



## **TCI Telecommunications Commission**

**Tender Reference Number TR 2019/1**

Date: January 23, 2019

### **Development, Implementation and Launch of Local Number Portability**

In 2016, the Commission consulted the TCI market stakeholders on the proposed introduction of NP into the TCI telecommunications market and subsequently determined that operational/technology developments and consolidation between service providers across the Caribbean region are radically changing market competitive dynamics. The Commission believes that the TCI telecommunications market could benefit from the introduction of NP across both mobile and fixed sectors since the freedom provided to TCI consumers to move their service to the service provider which best meets their needs could act as positive catalyst to change the TCI market competitive dynamics and enhance value to TCI consumers.

The Commission again wishes to consult with interested parties on the technical feasibility and functional NP features which are appropriate for the specific context of the TCI telecommunications market with a view to proceed with the development, implementation and introduction of mobile and fixed NP services into the TCI telecommunications market.

This tender notice seeks a technical and financial proposal to assist / advise the Commission on the end to end project to consult, develop, implement and launch the mobile and fixed NP service (collectively termed Local Number Portability (LNP)) into the TCI telecommunications market.

The project will comprise two phases.

Phase one of the TCI LNP project will focus on the selected consultants working with the Commission to; i) conduct further consultations with stakeholders, ii) support the design and development of the TCI LNP service and iii) advise and support the set-up and operation of a multi-stakeholder working group framework to progress the initial LNP project development and implementation activities.

Phase two of the TCI LNP project will involve the selected consultants; 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, ii) advising and supporting the Commission in monitoring and managing the stakeholder LNP readiness preparations; and iii) supporting the launch and stabilisation of the LNP service.

## **Scope of the Work**

### **TCI Telecommunications Commission LNP Adviser – Scope of Work/ Responsibilities & Qualifications**

- Making recommendations to the TCI Telecommunications Commission on aspects relating to Number Portability;
- Acting as an expert advisor for ensuring the effective development and implementation of LNP within deadlines set by the TCI Telecommunications Commission in consultation with the LNPWG;
- Acting as a catalyst for discussion, cooperation and interworking between operators/ stakeholders regarding the development and implementation of LNP.
- 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 LNP from time to time as may be required.
- Provide feedback on written proposals, notes and minutes as required by the Chair or project lead.
- Provide the LNPWG with technical and other experience and expertise in the regulatory and industry matters relating to the development and implementation of LNP. Such expertise should include, but is not limited to:
  - Providing precedents of relevant documentation. Developing/ providing proven LNP documentation and templates and supporting the adaptation for effective use in the TCI LNP development and implementation programme, including, vendor selection documents/ frameworks, business rules, consumer code of conduct, inter-stakeholder contracts, licencing/regulatory frameworks/ technical porting/routing specifications/ test documents/ schedules, programme management tools, ESCROW agreements etc;

- Making recommendations of technical and other solutions based on identified needs;
  - Identification and recommendation of international best practices relating to LNP where appropriate.
- 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 Number Portability;
- Assist the Chairman and TCI Telecommunications Commission's Project Lead in monitoring progress and ensuring completion of deliverables by the LNPWG, including:
  - Assessment of proposals by operators, vendors and the TCI Telecommunications Commission in relation to LNP activities to advise on technical and economic feasibility, recommended timeframes, and to identify possible challenges.
  - Assistance in preparing relevant tender documents, contracts and other documentation relating to acquisition of LNP services and solutions.
  - Provide and assist in adaptation of proven detailed readiness assessment templates to fully test the readiness of the LNP stakeholders
- Assist the TCI Telecommunications Commission and the LNPWG in monitoring progress by Licensees and LNP Vendors in LNP development, implementation and launch, including but not limited to:
  - Assist in ensuring that the NPWG has the technical and other expertise to achieve NP service development, implementation and launch within the timeframes established;
  - Identification, recommendations and assistance with proactive methods of monitoring progress by operators and vendors with deliverables;
  - 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;
  - Advise on the development of specific Fixed NP and Mobile NP implementation specifications, requirements, frameworks and schedules;
  - Advise on the development of the detailed TCI LNP programme schedule and key milestones;
- Act as an advisor and provide project management support to the TCI LNP Steering Group, Working Group and Sub-Groups, including:-
  - Drafting accurate notes/ minutes from LNPSG & LNPWG meetings and calls;
  - Developing and maintaining detailed cross-stakeholder central LNP implementation programme planning frameworks;
  - Developing and maintaining LNP programme action and risk registers;
  - Issuing regular LNP programme update reports;
  - Developing and maintaining central LNP document library facilities; and
  - Providing advice to the LNPWG, LNPSG and other stakeholders as requested by the TCI Telecommunications Commission or the LNPWG or LNPSG
- 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;

