TERMS OF REFERENCE FOR PROVISION OF MONTHLY STAFF AIRTIME

1. Background

Tax Justice Network Africa (TJNA) requires a reliable and cost-effective supplier to provide monthly airtime to designated staff members to facilitate official communication and support the effective execution of their duties.

The organization seeks to engage a qualified telecommunications airtime supplier to provide a convenient, efficient, and accountable monthly airtime distribution service.

TJNA uses an electronic airtime distribution system (pinless airtime) to enhance efficiency, improve accountability, minimize administrative processes, and ensure timely access to airtime by staff.

2. Purpose of the Assignment

The purpose of this assignment is to identify and engage a competent and reliable supplier to provide monthly airtime to designated TJNA staff members in accordance with the organization's approved airtime allocation schedule.

3. Objective of the Assignment

The specific objectives of this assignment are to:

1. Ensure timely and consistent provision of monthly airtime to designated staff.
2. Identify a supplier offering competitive airtime rates and favorable service terms.
3. Facilitate electronic distribution of airtime through a pinless airtime system.
4. Enhance accountability, transparency and proper tracking of airtime allocations.
5. Ensure reliable customer support and prompt resolution of airtime-related queries.

4. Scope of Work

The selected supplier shall be expected to undertake the following:

1. Supply and distribute monthly airtime to designated TJNA staff members as per requirements below:

DENOMINATION	QUANTITY	UNIT COST	TOTAL COST
SAFARICOM			
1000 Airtime	56		
500 Airtime	2		
AIRTEL			
1000 Airtime	5		
GROSS TOTAL			

2. Provide electronic airtime top-ups directly to staff mobile numbers.
3. Support airtime distribution across the relevant mobile networks, particularly Safaricom and Airtel, where applicable.
4. Process airtime allocations based on an authorized monthly schedule provided by TJNA.
5. Ensure airtime is credited to the designated mobile numbers accurately and within the agreed timelines.
6. Provide monthly statements detailing airtime allocations, beneficiaries, amounts and transaction dates.
7. Provide transaction confirmations and reports for reconciliation purposes.
8. Maintain confidentiality of staff telephone numbers and related information.
9. Provide technical support and promptly resolve failed or incorrect airtime transactions.
10. Assign a dedicated contact person to coordinate airtime requests and address service-related concerns.

5. Deliverables

The selected supplier shall provide the following deliverables:

Deliverable	**Frequency**
Electronic airtime distribution to designated staff	Monthly
Airtime transaction confirmation	Upon Distribution
Detailed airtime allocation statement	Monthly
Airtime reconciliation report	Monthly
Customer support and resolution of transaction issues	As required

6. Service Delivery Requirements

The supplier shall:

- Distribute airtime within the first five working days of every month, or as otherwise agreed.
- Ensure accurate allocation according to the approved staff airtime schedule.
- Notify TJNA of any failed or unsuccessful transactions.
- Rectify failed transactions or incorrect allocations promptly.
- Ensure uninterrupted access to the airtime distribution platform.
- Obtain approval from the designated TJNA contact before processing any additional or exceptional airtime requests.

7.Contract Duration

The anticipated engagement shall be for an initial period of twelve (12) months through a framework agreement. The contract may be renewed or extended subject to organizational needs and satisfactory supplier performance.

8. Supplier Performance Monitoring

TJNA will assess the supplier's performance based on the following key performance indicators:

1. Timeliness of monthly airtime distribution.
2. Accuracy of airtime allocations.
3. Reliability of the electronic distribution system.
4. Competitiveness of pricing and service charges.
5. Quality and timeliness of monthly reports.
6. Responsiveness to queries and complaints.
7. Effectiveness in resolving failed or incorrect transactions

9.Submission Requirements

Interested suppliers are invited to submit the following documents:

1. Company profile.
2. Certificate of Business Registration or Incorporation.
3. Valid KRA PIN Certificate.
4. Valid Tax Compliance Certificate.
5. Evidence of previous experience in providing airtime distribution services.
6. Detailed financial quotation indicating applicable rates, discounts, and transaction charges.
7. Description of the proposed airtime distribution platform and service delivery process.
8. Details of at least two relevant client references.
9. Contact details of the company's authorized representative.

10. Evaluation Criteria

Submissions will be evaluated based on the following criteria:

Evaluation Criteria	**Weight**
Compliance with mandatory eligibility requirements	20%
Relevant experience and company capacity	20%
Proposed service delivery and electronic distribution system	15%
Competitive pricing and applicable charges	35%
Client references and past performance	10%
Total	100%

Only suppliers meeting the mandatory requirements will proceed to the technical and financial evaluation stage.

11. Payment Terms

Payment shall be made in accordance with TJNA's financial procedures and the agreed contractual terms.

The supplier shall submit an invoice accompanied by the relevant monthly airtime distribution report and supporting transaction records for verification and approval.

Payments shall be processed upon confirmation that the agreed services have been satisfactorily delivered.

8. Confidentiality and Data Protection

The supplier shall maintain strict confidentiality of all information relating to TJNA and its staff, including telephone numbers, airtime allocations and transaction records.

The supplier shall comply with applicable Kenyan data protection laws and shall not disclose or use staff information for purposes other than the delivery of the contracted services.

The proposals must be submitted by email to: tender@taxjusticeafrica.net **by 4th December 2026.**