

EXPRESSION OF INTEREST (EOI)

Title of Consulting Service: 01-QOSMS-2078/79

Method of Consulting Service: National

**Project Name : Consultancy Service to assess, measure and analyze QoS of
Mobile Services (Package 1)**

EOI : 01-QOSMS-2078/79

Office Name: Nepal Telecommunications Authority

Office Address: Kathmandu Kathmandu

Funding agency : Internal Resources

Abbreviations

DS.....	Data Sheet
RFP	Request For Proposal
DCS.....	Delivery and Completion Schedule
DoIT.....	Department of Information Technology
DP	Development Partner
EQC	Evaluation and Qualification Criteria
GCC	General Conditions of Contract
GoN	Government of Nepal
IFP	Invitation for Proposals
ITC	Instructions to Consultants
LGRS	List of Goods and Related Services
NCB	National Competitive Bidding
NTA	Nepal Telecommunications Authority
PAN	Permanent Account Number
PPMO	Public Procurement Monitoring Office
SBQ.....	Schedule of Bidder Qualifications
SCC.....	Special Conditions of Contract
SR	Schedule of Requirements
TOR.....	Terms of Reference
VAT	Value Added Tax

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A. Request for Expression of Interest

Request for Expression of Interest

Government of Nepal (GoN)

Name of Employer: Nepal Telecommunications Authority

Date: 06-01-2022 18:00

Name of Project: Consultancy Service to assess, measure and analyze QoS of Mobile Services (Package 1)

1. Government of Nepal (GoN) has allocated fund toward the cost of Consultancy Service to assess, measure and analyze QoS of Mobile Services (Package 1) and intend to apply portion of this fund to eligible payments under the Contract for which this Expression of Interest is invited for National consulting service
2. The Nepal Telecommunications Authority now invites Expression of Interest (EOI) from eligible consulting firms (“consultant”) to provide the following consulting services: Assess, measure and analyze the QoS of Voice, SMS and Data services of the incumbent operators in different provinces of Nepal.
3. Interested eligible consultants may obtain further information and EOI document free of cost at the address Nepal Telecommunications Authority,EGp only during office hours on or before 21-01-2022 12:00 or visit e-GP system www.bolpatra.gov.np/egp or visit the client’s website <https://nta.gov.np/en/>
4. Consultants may associate with other consultants to enhance their qualifications.
5. Expressions of interest shall be delivered online through e-GP system www.bolpatra.gov.np/egp EGp only on or before 21-01-2022 12:00
6. In case the last date of obtaining and submission of the EOI documents happens to be a holiday, the next working day will be deemed as the due date but the time will be the same as stipulated.
7. EOI will be assessed based on Qualification 50.0 %, Experience 40.0 %, and Capacity 10.0 % of consulting firm and key personnel. Based on evaluation of EOI, only shortlisted firms will be invited to submit technical and financial proposal through a request for proposal.
8. Minimum score to pass the EOI is 60

B. Instructions for Submission of Expression of

Instructions for Submission of Expression of Interest

1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms.
2. Interested consultants must provide information indicating that they are qualified to perform the services (descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 7 years and their location, experience in similar conditions, general qualifications and the key personnel to be involved in the proposed assignment).
3. This expression of interest is open to all eligible consulting firm/person/ company/ organization.
4. In case, the applicant is individual consultant, details of similar assignment experience, their location in the previous 4 years and audited balance sheet and bio data shall be considered for evaluation.
5. The assignment has been scheduled for a period of 5 Months. Expected date of commencement of the assignment is 01-04-2022.
6. A Consultant will be selected in accordance with the QCBS method.
7. Expression of Interest should contain following information:
 - (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.
 - (ii) Applicants shall provide the following information in the respective formats given in the EOI document:
 - EOI Form: Letter of Application (Form 1)
 - EOI Form: Applicant's Information (Form 2)
 - EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))
 - EOI Form: Capacity Details (Form 4)
 - EOI Form: Key Experts List (form 5).
8. Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.
9. The Expression of Interest (EOI) document must be duly completed and submitted in sealed envelope and should be clearly marked as "EOI Application for Short-listing for the Consultancy Service to assess, measure and analyze QoS of Mobile Services (Package 1).The Envelope should also clearly indicate the name and address of the Applicant. Alternatively, applicants can submit their EOI application through e-GP system by using the forms and instructions provided by the system.
10. The completed EOI document must be submitted on or before the date and address mentioned in the "Request for Expression of Interest". In case the submission falls on public holiday the submission can be made on the next working day. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation.

