



**FIJI REVENUE AND
CUSTOMS SERVICE**

**SPECIFICATIONS FOR EXPRESSION OF
INTEREST (EOI)
NO.21/2025:**

**Outsourcing of Records Digitization Services
for the Fiji Revenue and Customs Service
(FRCS)**

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Advertisement

The following is the advertisement for Fiji Revenue and Customs Service as it originally appeared in the local media and should be used as the basis to submit your responses:

**FIJI REVENUE AND
CUSTOMS SERVICE**

Expression of Interest (EOI)

No. 21/2025: EXPRESSION OF INTEREST (EOI) FOR OUTSOURCING OF RECORDS DIGITISATION SERVICES

The Fiji Revenue and Customs Service (FRCS) invites qualified and experienced service providers to submit an Expression of Interest (EOI) for the comprehensive digitisation of paper records currently held in-house. This strategic initiative aims to modernise FRCS's records management system, enhance accessibility, ensure data security, and support the organisation's digital transformation with an estimated 2.4 million records requiring digitisation.

a. The digitisation exercise aims to enable faster retrieval and sharing of records, free up in-house resources for core business activities, reduce physical storage requirements, and ensure records meet regulatory and archival standards.

b. The bidders are expected to meet the following requirements:

- Proven experience in conducting large-scale records digitisation projects of a similar nature within the last two years.
- Demonstrated capacity and robust protocols for handling sensitive and confidential information.
- Evidence of comprehensive quality assurance processes and compliance with applicable data protection regulations and standards.
- Disclosure of company profile, relevant project experience, and client references (where permissible).
- Detailed methodology and approach for high-volume document digitisation projects.

Interested parties can access the full Terms of Reference with the detailed scope of works on the FRCS website at <https://www.frcs.org.fj/tenders/>.

Submissions should be submitted in a sealed envelope and clearly marked as **EOI 21/2025 – FOR OUTSOURCING OF RECORDS DIGITISATION SERVICES** and should be addressed to:

The Chairman
FRCS Tender Board
Fiji Revenue and Customs Service
Private Mail Bag
Suva, Fiji

Submission should be dropped in the Tender Box located at FRCS Complex, Building 2 – Level 4, Corner of Ratu Sukuna Road and Queen Elizabeth Drive, ~~Nasese~~ Suva, Fiji **no later than 12 pm FJT on Friday 12th September 2025.**

For enquiries and any other particulars, please contact the Tender Committee through tenders@frcs.org.fj

The Fiji Revenue and Customs Service reserves the right to accept or reject any submissions at its sole discretion. This EOI does not constitute a contract or offer and is intended solely for the purpose of soliciting expressions of interest.

World Class Vision

Section 1 – Invitation to Tender

EOI No. 21/2025 Outsourcing of Records Digitization Services for the Fiji Revenue and Customs Service (FRCS)

1. Fiji Revenue and Customs Service (FRCS), invites written signed tenders from eligible bidders for the given subject.
2. The following attachments form part of the Bidding Documents:
 - Section 1 – Letter of Invitation
 - Section 2 – General Terms and Conditions
 - Section 3 – Bid Data Sheet (BDS)
 - Section 4 – Schedule of Returnable Forms
 - Schedule A: Declaration by Bidder – Conformity
 - Schedule B: Bidder Information
 - Schedule C: Methodology
 - Schedule D: Declaration by Bidder – Price
 - Schedule E: Scope of Works
3. Competitive bidding will be conducted under FRCS procurement procedures and guidelines and is open to all eligible companies.
4. Interested bidders can access the EOI specifications from the FRCS website page: <https://www.frcs.org.fj/tenders/> at no cost. All documents are in the English language.
5. It is the bidder's responsibility to ensure that the submission is dropped in the Tender Box located at FRCS Complex, Building 2 – Level 4, Corner of Ratu Sukuna Road and Queen Elizabeth Drive, Nasase, Suva, before the specified closing time.
6. Bidders are required to submit compliance certificates/letters from FNPF, FRCS & FNU, as part of their bids. Failure to comply with the requirements of the Bidding Documents may invalidate your submission.
7. Bidders seeking further clarification/information on the EOI and/or the process should contact via email on tenders@frcs.org.fj
8. Bid responses must be hand delivered before **12pm FJT on Friday 12th September 2025.**
9. Late tenders will not be accepted.
10. The lowest or any EOI may not necessarily be accepted.
11. FRCS reserves the right to accept or reject any Bid, and to annul, in whole or in part, or to suspend the bidding process and reject all Bids at any time and without reason prior to award, without thereby incurring any liability to the affected Tenderer or Tenderers.

