



**VANUATU TELECOMMUNICATIONS/ICT TECHNICAL ASSISTANCE PROGRAM
PACIFIC REGIONAL INFRASTRUCTURE FACILITY GRANT No. TF014458
CONSULTING SERVICES**

REQUEST FOR EXPRESSIONS OF INTEREST

Individual Consultants – Quality of Service Measurement Expert

Role

The Government of Vanuatu has received financing from the World Bank toward the cost of the Telecommunications/ICT Technical Assistance Program, and intends to apply part of the proceeds for consultant services; in this case the services of a **Quality of Service Analyst (QoS) Expert**.

As Vanuatu develops its competitive and increasingly dynamic telecommunications and ICT sector with multiple operators, the Office of the Telecommunications and Radiocommunications Regulator (TRR) or Regulator¹ (also “Client”) requires support and assistance on a range of regulatory matters and development of appropriate instruments. Central to this is the desire to create modern and competitive Information and Communications systems and encourage a fair and free liberal ICT environment. Continuing good policy, sound regulation and cost effective projects are key to this success.

Vanuatu is a developing nation and in need of in-depth expertise in telecommunications and ICT regulatory issues. More specifically, is the need for expert knowledge and skill on **the conduct of telecommunications Quality of Service audits**. This includes sound understanding of ICT regulatory issues, the tools and skills essential to effectively respond to demand.

Expressions of interest are sought from Individuals (“Consultant”) with regulatory expertise in conducting QoS measurement – preferably in the Asia-Pacific region; to support TRR in performing these related duties and its powers and functions under the Act, and in accordance with the Universal Access Policy (UAP). The consultant will provide expert high-level support, guidance and must possess relevant and considerable wide ranging demonstrable experience to carry out all aspects of the work required by TRR.

In addition, the Consultant must have the ability and experience to provide specialist training to all regulatory staff in conducting QoS measurements covering all existing telecommunication services: voice, narrowband and broadband internet services. The end result is intended for a well-informed TRR team that understands all aspects of QoS measurements and their applicability to Vanuatu.

¹ Telecommunication & Radiocommunications Regulator (TRR) or Regulator are used interchangeably.

Interested and eligible individuals must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc. from firms and CV from individual consultants). Training & knowledge transfer in the form of on-site discussions and coaching may be required and appropriately scheduled with the Expert.

The objectives of this Assignment include:

- a) A Review of current Guidelines and progressing to Regulation.
- b) Development of QoS standards with appropriate consumer specific parameters.
- c) Developing evaluation parameters or key QoS indicators and benchmark criteria of the network and service quality levels offered by mobile operators and ISPs.
- d) Performance of an objective assessment of QoS for public fixed telephone, public mobile telephone service and Internet access service or broadband Internet service.
- e) Development of Key QoS Indicators, setting out clearly what the QoS network performance indicators are and set targets suited to Vanuatu.
- f) Assisting the client to determine appropriate guidelines and standards for telecommunications equipment and devices aimed at achieving customer assurance.
- g) Developing a QoS reporting requirement for service providers to comply with; listing all required parameters as agreed with Operators or on the basis of negotiated/cooperative imposition on the Operators.
- h) Assisting the client to develop a method of collecting and interpreting QoS issues from the public, noting that TRR would work with Operators closely on this in the first instant.
- i) Assistance in identifying or developing a database or repository system to store and process QoS data.
- j) Conduct and assist in building in-house capacity, and in the acquiring of appropriate measurement tools, as necessary, to enable the Client in carrying out its QoS related functions.

Required Experience and Qualifications

The applicant should have the following combination of qualifications and experience:

- At least 8 years in the Telecommunications and ICT sector with relevant international and project experience;
- Particular technical and industry experience on QoS measurements, GSM mobile technology, UMTS mobile technology and Internet QoS;
- Experience with small developing island states and related working environment;
- Competency in capacity training,
- Ability to work with the TRR team.

Demonstrated and relevant technical know-how including capacity building and developmental skills, ethical judgment, advanced communication skills, highly motivated, flexible, team player, and problem solving skills. Experience working in a Pacific Island country would be an advantage.

Submissions

The Consultant will be selected in accordance with the selection based on Individual Consultants (IC) procedures as set out in the World Bank's [*Guidelines: Selection and Employment of Consultants by World Bank Borrowers*](#) (January 2011 edition).

Interested persons may obtain the Terms of Reference at the following address below during office hours *0800-1700 hours, Monday to Friday, Vanuatu Time*.

Expressions of interest must be delivered to the address below by Close of Business at 4.30pm **Friday, 18th July 2014**.

**TO: EOI – Quality Of Service Analyst and Expert
Telecommunications & Radiocommunications Regulator**

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