

Questions and Answers on the RFP Document

CONSULTANCY FOR THE DEVELOPMENT OF POLICY RECOMMENDATIONS

ON

ENHANCED ACCESS TO EMERGENCY SERVICES IN JAMAICA

Document No. 2016/TEL/012/RFP.002

SET 1

Question 1: Can the project budget, or a budget range, be made available to bidders?

OUR Response:

The project budget will not be made available to bidders.

Question 2: In paragraph 5.1 of the Terms of Reference (p. 56 of the RFP package), it is stated that "the composition of the Consultant's team is expected to have the three (3) functional roles itemised below." In fact, however, there are only two functional roles listed - Team Leader and Industry Analyst. Is there a third functional role?

OUR Response:

The functional roles listed are - Team Leader and Industry Analysts. On page 25 they are shown as:

- a) Team Leader
- b) Industry Analyst #1
- c) Industry Analyst #2

The roles of the Industry Analysts may involve different disciplines: technical, regulatory, legal, etc.

Question 2: The RFP makes reference to costing of the proposed solution for enhancement of emergency services by the winning consultant (section 3.2 of the Terms of Reference, p. 52 of the RFP package). Is the costing exercise limited to a review of costs of provision of enhanced emergency service by the incumbent telecommunications operators? Should the costs of potential service providers such as MVNOs or ISPs for the provision of emergency services also be considered as part of the scope of this assignment? Should additional costs incurred by government agencies due to changes in responsibilities, protocols and procedures e.g. the Emergency Services Organization, Health, Fire Protection, Police, Ambulance Services also be considered?

OUR Response:

The Telecommunications Act places an obligation on telecommunications service providers to ensure that their customers can reach the emergency services by dialling the appropriate emergency number(s). Therefore the **cost to the operators/service providers of getting their calls to the first "answering point"** would not be considered in the costing of the project. All other costs should be considered.