

The Hashemite Kingdom of Jordan
Telecommunications Regulatory Commission



**Invitation
of Submission Offers
for
Tender of “procurement of Consultancy Services to support the TRC
in the Implementation of Mobile Number Portability”
(Project Management Services)**

Deadline for submission

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SECTION A: Invitation

**Tender of “procurement of Consultancy Services to support the TRC
in the Implementation of Mobile Number Portability
(Project Management Services)”**

(“The Services”)

TRC Invitation (.../2024)

The Telecommunications Regulatory Commission, Jordan (hereinafter
“TRC”) hereby requests Bids for the supply of :

**“Consultancy Services to support the TRC in the Implementation of
Mobile Number Portability
(Project Management Services)
”**

(“the Services”)

The Services, which are more fully defined in - *Terms of Reference*, will
consist of the performance of a number of defined activities.

SECTION B: BACKGROUND

Telecommunications Regulatory Commission of Jordan (hereinafter “TRC”) is an independent regulatory authority responsible for the regulation of the telecommunications, information technology and postal sectors in the Hashemite Kingdom of Jordan. Pursuant to Article 6(a) of the Telecommunications Law No (13) of 1995 and its amendments. it is the duty and responsibility of the TRC to:

“To regulate telecommunications and information technology services in the Kingdom in accordance with the established general policy so as to ensure the provision of high-quality telecommunications and information technology services to Beneficiaries at reasonable prices; and, by so doing, to make possible the optimal performance of the telecommunications and information technology sectors.”

Based on above, and the General Policy for the Information & Communications Technology and Postal Sectors, 2018:

“Government requires without delay the removal of barriers to consumer switching between operators by enabling Fixed and Mobile Number Portability. This action conforms to international best practice. Barriers to switching between operators reduce market competitiveness and causes operators to compete in other ways, for example, through price competition. The ability of beneficiaries to retain their phone numbers will also contribute to the vision of all citizens and businesses having a digital identity by enabling them to use their phone numbers as a de facto means of identification in many digital services.”

Based on article (2.6) of SCHEDULE G of the individual license agreement *“The Licensee shall co-operate with other licensees in the specification and development of number portability in accordance with the TRC’s Regulations”*.

Since 2005, TRC has been engaging with the Jordanian mobile sector stakeholders on the introduction of the Mobile Number Portability (MNP) service. In 2009, the TRC issued “TRC Statement on Mobile Number Portability Implementation” in response to comments received from certain

stakeholders in order to confirm its position with regard to the implementation of Mobile Number Portability in Jordan and to provide clarity and certainty on the subject matter for all stakeholders.

Recently, TRC has relaunched the NP programme with the related Jordanian telecom licensees by progressing the discussions on the functionality of the Jordan NP service.

SECTION C: LIST OF ABBREVIATIONS

TRC: The Telecommunication Regulatory Commission of Jordan.

MNP: Mobile Number Portability

MNPWG: Mobile Number Portability Working Group

MNPSG: Mobile Number Portability Steering Group

PART 1 - Scope and Objectives of the Project

The main objectives of this project are to manage, consult and implement on the MNP project in Jordan on behalf of TRC from the beginning until its launched and go- live.

TRC seeks assistance to develop and implement an effective MNP Implementation and Management Framework, underpinned by project management principles, that delivers best practice MNP solutions adapted to Jordan telecom requirements. the approach shall ensure an MNP service that works for the benefit of consumers, while minimizing disruption to operators' businesses.

Specific Objectives

A series of more specific objectives shall be achieved as a result of the successful completion of this project. These are:

- Reviewing, amending and updating the current MNP instructions side by side with the “Statement on Mobile Number Portability Implementation”.
- Ensuring the readiness of operators in all regulatory, technical, and commercial aspects of MNP implementation.
- Managing the project on behalf of the TRC in all stages (management, consultation and implementation of the MNP project in Jordan from the beginning until its launched and go- live).
- Ensuring global best practice is aligned to local requirements for the key MNP functions.

The **timely** fulfillment of the above is an overall measure of success for this project.

PART 2 - Project Activities

The bidder should use an activity approach to carry out the project, whereas the bidder shall provide a time plan specifying the details of activities that will be conducted for all phases of the project.

The main activities are:

Activity 1: Framework Design

Activity 2: Program set-up

Activity 3: MNP Development

Activity 4: MNP Implementation

Activity 1: Framework Design

In this activity, the bidder shall define the fundamental regulatory and functional framework for the consultation, development, implementation and operation of the MNP service.