Section 2 – General Terms and Conditions

The following General Terms and Conditions will apply.

1.1 Format of Response	Each bidder must provide a formal letter of transmittal that must: - Be signed by an authorized representative of the organization and must state that the signing official is authorized to legally bind the organization. - Include the names, titles, office addresses and office telephone numbers of the persons authorized by the organization to conduct negotiations on the proposal, including their expected roles in negotiations; and - Provide a contact name, address, landline number and email address which FRCS will use in serving notices to the bidder.
1.2 Late Submissions	Submissions received within five minutes of the closing time will be accepted. Five minutes is allowed as variation for any timing difference.
1.3 Applicants to Inform Themselves	Each applicant should: - Examine this specifications document; and any documents referred to within; and any other information made available by FRCS to the applicants. - Obtain any further information about the facts, risks and other circumstances relevant to the tender by making all lawful inquiries. - Ensure that the submission, and all information on which its proposal is based, is true, accurate and complete. By submitting their proposal, applicants will be deemed to have: - Examined the EOI specifications and any other information made available in writing by FRCS to the applicants. - Examined all information relevant to the risks, contingencies, and other circumstances having an effect on their proposal and which is obtainable by the making of reasonable inquiries.
1.4 Bidder's Risk	FRCS accepts no responsibility, liability, or obligation whatsoever for costs incurred by or on behalf of any bidder in connection with the EOI or any participation in the tender process.
1.5 Selection of Preferred Applicant	- No proposal will necessarily be selected by FRCS as the preferred solution/s. The FRCS Evaluation Committee may decide not to accept any proposal or reject all proposals at any time. FRCS reserves the right to cancel this tender and pursue an alternative course of action at any time. - Selection of Preferred Applicant will not be acceptance of the proposal and no binding relationship will exist between the preferred applicant(s) and FRCS until a written agreement acceptable by FRCS is executed by an authorized officer of FRCS and the successful applicant(s).

1.6 Conduct of Applicants	Conduct of Applicants or any of their consortium members, may affect the outcome of their tender responses, including non-consideration of the proposal. Applicants warrant to FRCS that they (and their consortium members) have not and will not engage in any of the following activities in relation to this tender process: - Lobbying of or discussions with any politician or political groups during this tender process. - Attempts to contact or discuss the tender process with officers, any member or staff or contractor currently working in FRCS or any agent of this Department, Exception to Evaluation Committee members. - Provision of gifts or future promise of gifts of any sort to the previously mentioned personnel. - Accepting or providing secret commissions. - Seeking to influence any decisions of FRCS by an improper means; or otherwise acting in bad faith, fraudulently or improperly.
1.7 Currency	All currency in the proposal shall be quoted in Fiji Dollars and prices shall be VAT Inclusive.
1.8 Corporate Information	Each applicant must provide the following information: - Details of the corporate and ownership structure, including identification of any holding company or companies and parent companies (Business license and Business Registration); - Profiles of the company and any parent entity. If the company is a subsidiary, the applicant must provide full details of the legal and financial relationship between the subsidiary and parent. The names of all directors and officers of the company. - A full description of the current operations of the company including the most recent audited financial statement or bank guarantee letter stating companies financial stability. - A copy of the company's Certificate of Incorporation. - Confirmation that the company has the capacity to bid for the Services and that there is no restriction under any relevant law to prevent it from bidding. - Provision of details of any legal proceedings that are being done against the company.
1.9 Qualifications and Capability	Each Applicant must: - Be FNPF, FRCS, FNU & VAT compliant (letters to be attached). Tax Identification Number (TIN) must be quoted in the submission. - Be able to demonstrate that it will be able to meet its financial obligations under this EOI. - The bidder has to have direct partnership with the supplier

