



**FIJI REVENUE AND
CUSTOMS SERVICE**

TERMS OF REFERENCE

Tender Reference	RFT No.01/2026
Tender Title	Security Services
Release Date	3 rd January 2026
Submission Deadline	Friday 16 th January 2026, 12PM FJT

1. TABLE OF CONTENTS

1.	TABLE OF CONTENTS	2
2.	ADVERTISEMENT	3
3.	SECTION 1: INVITATION TO TENDER	4
4.	SECTION 2 : GENERAL TERMS AND CONDITIONS.....	5
4.1.	Terms and Condition.....	5
5.	SECTION 3 : BID DATA SHEET	8
6.	SECTION 4 : SCHEDULE OF RETURNABLE FORMS.....	9
6.1.	Schedule A: Declaration by Bidder – Conformity.....	9
6.2.	Schedule B: Bidder Information.....	10
6.3.	Schedule C: Declaration by Bidder - Price	11
7.	SECTION 5 : SCOPE AND SPECIFICATIONS	12
7.1.	Schedule A: FRCS Office Locations and Hours of Services	12
7.2.	Scope Requirements	13

2. ADVERTISEMENT

The following are excerpts and addendums from 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 proposals:

**FIJI REVENUE AND
CUSTOMS SERVICE**

TENDER

RFT No.01/2026: SECURITY SERVICES

The Fiji Revenue and Customs Service (FRCS) invites submissions from individuals and companies who are interested in providing the following services:

I. Tender No. 01/2026 – Security Services

Interested parties will be provided with a specific brief and are expected to make submissions based on the specification. Detailed Tender specifications are available from the FRCS website <https://www.frcs.org.fj/tenders/> and clarifications should be directed through email to tenders@frcs.org.fj

The lowest or any submissions shall not necessarily be accepted. FRCS reserves the right to accept or reject any or all submissions without providing the reasons.

Submissions must be submitted and delivered in a sealed envelope clearly marked with the relevant tender reference number and name, addressed and posted at the following address:

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

OR hand delivered to Fiji Revenue & Customs Service Complex, Building 2, Level 3, Corner of Ratu Sukuna Road and Queen Elizabeth Drive, Nasese, Suva, Fiji no later than 12pm Friday, 16th January 2026.

**For more information,**
please call us on our toll-free no. 1326 or
3243000 or email: info@frcs.org.fj

Follow us on:
www.frcs.org.fj
   

3. SECTION 1: INVITATION TO TENDER

RFT No. 26/2025 : Security Services

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: Declaration by Bidder – Price
 - Section 5 – Scope and Specification
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 tender 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 Tender 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 16th January 2026**.
9. Late tenders will not be accepted.
10. The lowest or any tender 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.

4. SECTION 2 : GENERAL TERMS AND CONDITIONS

4.1. Terms and Condition

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.
Late Submissions	Submissions received within five minutes of the closing time will be accepted. Five minutes is allowed as variation for any timing difference.
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 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 tender 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 influencing their proposal and which is obtainable by the making of reasonable inquiries.
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.
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).
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 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 improper means; or otherwise acting in bad faith, fraudulently or improperly.
Currency	All currency in the proposal shall be quoted in Fiji Dollars and prices shall be VAT Inclusive.
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. - 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 carried out against the company.
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 tender. - The bidder must have direct partnership with the supplier (Partner Certificate to be included with proposal) and

	must be an authorized reseller, distributor and service center.
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.
Enquiries	• All questions and enquiries regarding this tender 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.
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 Tenderer 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.
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.
Bid Validity Period	The bid shall remain valid for 90 calendar days after the deadline of the receipt of the bids.
Notification of Award	FRCS will notify the successful Tenderer 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.

5. SECTION 3 : BID DATA SHEET

BDS No.	Description	Instruction
1.	Condition of Tender	Hourly Rate submission in VEP
2.	Contract Form	Tender offer Letter.
3.	Mandatory Supplementary Documents	- Company Profile including Organization Structure - Key Resources (staff) - Professional Indemnity (PI) Cover - Member of Relevant Association - Valid Business License and Registration Certificate - FRCS TIN Certificate - FRCS Tax Compliance Letter - FNPF Compliance Letter - FNU Levy Certificate - OHS Compliance Certification - List of Similar Service Contracts (completed and ongoing) - Public Liability Insurance Certificate - Audited Financial Statement (last 3-years)
4.	Deadline Submission /	Date: Friday January 16, 2026 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 “<i>RFT No. 01/2026 – “Security Services”</i>”.
5.	Tender Clarifications	Contact Person: Mrs. Joyti Singh Designation: Procurement Officer, Finance Contact Details: (E) tenders@frcs.org.fj Contact Person: Mr. Peceli Waqavatu Designation: Senior Properties and Administration Officer, Finance Contact Details: (T) 679 324 3119 (M) 998 9481 (E) pwagavatu001@frcs.org.fj

