

Request for Proposal

**Online Telecommunications Services Tariffs Comparator
Implementing, Hosting and Maintenance**

Request for Proposal (RFP)

**Online Telecommunications Services Tariffs Comparator
Implementing, Hosting and Maintenance**

**Issued by
Telecommunications Regulatory Authority
of the Kingdom of Bahrain**

3rd January 2011

Deadline for submitting proposals is Monday 7th February 2011 14:00 GMT+3



هيئة تنظيم الاتصالات
Telecommunications Regulatory Authority

Online Telecommunications Services Tariffs Comparator, Hosting and Maintenance

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1 General Information

- 1 The telecommunications market in the Kingdom of Bahrain has been transformed following Government policy to stimulate the national economy. In October 2002, Legislative Decree No 48 of 2002 promulgated the Telecommunications Law that enabled liberalization of the telecommunications sector and the formation of the Telecommunications Regulatory Authority (TRA).
- 2 TRA is an independent body and has a direct responsibility to ensure effective liberalization of the telecommunications market, oversee fair competition, give private investors confidence with regard to competition, and make available the related telecommunications resources, such as radio spectrum, in a fair and transparent manner.
- 3 As an impartial body, TRA is primarily concerned with protecting the interests of all subscribers, providers and users of telecommunications services in Bahrain and ensuring those residents, businesses and any other users throughout the Kingdom benefit from the liberalization process and the opening of competition in the sector.
- 4 In carrying out this role, TRA ensures that all licensed operators are treated in a fair manner and are provided with the necessary guidelines and, where appropriate, protection that should enable them to operate and, consequently create a liberalized environment which should deliver greater choice, and service and tariff benefits to users.
- 5 From its establishment, TRA has aimed to empower consumers to make informed choices with respect to licensed operator(s) that provide their telecommunications services. This is being achieved through creating awareness of the available telecommunications services and service providers in Bahrain.
- 6 As the telecommunications market develops through the competitive supply of services the number of alternative supply choices and the complexity of those choices increases. This is further exacerbated by the convergence of telecommunications with other information and communications media. An increasing requirement to provide all users with appropriate tools that will allow structured impartial comparisons of these choices must be addressed. Consequently TRA intends to develop and implement an online interactive comparison tool that will assist consumers and businesses to compare the cost of mobile telephony, fixed telephony and broadband price plans offered by each of the licensed services providers offering services in Bahrain.

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2 Objective

The objective of this RFP is to identify and contract a supplier that can deliver a solution for an interactive tariff comparator system for TRA that can be made available to and used by the public. The interactive tariff comparator will be a web based comparison tool designed and constructed to specifically compare the prices of alternative telecommunications services solutions offered within the Kingdom of Bahrain. Ideally the solution should be a tried and tested solution that protects the integrity of the data and the accuracy of the results. The solution should be independent and fair in its calculations and methods.

3 Project Requirements

Comparator Tool requirement:

- 7 The comparator tool should serve both residential consumers and business users. It is required to provide service offering comparisons for at a minimum each of the following services:
 - mobile packages for both post-paid and Pre-paid
 - Voice
 - SMS
 - MMS
 - Video calls
 - Data
 - fixed line voice packages for calls terminated within the Kingdom of Bahrain
 - calls to international destinations (IDD and VoIP) including calling card service offerings
 - internet packages:
 - Fixed (xDSL) packages,
 - Fixed (WiMax) packages
 - Mobile data packages
 - bundled services e.g. fixed line and internet.
- 8 Bidders should have a comprehensive understanding of the pricing/tariff structure of all licensed operators in Bahrain to be able to present the best comparator solution for the Bahraini market (List of services offered by active Licensed Operators is attached in Annex F). Bidders may propose the use of an 'off-the-shelf' comparator solution with some customization to suite the Bahraini market.
- 9 The comparator should offer at a minimum the capability for an end-user to enter user-specific calling/usage patterns on which the comparisons can be made. The comparator should present to the end-user the best value for money telecommunications services available, based on pre-entered usage patterns.
- 10 The comparator should assist the consumer to identify the most suitable service package based on usage information they provide. The package selection should be based on best price / service for the consumer.
- 11 The consumer should be able to select the value added services if available.

