FIJI REVENUE AND CUSTOMS SERVICE

TERMS OF REFERENCE

for

TPOS Bank Online Payment Integration

Tender Reference	RFT 16/2026
Document Title	Terms of Reference – TPOS Bank Online Payment Integration
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1. Introduction

1.1 Background

The Fiji Revenue and Customs Service (FRCS) operates the SAP Tax and Revenue Management (TRM) solution as its core tax administration platform. SAP TRM underpins critical revenue operations including taxpayer registration, assessment, returns processing, payment and collections management, and case and correspondence management. The platform supports FRCS's statutory mandate under the Tax Administration Act, the Customs Act, the Value Added Tax Act, and related Fiji revenue legislation.

FRCS as part of on-going digitalization efforts seeks to further modernize its payment infrastructure by enabling real-time online payment processing through the Taxpayer Online Services (TPOS) portal, integrated with a single commercial bank as the initial implementation.

1.2 Purpose of This Document

This Terms of Reference (TOR) defines the scope, objectives, deliverables, acceptance criteria, and commercial terms for the engagement of a qualified SAP Partner to develop payment integration services on the existing SAP TRM platform. The selected Partner Bank will publish a Payment API which SAP TRM will consume to authenticate payment sessions, transmit obligation details, receive payment confirmations, and trigger downstream postings.

This document is accompanied by four appendices that constitute the formal tender package: Appendix A (Glossary), Appendix B (Invitation to Tender), Appendix C (General Terms and Conditions), Appendix D (Bid Data Sheet), and Appendix E (Bidder Response Forms). Vendors must read all appendices and submit responses as specified therein.

1.3 Design Principles

The solution shall adhere to the following design principles:

- **API-First Architecture:** All integration with the Partner Bank shall be conducted exclusively through well-defined, versioned RESTful APIs. No file-based, screen-scraping, or proprietary middleware integration is permitted.
- **Bank-Agnostic Adapter Pattern:** The solution shall be designed so that the integration layer is decoupled from SAP TRM core logic. A standardised adapter interface shall be defined, allowing additional banks to be onboarded in future releases by implementing a new adapter and adding configuration data, with no changes to SAP TRM core modules.
- **Configuration-Driven:** Bank-specific parameters (endpoints, credentials, display names, abbreviations, certificates, effective dates) shall be maintained in a configuration table, not hard-coded.
- **Security by Design:** All data exchanges shall occur over HTTPS/TLS. Credentials and signing keys shall be stored in SAP TRM secure vault. The solution shall comply with ISO/IEC 27001-aligned controls and FRCS information-security policies.

- **Reusability:** Components built for this engagement (adapter framework, configuration tables, receipt templates, reporting dimensions) shall be designed for reuse when onboarding subsequent banks.

1.4 Strategic Drivers

- Improve taxpayer convenience and voluntary compliance by offering a modern, real-time online payment channel.
- Reduce manual cash-handling and reconciliation effort at FRCS cash desks.
- Establish a reusable bank-integration pattern that can be extended to additional commercial banks in subsequent releases.
- Strengthen the audit trail and revenue reporting through accurate, automated capture of online payment data.
- Align with the Government of Fiji's digital transformation objectives for public-sector service delivery.

2. Objectives

The specific objectives of this engagement are to:

- Deliver an enhanced payment method within TPOS that allows taxpayers to select one or more obligations, specify the amount to pay (within validated limits), and initiate payment through the Partner Bank.
- Integrate SAP TRM with the Partner Bank Payment API for outbound payment initiation and inbound payment confirmation, using a reusable adapter-layer architecture.
- Automate the generation and storage of online payment receipts as part of taxpayer correspondences.
- Ensure correct and timely updates to the taxpayer ledger, Statement of Tax Account (STA), Cash Desk Closing Report, and Revenue Report.
- Provide a compliant, auditable, and secure online payment process that meets FRCS information-security and data-protection requirements.
- Design the solution in a bank-agnostic manner (configuration-driven adapter pattern) so that additional banks can be onboarded without code changes to SAP TRM core logic.
- Define and document a standardised Bank Integration API Specification (adapter interface contract) that any future bank adapter must implement.
- Provide complete documentation, knowledge transfer, and post-go-live support for FRCS business and IT teams.

