

# **EXPRESSION OF INTEREST (EOI)**

**Title of Consulting Service: 01-BABS-2022**

**Method of Consulting Service: International**

**Project Name : Procurement of Monitoring Service for the Verification of  
Billing Metering and Charging Accuracy of Mobile Services**

**EOI : 01-BABS-2022**

**Office Name: Nepal Telecommunications Authority**

**Office Address: Kathmandu Kathmandu**

**Funding agency : Internal Resources**

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## **A. Request for Expression of Interest**

# Request for Expression of Interest

## Government of Nepal (GoN)

Name of Employer: Nepal Telecommunications Authority

Date: 27-12-2021 16:00

Name of Project: Procurement of Monitoring Service for the Verification of Billing Metering and Charging Accuracy of Mobile Services

1. Government of Nepal (GoN) has allocated fund toward the cost of Procurement of Monitoring Service for the Verification of Billing Metering and Charging Accuracy of Mobile Services and intend to apply portion of this fund to eligible payments under the Contract for which this Expression of Interest is invited for International consulting service
2. The Nepal Telecommunications Authority now invites Expression of Interest (EOI) from eligible consulting firms (“consultant”) to provide the following consulting services: Design and perform tests and measurements for verification of the Billing Metering and Charging accuracy of Mobile Operators for voice, data, SMS, and Value Added Services (VAS) against the NTA approved tariff rates and pulse durations for 2G, 3G, and 4G Services independently without system integration with Mobile Operators
3. Interested eligible consultants may obtain further information and EOI document free of cost at the address Nepal Telecommunications Authority, Only EGp during office hours on or before 12-01-2022 12:00 or visit e-GP system [www.bolpatra.gov.np/egp](http://www.bolpatra.gov.np/egp) or visit the client’s website <https://nta.gov.np/en/>
4. Consultants may associate with other consultants to enhance their qualifications.
5. Expressions of interest shall be delivered online through e-GP system [www.bolpatra.gov.np/egp](http://www.bolpatra.gov.np/egp) Electronically only on or before 12-01-2022 12:00
6. In case the last date of obtaining and submission of the EOI documents happens to be a holiday, the next working day will be deemed as the due date but the time will be the same as stipulated.
7. EOI will be assessed based on Qualification 40.0 %, Experience 50.0 %, and Capacity 10.0 % of consulting firm and key personnel. Based on evaluation of EOI, only shortlisted firms will be invited to submit technical and financial proposal through a request for proposal.
8. Minimum score to pass the EOI is 60

## **B. Instructions for Submission of Expression of**

# Instructions for Submission of Expression of Interest

1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms.
2. Interested consultants must provide information indicating that they are qualified to perform the services (descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 7 years and their location, experience in similar conditions, general qualifications and the key personnel to be involved in the proposed assignment).
3. This expression of interest is open to all eligible consulting firm/person/ company/ organization.
4. In case, the applicant is individual consultant, details of similar assignment experience, their location in the previous 4 years and audited balance sheet and bio data shall be considered for evaluation.
5. The assignment has been scheduled for a period of [Insert time, period in years and/or months]. Expected date of commencement of the assignment is 15-12-2021.
6. A Consultant will be selected in accordance with the QCBS method.
7. Expression of Interest should contain following information:
  - (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.
  - (ii) Applicants shall provide the following information in the respective formats given in the EOI document:
    - EOI Form: Letter of Application (Form 1)
    - EOI Form: Applicant's Information (Form 2)
    - EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))
    - EOI Form: Capacity Details (Form 4)
    - EOI Form: Key Experts List (form 5).
8. Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.
9. The Expression of Interest (EOI) document must be duly completed and submitted in sealed envelope and should be clearly marked as "EOI Application for Short-listing for the Procurement of Monitoring Service for the Verification of Billing Metering and Charging Accuracy of Mobile Services. The Envelope should also clearly indicate the name and address of the Applicant. Alternatively, applicants can submit their EOI application through e-GP system by using the forms and instructions provided by the system.
10. The completed EOI document must be submitted on or before the date and address mentioned in the "Request for Expression of Interest". In case the submission falls on public holiday the submission can be made on the next working day. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation.

## **C. Objective of Consultancy Services or Brief TOR**

## Terms of Reference (ToR) of the Consultant

### For

## Procurement of Monitoring Service for the Verification of Billing Metering and Charging Accuracy of Mobile Services

### 1. Background

The telecommunication market in Nepal is competitive with 2G/3G/4G services being offered by multiple telecommunication and Internet Service Providers. NTA has approved tariffs of voice, data, sms and value added services offered by the operators. Complex and fast-changing tariffs applied by the operators has created challenges of consumer dissatisfaction with over-billing, followed by potential penalties by regulators.