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- 12 All pricing of telecommunications services being compared should be in Bahraini Dinars (BD).
- 13 The Comparator website should be designed to support:
 - complete historical and graphical price analysis tool for all tariffs for TRA usage only;
 - multiple languages support (Arabic and English);
 - licenced operator login for update/adding new packages and deleting;
 - regulator login for managing and reporting;
 - administrator login;
 - e-mail alerts;
 - logging and auditing;
 - high security and availability;
 - scalable platform; and
 - customizable and flexible design that can accommodate new licenced operators.

Consumer Website Requirements:

- 10 **Language:** The new website will have both Arabic and English versions. The website's default language will be English; however, visitors should have the option to move to the Arabic version easily and vice versa. The website display language should be set automatically to the last visit chosen language.
- 11 **Animation Multimedia & Graphics:** The use of animation, multimedia and graphics should be in line with TRA objective of simplifying and empowering the consumer with a choice of telecommunications services.
- 12 **User Requirements:** TRA's audience is broad: from consumers with basic computer skills to business users with more advanced computer skills.
- 13 **Content:** This will include information on how the comparator is working, terms and conditions of using the comparator, information about some tips on roaming services (to be provided by TRA) and a feedback portal where consumer can report false information posted by licensed operators.
- 14 **Updates:** updates will be needed for the content of the website. (e.g. information about roaming). Bidder should provide a tool for TRA staff to update and maintain information in the website. It should be a user friendly tool.

Licensed Operators Website Requirements:

- 15 **Updates interface:** Frequent updates will be needed with new tariffs, adding and deleting new packages. There should be an agreed mechanism for making those updates by licensed operators to maintain full and accurate tariffs. Bidder should

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provide a tool for licensed operators to update and maintain information in the website. It should be a user friendly and secure tool.

16 **Website Access:** TRA will secure the website URL address.

General Requirements:

17 Provide TRA with expert tariff comparator and website developers. Such consultation with the successful bidder must be in a workshop at TRA's premises in Bahrain;

18 Meet with licensed operators - if required - to understand the tariff structure of the telecommunications services offered in Bahrain.

19 Provide TRA with a detailed work plan, clearly indicating roles and responsibilities, and the key project milestones.

20 TRA and licensed operators should be trained on the tools to be used to update and maintain accurate tariffs with simple tools and steps.

21 After a successful launching, the bidder will provide one year renewable website maintenance and hosting services, which will cover the website hosting, system availability, content backup and restore, adding and deleting sections, and maintaining the local website image.

Technical and Infrastructure Requirements:

22 **ISP/Hosting:** The Comparator website should be hosted at a location that provides a shared speed of at least 100 Mbps. The hosting service must provide access using multiple international routes to avoid outages on a single international link. A local mirrored copy should be hosted in TRA headquarters.

23 **Web server Technology:** The web server technology should support all required features and extensions of the website.

24 **Browsers:** Given TRA's broad audience, the site must be compatible with the following browsers at a minimum:

- Microsoft Internet Explorer;
- Mozilla Firefox;
- Apple Safari;
- Opera; and
- Google Chrome.

26 **Platforms/Access Devices:** The website must recognize the access device that is requesting pages from it, and accordingly route requests to the appropriate version of the website. Mobile devices must be provided with access to a streamlined,

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miniaturized version of the website, whereas full-sized computers will be taken to the default website.

- 27 **Security:** The successful bidder should be responsible for securing the comparator website at all levels (operating system, hosting server, coding, etc.). A periodic security audit will be conducted by TRA, with recommendations (if any) being provided to and from the successful bidder to address and report to TRA.
- 28 **Flexibility and Scalability:** The comparator website should be designed with flexibility in mind, addition or deletion of sections should be a smooth and easy process as there will likely be a need to introduce new sections to the site as well as change the location of others. The technical infrastructure of the site should be a scalable one allowing for upgrades and added functionality with ease.
- 29 **Technical Documentation:** After a successful launching, the website structure and linkage should be documented, and provided to TRA for future reference.
- 30 **Additional Deliverables:** The Bidder may propose additional activities and deliverables. Any additional activities and deliverables proposed:
- 30.1 should be clearly defined within the Bidder's Technical Offer;
 - 30.2 should be identified separately within the Bidder's Financial Offer; and
 - 30.3 will, subject to the agreement of TRA, be added as deliverables to the contract.
- 31 **Availability:** After satisfying all the requirements, the comparator website will be in go-live phase. Availability of **99.99%** should be guaranteed by the vendor prior this step. Any unplanned downtime will follow a service level agreement procedure and terms. There is a possibility to extend contract duration with a Maintenance Agreement to be agreed between the parties after the project completion period.