C. Objective of Consultancy Services or Brief TOR

Terms Of Reference for Consultancy Service to assess, measure and analyze QoS of Mobile Services (Package 1)

1. Background :

Nepal Telecommunications Authority (NTA) is an autonomous telecommunications regulatory body established in February 1998 pursuant to Telecommunications Act, 1997 and Telecommunications Regulation, 1998.

As per the provision of Sub-Section (f) of Section 13 of the Telecommunication Act, 1997, the Authority has to prescribe, fix and approve the standard and quality standard of the plant and equipment relating to the Telecommunications and the Telecommunications Service. And as per Section 14 of the same act, the Authority shall determine the quality and standard of the machine, equipment and facilities relating to the Telecommunications and the Telecommunications Service and prescribe the minimum standard to be maintained by a Licensee in operating the Telecommunications Service.

For further regulation of service quality of telecommunication services, the Authority has issued Bylaw Regarding Telecom Service Quality, 2017. As per this Bylaw Regarding Telecom Service Quality, NTA has prescribed different QoS KPIs for Internet Service.

NTA intends to procure consultancy service to conduct the QoS (Voice and Data) measurement via drive test using Benchmarking Solution in all provinces of Nepal under the approved program of fiscal year 2078/79. NTA intends to assess the current quality of Voice, SMS and Data services provided by mobile telecom operators in all provinces of Nepal. The project is planned to implement in 3 different Packages (Package 1; province 1 & 2) Package 2: Province Bagmati, Gandaki and Package 3: Lumbini, Sudur Pashchim, & Karnali Province).

2. Objective :

The project aims to assess, measure and analyze the QoS of Voice, SMS and Data services of the incumbent operators in different provinces of Nepal.

3. Scope of Work :

- 3.1 The consultant shall perform Drive Test using Benchmarking Solution as per **Standard Operating Procedure for QoS Measurement Using Drive Test** (Related to Bylaw regarding Telecommunications Service Quality 2073) as prescribed by NTA and as per specified in following table:

Package	Region	DT Route Length (KM)	Urban Area (KM)	Rural Area (KM)	Highway / Sub-Highway (KM)
Package 1	Province 1	3000 KM	1500 KM	900 KM	600 KM
	Province 2	3000 KM	1500 KM	900 KM	600 KM
Package 2	Bagmati	3000 KM	1500 KM	900 KM	600 KM
	Gandaki	3000 KM	1500 KM	900 KM	600 KM
Package 3	Lumbini	2000 KM	1000 KM	600 KM	400 KM
	Sudur Paschim	2000 KM	1000 KM	600 KM	400 KM
	Karnali	2000 KM	1000 KM	600 KM	400 KM

Note:

- a. 20% variation in length in urban area, highway/sub-highway and rural area is acceptable but total length per province shall remain at least as stated above.
- b. The drive test shall be performed in single drive using benchmarking solution so that all tests of all incumbent operators could be performed in same environment.

- c. The tools/license used in the project shall be standard and genuine and should provide the tools/license details in the EOI/proposal. The consulting firm shall have either its own Measurement Tools with genuine license or assure the Tools/license in lease from other party through MOU/Agreement. The consulting firm shall submit the relevant document in relation to assurance of Measurement Tools/license during the Project Period in the EOI stage.
- 3.2 The consultant shall perform the post processing of thus obtained log files and generate standard reports.
- 3.3 Final Report shall present the comparison of the QoS of the operators regarding the Voice, SMS and Data services in each province.
- 3.4 The consulting firm shall submit separate EOI document for individual package. The shortlisting will be done for each package through the EOI process. In the second stage, the RFP would be issued to the shortlisted candidates and the evaluation of RFP will be done in the following order: Package 1, Package 2 and Package 3.
- 3.5 The consulting firm successful to win bid for any one package among 3 packages will not be qualified for other 2 packages. Thus if any one firm is selected in a package through RFP evaluation, the financial proposal of the firm in other remaining package/s will be returned without opening. Thus a consulting firm will be qualified to acquire consultancy service in maximum of 1 package only.

4. Duration:

The assignment for different packages must be completed within time duration as per following table:

Package	Region	Time Duration for package
Package 1	Province 1 and Province 2	5 months effective from the date of signing of the contract.
Package 2	Bagmati and Gandaki Province	5 months effective from the date of signing of the contract.

Package 3	Lumbini , Sudur Paschim and Karnali	5 months effective from the date of signing of the contract.
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5. Eligibility Criteria:

- a. Shall be VAT registered company.
- b. Shall have 7 years of standing.
- c. Shall have tax clearance of FY 2076/77.
- d. Shall have experiences of 5 Drive test/Benchmarking projects.
- e. Shall provide the Equipment details that will be used in this project.

