



Terms of Reference – Mobile Network Services

1. Background:

The Public Rental Board (PRB), established under the Housing (Amendment) Decree No. 12 of 1989 (part of the Housing Act 1955), provides affordable rental housing to low-income earners on a transitional, non-commercial basis. The Board hereby invites submissions from reputable companies for the supply of Mobile Network Services to ensure reliable, secure, and cost-effective communication for the organization.

2. Objective:

- Ensure uninterrupted mobile connectivity for voice, data, and messaging services.
- Provide secure and compliant mobile communication aligned with organizational policies.
- Optimize mobile service costs through efficient plans and usage monitoring.
- Support operational and corporate requirements, including remote access and emergency communication.

3. **Scope, Services & Responsibilities:**

- Provision of mobile voice and data services for authorized staff.
- Management of SIM cards, mobile devices, and associated accessories.
- Monitoring and reporting on usage, costs, and compliance.
- Coordination with service providers for activation, troubleshooting, and upgrades.
- Implementation of security measures (e.g., SIM locking, device encryption).

Services Provided

- Voice Services: Reliable mobile connectivity for internal and external communication.
- Data Services: Secure internet access for business applications and remote work.
- Messaging Services: SMS and other approved messaging platforms for official communication.

- Device Management: Provision, configuration, and maintenance of mobile devices.
- Security Measures: SIM locking, device encryption, remote wipe capability, and compliance with data protection standards.
- Cost Management: Monitoring usage, selecting cost-effective plans, and implementing controls to prevent unnecessary expenses.
- Support Services: Activation, troubleshooting, and escalation of issues with service providers.

Responsibilities

- Ensure 99% network reliability and coverage.
- Provide timely resolution of technical issues as per SLA.
- Offer cost-effective plans and transparent billing.
- Comply with regulatory and contractual obligations.

4. Service Level Agreements (SLAs)

- Network Uptime: 99% monthly availability.
- Issue Resolution:
 - Critical issues: within 4 hours.
 - Major issues: within 24 hours.
 - Minor issues: within 3 business days.
- Activation of New Services: Within 2 business days.
- Reporting: Monthly usage and cost reports; quarterly performance reviews.

5. Submission Requirements:

Interested parties must submit a comprehensive proposal document that covers the following:

- Company Profile.
- Company Registration Certificate
- TIN Letter
- Business License & Registration
- Fiji Revenue & Customs Services Tax Compliance Certificate (if local) or equivalent
- Compliance Certification for overseas bidders.
- Fiji National Provident Fund Compliance Certificate (if local) or equivalent Compliance
- Certification for overseas bidders.
- Valid Authorized Dealer or Reseller Certificate.
- Cover Letter: Expressing interest and summarizing the proposal.

6. Evaluation Criteria:

Submissions will be evaluated based on, but not limited to:

- Describe how the vendor's experience will benefit PRB in terms of the successful product / service delivery – minimum 1 page.
- Completeness and compliance with submission requirements.
- Relevance of experience and capability (Profile).
- List of major clients of the company with reference. Provide at least 3 references from clients you have previously provided service. Also, provide names and contact of suitable client contact persons for reference checks.
- Standard and Quality of products and services
- Network Coverage
- Provision of Phones/Accessories
- Maintenance & Technical Support
- Value Added Services

All prices proposed should be separated by all the following items:

- Call/Data Charges per minute
- Bundled Services (Monthly)
- Subsidy values annually
- Types of Equipment costs/charges
- Roaming Charges
- Discounts and special offers for group calls

7. Timeline & Process:

- Tender Advertisement/Release Date: 15 November 2025
- Tender Submission Deadline: 28 November 2025
- Evaluation Period: Approximately 2 weeks post tender advertisement closing date.
- Shortlisting & Reference checks: within the 2 weeks of evaluation
- Award Notification: within 1 month from the closing date of tender advertisement.

8. Clarifications:

All requests for clarification regarding this TOR must be submitted in writing to **tenders@prb.com.fj** before the tender advertisement closing date.

9. PRB Rights:

PRB reserves the right to:

- Reject any or all tenders without explanation.
- Request additional information from any bidder.
- Shortlist applicants.
- Negotiate terms with shortlisted applicants.
- Cancel or amend the Tender process at any time.
- Make the final selection decision based on the best overall value and cost benefits.

10. Contact Information:

For submissions and inquiries:

Public Rental Board
132 Grantham Road, Raiwaqa
Ph:3387787
Avinal.singh@prb.com.fj
Avinal Singh, Coordinator Information Technology