Helpdesk & Support

- 32 A single local point of contact should be provided; this person should be capable of handling all issues pertaining to the service (the comparator tool, the user's website and the licensed operator interface). The support should be available on call during TRA working hours at a minimum.
- 33 The Bidders shall provide all details regarding the contact means of this central support (phone, web, fax, e-mail, ticketing, etc.).
- 34 Escalation and resolution procedures shall be established and identified in a service level agreement to address any problems in a short time.
- 35 In addition, the support team shall provide technical consultation/best practices on issues related to the operations. Response time and resolution time shall be guaranteed by a service level agreement. Please provide details of your proposed service levels.

4 Deliverables, Expected Timeline and Project Management

- 36 Deliverables and expected timeline:

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Item	Date
Deadline for submission of tenders	7 th February 2011
Vendor Selection	21 st February 2011
Meetings, workshops	Successful bidder to propose
Detailed work plan to be approved by TRA	Successful bidder to propose
The Comparator live	17 th April 2011

- 37 The deliverables shall meet the requirements defined above in the “Project Requirements” Section. The successful bidder shall provide the required deliverables to the satisfaction of the TRA project manager. The deliverables will be considered completed once they are finally approved as such by the TRA project manager.

Project Management

- 38 A project manager with overall responsibility and authority for this project will be nominated by TRA. The successful bidder will coordinate all efforts, and communications, with the TRA project manager.
- 39 The successful bidder will also appoint a project coordinator/manager to be a liaison between the bidder and the TRA project manager for all issues, related to the organisation and delivery of the project.
- 40 The successful bidder will commence the project with a kick-off meeting with TRA. At this meeting the successful bidder will be expected to introduce and agree with the TRA’s project manager the proposed organisation and methodology of the project and a proposed work plan (timetable).
- 41 The work plan is to be presented to the TRA Project manager in MS Project format – minimum version of MS Project 2007.
- 42 The successful bidder’s work plan will have to accommodate sufficient time for TRA to comment on the work plan.
- 43 The meetings are to be documented by the successful bidder and meetings minutes are to be presented to TRA project manager for confirmation. TRA project manager may also ask the bidder to provide other documentation supporting the solution provided by the successful bidder.
- 44 The successful bidder may also be requested to undertake related additional tasks as seen to be necessary by TRA. Additional tasks shall require authorisation from TRA prior to initiation.
- 45 The successful bidder will co-operate fully with TRA and other parties, as identified by TRA, in terms of planning, information exchange, documentation, meetings,

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communications or other related activities that the TRA project manager considers necessary in order to deliver the project and fulfil the requirements of this RFP.

- 46 Any information provided to the public in relation to the project under this RFP must have prior written approval from the TRA project manager.

5 Instructions for Respondents

General

- 47 General information about TRA may be found on the TRA's web site at www.tra.org.bh.
- 48 Responses to this RFP should address all of the requirements and deliverables set out in this RFP. Responses shall provide a breakdown of the tasks involved for the completion of this project.
- 49 Responding bidders are requested to provide a summary of their relevant capabilities and past experiences in related issues as per Annex C: Bidders General Information.
- 50 Responding bidders shall provide CVs and contact details of all staff involved in the project. The CVs should be as per the CV format in Annex A: CV Template. Changes to any of the proposed staff members shall only be permissible with the consent of TRA. Any staff members replaced must be replaced by alternative staff members with at least equal qualifications to the original staff member.
- 51 Bidders may sub-contract elements of the work but shall assume contractual responsibilities for all work and co-ordination of any third parties. Any such sub-contracting must be clearly identified in the proposal.
- 52 Responding bidders must declare in their proposals that they have conducted all relevant conflict of interest checks and that to the best of their knowledge they face no conflict of interest in accepting the engagement if selected. Bidders must identify and provide details if they have previously worked with a licenced operator in the Kingdom of Bahrain.
- 53 The successful bidder will be required to enter into a formal contract with TRA, the terms of which will be supplied when the successful bidder is determined.
- 54 Until any such contract(s) have been executed, this RFP and any responses to it shall not in any way be considered a representation or constitute a binding agreement between TRA and the bidder.
- 55 Bidders that submit a proposal in response to this RFP are solely responsible for meeting any and all costs incurred in preparing their proposal. No costs incurred by any bidder (successful or otherwise) in preparing and submitting a proposal shall be payable or reimbursable by TRA.
- 56 Responding bidders may include supporting documents and attachments as annexes to the proposal.

