REQUIREMENT SPECIFICATIONS

INVITATION TO QUOTE FOR VENDING MACHINE RENTAL SERVICES FOR SINGAPORE ART MUSEUM ("SAM")

1 INTRODUCTION

1.1 Singapore Art Museum opened in 1996 as the first art museum in Singapore. Also known as SAM, we present contemporary art from a Southeast Asian perspective for artists, art lovers and the art curious in multiple venues across the island, including a new venue in the historic port area of Tanjong Pagar. SAM is building one of the world's most important public collections of Southeast Asian contemporary art, with the aim of connecting the art and the artists to the public and future generations through exhibitions and programmes. SAM is working towards a humane and sustainable future by committing to responsible practices within its processes.

2 BACKGROUND

2.1 SAM is seeking proposals for vending machine rental services to improve visitor experience through convenient access to SAM and exhibition-themed merchandise. This is an opportunity for visitors to purchase a piece of memento inspired by the exhibition.

3 SCOPE OF WORK

3.1 The vendor must be flexible and responsive by accommodating changes in product listings and machine configurations and providing information on cost and turnaround time for any such requests.

3.2 The appointed vendor will be required to provide the following services listed below. This scope of service is not exhaustive and can be reasonably amended further.

3.3 Vending Machine Specifications

The vending machine proposed should meet the specifications outlined in the table below:

EXTERIOR	
Exterior Dimension	Museum entrance measures at 2m (H) x 1.4m (W). The vending machine must pass through this door, and the machine's overall dimensions should not exceed 2m (H) x 1.55m (W) x 0.98m (D).
Payment Options	Cashless / Card Payment (Debit and Credit Card – Visa/Master/NETS/QR)
INTERIOR	
Products	SAM & exhibition-themed merchandise (examples such as tote bags, postcard kits, umbrella, notebook, patches & pins, fragile items)
Interior Dimension (Configuration of Slots & Trays)	Height (up to): 30cm Width (up to): 20cm Depth (up to): 4cm

	*Suggested based on the dimensions of the range of products above.
Special Features	- Elevator Dispensing System (able to hold up to 1kg of items, with packaging) - Combination of Coil Dispensing Tray and Belt/Push Dispensing Tray - Supports 4G, WIFI & LAN Connections - LED Lighting with Ambient Temperatures Settings - Touch screen display for product selection, display information, and video playback - Able to monitor stock levels in real-time and provide alerts for restocking.

3.4 Machine Maintenance and Servicing

3.4.1 Vendor shall conduct monthly machine maintenance and service checks, specifically every mid-month, with additional checks as necessary.

3.4.2 Vendor to specify any security features integrated into the vending machine to prevent theft or tampering.

3.4.3 Vendor needs to provide customer technical support and define the procedures for unforeseen circumstances, including sudden breakdown or downtime, and outline the vendor's response time and actions in such cases. The vendor must specify how quickly they will address and resolve any technical issues affecting the vending machines so not to affect the sales.

3.5 User Experience

3.5.1 The vending machine should have an intuitive design for easy product selection, payment processing, and overall user experience.

3.6 Customisation and Branding

3.6.1 The vending machine options shall accommodate and dispense various types of lifestyle products that SAM wants to offer in the vending machine.

3.6.2 The vendor must ensure SAM's branding is prominently featured on the vending machine, enhancing visibility, and promoting the museum through machine wrapping.

3.6.3 The vendor is responsible for providing the artwork dimensions and an implementation timeline.

3.6.4 All third-party expenses, including but not limited to fabrication, installation, de-installation, advertising, and any other pertinent costs, must be clearly outlined in the proposal. Within the proposal, the vendor is also required to share the chargeable transaction fee by the payment provider for cashless transactions.

3.7 Revenue Reimbursement and Refunds

3.7.1 The vendor clearly states the transaction fees charged by the payment provider for cashless transactions, and specifies whether these fees will be absorbed by the vendor or passed on to SAM.

