

# **Telecommunication Regulatory Commission of Sri Lanka (TRCSL)**

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## **A Consultant to Prepare a Request for Proposal (RFP) to Get the Services of a Consulting Firm or Individual for Setting KPIs for Staff of the TRCSL**

The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) seeks the assistance of a qualified consultant to prepare a Request for Proposal (RFP) to get the services of a consulting firm or individual for setting KPIs for staff of the TRCSL and preparation of a plan for implementation.

### **1. Objective**

The TRCSL intends to introduce KPIs to the employees of TRCSL to improve the internal efficiency towards achieving the general objectives of the Commission.

The objective of the consultancy is to obtain the services of a reputed consultant to develop an RFP to get the services of a consulting firm or individual for the setting KPIs to staff of the TRCSL and implementation plan.

This assignment will require studying the duties and responsibilities of TRCSL given in the Telecommunications Act and its amendments, existing SoR, organization structure, duty lists and any other relevant documents where necessary. Further the Consultant may request the inputs and comments of the relevant staff if necessary.

### **2. Scope of the Work**

The tasks to be undertaken by the Consultant including, but not limited to the following:

- An overview of the concept of KPIs explaining the different approaches available and their merits and de-merits concerning diverse divisions in TRCSL.
- To present a suitable KPI structure for TRCSL
- To develop an RFP to get the services of a consulting firm or individual for setting KPIs to staff of the TRCSL, and preparation of a plan for implementation

### **3. Qualifications of Consultant**

The Consultant will be selected based on his/her qualifications and experience.

For the purpose of this particular work, applicants should meet the following qualifying criteria as a minimum:

- should possess a degree and a postgraduate qualification in the relevant field.
- should have a detailed knowledge in setting KPIs for achieving the goals of the organization with previous experience
- be fluent in English.

#### **4. Financial Proposal**

Applicants are required to submit a detailed financial proposal indicating:

- Professional fees for the consultancy.
- Any other associated costs (if applicable).

#### **5. Submission Requirements**

Interested consultants should submit:

1. A cover letter expressing their interest.
2. A detailed CV highlighting relevant qualifications and experience.
3. A proposal (technical and financial) addressing the Objectives and Scope of Works.

#### **6. Submission Deadline**

Required documents must be submitted no later than **17.01.2025** to the following address via registered post, indicating '**Application for Provision of Assistance in Preparing RFP for KPIs**' in the upper left corner of the envelope.:

Director (Admin & CA)  
Telecommunications Regulatory Commission of Sri Lanka  
No. 276, Elvitigala Mawatha,  
Colombo 08, Sri Lanka.

7. If you require further information about the scope of work and objectives, you are welcome to attend the meeting scheduled for **08.01.2025 at 1:00 PM** in the ground floor conference room at TRCSL

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**Director General**  
**Telecommunications Regulatory Commission of Sri Lanka**  
**No. 276, Elvitigala Mawatha,**  
**Colombo 08, Sri Lanka.**