

Terms of Reference for Mobile Services

Tender for Mobile Services for TLTB.

1. Introduction

The iTaukei Land Trust Board (TLTB) invites sealed tenders for the provision of mobile services, including voice, data, and text services, for its staff across various locations. The objective of this tender is to engage a mobile service provider that can offer reliable, secure, and cost-effective communication services to TLTB.

2. Scope of Work

The successful mobile service provider will be required to:

i. Provide Mobile Voice Services:

- Supply mobile voice services to TLTB's staff, including but not limited to local and international calls.
- Ensure robust network coverage across the country, particularly in rural and remote areas.

ii. Provide Mobile Data Services:

- Offer data plans with sufficient bandwidth to support TLTB's needs for email, internet access, and other data-related services.
- Provide reliable, high-speed data services, including 3G, 4G, 5G or higher technologies where applicable.

iii. Provide Mobile Text Services:

- Enable SMS (Short Message Service) and MMS (Multimedia Messaging Service) as per TLTB's communication needs.

iv. Offer Flexibility in Billing:

- Provide flexible billing options such as postpaid services.
- Provide a monthly summary of usage for all services provided.

v. Service Reliability and Support:

- Provide 24/7 customer support and troubleshooting services.
- Ensure minimum downtime and prioritize TLTB's mobile communication requirements in case of service disruptions.



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vi. SIM Cards and Devices:

- Supply SIM cards and mobile devices (if required) for all staff.
- Provide guidance on the selection of appropriate devices for staff members' job requirements.

vii. Mobile Security:

- Implement mobile security measures, such as data encryption, secure access, and protection from cyber threats.

viii. Roaming Services:

- Offer competitive international roaming rates, with transparency regarding costs and service availability in international locations.

3. Objectives

The main objectives of this tender are:

- To identify a mobile service provider that can meet the communication needs of TLTB.
- To secure a cost-effective solution for mobile communication services.
- To ensure the provider can deliver high-quality and uninterrupted services.
- To ensure transparency, fairness, and competitiveness in the tendering process.

4. Eligibility Criteria

The following criteria will be used to assess the eligibility of tenderers:

- The tenderer must be a licensed mobile service provider in Fiji.
- The tenderer must have a proven track record of providing mobile services to large organizations or government agencies.
- The tenderer must demonstrate an ability to provide nationwide mobile coverage, including remote and rural areas.
- The tenderer must provide a detailed proposal, including service levels, cost breakdown, and technical specifications.
- The tenderer must provide evidence of its ability to meet the mobile security requirements outlined in the ToR.



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5. Tender Submission Requirements

Tenderers are required to submit the following documents:

- A completed Tender Submission Form.
- A copy of the mobile service provider's business registration and licensing documents.
- A copy of FRCS Compliance certification and FNPf Compliance certification.
- A detailed proposal including pricing, service offerings, and terms and conditions.
- A breakdown of costs for mobile voice, data, and text services, along with any additional services or equipment provided.
- Evidence of previous experience in providing mobile services to similar organizations.
- Any relevant terms or conditions regarding service guarantees, coverage areas, and potential penalties for non-performance.

6. Evaluation Criteria

Tenders will be evaluated based on the following criteria:

- Technical Suitability (40%):
 - Network coverage and service quality.
 - Security measures and compliance with TLTB's requirements.
 - Service reliability and customer support.
- Cost (30%):
 - Pricing for mobile voice, data, and text services.
 - Value-added services such as roaming and equipment provision.
- Experience and Reputation (20%):
 - The provider's track record in delivering similar services to government or large corporate clients.
- Compliance with Terms (10%):
 - Adherence to the terms of reference and tender submission guidelines.

7. Tender Submission Deadline

The deadline for submission of tenders is 09th May, 2025. Late submissions will not be considered.

8. Tender Submission Address

Tenders must be submitted in a sealed envelope and dropped at the Tender box provided at Level 1, TLTB Head Office.

Tender Board Chairman
iTaukei Land Trust Board (TLTB)
431 Victoria Parade
Suva

Note: Clearly indicate "Tender for Mobile Services" on the envelope.



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9. Contract Duration

The contract awarded through this tender will be for a period of 3 years with the option for renewal based on the provider's performance and mutual agreement.

10. Confidentiality

All information provided by TLTB and the tenderer during the tendering process must be kept confidential. Unauthorized disclosure of any part of the tender information will be grounds for disqualification from the tender process.

11. Right to Reject Tenders

TLTB reserves the right to reject any or all tenders received without assigning any reason. TLTB also has the right to negotiate with the successful tenderer to agree on the final terms and conditions before award.

12. Contact Information

For any inquiries or clarifications regarding this tender, please contact Mrs Taraivosa Vora on 9997069 or email tvora@tltb.com.fj.