3. Workflow Diagram

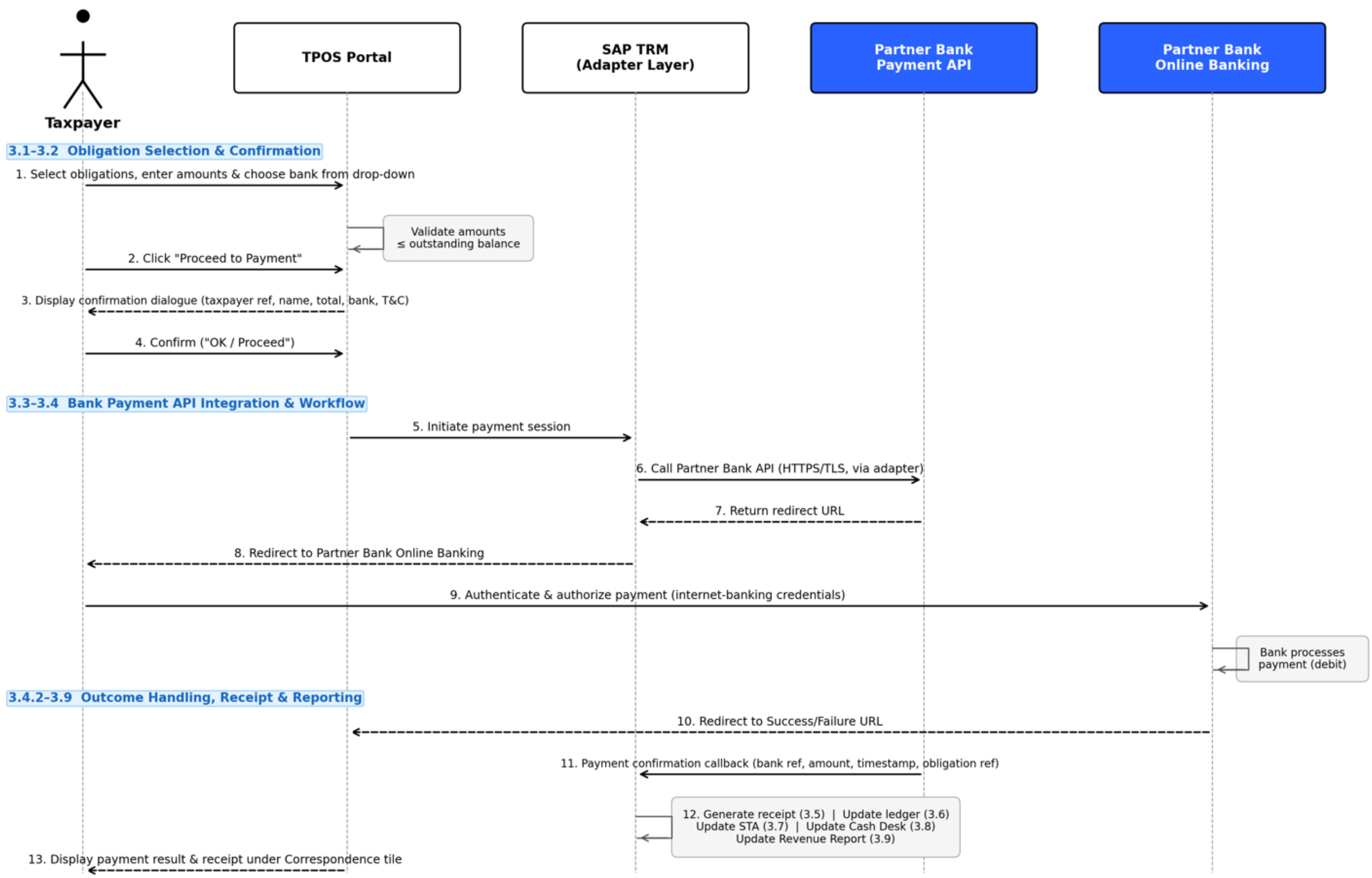

Diagram 1. Pay Bill Via Partner Bank — TPOS Single-Bank Online Payment Integration

4. Scope of Works

The scope of works is structured by functional area. All items shall be delivered by the selected vendor in conjunction with FRCS and the Partner Bank.

4.1 User Interface Enhancements

4.1.1 Bank Selection Drop-Down

- A new drop-down menu shall be added on the Payment Obligation tile within TPOS.
- The drop-down shall list available online payment partners. For this release, the drop-down shall display a single value: the name of the Partner Bank.
- The drop-down shall be data-driven from the bank configuration table (see section 4.10) so that additional banks can be added in future releases by configuration only, with no code change.
- Selection shall be mandatory before the "Proceed to Payment" action becomes enabled.

4.1.2 Obligation Selection Checkbox

- Each row in the obligations table shall expose a selection checkbox enabling the taxpayer to choose one or many obligations to settle in a single payment instruction.
- Selecting or deselecting checkboxes shall dynamically update the on-screen total to be paid.

4.1.3 Editable "Amount to Pay" Field

- Each selected obligation row shall display an editable "Amount to Pay" field.
- The field shall accept numeric input only (positive values, up to two decimal places, FJD).
- Real-time validation shall reject any amount greater than the outstanding transaction amount for that obligation, with an inline error message.
- Where the taxpayer leaves the field at its default value, the system shall treat it as full settlement of that obligation.

