



Request for Proposals (RFP)

EXTERNAL QUALITY OF SERVICE MEASUREMENTS MOBILE SERVICES – Voice and Data

Ref: TOD/RFP/010610

Issued by

**Telecommunications Regulatory Authority
Kingdom of Bahrain**

_____<17 June 2010>_____

Deadline for submitting proposals is: 05 August 2010, 4pm (GMT+3)

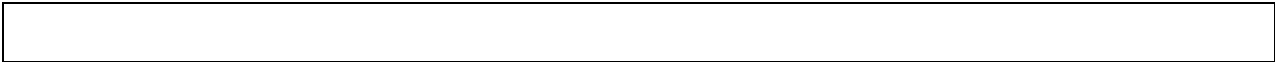


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1 Introduction

1. Since 2002 the telecommunications market in the Kingdom of Bahrain has undergone a significant transformation in accordance with the Government policy to stimulate the national economy. In October 2002, the Legislative Decree No 48 of 2002 promulgated the Telecommunications Law¹ that enabled liberalization of the telecommunications sector and the formation of the Telecommunications Regulatory Authority (“TRA”). Further, the 1st National Telecommunications Plan² was published in July 2003 and subsequently was updated with the 2nd National Telecommunications Plan³ in February 2008.
2. The Quality of Service Regulation⁴ was published on 22 January 2009 placing obligations on Licensed Operators to monitor and report Quality of Service (“QOS”) measurements, with the objectives of providing information to assist end users and Licensed Operators with their selection of services and assist in the maintenance and improvement of telecommunications services in Bahrain.
3. The regulatory functions in the telecommunications sector are vested in TRA. It is an independent body and has a direct responsibility to ensure effective liberalization of the telecommunications market, promote effective and fair competition among Licensed Operators and protect the interests of subscribers and users of telecommunications services.
4. Currently three Mobile Licenses have been issued to Batelco, Viva and Zain. All Mobile Licensed Operators have deployed their own infrastructure and provide their own commercial services including Viva since the beginning of the year.
5. It is against this background that TRA has decided to perform an audit of Mobile Services Quality of Service, covering Voice and Data, to complement Quality of Service measurements provided by the industry, ensuring that all the residents and businesses in Bahrain have a clear visibility on the effective quality offered by Licensed Mobile Operators in the Kingdom.
6. The TRA has conducted a first Quality of Mobile Services audit in Bahrain during the last quarter of 2009, however due to several factors, including the imminent launch of VIVA, Frequency Migrations related to the new License attribution and interference cases at the time of the audit, TRA took the view to keep the report as an internal document.

¹http://www.tra.org.bh/en/pdf/Telecom_Law_final.pdf

²<http://www.tra.org.bh/en/pdf/National%20Plan%20v4%20Formatted.pdf>

³<http://www.tra.org.bh/en/pdf/TheSecondNationalTelecommunicationPlanEnglishFinal.pdf>

⁴http://www.tra.org.bh/en/pdf/Quality_of_Service_Regulation_English_Final.pdf

2 Objective

7. The purpose of this Request for Proposals (RFP) is to engage the services of an experienced and suitably qualified professional contractor to conduct a nationwide QoS audit program for all Mobile Operators, covering all mobile technologies used by them in the Kingdom of Bahrain such as 2G, 3G and LTE. TRA is seeking to purchase a Mobile Audit package covering the testing of Voice and Data Services for an audit period spread over 2 consecutive years.
8. The selected consultant shall perform a QoS Technical Audit campaign on Mobile Services in Bahrain. The Audit shall be conducted on a defined set of Key Performance Indicators measurements (KPIs) (minimum list available in Annex E) for the three Mobile Operators in the Kingdom of Bahrain, and measurements results shall be formatted and presented in a Report that will be published by TRA.
9. To achieve this objective, TRA is looking at the most appropriate test methodology to ensure that the measurements are reliable, fair and non discriminatory between the measured Mobile Operators and that the results can be understood easily by consumers. Measurements shall be guided following International Standards such as ITU Recommendations E.800 defining QoS. The bidder shall refer to other specific standards as appropriate.

