

PART 3

GUIDELINES FOR TENDER

CONTENTS

<u>Clause</u>	<u>Page</u>
1 OVERALL GUIDELINES	4
2 FORM OF TENDER	4
3 MANAGEMENT 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	6
10 INFORMATION ON HARDWARE AND SOFTWARE SUPPORT AND MAINTENANCE.....	6
11 INFORMATION ON TRAINING	6
12 INFORMATION ON SITE PREPARATION	7
13 USER REFERENCES	7
14 ANY OTHER INFORMATION.....	7

ANNEX I COST SCHEDULES

ANNEX II STATEMENT OF COMPLIANCE

ANNEX III TENDERER INFORMATION

ANNEX IV INFORMATION ON SYSTEM AND SERVICES

ANNEX V INFORMATION ON TENDERER'S PERSONNEL

ANNEX VI INFORMATION ON HARDWARE AND SOFTWARE SUPPORT
AND MAINTENANCE

ANNEX VII INFORMATION ON TRAINING

ANNEX VIII USER REFERENCES

1 OVERALL GUIDELINES

- 1.1 The Tender Proposal shall follow the general format below. Non-compliance to this format shall render the Tender Proposal liable to rejection:

Section 1	- Form of Tender
Section 2	- Management 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 Tenderer's Personnel
Section 8	- Information on Documentation
Section 9	- Information on Hardware and Software Support and Maintenance
Section 10	- Information on Training
Section 11	- Information on Site Preparation
Section 12	- User References
Section 13	- Any Other Information

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

2 FORM OF TENDER

- 2.1 The prescribed forms, "Form of Tender" shall be completed and attached in this section.
- 2.2 By submitting the Form of Tender, the Tenderer shall comply to every paragraph of the Terms and Conditions in Part 1.

3 MANAGEMENT SUMMARY

- 3.1 The management 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 Cost Schedule of **Annex I of Part 3**.
- 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 A softcopy of the Cost Schedule shall be submitted through GeBIZ.

5 STATEMENT OF COMPLIANCE

5.1 The Tenderer shall include in their Tender Proposal a paragraph-by-paragraph statement according to the section and paragraph references of **Part 2** and state whether the specified requirements can be complied with, in the format as specified in **Annex II of Part 3**. Sub-clauses to the lowest level with the corresponding compliance statements shall be provided for.

5.2 It is imperative that all information requested be provided accurately and concisely. Failure to supply such information may render the Tender Proposal liable to rejection. Late submission of such information after the close of the Tender shall not be entertained.

5.3 If the Tenderer believes that any paragraph in this document is unclear or open to more than one interpretation, the Tenderer shall 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 to ascertain the Tenderer’s capability to fulfil the proposal. Please use **Annex III of Part 3** 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.

7 INFORMATION ON SYSTEM AND SERVICES

7.1 This section shall contain a comprehensive description and high-level design of the System and Services proposed by the Tenderer.

7.2 The Tenderer shall provide details for all of the areas specified in **Annex IV of Part 3**.

7.3 The Tenderer may attach other value-added service proposal in this section.

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 **Annex V of Part 3**. 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
- Web Design
- Information Architect
- System Architecting
- Application integration
- Systems Performance Testing and Quality Assurance
- Search Performance measurement, assessment and improvement methods
- System Development, Implementation and Integration
- System Maintenance / Technical Support
- IT security
- 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 SOFTWARE SUPPORT AND MAINTENANCE

10.1 This section shall contain organization charts and reporting structures for hardware and software support and maintenance.

10.2 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 Government. The Tenderer shall provide detailed information on how support and maintenance services as described in **Part 1 Section C and Part 2**, can be provided to the Government, in the format specified in **Annex VI of Part 3**.

11 INFORMATION ON TRAINING

- 11.1 This section shall contain a comprehensive description of the proposed training by the Tenderer.
- 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, venue, schedule of the classes 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 1 Section B and Part 2**, can be provided to the Government, in the format specified in **Annex VII of Part 3**.

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 two (2) user references whom the Government can contact according to the format as specified in **Annex VIII of Part 3**.

14 ANY OTHER INFORMATION

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

COST SCHEDULES

CONTENTS

TABLE A: One-Time Technology Refresh Services

TABLE B: Application Maintenance and Support Services

TABLE C: Manpower Rate for Additional Services/Works Orders

MANDATORY

Table A – One-Time Technology Refresh Services

S/N	Technology Refresh	Cost (S\$)	Remarks
1.	SharePoint Upgrade for SC Connect and common applications		Refer to Clause 3 of Part 2 Section A
2.	Others (Please itemize all components in detail)		
	Total Cost (exclude GST)		