	(Partner Certificate to be included with proposal) and must be an authorized reseller, distributor and service center.
1.10 Mergers, Acquisitions, Sales of Applicant	Where such information is publicly accessible, the Applicant must indicate whether any mergers, acquisitions or sales are planned presently or during the year following the submission of the proposal.
1.11 Enquiries	• All questions and enquiries regarding this EOI are to be made in writing via email or official letter. • All questions and inquiries will be responded to in writing by email. • Verbal responses will not have any binding on either party.
1.12 Confidentiality	• All Companies shall keep strictly confidential any and all information contained in this ITT, and other information or documents made available to it by or on behalf of FRCS in connection with this ITT. The firms shall not disclose, nor allow any such information to be disclosed. • Any effort by a Bidder to influence the FRCS in its decisions on Tender evaluation, Tender comparison, or Contract Award may result in the rejection of the Tenderer's Bid.
1.13 Price Bid	The Price(s) should include all non-exempt duties, taxes, and other levies payable by the Tenderer under the contract/purchase order and must be as per the Price Schedule/Bid Form provided.
1.14 Bid Validity Period	The bid shall remain valid for 90 calendar days after the deadline of the receipt of the bids.
1.15 Notification of Award	FRCS will notify the successful Bidder in writing prior to the expiration of the period of Bid Validity. FRCS may sign a contract with the successful Tenderer and issue a Purchase Order for a set duration.
1.16 Extension of Validity Period	• In exceptional circumstances, prior to the expiration of the proposal validity period, FRCS may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing and shall be considered integral to the Proposal. • If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change to the original Proposal. • The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.

Section 3 – Bid Data Sheet

BDS No.	Description	Instruction
1.	Condition of EOI	Fixed Lump Sum
2.	Contract Form	The provisions of the Contract Template are only indicative of the terms and conditions that the parties may ultimately agree to enter and will become binding on the parties after the EOI has been awarded and upon finalization and execution of the contract.
3.	Mandatory Requirements	• Company Profile including Organization Structure • Valid Business License and Registration Certificate • FRCS Tax Compliance Letter • FNPF Compliance Letter • 3 minimum written Clients Reference with contact details • Detailed methodology and approach for records digitization • High Level Project Plan with timelines • Evidence of quality assurance processes • Details of scanning equipment and technical specifications • Data security and confidentiality protocols (must sign NDA) • Details of personnel assigned to the project including: • Relevant experience in large-scale digitization projects • Capacity to handle sensitive government records • Project management qualifications • Sample of previous digitization work (if available) • Disaster recovery and backup procedures
4.	Cost of Services:	Currency/Tax breakdown as appropriate for: Rate per document (specify document types): 1. Standard single-page documents 2. Multi-page documents 3. Bound documents requiring preparation 4. Oversized documents 5. OCR processing (if separate) 6. Indexing and metadata services 7. Quality assurance verification
5.	Exclusions premises	1. Physical transportation of documents to/from vendor premises 2. Content Manager system integration (FRCS responsibility) 3. Document restoration or repair 4. Areas outside the agreed scope during project kickoff
6.	Project Scope	Estimated Volume: Approximately 2.4 million records

