

PART 3

GUIDELINES FOR TENDER

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Contents

1	OVERALL GUIDELINES.....	3
2	FORM OF TENDER.....	4
3	EXECUTIVE SUMMARY	4
4	PRICES AND CHARGES	4
5	STATEMENT OF COMPLIANCE	5
6	TENDERER INFORMATION	5
7	INFORMATION ON SYSTEM AND SERVICES	5
8	INFORMATION ON TENDERER’S PERSONNEL	6
9	INFORMATION ON DOCUMENTATION	7
10	INFORMATION ON HARDWARE AND SOFTWARE SUPPORT AND MAINTENANCE	7
11	INFORMATION ON TRAINING	7
12	INFORMATION ON SITE PREPARATION	8
13	USER REFERENCES.....	8
14	GST REGISTRATION CERTIFICATE.....	9
15	OTHER INFORMATION.....	9
	ANNEX A – STATEMENT OF COMPLIANCE TO TENDER REQUIREMENTS.....	9
	ANNEX B – TENDERER INFORMATION.....	12
-	Project Management;.....	12
-	Network Architecting and Security;.....	12
-	System Integration;	12
-	Systems Performance Testing and Quality Assurance;.....	12
-	Network Penetration Test;.....	12
-	Maintenance and Support and;.....	12
-	Training.	12
	ANNEX C – INFORMATION ON SYSTEM AND SERVICES	14
	ANNEX D - TENDERER’S PERSONNEL ASSIGNED FOR THIS PROJECT	16
	ANNEX E - PRICE SCHEDULES	17
	ANNEX F - USER REFERENCES	18
	ANNEX G – INFORMATION ON HARDWARE AND SOFTWARE SUPPORT AND MAINTENANCE.....	19
	ANNEX H – INFORMATION ON TRAINING	21

1 OVERALL GUIDELINES

- 1.1 The Tender Proposal should follow the general layout below. An incomplete Tender Proposal or non-compliance with this format may render the Tender Proposal liable to rejection by the School:

Section 1	- Form of Tender
Section 2	- Executive Summary
Section 3	- Prices and Charges
Section 4	- Statement of Compliance
Section 5	- Tenderer Information
Section 6	- Information on System and Services
Section 7	- Information on Application and System Architecture
Section 8	- Information on Tenderer's Personnel
Section 9	- Information on Documentation
Section 10	- Information on Support and Maintenance
Section 11	- Information on Training
Section 12	- Information on Site Preparation
Section 13	- User References
Section 14	- GST Registration Certificate
Section 15	- Other Information

- 1.2 Further information can be provided as additional sections, appendices or annexes. Appendices and annexes must be properly labeled and cross-referenced in the main body of the Tender Proposal.

- 1.3 The Tender Proposal must be submitted as follows:

- i. **One [1] set of hardcopy** document. One set is to be marked "Original" and the other sets are to be marked "Duplicate". The copies shall be bound and clearly labelled at the bottom right hand corner as "Original" or "Duplicate" respectively.
- ii. **One [1] set of softcopy** version in Read Only Electronic Storage Media.
- iii. For the "Original" hardcopy document, please ensure:

- iv. All pages of the Form of Tender must bear the official seal or rubber stamp of the Tenderer and be initialed by the Tenderer's authorized representative.
- v. All price schedules must be typewritten, bear the official seal or rubber stamp of the Tenderer and be signed by a duly authorised agent or officer of the Tenderer.
- vi. All corrections or cancellations will not be accepted unless such corrections or cancellations are initialed by the Tenderer.
- vii. All pages should be numbered.
- viii. The "Original" hardcopy of tender document shall be deemed to be the official offer.

2 FORM OF TENDER

- 2.1 The prescribed "Form of Tender" shall be completed with no alteration and attached in this section.
- 2.2 By submitting the Form of Tender, the Tenderer shall comply with every paragraph of the Terms and Conditions in Part 1 of this Invitation to Tender.

3 EXECUTIVE SUMMARY

- 3.1 The executive summary section of the proposal shall contain an overview of the Tenderer, the services and support offered, documentation, prices and any major assumptions made by the Tenderer. Tables, charts, schematic diagrams and other graphic representations should be used to summarise the information whenever possible.