- 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;
- Advise the TCI Telecommunications Commission on the appropriate cross-stakeholder Sub Groups/ work streams to be established to implement NP and the relevant TORs of each Sub Group/ work stream;
- Support the TCI Telecommunications Commission with the engagement and creation of a collaborative working environment across the NPWG, NP stakeholders and Sub-Groups;
- Facilitate the resolution of disputes and managing NP escalations where necessary;
- Gain in-depth understanding of TCI telecoms market and operators/ players and drivers;
- Gain familiarity of the TCI Telecommunications Commission organisation, systems and processes; and
- Other activities/ responsibilities to be agreed between the TCI Telecommunications Commission and the Consultant

### **Key Deliverables**

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.

- Prepare and host the TCI LNP Programme Launch Workshop;
- Prepare LNP consultation framework and support the TCI Telecommunications Commission to complete the regulated stakeholder consultation process;
- Establish the LNP Programme Structure and Management Framework;
- Launch the TCI LNP Programme and Workstreams;
- Develop and agree the LNP Implementation Schedule & Agree Key Programme Milestones;
- Advise and assist the development aligned functional requirements for mobile (MNP) and fixed (FNP) NP;
- Advise on potential LNP Regulatory/ Licencing requirements and approaches;
- Consult and support the development of TCI LNP business rules & requirements;
- Support the development of the LNP vendor selection framework;
- Support the development and management of the LNP vendor tender approach/ framework and vendor selection process;
  - Develop and agree the NPC Vendor Selection Framework;
  - Initiate the NPC Vendor Tender Process;
  - Finalise NPC Vendor Shortlisting; and
  - Support and advise the NPC Vendor Selection.
- Support the negotiation and licencing of the selected NP vendor, including licencing framework, commercial/ SLA and ESCROW contracts;
- Support the development of NP vendor deliverables and scope of work;
- Advise on the allocation of Routing Numbers;

- Advise on the LNP Programme engagement with other key stakeholders, including, Law Enforcement Agencies, Data Protection and Consumer Interest bodies;
- Support the development, agreement and completion of the LNP Business Rules Framework;
- Support the development, agreement and completion of the LNP Technical Porting & Routing Specifications;
- Support the development, agreement and completion of the Cost Recovery and Allocation Framework;
- Support the development and agreement of the inter-operator NP process, charging, contractual and PR activities;
- Support and advise the TCI Telecommunications Commission/ NPWG on the final readiness preparations across the NP stakeholders for effective launch of NP;
- Provide advice and support to the TCI Telecommunications Commission/ NPWG and NP stakeholders on key considerations and best practice in completing the operational handover of LNP at launch;
- Undertake NP training and development workshops with the various cross stakeholder workstreams to progress stakeholder education, coordination and skills transfer;
- Support the development and delivery of effective NP market, media and public communication/ PR awareness and education campaigns and programmes;
- Support the development and delivery of NP related training and internal the TCI Telecommunications Commission awareness; and
- Support the handover to post NP launch operational/ BAU and service and performance management activities;

### **Qualification Requirements**

- At least five years' experience of providing NP consultancy or advisory services to regulators and/ or operators;
- 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; and
- No conflict of interest with TCI operators and any other interested stakeholders.

## Proposal Submission

- The deadline date for submission is **February 15, 2019, 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.
- All queries and clarifications regarding this tender shall be submitted in via e-mail, and directed to:

Kenva Williams  
Director General (Acting)  
Telecommunications Commission  
Providenciales  
Turks and Caicos Islands  
Email: [kenvawilliams@tcitelecommission.tc](mailto:kenvawilliams@tcitelecommission.tc)

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