



Specific Procurement Notice

Request for Bid Information Systems (Design, Supply and Installation) (Without Prequalification)

Purchaser: *Organisation of Eastern Caribbean States*

Project: *Caribbean Digital Transformation Project*

Contract title: *Procurement of Hardware and Software for Monitoring of Quality of Service (QOS) and Quality of Customer Experience (QoE)*

Country: *Regional*

Grant No.: *IDA – D6520*

RFB No: *LC-OECS COMMISSION-412916-GO-RFB*

Issued on: *October 2, 2026*

1. The Organisation of Eastern Caribbean States has received financing from the World Bank toward the cost of the Caribbean Digital Transformation Project, and intends to apply part of the proceeds toward payments under the contract for the Procurement of Hardware and Software for Monitoring of Quality of Service (QOS) and Quality of Customer Experience (QoE):

Lot 1: Design, Supply and Installation of Crowdsourcing Platform

Lot 2: Supply of Probes

Item 1: Fixed Probes – 20 pieces

Item 2: Drive/Walk probes – 5 pieces

2. The Organisation of Eastern Caribbean Countries now invites sealed Bids from eligible Bidders for a cloud-based centralised QoS/QoE Information System (the System) as a multi-source regulatory platform that integrates crowdsourced user measurements with data from fixed and mobile (drive/walk) probes and licensee reports to support the end-to-end QoS reporting cycle for the Eastern Caribbean Telecommunications Authority (ECTEL) and National Telecommunications Regulatory Commissions in Dominica, Grenada, Saint Kitts and Nevis, Saint Lucia and Saint Vincent and the Grenadines. The

System, including the Crowdsourcing Platform and Probes, are expected to be deployed within about 6 months.

Eligible Bidders are expected to meet the following, among others, key qualification requirements:

(a) Minimum average annual turnover of:

- (i) Lot 1: USD500,000.00
- (ii) Lot 2: USD200,000.00

calculated as total certified payments received for contracts in progress or completed, within the last three (3) years. The minimum average annual turnover for multiple lots is calculated as total of the values set up above for individual lots.

(b) Experience under Information System contracts in the role of prime supplier, management contractor, JV member, or subcontractor for at least the last five (5) years prior to the applications submission deadline

(c) Participation as a prime supplier, management contractor, JV¹ member, sub-contractor, in at least:

- (i) Lot 1:
 - two (2) contracts within the last five (5) years, each with a value of at least USD150,000.00
 - or**
 - one contract within the last five (5) years, each with a value of at least USD300,000.00
- that have been successfully and substantially completed and that are similar to the proposed Crowdsourcing Platform.

For the purposes of this requirement, a similar contract for a Crowdsourcing Platform shall include the implementation of a telecommunications, electronic communications, network-performance, QoS, QoE, service assurance, broadband measurement, crowdsourcing, or regulatory monitoring information system comprising at least three (3) of the following characteristics:

- i. collection of QoS/QoE measurement data from end-user devices, probes, or multiple measurement sources;
- ii. centralized data collection and ingestion;
- iii. data repository or data warehouse functionality;
- iv. analytical processing and KPI generation;
- v. benchmarking and reporting capabilities;
- vi. GIS-based visualization or geospatial analysis;
- vii. integration of multiple external data sources;
- viii. regulatory, governmental, telecommunications operator, or service assurance environment.

¹ For contracts under which the Bidder participated as a joint venture member or sub-contractor, only the Bidder's share, by value, and role and responsibilities shall be considered to meet this requirement.

At least one (1) of the referenced contracts should demonstrate implementation for a telecommunications regulator, national regulatory authority, telecommunications operator or equivalent communications sector organisation.

- (ii) Lot 2:
 - two (2) contracts within the last five (5) years, each with a value of at least USD100,000.00
 - or
 - one (1) contract within the last five (5) years with a value of at least USD200,000.00that have been successfully and substantially completed and that are similar to the proposed probe solution.

For the purposes of this requirement, a similar contract shall include the supply, deployment, integration, and support of fixed broadband probes, mobile probes, drive test systems, walk test systems or comparable telecommunications measurement systems. The referenced contracts shall have at least three (3) of the following:

- i. fixed QoS/QoE monitoring probes;
- ii. drive and/or walk testing systems;
- iii. mobile broadband QoS/QoE measurements;
- iv. campaign-based testing;
- v. centralized probe management;
- vi. automated transmission of measurement data;
- vii. integration with analytics or reporting platforms;
- viii. deployment of at least 25 probes/devices or equivalent monitoring units.

At least one (1) of the referenced contracts should demonstrate implementation for a telecommunications regulator, national regulatory authority, telecommunications operator or equivalent communications sector organisation.

The minimum requirements for each lot shall be met in case of multiple lots.

The successfully completed similar contracts shall be documented by a copy of an Operational acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s).

Bidders may Bid for one or both lots, as further defined in the bidding document. Lot 2 shall be evaluated and awarded on an item-by-item basis, with Bidders permitted to submit bids for either or both items. Each item may be awarded separately, resulting in up to three contracts under the procurement.

- 3. Bidders may Bid for one or several contracts, as further defined in the bidding document. Bidders wishing to offer discounts in case they are awarded more than one contract will be allowed to do so, provided those discounts are included in the Letter of Bid.
- 4. Bidding will be conducted through national competitive procurement using Request for Bids (RFB) as specified in the World Bank's "Procurement Regulations for IPF

Borrowers”, seventh edition, September 2025 (“Procurement Regulations”), and is open to all eligible Bidders as defined in the Procurement Regulations.

5. Interested eligible Bidders may obtain further information from the OECS Commission, Procurement Officer, Pooled Procurement Services, Caribbean Digital Transformation Project, procurementbids@oecs.int and inspect the bidding document during office hours *0900 to 1700 hours* at Address 1 given below.
6. A complete set of bidding documents in English may be sent via email to interested eligible bidders for free upon the submission of a written application to Address (1) below. The requests may be made by written application including e-mail and must be clearly marked: **“Request for Bidding Documents for Procurement of Hardware and Software for Monitoring of Quality of Service (QoS) and Quality of Customer Experience (QoE)”**, along with the name, address and contact information of the bidder for which Bidding Documents are being requested.
7. Password-protected bids must be delivered via email to Address 2 below on or before 2:30 pm AST on November 6, 2026. **Late Bids will be Rejected.** Bids will be publicly opened in the virtual presence of the Bidders’ representatives and anyone who chooses to attend at Address 3 below at 3:30 pm AST on November 6, 2026.
8. All Bids must be accompanied by a **Bid-Securing Declaration**.
9. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful bidder’s beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the bidding document.
10. The addresses referred to above are:

Address 1:

Attention: Head of Pooled Procurement Services
Project Reference: Caribbean Digital Transformation Project
OECS Commission
Morne Fortune
P.O. Box 179
Castries
Saint Lucia

Telephone: 1 758 455 455-6324
Electronic mail address: procurementbids@oecs.int

Address 2:

procurementbids@oecs.int

Address 3:

The link for the Bid Opening Meeting will be sent not later than 24 hours before the time and date of the Bid Opening.