Pursuant to Clause 17 of the Telecommunication Act, 1997, Nepal Telecommunications Authority (NTA) has the authority to inspect or investigate the activities carried out or the services provided by the Licensee, at any time. For billing related complaints, NTA with limited resources is dependent on the telecom operators billing systems till date. *NTA, being the national regulator of telecommunications sector in Nepal, intends to perform monitoring of some services in sampling basis independently without the knowledge of operators to verify whether the billing metering and charging system of the Mobile Operators are reliable or not.*

NTA thus intends to procure a **billing monitoring service** so that billing metering and charging accuracy of the Mobile Operators can be analyzed and discrepancies, if any can be identified.

### 2. Objective

- To design and perform tests and measurements for verification of the Billing Metering and Charging accuracy of Mobile Operators for voice, data, SMS, and Value Added Services (VAS) against the NTA approved tariff rates and pulse durations for 2G, 3G, and 4G Services independently without system integration with Mobile Operators

### 3. Scope of Work (SoW)

The consultant shall prepare and submit a report along with required recommendations to NTA by carrying out the tasks which includes but not limited to the followings:

- a. Implement a billing audit system independently i.e. without the knowledge of Mobile Operators and without the integration with Mobile Operators System and perform tests and measurements of voice, data, sms and VAS services simulating real customer behavior in busy hour and off hour;
- b. Design and configure a billing monitoring system for testing billing metering and charging accuracy which should include **for each Mobile Operator, at least voice call tests of 5 different tariffs, data tests 5 different tariffs, VAS tests of 5 different tariffs and at least SMS test of 2 rate scenarios.** The tests and measurement scenarios shall be

designed in consultation with concerned division/section of NTA and shall be approved by NTA.

- c. Perform a billing metering audit for at least one month for voice, data, VAS and sms services and inter-operator services **for each of three (3) Mobile Operators**. After the completion of tests and measurement of one Mobile Operator, the tests and measurement of another Mobile Operator shall be preceded.
- d. The consultant shall provide billing audit system service to NTA. The consultant shall be responsible for implementation of the billing audit system and any server requirements or any software requirements. However, NTA shall bear the cost of SIM subscriptions and tariff charges (recharge/top up costs) for the tests being conducted of Mobile Operators incurred during the testing period.
- e. The system is expected to have following capabilities:
  - i. Operator's business rules and criteria are defined and configured so that reconciliation is possible, thresholds are defined, and processing rules are applied.
  - ii. The system shall be capable of independently verifying the completeness of call streams along the billing chain (Mobile Post-Paid, Mobile Pre-Paid, Interconnection etc.).
  - iii. The system shall be capable of verification of the compliance of the information contained in the CDRs collected from the operator with the information from the test scenario and Mobile Operators tariff catalogue (call details, start time, end time, exact duration, price, etc.).
  - iv. The solution proposed must be able to generate test events on 2G (GSM), 3G (UMTS) and 4G (LTE/LTE-A) networks.
  - v. The solution must be instantly or on periodic basis and automatically able to process the comparison of the CDRs when they are acquired.
  - vi. The indication of the start of the call and the charging of the length of calls and data must be recorded by the system.
  - vii. The solution must allow easy modification of the tariff plans in force without limitation on the number of modifications. The consultant must provide a procedure for updating the rate catalogues.

#### **4. Eligibility Criteria of the Consulting Firm**

- a. The consulting firm must be registered in the respective country. An evidence of the same must be submitted.
- b. The consulting firm shall not be blacklisted.
- c. Minimum 5 years of its establishment and experience in Telecom sector. The evidence/certificates must be submitted by the consulting firm.
- d. The consulting firm shall have successfully completed at least 5 Telecom related assignments/projects. The evidences/certificates of the same must be submitted.