Table B – Application Maintenance and Support Services

S/N	Item Description	Year 1 Cost (S\$)	Year 2 Cost (S\$) (Option)	Year 3 Cost (S\$) (Option)	Remarks
A	MANDATORY				
1.	Application Maintenance and support services for the SC Connect and common applications, and the File Share Portal				Refer to Clause 4 of Part 2 Section A
B	OPTION				
2.	Application maintenance support for Corporate system, HIVE for a period of 3 years (options is to be exercised on yearly basis)				Refer to Clause 4 of Part 2 Section A
3.	Application maintenance support for Corporate system, HRPS for a period of 3 years (options is to be exercised on yearly basis)				
4.	Website re-design services [Please provide breakdown of the costing by the implementation services.]				Refer to Clause 3.45 – 3.54 of Part 2 Section A.
5.	Others (Please itemize all components in detail)				
	Total Cost (exclude GST)				

Table C – Manpower Rate for Additional Services/Works Orders

S/N	Services	Year 1 Cost (S\$)	Year 2 Cost (S\$) (Option)	Year 3 Cost (S\$) (Option)	Remarks
		Unit Cost (per man-day)	Unit Cost (per man-day)	Unit Cost (per man-day)	
A	Professional Services				
6.	Additional Services to the Application Software: Flat unit rate costing for additional services, including ad-hoc enhancements, to the Application Software, upon receipt of the Service Requests (SRs) for the entire period of this Contract.				Refer to Clause 5 of Part 2 Section A
7.	Emergency Maintenance and Support (after support hours – NOT including Saturdays, Sundays and Public Holidays)				
8.	Emergency Maintenance and Support (after support hours during Saturdays, Sundays and Public Holidays)				
9.	Others (Please itemize all components in detail)				
	Total Cost (exclude GST)				

Notes:

- 1) It is mandatory for Tenderer to submit costs for all Application Systems listed above.
- 2) All costs shall be quoted in Singapore Dollars and exclude GST.
- 3) All costs shall be itemised.
- 4) All costs stated are all inclusive (i.e. scope stated for Application Maintenance and Support Services).
- 5) Any additional items proposed shall be indicated in both **GeBIZ** and in the above price schedule.

STATEMENT OF COMPLIANCE

1. The Tenderer shall fill in the Statement of Compliance Table with the following responses to all the clauses in Part 2 Requirement Specification:

“Compliance” or “C” Able to fully comply with the requirements. The Tenderer shall not add comments against the clause that vary the meaning of full compliance to the clause. However, comments indicating references to literature to substantiate the response is permissible. Any other comments which will vary the meaning of full compliance will be ignored.

For statements that do not call for the Tenderer to meet a specific requirement but merely informs the Tenderer of a fact, the Tenderer's response shall state “C”.

“Non-Compliance” or “NC” Unable to comply with the requirements at all.

Explanatory note must be provided under the column "Remarks" for cases where the compliance are “NC”. Vague responses such as "Refer to brochure attached" are not acceptable.

2. The Tenderer shall take note of the language used for each clause in **Part 2**.

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

STATEMENT OF COMPLIANCE

The Tenderer shall list all clauses and sub-clauses in Part 2 (Section A – Requirement Specifications and Section B – Technical Requirements) in the compliance table below (see the examples below)

The Tender shall indicate how does the clause will be comply as described in the proposal.

CLAUSE NUMBER	COMPLIANCE (C/NC)	REMARKS
Part 2 Section A, Clause 1		
1.1		
1.1.1		
1.1.2		
...		
1.2		
...		
17.15		
17.15 (a)		
...		
17.16		
Part 2 Section B, Clause 1		
1.1		
...		

TENDERER INFORMATION

ITEM	DESCRIPTION
<p>1.0 General Information</p> <p>1.1 Vendor name</p> <p>1.2 UEN (Unique Entity Number)/ Company/Business Registration No.</p> <p>1.3 GST Registration No</p> <p>1.4 Address</p> <p>1.5 Name of Contact Person</p> <p>1.6 Tel and Fax number</p> <p>1.7 Country of incorporation</p> <p>1.8 Year of establishment</p> <p>1.9 Areas of specialization</p> <p>1.10 Years of involvement in Maintaining SharePoint applications.</p> <p>2.0 Tenderer's Staff Profile Relevant to the Tender <Example : Breakdown of staff experience by :</p> <ul style="list-style-type: none"> a. Proposed role in project b. Years of Relevant Experience c. Details of relevant projects (include project name, description of project, contract value, deployment scale d. Role in these projects e. Other information <p>3.0 Subcontractor / Consortium / Partner Profile participating in this tender <If relevant to tender evaluation. Eg. OEM, Consortium, software principal></p> <ul style="list-style-type: none"> a. Name of subcontractor / partner b. Company/Business Registration No. c. Address d. Name of Contact Person e. Tel and Fax number f. Description of involvement in this tender Eg. as hardware/software supplier, g. Maintenance Years of Relevant Experience h. Training Details of relevant projects (include project name, description of project, contract value, deployment scale i. Role in these projects j. Other information 	

INFORMATION ON SYSTEM AND SERVICES

1. TECHNOLOGY REFRESH

1.1. Approach

Provide detailed information on how support services as described in Part 2 Requirement Specifications can be provided.

