



# EASTERN CARIBBEAN TELECOMMUNICATIONS AUTHORITY [ECTEL]

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18<sup>th</sup> August 2021

Mr. Craig Nesty  
Executive Director, NTRC Dominica

Mr. Lawrence Samuel  
Coordinator, NTRC Grenada

Mr. Ervin Williams  
Director, NTRC St. Kitts and Nevis

Mr. Alden St. Clair  
Acting Chief Executive Officer, NTRC Saint Lucia

Mr. Apollo Knights  
Secretary/Director, NTRC St. Vincent and the Grenadines

Dear Directors, Coordinator,

## **Re: Update on the Caribbean Digital Transformation Project (CARDTP)**

I wish to refer to ECTEL's letter dated 17<sup>th</sup> February 2021, in which an initial update on the CARDTP approved by the World Bank on 22<sup>nd</sup> June 2020 was provided to the Commissions. We are now starting the procurement phase of the consultancy for the Quality of Service ("QoS") and Quality of Customer Experience ("QoE") component of the Project.

This QoS and QoE component will review and revise the current legal and regulatory frameworks for the measurement, monitoring and enforcement of QoS and QoE standards for various electronic communications networks and services. In addition, hardware and software will be purchased to monitor some quality of service components in each Member State and conduct the requisite capacity building.

/The

18<sup>th</sup> August 2021

Directors, Coordinator, Acting Chief Executive Officer - NTRCs  
Re: Update on Caribbean Digital Transformation Project (CARDTP)

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The Directorate would be grateful, therefore, if the attached Request for Expressions of Interest (REOI) could be posted to your Commission's website as soon as possible. The REOI is for consulting services to for the QoS and QoE component of the project. The deadline for submission of electronic copies of Expressions of Interest to the OECS Commission is **27<sup>th</sup> August 2021**.

We thank you for your assistance.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'CH' followed by a flourish.

.....  
Cheryl Hector Fontenelle  
Managing Director (Ag.)