



**TCI Telecommunications Commission
Request for Quote
RFQ 2020-2**

Published Date: January 17, 2020

Development of Telecommunications Emergency Preparedness and Response Policy

Background

In October 2017, Digicel filed a complaint with the Commission regarding certain alleged conduct by Flow during the immediate aftermath of Hurricane Irma in September 2017. In the complaint, Digicel claimed that the network outage it suffered at the time was deliberately caused by Flow and it also claimed that Flow's actions in this regard were anti-competitive, in breach of the Interconnection Regulations as well as reckless and undertaken without regard for the welfare of the public. As relief, Digicel had requested that the Commission impose obligations on Flow to provide access to certain services on terms and conditions, subject to the Commission's approval. Digicel and Flow were provided with the opportunity to provide several rounds of comments and reply comments on matters relating to Digicel's complaint.

After considering the parties' submissions, the Commission issued a decision on Digicel's complaint in October 2018 (DN 2018-6). Part of this decision required that Digicel and Flow jointly develop an Emergency Preparedness Agreement (EPA) that encompasses a telecommunications network capacity backup plan, together with implementation measures that would be in place in times of national emergencies, including those resulting from severe weather events.

Since both service providers were unable to produce the EPA, the Commission now has taken on the responsibility for this task and will be tendering an RFQ for the EPA. In addition to the EPA, the Commission has also determined that a more comprehensive Telecommunications Emergency Preparedness and Response Policy (TEPRP) for the TCI is needed. Therefore, this tender notice is requesting services for the development of the TEPRP.

Request for Quote

The Commission is requesting quotes to assist with the development of a **Telecommunications Emergency Preparedness and Response Policy** for TCI, including consideration for telecommunications networks resiliency, security and emergency preparedness and response matters, and initiate a public consultation on the proposed policy and its implementation.

Scope of Work

TCI Telecommunications Commission TEPRP Adviser – Scope of Work/ Responsibilities & Qualifications

- Making recommendations to the TCI Telecommunications Commission on aspects relating to Emergency Preparedness and Response Policy;
- Acting as an expert advisor for ensuring the effective development and implementation of TEPRP within deadlines set by the TCI Telecommunications Commission in consultation with the Emergency Preparedness and Response Policy Working Group (EPRPWG);
- Acting as a catalyst for discussion, cooperation and interworking between operators/ stakeholders regarding the development and implementation of TEPRP;
- Attend all meetings, either in person or via videoconference, as well as attend meetings on pertinent matters relating to TEPRP from time to time as may be required;
- Provide the EPRPWG with technical and other experience and expertise in the regulatory and industry matters relating to the development and implementation of TEPRP. Such expertise should include, but is not limited to:
 - Providing evidence of relevant documentation. Developing/ providing proven TEPRP documentation and templates and supporting the adaptation for effective use in the TCI TEPRP;
 - Making recommendations of technical and other solutions based on identified needs; and
 - Identification and recommendation of international best practices relating to TEPRP where appropriate. And
- Upon request, provide technical and other expert assistance to the Commission on any regulatory measures which the TCI Telecommunications Commission is required to make in relation to Telecommunications Emergency Preparedness and Response Policy.

Key Deliverables

The consultant will be responsible for delivering the following activities and deliverables to progress the Telecommunications Emergency Preparedness and Response Policy.

- Prepare TEPRP consultation framework and support the TCI Telecommunications Commission to complete the regulated stakeholder consultation process;
- Establish the Telecommunications Emergency Preparedness and Response Policy;
- Develop and agree the TEPRP Implementation Schedule & Agree Key Programme Milestones; and
- Advise and assist the development aligned functional requirements for TEPRP.

Qualification Requirements

- At least five years' experience of providing TEPRP consultancy or advisory services to regulators and/ or operators;
- Provided policy advisory services to stakeholders in at least five similar island or small population jurisdictions in the past five years – client references will be required; and
- No conflict of interest with TCI operators and any other interested stakeholders.

Proposal Submission

- The deadline date for submission is **January 30, 2020, at 4:00 PM;**
- All prices tendered must be in United States Dollars (US\$) including all discounts, applicable fees, and charges (TCI taxes and duties do not apply);
- All proposed prices must be valid for at least ninety (90) calendar days from the proposal submission date;
- Tenderers are required to submit a copy of their current Business Licence Certificate in the appropriate class of business; and
- All queries and clarifications regarding this tender shall be submitted via e-mail, and directed to:

Kenva Williams
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Please note the Commission reserves the right to accept or reject any tender/ proposal received.