

**EASTERN CARIBBEAN TELECOMMUNICATIONS
AUTHORITY**

REQUEST FOR PROPOSALS

**Title of Consulting Services: *Database, Data Collection Portal and
Visualization Solution Project***

July 20th 2020

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Section 1. Letter of Invitation

Gros-Islet, Saint Lucia
July 20th 2020

Dear Consultant,

1. The Eastern Caribbean Telecommunications Authority (ECTEL) invites proposals to provide the following consulting services:

Database, Data Collection Portal and Visualization Solution Project for ECTEL Member States.

2. Proposals must be submitted to The Managing Director of ECTEL at the address below by 4:30 p.m. Saint Lucia time on Friday, August 28th 2020:

The Managing Director
Eastern Caribbean Telecommunications Authority (ECTEL)
Level 5, Baywalk Mall
P.O. Box BW395
Gros Islet, LC01 601
Saint Lucia

Tel : 1 758-458-1701
Fax : 1758-458-1698
Email : procurement@ectel.int
Web site : www.ectel.int

3. A Consultant will be selected based on the quality of the proposal and procedures described in this Request for Proposal (RFP).
4. The RFP includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Instructions to Consultants
 - Section 3 - Technical Proposal - Standard Forms
 - Section 4 - Financial Proposal - Standard Forms
 - Section 5 - Terms of Reference

Yours sincerely,

.....
Andrew Millet
Managing Director

Section 2. Instructions to Consultants

- 1. Introduction**
- 1.1 ECTEL will select a Consultant (the Consultant) from those submitting proposals in response to the Request for Proposal (RFP).
- 1.2 Consultants are invited to submit a Simplified Technical Proposal and a Financial Proposal for the consulting services. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultant.
- 1.3 Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation.
- ECTEL is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultants.
- Conflict of Interest**
- 1.4 ECTEL requires that Consultants provide professional, objective, and impartial advice and at all times hold ECTEL’s interests paramount; strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.
- 1.4.1 Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of ECTEL, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.
- Only one Proposal**
- 1.5 Consultants may only submit one proposal. If a Consultant submits or participates in more than one proposal, such proposals shall be disqualified. However, this does not limit the participation of the same Sub-Consultant, including individual experts, to more than one proposal.
- Proposal Validity**
- 1.6 Consultants’ Proposals must remain valid for **sixty (60) days** after the submission date. During this period, Consultants shall maintain the availability of Professional staff nominated in the Proposal. ECTEL will make its best effort to complete negotiations within this period. Should the need arise however, ECTEL may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension

shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Consultants could submit new staff in replacement, who would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their Proposals.

2. Clarification and Amendment of RFP Documents

2.1 Consultants may request a clarification of any of the RFP documents up to **five (5) days** before the proposal submission date. Any request for clarification must be sent in writing, by standard electronic means to **The Managing Director** of ECTEL at procurement@ectel.int. ECTEL will respond in writing, by standard electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Consultants. Should ECTEL deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under para. 2.2.

2.2 At any time before the submission of Proposals, ECTEL may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals ECTEL may, if the amendment is substantial, extend the deadline for the submission of Proposals.

3. Preparation of 3.1 Proposals

The Proposals (see para. 1.2), as well as all related correspondence exchanged by the Consultants and ECTEL, shall be written in the English language.

3.2 In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

Technical Proposal Format and Content

3.3 Consultants are required to submit a Simplified Technical Proposal. The Simplified Technical Proposal shall provide the brief description of the approach, methodology and work plan for performing the assignment and the CV of the proposed staff who will undertake the assignment. The Technical proposal shall be submitted using the attached forms (Section 3)

3.4 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial

- information may be declared non-responsive.
- Financial Proposals** 3.5 The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment, including (a) remuneration for staff and (b) reimbursable expenses. If appropriate, these costs should be broken down by activity and, if appropriate, into foreign and local expenditures. All activities in the Technical Proposal shall be assumed to be included in the final prices for the Financial Proposal.
- Taxes** 3.6 The Consultant may be subject to local taxes (such as: value added or sales tax, social charges or income taxes on non-resident Foreign Personnel, duties, fees, levies) on amounts payable by ECTEL under the Contract.
- 3.7 Consultants must express the price of their services in **Eastern Caribbean Dollars**.
- 4. Submission, Receipt, and Opening of Proposals** 4.1 The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Consultants themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4.
- 4.2 An authorized representative of the Consultants shall initial all pages of the original Technical and Financial Proposals.
- 4.3 The Technical Proposal shall be marked “ORIGINAL” or “COPY” as appropriate. The Technical Proposals shall be sent to the addresses **referred to in para. 4.5** and in the number of copies as follows:
- Consultants must submit the original and **two (2) copies** of the Technical Proposal, and the original of the Financial Proposal.
- All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.
- 4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL”. Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” followed by the name of the assignment, and with a warning “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.” The envelopes containing the Technical and

Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, “DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE *[insert the date of the submission deadline]*”. ECTEL shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive and will be rejected.