- e. The consulting firm shall have successfully completed at least 3 billing metering and charging accuracy related services or assignments/projects of Mobile operators. The evidences/certificates of the same must be submitted.
- f. The consulting firm must have annual average turnover (sales revenue) of at least 7.5 million NPR or 0.1 million USD in the last 3 consecutive fiscal years (2018, 2019, 2020). . The Financial Audited report of the same has to be submitted.
- g. The consulting firm must have positive Net worth.
- h. The consultant must offer services of billing metering and charging accuracy system, which has been successfully implemented in at least two different countries. The certificates/evidences of the same need to be submitted by the consulting firm(s).
- i. The consulting firm shall not be eligible if it does not comply with the team composition and each member with minimum qualification as mentioned in this ToR and will be rejected.
- j. **Team Composition and their minimum Qualification and Experiences:**  
The Team shall comprise of at least (minimum) the followings:
1. Team Leader--- 1 nos.
  2. Product Engineer – 1 nos.
  3. Data/Economic Analyst – 1 nos.

<b>Team Leader</b>	
Number of Persons	1 person
Job Description	<p>The Team Leader is expected to perform following tasks:</p> <ul style="list-style-type: none"> <li>• Take a lead role in day-to-day operational management of the project, including developing and overseeing work and execution of project. Work in close consultation and co-operation with NTA.</li> <li>• Develop the necessary plan, work methodology</li> <li>• Monitor and implement the project work</li> <li>• Analyze the collected data and perform data mining, statistics related tasks</li> <li>• Any other activities or tasks as assigned by the consulting firm related to this assignment.</li> </ul>
Minimum Qualification	Minimum Bachelor's Degree in Electronics and Communications Engineering or Telecommunications Engineering or equivalent Engineering degree from a reputed university.
Minimum Experience	<p>i) Minimum of five (5) years of working experience Telecom sector.</p> <p>ii) Completion of minimum two (2) assignments as a <b>team leader</b> in Telecom related</p>

	<p>projects.</p> <p><i>Note: Experience in mobile billing metering and charging accuracy system related projects shall be preferred</i></p>
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<b>Product Engineer</b>	
Number of Persons	1 person
Job Description	<p>Product Engineer is expected to perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Develop and design methodology for Billing Metering and Charging Accuracy System of Mobile Services in consultation with NTA.</li> <li>• Executing different monitoring related tasks as per NTA requirement in coordination with NTA and Team Leader.</li> <li>• Configure and conform the tests and measurements Billing Metering and Charging Accuracy of Voice, Data, SMS and VAS services.</li> <li>• Any other tasks assigned by the consulting firm related to this assignment.</li> </ul>
Minimum Qualification	Minimum Bachelor's Degree in Computer Engineering or Electronics and Communications Engineering or equivalent Engineering degree from a reputed university.
Minimum Experience	<p>i) Minimum of three (3) years of working experience Telecom sector.</p> <p>ii) Completion of minimum two (2) assignments in Billing Metering and Charging Accuracy system of Mobile services</p> <p><i>Note: Experience in mobile billing metering and charging accuracy system related projects shall be preferred</i></p>

<b>Data/Economic Analyst</b>	
Number of Persons	1 person
Expected Job Description	<p>Data/Economic Analyst is expected to perform the following tasks</p> <ul style="list-style-type: none"> <li>• Study the different tariffs of Voice, data, sms and value added services of mobile service providers in Nepal.</li> <li>• Analyze the results of the billing metering and charging accuracy system.</li> <li>• Any other tasks/activities as assigned by the consulting firm related to this as-</li> </ul>

	signment.
Minimum Qualification	Minimum Bachelor's Degree in Economics/Business Studies/Commerce/Data Science or equivalent degree from a reputed university.
Minimum Experience	<p>i) Minimum of three (3) years of working experience in Telecom sector</p> <p>ii) Completion of minimum three (3) assignments in Telecom related projects.</p> <p><i>Note: Experience in billing metering accuracy and charging system related projects shall be preferred.</i></p>

#### 5. Deliverables and time schedules

S. N.	Tasks/Activities	Timeline (from the Date of Signing of Contract)
1.	Inception report with monitoring methodology	within 15 days
2.	Mid Term Report- after completion of assignment for at least two(2) operators (tests for voice, data, VAS and SMS)	within four (4) months
3.	Final report after completion of all tasks in SoW	within 5.5 months

#### 6. Schedule of Payment

S. N.	Task Completed	Payment Amount (Percentage of Contract Amount)
1.	After submission and acceptance of inception Report from NTA	10%
2.	After submission and acceptance of Mid Term Report from the NTA	50%

3.	After submission and acceptance of Final Report from the NTA	40%
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**7. Method of Selection:**

The Consulting Firm will be selected by using Quality Cost Based Selection (QCBS) method (80% Technical and 20% Financial).

## **D. Evaluation of Consultant's EOI Application**

# Evaluation of Consultant's EOI Application

Consultant's EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria.