		Document Types: Various government records, forms, correspondence Location: FRCS premises or secure vendor facility Timeline: To be proposed by vendor
7.	Deadline / Submission	Date: Friday 12th September 2025. Time: 12pm FJT Mode: Submission to be dropped in the Tender Box located at FRCS Complex, Building 2 – Level 4, Corner of Ratu Sukuna Road and Queen Elizabeth Drive, Nasese, Suva. Tender to be in a sealed envelope and clearly marked as “EOI No. 21/2025 – Outsourcing of Records Digitization Services for the Fiji Revenue and Customs Service (FRCS)”

Section 4 – Schedule of Returnable Forms

Schedule A: Declaration by Bidder – Conformity

Tender Reference:	EOI No. 21/2025
Tender Title:	Outsourcing of Records Digitization Services for the Fiji Revenue and Customs Service (FRCS)

1. We, confirm to have examined the Tender Documents, attended the Pre-Bid Site Meeting (if any) and hereby acknowledged any addendums thereof, offer to supply the goods, services or works set out in the ITT, the Specifications, Drawings and accompanying documents for the price(s) specified in the Price Schedule.
2. Declare that we have read and clearly understood all Sections of this ITT , including the GTC & TOR, if required we will sign and return any section of ITT to form part of the Contract Document.
3. We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:
 - a. have no conflict of interest, is not under procurement prohibition by the FRCS or been suspended, debarred, sanctioned or otherwise identified as ineligible;
 - b. have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
 - c. Undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the FRCS or any other party, and to conduct business in a manner that averts any financial, operational, reputational, or other undue risk to FRCS.
4. We declare that all the information and statements made in this Proposal are true and we accept not to deviate, unless the Scope of Work will change by the FRCS;
5. Agree that the FRCS has the right to deduct the full Bid Security Sum (if any) in case of any breach to the terms of conditions of the ITT or in case where we decided to reject the offer by the FRCS after the Letter of Award has been issued by the FRCS;
6. I understand that the FRCS reserves the right, unless the tenderer stipulates to the contrary in the tender, to accept such portion thereof as FRCS may decide. FRCS is not bound to accept the lowest or any tender.
7. Confirm that our submission shall be valid and remain binding upon us for the period specified in the Bid Data Sheet.

I, the undersigned, certify that I am duly authorized to sign this Proposal and bind it should FRCS accept this Proposal.

Authorized Representative Signature : _____
Authorized Representative Name : _____
Designation : _____
Company Name : _____

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Date : _____

[Bidders official stamp/seal]

Schedule B: Bidder Information

Bidder Registered Name	[Complete]
Legal Address	Street Address: [Complete] Postal Address: [Complete] Office Number: [Complete] Website (if any): [Complete]
Year of Registration	[Complete]
List of Director(s)/Shareholder(s)	[Complete]
Bidder's Authorized Representative	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Countries of Operation	[Complete]
No. of full-time Employees	[Complete]
No. of Technical Employees	[Complete]
No. of Field Employees	[Complete]
Contact person FRCS may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Attach the following documents:	• Company Profile including Organization Structure • Valid Business License and Registration Certificate • FRCS Tax Compliance Letter • FNPF Compliance Letter • 3 minimum written Clients Reference with contact details • Detailed methodology and approach for records digitization • High Level Project Plan with timelines • Evidence of quality assurance processes • Details of scanning equipment and technical specifications • Data security and confidentiality protocols • Details of personnel assigned to the project • Sample of previous digitization work (if available) • Disaster recovery and backup procedures

