



**FIJI REVENUE AND
CUSTOMS SERVICE**

SPECIFICATIONS FOR

Tender No. 12/2022 : Lease of Multifunctional Printers

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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

**No. 12/2022:
Lease of Multi-functional Printers**

We are inviting tenders from individuals and companies that are interested in supplying '**Lease of Multi-functional Printers**' to FRCS.

Interested bidders can access the tender specifications from the FRCS website page: <https://www.frcs.org.fj/tenders/>. For further information, please email on tenders@frcs.org.fj.

All tenders must be submitted in a sealed envelope and clearly marked as '**Tender No 12/2022 – Lease of Multi-functional Printers**'. It can be posted on the address provided below:

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

OR hand delivered to FRCS Head Office, Building 2 level 4, Nasese Complex OR email to tenders@frcs.org.fj no later than **12.00pm, Friday 22nd July, 2022**

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

1.0 General Terms and Conditions

Following general terms and conditions will apply.

1.1 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 telephonenumber 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, facsimile 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:

- 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.

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:

- 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 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:

- 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 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.

1.9 Qualifications and Capability

Each Applicant must:

- a. Be FNPF, Tax and Customs compliant. Tax Identification Number (TIN) must be quoted in the proposal. (Tax, VAT and FNPF Letters attached to proposal).

- b. Be able to demonstrate that it will be able to meet its financial obligations under this tender. Penalty clauses shall apply for delayed equipment delivery or unsatisfactory customer service which is not limited to termination of services.
- c. The bidder has to have direct partnership with the supplier (**Partner Certificate to be included with proposal**), **must be an authorised reseller or distributor and must be an authorised 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 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 Financial Proposal

2.1 Cost Matrix

Bidders should provide their cost breakdown in the following format. Costing to be provided for the term between 3 to 5 years.

A. COST BREAKDOWN SUMMARY

COST MATRIX		
Category	Description	Cost VIP (FJD)
	A. Monochrome Multifunctional Printer Lease (Black/White)	
	Quantity [12-20 Units] / 3-5 Year Lease Term / Rate Per Page	
	<i>Locations: Suva (Nasese), Suva Wharf, Nausori Town, Nausori Airport, Rakiraki, Ba, Lautoka Office, Lautoka Wharf, Nadi Votualevu, Nadi Airport, Nadi Denarau, Sigatoka, Labasa, Savusavu</i>	
	<i>Include Rate Per Page (A4)</i>	
	<i>Include Rate Per Page (A3)</i>	
	<i>-- add rows as needed</i>	
	<i>Sub-Total</i>	
	B. Multifunctional Colour Printer Lease	
	Quantity [2-5 Units] / 3-5 Year Lease Term / Rate Per Page	
	<i>Locations: Suva (Nasese), Suva Wharf, Nausori Town, Nausori Airport, Rakiraki, Ba, Lautoka Office, Lautoka Wharf, Nadi Votualevu, Nadi Airport, Nadi Denarau, Sigatoka, Labasa, Savusavu</i>	
	<i>Include Rate Per Page (A4)</i>	
	<i>Include Rate Per Page (A3)</i>	
	<i>-- add rows as needed</i>	
	<i>Sub-Total</i>	
	C. Others (Specify)	
	<i>-- add rows as needed</i>	
	<i>Subscription Sub-Total</i>	
	Overall Total	
	Note: Penalty clauses shall apply for delayed equipment delivery, implementation delivery, or unsatisfactory customer service which is not limited to termination of services.	

3.0 Detailed Functional and Technical Requirements

3.1 Equipment Specifications and Validity –

- The tender submission should contain details on products and features that is offered by the vendor for each item. This may include official/valid datasheets, product vendor websites and also direct product consultation.

3.2 Compliance –

Compliance should be

- Full Compliance(FC)
- Partial Compliance(PC)
- Non Compliance(NC)

Reference to documents supporting compliance to be provided.

4.0 Technical Requirements

A. Monochrome Multifunctional Printer Lease (Black/White)

Quantity: 15-20 Units

Specifications & Requirements	Compliance FC/PC/NC	References URL/Datasheet Links
GENERAL SERVICE REQUIREMENTS		
MFP device must have (A4/A3) Print, Scan, Copy standard functionality		
Vendor Must be the Authorised Product Reseller		
Vendor Must be the Authorised Product Service Center		
Vendor Must have Product Certified (Local) Support Technician		
Vendor to ensure all on-site supplied equipment must be "Brand New"		
Vendor to ensure all on-site supplied equipment must be of recent release models by Product vendor (within 2-3 years)		
Vendor Must supply all consumables at own cost with the exception of paper. Consumables include toners, drums, developers, blades, and rollers but are not limited to spare parts (electronic and mechanical), maintenance updates , labour and repairs.		
Vendor at own cost, Must supply at own cost spare/replacement toners and ensure availability on-premise for each equipment operating at respective FRCS offices.		
Vendor at own cost, Must provide Standby replacement device of equal or higher specification in the event of breakdown within same business day response.		
Vendor Must ensure delivery and equipment installation to <u>all of the FRCS office locations at no additional cost</u> . ie Rakiraki, Ba, Lautoka, Nadi, Sigatoka, Savusavu, Labasa, Nausori, Suva. Installation must be customized to staff and feature functionality at each office site.		
Vendor to provide the Lease period for a 3-5 year service term		
Vendor Must ensure delivery equipment to all FRCS offices within 21 days after contract signing .		
Vendor Must include sticker on equipment for primary and secondary helpdesk/support contact details with name and phone contact		
Vendor Must provide demo and user/staff training for equipment installed at each site		
Vendor Must provide onboard FRCS IT staff with technical training		
Vendor must provide a service plan for mandatory quarterly (3month) servicing and maintenance visit to all FRCS offices as part of lease term. Equipment to have service checklists with designated FRCS officer mandatory signoff upon completion of servicing for each site.		
TECHNICAL & FUNCTIONAL REQUIREMENTS		
Print Type/Technology: Monochrome/ Laser		
Paper Input: A4 and A3		
Minimum Print speed: 40 ppm		
Automatic Duplex (Print, Scan and Copy)		
Must have Inbuilt Automatic User/Month Print Limit Quota Mgt.		
Must have Inbuilt Print Management Software for Audit Trail, Monitoring & Reporting functionality		

