

## TERMS OF REFERENCE

### MONGOLIA: SMART GOVERNMENT PROJECT

**Credit No.:** 5483-MN

**Assignment Title:** Consulting service for ICT universal service policy review

**Reference No.:** 2.1.10

#### 1. General

Information and communication technologies (ICT) and broadband technology (LTE, 5G, etc.) in general as well as online public service in particular have become increasingly important for the social and economic development across countries.

The universal service policy is an important tool to bridge the digital divide between low and high-income users and between low and high-cost areas in a nation. On the other hand, the technological change has dramatically influenced the scope and scale of universal services.

In order to keep pace with rapid development of ICT and respond changing needs of people, it is necessary to re-define policies and types of universal services. The Ministry of Finance of Mongolia has also audited the activities of the Universal Service Obligation Fund (USOF), which was established in 2003, and recommended to update relevant laws and regulations.

This terms of reference aims to review and assess implementation of existing policies of universal obligatory services and recommend appropriate guidelines to improve the policies by accommodating international best practices, and assessment.

#### 2. Objective

To review and assess implementation of existing universal service policies and recommend appropriate guidelines to improve the policies in line with international best practices and assessment.

#### 3. Project activities

**Assignment 1:** Review and assess current situation of ICT universal services in Mongolia.

**Assignment 2:** Study international best practices of universal service implementation.

**Assignment 3:** Recommend guidelines to improve policy framework of universal services in Mongolia

#### 4. Detailed descriptions of assignments

4.1 To review and assess current situation of ICT universal services:

- 4.1.1. To review and assess current legal and regulatory framework of ICT universal services in Mongolia
- 4.1.2. To review ICT service availability and accessibility at soum and bag (administrative divisions of Mongolia) levels,
- 4.1.3. To review digital skill levels of soum and bag residents and herders;
- 4.1.4. To review demands and needs of communities in settlement places (soums, provinces and cities) and people with special needs in Mongolia;

4.1.5. To assess demands for e-services such as e-health, e-education, e-commerce and e-government in rural areas.

4.2 To study international best practices of universal service implementation

4.2.1. To conduct a comparative analysis of international best practices, covering at least 1 country that have different tools and practices, by:

- studying good experiences to develop e-services in rural areas,
- advising a study tour to see USOF implementation, and
- participating in implementation of universal services.

4.2.2. To study policy papers, reports and recommendations on ICT universal services, issued by international organizations such as ITU, APT and UPU.

4.3 Recommend guidelines to improve policy framework of universal services in Mongolia

4.3.1. Develop guidelines of universal service policy, legal and regulatory framework in Mongolia, on the basis of assessments of current situation and international best practices, covering the following areas:

- re-defined types of universal obligatory services and recommendation for implementation tools;
- digital literacy planning tools for using ICT universal services;
- identified types of universal services for the target communities in settlement places (soums, provinces and cities) and people with special needs in Mongolia and recommendation for implementation tools;
- tools for ensuring quality of universal services etc.

4.3.2. Recommend principles to implement the USOF, covering the following main areas:

- Options for USOF formation;
- Implementation tools and procedures;
- Monitoring mechanisms for the implementation process.

## 5. Implementation timeline and deliverables

The consulting service shall be provided within 4 months after signing the contract. The service will be performed in Mongolia.

<b>№</b>	<b>Date</b>	<b>Deliverables</b>	<b>Required language</b>
1	Within 2 weeks of contract signing	- Inception report with work plan	Mongolian / English
2	Within 6 weeks of contract signing	- Review and assessment report	Mongolian / English
3	Within 10 weeks of contract signing	- Interim report i. Report on international best practices plus one study tour ii. Recommendation report for USOF	Mongolian / English
4	Within 15 weeks of contract signing	- Final report i. Guidelines on universal service policy, legal and regulatory framework ii. Draft implementation procedures as per 4.3.2	Mongolian / English
5	Monthly /first week next month /	Monthly report on work progress	Mongolian

## **6. Requirements for consulting firm**

The Consultant is expected to be a firm with experts in the areas of digital inclusion with a good understanding of legal, financial and economic aspects of ICT universal service and access obligation. The Consultant will be selected based on experience and competence relevant in carrying out this type of assignment. The Consultant's knowledge of and experience in universal service and access for promoting digital inclusion particularly in developing countries, will be important.

The interested firm shall have the following general qualifications:

- At least 5 years' consulting service experience in ICT sector

The firm shall meet the following specific requirements:

- At least 2 consulting contracts of ICT sector's universal accesses and services
- At least 2 government level project experiences for designing, implementing and monitoring policy, legal and regulatory initiatives on Universal service fund or programs.
- At least 1 consulting contract in the area of financial analysis for digital inclusion projects and programs

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