4.1.4 "Proceed to Payment" Button

- A "Proceed to Payment" button shall be positioned beneath the obligations table.
- The button shall be enabled only when at least one obligation is selected, all amounts pass validation, and a bank is selected.
- Activation of the button shall open the payment confirmation dialogue (see section 4.2).

4.2 Payment Confirmation Dialogue

On activation of "Proceed to Payment", a modal dialogue shall be displayed containing:

- Taxpayer identification reference - read-only, populated from the logged-in taxpayer profile.
- Taxpayer name - read-only, populated from master data.
- Total amount - read-only, computed sum of the "Amount to Pay" values of all selected obligations.

- Bank selected - read-only, populated from the bank drop-down.
- A disclaimer note containing a hyperlink to the revised FRCS Online Payment Terms and Conditions (the revised terms will be provided by FRCS). The disclaimer text shall read substantively: "By proceeding further you are agreeing to the Terms and Conditions."
- "OK / Proceed" and "Cancel" buttons. Pressing "OK" shall trigger the redirect to the Partner Bank's online payment service (section 4.3). Pressing "Cancel" shall return the user to the Payment Obligation tile with prior selections preserved.

4.3 Bank Payment API Integration

This section defines the integration architecture. The solution shall employ a layered adapter pattern to ensure reusability across future bank integrations.

- A standardised Bank Integration Interface (adapter contract) shall be defined, specifying the operations that every bank adapter must implement: authenticate session, submit payment request, receive payment confirmation callback, and query payment status.
- For this release, a single adapter shall be built for the Partner Bank, implementing the adapter contract against the Partner Bank's published Payment API specification.
- All endpoint references, authentication patterns, payload schemas, error codes, and callback mechanisms shall be sourced exclusively from the agreed API specification.
- Outbound calls from SAP TRM to the Partner Bank shall be made over HTTPS/TLS using credentials issued by the Partner Bank, configured securely within SAP TRM and not stored in source code.
- Inbound payment confirmation callbacks from the Partner Bank to SAP TRM shall be authenticated, validated for integrity, and processed idempotently (duplicate notifications must not result in double posting).
- All API exchanges shall be logged in a tamper-evident audit log retained in accordance with FRCS records-retention policy.
- Configuration shall allow separate endpoints, credentials, and certificates for Development, QA, UAT, and Production environments.
- The adapter framework shall be documented so that a future second bank can be onboarded by implementing the adapter contract and adding a configuration record, without modifying SAP TRM core logic.

4.4 Payment Workflows

The following payment workflow shall be implemented for taxpayers logged into TPOS in an individual capacity.

4.4.1 Online Payment Workflow - Individual Taxpayer

- Upon redirect to the Partner Bank's online payment service, the taxpayer authenticates with their internet-banking credentials and selects the funding account.

- The Partner Bank handles all in-bank workflow steps (account selection, balance check, two-factor authorisation, debit posting) prior to returning a result to SAP TRM. No element of the Partner Bank's in-bank workflow is in scope for this engagement.

4.4.2 Outcome Handling

- On successful debit, the Partner Bank returns a structured success response to SAP TRM including bank reference number, amount, timestamp, and obligation reference.
- On failure or cancellation, the Partner Bank returns a failure response with reason code; SAP TRM shall present a user-friendly failure message and leave the selected obligations unchanged.
- Timeouts and network exceptions shall be handled gracefully, with the obligation kept in "payment pending" state until reconciliation confirms the outcome.

4.5 Receipt Issuance

Upon receipt of a successful payment confirmation from the Partner Bank, SAP TRM shall automatically generate an Official Receipt and store a copy under the taxpayer's Correspondence tile. The receipt shall record:

- Payment mode: "Online Payment - [Partner Bank Name]" (using the bank value selected on TPOS).
- Reference against which the payment was made (obligation reference number).
- Amount of payment received.
- Date of payment (as confirmed by the Partner Bank).
- Receipt number issued by SAP TRM, in accordance with the existing numbering scheme.
- The "Received by" field shall display "Payment made by taxpayer" for online payments (replacing the cashier name used for over-the-counter receipts).
- The receipt shall be marked as an Online Payment in its header for clear differentiation in audit and downstream reporting.

4.6 Ledger Update

- On confirmation of a successful payment, the taxpayer ledger shall be updated as at the date the payment was made (not the date of system posting).
- The short narration on the ledger entry shall read: "Online payment ([Bank Abbreviation])" - for example, where the bank abbreviation maintained in configuration is "ABC", the narration shall read "Online payment (ABC)".
- The long text on the relevant G/L account posting shall read: "TPOS payment: [Partner Bank Name]".
- The double-entry posting shall follow the chart-of-accounts mapping currently in place for cash-desk receipts, with the cash-clearing account replaced by a dedicated online-payment clearing account specified by FRCS Finance.
- Reconciliation rules shall be added to clear the online-payment clearing account against the daily bank-settlement file received from the Partner Bank.

