



Statement of Work
Airtime and Mobile Phones for HJFMRI staff

1. Overview / Purpose

This Statement of Work outlines the procurement, provisioning, and support of mobile communication services (airtime/data) and mobile devices from any vendor for official use by HJFMRI staff during the FY26 period. The goal is to ensure secure, cost-effective, and uninterrupted mobile connectivity and device lifecycle management for business operations. Number of staff to receive services are 134. Data bundle is 20GB for each staff and Airtime plan is 50,000 to 300,000 per requirement, we prefer Samsung A56 handsets.

2. Scope of Work

The Vendor shall provide:

- Monthly airtime and mobile data bundles for authorized users.
- Corporate mobile devices (smartphones/MiFi).
- Device support and replacement services for devices under warranty.
- Mobile device management (MDM) capabilities where applicable.
- Sim cards registered under HJFMRI name per contracted number of staff.

3. Service Requirements

a. Mobile Voice and Data Plans

Corporate postpaid SIMs with:

- Recharge Airtime per agreement and 20 GB data/month per user
- CUG Service enabled.
- Usage monitoring portal access for IT team.

b. Device Provisioning

- Smartphones: [Samsung A56 (**8GB+128GB**) **4G/5G**]] for specific roles
- MiFi devices (where applicable)

All devices must:

- Support 4G/5G
- Be unlocked and carrier-neutral
- Include warranty (minimum 12/24 months)

c. Device Lifecycle Support

- Delivery of devices with SIM cards pre-configured.
- Replacement/repair support under warranty.

d. Security & Management

- SIM card locking on request.
- Blacklisting lost/stolen devices.
- Mobile Device Management (MDM) integration support for: Remote lock/wipe and Policy enforcement (password and app control).



4. Delivery Timeline

- **SIM Card provisioning:** Within 2 business days upon request
- **Device delivery:** Within 5–7 business days
- **Replacement turnaround:** Within 5 business days upon approval

5. Vendor Responsibilities

Supply all devices as per specifications, manage activation and provisioning of SIM cards, provide itemized monthly billing, provide support through a dedicated account manager, notify the Procurement team of any service disruptions or plan changes.

6. Key Performance Indicators (KPIs)

KPI Target

- SIM Activation Time $\leq$ 2 business days
- Device Delivery Time $\leq$ 7 business days
- Resolution Time (lost/stolen SIM/device) $\leq$ 3 business days
- Account Support Response $<$ 4 hours

7. Review and Contract Management

- Monthly usage reports and billing summaries to be reviewed by HJFMRI Team.
- Quarterly performance review with Vendor's account manager.
- Option for contract renewal or renegotiation at the end of the financial year.

Payment terms: Net 30 days upon invoice submission

Requirements:

1. Certificate of Incorporation/Registration
2. Tax Identification Number (TIN)
3. Value Added Tax Number (VRN)
4. Active Business License
5. Current Tax Clearance Certificate
6. 3 Customers reference letters with active contacts

All EOI should be directed to **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjfmri.org**

EOI timelines:

Deadline for Questions: October 15, 2025

Deadline for Submission: October 20, 2025

Submission of Responses

The response should be in one pdf document (including three references, corporate clients, business/company registration documents, tax compliance certificates, etc.) should be addressed to Procurement via **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjfmri.org**. The subject should read EOI for the provision of (put the lot number and description of the project as advertised).