The bidder shall;

- Review the current legal and regulatory framework and prepare the needed instructions to implement the MNP in Jordan.
- Consult TRC on the regulatory, commercial, technical and operational documentation and frameworks needed to support MNP implementation, launch and operation.
- Give recommendations on the design and operation of the MNP service.
- Propose the Implementation Program Structure (Working Group, Chair, Steering Group, Sub-Groups) and Management Framework. Once the TRC agrees this, it can be shared with operators.
- Establish the Implementation Program Structure (Chair, MNPSG, MNPWGs), and agree governance arrangements and Terms of Reference for each body and agree the Programme Management Framework for progress reporting/monitoring/risk mitigation.
- Attend all MNPWG and sub-group meetings, and shall act as a catalyst for discussion and cooperation. The bidder shall feedback on proposals, notes and

minutes of meetings, as required (this applies on all activities and phases of the project).

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- Work with MNPWG's to draft and issue the consultation process for the MNP service.
- develop the core regulatory, commercial, technical and operational requirements into carefully crafted recommendation documents. These will define the key MNP parameters which will underpin the detailed development and implementation work in later phases.
- Set out a selection framework for the Mobile Number Portability implementation solution. This will enable all stakeholders to initiate their detailed MNP preparations.

- Supervise the detailed design and agreement of the regulatory, technical, operational and commercial framework with stakeholder, and manage stakeholder discussions and build consensus on the key functional and regulatory features of the proposed MNP service with TRC participation. Based on that the bidder will then make final recommendations to TRC on:
 1. The most appropriate MNP technical solution.
 2. A methodology for selecting and funding of the MNP service provider.
 3. Operation of the MNP service and charges payable for this.
 4. The draft MNP Regulations, Guidelines and operating framework.

- Prepare a questionnaire to the stakeholders (mobile & fixed operators) assessing their current readiness for MNP across a broad range of drivers, including core network/ business systems and value-added services, funding capabilities, market position, product/ proposition offering, retail pricing dynamics and retail/ channel infrastructure.
- Gather market, operational and technical information, and discuss responses to the questionnaire with each operator separately. Assess processes, networks and system status, market position, service/ proposition offerings, on-net/ off-net pricing and retail/ channel footprint. In order to assess the impact of MNP on existing systems and processes, and associated timescales for aligning the functions necessary to support MNP.
- Develop a comprehensive, and structured draft work plan detailing the key activities required to enable the effective and timely launch of the MNP service.

- Develop and manage the plan on behalf of the MNPWG and report progress against milestones to TRC on a monthly basis.
- Make available to the MNPWG the proven templates have been used in other countries in order to speed up agreement of the MNP recommendations and requirements document.

Deliverable:

(D 1.1) Kick off meeting with TRC

(D 1.2) Program launch workshops to TRC and stakeholders

(D 1.3) MNP service design and operation

(D 1.4) Regulatory, technical, operational and commercial framework recommendations.

(D 1.5) Amended version of the MNP regulatory framework (instructions & statement) including the consultation process.

(D 1.6) charging and cost model recommendations

(D 1.7) Implementation Program Plan, and milestones

(D 1.8) Implementation Program Structure & Management Framework established.

(D 1.9) Consultation Paper, Report and Workshop

Activity 2: Program set-up

In this activity, The bidder shall;

- Submit for consideration to the MNPWG the supporting operating, technical, regulatory and commercial framework which will underpin the implementation and operation of the MNP service, including specifications and bid documents for the Network Architecture and the MNP implementation solution.

MNP implementation solution Vendor selection framework - the bidder shall support the TRC in the initial stages of building the suitable business model in accordance with the MNPWG's outcomes by preparing the ToR with a set of tendering Documentation, including vendor assessment and selection frameworks, operator contract documents.

Deliverable:

(D 2.1) MNP implementation solution (business model) agreed.

(D 2.2) Final ToR document for the implementation of the agreed solution (business model).

Note: Taking into consideration that the vendor selection will be according to the procurement procedures of the TRC.

Activity 3: MNP Development

In this activity the bidder will work with the MNPWG to develop and refine the detail of the MNP process based on the agreed MNP implementation solution and according to the outcomes of activity 1 and activity 2 including business rules, porting and routing specifications, cost recovery and charging mechanism, testing approach, consumer porting documentation and education and awareness campaign. Once the MNP solution vendor has been selected, the bidder shall;

- Lead the negotiations on behalf of the TRC in the following areas:
 - a. Routing Specifications (Technology/ Process MNPWG) - Develop outline routing recommendations into detailed technical specifications that can be used by operator technical teams and vendors to implement the necessary core network changes. These specifications may also specify the routing prefix format and numbering required to support MNP operation. The bidder shall manage production of the technical documentation.
 - b. Porting Specifications (Technology/ Process MNPWG) – Develop the outline porting recommendations into detailed technical specifications that can be used by the operator technical teams and vendors to implement the necessary business systems and process changes. These recommendations will also form the core elements of the MNP vendor selection documentation, and will specify the interworking requirements, configurations and parameters between the MNP vendor and the MNP stakeholders. They will also set out the key operational and service delivery requirements necessary to guarantee consistent porting service availability. The bidder shall manage the production of the technical documentation on behalf of the MNPWG.
 - c. Porting Administration, Functional and Process Specifications – Develop the outline porting process and functional into detailed operational and commercial specifications which will form the basis of the MNP business rules, inter-stakeholder contracts and operational framework