4.7 Statement of Tax Account (STA)

- All online payments shall be visible on the taxpayer's Statement of Tax Account.
- Each STA entry shall display: Date of Payment, Tax Type, Reference Number, Credit Amount, and Running Balance.
- The narration column shall display: "Incoming Online Payment ([Bank Abbreviation])".
- Existing STA layouts (PDF, online view, printable view) shall be updated consistently.

4.8 Cash Desk Closing Report

- The Cash Desk Closing Report shall be extended to include a new payment mode line: "Online Payment" showing the total amount collected via online payment for the reporting period.
- A new batch shall be auto-generated for online payments per reporting period (e.g., daily). The batch shall list each online payment with the following columns: taxpayer identification reference, taxpayer name, bank, reference number, and amount.
- The batch shall include a count of online payments and an aggregate total which shall reconcile to the daily settlement file received from the Partner Bank.

4.9 Revenue Report

- The Revenue Report shall be updated to recognise the new payment source "Online Payment".
- Drill-down by bank shall be supported so that Partner Bank collections are reportable separately and additional banks, once onboarded, can be compared.
- Existing revenue categorisations (by tax type, period, district, etc.) shall continue to apply, with online payment appearing as an additional reporting dimension.

4.10 Configuration, Master Data, and Security

- A configuration table shall be created to maintain the list of participating banks, including: bank code, display name, abbreviated form, active flag, API endpoint reference, authentication method, certificate reference, and effective dates. For this release only one record (the Partner Bank) shall be active.
- The adapter contract (interface specification) shall be documented as a formal deliverable, enabling future implementers to build adapters for additional banks independently.
- Sensitive configuration values (credentials, signing keys, callback secrets) shall be stored in the SAP TRM secure vault and shall not be visible to standard configuration users.
- Role-based access shall ensure that only authorised FRCS Finance and IT staff can view online-payment audit logs and reconciliation reports.
- All personal and financial data exchanged with the Partner Bank shall be limited to the minimum required by the agreed API specification (data minimisation principle).

4.11 Testing

- Unit testing shall be performed by the development consultant(s) and evidenced through unit-test logs.
- Functional and integration testing shall be performed in the QA environment using the Partner Bank's sandbox endpoints.
- End-to-end UAT shall be performed in a dedicated UAT environment with FRCS business users, covering: positive payment, partial payment, multiple-obligation payment, cancellation, timeout, duplicate callback, and reconciliation scenarios.
- Performance and load testing shall validate that at least 95% of payment confirmations are processed within 10 seconds of the Partner Bank callback under normal load.
- Security testing (including penetration testing of integration endpoints) shall be completed prior to go-live.
- A formal UAT sign-off shall be obtained from the Business Process Lead and Director Tax before go-live.

4.12 Cutover, Training, and Hypercare

- A cutover plan shall be agreed jointly between FRCS, the vendor, and the Partner Bank, covering pre-go-live data validation, configuration migration, and a documented rollback procedure.
- Train-the-trainer sessions shall be delivered for FRCS business users (Cash Desk, Tax Operations, Finance, Helpdesk).
- Taxpayer-facing user guidance (FAQ, screen walkthrough) shall be drafted for publication on the FRCS website.
- A hypercare period of four (4) weeks shall be provided post-go-live, during which the vendor shall provide priority response to defects raised against this change.

5. Out of Scope

To prevent scope drift, the following items are expressly excluded from this engagement. Any of these may be addressed under a separate change request or future release:

- Integration with any commercial bank other than the single Partner Bank confirmed for this release.
- Acceptance of payment instruments other than direct bank debit through the Partner Bank (e.g., card schemes, mobile wallets, payment aggregators).
- Cross-currency payments - all transactions are denominated in Fijian Dollars (FJD).
- Any changes to the Partner Bank's in-bank authentication or account-selection screens.
- Development of the Partner Bank's Payment API itself - the Partner Bank is solely responsible for publishing and maintaining its API.