- 4.5 The Proposals must be received by ECTEL no later than **Friday, March, 2020 at 4:30 pm Saint Lucia time** at the following address:

The Manager Director
Eastern Caribbean Telecommunications Authority (ECTEL)
Level 5, Baywalk
P.O. Box BW395
Rodney Bay
Gros Islet, LC01 601
Saint Lucia

Any proposal received by ECTEL after the deadline for submission shall be returned unopened.

The Consultant may withdraw its proposal any time after the proposal’s submission provided that signed written notice of the withdrawal is received by ECTEL prior to the closing date.

No proposal may be modified after the closing date for submission of proposals, unless ECTEL has issued an amendment to the RFP.

- 4.6 ECTEL shall open the Technical Proposal immediately after the deadline for their submission. The envelopes with the Financial Proposal shall remain sealed and securely stored.

5. Proposal Evaluation

- 5.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultants should not contact ECTEL on any matter related to its Proposal. Any effort by Consultants to influence ECTEL in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants’ Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

- 5.2 The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, and point system specified below. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score of seventy (70) points.

Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are:

	Points
(i) Specific experience of the Consultants relevant to the assignment:	10
(ii) Adequacy of the proposed methodology and work plan in responding to the Terms of Reference:	
a) Technical approach and methodology	25
b) Work plan	10
c) Organization and staffing	5
Total points for criterion (ii):	40
(iii) Key professional staff qualifications and competence for the assignment:	
a) Team Leader/ICT Expert	15
b) Data Visualization Specialist	10
c) Database Specialist	10
d) Web Development Specialist	10
Total points for criterion (iii):	45

The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub criteria and relevant percentage weights:

1) General qualifications	30%
2) Adequacy for the assignment	60%
3) Experience in Caribbean region	10%
Total weight:	100%

- | | |
|--|------------|
| (iv) Participation by nationals among proposed key staff | 5 |
| Total points for the four criteria: | 100 |

Opening and Evaluation of Financial Proposals

- 5.3 After the technical evaluation is completed, ECTEL shall inform the Consultants who have submitted proposals, of the technical scores obtained by their Technical Proposals, and shall notify those Consultants whose Proposals did not meet the minimum qualifying mark or were considered non responsive to the RFP and TOR, that their Financial Proposals will be returned unopened after completing the selection process.
- 5.4 The Financial Proposal of the Consultants who met the minimum qualifying mark will be inspected to confirm that they have remained sealed and unopened.
- 5.5 The Financial Proposal for the Consultant with the highest technical score shall be opened and the total price recorded. The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail.
- 5.6 The Consultant with the highest evaluated Technical Proposal will be invited for negotiations.

6. Negotiations

- 6.1 Negotiations will be held on a date to be agreed to by ECTEL and the selected Consultant. The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in ECTEL proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.

Technical negotiations

- 6.2 Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. ECTEL and the Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as “Description of Services”. Special attention will be paid to clearly defining the inputs and facilities required from ECTEL to ensure satisfactory implementation of the assignment. ECTEL shall prepare minutes of negotiations which will be signed by ECTEL and the Consultant.

- Financial negotiations** 6.3 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the local tax amount to be paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the firm’s tax liability in Saint Lucia, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services.
- Availability of Professional staff/experts** 6.4 Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, ECTEL expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, ECTEL will require assurances that the Professional staff will be actually available. ECTEL will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.
- Conclusion of the negotiations** 6.5 Negotiations will conclude with a review of the draft Contract. To complete negotiations ECTEL and the Consultant will initial the agreed Contract. If negotiations fail, ECTEL will invite the Consultant whose Proposal received the second highest score to negotiate a Contract.
- 7. Award of Contract** 7.1 After completing negotiations ECTEL shall award the Contract to the selected Consultant and promptly notify all Consultants who have submitted proposals. After Contract signature, ECTEL shall return the unopened Financial Proposals to the unsuccessful Consultants.
- 8. Confidentiality** 8.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal.