Must have user access code authentication for print job release and other job function (scan/copy)		
Resolution: 600dpi (Print, Scan and Copy)		
Provides Scan to Email, Scan to File Share		
Includes Automatic Document Feeder		
MFP Must scan in both Mono and Colour		
Must have Minimum Sheet Tray Provisions: 2x 500 A4 Sheet Tray 1x 500 A3 Sheet Tray		
Must support IP Based Connectivity: Wired & Wireless		
Must Support operating environments: Windows Server 2016/2019 and Windows 10 environments		
Equipment Must include Control/Smart Panel		
Must include device Admin Web/Browser Portal		
Must include email alert on Toner Replenishment Levels		
Must Include device maintenance alert		
Must include Surge Protection for equipment and any other preventative maintenance measures at own cost.		

B. Multifunctional Colour Printer Lease

Quantity: 2-5 Units

Specifications & Requirements	Compliance FC/PC/NC	References URL/Datasheet Links
GENERAL SERVICE REQUIREMENTS		
MFP device must have (A4/A3) Print, Scan, Copy standard functionality		
Vendor Must be the Authorised Product Reseller		
Vendor Must be the Authorised Product Service Center		
Vendor Must have Product Certified (Local) Support Technician		
Vendor to ensure all on-site supplied equipment must be "Brand New"		
Vendor to ensure all on-site supplied equipment must be of recent release models by Product vendor (within 2-3 years)		
Vendor Must supply all consumables at own cost with the exception of paper. Consumables include colour and black toners, drums, developers, blades, and rollers but are not limited to spare parts (electronic and mechanical), maintenance updates, labour and repairs.		
Vendor at own cost, Must supply at own cost spare/replacement toners and ensure availability on-premise for each equipment operating at respective FRCS offices.		
Vendor at own cost, Must provide Standby replacement device of equal or higher specification in the event of breakdown within same business day response.		
Vendor Must ensure delivery and equipment installation to <u>all of the FRCS office locations at no additional cost</u> . ie Rakiraki, Ba, Lautoka, Nadi, Sigatoka, Savusavu, Labasa, Nausori, Suva. Installation must be customized to staff and feature functionality at each office site.		
Vendor to provide the Lease period for a 3-5 year service term		
Vendor Must ensure delivery equipment to all FRCS offices within 21 days after contract signing.		
Vendor Must include sticker on equipment for primary and secondary helpdesk/support contact details with name and phone contact		
Vendor Must provide demo and user/staff training for equipment installed at each site		
Vendor Must provide onboard FRCS IT staff with technical training		
Vendor must provide a service plan for quarterly (3month) servicing and		

maintenance visit to all FRCS offices as part of lease term. Equipment to have service checklists with designated FRCS officer mandatory signoff upon completion of servicing for each site.		
TECHNICAL & FUNCTIONAL REQUIREMENTS		
Print Type/Technology: Colour / Laser		
Paper Input: A4 and A3		
Minimum Print speed: 20 ppm		
Automatic Duplex (Print, Scan and Copy)		
Must have Inbuilt Automatic User/Month Print Limit Quota Mgt.		
Must have Inbuilt Print Management Software for Audit Trail, Monitoring & Reporting functionality		
Must have user access code authentication for print job release and other job function (scan/copy)		
Print Resolution: Upto 1200 dpi		
Scan Resolution: Upto 1200 dpi		
Provides Scan to Email, Scan to File Share		
Includes Automatic Document Feeder		
MFP Must scan in both Mono and Colour		
Must have Minimum Sheet Tray Provisions: ▪ 1x 500 A4 Sheet Tray ▪ 1x 500 A3 Sheet Tray		
Must support IP Based Connectivity: Wired & Wireless		
Must Support operating environments: Windows Server 2016/2019 and Windows 10 environments		
Equipment Must include Control/Smart Panel		
Must include device Admin Web/Browser Portal		
Must include email alert on Toner Replenishment Levels		
Must Include device maintenance alert		
Must include Surge Protection for equipment and any other preventative maintenance measures.		

5.0 References

Bidders are required to provide a list of reputable Local and/or International references who are currently using or have used a similar/same solution in the past 12-24 months. This should include contact details and designation of the person who is authorised to provide a reference on behalf of the Company.

Terms & conditions may vary and will depend on the assessment undertaken by FRCS. When making a submission, bidders must submit two (2) hard copies with one marked “original” and the other marked “copy” and one (1) soft copy emailed to tenders@frcs.org.fj or presented to FRCS via a secured USB drive. All clarifications can be directed via email to tenders@frcs.org.fj.

A completed and signed copy of the Compliance Criteria Form together with all pertaining documents must also be included with the submission.

END