



TENDER DOCUMENT FOR PROVISION OF MOBILE TELEPHONE & DATA SERVICES

TENDER No. XXXX

1. PURPOSE

The Itaukei Land Trust Board (“the Board”) invites cellular and mobile telephone service providers in Fiji to bid for the provision of mobile telephone and data services to the Board for at least three (3) year with options to renew the contract annually subject to service delivery performance.

2. BACKGROUND

The iTaukei Land Trust Board (formerly known as the Native Land Trust Board) is a statutory trust was established in 1940 to control and administer itaukei land on behalf and for its indigenous owners whether it is a Yavusa, Mataqali and Tokatoka.

It is also a a body corporate that deals with itaukei land by way of leases and licenses issued over such land. It is the largest and best land provider and land management services in Fiji. It facilitates access to lands and land-based resources for social and economic development. Its purpose is to secure, protect and manage land ownership rights assigned to the iTaukei landowners and to facilitate the commercial transactions that revolve around its use. It is doing all this for the national good and public interests but in particular for the benefit of the itaukei landowners.

3. SCOPE

Service Providers in the cellular and mobile telephone business in Fiji have to provide the best in class services to the Board.

The selected service provider must be able to provide the following services:

- Local & International calls as required.
- Data Services – GPRS, GSM, 3G/4G, and any other that may be available during the effective dates of the contract
- Internet access using wireless modems
- Complete Network Coverage in the Fiji Islands to cover the Board’s service area (Clearly indicate network coverage)
- Text message services
- Voicemail services
- 24/7 Free Customer Care
- Private call management
- Zero monthly rental charges for all subscribers
- Detailed billing for each subscriber free of cost – in secure excel format

- Complimentary handsets & equipment of international standards and specifications
- Ability to restrict the caller group of specified numbers – up to 100 numbers minimum
- Voice/SMS bundles for various groups of users
- International Voice & Data Roaming facilities – charges to be indicated clearly in the template provided
- Other value added services not listed above to be stated by the vendor

4. NOTES TO TENDERERS

This section outlines basic requirements that must be met. Failure to accept any of these conditions or part thereof will result in your proposal being excluded from the evaluation process.

This contract will be for a **period of 3 years** which may be extended by mutual consent of both parties.

The Board currently has the following mobile phone facilities:

- 1) Samsung devices
- 2) Apple devices
- 4) Monthly bill ranging between FJ\$12,000 to FJ\$15,000.

Short-listed Service Providers may be invited to present and discuss details of their proposals.

The Board will not be liable to reimburse any costs incurred by the tenderer during this Tender process. The Board does not bind itself to accept any or the lowest tender. Evaluation of Tenders will be carried out by a Tender Evaluation Committee (TEC). The TEC will, if necessary, contact bidders to seek clarification on any aspect/s of the tender.

Bidders should identify any work they are currently carrying out or competing for, which could cause a conflict of interest, and indicate how such a conflict would be avoided.

5. RESPONSIVENESS CRITERIA

To facilitate the needs of the TEC in the evaluation process, all proposals must reflect the following information. Failure to supply all or any part of the requested information will result in the proposal being excluded from the evaluation process.

The tender offer must be properly received by the due tender closing date, meeting the time limit requirements properly and fully completed and signed.

Company profile highlighting local and international experience, if applicable.

Business Registration Certificate.

Details of previous experience in providing similar service.

The Board may want to take up references from at least three of your current corporate customers of which at least one if possible should be from the public sector. Please provide

the name of the client, contact telephone numbers, and dates and duration of service provided.

In bids where Consortia/Joint Venture/Sub-contractor are involved, please state the level of involvement by the various parties.

Bid prices to be inclusive of VAT (Value Added Tax)

6. EVALUATION CRITERIA

Pricing: 50% weighting

Functionality: 40% weighting - Standard and Quality of products and services:

Standard and quality of phone/equipment offered. The standard of facility and service will be assessed by Board's representatives who will interview the service providers and observe standard of facility. The three references will score the service quality and the average score will count.

Preference: 10% weighting - Additional value adding services, equipment offered etc.

7. EVALUATION PROCESS

Proposals will be evaluated in accordance with the TLTB's Procurement Policy.

The proposals and quotations will be adjudicated on points for price, functionality and preference on the 90/10 scoring model.

Method for calculating the final point score for each bid

The points calculated for price/functionality combination will be added to the points for preference. The bidder who scores the highest will be recommended to the tender committee as the preferred bidder.

In calculating all the scores of individual tenders and determining the total scores for each tender, the computerized standard scoring model and prescripts available for this purpose will be used.

Closing Date - 04.00pm on Friday, 27th March, 2020.

8 DELIVERY ADDRESS

Hard copies of the proposal must be deposited in the tender box located at the Level 1, TLTB Office as follows:

**The Secretary Tender Committee
Private Mail Bag
Suva.
CONTACT PERSON
Sailosi Babakobau
Senior Administration Officer**