



TENDER No. 06/2008

SPECIFICATIONS FOR

BORDER CONTROL INFORMATION SYSTEM

ISSUED ON 12th APRIL 2008

The following are excerpts and addendums from the tender advertisement for Fiji Islands Revenue and Customs Authority as it originally appeared in the local media and should be used as the basis to submit your proposals:



TENDER NO. 06/2008

SUPPLY AND INSTALLATION OF BORDER CONTROL INFORMATION SYSTEM

The Fiji Islands Revenue & Customs Authority (FIRCA) invites reputable companies to tender for the supply and installation of the Border Control Information System

Detailed tender specifications are available from the FIRCA website at the following link: <http://www.frca.org.fj/tenders/BCIS-tender.pdf>

Further clarifications and/or questions should be directed through email to ittenders@frca.org.fj

Tenders are to be submitted in a sealed package and clearly marked: **“Tender No. 06/2008 – BORDER CONTROL INFORMATION SYSTEM”** should be addressed to:

The Chairman
FIRCA Tender Board
Fiji Islands Revenue & Customs Authority
Private Mail Bag
Suva
Fiji

Or hand delivered to the FIRCA Head Office, 5th Floor, Dominion House, Scott Street, Suva, Fiji prior to the tender closing time.

Tenders must be lodged no later than 1600 Hours (4pm) Fiji Time on Monday 12th May 2008.

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1. Introduction

The Fiji Islands Revenue & Customs Authority (FIRCA) was officially established on January 1st 1999 in accordance with the Fiji Islands Revenue & Customs Act 1998. It was part of the Government's public sector reform program in its efforts to make its organizations efficient and effective in the delivery of their services.

The reform resulted in merging the functions of the former Inland Revenue and Customs and Excise Departments into a single administrative institution with significant responsibility for revenue collection, facilitation of trade and border protection.

In July 2005, the Primary Line responsibility was transferred from DOI to FIRCA's Border Control Division. These tasks in Primary Line mainly involved Flight Maintenance and Arrival / Departure processing while the Department of Immigration (DOI) maintained the rest of the modules.

After taking over the Primary Line responsibilities, FIRCA's intention was to improve the services provided at the Border. However this was not easily achievable due to FIRCA's heavy reliance on the services of DOI, the owners of the system, and Information Technology and Computing Services (ITCS), the administrators of the system and infrastructure. FIRCA does not have any direct control of the system and therefore relies on DOI and ITCS in providing efficient and effective services at the Primary Line.

The authority is therefore calling for Tender submissions for the supply and implementation of a Border Control Information System. The system should encompass, but not restricted to, the following:

- Flight / Vessel Management
- Arrival Processing
- Departure Processing
- Validity checking of passports, visas and permits
- Watch-list or Alerts
- Travel History
- Passport / Card scanners
- Over-stayers maintenance
- Integration with the existing DOI Immigration System.
- Ad-hoc reporting
- Offline processing capabilities for processing off-shore vessels
- API / APP compatibility
- E-Passport compatibility
- Biometric compatibility

It must be noted that FIRCA is only interested in the Primary Line module which must be capable of integrating with the current Immigration system which is on a

separate domain and which will continue to operate and cater for the needs of the DOI's core business function of passports, visas, permits, etc.

2. Current Immigration System

The current Immigration System v2.0 was developed by ITCS in 2003 to cater for the requirements of the DOI. This was a migration from the VAX platform to a Windows platform.

The current system is a web based application which was developed using Oracle Forms and reports with an Oracle 9i database as its' backend.. The following modules exist in the current system:

- Flight maintenance
- Arrival processing
- Departure processing
- Visas and Permits
- Watch-list
- Travel-history

3. General Terms and Conditions

Following general terms and conditions will apply.

3.1. Submission of Tender

- a. Tender submissions must be received no later than 1600 (4.00 PM) Fiji Time on Monday 12th May 2008.
- b. Bidding organisations must submit three (3) signed and bind copies of the proposal with one copy marked as “Original”. An electronic copy of the proposal must also be provided on DVD or CD. The proposal copies shall be placed in a sealed package and clearly labelled as follows:

TENDER No. 06/2008 – BORDER CONTROL INFORMATION SYSTEM

**To: The Chairman
FIRCA Tender Board
Fiji Islands Revenue & Customs Authority
Private Mail Bag
Suva
FIJI.**

- c. The proposal response and all attachments must be in English.
- d. All proposal material will be treated as proprietary and become the property of FIRCA.
- e. Extensions will not be granted under any circumstances. Late responses will not be considered.
- f. Faxed and/or emailed proposals will not be accepted.