4 PRICES AND CHARGES

- 4.1 The Tenderer shall submit prices clearly according to the format as specified in the **Price Schedules (Part 3, Annex E)**. This section shall contain a summary and detailed breakdown of all costs and charges. Volume discounts (if any) must be clearly stated. The School shall not be liable for any payment not quoted or estimated by the Tenderer in the proposal. A softcopy of these price schedules in MS Excel file shall be submitted together with the proposal. The Tenderer shall note that failure to comply with the format and file type stated may render the Tender Proposal liable to rejection by the School.
- 4.2 The prices shall be quoted in Singapore Dollars and exclude GST.
- 4.3 The pricing shall be given at the item level and shall include freight charges, insurance, installation and all required materials, manuals and documentation. No further charges shall be incurred for the successful installation of the System or any other software.
- 4.4 All requirements shall be quoted for unless otherwise stated. Failure to quote shall

render the tender proposal liable to rejection.

4.5 Intentionally Left Blank

5 STATEMENT OF COMPLIANCE

- 5.1 The Tenderer shall include in their Tender Proposal a statement of compliance and state whether the tender requirements can be complied with, in the format as specified in **Part 3, Annex A**. If there is any deviation to the specified requirements, Tenderer is to list out the sub-clauses to the lowest level with the corresponding deviations.
- 5.2 It is imperative that all information requested be supplied accurately and concisely. Failure to supply such information may render the Tender Proposal disqualified for further consideration. Late submission of such information after the close of the Tender shall not be entertained.
- 5.3 If the Tenderer believes that any clause in this document is unclear or open to more than one interpretation, the Tenderer must indicate the ambiguity or uncertainty and explain clearly the condition in the applicable response.
- 5.4 Vague information like “Refer to Brochure attached” or “Information to be supplied later” or “To be discussed further” or “To provide more documents on request” is not acceptable.

6 TENDERER INFORMATION

- 6.1 This section shall contain the background information of the Tenderer, including a brief history, scope of operations, staff size and distribution, customers/references to ascertain the Tenderer’s capability to fulfill the proposal. Please use **Part 3, Annex B** to provide the tenderer information. If the Tenderer has teamed up with other companies to submit the tender, the relationship of the Tenderer with the other companies in the team as well as their respective roles in this tender shall be clearly defined and stated.
- 6.2 A copy of the Quality Management System (QMS) Certification attained by the Tenderer shall be attached in this section.

7 INFORMATION ON SYSTEM AND SERVICES

- 7.1 This section shall contain a comprehensive description and high-level design of the Network Infrastructure and Services proposed by the Tenderer to satisfy the requirements stated in **Part 2** of this Tender. The Tenderer shall provide details for all of the areas specified in **Part 3 Annex C** and shall include but not limited to the following:
- a. The proposed solution should demonstrate that the Tenderer understands the requirements stated in this Tender. The Tenderer is expected to provide sufficient details in the proposal such that the solution is clear through reading the proposal.

- b. Detailed write-up of the proposed solution including network architecture diagram(s), the processes, integration and interfaces and the overall workflow. Pictorial representation(s) is preferred to enhance understanding of the solution proposed.
 - c. The Tenderer shall highlight the concept and approach to ensure seamless integration with the School's existing IT infrastructure.
- 7.2 The Tenderer shall ensure that the proposed network infrastructure and maintenance and support services meeting requirements in **Part 2 Requirement Specifications**.
- 7.3 The requirements specified herein may not represent a complete specification of the required services. The Tenderer shall ensure an innovative and complete Tender Proposal for the fulfilment of the objectives as outlined in this Tender. The Tenderer may attach other value-added service proposal in this section.
- 7.4 The Tenderer shall highlight key considerations, assumptions and qualifications made. These should include:
 - a. Additional requirements or considerations the School should consider in fulfilling the objectives of this Tender. The corresponding price quotation shall be submitted as part of the Tender Proposal.
 - b. The gaps in the solution and how these can be potentially resolved to meet the Tender specification.
 - c. Hardware and Software licenses required in the proposed solution must be clearly stated, with all assumptions. This includes, but is not limited to, the minimum installation requirements, Intellectual Property (IP) protection requirements, etc.
 - d. Product specifications and brochures of software and hardware (if any) proposed as well as the development roadmap of the proposed products and their planned version releases for the next **ONE (1)** to **FIVE (5)** years shall be provided.
- 7.5 The Tenderer shall include the risks and constraints identification, assessment and mitigation strategy in this section. Areas of risk that could affect the successful delivery of the System shall be highlighted, including how these risks could be managed/mitigated. This may include hardware operating environment or system software, or other limitations for the project. If the mitigation of the earlier mentioned risks requires additional cost, the Tenderer shall provide the cost breakdown.
- 7.6 The Tenderer shall list all assumptions made in arriving at the proposed solution in this section of the proposal. These assumptions and limitations shall only be applicable to **Part 2** only as Tenderers shall comply with all requirements in **Part 1**.

