



FIJI REVENUE AND CUSTOMS SERVICE

SPECIFICATIONS FOR EXPRESSION OF INTEREST (EOI) NO.23/2025:

**Provision of Scanning Staff for Digitization of
Records
for the Fiji Revenue and Customs Service
(FRCS)**

Table of Contents

Advertisement.....	3
Section 1 – Invitation to Tender	4
Section 2 – General Terms and Conditions	5
Section 3 – Bid Data Sheet	8
Section 4 – Schedule of Returnable Forms	10
Schedule A: Declaration by Bidder – Conformity	10
Schedule B: Bidder Information	11
Schedule C: Methodology	12
Schedule D: Declaration by Bidder – Price	14
Schedule E: Scope of Works	15

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:

Section 1 – Invitation to Tender

EOI No. 23/2025 Provision of Scanning Staff for Digitization of Records 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, Nasese, 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 14th November 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. • Non-disclosure agreement has to be signed by the service provider to ensure the confidentiality of the documents. • The Bidder should adhere to the FRCS information security requirements. • The Bidder should provide a access to the scanning process for the FRCS team for inspections and audits. • 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 • 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:	Vendors shall provide a cost per page for both A4 and A3 documents inclusive of all associated costs. The proposed rates should remain fixed for the duration of the engagement. Currency/Tax breakdown as appropriate for: Rate per document (specify document types): 1. Cost of scanning one (1) A4 page. <i>(includes records preparation, scanning, indexing and metadata services and quality verification)</i> 2. Cost of scanning one (1) A3 page. <i>(includes records preparation, scanning, indexing and metadata services and quality verification)</i> <i>(Note: costs quoted must include labor, supervision and all applicable taxes. No additional or hidden charges shall be accepted after contract award)</i>
5.	Exclusions premises	1. Physical transportation of documents

		2. Content Manager system integration (FRCS responsibility) 3. Scanning equipment and software 4. Areas outside the agreed scope during project kickoff
6.	Project Scope	Estimated Volume: Approximately 1.6million records Document Types: Various government records, forms, correspondence Location: FRCS premises Timeline: To be proposed by vendor
7.	Deadline / Submission	Date: Friday 14 th November 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. 23/2025 – Provision of Scanning Staff for Digitization of Records for the Fiji Revenue and Customs Service (FRCS)”

Section 4 – Schedule of Returnable Forms

Schedule A: Declaration by Bidder – Conformity

Tender Reference:	EOI No. 23/2025
Tender Title:	Provision of staff for 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 : _____
 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

