REQUIREMENT SPECIFICATIONS

INVITATION TO QUOTE FOR SHUTTLE BUS SERVICE 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 shuttle bus services to increase accessibility to the museum for an upcoming special international exhibition at Tanjong Pagar Distripark.

3 SCOPE OF WORK

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

3.2 <u>Shuttle Bus Operations</u>
The bus service provider entails providing shuttle bus services on 43 weekends and public holidays from 10 May to 22 September 2024. The shuttle service is expected to run from 10:00 AM to 7:00 PM, with a preferred bus capacity of 19 to 23 passengers. The bus service provider must be responsive to the potential need for service extension or additional days and include information regarding cost and turnaround time for any such requests in the proposal.

3.3 Frequency and Schedule

The bus service provider is required to transport visitors to and from designated pickup/drop-off points at the following specified timings and locations. The schedule is as follows:

Frequency and Schedule			
Pickup at Harbourfront Station Exit D	SAM at Tanjong Pagar Distripark (Blk 39)	SAM at Tanjong Pagar Distripark (Blk 39)	Arrive at Harbourfront Station Exit D
1000	1015	1015	1030
1030	1045	1045	1100
1100	1115	1115	1130
1130	1145	1145	1200
1200	1215	1215	1230
Lunch Break for Bus Driver 12.30pm – 1.30pm (1h)			
1330	1345	1345	1400
1400	1415	1415	1430
1430	1445	1445	1500
1500	1515	1515	1530
1530	1545	1545	1600
1600	1615	1615	1630
1630	1645	1645	1700
1700	1715	1715	1730
1730	1745	1745	1800
1800	1815	1900	1915
30 trips/day, each trip takes about 15mins Pick-up interval: 30mins			

3.4 Shuttle Bus Route

The bus service provider is required to design efficient routes between the two designated pick-up and drop-off points, namely Harbourfront Station Exit D and SAM at Tanjong Pagar Distripark.

Harbourfront Station Exit D	SAM at Tanjong Pagar Distripark

3.5 Branding and Promotion

The bus service provider is required to incorporate SAM's branding on the shuttle buses to enhance visibility and promote the museum through bus wrapping.

The bus service provider must supply the vehicle dimensions and implementation timeline, and details on the vehicle's utilisation and whereabouts during non-usage days in the proposal, as this directly impacts brand visibility and reputation.

Any third-party costs, such as fabrication, installation, de-installation, advertising expenses, and any other unmentioned expenses should be highlighted in the proposal.

3.6 Customer Experience

The bus service provider is expected to offer a comfortable, safe, and enjoyable experience for passengers, with well-trained staff providing excellent customer service. To demonstrate their capability in meeting these standards, the bus service provider must submit the following documents:

i. Company information and portfolio
ii. Accident reports from the years 2020 to 2023
iii. Driving experience and relevant details (e.g., driving records, accident history) of the team or driver assigned to the project

3.7 Reporting and Performance Metrics

The bus service provider is required to submit weekly reports at the end of every Monday (or the following working day after a public holiday) detailing shuttle service performance. These reports should encompass ridership data, customer feedback, and any operational challenges encountered.

4 TIMELINE AND DELIVERABLES

4.1 Assuming that the shuttle bus service provider will be appointed on 1 April 2024, interested bus service providers are invited to submit their proposal by **12pm on Tuesday, 19 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

i. **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.
ii. **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.

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 & team strength	10%
Total	**100%**

8 CONTACT

For further clarifications, please contact:
Jolene Tan
Assistant Manager, Marketing Communications

jolene.tan@singaporeartmuseum.sg

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, parking fees, ERP, or toll costs that may incur during the trip, as well as 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 local currency and SGD.*	Remarks (if any)
1	**Engagement Cost (Per Day)** *x 43 days*		
2	**Branding Cost**		
	A. Bus Wrap *x 1 time* (installation & de-installation fee) **Coverage: 4 sides (1 front, 1 back, 2 sides)*		
	B. Advertising Cost (per month) *x 5 months* **Provider will use the wrapped bus for other companies on weekdays.*		
3	**Optional Cost**		
	A. Service Extension Fee (per hour)		