8 INFORMATION ON TENDERER'S PERSONNEL

8.1 The Tenderer shall submit the Curriculum Vitaes (CV) of the personnel to be assigned for this contract for evaluation purpose. The CVs shall include detailed write-up on the experience of the Tenderer's personnel, in the format as specified in **Part 3, Annex D**. The Tenderer shall state clearly how the experience of the proposed Tenderer's personnel is relevant to his / her role in the project, including:

- A brief description of past and present work portfolio;
- Education / Professional qualifications / certifications;
- Professional / technical experience relevant to tender; and
- Reference sites.

8.2 The Tenderer shall organize the personnel by the following types of expertise / skill:

- Project Management;
- Network Architecting and Security;
- System Integration;
- Systems Performance Testing and Quality Assurance;
- Network Penetration Test;
- Maintenance and Support and;
- Training.

9 INFORMATION ON DOCUMENTATION

9.1 The Tenderer shall list in this section all the documentation to be provided. Documentation already available may be submitted as part of the Tender Proposal.

10 INFORMATION ON HARDWARE AND SOFTWARE SUPPORT AND MAINTENANCE

10.1 This section shall contain a record of the Tenderer's commitment on hardware and software support and maintenance services and also the commitment in terms of system software upgrades to the School. The Tenderer must provide detailed information on how support services as described in **Part 1 and Part 2** can be provided to the School.

10.2 This section shall contain organisation charts and reporting structures for support and maintenance, including the third party vendors or sub-contractors. The complete list of team members, with names, areas of responsibility and involvement (e.g. full time or part time) shall be provided.

11 INFORMATION ON TRAINING

11.1 This section shall contain a comprehensive description of the proposed training by the Tenderer to support the system implementation and operation.

11.2 The Tenderer shall include in this section information on the type of training, target audience, the duration of each class, the number of classes, the number of trainees per class, pre-requisite of the trainees, venue, schedule of the classes, training outline and content etc.

- 11.3 The Tenderer shall provide detailed information on the number and qualifications, details of local training operations, current clients that will substantiate the training support claims, response time for unscheduled training courses and policy for distribution of training materials, availability of personnel for occasional consultation and how requirements as described in **Part 2**, can be provided to the School.

12 INFORMATION ON SITE PREPARATION

- 12.1 The Tenderer shall document the space, environmental conditions, electrical power requirements, floor strength and other requirements for each item of the equipment proposed.

13 USER REFERENCES

- 13.1 The Tenderer shall submit at least **THREE (3)** user references whom the School can contact according to the format as specified in **Part 3, Annex F**. Contact details for the references shall be provided as part of the proposal.
- 13.2 The Tenderer shall show proof that it had done project(s) of similar complexity, nature, scope and scale in the last **FIVE (5)** years. Information provided should demonstrate relevant capabilities and proven track records, related experiences in school related organisations. Details shall include:
- a. Name of project and name of client.
 - b. Project Type (including on-going projects).
 - c. Commencement date and duration of each project.
 - d. Partnership with other third party vendors.
 - e. Scale of project (also to indicate cost in S\$ terms), success level in meeting the project outcomes (like in terms of savings or improvements), as well challenges met, etc.
 - f. List of personnel who had contributed to the success of these reference projects and will be assigned to the project team in this project in the proposal. Their roles and contributions shall be included as well.
 - g. Samples of documentation and work from previous projects.
 - h. Names and telephone numbers of clients' representatives, together with written reference to reflect clients' satisfaction on systems developed. The School may require the Tenderer to arrange reference calls or make arrangements for the School to visit their customer site(s).