6. Team Composition:

The Consultant shall have key professionals as mentioned hereunder:

- a. Team Leader: Shall have at least Master’s Degree in Electronics/Telecom Engineering or equivalent with professional experience of at least 10 years in Telecom Sector and 5 completed Projects in Drive Test/Benchmarking of QoS of mobile services.
- b. Drive Test Engineers (2): Shall have at least Bachelor’s Degree in Electronics/Telecom Engineering or equivalent with minimum of 5 years of professional experience of Telecom Sector with minimum of 3 completed Projects in Drive Test/Benchmarking QoS of mobile Services
- c. Post Processing Tool Analyst (1): Shall have at least Bachelor’s Degree in Electronics/Telecom Engineering with 5 years of professional experience in Telecom Sector with minimum of 3 completed Projects in Drive Test/Benchmarking QoS of mobile Services.

7. Deliverables:

- 7.1 The consultant shall submit an inception report with an overall plan to conduct the QoS measurement within 15 days from the date of the contract between NTA and consultant. The consultant shall submit the Drive Route as per 3.1 in the KMZ file

format to the NTA at the time of submission of inception report. The inception report submission time is same for each package.

7.2 The consultant shall submit a draft final report to NTA within 4 months from the date of the contract between NTA and consultant.

7.3 The consultant shall submit a final report and give a presentation to NTA officials after the completion of the work within 5 months from the date of the contract between NTA and consultant. The consultant shall provide the log files of the Drive Test to NTA along with final report.

8. Payment Schedule:

S.No.	Payment Schedule	Payment
1.	After Acceptance of inception report by NTA Management	20% of contract amount
2.	After the Acceptance of draft final report by NTA Management	40% of contract amount
3.	After the submission of final report	40% of contract amount

End of the Document

D. Evaluation of Consultant's EOI Application

Evaluation of Consultant's EOI Application

Consultant's EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria.

i) Eligibility & Completeness Test

Sl. No.	Criteria Title	Compliance
1	Corporate Registration	
2	Tax Clearance/Tax Return Submission for Fiscal Year 2077/78	
3	VAT/PAN Registration	
4	EOI Form 1: Letter of Application	
5	EOI Form 2: Applicant's Information Form	
6	EOI Form 3: Experience (3(A) and 3(B))	
7	EOI Form 4: Capacity	
8	EOI Form 5: Qualification of Key Experts	
9	In case of a natural person or firm/institution/company which is already declared blacklisted and ineligible by the GoN, any other new or existing firm/institution/company owned partially or fully by such Natural person or Owner or Board of director of blacklisted firm/institution/company; shall not be eligible consultant.	
10	If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV shall not be eligible to participate in procurement process till the concerned Court has not issued the decision of clearance against the Corruption Charges.	

ii) EOI Evaluation Criteria

A. Qualification

Sl. No.	Criteria	Minimum Requirement
1	Team Leader	As Per TOR
2	Drive Test Engineers	As Per TOR
3	Post Processing Tool Analyst	As Per TOR

Score: 50.0

B. Experience

Sl. No.	Criteria	Minimum Requirement
1	General Experience of consulting firm	As Per TOR
2	Specific experience of consulting firm within last 7 years. In case of person, specific experience of the person within last 4 years.	As Per TOR

Score: 40.0

C. Capacity

Sl. No.	Criteria	Minimum Requirement
1	Financial Capacity	NRs 15 Million

Score: 10.0

Minimum score to pass the EOI is: 60

Note : If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV such consultant's proposal shall be excluded during the evaluation.

E. EOI Forms & Formats

E. EOI Forms & Formats

Form 1. Letter of Application

Form 2. Applicant's information

Form 3. Experience (*General, Specific and Geographical*)

Form 4. Capacity

Form 5. Qualification of Key Experts

Standard EOI Document

1. Letter of Application

(Letterhead paper of the Applicant or partner responsible for a joint venture, including full postal address, telephone no., fax and email address)

Date:

To,

Full Name of Client: _____

Full Address of Client: _____

Telephone No.: _____

Fax No.: _____

Email Address: _____

Sir/Madam,

1. Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by **[Insert name of Client]** as Consultant for **[Insert brief description of Work/Services]**.
2. Attached to this letter are photocopies of original documents defining:
 - a) the Applicant's legal status;
 - b) the principal place of business;
3. **[Insert name of Client]** and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.
4. **[Insert name of Client]** and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.¹
5. All further communication concerning this Application should be addressed to the following person,

[Person]

[Company]

[Address]

[Phone, Fax, Email]
6. We declare that, we have no conflict of interest in the proposed procurement proceedings and we have not been punished for an offense relating to the concerned profession or

¹ Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

Standard EOI Document

business and our Company/firm has not been declared ineligible.