## i) Eligibility & Completeness Test

Sl. No.	Criteria Title	Compliance
1	Corporate Registration	
2	Tax Clearance/Tax Return Submission for Fy 2077/78	
3	VAT/PAN Registration	
4	EOI Form 1: Letter of Application	
5	EOI Form 2: Applicants Information Form	
6	EOI Form 3: Experience (3(A) and 3(B))	
7	EOI Form 4: Capacity	
8	EOI Form 5: Qualification of Key Experts	
9	In case of a natural person or firm/institution/company which is already declared blacklisted and ineligible by the GoN, any other new or existing firm/institution/company owned partially or fully by such Natural person or Owner or Board of director of blacklisted firm/institution/company; shall not be eligible consultant.	
10	If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV shall not be eligible to participate in procurement process till the concerned Court has not issued the decision of clearance against the Corruption Charges.	
11	The consulting firm must have positive Net worth.	

## ii) EOI Evaluation Criteria

### A. Qualification

Sl. No.	Criteria	Minimum Requirement
1	Team Leader	As Per TOR
2	Product Engineer	As Per TOR
3	Data/Economic Analyst	As Per TOR

Score: 40.0

### B. Experience

Sl. No.	Criteria	Minimum Requirement
1	General Experience of consulting firm	As Per TOR
2	Specific experience of consulting firm within last 7 years. In case of person, specific experience of the person within last 4 years.	AS Per TOR

Score: 50.0

### C. Capacity

Sl. No.	Criteria	Minimum Requirement
1	Financial Capacity.[Average turnover required	As Per TOR

**Score: 10.0**

**Minimum score to pass the EOI is: 60**

Note : If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV such consultant's proposal shall be excluded during the evaluation.

## **E. EOI Forms & Formats**

## **E. EOI Forms & Formats**

Form 1. Letter of Application

Form 2. Applicant's information

Form 3. Experience (*General, Specific and Geographical*)

Form 4. Capacity

Form 5. Qualification of Key Experts

**Standard EOI Document**

**1. Letter of Application**

*(Letterhead paper of the Applicant or partner responsible for a joint venture, including full postal address, telephone no., fax and email address)*

Date: .....

To,

Full Name of Client: \_\_\_\_\_

Full Address of Client: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

Sir/Madam,

1. Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by **[Insert name of Client]** as Consultant for **[Insert brief description of Work/Services]**.
2. Attached to this letter are photocopies of original documents defining:
  - a) the Applicant's legal status;
  - b) the principal place of business;
3. **[Insert name of Client]** and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.
4. **[Insert name of Client]** and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.<sup>1</sup>
5. All further communication concerning this Application should be addressed to the following person,  
  
*[Person]*  
  
*[Company]*  
  
*[Address]*  
  
*[Phone, Fax, Email]*
6. We declare that, we have no conflict of interest in the proposed procurement proceedings and we have not been punished for an offense relating to the concerned profession or

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<sup>1</sup> Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

**Standard EOI Document**

business and our Company/firm has not been declared ineligible.

7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or sub-consultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.
8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

**Signed** :

**Name** :

**For and on behalf of (name of Applicant or partner of a joint venture):**

**Standard EOI Document**

**2. Applicant's Information Form**

*(In case of joint venture of two or more firms to be filled separately for each constituent member)*

1. Name of Firm/Company:
2. Type of Constitution (*Partnership/ Pvt. Ltd/Public Ltd/ Public Sector/ NGO*)
3. Date of Registration / Commencement of Business (*Please specify*):
4. Country of Registration:
5. Registered Office/Place of Business:
6. Telephone No; Fax No; E-Mail Address
7. Name of Authorized Contact Person / Designation/ Address/Telephone:
8. Name of Authorized Local Agent /Address/Telephone:
9. Consultant's Organization:
10. Total number of staff:
11. Number of regular professional staff:

*(Provide Company Profile with description of the background and organization of the Consultant and, if applicable, for each joint venture partner for this assignment.)*

**Standard EOI Document**

**3. Experience**

**3(A). General Work Experience**

*(Details of assignments undertaken. Each consultant or member of a JV must fill in this form.)*

<b>S. N.</b>	<b>Name of assignment</b>	<b>Location</b>	<b>Value of Contract</b>	<b>Year Completed</b>	<b>Client</b>	<b>Description of work carried out</b>
1.						
2.						
3.						
4.						
5.						
6.						
7.						