14 GST REGISTRATION CERTIFICATE

- 14.1 The Tenderer shall provide the Registration Certificate (if any) stating that he is a taxable company under the Goods and Services Tax Act (Cap 117A).

15 OTHER INFORMATION

- 15.1 The Tenderer shall include in this section any other additional information that is relevant to the Tender Proposal but has not been requested in this Tender Specifications. Such information may include, at least, what the Tenderer believes is advantageous of his proposal over other Tenderers' proposals for consideration by the School.

ANNEX A –

STATEMENT OF COMPLIANCE

1. The Tenderer shall take note of the language used for each clause in all parts of this Tender.

Must, Mandatory	Shall,	Will	or	:	The item mentioned is an absolute requirement.
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Should, Where Possible or Recommended	:	The item mentioned should be followed. Exceptions must be documented and approved by the School. Compensating controls must be in place
May or Optional	:	The item mentioned is truly optional. It may be followed as a suggestion.

2. We, _____¹(Name(s) in Block Letters) hereby confirmed our full compliance of the Tender Requirements for **TENDER FOR DESIGN, SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF NETWORK INFRASTRUCTURE FOR SINGAPORE SPORTS SCHOOL INCLUDING PROVISION OF COMPREHENSIVE NETWORK MAINTENANCE SERVICES FOR A PERIOD OF THREE YEARS FROM DATE OF SUCCESSFUL COMMISSIONING WITH OPTION TO EXTEND FOR TWO ADDITIONAL YEARS (TENDER REFERENCE: 25/0008)**, unless otherwise stated in below table.

Part/ Section	Paragraph	Tender Documents	<u>Deviation/Non-Compliance</u> (Please elaborate scope/nature of deviation/non-compliance)	Remarks

Note: If the space provided is insufficient, please include as an attachment for this section separately.

We also declare that neither we nor any of our partners/directors are under investigation or have been debarred on or after the closing date of this Invitation to Tender from participating in any public sector contracts.

We hereby confirm that the information given above is true, accurate and complete. The School is entitled to make direct enquiries with, and obtain references from, any person to verify the information contained herein or regarding our competence and general reputation. If any information given above is discovered to be false, the School shall be entitled to rescind any contract entered into pursuant to the School's Invitation to Tender (Tender Reference: 25/0008), without the School being liable for any costs, expenses, fees, charges, losses, damages or compensation of any nature whatsoever and without prejudice to any of the School's other rights and remedies.

¹ If the tender is submitted by a consortium, the Lead Member of the consortium shall submit the tender on behalf of the consortium members. Documentary proof must be provided that the Lead Member is authorised by all members of the consortium to submit, sign the tender, receive instruction, give any information, accept any contract and act for and on behalf of all the members of the consortium. For example, paragraph 1 in this Form of Tender should read "We, (Name of Lead Member), acting for and on behalf of (Name of 1st Member) , (Name of 2nd Member) and (etc – List out Names of remaining Members) ..."

Name of Tenderer/Official Stamp/Date

Name of Authorised Personnel/
Designation/Signature/Date

ANNEX B – TENDERER INFORMATION

ITEM	DESCRIPTION
1. General Information <ol style="list-style-type: none"> a. Vendor name. b. Company / Business Registration No. c. Address. d. Country of incorporation. e. Name of 2 contact persons, Telephone and fax nos. f. Year of establishment. g. Nature of establishment. h. Areas of specialization. i. Years of involvement in similar System's installation and implementation. j. Ownership. 	
2. Tenderer's Staff Profile Relevant to the Tender <ol style="list-style-type: none"> a. Number, qualification and experience of staff <ul style="list-style-type: none"> - Project Management; - Network Architecting and Security; - System Integration; - Systems Performance Testing and Quality Assurance; - Network Penetration Test; - Maintenance and Support and; - Training. b. Number of staff with experience in the design, supply, delivery, installation, testing and commissioning of similar systems in Singapore and overseas. 	
3. Customer Profile <p>Brief description of the projects undertaken for the customers using the proposed solution.</p>	

ITEM	DESCRIPTION
4. Subcontractor / Consortium / Partner Profile participating in this Tender a) Name of subcontractor / partner b) Address c) Name of Contact Person d) Telephone number e) Description of involvement in this tender Eg. as hardware / software supplier.	