7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or sub-consultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.
8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

Signed :

Name :

For and on behalf of (name of Applicant or partner of a joint venture):

Standard EOI Document

2. Applicant's Information Form

(In case of joint venture of two or more firms to be filled separately for each constituent member)

1. Name of Firm/Company:
2. Type of Constitution (*Partnership/ Pvt. Ltd/Public Ltd/ Public Sector/ NGO*)
3. Date of Registration / Commencement of Business (*Please specify*):
4. Country of Registration:
5. Registered Office/Place of Business:
6. Telephone No; Fax No; E-Mail Address
7. Name of Authorized Contact Person / Designation/ Address/Telephone:
8. Name of Authorized Local Agent /Address/Telephone:
9. Consultant's Organization:
10. Total number of staff:
11. Number of regular professional staff:

(Provide Company Profile with description of the background and organization of the Consultant and, if applicable, for each joint venture partner for this assignment.)

Standard EOI Document

3. Experience

3(A). General Work Experience

(Details of assignments undertaken. Each consultant or member of a JV must fill in this form.)

S. N.	Name of assignment	Location	Value of Contract	Year Completed	Client	Description of work carried out
1.						
2.						
3.						
4.						
5.						
6.						
7.						

Standard EOI Document

3(B). Specific Experience

Details of similar assignments undertaken in the previous seven years

(In case of joint venture of two or more firms to be filled separately for each constituent member)

Assignment name:	Approx. value of the contract (in current NRs; US\$ or Euro) ² :
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of person-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current NRs; US\$ or Euro):
Start date (month/year): Completion date (month/year):	No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Name of joint venture partner or sub-Consultants, if any:	Narrative description of Project:
Description of actual services provided in the assignment: Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.	

Firm's Name: _____

² Consultant should state value in the currency as mentioned in the contract

Standard EOI Document

3(C). Geographic Experience

Experience of working in similar geographic region or country

(In case of joint venture of two or more firms to be filled separately for each constituent member)

No	Name of the Project	Location (Country/ Region)	Execution Year and Duration
1.			
2.			
3.			
4.			
5.			
6.			
7.			

Standard EOI Document

4. Capacity

4(A). Financial Capacity

(In case of joint venture of two or more firms to be filled separately for each constituent member)

Annual Turnover	
Year	Amount Currency

- **Average Annual Turnover**

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(Note: Supporting documents for Average Turnover should be submitted for the above.)

Standard EOI Document

4(B). Infrastructure/equipment related to the proposed assignment³

No	Infrastructure/equipment Required	Requirements Description
1.		
2.		
3.		
4.		
5.		

³ Delete this table if infrastructure/equipment for the proposed assignment is not required.

Standard EOI Document

5. Key Experts *(Include details of Key Experts only)*

(In case of joint venture of two or more firms to be filled separately for each constituent member)

SN	Name	Position	Highest Qualification	Work Experience (in year)	Specific Work Experience (in year)	Nationality
1						
2						
3						
4						
5						

(Please insert more rows as necessary)

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Firm	<i>Insert name of firm proposing the expert</i>
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Citizenship	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, *type of employment (full time, part time, contractual)*, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Bbbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}	

Expert's contact information: (e-mail....., phone.....)

Certification:

I, the undersigned, certify to the best of my knowledge and belief that

(i) This CV correctly describes my qualifications and experience

(ii) I am not a current employee of the GoN

(iii) In the absence of medical incapacity, I will undertake this assignment for the duration and in terms of the inputs specified for me in Form TECH 6 provided team mobilization takes place within the validity of this proposal.

(iv) I was not part of the team who wrote the terms of reference for this consulting services assignment

(v) I am not currently debarred by a multilateral development bank (In case of DP funded project]

(vi) I certify that I have been informed by the firm that it is including my CV in the Proposal for the {name of project and contract}. I confirm that I will be available to carry out the assignment for which my CV has been submitted in accordance with the implementation arrangements and schedule set out in the Proposal.

(vii) I declare that Corruption Case is not filed against me.

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____
[Signature of expert] Day/Month/Year

_____ Date: _____
[Signature of authorized representative of the firm] Day/Month/Year

Full name of authorized representative:
