



## OFFICE OF UTILITIES REGULATION

*Regulating Utilities for the Benefit of All*

### REQUEST FOR PROPOSAL CONSUMER SURVEY

The Office of Utilities Regulation (OUR) invites bids to conduct an OUR Consumer Survey - **The Regulator, Utility Services and You**. The survey will seek to obtain critical information on whether consumers have noticed improvements in the provision of utility services and their views on the effectiveness of the OUR.

#### ELIGIBILITY

Interested local firms are required to submit a copy of a valid Tax Compliance Certificate (TCC) with their proposal. Interested foreign firms, while not required to be in possession of the TCC at the time of proposal submission, must provide a valid TCC at the time of contract signing. The procurement is open to consultants of all nationalities.

**Failure to adhere to these eligibility requirements will result in the disqualification of the bid.**

#### COLLECTION OF DOCUMENT

The full Terms of Reference (TOR) can be collected from the Receptionist's desk at the OUR offices, at the address below as at May 25, 2011 between the hours of 9:00 a.m. and 4:00 p.m. The document is also available on the OUR's website at [www.our.org.jm](http://www.our.org.jm).

#### SUBMISSION OF PROPOSALS

The deadline for submission is 3:00 p.m. Eastern Standard Time (EST) on Wednesday, **June 22, 2011** and should be addressed to:

**"The Regulator, Utility Services and You - An OUR Survey"**  
Office of Utilities Regulation  
3rd Floor, PCJ Resource Centre  
36 Trafalgar Road  
Kingston

#### OPENING OF PROPOSALS

Proposals will be opened publicly on **June 22, 2011 at 3:15 p.m.** (EST) in the Main Conference Room. Bidders or their representatives are invited to attend the opening.

All requests for clarifications on the above must be made in writing no later than seven (7) business days before submission deadline and should be addressed to:

**Mr. Michael Bryce**  
Director Consumer & Public Affairs  
THE OFFICE OF UTILITIES REGULATION

3rd Floor, PCJ Resource Centre, 36 Trafalgar Road, Kingston 10  
Tel: (876)968-6053 • Fax: (876)929-3635  
Website: [www.our.org.jm](http://www.our.org.jm)

*Issued by the Office of Utilities Regulation on May 25, 2011*