ANNEX C – INFORMATION ON SYSTEM AND SERVICES

This section shall contain a comprehensive description of the proposed Network Infrastructure by the Tenderer.

C1 DESIGN STRATEGY

Design Approach

- C1.1 Outline the proposed network infrastructure and implementation strategy to be adopted, including comprehensive description, high-level design and rationale of such design.

Rollout Approach

- C1.2 Outline the rollout strategy for the proposed network infrastructure, with emphasis on seamless integration to the School's environment without affecting the School's operation.

Implementation Schedule

- C1.3 A project development schedule showing start and end points of phases and man-efforts should be included. A Gantt chart can be used to illustrate this.

System Configuration

- C1.4 Provide schematic diagrams of the installation of all items of the equipment to be supplied, showing the components and the interconnections. The Tenderer shall also describe the inter-connections and interfaces with the existing environment. The description shall include, but not be limited to, the pros and cons of the proposed configuration, as related to the requirements stated in this Tender.
- C1.5 Submit the technical specifications and performance specifications of all equipment proposed, together with the maximum and incremental expansion capabilities.
- C1.6 Explain clearly with detailed calculations, how the configuration shall meet the requirements specified for System availability, reliability, response time, performance and other requirements as stated in this Tender.
- C1.7 State and justify all assumptions made in the calculations and substantiate the explanations with performance statistics from existing installations.

C2 PROJECT ORGANISATION

Project Structure

- C2.1 Specify composition of project team in the form of an organisation chart, showing reporting structure and the relationship to third party vendors or subcontractors, where applicable. If the Tenderer has teamed up with other companies to submit the tender, the relationship shall be reflected in the structure as well.

Roles and Responsibilities

- C2.2 Specify the roles and responsibilities of the project team members. Include a comprehensive resume of the team members who will be assigned to the project.

Project Control Mechanisms

- C2.3 Specify the control mechanisms on project progress, changes to system requirements and problem tracking until resolution, and acceptance by the School.

Include:

- a. Proposed Quality Management System that will be adopted.
- b. Procedure to safeguard components of the network infrastructure (e.g. design documentation, equipment specifications and configuration and etc.) and to enable transfer of the data from the Tenderer site to the School.
- c. Proposed project schedule format.
- d. Proposed monthly progress report format.
- e. Proposed problem management procedure to track and manage hardware related defects.
- f. Proposed escalation procedures, communication plan, and training plan.

ASSUMPTIONS

- C2.4 Specify all assumptions made in arriving at the proposal. Any limitations or constraints shall also be clearly indicated.

C3 QUALITY ASSURANCE (QA) PLAN

- C3.1 The Tenderer shall attach the QA Plan in the proposal. The plan shall include tools and techniques used to ensure quality deliverables.

C4 CHANGE CONTROL PROCEDURE

- C4.1 The Tenderer shall attach the change control procedures.
- C4.2 The Tenderer shall highlight how change requests (i.e. urgent, normal) are tracked and managed, with progress updates on each request until completion and acceptance by the School.

C5 RISKS AND CONSTRAINTS OF THE PROJECT

- C5.1 The Tenderer shall include in this section the constraints that may affect the design for the project and areas of risks that may impact the successful completion of the project. For the risks mentioned, the Tenderer shall describe how such risks can be managed.
- C5.2 The risks and constraints may include hardware operating environment, application architecture and system software environment limitations for the project.

