIs, only select EOIs will be issued the full Terms of Reference and invited to submit a full proposal. Interested Firms may obtain further information at the address below during office hours 0800 – 1700 hours, Monday to Friday, Vanuatu time.

Expressions of interest must be delivered to the address below by COB at 4.30pm Friday, **13 June 2014**.

EOI: Telecommunications Mobile Signal & Internet Coverage Audit Expert

Telecommunications & Radiocommunications Regulator

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