3.2. 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, facsimile number and email address which Fiji Islands Revenue and Customs Authority will use in serving notices to the bidder.

3.3. Late Submissions

Any proposal received after the closing time will be deemed to be late and will not be considered.

3.4. Amendment of Tender

FIRCA may, at their sole and absolute discretion, vary, add to, or amend the terms of this Tender, including:

- a. The nature and/or scope of the services required under this Tender.
- b. Any other subject matter to which this Tender relates.

3.5. Termination of Tender

FIRCA may, in their sole and absolute discretion, suspend, terminate or abandon this Tender at any time prior to the execution of a formal written agreement acceptable to Fiji Islands Revenue & Customs Authority, by an authorized officer of FIRCA and by the successful bidder/s, by giving written notice of such a decision to each of the registered applicants.

3.6. Applicants to Inform Themselves

Each applicant should:

- a. Examine this Tender, and any documents referred to in the Tender and any other information made available by FIRCA to the applicants;
- b. Obtain any further information about the facts, risks and other circumstances relevant to the Tender by making all lawful inquiries; and
- c. Satisfy itself that its Tender, 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 and any other information made available in writing by FIRCA to the applicants for the purpose of proposing.
- 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.

3.7. Bidder's Risk

The bidder's participation in any stage of the Tender process is at the bidder's sole risk, cost and expense, in particular, all costs incurred by or on behalf of the applicants in relation to this Tender, including preparing and submitting the Tender and providing FIRCA with any further information are wholly the responsibility of the bidder.

FIRCA 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.

3.8. Clarification and Variation of Tender

FIRCA may, at their absolute discretion seek clarification or request further information from applicants after the closing date of the submission of the Tender.

Each applicant must nominate a person to provide additional information or answer specific questions that may arise during the evaluation process as required by FIRCA.

Applicants whose Tender have been short listed will be required, to engage in formal discussions with FIRCA and/or make presentations to FIRCA on their proposals. In such an event FIRCA will make the necessary arrangements with the applicants.

3.9. Selection of Preferred Applicant

No proposal will necessarily be selected by FIRCA as the preferred solution/s. The FIRCA evaluation committee may decide not to accept any proposal or reject all proposals at any time. FIRCA reserves the right to cancel this Tender and pursue an alternative course of action at any time.

An Applicant will not be deemed to have been selected as one of the preferred Applicants/s unless and until notice in writing for and on behalf of FIRCA of such selection is:

- a. Handed to the Applicants; or
- b. Is sent by post to or is left at the address stated in the Tender for service of notices; or
- c. Sent by facsimile to the number provided by the Applicant, followed by an original by post.

Selection of Preferred Applicants/s will not be acceptance of the proposal and no binding relationship will exist between the preferred applicants/s and FIRCA until a written agreement acceptable by FIRCA is executed by an authorized officer of FIRCA and the successful applicants/s.

3.10. 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 FIRCA 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. Discussions with other relevant FIRCA bodies on this Tender process;

- c. Attempts to contact or discuss the Tender process with officers, any member or staff or contractor currently working in FIRCA or any agent of this Department; Exception to members stated in Tender.
- d. Provision of gifts or future promise of gifts of any sort to the previously mentioned personnel;
- e. Accepting or providing secret commissions;
- f. Submitting an inflated proposal to the advantage of another Applicant;
- g. Entering into any improper commercial arrangement with any other party;
- h. Seeking to influence any decisions of FIRCA by an improper means; or otherwise acting in bad faith, fraudulently or improperly.

3.11. Unlawful Inducements and Collusive Proposing

Applicant and its officers, employees, agents and advisers must not:

- a. Offer unlawful inducements in connection with the Tender process; or
- b. Engage in any collusive proposing, anti-competitive conduct or any other similar conduct with any other applicant or any other person in relation to the preparation or submission of proposals.

