

## TERMS OF REFERENCE – SPTC STRATEGIC AND BUSINESS PLAN

### Technical Capability Table

REF	ITEM DESCRIPTION	SCORE
1.	<p>The Consulting Firm’s understanding of the ICT industry in general, global trends and a general outline of the opportunities that exist in the Swaziland communication’s market.</p> <p><i>The Consulting Firm’s understanding of the ICT industry must then extend to cover, generally, future opportunities that will open up for the following business interests:-</i></p>	30
	<i>Telecommunications business (both backbone &amp; last mile services)</i>	15
	<i>Postal business</i>	10
	<i>Contact Centre and Business Outsourcing</i>	10
2.	The Consulting Firm’s preliminary scenarios of SPTC’s potential strategic position in the market, say ten (10) years from today.	30
3.	Consulting Firm’s high level approach to addressing issues of manpower rationalization / right sizing / business alignment	20
4.	High level highlights of Social / Transformation approaches that may be considered by SPTC.	10
5.	High level highlights of separation framework – that may be considered by SPTC as she separates Posts and Telecoms and as she splits Telecoms into Wholesale & Retail	10
6.	Comprehensive details of the Consulting Firm’s proposed <b>Work Plan Approach</b> for this assignment (phasing and/ or scheduling of milestones).	20
7.	Profile of major reference work(s) that the Consulting Firm has undertaken.	45