3.7.2 The vendor must clarify how these fees will be reported and reimbursed, if applicable.

3.7.3 Vendor to clearly outline the process for handling refunds to SAM in the event the payment is being charged but the merchandise is not dispensed.

3.8 Monthly Performance Report

3.8.1 The vendor is obligated to submit comprehensive monthly reports during the first week of each month to facilitate prompt monitoring, analysis of sales data and inventory status and revenue reimbursement.

3.8.2 The reports should entail detailed sales information, encompassing the inventory, overall sales and a breakdown of sales by product, specifying quantities sold and revenue generated per item. The vendor must disclose any refunds issued to customers, specifying the product involved and the corresponding refunds processed.

4 TIMELINE AND DELIVERABLES

4.1 Assuming that the vendor will be appointed on 1 April 2024, interested vendors are invited to submit their proposal by **12pm on Friday, 22 March 2024** addressing the project objectives and scope of services outlined in Point 3.

5 PAYMENT TERMS AND SCHEDULE

5.1 The payment schedule for this contract would generally be according to services provided and the completion of deliverables to the satisfaction of SAM. The final payment schedule will be discussed and agreed upon in writing with the appointed agency.

5.2 All amounts offered by the agency shall be before taxes, and shall be deemed, unless otherwise provided, to include without limitation all fees and charges payable for licenses, materials, and labour in the performance of the works for which the ITQ is submitted.

5.3 Invoices received by SAM by the 7th of the month will be paid by the end of the same month. For invoices received later than the 7th of the month, payment will be made by the end of the following month. If the 7th falls on a weekend or Public Holiday, then invoices must be submitted on the working day before the 7th for payment to be made in the same month.

6 SUBMISSION REQUIREMENTS

6.1 **Quotation** (as per the price table in Annex A of the Requirement Specifications document) with a detailed breakdown of costs, including third-party costs that may be incurred.

6.2 **Detailed proposal, including supporting documents and an implementation timeline**, addressing the project objectives and scope of services outlined in Point 3, is required to be submitted.

6.3 **Track record**, indicating relevant experience and showing examples, such as previous lifestyle clients and their vending machines, for the past 2 years in implementing a project similar to the requirements of SAM.

Note: Submissions with incomplete information or documents are liable to be disqualified from evaluation.

7 EVALUATION CRITERIA

The quotation submissions will be evaluated based on the following criteria.

Evaluation Criteria	Weightage
Conformity to the requirements of the specifications	Mandatory (Quotation is liable to be disqualified if any of these criteria are not met)
Not debarred by SAM on or after the closing date of the ITQ.	
Ability to meet the stated timelines for completion of the project and delivery of goods and/or services	
Completeness of documents/information submitted	
Cost competitiveness	70%
Proposed Plan and Implementation Timeline	20%
Track record	10%
Total	**100%**

8 CONTACT

For further clarifications, please contact:

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ANNEX A: PRICE QUOTATION TABLE

- Please provide the relevant cost breakdown and remarks (e.g. a part of the content or service is produced or provided by third-party or subcontractor(s)), if any, in the table. The detailed explanation for each cost item should be in the Candidates' written proposals.

- Candidates should note that all prices quoted shall be all-inclusive and include any required out-of-pocket expenses and any other expenses not explicitly mentioned or identified. No further fees or charges shall be incurred or payable by SAM in respect of the any goods or services purchased under the Contract.

No	**Item**	**Cost (excl. GST)** *Please include in SGD.*	**Remarks (if any)**
1	**Vending Machine Service Package** - 1 x Vending Machine with Cashless terminal (Visa/Master/NETS/QR) - Customer Technical Service Care - Monthly Performance Reports		
2	**One-time Fee**		
	A. Transportation of vending machine / Unit (Weekdays, 0900 – 1800), 2 ways		
	B. Retrofitting Charge / Unit		
	C. Machine wrap (3-sides) / Unit		
	D. Rental Security Deposit / Unit (Refundable)		
	…		
3	**Optional items**		
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