



REQUEST FOR PROPOSAL

FOR

**CONSULTANCY SERVICES TO PREPARE A TECHNICAL AND
FINANCIAL PROPOSAL ON PHASE TWO OF THE IMPLEMENTATION
OF NUMBER PORTABILITY IN THE TURKS AND CAICOS ISLANDS**

PUBLIC NOTICE 2024-1

13th February 2024

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INTRODUCTION

This **Public Notice 2024-1**, Request for Proposal (RFP) relates to **Consultancy Services to prepare a technical and financial proposal to assist/advise the Turks and Caicos Islands (“TCI”) Telecommunications Commission (“the Commission”) on the Phase Two project including to implement and launch the mobile and fixed NP service (collectively termed Local Number Portability (LNP)) into the TCI telecommunications market.** It outlines the general requirements; scope of services and proposal instructions are being issued for eligible consultants to submit proposals in response to the published Proposal notice.

The full set of Proposal Documents consists of the following:

- a. Published Proposal Notice
- b. SCOPE OF SERVICES
- c. PART A: PROPOSAL INSTRUCTIONS
- d. PART B: GENERAL REQUIREMENTS
- e. PART C: PROPOSAL EVALUATION
- f. PART D: CONTRACT AWARD
- g. APPENDIX 1: PROPOSAL EVALUATION CRITERIA
- h. APPENDIX 3: PROPOSAL RESPONSE FORM

Proposals in conformity with all elements of **Appendix 1: Proposal Evaluation Criteria** must be included in the technical and financial submission files included in the soft copy/ email submission requirements stipulated PART A: PROPOSAL INSTRUCTIONS.

BACKGROUND

The Commission – Terms of Reference

1. Mandate

To ensure that all consumers and businesses in the Turks and Caicos Islands have access to quality telecommunications services, at reasonable rates, in a full competitive marketplace.

2. Primary linkages

The Consultant should link with and work closely with:

- the Commission
- network carriers and service providers
- other Government and Non-Government stakeholders

SCOPE OF SERVICES

Consultancy to support the Commission to prepare, develop, implement and launch the TCI mobile and fixed NP service (collectively termed Local Number Portability (LNP)) into the TCI telecommunications market. The overall TCI LNP programme has been split into two separate and distinct phases.

Phase One – LNP feasibility, consultation, development and programme launch support – Now completed.

Phase Two – LNP service implementation and launch support

This RFP covers the scope and deliverables for Phase Two.

A separate RFP was issued for Phase One of the TCI LNP programme and this assignment was awarded to Cenerva Limited. Phase One of the TCI LNP programme has now been completed. Following the LNPWG's assessment and subsequent recommendations submitted to the Commission, PXS. B.V has been selected as the preferred central LNP clearinghouse provider and contract negotiations are ongoing between PXS B.V and the TCI fixed and mobile operators.

Project Description

This phase of the project will utilize the services of a consultant to support the Commission and the TCI LNP stakeholders to efficiently progress the implementation, launch and stabilisation of the TCI service.

The Consultant will use the deliverables produced in Phase One of the Project and support the LNP Working/ Steering Groups (comprising the Commission and key TCI LNP stakeholders) to select the central LNP clearinghouse provider, progress agreement of key LNP commercial and technical functions, support the development of technical routing and porting specifications and the development and delivery of public awareness and consumer education activities. The Consultant will periodically assess the readiness preparations of each LNP Stakeholder and will supervise the timely completion of inter-operator routing, porting and end-2-end testing. Following the launch of the TCI LNP service, the Consultant will advise the Commission during the LNP service stabilization period.

Geographic Areas to be covered

The inhabited islands and cays of the TCI.

Target Group

The target group comprises domestic telecommunications network carriers and service providers and regulatory agency in the TCI.

Specific Activities

The Consultant will be required to undertake the following activities: –

Phase Two

- (i) advising and supporting the Commission and the multi-stakeholder working group to progress the implementation activities necessary to prepare for the launch of the TCI LNP service, including;
 - a. Contracting of the LNP clearinghouse
 - b. completion of LNP commercial activities
 - c. progressing technical interworking and testing and operational specifications
 - d. development and delivery of public awareness and consumer education activities
- (ii) managing the central TCI programme plan and provide regular progress reports to the Commission
- (iii) advising and supporting the Commission in monitoring and managing the stakeholder LNP readiness preparations;

- (iv) co-ordinating the inter-operator routing, porting and end-2-end testing activities;
and
- (v) supporting the launch and stabilisation of the LNP service.