- d. Commercial and Cost Recovery Specifications – (Regulatory/ Commercial MNPWG) Develop the outline commercial and cost recovery recommendations into detailed registry and commercial specifications which will form the basis of the MNP business rules, inter-stakeholder contracts. The bidder shall manage production of the commercial and cost recovery documentation, including:
- SLA/penalties and sanctionable offence provisions
 - MNP consumer code of conduct and promotional/educational strategy.
 - Inter-operator contracts.
 - 3rd party access agreement and framework.
- Once the vendor has been selected, the bidder shall prepare Operator/ vendor contracts and Data Protection provisions and agreements (where appropriate).

Deliverable:

- (D 3.1) Commercial and cost recovery documents.
- (D 3.2) Routing and porting specifications agreed.
- (D 3.3) Business rules agreed.
- (D 3.4) Administration, functional, and process specifications agreed.
- (D 3.5) Commercial and cost recovery specifications agreed.
- (D 3.6) Agreement of charging, contractual activities agreed.

Activity 4: MNP Implementation

In this activity, the bidder shall work with MNPWG and the vendor do the following points;

- Ensure the operators readiness for the implementation by confirming:
 - key network routing/ business systems upgrades have been delivered/configured.
 - internal routing/porting testing is completed.
 - testing, connectivity and interworking is completed between the vendor and operators.
 - staff training and process changes have been implemented.

- Lead MNPWG to track key deliverables through the MNP Programme Management Framework, including coordinating and supporting:
 - Development and agreement of the MNP implementation solution acceptance testing criteria, internal/ inter-operator porting test cases, internal/ inter-operator routing test cases;
 - Agreement of test resources including SIM allocation, configuration and management, and test leads and schedules;
 - Development and agreement of consumer education and awareness frameworks and delivery;
 - Development and agreement of the Jordan MNP service management framework, processes and interaction between stakeholder MNP helpdesk functions;
 - Development, agreement and co-ordination of the final multi-stakeholder pre-launch End-2-End testing programme;

- Monitor the vendor's progress in implementing the solution and operations against the agreed schedule and facilitating acceptance testing by operators. support interaction between the vendor and operators to ensure the necessary connections, configurations and interworking arrangements are completed correctly and co-ordinate the progress of operator 3rd party solution acceptance, internal/ inter-operator porting testing activities and reporting to the TRC and the MNPSG.

- Establish, co-ordinate and manage the complex cross-stakeholder test programme to ensure that it is completed in a structured, timely and robust manner, such that all elements and all service scenarios are fully tested before launch, with minimal disruption to business operations and customer service.
 - Development and agreement of the solution acceptance testing criteria, internal/ inter-operator porting test cases, internal/ inter-operator routing test cases;
 - Agreement of test resources including SIM allocation, configuration and management, and test leads and schedules;
 - Support the regular review via MNPWG meetings of the progress of operator solution acceptance, internal/ inter-operator porting testing, internal/ inter-operator routing testing and provide weekly progress updates to the TRC and MNPSG and MNPWG.
 - Development, agreement and co-ordination of the final multi-stakeholder pre-launch End-2-End testing program;

- Ensure Launch readiness. Develop, and implement public awareness, education and media campaign and materials.
 - Development and agreement of consumer education and awareness frameworks and delivery;
 - Development and agreement of the MNP service management framework, processes and interaction between stakeholder MNP helpdesk functions;
 - Co-ordination of final preparations for the pre-launch cleansing of stakeholder systems and readiness checking of processes and launch events; and
 - Support the TRC and stakeholder public MNP service launch events and activities.
- Prepare for and implement the support infrastructure to operate and manage MNP post-launch, including establishing and supporting the MNP service management, inter-stakeholder support functions and management of consumer complaints and issues and mechanisms and advising on the appropriate operational support testing required.

Deliverable:

(D 4.1) Inter-stakeholder solution acceptance reports, internal/ inter-operator porting and internal/ inter-operator routing test cases and process.

(D 4.2) MNP test resource management framework and schedule.

(D 4.3) Multi-stakeholder pre-launch End-2-End testing programme.

(D 4.4) Validation reports that all stakeholder systems, processes and functions carefully tested MNP service management framework.

Preparation of the Proposal:

- A bidder proposal shall have the following two (2) components in one envelop which should include a soft copy and two hard copies (Original and Copy).