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- 57 Proposals should be straightforward, succinct and demonstrate the capacity of the bidder to address the practical requirements of this project.
- 58 TRA may issue any clarification to all participants as an addendum to the RFP. Such an addendum will be published on TRA's website and become part of the RFP documents.

Expected profile of and requirements to the Bidder

- 59 The successful bidder (and the specific staff members proposed to be assigned to this project) is expected to have the minimum experience to align with Annex D.
- 60 The bidder, submitting the response to this RFP, shall satisfy the following criteria (pre-qualification requirements) and provide evidence thereof (including names of the clients and summaries of the projects) as per Annex D.
- 61 Responding bidders are expected to include non-confidential samples of work on similar projects (e.g. consultation documents, similar implementations, responses to a consultation document, etc).
- 62 Proposals not meeting the pre-qualification requirements will not be evaluated.

Format and number of proposals

- 63 Bidders must submit 2 separate proposals:
- A technical proposal which must be submitted in soft format only (on optical media or by email). All files shall be compatible with Microsoft Office 2007 suite.
 - A financial proposal in **HARD FORMAT** only in a separate sealed envelope.
- 64 The technical proposal should be submitted to (submission via e-mail only is considered sufficient):

Mr. Mohammed Nasser
Telecommunications Regulatory Authority (TRA)
Building 852, Road 3618, Block 436, Seef District
P.O. Box 10353
Kingdom of Bahrain
e-mail: itproject@tra.org.bh

- 65 **The technical proposal must reach TRA by the closing date of this RFP.** The documents should be clearly marked "Technical bid in response to RFP – Online Telecommunications Service Tariffs Comparator, Hosting and Maintenance [INSERT NAME OF BIDDER]".
- 66 The structure and content of the **technical proposal** will, at a minimum, include:

Structure and content of the technical proposal

- 1 Covering letter signed by an authorised officer including a declaration that the Bidder

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	satisfies the prequalification requirements (Annex D)
2	Executive overview (maximum 1 page)
3	An explanation of the understanding of the project, the issues involved and the deliverables
4	Company overview, its qualifications and experience (Annex C of the RFP)
5	Proposed Solution System. <ul style="list-style-type: none"> ▪ System brochures; ▪ Main and detailed features; ▪ System capabilities, expansion, functionality and integration; ▪ Customization ability & flexibility;
6	Comparator website design Prototype: A preliminary prototype is required in your response; this section should cover the proposed look and feel of the website.
7	Proposed work plan by task for the overall project including: <ul style="list-style-type: none"> ▪ working method, and project management; ▪ the main tasks and sub-tasks to be completed with associated timeframe and dates; ▪ deliverables to be submitted with associated completion dates; ▪ critical path ▪ the proposed team member to complete the task; and ▪ an estimate of the number of man days to complete each task;
8	The bidder may suggest additional activities and deliverables to those set out in the RFP, which are required to deliver this project (these activities and deliverables should be clearly identified as such)
9	Man-days resource allocation plan by tasks and individuals assigned (Annex B of the RFP)
10	Provide names and summary of qualifications of staff that will have a key role in this project. Table of summary CVs and full CV's in the format set out in Annex A of this RFP
11	Samples of work on similar projects, and recommendations from clients for similar projects should be included if available at Annex E.

67 The structure and content of the **financial proposal** will, at a minimum, include **in breakdown format and detail**:

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Structure and content of the financial proposal	
1	Comparator tool design and implementation cost
2	Training cost
3	Annual Maintenance cost
4	Hosting cost
5	Software cost – if any

68 The fixed price financial bid document must be submitted to TRA in hard copy only in a separate sealed envelope. The separate envelope will be clearly marked "Financial bid in response to RFP – Online Telecommunications Service Tariffs Comparator, Hosting and Maintenance [INSERT NAME OF BIDDER]". **The financial bid document must reach TRA by the closing time and date of this RFP. No exceptions will be made due to any cause or reason for delay.**

69 Bidders shall ensure they complete and include in their technical proposal the Bidder's checklist at Annex D.

70 A tabulated format should be provided to show all costs in Bahraini Dinars (BD). The structure and content of the financial bid shall include as a minimum, for each deliverable, task and proposed sub-task, and an overall fee for each phase/activity/deliverable.