3. Scope of Work

The Consultant agree to perform the Services and deliver a completed product to the Commission within the agreed time based on the following scope of works:

- (a) Making recommendations to the TCI Telecommunications Commission on aspects relating to Local Number Portability;
- (b) Acting as an expert advisor for ensuring the effective implementation of the LNP within deadlines set by the TCI Telecommunications Commission in consultation with the LNPWG;
- (c) Acting as a catalyst for discussion, cooperation and interworking between operators/ stakeholders regarding the implementation of the LNP service;
- (d) Attend all meetings of the LNPWG, either in person or via videoconference, as well as attend meetings of sub-groups that may be appointed by the LNPWG on particular matters relating to the LNP service from time to time as may be required;
- (e) Provide feedback on written proposals, notes and minutes as required by the Chair or project lead;
- (f) Provide the LNPWG with technical and other experience and expertise in the regulatory and industry matters relating to the implementation of the LNP service. Such expertise should include, but is not limited to:
 - (i) Using the LNP documentation and templates developed in Phase One of the Project to support the adaptation for effective use in the TCI LNP implementation programme, including, vendor contracting documents/frameworks, business rules, consumer code of conduct, inter-

- stakeholder contracts, licencing/regulatory frameworks/technical porting/routing specifications/test documents/schedules, programme management tools, etc.
- (ii) Making recommendations of technical and other solutions based on identified needs.
 - (iii) Identification and recommendation of international best practices relating to LNP where appropriate.
- (g) Upon request, provide technical and other expert assistance to the TCI Telecommunications Commission on any regulatory measures which the TCI Telecommunications Commission is required to make in relation to Local Number Portability service;
- (h) Assist the Chairman and TCI Telecommunications Commission's Project Lead in monitoring progress and ensuring completion of deliverables by the LNPWG, including:
- (i) Assistance in preparing relevant contracts and other documentation relating to acquisition of LNP services and solutions.
 - (ii) Provide and assist in adaptation of proven detailed readiness assessment templates to fully test the readiness of the LNP stakeholders.
- (i) Assist the TCI Telecommunications Commission and the LNPWG in monitoring progress by Licensees and LNP Vendors in LNP service implementation, and launch, including but not limited to:
- (i) Assist in ensuring that the NPWG has the technical and other expertise to achieve LNP service implementation and launch within the timeframes established.
 - (ii) Identification, recommendations, and assistance with proactive methods of monitoring progress by operators and vendors with deliverables.
 - (iii) Consult/support the establishment and management of the LNP programme governance framework, including project planning, risk and contingency assessment, resource management, and management/progress reporting.
 - (iv) Advise on the development of specific Fixed NP and Mobile NP implementation specifications, requirements, frameworks, and schedules.
 - (v) Advise on the development of the detailed TCI LNP programme schedule and key milestones.
- (j) Act as an advisor and provide project management support to the TCI LNP Steering Group, Working Group, and Sub-Groups, including:
- (i) Drafting accurate notes/minutes from LNPSG & LNPWG meetings and calls.
 - (ii) Developing and maintaining detailed cross-stakeholder central LNP implementation programme planning frameworks.
 - (iii) Developing and maintaining LNP programme action and risk registers.
 - (iv) Issuing regular LNP programme update reports.
 - (v) Developing and maintaining central LNP document library facilities.
 - (vi) Providing advice to the LNPWG, LNPSG, and other stakeholders as requested by the TCI Telecommunications Commission or the LNPWG or LNPSG.

- (k) Assist the TCI Telecommunications Commission/LNPWG in determining the most appropriate fixed and mobile service delivery requirements to support the implementation of LNP in TCI;
- (l) Support the management of the TCI LNP programme framework with all LNP stakeholders through managing structured working/review meetings and facilitating specialist workshops to address specific LNP issues/ challenges;
- (m) Support the TCI Telecommunications Commission with the engagement and creation of a collaborative working environment across the NPWG, NP stakeholders and Sub-Groups;
- (n) Facilitate the resolution of disputes and managing NP escalations where necessary;
- (o) Gain in-depth understanding of TCI telecoms market and operators/players and drivers;
- (p) Gain familiarity of the TCI Telecommunications Commission organisation, systems and processes; and
- (q) Other activities/responsibilities to be agreed between the TCI Telecommunications Commission and the Consultant.