6. Deliverables

The vendor shall produce, and FRCS shall formally accept, the following deliverables:

No.	Deliverable	Description / Acceptance Basis
1	Detailed Functional Specification	Section-by-section elaboration of section 3, with screen mock-ups, field-level validation tables, message catalogue, and error-handling design.
2	Technical Design Document	Solution architecture, adapter-layer design, interface contract specification, Partner Bank integration design, data model changes, security design, and environment topology.
3	Bank Integration Interface Specification	Formal documentation of the standardised adapter contract (interface, data types, error codes, authentication pattern) to be implemented by each future bank adapter.
4	Impact Analysis Report	Assessment of each impacted area with effort classification, aligned with the underlying change request form.
5	Configured Solution in QA	Deployed and demonstrable solution in the QA environment covering all functional areas in section 3.
6	Test Strategy, Test Plan, and Test Scripts	Including positive, negative, boundary, integration, performance, security, reconciliation, and rollback scenarios.
7	Test Execution Evidence	Defect log, retest evidence, and exit report from QA and UAT phases.
8	Cutover and Rollback Plan	Sequenced runbook with responsible parties, timings, and rollback triggers.
9	User Documentation	Internal user guide for FRCS staff and external user-facing guidance for publication on the FRCS website.
10	Training Material and Delivery	Train-the-trainer slide pack, recorded sessions, and attendance log.
11	Production Deployment	Successful go-live with sign-off from CIO and Director Tax.
12	Hypercare Report	Defect statistics, resolutions, and lessons learned at the end of the hypercare period.
13	Closure Report	Final reconciliation of scope, deliverables, and benefits-realisation indicators.

7. Acceptance Criteria

Each deliverable shall be deemed accepted by FRCS only when all the following conditions are met:

- All in-scope functional requirements set out in section 3 are demonstrated and pass UAT without open Severity-1 or Severity-2 defects.
- End-to-end transactions (selection, payment initiation, bank callback, receipt, ledger update, STA, Cash Desk Closing Report, Revenue Report) reconcile to the Partner Bank's daily settlement file without manual intervention.
- Performance: at least 95% of payment confirmations are processed by SAP TRM within 10 seconds of the Partner Bank callback under normal load.

- Availability: no degradation in availability of any existing SAP TRM module is observed during and after deployment.
- Security: outcome of FRCS security review (including penetration test of integration endpoints) is satisfactory.
- Reusability: the adapter-layer architecture is reviewed and confirmed by FRCS IT as suitable for onboarding a second bank without modification to SAP TRM core logic.
- Documentation: all deliverables listed in section 6 are submitted, reviewed, and signed off.
- Training: FRCS trainers and Cash Desk operators confirm operational readiness.
- Compliance: the solution complies with FRCS information-security and data-protection policies and with relevant Fijian statutory requirements.

8. Intellectual Property and Ownership

- All deliverables, source code, configuration artefacts, documentation, and training materials produced under this engagement shall become the sole property of FRCS upon acceptance and final payment.
- The vendor shall grant FRCS an irrevocable, royalty-free licence to use, modify, and extend any pre-existing vendor intellectual property embedded in the solution, to the extent required for FRCS to operate, maintain, and enhance the delivered solution independently.
- FRCS shall retain the right to engage any third party to maintain, support, or extend the solution after the engagement concludes.
- The vendor shall not use FRCS data, configurations, or business rules for any purpose other than the delivery of this engagement without prior written consent from FRCS.

9. Assumptions, Dependencies, and Constraints

9.1 Assumptions

- The Partner Bank will provide a stable sandbox environment for integration testing throughout the engagement, with documented sandbox credentials and test data.
- SAP TRM infrastructure capacity (compute, storage, network egress) is adequate for the additional transaction volume implied by this change.
- Existing TPOS authentication and session management remain unchanged.
- The vendor has access to qualified SAP TRM consultants with experience in payment integration and API-based development.

9.2 Dependencies

- The Partner Bank Payment API specification (final agreed version) shall be confirmed before Detailed Design sign-off.
- FRCS Finance shall confirm the G/L mapping for the online-payment clearing account.

- The Partner Bank shall provide a documented daily settlement file format and SFTP (or equivalent) delivery channel for reconciliation.
- FRCS shall supply the display name and abbreviated form to be used for the Partner Bank in narrations and reports.

9.3 Constraints

- All design and configuration must respect FRCS data-classification and data-residency policies.
- Only changes explicitly captured in this TOR or its successor versions are within scope. Any verbal direction during meetings must be formalised through the change-control process before implementation.
- The solution must not introduce any dependency on third-party middleware or integration platforms not already approved within the FRCS technology stack.

10. Milestones

The selected vendor shall provide indicative timelines against the following milestones as part of their proposal submission. All durations are in calendar weeks measured from formal contract sign-off.