Technical Proposal:

When preparing the Technical Proposal, Bidder shall submit the following:

1. A detailed work plan of the approach, methodology and for performing the activities, including charts, diagrams, staff and facilities. The work plan shall be consistent with the activities mentioned above.
2. A time schedule showing the time proposed to undertake the activities indicated in the work plan:
 - Delivery time: time to start work after signing the purchasing order.
 - Delivery period: specified with detailed timetable.
3. Proof documents showing that the bidder worked at least (3) three similar MNP implementation management projects.
4. A brief description of bidder organization and an outline of recent experience on assignments of a similar environment.
5. A list of proposed professional staff team by area of expertise, details of the team who will work on the project, and a description of project staff role and their relevant experience in addition to the resumes (all detailed resumes should be included in an Appendix), such Appendix shall include proof documents.
6. Compliance sheet shows the bidder's compliance of each and every requirement of this ToR.

Financial Proposal:

1. The Financial proposal shall include all costs associated with the assignment. If appropriate, these costs shall be broken down by activity.
2. Activities and items in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities.
3. Bidder shall express the price of their services in Jordanian Dinars (JD) and shall be inclusive for all fees and taxes.
4. The Financial Proposal shall be valid for **120 days**. During this period, the Bidder is expected to keep available the professional staff for the assignment.
5. Any hidden costs in the bidder offer are not acceptable.

The bidders are expected to examine in detail the documents constituting this Terms of Reference (ToR). Material deficiencies in providing the information requested may result in rejection of a proposal.

All Proposals must be delivered by hand to TRC (Procurement & Supplies Management Section) at the following address and during office hours (8:30 AM to 3:30 PM) from Sunday to Thursday:

Interested parties may obtain further information and inspect the Tender Documents at the following address:

Bayader Wadi Al Seer District, Deir ghbar Area, Extension of Alshaheed Mohamad Al Zoghoul Street. Building No (13), Telephone: (962 6) 5501120 ext. (2750)

PART 3 - Team Composition and Profile

- All experts should have a proven track record in conducting similar assignments.
- It is required that a team of two experts and a project manager (team leader) will be made available at least.
- The team should have a Senior Expert as a project manager (team leader) with Telecom background and telecom engineering or legal background for the team.
- The Project manager will be responsible for delivering the required project management activities during the project.

PART 4 - Evaluation

Technical Evaluation

- The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in this TOR. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in this document. Parties who do not meet the Eligibility Criteria will not be considered for further evaluation.
- A proposal shall be rejected at this stage if it does not respond to important aspects of the ToR or if it fails to achieve the minimum technical qualifying score which is 80 points.
- The technical proposals of Bidders shall be evaluated based on the following criteria:

	Technical Evaluation	Expected Response	Points
1	Scope and objectives and activities of the project	Proposal Document	50
2	Project Team	CV.s and supporting documents	20
3	Similar Projects and References	Document detailing customer references.	30
	Total		100

Technical Proposal shall not be considered for evaluation in any of the following cases:

- a. Late submission, *i.e.*, after the deadline set.
- b. Failure to submit any of the technical requirements and provisions provided under the Instruction to Bidder and Terms of Reference.
- c. Failure to Provide the Documentary evidence and/or the supporting files.

Financial Evaluation

- The Financial Proposal of Bidder who passed the qualifying score shall be opened and evaluated.
- TRC will evaluate the financial score of the technically qualified bidders in accordance with the following process.
- The Bidder who proposes the lowest Financial Offer will be given the maximum number of points (100%), and the remaining bidders will be given points depending in the following equation:
 - $(\text{The lowest financial offer} \div \text{another financial offer}) \times 100\%$
- Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the price shall be entertained.
- The winning bidder shall conduct, deliver and implement what is mentioned in the Scope objectives and activities of the project.
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3.3 Total Evaluation and Awarding

The Purchasing Committee will give weight of (80%) to the technical offer and (20%) to the financial offer. The total score of each qualified bidder will be the sum of his weighted technical and financial scores. The contract will be granted to the bidder who has the highest total score.

In cases of tie, the Purchasing Committee will act as following:

A. In circumstances where two or more Bidders have the same Total Score the Contract will be awarded to the Bidder, which has the highest Technical Score of that class.

B. In circumstances of a further tie, that is to say that two or more Bidders have identical Total Score and identical Technical Scores, the successful Bidder will be determined at the discretion of the Purchasing Committee.

PART 5 - Time Scale

The time scale and man days required for conducting each task shall be identified in the proposal for all activities, the bidder shall provide TRC with a detailed time plan of all phases including number of man days, online & onsite days, requested tasks for each and every expert.

PART 6 - Special Issues

Approval of Deliverables

The bidder shall obtain the TRC written approval for each and every deliverable of the project activities.

Dispute resolution

In case of dispute, Jordanian courts and the laws of Hashemite kingdom of Jordan will be applied.

END