3.12. Contact with Applicants

During the evaluation process, neither FIRCA nor their representatives are required to answer questions or otherwise discuss the contents of this Tender with potential applicants or their representatives, except in accordance with this Tender. Applicants must not attempt to make any contact of that nature. Any unauthorized contact may disqualify the applicant from further consideration.

3.13. Costs

All costs and payment schedules should be clearly tabled in the response, separating one-time and recurring costs. The schedule must also include the costs per module. Where given cost components are subject to periodical change, the basis for review, and increase /decrease should be shown.

All costs quoted in the proposal should be in Fijian Dollars (FJD) and be inclusive of all duties and taxes.

3.14. Validity of the proposal

All proposals and price shall remain valid for a period of 180 days from the closing date of the submission of the proposal. However, the responding

organization is encouraged to state a longer period of validity for the proposal.

3.15. 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 audited financial statement for the last 3 years, this can vary.
- 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

3.16. Qualifications and Capability

Each Applicant must:

- a. Be fully Tax and Customs compliant. Tax Identification Number (TIN) must be quoted in the proposal.
- b. Be of good repute – Company profile along with proven sales with this product area should be reflected in the proposal.
- c. Be able to demonstrate that it has the experience, skills and resources to safely assume providing a quality transactional service to FIRCA.

3.17. 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.

3.18. Inquiries

- a. All questions and inquiries regarding the Tender are to be made in writing via email.

- b. All questions and inquiries will be responded to in writing by email.
- c. Verbal responses will not have any binding on either party.

3.19. Liability

FIRCA will not be liable for any costs incurred by the bidding organisation in the preparation and production of a proposal, including presentations, or for any work performed prior to the issuance of a contract or confirmed purchase order.

4. Expression of Interest Submission Information

4.1. Company Overview

All expressions of interest must:

- Provide a detailed description of the company.
- Provide the Tax Identification Number (TIN). (*Tax and Customs compliance is mandatory*)
- Provide evidence that the company has the necessary competence and resources to carry out the work.
- Provide a list of sites where the company has implemented such systems.
- Identify reference sites that are available for site inspections.
- Demonstrate local support capabilities.

4.2. System Details

Provide a detailed list of modules included in the BCIS proposal together with a brief explanation of the functionalities. Detailed key requirements are specified in Section 5 of this document.

Provide a detailed list of hardware requirements for the system and identify any additional requirements for this RFT. Please note that the authority currently uses a Wide Area Network (WAN) to connect to the remote office sites. Please provide a statement of capacity and effect of operations on the existing WAN link in relation to response times for end users.

Provide a detailed list of software requirements and licensing options.

4.3. Integration / Interfacing

One very important issue is the ability of the BCIS to integrate / interface with the authority's existing systems. Proposals should clearly detail the ability to integrate / interface with the current systems at FIRCA. Submissions must clearly identify all requirements for integrating / interfacing.

5. Border Control Information System Requirements

5.1. Limitations of the Current System

- There are insufficient fields in the watch list to capture all the data required, including photos. A lot of information is collated into one single field. The algorithm for name matching against passenger information needs to be more sophisticated to include partial matching and other phonetic capabilities.

(Note: The new system must function with the current DOI watch list while also allowing FIRCA to maintain its own watch list in whatever format required.)

- The current system is limited in the ability to provide timely and accurate reports required by FIRCA for strategic & operational decision making since these reports can only be generated on request by ITCS.
- Flight clearance (within Border Control) is regarded as one of the areas that face the most problems with the current system as it is most reliant on real time transactions but is unable to operate efficiently due to hardware and/or software problems which could be inflating the virtual number of over-stayers and is a potential security risk.
- Due to the reliance on other agencies, after hours support is not available when required by FIRCA's Primary Line staffs.
- Customs staff at seaports often does not have or are unable to enter details of passengers due to the absence of offline processing capabilities. Passengers are therefore only matched against the watch-list after they have already been cleared to enter or leave.
- Passenger information validation happens overnight and this causes a lot of problems during balancing of flights. Flights that are balanced on one day sometimes tend to become unbalanced on the next day.
- Lot of reports are currently being prepared manually due to data problems with the current system.
- The current system cannot match details of visitor arrivals against departing ones without using arrival card numbers; the system should be able to use passport number, nationality, etc.
- There is no standard form in which information received is from the various stakeholders who provide details for watch-list entries. This could result in insufficient information for authorities to action a "hit" on the watch-list.
- Lack of mandatory fields on the watch-list entries could lead to entries remaining in the watch-list indefinitely. Eg. Expiry date not mandatory could mean the entry may remain on the watch-list indefinitely.
- No available history of "hits" against the watch-list and/or actions taken.
- No field to specify whether the watch-listed entry should check against departing or arriving passengers or both could result in unnecessary "hits"
- Agencies/Departments are not notified if their entries are updated.
- Search parameters on the watch-list are currently limited to surname, date-of-birth and gender.