Section 3. Simplified Technical Proposal - Standard Form

- TECH-1 Technical Proposal Submission Form
- TECH-2 Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client
- TECH-3 Description of the Approach, Methodology and Work Plan for Performing the Assignment
- TECH-4 Curriculum Vitae (CV) for Proposed Professional Staff
- TECH-5 Work Schedule

FORM TECH-1 TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: **Managing Director**
Eastern Caribbean Telecommunications Authority (ECTEL)
Level 5, Baywalk Mall
P.O. Box BW395
Gros Islet, LC01 601
Saint Lucia

Dear Sir,

We, the undersigned, offer to provide the consulting services for **Database, Data Collection Portal and Visualization Solution Project** in accordance with your Request for Proposal dated **July 20th 2020** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than **[Insert Date.]**

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

**FORM TECH-2 COMMENTS AND SUGGESTIONS ON THE TERMS OF
REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED
BY THE CLIENT**

A - On the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point and incorporated in your Proposal.]

B - On Counterpart Staff and Facilities

[Comment here on counterpart staff and facilities to be provided by the Client according to Terms of Reference including: administrative support, office space, local transportation, equipment, data, etc.]

FORM TECH-3 DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (maximum of 5 pages, inclusive of charts and diagrams) divided into the following chapters:

- a) Technical Approach and Methodology,*
- b) Work Plan.*

a) Technical Approach and Methodology. Explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.

b) Work Plan. Propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-5.]

FORM TECH-4 CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

1. Name of Staff [*Insert full name*]: _____

4. Date of Birth: _____ **Nationality:** _____

5. Education [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____

6. Membership of Professional Associations: _____

7. Other Training [*Indicate significant training since degrees under 5 - Education were obtained*]: _____

8. Countries of Work Experience: [*List countries where staff has worked in the last five (5) years*]: _____

9. Languages [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: _____

10. Employment Record [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

12. Work Undertaken that Best Illustrates Capability to Handle the Assignment

[*Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks outlined in the Terms of Reference.*]

Name of assignment or project: _____

Year: _____

Location: _____

Client: _____

Main project features: _____

Positions held: _____

Activities performed: _____

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____
[Signature of staff member or authorized representative of the staff] *Day/Month/Year*

Full name of authorized representative: _____

FORM TECH-5 WORK SCHEDULE

N°	Activity ¹	Weeks ²												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
n														

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals.
- 2 Duration of activities can be indicated in the form of a bar chart.

Section 4. Financial Proposal - Standard Forms

[Comments in brackets [] provide guidance to the shortlisted Consultants for the preparation of their Financial Proposals; they should not appear on the Financial Proposals to be submitted.]

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

FIN-1 Financial Proposal Submission Form

FIN-2 Breakdown of Costs

FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: *Eastern Caribbean Telecommunications Authority (ECTEL)*
P.O Box BW395,
Gros Islet, Saint Lucia

Dear Sirs:

We, the undersigned, offer to provide the consulting services for **Database, Data Collection Portal and Visualization Solution Project** for the ECTEL Member States in accordance with your Request for Proposal dated and our Technical Proposal. Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*¹]. This amount is exclusive of the local taxes, which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

No Commissions and gratuities have been or to are to be paid by us to agents relating to this Proposal and Contract execution.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

¹ Amounts must coincide with the ones indicated under Total Cost of Financial proposal in Form FIN-2.

FORM FIN-2 Breakdown OF COSTS

Item	Quantity	Unit	Unit Cost	Total
Remuneration				
Reimbursable Expenses				
Total costs of Financial Proposal				

Currency of Financial Proposal should be clearly stated in Eastern Caribbean Dollars.

Section 5. Terms of Reference

Eastern Caribbean Telecommunications Authority Terms of Reference

Consultancy: *Database, Data Collection Portal and Visualization Solution Project*

Background

The Eastern Caribbean Telecommunications Authority (ECTEL) was established by Treaty signed by the Commonwealth of Dominica, Grenada, St. Kitts and Nevis, Saint Lucia and St. Vincent and the Grenadines on May 4, 2000 in St George's Grenada. ECTEL is a regional regulatory body with a legal mandate to provide recommendations and advice on Telecommunications matters to the National Telecommunications Regulatory Commissions (NTRCs) in the Contracting States.

As a regional regulatory authority for the electronic communications sector in the Member States, ECTEL coordinates with the National Telecommunications Regulatory Commissions (NTRCs) to collect data for monitoring and reporting on the sectors' performance. ECTEL maintains a comprehensive database on data collated from the service providers operating within the sector and prepares the Annual Electronic Communications Sector Review Report. This annual review presents the performance and economic contribution of the sector, as well as, the deployment and use of electronic communications infrastructure in the ECTEL Member States. It provides a summary of the performance of the sector using a number of economic and statistical indicators which include sector revenue, investment and service penetration.

