



**FIJI REVENUE AND
CUSTOMS SERVICE**

SPECIFICATIONS

FOR

THE NEW FIJI REVENUE AND CUSTOMS SERVICE WEBSITE

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Advertisement

The following is the Tender advertisement for the Fiji Revenue and Customs Service (FRCS) as it originally appeared in the local newspaper and should be used as the basis to submit your proposals:



**FIJI REVENUE AND
CUSTOMS SERVICE**

TENDER

Supply of Services

4/2020

The Fiji Revenue and Customs Service (FRCS) invites submissions from reputable service providers who are interested in submitting a tender for the following services;

1. Concept, Design and Development of a new FRCS website
2. Content re-write for new website

The Terms of Reference and information related to this tender can be obtained from the FRCS Tender Secretariat via email tenders@frcs.org.fj

Prices quoted should be inclusive of all taxes, must be in Fijian Dollars and shall remain valid for 120 days from the closing date of the tender. The lowest or any tender shall not necessarily be accepted. FRCS reserves the right to accept or reject any or all the tender submissions without providing the reasons.

Duly completed tender submissions should be delivered in a sealed envelope, clearly marked with the **tender number, name** and posted to:

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

OR hand delivered to **FRCS Head Office, Building 3, Level 3, Nasese Complex** or email to tenders@frcs.org.fj no later than 3.30pm Fiji time on the 29th of May.

A world class revenue service delivering excellence in revenue collection, border protection, trade and travel facilitation

1.0 GENERAL TERMS & CONDITIONS

The following general terms and conditions will apply.

1.1 Format of Response

Each bidder must provide a cover letter 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, and email address which the Fiji Revenue and Customs Service 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 Amendment of Specifications

FRCS at their sole discretion, may vary, add to, or amend the terms of this Tender including the nature and/or scope of services required and any other subject matter to which this Tender relates.

1.4 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 Tender submission, and all information on which its proposal is based, is true, accurate and complete.

By submitting a 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.

1.5 Bidders Risk

FRCS accepts no responsibility, liability, or obligation whatsoever for costs incurred by or on behalf of any bidder in connection with the Tender or any participation in the Tender process.

1.6 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(s) 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).

1.7 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 of this Department; Exception to Evaluation Committee members.
- c. Provision of gifts or future promise of gifts of any sort to the previously mentioned personnel;
- d. Accepting or providing secret commissions;
- e. Seeking to influence any decisions of FRCS by any improper means; or otherwise acting in bad faith, fraudulently or improperly.

1.8 Currency

All currency in the proposal shall be quoted in Fiji Dollars and prices shall be VAT Exclusive (VEP).

1.9 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;
- 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 current operations of the company including the audited financial statement for the last year;
- 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 against the company.

1.10 Qualifications and Capability

Each Applicant must:

- a. Be Tax, Customs & FNPf compliant. Tax Identification Number (TIN) must be quoted in the proposal.

- b. Be able to demonstrate that it will be able to meet its financial obligations under this Tender.

1.11 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.

1.12 Inquiries

All questions and inquiries regarding the 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.

2.0 Design Scope

Branding artworks will be supplied by FRCS and suppliers must adhere to our branding guidelines.

2.1 Background

FRCS began its transformation journey in 2015 launching its changed Corporate Statements which set the platform for the new direction.

Vision – *A world class revenue service delivering excellence in revenue collection, border protection, trade and travel facilitation*

Mission – *Helping Fiji Grow as a leading contributor and funder of sustainable economic, security and social initiatives*

Values – *Integrity, Leadership, Valuing Employees, Results Focus, Continuous Improvement & Learning, Design Quality & Prevention, Partnership & Engagement, One Organization*

2.2 Deliverables

Part A – Wireframe, Design and Development of a New Website

Supply of two options for concept, design and development of a website based on the following specifications;

Description	Specifications	Comments
Wireframe & Design	<ol style="list-style-type: none">1. 2 options for a wireframe and design2. Use of rebranding colour palettes3. Incorporate new logo and motif into design4. Use of a responsive design5. Follow Web Development Best Practices6. Accessible on most devices & operating system browser7. Uses less bandwidth	
Development	<ol style="list-style-type: none">8. Content Management System that is not proprietary. A CMS that is widely used globally and doesn't cost a lot to update.9. Provision of a proposed sitemap	<p>We would like to do updates and enhancements once full payment is made.</p> <p>Benchmark of the Australian Tax Office &</p>

	<p>10. Search engine optimization</p> <p>11. Fast loading</p> <p>12. Social Media Integration</p> <p>13. Visitor Analytics</p> <p>14. Easy to Update</p> <p>15. Affordable to Improve</p> <p>16. Newsletter & subscription</p> <p>17. Events Management</p> <p>18. Public Forum Discussion</p> <p>19. Tax Calculators</p> <p>20. Feedback platform</p> <p>21. Chat bot</p> <p>22. Online survey platform</p> <p>23. User Testing – FRCS and external users as well</p>	<p>NZRD</p> <p>Be able to push out content to Facebook, Twitter, Google+ and other similar services.</p> <p>Google Analytics</p> <p>Easy to add special-focus pages, sections or mini-sites, eg. National Budget announcements etc</p> <p>Website to be fully secure and use encryption and secure pages where needed.</p> <p>Prefer to have the source codes given upon full payment of the site for future enhancements</p> <p>We would like to have our users test the system upon completion before launch</p>
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Part b – Re-writing Website Content

Description	Specifications	Comments
Re-writing website content	24. Structured 25. Straight forward and human 26. Authoritative and impartial 27. Content loading plan	We would like the tone/wordings rephrased to be more user friendly and easy to understand.

2.3 Capability

Interested parties are requested to disclose:

- (1) Experience in providing similar services for other corporate organizations
- (2) Portfolio of past work
- (3) Client References – at least three & include their contact details
- (4) Estimation of fees listed against specific tasks
- (5) Scope of works
- (6) Delivery timelines

3.0 EVALUATION CRITERIA

FRCS will determine which proposal is best according to the following Evaluation

Categories and Weights:

- | | |
|--|------------|
| 1. Credibility
Overall suitability to undertake the task required including relevant client references on similar work undertaken. | 30% |
| 2. Creativity & Impact/Content
Based on mock designs proposed & presented to FRCS. | 35% |
| 3. Methodology
Proposals must clearly demonstrate methodology for carrying out key activities and achieving identified deliverables. | 10% |
| 4. Financial Proposal
Full disclosure of all costs is required. | 25% |

The proposals submitted should incorporate the following structure:

Proposal Cover Letter;

Executive Summary;

Details of Compliance to Part 1 & Part 2 of this document;

Relevant competency profiles.