1.2. Methodology and Tools

Document the technology refresh, conversion and migration methodology to be used. Highlight activities where the Government is extensively involved. Include tools (tools for testing, version control, etc) and techniques to be used.

1.3. Testing and Verification

Describe the Testing and Verification approach to ensure no data or documents are lost during the technology upgrade and migration.

1.4. High Level Implementation Plan

Describe the high level plan indicating the project activities, timeline and involvement of Customs users etc.

2. WEBSITE RE-DESIGN

2.1. Approach

Provide detailed information on how the website re-design services as described in Part 2 Requirement Specifications can be provided.

2.2. Methodology and Tools

Document the methodology to be used. Highlight activities where the Government is extensively involved. Include tools (tools for testing, version control, etc) and techniques to be used.

2.3. Testing and Verification

Describe the Testing and Verification approach to ensure no data or documents are lost during the website content and data migration to the newly designed sites.

2.4. High Level Implementation Plan

Describe the high level plan indicating the project activities, timeline and involvement of Customs users etc.

3. SUPPORT AND MAINTENANCE SERVICES

3.1. Approach

Provide detailed information on how support services as described in Part 2 Requirement Specifications can be provided.

3.2. Methodology

Document the Application Development and Maintenance Methodology (ADMM) and operation procedure for SharePoint administration and Webmaster Support services to be used. Highlight activities where the Government is extensively involved. Include tools (tools for testing, version control, etc) and techniques to be used.

3.3. Security

Provide details on the various security and control mechanisms, including third party security solutions that the Tenderer proposes to put in place to meet the security requirements. The Tenderer shall highlight how the Tenderer intends to maintain confidentiality and prevent unauthorised access of the data.

4. PROJECT ORGANISATION

4.1. Project Structure

Specify composition of project team in the form of an organization chart, showing reporting structure and the relationship to third party vendors or sub-contractors, where applicable in the development and maintenance phase.

4.2. Roles and Responsibilities

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

4.3. Project Control Mechanisms

Specify the control mechanisms on project progress, changes to system requirements and problem resolution.

Include:

- a. Proposed Quality Management System that will be adopted;
- b. Procedure to safeguard components of the application (e.g. design documentation, program specifications, program source etc) and to enable transfer of source codes from the Supplier site to the Authority;
- c. Proposed project schedule format;
- d. Proposed monthly progress report format;

- e. Proposed problem management procedure to track and manage hardware and application related defects; and
- f. Proposed escalation procedures, communication plan, and training plan.

5. ASSUMPTIONS

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

6. QUALITY ASSURANCE (QA) PLAN

- 6.1 Attach the QA Plan in the proposal. The plan shall include tools, processes and techniques used to ensure quality deliverables.

7. CHANGE CONTROL PROCEDURE

- 7.1. Attach the change control procedures.
- 7.2. Highlight how change requests are tracked and managed, with progress updates on each request until completion and acceptance by the Government.

8. RISKS AND CONSTRAINTS OF THE PROJECT

- 8.1. 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.
- 8.2. The risks and constraints may include hardware operating environment, application architecture and system software environment limitations for the project.

INFORMATION ON TENDERER'S PERSONNEL**I PERSONAL PARTICULARS**

Name of Staff	:	_____
Designation	:	_____
NRIC / Passport No	:	_____
Gender	:	_____
Citizenship¹	:	_____
Country of Residence	:	_____
Role in this Project	:	_____

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

III EDUCATION / PROFESSIONAL QUALIFICATIONS / CERTIFICATIONS

<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 RELEVANT TO THIS TENDER

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

VI REFERENCE SITES

¹ Please indicate whether "Permanent Resident" or "Employment Pass Holder" if non-Singaporean.

INFORMATION ON SOFTWARE SUPPORT AND MAINTENANCE

ITEM	DESCRIPTION
<p>1. SOFTWARE SUPPORT AND MAINTENANCE</p> <p>1.1 The Tenderer is to repeat this section and provide separate information for each software / software package proposed.</p> <ul style="list-style-type: none">(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(d) List three current clients that will substantiate software support claims(e) Response time for unscheduled software maintenance(f) Policy for distribution of software, new releases, enhancements and accompanying documents(g) Availability of software engineer for occasional consultation	

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 2.4 Response time for unscheduled training courses	

ITEM	DESCRIPTION
2.5 Policy for distribution of training materials, new releases, enhancements and accompanying documents	

USER REFERENCES

ITEM	DESCRIPTION
Customer Name	
Contact Person(s)	
Email	
Telephone No:	
Nature of Customer's Business	
Total Contract Value	
Project Description highlighting areas which are relevant to this tender	
No. of Tenderer's Staff involved	
Nature of Tenderer's involvement and major deliverables	
Contract Period	
Current Status	