



ITAUKEI LAND TRUST BOARD

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Terms of Reference (ToR) for the Tender of Mobile Wallet Services Provider

1. Introduction

The iTaukei Land Trust Board (TLTB) is committed to enhancing the services offered to our landowners by modernizing the disbursement of funds through the adoption of mobile wallet services. To achieve this objective, TLTB seeks to engage reputable mobile wallet services provider(s) to facilitate efficient, secure, and user-friendly financial transactions. TLTB is dedicated to fostering financial inclusion and improving the livelihood of our landowners. We invite reputable mobile wallet service providers to submit proposals to partner with us in realizing this vision.

2. Background

The iTaukei Land Trust Board serves as a custodian of iTaukei land in Fiji, managing leases, disbursement of funds to landowners, and providing support services. The increasing demand for streamlined financial services has driven TLTB to explore innovative payment solutions that cater to the needs of our landowners.

3. Objectives

The main objectives of this tender are:

- To identify reliable mobile wallet service provider(s) capable of disbursing funds effectively to TLTB landowners.
- To ensure a secure, efficient, and accessible platform for financial transactions.
- To enhance the financial literacy and capabilities of landowners regarding mobile financial services.
- To provide ongoing technical support and relationship management with TLTB.

4. Scope of Work

The selected mobile wallet service provider will be expected to:

- Provide (Develop and implement) a mobile wallet solution that allows for the seamless disbursement and receipt of funds that can integrate with TLTB NGX System.
- Ensure compliance with all relevant financial regulations and security protocols.
- Provide user-friendly interfaces and customer support to assist landowners in navigating the mobile wallet service.
- Offer training and support to landowners to improve their understanding and use of the service.
- Allow for integration with TLTB's existing systems to enhance operational efficiencies.
- Provide regular reporting on transactions and user engagement metrics.

5. Eligibility Criteria

Interested providers must meet the following eligibility criteria:

- Proven track record in providing mobile wallet services, preferably in similar contexts.
- Valid licenses and certifications for operating mobile financial services in Fiji.
- Experience in working with indigenous communities or similar stakeholder groups.
- Capability to provide technical support and training for users.
- Commitment to data protection and user privacy.

6. Submission Requirements

Interested providers should submit the following documents:

- Company profile and history, including experience in providing mobile wallet services.
- Detailed proposal outlining the mobile wallet solution, including technical specifications.
- Financial proposal including pricing structure, transaction costs, and any associated fees.
- Evidence of relevant licenses and certifications.
- References from previous clients, especially in the region or similar sectors.

Proposals to be submitted online via email to **tendersecretariat@tltb.com.fj** by 4pm on 09/11/2024 with email subject "**Tender for Mobile Wallet Services**"

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Compliance with the submission requirements.
- Technical solution offered (features, usability, security).
- Cost-effectiveness of the financial proposal.
- Experience and capacity to deliver the project.
- Quality of customer support and training offerings.

8. Submission Timeline

- Deadline for Questions: [30/10/2024]
- Submission Deadline for Proposals: [09/11/2024]
- Expected Decision Date: [29/11/2024]
- Project Kick-off: [02/12/2024]

9. Contact Information

For any inquiries related to this tender, please contact through email to **tendersecretariat@tltb.com.fj**