ANNEX D – TENDERER’S PERSONNEL ASSIGNED FOR THIS PROJECT

I PERSONAL PARTICULARS

Name of Staff : _____

Designation : _____

Age : _____

Citizenship : _____

Country of Residence : _____

Role in this Project : _____

II PROFILE (Brief description of past and present work portfolio)

III EDUCATION / PROFESSIONAL QUALIFICATIONS

<u>Period</u>	<u>Discipline / University (Name and Country) / Certifications</u>
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IV EMPLOYMENT HISTORY

<u>Period</u>	<u>Appointment / Organisation</u>	<u>Responsibilities</u>
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V PROFESSIONAL / TECHNICAL EXPERIENCE

(e.g. experience on pre-requisite skill sets, length and period of exposure etc.)

Note: Experience in maintaining similar size and scope of system will be added advantage and should be elaborated.

VI REFERENCE SITES

ANNEX E - PRICE SCHEDULES

The Tenderer shall submit the Contract Price breakdown, based on MS. Excel File format in both hard and soft copies.

(Note: The Contract Price template will be provided by the School after the compulsory Tender Briefing and upon the Tenderer's submission of the duly signed off the Confidentiality and Data Protection Undertaking under Schedule 5 of Part 1, Section B)

ANNEX F - USER REFERENCES

Item	Description
1. Customer Name/Description	
2. Nature of Customer's Business	
3. Total Contract Value	
4. Contract Period	
5. Current Status	
6. Project Description highlighting areas which are relevant to this tender	
7. No. of Tenderer's Staff Involved	
8. Nature of Tenderer's involvement and major deliverables	
9. Installation Date	
10. System Configuration	
11. Application Description	
12. Implementation Status	
13. Future Plan	
14. Vendor Responsibilities	
15. Contact Person(s) : (Name, contact address, telephone, Internet e-mail)	

ANNEX G – INFORMATION ON HARDWARE AND SOFTWARE SUPPORT AND MAINTENANCE

ITEM	DESCRIPTION
1. HARDWARE SUPPORT AND MAINTENANCE 1.1 Number and qualifications of hardware engineers directly responsible for maintenance 1.2 Preventive maintenance policy 1.3 Response time for unscheduled support / maintenance 1.4 Hardware installation policy 1.5 Overall maintenance support (a) Availability of expertise and test equipment (b) Assurance of availability of parts and limits to price escalation (c) Maximum length of down-time before replacement hardware is supplied (d) Availability of hardware engineers for occasional consultation	
2. SOFTWARE SUPPORT AND MAINTENANCE 2.1 The Tenderer is to repeat this section and provide separate information for each software / software package proposed. (a) Number and qualifications of software engineers familiar with the same version of proposed System (b) Number and qualifications of software engineers directly responsible for servicing the system (c) Give details of local software support operations	

ITEM	DESCRIPTION
<p>2. SOFTWARE SUPPORT AND MAINTENANCE – Cont’d</p> <p>2.1 The Tenderer is to repeat this section and provide separate information for each software / software package proposed.</p> <p>(d) Response time for unscheduled software maintenance</p> <p>(e) Policy for distribution of software, new releases, enhancements and accompanying documents</p> <p>(f) Availability of software engineer for occasional consultation</p>	

ANNEX H – INFORMATION ON TRAINING

ITEM	DESCRIPTION
1. TRAINING 1.1 Type of training 1.2 Target Audience 1.3 Duration of each class 1.4 Proposed Number of classes 1.5 Number of trainees per class 1.6 Schedule of the classes 1.7 Number and qualifications of personnel directly responsible for providing training 1.8 Details of local training operations 1.9 List three current clients that will substantiate the training support claims 1.10 Response time for unscheduled training courses 1.11 Policy for distribution of training materials, new releases, enhancements and accompanying documents 1.12 Availability of personnel for occasional consultation	
2. TRAINING SUPPORT 2.1 Number and qualifications of personnel directly responsible for providing training 2.2 Give details of local training operations 2.3 List three current clients that will substantiate the training support claims	

ITEM		DESCRIPTION
2. TRAINING SUPPORT – Cont'd		
2.4	List three current clients that will substantiate the training support claims	
2.5	Response time for unscheduled training courses	
2.6	Policy for distribution of training materials, new releases, enhancements and accompanying documents	