3 Requirements

The main requirements of this assignment are:

- Based on the minimum set of KPIs, and any additional indicator proposed, provide the necessary test equipment, test methodology and staff;
- Conduct audit campaigns throughout the Kingdom of Bahrain; and
- Validate test results with Mobile Licensed Operators and generate two sets of reports, a detailed internal report and a report for general publication

The bidder is expected to demonstrate its capabilities to meet those requirements in answering in detail in its proposal to the following elements:

Test methodology

10. TRA does not prescribe a specific testing approach and the bidder will be selected inter alia on its ability to meet the objective to prepare a user oriented final report providing meaningful information to consumers based on a defined set of KPI. The report should be easy to understand by general public and should cover Quality of the following key elements of Mobile Services:
 - Voice
 - SMS / MMS
 - Data Transfer
 - Web Browsing
 - Billing
11. For each of the 5 KPIs the bidder is expected to propose a set of tests that will allow validating the key quality elements of the service. From the individual test results a single composite KPI can be computed.

12. For each KPI, the selected consultant will define the different test measurements and the calculation method to compute the composite KPI.
13. Tests shall be performed over the different following geographical configurations:
 - Drive test over Bahrain's cities, main roads and motorways;
 - Walk test in outdoor locations in Manama and main secondary cities; and
 - Test in indoor locations such as buildings, shops, Bahrain International Airport, University of Bahrain, Bahrain International Circuit and shopping malls.
14. The selected consultant is expected to define and propose a sufficient number of tests for measurements to be statistically representative of an end user's experience within each specific configuration.
15. Test measurements shall be proportionally distributed between each zone to be representative of current end user usage.
16. Tests shall be performed during the day, with a specific focus during peak hours; testing during night and public holidays is initially excluded. The mix shall be representative of end user consumption.
17. Testing methodology shall guarantee accuracy and reliability of the results, reduce potential human error and provide an estimate statistical reliability.
18. Geographical distribution of tests shall be made in accordance with population density for statistical results to be coherent with consumer experience. For these reason very dense areas like city centres, malls and business districts are expected to be treated differently from residential and rural areas.
19. Relevant information to support the bidder's test plan preparation such as Bahrain's population repartition and other relevant statistics for the Kingdom can be found on Bahrain's Central Informatics Organisation⁵ (CIO) web site.

Test equipment

20. The selected consultant shall provide all the equipment required to perform the audit campaign with a particular focus to the specific Mobile test equipment that shall be from a well recognized supplier in the industry. All equipment and software are the sole responsibility of the selected consultant.
21. Data capture, storage and manipulation shall be the only responsibility of the selected consultant and backup shall be made to ensure that no results will be lost in the unlike event of an incident affecting the test platform or database.
22. The selected consultant is responsible for the complete software solution that includes all the necessary software packages and licenses that are deemed necessary for the good functioning of the test platform and production of the report.

⁵ <http://www.cio.gov.bh/en/default.asp>

23. The successful consultant shall ensure all elements necessary to complete the test platform are available in time to start the test campaign, including local elements related to operators themselves such as for example SIM cards, Broadband Internet Access Keys and any other possible package / contract required for execution of the tests.
24. It is the sole responsibility of the successful consultant to check, with Mobile Licensed Operators if necessary, that all elements constitutive of the platform, including tested operator packages, are performing within specifications.

Test Preparation

25. The successful consultant will be requested to conduct a kick off workshop with Mobile Licensed Operators with the objective to present the test campaign, test methodology, the proposed planning and take into consideration Mobile Licensed Operators' comments and experience in order to amend, if necessary, the test plan.
26. The bidder shall have the full responsibility to prepare the test platform, including hardware, software, SIM cards and any additional elements that would be required to successfully conduct the tests.
27. A dry run will be performed in cooperation with the Mobile Licensed Operators to tune the testing equipment and validate prior to launch test campaign measurements' accuracy.

Test period

28. TRA expects each individual audit test not to exceed a period of one month, based on the size of the Kingdom; the bidder is expected to specify and explain in its proposal the appropriate measurement duration in accordance with the objective of this RFP.
29. The successful consultant will have the sole responsibility to conduct tests in accordance with the plan and will inform TRA's Project Manager of the evolution of the test campaign following pre-defined milestones.
30. During the whole duration of the test campaign, at minimum test samples will be analyzed every day to verify the accuracy of the test results. Any non conformant sample shall be immediately treated, in cooperation with Mobile Licensed Operators as appropriate.