#	Milestone	Responsible	Output	Duration / Target
1	TOR and contract sign-off	FRCS	Signed TOR and contract	Week 0
2	Impact Analysis and Detailed Functional Specification	Vendor + FRCS	Approved FSD	Vendor to propose
3	Technical Design and Partner Bank integration review	Vendor + Partner Bank	Approved TDD and adapter contract	Vendor to propose
4	Build and unit testing in Dev/QA	Vendor	Build complete	Vendor to propose
5	System Integration Testing with Partner Bank sandbox	Vendor + Partner Bank	SIT exit report	Vendor to propose
6	User Acceptance Testing	FRCS	UAT sign-off	Vendor to propose
7	Training delivery and cutover dry-run	Vendor + FRCS	Readiness gate	Vendor to propose
8	Production go-live	Joint	Live service	Vendor to propose
9	Hypercare (4 weeks)	Vendor	Hypercare report	4 weeks post go-live
10	Closure and benefits checkpoint	FRCS	Closure report	Vendor to propose

11. Commercials

- The vendor shall submit a fixed-price proposal in Fijian Dollars (FJD) inclusive of all applicable taxes, using the pricing schedule in Appendix E, Schedule C.
- The price shall be fixed upon contract sign-off, with any variations subject to formal change-control.
- The proposal shall include a detailed cost breakdown by milestone and deliverable.
- Out-of-pocket expenses (travel, accommodation) shall be reimbursed at cost subject to prior written approval and in accordance with FRCS travel policy.

- Payment shall be milestone-based, with invoicing permitted only upon FRCS acceptance of the associated deliverable(s).

12. Evaluation Criteria

Proposals will be evaluated using a Combined Quality and Cost-Based Selection (QCBS) method. Overall weighting: Technical 80%, Financial 20%.

Technical evaluation criteria:

#	Criterion	Description	Weight
1	SAP TRM Experience and Capability	Demonstrated experience delivering SAP TRM payment and integration solutions. Relevant project references and case studies.	25%
2	Technical Approach	Quality of the proposed solution architecture, adherence to the adapter-pattern and API-first design principles, and approach to reusability for future bank integrations.	25%
3	Team Composition and Availability	Qualifications and availability of proposed consultants, including SAP TRM certification, API integration experience, and security expertise.	15%
4	Project Plan and Methodology	Credibility of the proposed timeline, risk management approach, testing strategy, and knowledge-transfer plan.	15%
5	Financial Proposal	Value for money assessed on total fixed price, cost breakdown clarity, and milestone-based payment structure.	20%

13. Submission Requirements

Vendors are required to submit the following as part of their proposal. Submission must comply with the instructions in Appendix D (Bid Data Sheet):

- A technical proposal addressing each evaluation criterion in section 13, including the proposed solution architecture, adapter-pattern design, and approach to API integration.
- A financial proposal with fixed-price quotation in FJD, broken down by milestone and deliverable (using Appendix E, Schedule C).
- CVs of all proposed team members, highlighting SAP TRM, payment integration, and API development experience.
- At least two (2) references from prior SAP TRM or tax-system payment integration engagements of comparable scope.
- A draft project plan with proposed milestone durations (section 11).
- Confirmation of ability to commence within four (4) weeks of contract award.
- Declaration of any potential conflicts of interest.
- Completed Appendix E, Schedule A (Declaration by Bidder - Conformity) and Schedule B (Bidder Information).
- Valid compliance certificates from FNPF, FRCS, and FNU where applicable.

14. Reporting and Communications

- A weekly status report shall be issued by the vendor to the FRCS Functional Lead covering progress, risks, issues, decisions, and look-ahead.
- A monthly steering committee pack shall be issued five (5) business days before each steering meeting.
- All material decisions, changes, and approvals shall be recorded in a decision log maintained by FRCS.
- Defects raised during testing and hypercare shall be tracked in the existing AMS ticketing tool, with severity definitions per the AMS service agreement.

15. Change Control

Any proposed amendment to this Terms of Reference - including changes to scope, deliverables, timeline, cost, or governance - shall be raised as a written change-control note, assessed by the vendor for impact, and approved by FRCS before it takes effect. Verbal agreements made during meetings shall not constitute an authorised change.

Appendix A - Glossary

Abbreviation	Definition
AMS	Application Management Service
API	Application Programming Interface
BDS	Bid Data Sheet
FJD	Fijian Dollar
FNU	Fiji National University
FNPF	Fiji National Provident Fund
FRCS	Fiji Revenue and Customs Service
G/L	General Ledger
GTC	General Terms and Conditions
ITT	Invitation to Tender
NTIS	National Tax Information System
QCBS	Quality and Cost-Based Selection
RFT	Request for Tender
SAP TRM	SAP Tax and Revenue Management
SFTP	Secure File Transfer Protocol
SIT	System Integration Testing
STA	Statement of Tax Account
TLS	Transport Layer Security
TOR	Terms of Reference
TPOS	Taxpayer Online Services
UAT	User Acceptance Testing
VIP	VAT Inclusive Price