6. SECTION 4 : SCHEDULE OF RETURNABLE FORMS

6.1. Schedule A: Declaration by Bidder – Conformity

Tender Reference:	Tender 01/2026
Tender Title:	Security Services

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]

6.2. 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, <u>not</u> exceeding fifteen (15) pages with Organization Structure, Director(s), specialization, expertise, and resources; • Project Profile, list of past experiences in similar nature and capacity with contact details; • Certificate of Incorporation/ Business Registration; • Professional Indemnity (PI) Cover Certificate; • Member of Relevant Associations; • Valid Tax Compliance Certificate issued by FRCS; • Certificate of Tax Registration and Exemption (if any); • Valid FNPF Compliance Certificate; • Valid FNU Levy Compliance Certificate; • Copies of the financial statement (balance sheets, including all related notes, and income statements) for at least recent 3 years prepared by a qualified Accountant professional; • Service Methodology

6.3. Schedule C: Declaration by Bidder - Price

Tender Reference:	Tender 01/2026
Tender Title:	Security Services

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]

7. SECTION 5 : SCOPE AND SPECIFICATIONS

7.1. Schedule A: FRCS Office Locations and Hours of Services

No.	Location	Services	Hrs	No. of Guards
1	FRCS Complex, HQ, Nasese	Mon-Thur	24HRS	2
		Friday	24HRS	2
		Mon-Thur	08:00AM-04:30PM	2
		Friday	08:00AM-04:00PM	2
		Weekend/Public Holidays	24HRS	2
2	FRCS Customs House (Old Immigration Building), Harris Rd, Suva	Mon-Thur	24HR	2
		Friday	24HRS	2
		Weekend/Public Holidays	24HRS	2
3	FRCS Warehouse, GMH Complex, Vishnu Deo Rd, Nakasi	Mon-Thur	24HRS	1
		Friday	24HRS	1
		Weekend/Public Holidays	24HRS	1
4	FRCS Nausori, FDB Building, Main St, Nausori	Mon-Thur	08:00AM-04:30PM	1
		Friday	08:00AM-04:00PM	1
		Weekend/Public Holidays	N/A	N/A
5	FRCS Sigatoka, FDB Building, Sigatoka	Mon-Thur	08:00AM-04:30PM	1
		Friday	08:00AM-04:00PM	1
		Weekend/Public Holidays	N/A	N/A
6	FRCS Nadi, Challenge Engineering Complex, Votualevu, Nadi	Mon-Thur	08:00AM-04:30PM	1
		Friday	08:00AM-04:00PM	1
		Weekend/Public Holidays	N/A	N/A
7	FRCS Lautoka, Tavewa Avenue, Lautoka	Mon-Thur	24HRS	1
		Friday	24HRS	1
		Mon-Thur	08:00AM-04:30PM	1
		Friday	08:00AM-04:00PM	1

		Weekend/Public Holidays	24HRS	1
8	FRCS Ba, Ganga St, Ba	Mon-Thur	08:00AM-04:30PM	1
		Friday	08:00AM-04:00PM	1
		Weekend/Public Holidays	N/A	N/A
9	FRCS Rakiraki, FDB Building, Rakiraki	Mon-Thur	08:00AM-04:30PM	1
		Friday	08:00AM-04:00PM	1
		Weekend/Public Holidays	N/A	N/A

7.2. Scope Requirements

Change of Requirements	FRCS reserves the right to: - Increase or decrease the number of Security Guards at any location. - Add new locations. The security company must be able to supply additional guards on as and when required basis. Likewise, some of the above listed sites may be removed and the security must be a position to remove the guards from the respective sites.
Responsibility of Security Guards	- Inspect and patrol FRCS premises during normal and after hours on weekdays, public holidays by examining the properties including doors, windows, gates and vehicles on a regular basis to ensure that all is secured, and no tampering is evidenced. - Detect, deal with and respond to emergencies such as fire hazards, open windows, doors, leaking pipes, sign of any tampering of items, security lights or suspicious movement in/outside the property. Call Police and/ or Fire Brigade as and when necessary - Direct traffic by opening gates and allowing only authorized vehicle to the premises. Record all necessary vehicle and driver details during the hours, weekends and Public Holiday entering into FRCS premises. - Enforce "No Smoking" regulations. - Check buildings during evenings, midnights, weekends and holidays for security and fire prevention purposes on a regular basis. - Provide a courteous information service to the public, as required. - Control pedestrian and vehicular traffic at entrances during Emergency procedures. - Maintain order to the public, through enforcing company policies, rules, and laws, controlling access to the building, Monitoring surveillance systems and

