

REQUEST FOR PROPOSAL (RFP)



TENDER NO. MR 74/2022
Provision of Mobile Voice and Data
Services



1. Purpose and Description of Project

The Energy Fiji Limited (EFL) invites Mobile Telecommunications service providers in Fiji to bid for the provision of Mobile Voice and Data services to EFL for a term of at least three (3) years, with an option to renew the contract mutually subject to service delivery performance.

2. Eligibility Criteria/Pre-qualification of the Bidder

The bidder should be an authorized Mobile Telecommunications Service provider in Fiji, providing a high quality, reliable voice and data services which is consistent with the highest industry standards with the lowest possible costs.

3. Scope

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

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

- Local (on-net and off-net) & International calls as required.
- Free calls/SMS to EFL user group
- Free calls/SMS to EFL staff's prepay numbers that are not part of the contract.
- Data Services – 4G or better, and any other that may be available during the effective dates of the contract.
- Internet access using wireless devices.
- Complete and wide Network Coverage throughout the Fiji Islands to cover EFL's service areas (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 and other formats.
- Complimentary handsets & equipment of international standards and specifications.
- Ability to restrict the caller group of specified numbers.
- Ability to alert users reaching usage threshold.
- Voice/SMS/Data bundles for various groups of users, with unlimited data allowance on select apps (NoquEFL, Viber, WhatsApp, Zoom)
- International Voice & Data Roaming facilities – charges to be indicated clearly.
- Service and maintenance of mobile phones
- Training on Mobile devices
- Free Mobile Device Upgrades
- Mobile accessories/extras (covers, chargers, etc) at free of charge or discounted prices.
- Free re-printing of staff Business Cards for any number changes
- Any other standard or value-added services not listed above.



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 an initial **period of 3 years** which may be extended by mutual consent of both parties.

EFL currently has the following mobile phone devices:

- 1) Smartphones- Android/iOs
- 2) Standard Mobile Phones
- 3) Monthly bills ranging between FJ\$12,000 to FJ\$15,000
- 4) Current mobile units – around 160

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

The EFL will not be liable to reimburse any costs incurred by the tenderer during this Tender process.

The EFL 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. Evaluation criteria of the qualified Bidders:

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

The proposals and quotations will be adjudicated on points for price, functionality and preference.

Pricing: 50% weighting

- Call/Data Charges
- Bundled Services
- Subsidy values
- Equipment costs/charges
- Roaming Charges

Functionality: 50% weighting

- Standard and Quality of products and services
- Network Coverage
- Qualifications & Experience
- Provision of Phones/Accessories
- Maintenance & Technical Support
- Value Added Services
- Client References

6. Bidder Submittals

Please indicate on your submittal if you meet all the requirements and guidelines specified in this document. Your submittals should include the following as a minimum:

- Proposal for Products and Services



PROVISION OF MOBILE VOICE AND DATA SERVICES

- Business Certifications
- Fiji Revenue & Customs Services Tax Compliance Certificate
- Fiji National Provident Fund Compliance Certificate
- Fiji National University Compliance Certificate

7. Submission of Tenders

Tenders must be lodged no later than 4:00pm Wednesday 20th April, 2022.

8. Amendment of RFP

The EFL may, at its sole and absolute discretion, vary, add to, or amend the terms of this RFP, including the nature and/or scope of the products and/or services required under this RFP; and any other subject matter to which this RFP relates.

9. Cancellation/Termination of RFP

The EFL may, at its sole and absolute discretion, cancel, suspend, terminate or abandon part or the whole of this RFP, at any time prior to the execution of a formal written agreement without any liability.

10. Due date for Tender

Tenders received after the closing date of 4.00pm Wednesday 20th April, 2022 will not be considered.



TENDER CHECKLIST

The Bidders must ensure that the details and documentation mention below must be submitted as part of their tender Bid

Tender Number _____

Tender Name _____

1. Full Company / Business Name: _____

(Attach copy of Registration Certificate)

2. Director/Owner(s): _____

3. Postal Address: _____

4. Phone Contact: _____

5. Fax Number: _____

6. Email address: _____

7. Office Location: _____

8. TIN Number: _____

(Attach copy of the VAT/TIN Registration Certificate - Local Bidders Only (Mandatory))

9. FNPf Employer Registration Number: _____ **(For Local Bidders only) (Mandatory)**

10. **Provide a copy of Valid FNPf Compliance Certificate (Mandatory- Local Bidders only)**

11. **Provide a copy of Valid FRCS (Tax) Compliance Certificate (Mandatory Local Bidders only)**

12. **Provide a copy of Valid FNU Compliance Certificate (Mandatory Local Bidders only)**

13. Contact Person: _____

I declare that all the above information is correct.

Name: _____

Position: _____

Sign: _____

Date: _____



11. Tender Submission - Instruction to bidders

Bidders are requested to upload electronic copies via Tender Link by registering their interest at: <https://www.tenderlink.com/efl>

This is due to COVID 19 restrictions on movements. Therefore, EFL will not accept any hard copy submission to be dropped in the tender box at EFL Head Office in Suva.

This tender closes at 4.00pm (1600hrs) on Wednesday 20th April, 2022.

For further information or clarification please contact our Supply Chain Office on phone (+679) 3224360 or (+679) 9992400 or email us on tenders@efl.com.fj

The bidders must ensure that their bid is inclusive of all Taxes payable under Fiji Income Tax Act.

The lowest bid will not necessarily be accepted as the successful bid.

The Tender Bids particularly the “Price” must be typed and not hand written.

Any request for the extension of the closing date must be addressed to EFL in writing three (3) working days prior to the tender closing date.

Tender Submission via email or fax will not be accepted.