Results analysis and validation

31. The successful bidder will have the responsibility of analyzing and validating the accuracy of measurements and validate results accuracy. Specific indicators shall be defined in order to report on each Mobile Service in a similar and non discriminative way.
32. It is the responsibility of the successful bidder to validate test results with the Mobile Licensed Operators - Batelco, Viva and Zain.

Report

33. The selected bidder shall be responsible in producing two versions of the report:

- a. An extensive detailed report including all detailed tests and test results for each Mobile Operators. Raw data shall be made available to the TRA.
- b. A report for publication restricted to the set of composite KPIs agreed with the TRA.

34. Published results shall be limited to the presentation of a set of Key Performance Indicators covering the main elements of quality related to the provisioning of Mobile Voice and Data services to consumers in Bahrain. Independently of the number of variables measured during the campaign, only those parameters will be made available to the public.

35. The bidder is expected to provide benchmark information comparing combined KPIs results achieved by Mobile Licensed Operators in Bahrain with equivalent combined KPIs results achieved by Mobile Licensed Operators in other relevant markets (European countries at minima).

Planning

36. Due to the limited size of the country and high density of population it is expected that a 3 months period will be sufficient between the start of measurements and production of the final report. The bidder is requested to provide a preliminary timetable for the following components:

- Kick off meeting with Mobile Licensed Operators
- Audit preparation
- Platform validation
- Audit period
- Results analysis and validation
- Results presentation to Mobile Licensed Operators
- Final reports

Results presentation

37. To complement the raw data, reports shall be formatted in an easy to understand graphical and text format providing tendency and aggregated results for each individual Mobile Licensed Operator. Reports should be in English and the bidder will be responsible for any translation if required of any document provided to the TRA or shared with Mobile Licensed Operators.

38. The successful bidder will provide TRA with all raw data, test results, report source at no additional cost in order to allow continuity of measurements through the following years if TRA decides to contract the bidder again or perform an audit through another tender.

Insurance

39. The insurance of the bidder must cover against any damages to any property or death or injury to any person arising out of performance of the audit program.

Delivery and Transport

40. The successful consultant shall be responsible for the transport and delivery, at TRA Premises or any other location in Bahrain as appropriate, of all equipment needed for the purpose of the audit program.

Optional requirements

41. Bidders are expected to include a specific quote for the following two optional requirements. Those options shall be clearly and separately identified in both the Technical and Financial proposals.

- a. Increase audit frequency from 12 to 6 months over the contract period
- b. Yearly network coverage audit of each Mobile Operator

42. Mobile Audit every 6 months:

The selected consultant shall explain how is envisaged the Audit frequency increase from 12 to 6 months and how economies of scales, if any, could be achieved.

43. Mobile coverage Audit:

The selected consultant shall confirm if the coverage audit can be performed at the same time as the QOS audit or if it requires a specific audit; and

The selected consultant shall explain precisely what the coverage measurements will consist of and how coverage measurements are intended to be performed.

It will be the responsibility of the consultant to validate coverage results with the Mobile Licensed Operators, and to provide supporting evidence in case of disagreement.

44. Bidders can refer to the relevant Individual License for Mobile Telecommunications Services on TRA's web site; coverage audit shall cover two variables:

- Percentage of the Kingdom geographical coverage for each Mobile Operator including Hawar Island
- Establish and prove for each operator a direct correlation between the number of premises covered and the percentage of the population, resulting directly from such coverage.

45. TRA expects the following deliverables for the coverage audit:

- Row data with technical details timed stamped and geo-localization;
- Coverage report for each mobile operator; and
- Mobile operators coverage maps to be published on TRA's website

3.1 Background

46. In order to gain a better understanding of the current Mobile market environment the bidder should refer to the following:⁶

- The information sources referred to in the sections above;
- TRA's website generally⁷;
- TRA's Market Indicator Reports⁸;
- TRA's Market Surveys⁹;
- Work Plan of TRA (in order to get understanding of other parallel activities undertaken by TRA)¹⁰.