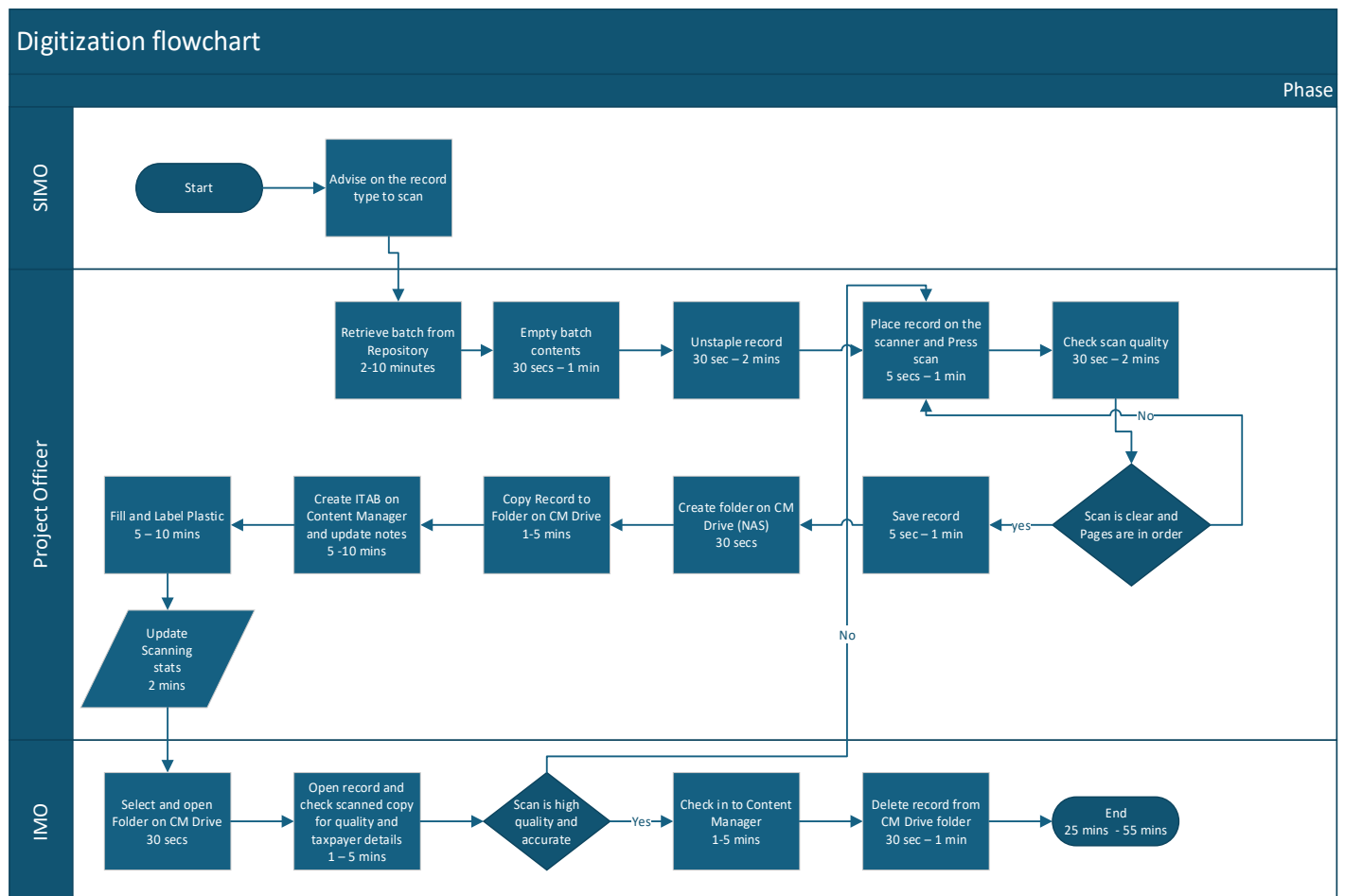
Schedule C: Methodology

The digitization process should include the following methodology components:

Current FRCS Digitization Workflow:

- Senior IMO advises on documents/records to be digitized
- Project officers retrieve document batches from repository
- Documents are prepared (unpinning/unstapling)
- Scanning with quality verification
- Re-stapling and verification of scanned records
- File creation on CM drive and document copying
- Content Manager check-in process

Refer to the flowchart below for a more detailed process



Required Vendor Methodology:

