OUR

OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES)

JAMAICA
STRENGTHENING COMPETITION IN TELECOMMUNICATIONS: SUPPORT TO THE OFFICE OF UTILITIES REGULATION
Sector: TELECOMMUNICATIONS
REQUEST FOR EXPRESSIONS OF INTEREST - CONSULTING SERVICES
Technical Cooperation No. ATN/MT-9530-JA
Project No. JA-M1004

The Office of Utilities Regulation (OUR) has received financing from the Multilateral Investment Fund (MIF) operated by the Inter-American Development Bank (IDB), and intends to apply part of the proceeds to payments under the project Strengthening Competition in Telecommunications, for ***Establishing Quality of Service Rules for Telecommunications****. The duration of the contract is three (3) months. The project team must all be fluent in English (read, write and speak) and must have good knowledge of all the issues pertaining to the subject matter to make recommendations that will be feasible and implementable in the Jamaican context.

The consulting firm will be expected to:
1. Research global best practices on Telecommunications Quality of Service Rules and Standards
2. Research global developments in relation to quality of service and consumer protection in an IP-based NGN environment
3. Make general recommendations to the Office on quality of service as viewed from a consumer experience perspective, and a network performance perspective.
4. Develop, in conjunction with the OUR's team, a set of draft rules and quality of service guarantees for the telecommunications sector
5. Develop, in conjunction with the OUR's team, a set of technical quality of service rules and standards for both the traditional circuit-switch-based and emerging IP-based network infrastructure
6. Design and implement monitoring and compliance systems
7. Assist with the drafting of consultation documents, and the incorporation of comments and responses from consultations on the draft rules and regulation
8. Design and implement monitoring and compliance systems
9. Engage in active knowledge transfer to the OUR staff

ELIGIBILITY

- Interested local firms must be in possession of a valid Tax Compliance Certificate (TCC) at the time of their submission

- Foreign firms, while not required to be in position of the TCC at the time of submission, must provide a valid TCC at the time of contract signing

- Those expressing interest must state and present with the expression of interest proof of nationality, as only proposals from consultants that are domiciled, or incorporated in MIF member countries are eligible for award of this contract

The OUR now invites eligible consultants to indicate their interest in providing the services. Interested consultants must provide information establishing that they are qualified to perform the services, including:

- Brochures

- Description of similar assignments

- Experience in similar conditions

- Availability of appropriate skills among staff, etc.

Consultants may associate to enhance their qualifications.

Consultants will be selected in accordance with the procedures set out in the Inter-American Development Bank: *Policies for the Selection and Contracting of Consultants financed by the Inter-American Development Bank* (current edition) and is open to all eligible bidders as defined in the policies.

Interested consultants may obtain further information at the address below during office hours 8:30 a.m. – 4:30 p.m.

DEADLINE: Expressions of interest must be delivered via direct mail or email at the address indicated below by 3:00 p.m. Eastern Standard Time (EST) on June 8, 2009.

OFFICE OF UTILITIES REGULATION
Expression of Interest for Quality of Service Rules for the Telecommunications Sector
Attn: Marsha Minott, Analyst—Consumer Relations
3rd Floor, PCJ Resource Centre, 36 Trafalgar Road, Kingston 10
Tel: 1-888-CALL-OUR, (2255-687), (876)968-6053 • Fax: (876)929-3635
Website: *www.our.org.jm* • Email: *mminott@our.org.jm*

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