



**FIJI REVENUE AND
CUSTOMS SERVICE**

SPECIFICATIONS FOR

Tender 21/2022: SECURITY SERVICES

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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

Tender 21/2022: SECURITY SERVICES

The Fiji Revenue and Customs Service (FRCS) invites submissions from interested companies who are interested in providing Security service for FRCS premises.

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/>

For Queries: Email: kbalenasuva@frcs.org.fj or contact 3243 107/8070773

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

All tenders to be sent in a sealed envelope marked "Tender 21/2022: SECURITY SERVICES" and should be addressed to:

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

Tenders can also be placed in the Tender Box located at Fiji Revenue & Customs Service Complex, Building 2, Level 4, Corner of Ratu Sukuna Road and Queen Elizabeth Drive, Nasese, Suva, Fiji no later than **12pm** on **21st** **December 2022.**

World Class Vision

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 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, telephone number and email address, which FRCS will use in serving notices to the bidder.
- d. Bidders must provide its master license for security services

1.2 Late Submissions

Submissions received within five (5) 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 Tender or any participation in the 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 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 Tax and Customs compliant. Tax Identification Number (TIN) must be quoted in the proposal. (Tax, VAT and FNPF).
- b. Be able to demonstrate that it will be able to meet its financial obligations under this Tender.

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 Scope of requirements

2.1. Areas to be Covered

Security services are required at the following FRCS premises:

- Nasese FRCS Head Quarters
- Nakasi Off site facility
- Tavewa Avenue, Lautoka FRCS Building

2.2. Staffing Requirements:

The following is the basic requirement of Security Guards:

No.	Location	Service	No. of Guards	Specifications
1.	FRCS Head Quarters - Revenue & Customs Service Complex Suva	24 hours	4 Guards	During working hours
			2 Guards	After working hours and during the weekends
2.	Nakasi Off site Facility	24 hours	2 Guard	During working hours.
			2 Guards	After working hours and during the weekends
3.	FRCS Lautoka Office Tavewa Avenue, Lautoka	24 hours	2 Guards	During working hours
			1 Guard	After working hours and during the weekends

2.3. 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.

2.4 Responsibilities of Security Guards

- a. Inspect and patrol FRCS premises during normal and afterhours 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.
- b. Detect, deal with and respond to emergencies such as fire hazards, open windows, and 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
- c. Direct traffic by opening gates and allowing only authorised vehicle in the premises. Record all necessary vehicle and driver details during after hours, weekends and Public Holiday entering into FRCS premises.
- d. Enforce "No Smoking" regulations.
- e. Check buildings during evenings, midnights, weekends and holidays for security and fire prevention purposes on a regular basis.
- f. Provide a courteous information service to the public, as required.
- g. Control pedestrian and vehicular traffic at entrances during Emergency procedures.
- h. Maintain order to the general 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 customers.

- j. In the event that 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 particular FRCS premises.
- k. Security guards must be able to speak, read and write in English.

2.4.1 Administrative Duties:

- l. Complete monthly reports and submit to FRCS Properties
- m. Maintain log of each shift activities
- n. Complete special reports for major incidents
- o. Maintain orderly use of surveillance equipment and cameras

2.5 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.

2.6 Uniform & 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 premises.
- 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 are without any proper identification, he/she will not be allowed into the premises.

2.7 Communication – security companies must institute a system whereby security personnel can communicate with supervisor and FRCS authorised 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.

2.8 Master License – the bidders must be holding a valid master license and shall provide evidence of the same.

2.9 Qualification & Experience of Guards

- a) Security guards must have at least minimum of one (1) year of experience as a security guard.
- b) Guards must be literate and fluent in English both written and spoken.
- c) The guards at these sites must be physically and mentally fit.

2.10 Standards of Behaviour

The bidder will ensure a high standard of behaviour 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

2.11 Staff List

The successful bidder will provide to FRCS a list of names of personnel assigned to each location/premises. If there is change in staffing and new personnel is assigned, the successful bidder shall notify FRCS and provide the name of the employee with two (2) working shifts of that employee. FRCS reserves the right to reject the employment of security guard personnel assigned to FRCS premises and FRCS shall not unreasonably withhold approval. Bidder should outline in detail any or all training personnel undergoes prior to being assigned to these sites.

2.12 Reference Checks

Bidders to submit a detailed list of recent clients (2018-2022) that they are currently providing security services including contact e-mail and phone contacts.

2.13 Supporting Information to be supplies with proposal

The bidder shall provide in the proposal the following listed information:

General Company information

1. Name, Address, Business Registration no.
2. Ownership, organisational size, and structure
3. Business profile
4. FRCS, FNPF, FNU Compliance letters
5. Insurance cover
6. Financial stability
7. Current commitment/workload/delivery
8. Company experience
9. Reference (2018-2022)
10. Valid Master License

2.14 Fees

The bidders shall bill for hourly rates for each identified site. Any extra costs for the add on sites shall be itemized in a likely manner. The fees shall be invoiced within 5 days of the following month and shall be payable within fourteen (14) days from the date of the Invoice.

2.15 Term of contract

The term of contract is for three (3) years. The contractor will be notified 30 days prior to the expiring of the contract. If the contract is extended the terms, conditions, method of payment shall remain the same unless modified by both parties.

FRCS also reserves the right to terminate contract if the services provided is not satisfactory.

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 kbalenasuva@frcs.org.fj or presented to FRCS via a secured USB drive.

All clarifications can be directed via email to kbalenasuva@frcs.org.fj

END