4. Responsibilities/Key Deliverables

Details of Services to be delivered under the Agreement

The consultant will be responsible for delivering the following activities and deliverables to progress the launch of the TCI LNP programme and development of the TCI LNP service:

- (a) Advise and support the Commission and the multi-stakeholder working group to progress the implementation activities necessary to prepare for the launch of the TCI LNP service
- (b) Oversee the contracting of the LNP clearinghouse
- (c) Support the completion of LNP commercial activities
- (d) Manage the development of technical interworking and testing and operational specifications
- (e) Support the development and delivery of public awareness and consumer education activities
- (f) Manage the central TCI programme plan and provide regular progress reports to the Commission
- (g) Support the Commission in monitoring and managing the stakeholder LNP readiness preparations;
- (h) Co-ordinate the inter-operator routing, porting and end-2-end testing activities; and
- (i) Supporting the launch and stabilisation of the LNP service.

PROJECT MANAGEMENT

Responsible Body

TCI Telecommunications Commission

Management Structure

This Consultancy will be owned by the Commission, who will be responsible for the overall management of the Project.

The Commission will be responsible for the day to day supervision/management of the consultancy and will serve as the communication interface with the Consultant.

Facilities to be provided by the Contracting Authority and/or Other Parties

The Commission shall: -

- (i) Notify relevant stakeholders about the execution of the Project;
- (ii) Facilitate formal introductions, as necessary, between the consultant and government officials;
- (iii) Provide access to relevant internal documentation required for the execution of the Project.
- (iv) Request that the network carriers and service providers provide information required for the execution of the Project.

Logistics and Timing

Location

The operational base of the Consultant/(s) will be the home base. The Consultant is expected to periodically contact the Commission electronically throughout the duration of the contract and shall interact with the Director General of the Commission. It is envisaged that the Consultant will periodically visit the Turks & Caicos Islands (TCI) to support key LNP programme implementation and launch activities.

Commencement Date and Period of Implementation

The overall TCI LNP project started in the second quarter of 2021 and is expected to be completed within forty eight (48) months.

Phase Two of the TCI LNP project will begin in the first quarter of 2024 and to be completed within twelve (12) to fifteen (15) months.

REQUIREMENTS

Personnel

Key Experts

All experts who have a direct crucial role in managing the contract are referred to as key experts. Ideally, a multi-disciplinary team of consultants should undertake the project preferably with international experience in NP implementation.

(a) Number Portability Expert

General Professional Experience:

- (i) At least five years' experience of providing NP consultancy or advisory services to regulators and/or operators;
- (ii) Provided NP advisory services to stakeholders in at least five similar island or small population jurisdictions in the past five years – client references will be required;
- (iii) Excellent written and oral communication skills in English; and
- (iv) No conflict of interest with TCI operators and any other interested stakeholders.

Support Staff and Backstopping

Backstopping costs are considered to be included in the fee rates. The costs of support staff must be included in the fee rates of the experts.

Office Accommodation

The Consultant would provide office accommodation and services for his/her activities in his/her country of origin for work done other than during visits to the TCI. However,

wherever possible, if the consultant is not domiciled in the TCI, when on visits to the TCI, the Commission will provide office accommodation.

Facilities to be provided by the Consultancy

The Consultant shall ensure that experts are adequately supported and equipped. The Consultant shall ensure that there is sufficient administrative and services available to enable experts to concentrate on their primary responsibilities.

Equipment

No equipment is to be purchased on behalf of the Commission as part of this service contract or transferred to the Commission.

REPORTS

Reporting Requirements

The Consultant will provide monthly LNP project progress reports to a format to be agreed with the Commission.

MONITORING AND EVALUATION

The monitoring and evaluation of performance under the Consultancy will be in accordance with the following indicators:-

- (ii) Compliance with the schedule for the submission of reports on the outputs of the project as outlined above;
- (iii) Adherence to the norms of professional research, for example – accuracy, objectivity, and cogency of analysis;
- (iv) Consistency; and
- (v) relevance of the recommendations.

Special Requirements

None.

