

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION)

Country: Federal Democratic Republic of Ethiopia

Name of Project: Eastern Africa Regional Digital Integration Project (EARDIP)

Project ID: P180931

Assignment Title: Selecting a consulting firm that supports ECA in developing Quality of Service Measurement Methodologies and Telecommunications Quality of service Monitoring.

Reference No.: ET-MINT-499889-CS-QCBS

The Federal Democratic Republic of Ethiopia has received financing from the World Bank toward the cost of the Eastern Africa Regional Digital Integration Project (EARDIP) and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include **Selecting a consulting firm that supports ECA in developing Quality of Service Measurement Methodologies and Telecommunications Quality of service Monitoring.**

1. Introduction

The Ethiopian Communications Authority (ECA) is committed to enhancing the regulatory framework governing the telecommunications sector to ensure the delivery of high-quality, reliable, and accessible electronic communications services. In response to the evolving market dynamics and technological advancements, ECA seeks to engage a qualified consulting firm to provide technical expertise in the development of a modern Quality of Service (QoS) measurement methodology and monitoring framework.

2. Objectives

The primary objective of this assignment is to support the Ethiopian Communications Authority (ECA) in developing a comprehensive and modern Quality of Service (QoS) regulatory framework for the telecommunications sector. The assignment aims to establish standardized QoS measurement methodologies and design a robust QoS monitoring system that aligns with international best practices, including those recommended by the International Telecommunication Union (ITU), while addressing the emerging complexities of Ethiopia’s rapidly evolving telecommunications ecosystem.

3. Specific objectives

The specific objectives of this assignment include, but are not limited to, the following activities::

- Develop standardized, technology-neutral methodologies for measuring QoS parameters across various telecommunications services, including voice, SMS, mobile and fixed broadband, and emerging technologies such as 5G and the Internet of Things (IoT).
- Design a comprehensive and scalable QoS monitoring framework encompassing the technical, institutional, and regulatory components necessary for effective service quality assessment and enforcement.

- Provide regulatory tools and templates, including Key Performance Indicator (KPI) definitions, reporting formats, and compliance thresholds, to enable consistent, transparent, and enforceable QoS monitoring.
- Assess the current QoS monitoring practices, tools, and internal capabilities within ECA, and recommend improvements or upgrades to enhance effectiveness and sustainability.
- Establish mechanisms for consumer protection, including compensation schemes for consumers and enforcement measures such as penalties for operators failing to meet defined QoS standards.
- Build the capacity of ECA staff through targeted knowledge transfer, practical training sessions, and the development of operational manuals on QoS measurement and enforcement procedures.
- Facilitate stakeholder engagement and consultations to ensure the developed framework reflects the needs and perspectives of industry players, consumer groups, and other relevant stakeholders.
- Propose standards for minimum time between failures (MTBF) and maximum time for service restoration to enhance network reliability and consumer experience.

The detailed Terms of Reference (TOR) for the assignment *can be found on the following website: www.dfp.gov.et or can be obtained at the address given below.*

Ministry of Innovation and Technology- Eastern Africa Regional Digital Integration Project now invites eligible Consulting firms to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the services. **The shortlisting criteria are: core business and years in business, relevant experience in the field of assignment, technical and managerial capability of the firm.**

The attention of interested Consultants is drawn to paragraph 3.14, 3.16, and 3.17 of the World Bank's Procurement Regulations for IPF Borrowers dated September 2023 ("Procurement Regulation"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In

the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the QCBS (Quality and Cost Based Selection) method set out in the Procurement Regulations.

Interested and qualified consultants may obtain further information at the address below during office hours 08:30 to 12:00 & 14:30 to 17:00, Mondays to Thursdays; and 08:30 to 11:00 & 14:30 to 17:00 on Fridays.

Expressions of interest must be delivered in a written form to the address below (in person, or by e-mail) on or before October 6th, 2025.

Ministry of Innovation and Technology (MInT)
Eastern Africa Regional Digital Integration Project
Attn: Focal Person, Project Implementation Unit (PIU)
Address: Arada Sub-city, Tracon Building 6th floor, in front of Tikur Anbessa Secondary School,
Telephone No.: +251-911-229367/911-815731/913-603899,
Email address: tessedf@gmail.com , wondwossen@mintprojects.gov.et and zayedemoint@gmail.com
Addis Ababa, Ethiopia.