71 The financial proposal separately from the technical proposal should be delivered to (delivery can be made to either the street address or the P.O. Box):

Mr. Mohammed Nasser
Telecommunications Regulatory Authority
Building 852, Road 3618, Block 436, Seef District
P.O.Box 10353
Kingdom of Bahrain

RFP Closing Date

72 The closing date for receipt of proposals is set out on the front page of this RFP.

73 All proposals should be valid for acceptance for a period of at least 90 calendar days from the deadline for submitting responses.

Response Submission and Query Handling

74 It is the responsibility of the respondents to ensure that their responses to the RFP have reached TRA within the required timeframe.

75 Any queries regarding this RFP should be addressed to:

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Mr. Mohammed Nasser
Telecommunications Regulatory Authority (TRA)
Building 852, Road 3618, Block 436, Seef District
P.O. Box 10353
Kingdom of Bahrain
e-mail: itproject@tra.org.bh
Fax: +973 1753 2125

6 Invoicing

76 Invoicing shall be made using the following invoicing profile after each phase:

Description	% of fixed price financial bid
On completion of the contract signing and kick-off meeting	10%
Design Phase	30%
Build, Training, and go-live	40%
Documentation and sign off	20%

7 Evaluation Process and Outcome

77 TRA will only evaluate proposals that meet the pre-qualification requirements.

78 TRA will evaluate the proposals according to the criteria detailed below, producing a score of 100%:

- 10% - Overall quality and completeness of the proposal.
- 40% - Proposed Comparator solution features, design and scalability. Hosting and supporting plans.
- 20% - Suitability and effectiveness of proposed project work plan and proposed phases.
- 10% - Company's previous related experience and successful projects
- 20% - Skills and experience of nominated personnel to work on this project.

79 Proposals scoring less than 50% for any individual criteria may be eliminated from the process.

80 Proposals scoring less than 70% overall after the evaluation process may be eliminated from the process.

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- 81 The contract will be awarded to the responding bidder who submits the proposal offering the most suitable service / comparator tool for TRA's requirements at the best value for money.
- 82 TRA reserves the right, at its sole discretion, to accept any proposal it chooses in full or part, negotiate with any responding bidder, and accept any alternative proposals. TRA is not bound to accept any proposal or appoint a bidder.

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**Annex A: CV Template
CURRICULUM VITAE**

1. **Proposed Role in Project:**
2. **Family Name:**
3. **First Names:**
4. **Date of Birth:**
5. **Nationality:**
6. **Education:**

Institution (Date from – Date to)	Degree(s)/ Diploma/ Certificates obtained:

7. **Language Skills:** Indicate competence on a scale of 1 to 5 (1–excellent; 5–basic)

Language	Reading	Speaking	Writing

8. **Membership of professional bodies:**
9. **Other skills:**
10. **Present position:**
11. **Years with current firm:**
12. **Key qualifications:** (Relevant to the project)
13. **Project experience:**

Country	Role	Date from – Date to	Project description / achievements

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14. Professional Experience:

Date from – Date to	Company	Location	Position	Description

15. Other relevant information (e.g. Publications)

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Annex B: Resource Allocation Plan Template

TASKS/DELIVERABLES	(Project team member 1)	(Project team member 2)	(Project team member 3)	...	(Project team member x)
Deliverable 1: Task Task Task					
<i>Deliverable 1 sub total</i>					
Deliverable 2: Task Task Task					
<i>Deliverable 2 sub total</i>					
Project Totals					

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Annex C: Bidder's General Information

Bidder's Contact Details

1. The following information, in this format, is required for each proposal submitted:
 - a) Name, address, email, telephone, and fax number of a Bidder;
 - b) Contact person dealing with the proposal;
 - c) Description of role, or element of contract, to be fulfilled by any member of this project;
 - d) Identification of party who will carry overall responsibility for the contract (in case of consortia);
 - e) Confirmation of acceptance by the Bidder and any third parties of the terms and conditions of this RFP;
 - f) Confirmation of acceptance by the respondent and any third parties regarding overall responsibility for successful delivery.