PART A: PROPOSAL INSTRUCTIONS

Proposal Submission

1. Proposals shall be submitted as follows:

Soft Copy Submission

An email titled “PROPOSAL FOR TCI NUMBER PORTABILITY PHASE TWO CONSULTANCY SERVICES” containing both the technical proposal and commercial offer as separate attached files (protected or encrypted PDF).

BOTH ATTACHED FILES SHOULD BE PASSWORD PROTECTED WITH DIFFERENT PASSWORDS AND THE PASSWORDS FOR EACH FILE SHOULD BE SENT IN ONE SEPARATE EMAIL.

Both emails should be sent to - Kenvawilliams@tcitelecommission.tc

2. It is the Proposers responsible for ensuring their proposals are complete and reaches the specified email address as stated in this RFP document no later than **4:00 P.M.** Turks and Caicos Island time, **Friday, 15 March 2024.**
3. It is the Proposer responsibility to ensure that their proposal is received on or before the timestated for closing of proposals. Proposals received after the submission deadline will be rejectedand returned by email unopened.
4. Proposals shall be submitted in English.
5. Proposals must follow the sequence outlined below in organising the submission:
 - i. Cover Letter
 - ii. Cover Page
 - iii. Table of Contents
 - iv. Proposal Evaluation Criteria (**Appendix 1 -Prequalification, completed**)
 - v. Proposal Response Form (**Appendix 2, completed**)
 - vi. Technical Proposal
 - vii. Financial Proposal
 - viii. Any Other Supporting Information

The Prequalification Requirements and the Technical Proposal must follow the sequence of the requirements in **Appendix 1: Proposal Evaluation Criteria.**

6. All prices proposed must be in United States Dollars (US\$) including all discounts and applicable fees and charges, if applicable (TCI taxes and duties do not apply).
7. All proposal prices must be valid for at least **ninety (90)** calendar days from the proposal submission date.
8. All queries and clarifications regarding this RFP shall be submitted in writing, preferably via e-mail, and directed to:
 - Mr. Kenva Williams
 - Director General
 - TCI Telecommunications Commission
 - Tel: (649) 946-1900
 - e-mail: Kenvawilliams@tcitelecommission.tc
9. The deadline date for the submission of queries and requests for clarification, is no later than **ten (10)** calendar days before the proposal submission date. Responses to queries will be circulated to all parties who obtained the proposal documents in the form of an addendum. All addenda issued by the Commission prior to the proposal submission date shall be attached to and shall form part of the proposal.
10. Proposals shall be submitted based on the services and terms of reference outlined in the RFP.
11. **Information and Descriptive Literature:** Submissions must furnish all information requested in the RFP.
12. **Proposal Submittal Costs:** All costs associated with the submission of the proposal are the sole responsibility of the proposer. The Commission shall in no way be liable or obligated for any costs accrued to the proposer in submitting the proposal.
13. **Scope of Services:** Proposers are not allowed to submit alternative proposals.
14. **Duration of Assignment:** The assignment is expected to run for a period of twelve (12) months.

15. **Reporting:** For the duration of the project, the Consultant will report to the Director General.
16. **Finance and Payments:** The Proposer should submit a proposal giving the inputs of each team member multiplied by their rate to give a value of the total proposal cost. The rate should include all costs and overheads; no additional costs will be paid. An estimate of expenses such as airfare and accommodation should be detailed separately. The payment schedule will be negotiated between the preferred bidder and the Commission.
17. **Subcontractors:** The Proposer may not sublet or subcontract any of the contractual obligations concerning this proposal except with the written acknowledgement of the Commission.
18. Proposers shall have no interest in any proposal other than their own, and they shall have no connection with any person, firm or corporation making a proposal for the same assignment.
19. Proposers shall also note that:
- Incomplete proposals and those that do not comply with the Scope of Services or do not conform to the RFP may be subject to rejection and disqualification.
 - The Commission may declare the proposal void when none of the proposals comply with the RFP and/or scope of services or when it is evident that there has been a lack of competition and/or that there has been collusion amongst Proposers and/or other parties.
 - The Commission is not bound to accept the lowest proposal and reserves the right to accept and reject any proposal received.

PART B: GENERAL REQUIREMENTS

20. These general guidelines apply to all services specified in this proposal package.
21. **Conditions:** The preferred bidder shall be responsible for delivering the services according to the scope of services included in the proposal document.
22. **Service Requirements:** It is the responsibility of the preferred bidder to ensure that services are delivered in accordance with the requirements of the RFP.