Appendix B - Invitation to Tender

RFT 16/2026 - TPOS Bank Online Payment Integration

- Fiji Revenue and Customs Service (FRCS) invites written, signed tenders from eligible bidders for the provision of SAP TRM development services to integrate the Taxpayer Online Services (TPOS) portal with a single commercial bank online payment system, as specified in this Terms of Reference.
- The following documents form part of the bidding package:
    - Terms of Reference (this document, sections 1-14)
    - Appendix A - Glossary
    - Appendix B - Invitation to Tender (this appendix)
    - Appendix C - General Terms and Conditions
    - Appendix D - Bid Data Sheet
    - Appendix E - Bidder Response Forms (Schedules A, B, and C)
- Competitive bidding will be conducted under FRCS procurement procedures and guidelines and is open to all eligible companies and individuals.
- Interested bidders can access the tender specifications from the FRCS website: https://www.frcs.org.fj/tenders/
- It is the bidder's responsibility to ensure that the submission is deposited in the Tender Box located at FRCS Complex, Building 1, Suva, before the closing date and time specified in Appendix D (Bid Data Sheet).
- Bidders are required to submit compliance certificates or letters from FNPF, FRCS, and FNU as part of their bids. Failure to submit these documents may result in bid disqualification.
- All questions and enquiries regarding this tender must be submitted via email to tenders@frcs.org.fj. Verbal enquiries will not be entertained.
- Bid responses must be hand-delivered before the deadline specified in Appendix D.
- Late tenders will not be accepted.
- The highest or any tender may not necessarily be accepted.
- FRCS reserves the right to accept or reject any bid, and to annul, in whole or in part, or to suspend the bidding process without assigning any reasons thereof.

Appendix C - General Terms and Conditions

The following General Terms and Conditions shall apply to this tender.

Format of Response	Each bidder must provide a formal letter of transmittal that must: *a.* Be signed by an authorized representative of the organization and must state that the signing official is authorized to legally bind the organization. *b.* 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 *c.* 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: *a.* Examine this specifications document; and any documents referred to within; and any other information made available by FRCS to the applicants. *b.* Obtain any further information about the facts, risks, and other circumstances relevant to the tender by making all lawful inquiries. *c.* 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: *a.* Examined the tender specifications and any other information made available in writing by FRCS to the applicants. *b.* 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.
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	• FRCS reserves the right to negotiate with one or more applicants and to vary the scope of the services prior to award. • 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 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: *a.* Lobbying of or discussions with any politician or political groups during this tender process.

	b. Attempts to contact or discuss the tender process with officers, any member or staff or contractor currently working in FRCS or any agent ofthis Department, Exception to Evaluation Committee members. *c.* Provision of gifts or future promise of gifts of any sort to the previouslymentioned personnel. *d.* Accepting or providing secret commissions. *e.* Seeking to influence any decisions of FRCS by improper means; orotherwise acting in bad faith, fraudulently or improperly.
Currency	All currency in the proposal shall be quoted in Fijian Dollars (FJD) and shall be inclusive of all applicable taxes.
Corporate Information	Each applicant must provide the following information: *a.* Details of the corporate and ownership structure, including identification of any holding company or companies and parent companies (Business license and Business Registration); *b.* 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. *c.* A full description of the current operations of the company including the most recent audited financial statement. *d.* A copy of the company's Certificate of Incorporation. *e.* 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. *f.* Provision of details of any legal proceedings that are being done against the company.
Qualifications and Capability	Each Applicant must: *a.* Be FNPF, FRCS compliant (VALID letters to be attached for companies applying). Tax Identification Number (TIN) must be quoted in the submission. *b.* Be able to demonstrate that it will be able to meet its financial obligations under this tender. *c.* The bidder has to have direct partnership with the supplier (Partner Certificate to be included with proposal) and must be an authorized reseller or distributor.
Mergers, Acquisitions, and Sales	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 writingvia 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) quoted should include all non-exempt duties, taxes, and charges. FRCS shall not be liable for any additional costs not explicitly stated in the bidder's proposal.

Bid Validity Period	The bid shall remain valid for ninety (90) calendar days after the closing date. FRCS may request an extension of the validity period, and bidders may accept or reject such a request.
Notification of Award	FRCS will notify the successful tenderer in writing. The notification shall constitute acceptance of the tender, subject to the execution of a formal contract.
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.