	alarms. i. Assists FRCS staff with violent and unruly customer. j. If FRCS owned item are missing, or reported stolen under security's watch, and the investigation reveals direct negligence of the security guards, then the security company/agency will have to bear the costs of the damages caused or valued of the item stolen from the FRCS premises. k. Security guards must be able to speak, read and write in English.
Administrative Duties	a. Complete monthly reports and submit to FRCS Properties b. Maintain log of each shift activities c. Complete special reports for major incidents d. Maintain orderly use of surveillance equipment and cameras
Responsibility of the Security Company	a. Deliver the services promptly and punctually and ensure Security Guards carry out the services in an efficient and professional manner. b. Provide its Security Guards uniforms and other relevant equipment required for the effective discharge of the services. c. Comply with all industry standards, rules, and regulations applicable in the provision of the services. d. Must provide all items and equipment's such as phones, flashlights, batons, safety shoes and raincoats which is necessary for them to execute their duties. e. Ensure that its staff and Security Guards comply with all of FRCS security and workplace procedures. f. The Security Company will report on security matters; provide a monthly report on Security Operations and Security Incidents to the Properties Section or may make reasonable recommendation to FRCS on its security. g. Provide liability insurance for its employees. h. Ensure that security guards maintain proper discipline and they do not, in any manner, cause interference, annoyance or nuisance to FRCS management and staff and or to FRCS business. i. FRCS will be held harmless for any negligent act of security staff and the security company will indemnify FRCS for any damage, loss or cost occasioned by any such negligence. j. Must ensure that all shifts are filled and completed. If a guard is unable to make it to work. The security company shall have a replacement guard that meets the provision mentioned in this proposal. k. Provide FRCS list of names of personnel assigned to each location/premises. If there is a change in staffing and new personnel is assigned, the security company shall notify FRCS and provide their names. l. FRCS reserves the right to reject the employment of

	security guard personnel assigned to any FRCS premises/property. m. The security company must ensure that all shifts are filled and completed. If a security officer is unable to make it to work, the security company shall have a replacement guard that meets the provisions mentioned in this proposal.
Uniform and Appearance of Guard	a. Guards will wear clean, wrinkle-free, and professional security uniforms provided by their company. Uniform should display proper security identification such as badge or security logo. b. No guards will be allowed to wear sandals or other recreational style shoes. Black shoes or boots will be preferred. c. All security guards shall wear proper identification cards when at FRCS
	d. Any changes to the above-listed provision shall be at the approval of FRCS prior to implementation. e. All Guards shall wear proper identification cards when on duty and if any guard is without any proper identification, he/she will not be allowed into the premises.
Communication	Security companies must institute a system whereby security personnel can communicate with supervisor and FRCS authorized officer during shifts. The security company is to provide mobile cellular phone or radio telephone communication at FRCS premises, but this shall be implemented at the sole discretion of the FRCS where it is commercially prudent in nature.
Master License	The bidders must hold a valid master license and shall provide evidence of the same.
Reference, Qualification & Experience of Guards	a. Security Company should provide Police Clearance for each security guard posted at FRCS Offices. All costs incurred should be off security company expenses. b. Security guards must have at least minimum of one (1) year of experience as a security guard. c. Guards must be literate and fluent in English both written and spoken. d. The guards at these sites must be physically and mentally fit.
Standard of Behavior	The bidder will ensure a high standard of behavior is maintained by the security guards such as conducts considered to be unsuitable are: a. chewing gum, smoking, or eating food on posts except at while on lunch break or in rest rooms b. late for duty

	c. evidence of alcohol or drug abuse d. vacating his/her post without authority e. tampering with FRCS's property f. idle talk with other security personnel, FRCS staff or visitors g. abusive/offensive language or lack of tact such as arguing, swearing.
Reference Checks	Bidders to submit a detailed list of recent clients (2020-2025) that they are currently providing security services including contact e-mail and phone contacts.
Fees	The bidders shall bill for hourly rates for each identified site based on Schedule A above. The hourly fees shall be stated in the letter proposal from bidder.