- Document preparation and handling procedures
- High-quality scanning processes (minimum 300 DPI, PDF format)
- OCR implementation for searchable documents
- Quality assurance and verification protocols
- Indexing and metadata capture procedures
- File naming conventions and folder structure
- Data delivery and transfer processes
- Confidentiality and security measures

Schedule D: Declaration by Bidder – Price

EOI Reference:	EOI No. 21/2025
EOI Title:	Outsourcing of Records Digitization Services for the Fiji Revenue and Customs Service (FRCS)

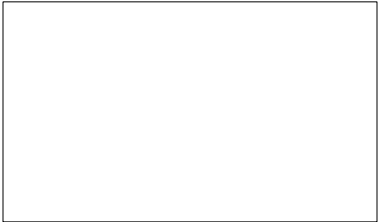
We, the undersigned, submit our Price for the above project in accordance with the Specification prepared by FRCS.

The whole of the works shall be completed and carried out to the entire satisfaction of FRCS for the sum of [Insert amount in words and figures (VIP)].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet. We understand you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized to sign this Proposal and bind it should FRCS accept this Proposal.

Authorized Representative Signature : _____
Authorized Representative Name : _____
Designation : _____
Company Name : _____
Date : _____



[Bidders official stamp/seal]

Schedule E: Scope of Works

ITEM No.	SCOPE DESCRIPTION
	PROJECT BACKGROUND
	Fiji Revenue and Customs Service (FRCS) is seeking expressions of interest from qualified service providers for the digitization of approximately 2.4 million paper records currently held in-house. This project aims to improve records accessibility, ensure data security, support transition to digital recordkeeping, enhance efficiency by freeing up in-house resources, improve space management by reducing physical storage requirements, and ensure compliance with regulatory and archival standards.
	SCOPE OF SERVICES
	1. Records Preparation and Handling - Provision of high-quality scanners and human resources - Preparation of records for scanning (removal of staples, etc.) - Secure handling of sensitive and confidential documents - Document inventory and tracking systems 2. Digitization Services - High-quality scanning and conversion to digital format (PDF) - Minimum resolution of 300 DPI - OCR (Optical Character Recognition) for searchable documents - Consistent file naming conventions (pre-agreed) - Multiple format support for various document types 3. Data Management - Indexing and metadata capture - Document titles, dates, categories, reference numbers - Folder structure aligned with classification standards - Quality assurance and verification processes 4. Delivery and Security - Delivery of digital files in agreed formats - Secure transfer of files and data - Master and backup copies with integrity checks - Compliance with confidentiality requirements (NDA required) - Data protection regulation compliance

3. Deliverables

1. Digital Files

- Format: PDF with minimum 300 DPI resolution
- OCR enabled for searchable and selectable text
- Consistent naming convention as pre-agreed

2. Indexing and Metadata

- Document titles, dates, categories, reference numbers
- Delivered in agreed formats
- Linked to corresponding digital images

3. Quality Assurance Reports

- Quality control checklist documenting sample checks
- Error rates and rescan documentation
- Error and exception logs with corrective actions
- Acceptance test results confirming quality and compliance

4. Data Delivery

- Secure digital repository transfer
- Folder structure aligned with archival standards
- Master and backup copies
- Integrity verification reports

ELIGIBILITY CRITERIA

Service providers should:

- Have relevant experience in large-scale records digitization
- Demonstrate capacity to handle sensitive and confidential information
- Provide evidence of quality assurance processes
- Comply with applicable data protection regulations and standards
- Have appropriate insurance coverage
- Demonstrate financial stability and capacity

CONTACT INFORMATION

Primary Contact:

Robert Khan

Deputy Director IT Fiji Revenue and Customs Service

Email: rkhan001@frcs.org.fj

Phone: 3243704

	Secondary Contact: Nalin C Ranasinghe Chief Information Officer Fiji Revenue and Customs Service Email: nranasinghe@frcs.org.fj Phone: 3243701
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