Appendix D - Bid Data Sheet

BDS No.	Description	Instruction
BDS-01	Tender Reference	RFT 16/2026
BDS-02	Tender Title	TPOS Bank Online Payment Integration - SAP TRM Platform
BDS-03	Condition of Tender	Fixed Lump Sum
BDS-04	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 Tender has been awarded and upon finalization and execution of the contract. • A Memorandum of Understanding "MOU" and Non-Disclosure Document "NDD" to be signed with the successful bidder prior to commencement of works.
BDS-05	Mandatory Supplementary Documents	• Company Profile including Organization Structure • Schedule A: Forms Declaration by Bidder - Conformity • Schedule B: Bidder Information • Schedule C: Declaration by Bidder - Price • FRCS Tax Compliance Letter - Valid • FNPF Compliance Letter - Valid (For Companies) • 3 minimum written Clients Reference with contact details • 2 minimum written Supplier Reference • Letter Confirming that you are an Authorized Reseller • SAP Partnership Certificate or equivalent. • CVs of proposed team members. • At least two (2) project references of comparable scope
BDS-06	Closing Date and Time	Thursday 09th June, 2026 at 12:00 pm FJT
BDS-07	Mode of Submission	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. or emailed to tenders@frcs.org.fj Tender to be in a sealed envelope and clearly marked as "RFT No.16/2026 – "TPOS Bank Online Payment Integration - SAP TRM Platform".
BDS-08	Bid Validity	90 calendar days from closing date
BDS-09	Location of Services	FRCS Nasese Office, Suva (primary). Remote delivery permitted for development phases with FRCS approval.
BDS-10	Clarification Deadline	Five (5) business days before the closing date, via tenders@frcs.org.fj

Appendix E - Bidder Response Forms

Schedule A: Declaration by Bidder - Conformity

Tender Reference	RFT 16/2026
Tender Title	TPOS Bank Online Payment Integration

- We confirm to have examined the Tender Documents and hereby acknowledge and accept all terms and conditions contained therein.
- We declare that we have read and clearly understood all sections of this document, including the General Terms and Conditions (Appendix C) and the Terms of Reference (sections 1-16); if required we will comply with all provisions.
- We hereby declare that our firm, its affiliates, subsidiaries, or employees, including any joint venture, consortium, or association members:
    - have no conflict of interest, are not under procurement prohibition by FRCS, and have not been suspended, debarred, sanctioned, or otherwise identified as ineligible by any government authority;
    - have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action that could impair operating as a going concern;
- We undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, or obstruction during the tender process or the execution of any resulting contract.
- We declare that all the information and statements made in this proposal are true and we accept that any misrepresentation may lead to disqualification or contract termination.
- We agree that FRCS has the right to forfeit the full Bid Security Sum (if any) in case of any breach of the terms of contract.
- We understand that FRCS reserves the right, unless the tenderer stipulates to the contrary, to accept any part of the tender.
- We confirm that our submission shall be valid and remain binding upon us for the period of ninety (90) calendar days from the closing date.

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

Authorized Representative Signature:		**Company Stamp**
Authorized Representative Name:		
Designation:		
Company Name:		
Date:		

Schedule B: Bidder Information

Tender Reference	RFT 16/2026
Tender Title	TPOS Bank Online Payment Integration

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 Authorised Representative	Name and Title: [Complete] Telephone: [Complete] Email: [Complete]
Countries of Operation	[Complete]
Number of Full-Time Employees	[Complete]
Number of Technical / SAP Employees	[Complete]
SAP Partnership Level and Certificate No.	[Complete]
Contact Person for Clarifications	Name and Title: [Complete] Telephone: [Complete] Email: [Complete]
Attach the Following Documents	• Company Profile, not exceeding fifteen (15) pages with Organization Structure, Director (s), specialization, expertise, list of equipment, machinery, and resources. • Certificate of Incorporation/ Business Registration. • 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. • CVs of proposed project team

Schedule C: Declaration by Bidder - Price

Tender Reference	RFT 16/2026
Tender Title	TPOS Bank Online Payment Integration

We, the undersigned, submit our price for the above RFT in accordance with the Terms of Reference. Costs shall be in Fijian Dollars (FJD) and inclusive of all applicable taxes.

No.	Deliverable / Milestone	Tender Price (FJD, VIP)
1	Impact Analysis and Detailed Functional Specification	
2	Technical Design Document and Bank Integration Interface Specification	
3	Build, Unit Testing, and Configured Solution in QA	
4	Test Strategy, Test Plan, Test Scripts, and Test Execution	
5	System Integration Testing with Partner Bank Sandbox	
6	User Acceptance Testing Support	
7	Cutover and Rollback Plan	
8	User Documentation and Training Material and Delivery	
9	Production Deployment and Go-Live	
10	Hypercare (4 weeks)	
11	Closure Report	
	TOTAL (FJD, VIP)	

Our proposal/offer shall be valid and remain binding upon us for the period of ninety (90) calendar days from the closing date.

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

Authorized Representative Signature:		*[Bidders official stamp/seal]*
Authorized Representative Name:		
Designation:		
Company Name:		
Date:		
Phone Contact:		
Email Address:		