- The current system does not automatically flag or change the status of a person on the watch-list on the expiry date.
- The watch-list does not allow for the storage of photos or signatures, etc.

5.2. Existing System Integration

The new system must be able to read data from the current Immigration system and also transmit data from the Border system to the Immigration system.

Data to be read from the Immigration System may include the following:

- Fiji Passports
- Visas / Permits
- Watch-List.

Reading data from the Immigration system must be real time due to the importance of data for online processing.

Since the two systems will be on separate domains, FIRCA proposes the following solutions. Vendors should not limit their solutions to the following and may recommend alternative solutions.

- A dedicated lease line to be setup between FIRCA and ITCS (GOVNET) to allow for the two databases to communicate.
- ITCS and FIRCA both have setup VPN, so a VPN to VPN options is available but may require some additional works.
- Having a server connected to both domains through which data will be exchanged.

5.3. System Operational Functionality

The conditions listed below have been identified as some of the key factors for consideration in the final evaluation. Preference will be given to proposals which:-

- Run on hardware which possesses a growth path without redundancy.
- Provide a high degree of integration with the authority's existing systems.
- Demonstrate the ease of development of ad-hoc management reports.
- Provide a strong, effective and secure system.
- Demonstrate 'ease of use' capability.
- Provide ease of development/customisation, implementation and modification of workflows.
- Provide flexibility with escalation, assignment and tracking of tasks.
- Include web enablement and e-commerce capability.

5.4. Supplier Capabilities

- Can demonstrate their software's capabilities to the authority's satisfaction.
- Can demonstrate the capacity to provide reliable service, accurate quotations and delivery of services with agreed timeframes.
- Demonstrate a commitment to future service and support.

- Are willing to customise software to meet the authority's requirements.
- Can demonstrate successful automatic conversion of data from the Immigration system to the new system.
- Can provide a high level commitment for training at both the system and operational levels.
- Can demonstrate the capacity to provide reliability and delivery of services within agreed timeframes.

5.5. Platforms and Environments

All proposed solutions must consider and address the following points:

- Must specify the minimum configuration of client PC's
- Recommend Server capacity/specifications
- Recommended / Compatible Operating Systems.
- Recommended / Compatible Databases.
- Submissions must identify the requirements for integration with FIRCA's other systems.
- Specify any applications that the system is not compatible with.

5.6. Support / Upgrades and Releases

Submission must include the type, level and extent of support for the following areas:

- Analysis of requirements, including the data sharing concept.
- Pre-Installation, including Border Control system development / customisation, conversion of existing files, data, etc.
- Post-Installation – extent of support after the initial installation of the Border Control Information system.
- Ongoing support cost structure.
- Upgrades and releases and any associated costs.

5.7. System Performance/Response Times

- The system must be capable to deliver services over the Wide Area Network (WAN).
- The tender must outline a reasonable lifespan for the solution recommended.
- Indicate system response times and what these times are dependant upon.

5.8. Reports & Audit Trails

- All reporting systems are to have user defined capabilities
- Reporting systems must have the ability to direct reports to screens, files, and/or printers
- All reporting systems should have the option to run on-line or to be scheduled to run at given times

5.9. Statutory and Legal Requirements

The subject software must conform to all relevant local, national and international requirements.

5.10. Security

The system must provide adequate security levels for:

- Separate modules
- Hierarchy of security, i.e. Administration and normal users.
- Explain if the system has encryption/authentication/electronic signature capabilities.

5.11. Disaster Recovery / Backup

- Explain disaster recovery support.
- Identify system recovery processes.
- Recommend backup system and strategies.

5.12. Training and Knowledge Transfer

- Must outline a training schedule for all end users as well as technical support staff on the delivered system.