Bidder's Profile

2. The following information, in this format, is required by each Bidder (and a member of the bidding consortium) when submitting its proposal:
 - a) Brief discussion of the respondent's history and the type of work normally performed;
 - b) Brief description of the company's principal areas of activity;
 - c) Brief description of internal management and organizational structure;
 - d) Length of time in existence;
 - e) Number of employees;
 - f) Projects completed relevant to the RFP;
 - g) A list of the respondent's current accounts and the length of time the accounts have been with the respondent;
 - h) Any additional information in support of this proposal.

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Annex D: Bidder's Checklist**Bidder's Checklist**

Please make sure that all items are marked completed before submitting the bid to TRA.

No	Item	Completed (Yes / No)
1	Does the Bidder satisfy the pre-qualification requirements and has the supporting evidence been provided in the Technical Proposal (mark Yes/No for each one of the criteria):	
1.1	- The Bidder has undertaken at least 3 projects of similar nature to this project; (Annex E)	
1.2	- The Bidder has at least 2 year of overall experience;	
1.3	- The leading staff member assigned to this project, has implemented at least 3 successful projects of a similar nature	
2	Bidder's check list completed and signed by an authorised person	
3	Does the proposal include a declaration from the bidder indicating that it has conducted all relevant conflict of interest checks and that to the best of its knowledge it faces no conflict of interest in accepting the engagement if selected?	
4	Has the technical proposal addressed all the elements outlined in the table "Structure and content of the technical proposal"?	
5	If third parties are involved, have the following been provided:	
5.1	Identification of specific tasks that a specific 3 rd party will perform	
5.2	Relevant explanation of the 3 rd party's capabilities	
5.3	CVs of all involved personnel from the 3 rd parties in the format required	
6	If there are any supporting documents, have they been attached in the Annexes?	
7	Has a resource allocation plan been attached to the overall project plan?	
8	Has the Financial Proposal addressed the following:	
8.1	All costs shown clearly in Bahraini Dinars	
8.2	A tabulated format showing the tasks and also showing the following details per task:	
8.2.1	The proposed team member to complete the task	
8.2.2	Man-days resource allocation plan by tasks and individuals assigned	
8.2.3	An overall fee for each phase/activity/deliverable	
9	Has the proposal been arranged in 2 separate submissions as below:	
9.1	Technical Response (to be sent in soft (electronic) format)	
9.2	Financial Response (in an envelope to be sent as a hard copy)	

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10	Was the proposal delivered before the deadline set in this RFP to: Mr. Mohammed Nasser Telecommunications Regulatory Authority (TRA) Building 852, Road 3618, Block 436, Seef District P.O.Box 10353 Manama - Kingdom of Bahrain email: itproject@tra.org.bh	
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Annex E: Previous Projects Reference

1. Project Name:
2. Website address;
3. Explanation of the tool used
4. Technologies used for hosting;
5. Programming languages used;
6. Team size;
7. Project start and end dates;
8. Client recommendations.

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Annex F: List of services offered by active Licensed Operators

Operator Name	National Fixed	International Calls	Mobile	Internet	Leased line	Other data service	Operator Website
2Connect	✓	✓		✓	✓	✓	www.2connectbahrain.com
Ascentech Telecom		✓		✓			www.ascentech.net
Batelco	✓	✓	✓	✓	✓	✓	www.batelco.com.bh
BT Solutions LTD					✓	✓	
Business Communication Networks		✓					www.bcn-bh.com
Elephant Talk		✓					www.elephanttalk.com
EQUANT EGN BV						✓	
Etisalcom	✓	✓		✓	✓	✓	www.etisalcom.com
Kalaam Telecom	✓	✓		✓	✓		www.kalaam-telecom.com
Kulacom Communications S.P.C.	✓	✓		✓			www.kulacom.com
Light Speed	✓	✓		✓	✓		www.lightspeed.com.bh
Mena Telecom	✓	✓		✓			www.menatelecom.com
Northstar		✓		✓			www.nst.com.bh
Nuetel Communications	✓	✓		✓	✓		www.nue-tel.com
Orbit				✓			www.orbitsatnet.com
Rawabi Telecommunications & Software	✓	✓		✓	✓		www.rawabitele.com
Viacloud		✓					www.viacloud.com
Viva		✓	✓	✓			www.viva.com.bh
Zain (Bahrain)	✓	✓	✓	✓		✓	www.bh.zain.com