The data collected also allows for comparative analysis year on year, among Member States, regionally and internationally as well. Government ministries, investors, international agencies such as the International Telecommunication Union (ITU) and the general public also utilize the data collected by ECTEL and the NTRCs.

Objectives

The objectives of the assignment are to:

1. design and develop a database to house and simplify the management of ICT data collected from licensed electronic communications service operators;
2. design and implement an online portal for collection of ICT indicators from licensed electronic communications service operators;
3. design and implement an online data visualization platform to be used for collation and analysis of data and the display of ICT indicators on the websites of ECTEL and the NTRCs;

4. develop a user and administration manual for the system administration and functional use processes; and
5. conduct training sessions and provide training materials for designated users of the system.

Scope of Services and Tasks

The consultant shall undertake the tasks outlined below. In carrying out the tasks, the consultant shall identify and assess important issues that should be addressed in the assignment and discuss these issues with ECTEL.

The requirements of the ICT indicators database, data collection portal and data visualization solution have been divided into distinct but connected technology components in order to more clearly describe their specific needs and to easily evaluate the technical approaches and costs.

Technology Component 1 – Database for storing, processing, and organizing data

Data is currently collected from electronic communications service providers via Microsoft Excel spreadsheets. The consultant will be expected to design and implement a robust database to house and simplify the management of this data and support concurrent access to multiple users. The main tasks to be completed are:

Database Schema

Through consultation with ECTEL, the consultant must design and develop the database schema to logically group and organize database objects, the relationships among them and constraints. The design should be flexible to easily accommodate changes, such as the addition of new ICT indicators for collection.

Queries/Reports

The solution must include a set of standard reports and the ability to run queries for purposes not limited to data verification and ad hoc requests for information.

Data Transfer and Import/Export Capabilities

The solution must include a flexible API to accommodate integration and data exchange with third party applications and the ability to import and export to a csv file.

Technology Component 2 – User Interface for entering, querying, and retrieving data from the database

The primary mode of data entry will be through a web interface. The consultant is expected to design and implement a data collection portal which electronic communications service providers will use to enter the data required by ECTEL. The portal will replace the use of Microsoft Excel for this purpose. The key tasks to be completed are:

Design

The user interface must be intuitive. Related data should be grouped logically. The design should be flexible to easily accommodate changes made to the database, such as the addition of new fields and tables.

Workflow

The portal must facilitate saving and retrieval of an incomplete data record multiple times before a final submission is made. It must be developed to allow flexibility in defining data submission periods so that further data entry can be prevented when a period has elapsed. Administrators must be able to re-open or extend the data submission period as needed. The system should send reminders to electronic communications service providers before the close of a submission period, and automated notifications to internal users when submissions are made.

User Account Management

The solution must generate a unique login for each electronic communications service provider. It must allow the creation of unique logins for designated ECTEL and NTRC employees. It must ensure the verification of all user accounts as part of the registration process and should include account level privileges for ECTEL and NTRC staff. For example, NTRC users should be restricted to accessing data entered by service providers in their specific countries.

Browser Support/Security

The portal must support and maintain up-to-date security protocols. Https protocol and SSL encryption must be used. The portal should be mobile responsive and support new secure browsers.

Technology Component 3 - Data Visualization for displaying and querying data interactively using tables, charts, and/or graphs

ECTEL anticipates the need for two forms of data visualization. Specifically, ECTEL would like a new interactive way of viewing, analyzing and presenting data primarily for preparation of the Annual Electronic Communications Sector Review and to respond to ad hoc requests for information from external parties. Secondly, the presentation of data on the websites of ECTEL and NTRCs must be enhanced to include visualizations for general public use and interaction. The key tasks to be undertaken are:

Data Visualization Features

The consultant must develop an analytical data dashboard to assist with collation and analysis of collected data. The dashboard should allow access to aggregate and country-specific information based on user permissions. The system should also allow the input of functions where necessary for data analysis. Designated users must have the ability to build and export their own reports.

Interactive aggregate telecommunications data should be published to ECTEL and NTRC websites using graphs, tables and charts. The public must be able to perform searches and make comparisons by country, region and year based on key indicators that will be provided by ECTEL.

Technology Component 4: Hosting, security, backup and maintenance

The consultant must provide information on hosting and maintaining the system for a minimum of three (3) years and include details of the system availability supported by a Service Level Agreement (SLA). The proposal must include details on website and application hosting, database and file backup strategies, security and software maintenance. If hosting is provided by a third party, the consultant must disclose this information with all pertinent contractual, SLA and cost information.

Training

The consultant must develop manuals for system administration and functional use processes. The consultant must provide training manuals and conduct training sessions for designated users of the system.