PART C: PROPOSAL EVALUATION

23. This Section refers to the criteria that will be used by the Evaluation Panel to evaluate and qualify Proposers. The Proposer shall provide the information requested for consideration in the evaluation process. Omission of information may result in disqualification or the Proposer not being considered further in the proposal process.
24. In the event of disqualification of the bid, the Commission may proceed to the next substantially responsive proposal.
25. All contact between the Proposer and the Commission during the evaluation period should be initiated by the Commission. Any unsolicited contact initiated by the Proposer during this period may be construed as an attempt to influence the evaluation process and may result in this proposal being disqualified.

Eligibility Criteria

26. Proposers will be required to meet the eligibility criteria in **Appendix 1: Proposal Evaluation Criteria** to qualify and for their proposals to be evaluated. Failure to meet or satisfy these eligibility requirements may be deemed non-responsive and may result in the proposal not being considered for further evaluation. Having met the eligibility requirements, responsive proposals will be evaluated on their technical and price proposals in accordance with the criteria outlined in **Appendix 1: Proposal Evaluation Criteria**. Omission of required information may result in the proposal being disqualified or not being considered further as appropriate.
27. **Appendix 2: Proposal Response Form** provides the price proposal format for submission.

PART D: CONTRACT AWARD

28. Subject to the evaluation of the proposals, the Commission will award the Contract to the Proposer whose proposal has been determined to be substantially responsive. This Proposer shall be invited for further negotiations.
29. The Commission does not bind itself to accept the lowest priced proposal.
30. The Commission reserves the right to annul the proposal process and reject all proposals at

any time prior to award of the Contract, without thereby incurring any liability to the affected Proposer(s) on the grounds for the actions of the Commission.

31. Prior to the expiration of the bid validity period, the Commission will notify the preferred bidder in writing as to whether the Commission is considering their proposal and wishes to negotiate details of the Contract in accordance with the General Requirements and Scope of Services of this RFP.
32. The preferred bidder will be required to enter into a Contract approved by the Commission.
33. The Contract will be administered by the Commission.
34. The Commission reserves the right to annul a notice of award of Contract, without liability, if during contract negotiations the preferred bidder (i) proposes any change substantially different from that contained in the Request for Proposal or (ii) is unable to comply with any pre-condition to execution of the Contract.
35. The Commission reserves the right to terminate the Contract by written notice if the Consultant fails to meet the terms and conditions of the Contract.

APPENDIX 1: PROPOSAL EVALUATION CRITERIA

Prequalification

No.	Requirement		Yes	No
1.	I have enclosed a copy of current Business Licence Certificate in the appropriate class of business (or receipt of payment).	Required	<input type="checkbox"/>	<input type="checkbox"/>
2.	I have enclosed a copy of Certificate of Good Standing (for TCI Limited Companies) or Certificate of Registration (for other TCI based Proposers) or Incorporation Documents showing the country and date of incorporation and Certificate of Good Standing [or equivalent in home country] (for Proposers not based in the TCI).	Required	<input type="checkbox"/>	<input type="checkbox"/>
3.	I have enclosed a full listing of the Directors and/or Principals of the Company.	Required	<input type="checkbox"/>	<input type="checkbox"/>
4.	I certify that neither I nor any of the other Directors or Principals of the Company have any conflict of interest (actual or perceived , <i>as defined by the TCI Code of Conduct issued by the Integrity Commission</i>) within this proposal. If yes, details are submitted.	Required	<input type="checkbox"/>	<input type="checkbox"/>
5.	I certify that no Contracts with the Company have been cancelled for non-performance in the last 5 years.	Required	<input type="checkbox"/>	<input type="checkbox"/>
6.	I declare that no bankruptcy or insolvency proceedings are held against the Company or its Principals.	Required	<input type="checkbox"/>	<input type="checkbox"/>
7.	I declare that there is no ongoing or pending litigation against the Company or the Principal(s).	Required	<input type="checkbox"/>	<input type="checkbox"/>
8.	I have enclosed proof of Financial Position in the form of reference letter, no older than six (6) months, from banking/financial institution as evidence of good financial standing.	Required	<input type="checkbox"/>	<input type="checkbox"/>
9.	I have included suggestions, recommendations, and suitable solutions to problems with supplying the contracted Services.	Optional	<input type="checkbox"/>	<input type="checkbox"/>
10.	I have included any other supporting information that will justify my proposal prices.	Optional	<input type="checkbox"/>	<input type="checkbox"/>

I certify that I have read the whole of the Request for Proposal, and that the above information is true and correct.