47. At the time of writing this RFP 3 Mobile Licensed Operators are operating in Bahrain:

- Batelco
- Viva
- Zain Bahrain

4 Deliverables, Expected Timeline and Project Management

48. Deliverables and expected timelines for year 1 audit:

Item	Date
Deadline for submission of tenders	05 August 2010 4pm (GMT +3)
Appointment of selected consultant	1 September 2010
Kick-off meeting, presentation of composite KPIs, test methodology and test equipment, audit planning	19 September 2010
Measurement period from (indicative)	1 October 2010
Results Validation and Reports Generation	Test + 2 months
End of Project year 1	Test + 3 months

49. The deliverables shall meet the requirements defined above in the "Requirements" Section (Section 3). The selected consultant shall produce the required deliverables to the satisfaction of the TRA's Project Manager. The deliverables will be considered completed once they are finally approved as such by the TRA's Project Manager.

⁶ The sources of information listed shall not be considered to provide the final and complete background information required to successfully accomplish the project. The consultant may need to complement this information by its own research.

⁷ <http://www.tra.org.bh>

⁸ <http://www.tra.org.bh/en/marketReport.asp>

⁹ <http://www.tra.org.bh/en/marketSurveys.asp>

¹⁰ http://www.tra.org.bh/en/pdf/TRA_work_plan_Final_2007-2009.pdf

50. The selected consultant may propose additional activities and deliverables. Any additional activities and deliverables proposed:
- should be clearly defined within the Bidder's Offer; and
 - identified as a separate option within the Bidder's Technical and Financial Offer.

Project Management

51. A Project Manager with overall responsibility and authority for this audit will be appointed by TRA. The selected consultant will coordinate all efforts, and communications, with the TRA's Project Manager.
52. The selected consultant will also appoint a project coordinator/manager to act as liaison between the consultant's organization and the TRA's Project Manager for all issues, related to the organisation of the project.
53. The selected consultant will commence the project with a kick-off meeting with TRA. At this meeting the selected consultant will be expected to introduce and agree with the TRA's Project Manager the proposed organisation and methodology of the project and validate the proposed work plan (timetable).
54. The work plan will have to be presented to the TRA's Project Manager in the MS Project format.
55. The work plan (timetable) of the selected consultant will have to accommodate sufficient time for TRA to comment on the documents produced by the selected consultant. The selected consultant will be strongly encouraged to agree the concept of the documents (preferable via face-to-face meetings with the staff of TRA) before proceeding to produce the report.
56. The meetings will have to be documented by the selected consultant and minutes for these meetings will have to be presented to the TRA's Project Manager (unless agreed otherwise by the selected consultant and TRA). The TRA's Project Manager may also ask to provide other documentation supporting the solution provided by the selected consultant.
57. The selected consultant may also be requested to undertake related additional tasks as agreed to be necessary by TRA and the selected consultant. Additional tasks shall require authorisation from TRA prior to initiation.
58. The selected consultant will co-operate fully with TRA and other parties, as identified by TRA, in terms of planning, information exchange, documentation, meetings, communications or other related activities that the TRA's Project Manager considers necessary in order to fulfil the contract and the requirements of this RFP.
59. Any information provided to the public in relation to the project under this RFP will need to be approved by the TRA's Project Manager.

5 Instructions for Respondents

General

60. General information about TRA may be found on the TRA's web site at www.tra.org.bh.
61. 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.
62. Responding consultants are requested to provide a summary of their relevant capabilities and past experiences in related issues as per Annex C: Bidders General Information.
63. Responding consultants 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 standing to the original staff member.
64. Consultants 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.
65. Responding consultants 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.
66. The selected consultant will be required to enter into a formal contract with TRA, the terms of which will be supplied.
67. Until any such contract(s) have been executed, this RFP and any responses to it shall not in any way bind TRA.
68. Firms 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 consultant (successful or otherwise) in preparing and submitting a proposal shall be reimbursable by TRA.
69. Responding consultants may include supporting documents and attachments as Annexes to the proposal.
70. Proposals should be straightforward, succinct and demonstrate the capacity of the bidders to address the practical requirements of this work.
71. TRA may issue any clarification to all participants as an addendum to the RFP. Such an addendum will be published on the TRA's website and become part of the RFP documents.