**Standard EOI Document**

**3(B). Specific Experience**

**Details of similar assignments undertaken in the previous seven years**

*(In case of joint venture of two or more firms to be filled separately for each constituent member)*

Assignment name:	Approx. value of the contract (in current NRs; US\$ or Euro) <sup>2</sup> :
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of person-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current NRs; US\$ or Euro):
Start date (month/year): Completion date (month/year):	No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Name of joint venture partner or sub-Consultants, if any:	Narrative description of Project:
Description of actual services provided in the assignment:  <b>Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.</b>	

Firm's Name: \_\_\_\_\_

<sup>2</sup> Consultant should state value in the currency as mentioned in the contract

**Standard EOI Document**

**3(C). Geographic Experience**

**Experience of working in similar geographic region or country**

*(In case of joint venture of two or more firms to be filled separately for each constituent member)*

<b>No</b>	<b>Name of the Project</b>	<b>Location (Country/ Region)</b>	<b>Execution Year and Duration</b>
1.			
2.			
3.			
4.			
5.			
6.			
7.			

**Standard EOI Document**

**4. Capacity**

**4(A). Financial Capacity**

*(In case of joint venture of two or more firms to be filled separately for each constituent member)*

<b>Annual Turnover</b>	
<b>Year</b>	<b>Amount Currency</b>

- **Average Annual Turnover**

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*(Note: Supporting documents for Average Turnover should be submitted for the above.)*

**Standard EOI Document**

**4(B). Infrastructure/equipment related to the proposed assignment<sup>3</sup>**

<b>No</b>	<b>Infrastructure/equipment Required</b>	<b>Requirements Description</b>
<b>1.</b>		
<b>2.</b>		
<b>3.</b>		
<b>4.</b>		
<b>5.</b>		

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<sup>3</sup> Delete this table if infrastructure/equipment for the proposed assignment is not required.

**Standard EOI Document**

**5. Key Experts** *(Include details of Key Experts only)*

*(In case of joint venture of two or more firms to be filled separately for each constituent member)*

<b>SN</b>	<b>Name</b>	<b>Position</b>	<b>Highest Qualification</b>	<b>Work Experience (in year)</b>	<b>Specific Work Experience (in year)</b>	<b>Nationality</b>
1						
2						
3						
4						
5						

(Please insert more rows as necessary)

## CURRICULUM VITAE (CV)

<b>Position Title and No.</b>	{e.g., K-1, TEAM LEADER}
<b>Name of Firm</b>	<i>Insert name of firm proposing the expert</i>
<b>Name of Expert:</b>	{Insert full name}
<b>Date of Birth:</b>	{day/month/year}
<b>Citizenship</b>	

**Education:** {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

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**Employment record relevant to the assignment:** {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, *type of employment (full time, part time, contractual)*, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

<b>Period</b>	<b>Employing organization and your title/position. Contact information for references</b>	<b>Country</b>	<b>Summary of activities performed relevant to the Assignment</b>
[e.g., May 2005-present]	[e.g., Ministry of ....., advisor/consultant to...  For references: Tel...../e-mail.....; Mr. Bbbbbb, deputy minister]		

**Membership in Professional Associations and Publications:**

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**Language Skills (indicate only languages in which you can work):** \_\_\_\_\_

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**Adequacy for the Assignment:**

<b>Detailed Tasks Assigned on Consultant's Team of Experts:</b>	<b>Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks</b>
<b>{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}</b>	

**Expert's contact information:** (e-mail....., phone.....)

**Certification:**

I, the undersigned, certify to the best of my knowledge and belief that

*(i) This CV correctly describes my qualifications and experience*

*(ii) I am not a current employee of the GoN*

*(iii) In the absence of medical incapacity, I will undertake this assignment for the duration and in terms of the inputs specified for me in Form TECH 6 provided team mobilization takes place within the validity of this proposal.*

*(iv) I was not part of the team who wrote the terms of reference for this consulting services assignment*

*(v) I am not currently debarred by a multilateral development bank (In case of DP funded project]*

*(vi) I certify that I have been informed by the firm that it is including my CV in the Proposal for the {name of project and contract}. I confirm that I will be available to carry out the assignment for which my CV has been submitted in accordance with the implementation arrangements and schedule set out in the Proposal.*

*(vii) I declare that Corruption Case is not filed against me.*

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

\_\_\_\_\_ Date: \_\_\_\_\_  
*[Signature of expert] Day/Month/Year*

\_\_\_\_\_ Date: \_\_\_\_\_  
*[Signature of authorized representative of the firm] Day/Month/Year*

Full name of authorized representative:

\_\_\_\_\_