Signature of Principal of Company: _____ Date: _____

Name: _____ Capacity: _____

Telephone Number: _____ e-mail: _____

Technical Evaluation

The Criteria, and point system for the evaluation of the Full Technical Proposal are:

Description	Maximum Points
Demonstrate that the company has sufficient equipment, labor, expertise, and other resources to execute the consultancy in a timely manner.	30
Ability to deliver services as required by the Commission.	21
Total points for this Section	51

The Total Score assigned to the Technical Criteria is **fifty-one (51) points**. Proposers will be required to meet a minimum technical score of **thirty-four (34) points**. No proposal will be considered with a technical score of less than **thirty-four (34) points**.

Financial Criteria

The Financial Criteria will be evaluated according to the following formula and table format below. The total score assigned to the Financial Criteria is **forty-nine (49) points**.

$$\frac{\text{Lowest bid price submitted for services}}{\text{Proposer's Bid Price for services}} \times 49 = \text{Financial Score (Y) awarded to}$$

No	Proposer	Bid Price	Corrected Bid Price	Financial Score (Y)

Overall Score

This overall score (out of 100) will be calculated by combining the total scores from the technical and price evaluations.

No	Proposer	Met Pre-qualification Criteria	Original Price US\$	Corrected Price US\$	Technical Score (X)	Financial Score (Y)	Total Score (X) + (Y)	Ranking

The preferred bidder is the Proposer with the highest overall score whilst meeting the minimum technical requirements above. A contract will be negotiated with the preferred bidder. If a contract cannot be negotiated with that bidder then the next highest overall score meeting the minimum technical requirements above will be selected as the preferred bidder until such time as a contract is agreed.

APPENDIX 2: PROPOSAL RESPONSE FORM

To: Kenva Williams
Director General
TCI Telecommunications Commission
Tel: (649) 946-1900
Email: Kenvawilliams@tcitelecommission.tc

From:

2. I/We have examined the Request for Proposal, and hereby offer to provide **Consultancy Services to prepare a technical and financial proposal to assist/advise the TCI Telecommunications Commission on the end to end project including to consult, develop, implement and launch the mobile and fixed NP service (collectively termed Local Number Portability (LNP)) into the TCI telecommunications market**, in accordance with the Proposal Documents and Scope of Services. Below is the cost summary and attached is the detailed costed Financial Proposal.

CONSULTANCY	BID PRICE (US\$)
Consultancy Services to prepare a technical and financial proposal to assist/advise the TCI Telecommunications Commission on the end to end project including to consult, develop, implement and launch the mobile and fixed NP service	
OTHER COSTS	
TOTAL BID PRICE (US\$)	

3. I/We acknowledge this offer will remain open for acceptance by you for a period of **ninety (90)** calendar days from the closing date for receipt of proposals. The full proposal package is now enclosed along with supporting documentation.
4. I/We acknowledge that the Commission is not obliged to accept the lowest or any offer and that this contract award procedure may be cancelled by you.
5. I/We acknowledge that all costs and expenses incurred by us in producing and submitting this offer will be borne by us in full.
6. I/We undertake to treat the details of this offer as private and confidential.
7. I/We acknowledge that no part of these documents may be transmitted by us to a third party.

8. Prices quoted are inclusive of all applicable fees and charges associated with the provision of the service(s).

9. Indicate proposed **Commencement Date:** _____

10. Proposed Payment Terms:

.....
.....

I/We acknowledge the Commission reserves the right to accept any proposal submitted in whole or in part or reject any or all proposals or to award the work in one or more contracts and to waive any irregularities.

I/We further acknowledge this proposal is irrevocable, made for good consideration and acceptance thereof by the Commission and shall be binding on the undersigned from the date of acceptance.

Print Name..... Signature of Proposer.....

in the capacity of Date: 2024

On behalf of (Name of Company)

Address.....
.....
.....

Telephone..... Fax No.....

E-mail.....