Expected profile of and the requirements to the Consultant

72. The successful Bidder (and the specific staff members proposed to be assigned to this task) is expected to have:

- a thorough knowledge of Mobile Technologies, Voice, Data and other relevant technical fields;
- a significant experience in the field of testing and implementing testing on Mobile Services and similar fields;
- a significant experience in interfacing with Mobile Licensed Operators for the purpose of conduction audit testing;
- a good knowledge of the telecommunications sector.

73. Responding consultants are expected to include non-confidential samples of work on similar projects (e.g. similar implementations and audit, test results and available similar elements, etc).

74. The bidder, submitting the response to this RFP, shall satisfy the following **pre-qualification requirements** and provide evidence thereof (including names of the clients and summaries of the projects):

- 1) The bidder has undertaken at least 3 projects related to Mobile QoS auditing including Voice and Data over the last 2 years;
- 2) The bidder has at least 5 years of experience in consulting in the field of telecommunications engineering;
- 3) The lead staff member, assigned to this project, has at least 10 years of experience in the field of telecommunications engineering and project management.

75. Proposals not meeting the pre-qualification requirements will not be evaluated and the associated financial proposals will be returned to the respective bidders.

Format and number of proposals

76. Bidders must submit 2 separate proposals:

- A technical proposal which **must only** be submitted in soft format (by email or on CD or DVD). All files shall be compatible with Microsoft Office 2007 suite.
- A financial proposal in **HARD FORMAT** only in a separate sealed envelope.

77. The technical proposal should be submitted to (submission via e-mail only is considered sufficient):

Mr. Mohammed Nasser
Telecommunications Regulatory Authority (TRA)
5th Floor, Building No. 852
Road No. 3618
Seef 436
P.O. Box 10353
Manama,
Kingdom of Bahrain
e-mail: consultancy@tra.org.bh

78. **The technical proposal must reach TRA by the closing date of this RFP.**

79. The technical proposal shall detail how the responding Consultant proposes to manage and complete this project.

80. The structure and content of the technical proposal will, at a minimum, include:

Structure and content of the technical proposal	
1	Covering letter from an authorised signing officer including a declaration that the Consultant satisfies the prequalification requirements
2	Executive overview (maximum 1 page)
3	An explanation of the understanding of the project, the issues involved and the deliverables
4	Proposed work plan by task for the overall project including: <ul style="list-style-type: none"> ▪ working method, including the split of work between the Kingdom of Bahrain and the Consultant home country, 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
5	The Consultant 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)
6	Man-days resource allocation plan by tasks and individuals assigned (Annex B of the RFP)
7	Company overview, its qualifications and experience (Annex C of the RFP)
9	Table of summary CVs and full CV's in the format set out in the relevant Annex of this RFP (Annex A of the RFP)
10	Samples of work on similar projects (e.g. audit results, solutions implementation, responses to consultation document etc.) and recommendations from clients for similar projects should be included if available

81. The fixed price financial bid document must be submitted to TRA in a hard copy only in a separate sealed envelope. The separate envelope will be clearly marked "Financial bid in response to RFP – Audit Mobile Services [INSERT NAME OF BIDDER]". **The financial bid document must reach TRA not later than 7 days after the closing date of this RFP.**

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

83. A tabulated format should be provided to show all costs in United States Dollars (US\$) in a form that can easily be reviewed and compared with other respondents' proposals. The structure and content for the financial bid shall include as a minimum, for each deliverable, task and proposed sub-task:

- The proposed team member to complete the task;
- An estimate of the number of man days per team member required to complete each task;
- An overall fee for each phase/activity/deliverable; excluding cost for calls and mobile packages. Mobile packages and phone bills will be paid (or reimbursed) by TRA. The bidder is expected to provide in his submission an estimate of the costs for mobile packages and calls based on test plan.
- A daily fee rate per team member, based on a daily rate inclusive of all the expenses, except for flight tickets to Bahrain and accommodation (hotel) in Bahrain. The flight tickets to Bahrain and accommodation (hotel) in Bahrain will be arranged (or reimbursed) by TRA according to the schedule of visits, included in the agreed selected consultant's work plan.