Qualifications and Experience

ECTEL seeks the services of a Consultant that satisfies ECTEL that it has the capability necessary to perform the Contract and has a successful performance history. The Consultant is expected to be an individual or a team of experts with skills and experience to undertake the required tasks. ECTEL seeks a Consultant with the qualifications outlined below:

- At least five (5) years of work experience in the areas of data visualization, database and web development;
- Proven expertise in carrying out the requirements of the scope of work described in the Scope of Services and Tasks;
- Prior experience in handling a large volume of statistical data, accurately and thoroughly, with great attention to detail;
- Proven experience providing guidance and advice in conceptualizing statistical data visualizations effectively; and

- Prior professional experience working in small states and on international, regional, or bilateral donor-funded projects (e.g., World Bank, Inter-American Development Bank, USAID, CDB, E.U etc.).

Competencies

- Communicates and engages effectively with a variety of audiences;
- Excellent client orientation and interpersonal skills;
- Capable of working in a pressured environment with deadlines, managing many tasks simultaneously;
- Able to handle a large volume of statistical data, accurately and thoroughly, with great attention to detail;
- Manages complexity; and
- Exercises the highest level of responsibility and is able to handle confidential and sensitive data in a responsible and mature manner.

Language Requirements

- Proficiency in both written and spoken English.

Project Timelines

- Receipt of proposals (**28th August 2020**);
- Evaluation and selection of Consultant (**by 9th September 2020**);
- A series of initial planning meetings with ECTEL (**mid September 2020**);
- Inception report, detailing the full agreed scope of work and overall timeline for the project (**mid September 2020**);
- Application development and refinement for Phase 1, with bi-weekly check-ins (**from late September 2020**);
- Final, cleaned data set provided by ECTEL (**early October**);
- Final application (Phase 1) delivered (**by mid November 2020**);
- Training (Phase 1) (**by late November**);
- Any additional information needed to be provided by ECTEL in support of Phase 2 (**by mid November 2019**);
- Application development and refinement for Phase 2, with bi-weekly check-ins (**from late November 2020**);
- Final application (Phase 2) delivered (**by late January 2021**);
- Training (Phase 2) (**by early February 2021**);
- Any additional information needed to be provided by ECTEL in support of Phase 3 (**by late January 2021**);
- Development and refinement for Phase 3, with bi-weekly check-ins (**from early February 2021**);
- Final application (Phase 3) delivered (**by late March 2021**)
- Training and Final Report delivered (**by 7th April 2021**)

Duration of Work

Expected duration of work is eight months, with expected date of completion to be in or before 7th April 2021.

Reporting Requirements

The primary reporting requirements for this Terms of Reference (TOR) will be to the ECTEL Directorate. All reports are to be submitted in hard copy formats and in electronic formats acceptable to the ECTEL Directorate. Key reporting requirements include the following:

- a) **An Inception Report.** This report is to include the Work Plan for the assignment based on initial meetings and consultations with ECTEL Staff;
- b) **A Draft Final Report.** This report will present in draft form:
 - A description of activities and tasks undertaken during the assignment;
 - Any Recommendations for follow-up activities related to the assignment;
 - The main findings from consultations, meetings and workshops undertaken during the assignment and the circumstances that impacted positively and negatively on the conduct of the assignment.
- c) **A Final Report** will generally follow the format of the Draft Final Report and it will also take into account comments provided by ECTEL on the Draft Final Report.

Deliverables

Key deliverables are outlined in the table below.

Key Deliverables	Schedule
Report No 1 - Inception Report	Week 1
Final Application (Phase 1) – Database	Week 9
Final Application (Phase 2) - Online Portal	Week 19
Final Application (Phase 3) - Visualizations Dashboard	Week 27
User and Administrator Training Sessions	Weeks 10, 20, 28
User and Administrator Manuals	Week 28
Report No 2 - Draft Final Report	Week 29
Report No 3 - Final Report	Week 30

Responsibilities of ECTEL

- i. ECTEL will provide following support services and facilities without any charge:
 - facilitate meetings with service providers, the NTRCs, and other stakeholders, as appropriate;
 - facilitate access to reports, information and data, as appropriate, and in a timely manner;
 - provide office space, office furniture, photocopy facilities and local administrative support.
- ii. ECTEL will arrange for access to telephone, internet, and fax facilities when the consultant is operating from its offices.
- iii. ECTEL will assign at least one member of its Staff to serve as counterpart to the Consultant. ECTEL shall ensure that the counterpart staff designated to the Consultant for this assignment have the capacity to deal with the issues related to the assignment and are willing and able to learn from the consultant.