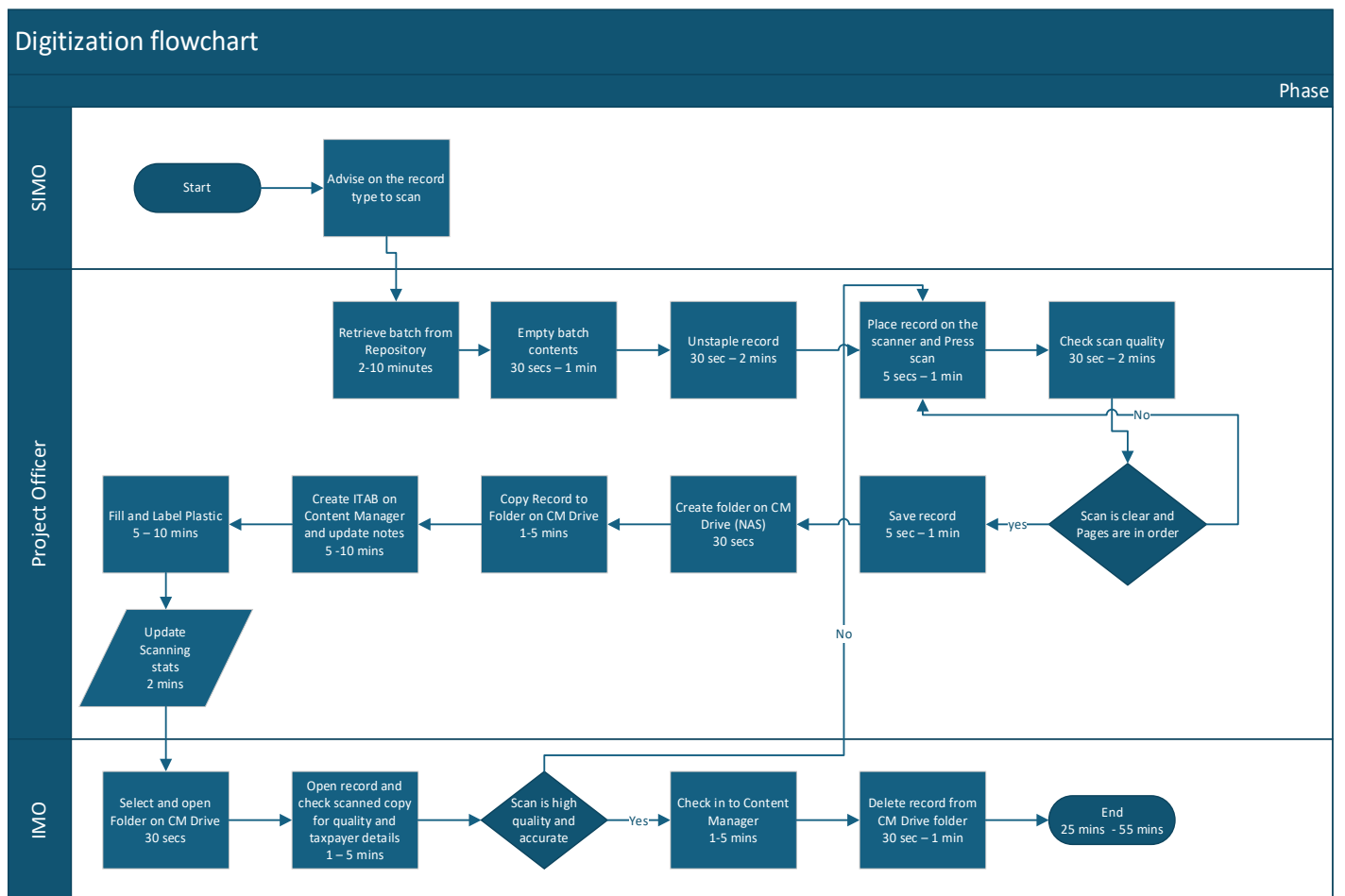
Schedule C: Methodology

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
- 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. 23/2025
EOI Title:	Provision of staff for Records Digitization Services for the Fiji Revenue and Customs Service (FRCS)

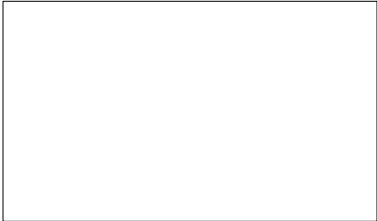
We, the undersigned, submit our Price for the above project in accordance with the Specification prepared by FRCS.

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 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
	The Fiji Revenue and Customs Service (FRCS) invites Expressions of Interest (EOI) from suitably qualified and experienced service providers for the provision of skilled scanning staff to support its Records Digitisation Program. This initiative is a critical part of FRCS's digital transformation journey aimed at improving efficiency, accessibility, and security of records management.
	SCOPE OF SERVICES
	1. Records Preparation • Removal of staples, clips, bindings, and other obstructions. • Sorting and batching documents for efficient workflow. • Identifying fragile or damaged records and applying preservation measures prior to scanning. • Logging and tracking records at each stage to ensure accountability and traceability. 2. Document Scanning and Image Capture • Operating FRCS designated scanning equipment to capture high-resolution, legible images. • Scanning both standard and non-standard formats (A4, A3, bound volumes, oversized documents, etc.). • Ensuring compliance with agreed technical specifications (dpi, color/greyscale, file format). • Applying Optical Character Recognition (OCR) where required to enable searchable digital records. 3. Indexing and Metadata Capture • Accurate entry of key metadata (document title, date, reference number, department, etc.) into the designated system. • Ensuring metadata aligns with FRCS's records classification and Content Manager schema. • Maintaining consistency and adherence to established naming conventions. 4. Quality Assurance • Conducting systematic quality checks at each stage of the workflow. • Rectifying incomplete, misaligned, or low-quality scans. • Ensuring scanned copies are accurate, complete, and match the original physical records. • Producing daily/weekly quality reports for FRCS review.

5. Records Handling & Security

- Ensure careful handling of sensitive and confidential records to maintain integrity.
- Following strict chain of custody procedures to avoid record loss or misplacement.
- Compliance with FRCS's information security policies and confidentiality agreements.
- Returning original physical records in their original order and condition after digitization.

6. File Management and Transfer

- Uploading scanned and verified records into CM Drive (network drive)
- Creating structured digital folders according to FRCS guidelines.
- Coordinating with Information Management Officers (IMO) for record check-in to Content Manager
- Ensuring secure file transfer protocols are always followed.

7. Project Reporting and Coordination

- Daily logs of work completed, records scanned, and issues encountered.
- Weekly summary reports of progress against targets
- Participation in regular review meetings with the FRCS project team.
- Supporting FRCS in refining workflows and troubleshooting operational bottlenecks.

8. Out of Scope**FRCS does not require the following services.**

- Providing a Document Management System - All vendors will use the existing Document Management System to upload the scanned documents.
- Supply of scanning hardware and software is not required.
- Long-term storage or archiving of records (physical or digital)
- Development of digitization policies, procedures or strategy.
- Records appraisal, sentencing or disposal decisions.
- ICT support beyond basic operation of scanning equipment.
- Secure destruction of records
- Advanced metadata tagging or integration into enterprise systems

ELIGIBILITY CRITERIA**Service providers should have:**

- Proven experience in providing and managing staff for large-scale records/scanning digitization projects.
- Availability of trained personnel with knowledge of digitization standards, scanning technologies, and metadata practices.
- Capacity to meet high-volume output targets within agreed timelines.
- Strong commitment to information security, data protection, and confidentiality.
- References from organizations of comparable size and complexity.

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