84. 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 (TRA)
5th Floor, Building No. 852
Road No. 3618
Seef 436
P.O. Box 10353
Manama,
Kingdom of Bahrain

RFP Closing Date

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

86. All proposals should be valid for acceptance for a period of at least 60 calendar days from the deadline for submitting responses.

Response Submission and Query Handling

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

88. Any queries regarding this RFP should be addressed to:

Mr. Mohammed Nasser
 Telecommunications Regulatory Authority (TRA)
 5th Floor, Building No. 852
 Road No. 3618
 Seef 436
 P.O. Box 10353
 Manama,
 Kingdom of Bahrain
e-mail: consultancy@tra.org.bh
 Fax: +973 1753 2125

6 Invoicing

89. Invoicing shall be made using the following invoicing profile for each year:

Description	% of fixed price financial bid
Kick-off meeting	10%
Start of measurements period	30%
Measurements validation	30%
Reports validation by TRA	30%

7 Evaluation Process and Outcome

90. TRA will only evaluate proposals that meet the pre-qualification requirements (paragraph 74).

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

- 30% - Understanding of the task required in relation to this RFP;
- 50% - Quality of the technical approach outlined in the proposal including the skills and experience of the personnel allocated to the project by the responding Consultant;
- 20% - Realistic project plan, division of tasks and allocation of time and personnel.

92. Proposals scoring less than 50% for any individual criterion will be eliminated from the process.

93. Proposals scoring less than 70% overall after the evaluation process will be eliminated from the process.

94. The contract will be awarded to the responding consultant who submits the proposal offering the best value for money. This will be decided by dividing the technical score by the total price of the proposal.

95. TRA reserves the right, at its sole discretion, to accept any proposal it chooses in full or part, negotiate with any responding Consultant, and accept any alternative proposals. TRA is not bound to accept any proposal or appoint a Consultant.

Annex A: CV Template**CURRICULUM VITAE**

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

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

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

Language	Reading	Speaking	Writing

9. **Membership of professional bodies:**
10. **Other skills:** (e.g. Computer literacy, etc.)
11. **Present position:**
12. **Years with current firm:**
13. **Key qualifications:** (Relevant to the project)
14. **Project experience:**

Country	Role	Date from – Date to	Project description / achievements

15. Professional Experience:

Date from – Date to	Company	Location	Position	Description

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

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					

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 consortiums);
 - 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) Length of time in existence;
 - b) Number of employees;
 - c) Brief description of the company's principal areas of activity;
 - d) Projects completed relevant to the RFP;
 - e) Any additional information in support of this proposal.

Annex D: Bidder's Checklist

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

No	Item	Completed (Yes / No)
1	<p>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):</p> <ul style="list-style-type: none"> - The Bidder has undertaken at least 3 projects related to audit Mobile QoS in last 2 years; - The Bidder has at least 5 years of experience of consulting in the field of telecommunications; - The lead staff member, assigned to this project, has at least 10 years of experience in the field of ICT or telecommunications. 	
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	CV's 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 US Dollars	
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	An estimate of the number of man days per team member required to complete the task.	
8.2.3	An overall fee for each phase/activity/deliverable excluding costs for mobile packages and calls.	
8.2.4	A daily fee rate per team member, based on a daily rate inclusive of all the expenses, except for flight tickets to Bahrain and accommodation (hotel) in Bahrain.	
9	Has the proposal been arranged in 2 separate submissions as below:	

Request for Proposals - Quality of Service

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)	
10	Was the proposal delivered before the deadline set in this RFP to: Mr. Mohammed Nasser Telecommunications Regulatory Authority (TRA) 5 th Floor, Building No. 852 Road No. 3618 Seef 436 P.O. Box 10353 Manama, Kingdom of Bahrain e-mail: consultancy@tra.org.bh	

Signed

Date.....

Annex E: Minimum Key Performance Indicators

Voice: (percentage)

Call set up and held for 2 minutes

Very good level of quality

Acceptable level of quality

SMS: (percentage)

SMS received within 2 minutes

SMS received within 30 seconds

MMS: (percentage)

MMS received within 5 minutes

MMS received within 2 minutes

FTP, Web and emails (percentage):

Connection within 1 minute

Connection within 10 seconds

Successful data transfer

Billing: