

**PART 3**  
**GUIDELINES FOR OBP SUBMISSION**

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## 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 OBP Proposal
Section 2	- Management Summary
Section 3	- Prices and Charges
Section 4	- Statement of Compliance
Section 5	- Tenderer Information
Section 6	- Information on Proposal for OBP Stage of Pilot Trial <b>and Full Implementation</b>
Section 7	- Information on Tenderer's Personnel
Section 8	- Information on Documentation
Section 9	- Information on 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 Schedules. Appendices and Schedules must be properly labeled and cross-referenced in the main body of the Tender Proposal.

## 2. FORM OF OBP PROPOSAL

- 2.1 The prescribed forms, “**Form of OBP Proposal**” 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 **Schedule 1 of Part 3.**

- 4.2 The prices shall be quoted in Singapore dollars and exclude G.S.T.
- 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 Gov-PACT Portal.**

## **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 **Schedule 2 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 fulfill the proposal. Please use **Schedule 3 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 PROPOSAL FOR OBP STAGE OF PILOT TRIAL AND FULL IMPLEMENTATION**

- 7.1 This section shall contain a comprehensive description and high-level design of the solutions proposed by the Tenderer.
- 7.2 The Tenderer may attach other value-added service proposals in this section.
- 7.3 The Requirements Specifications are not intended to be completely prescriptive and if the Tenderer believes that it can address the requirements with a more effective method and can complete the project in a shorter time, it should state what that method would be and provide a Gantt chart on how the project can be achieved in a shorter time.
- 7.4 The Tenderer is encouraged to prepare a demo to demonstrate the capabilities relevant to, but not limited to, web crawling and text mining of unstructured text.

## **8 INFORMATION ON TENDERER'S PERSONNEL**

- 8.1 The Tenderer shall submit the Curriculum Vitae (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 **Schedule 4 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

## **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 ESG. The Tenderer shall provide detailed information on how support and maintenance services as described in **Part 1 Section D**, can be provided to the ESG, in the format specified in **Schedule 5 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** (as the case may be), **Part 1 Section C** (as the case may be), **Part 1 Section D** (as the case may be) and **Part 2**, can be provided to the ESG, in the format specified in **Schedule 6 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 three (3) user references whom the ESG can contact according to the format as specified in **Schedule 7 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 buy 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.

### **SCHEDULE 1: COST SCHEDULES<sup>1</sup>**

The Tenderer shall quote according to **Part 3, Annex I Cost Schedule** for the Full Implementation stage.

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<sup>1</sup> Where relevant, the breakdown should include prices at which ESG is entitled to purchase the Hardware (pursuant to Clause 3.2.1 of the Conditions of Contract for Final Award), prices at which ESG is entitled to purchase Commercial Off-the-Shelf Software (pursuant to Clause 3.3.1 of the Conditions of Contract for Final Award), prices for maintenance charges (pursuant to Clause 28 of the Conditions of Contract for Final Award).

## SCHEDULE 2: 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.



**SCHEDULE 2: STATEMENT OF COMPLIANCE**

<b>CLAUSE NUMBER</b>	<b>COMPLIANCE (C/NC)</b>	<b>REMARKS</b>
1		
1.1		
1.2		
1.3		
1.3 (i)		
1.3 (ii)		
1.3 (ii)		
1.4		
1.5		
2		
2.1		
2.1 (i)		
2.1 (ii)		
2.1 (iii)		
2.1 (iv)		
2.2		
3		
3.1		
...		
...		
...		
9.2		
9.3		
Tenderer shall list all clauses and sub-clauses (to the lowest level) in Part 2 requirement specifications.		

**SCHEDULE 3: TENDERER INFORMATION**

<b>ITEM</b>	<b>DESCRIPTION</b>
<p><b>1.0 General Information</b></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 specialisation</p> <p>1.10 Years of involvement in web crawling and text mining</p>	
<p><b>2.0 Tenderer's Staff Profile Relevant to the Tender</b></p>	
<p><b>3.0 Subcontractor / Consortium / Partner Profile participating in this tender</b></p> <p>a) Name of subcontractor / partner</p> <p>b) Company/Business Registration No.</p> <p>c) Address</p> <p>d) Name of Contact Person</p> <p>e) Tel and Fax number</p> <p>f) Description of involvement in this tender Eg. as hardware/software supplier,</p>	

### SCHEDULE 4: INFORMATION ON TENDERER'S PERSONNEL

#### I PERSONAL PARTICULARS

**Name of Staff** : \_\_\_\_\_  
**Designation** : \_\_\_\_\_  
**NRIC / Passport No** : \_\_\_\_\_  
**Gender** : \_\_\_\_\_  
**Citizenship<sup>2</sup>** : \_\_\_\_\_  
**Country of Residence** : \_\_\_\_\_  
**Role in this Project** : \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### III EDUCATION / PROFESSIONAL QUALIFICATIONS / CERTIFICATIONS

Period                      Discipline / University (Name and Country) / Certifications

#### IV EMPLOYMENT HISTORY

Period                      Appointment / Organisation                      Responsibilities

#### 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

\_\_\_\_\_

<sup>2</sup> Please indicate whether "Permanent Resident" or "Employment Pass Holder" if non-Singaporean.

**SCHEDULE 5: INFORMATION ON HARDWARE AND  
SOFTWARE SUPPORT AND MAINTENANCE**

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

ITEM	DESCRIPTION
<p data-bbox="336 309 501 338">maintenance</p> <p data-bbox="277 344 895 450">(f) Policy for distribution of software, new releases, enhancements and accompanying documents</p> <p data-bbox="277 456 895 524">(g) Availability of software engineer for occasional consultation</p>	

**SCHEDULE 6: INFORMATION ON TRAINING**

<b>ITEM</b>	<b>DESCRIPTION</b>
<p><b>1. TRAINING</b></p> <p>1.1 Type of training</p> <p>1.2 Target Audience</p> <p>1.3 Duration of each class</p> <p>1.4 Proposed Number of classes</p> <p>1.5 Number of trainees per class</p> <p>1.6 Schedule of the classes</p> <p>1.7 Number and qualifications of personnel directly responsible for providing training</p> <p>1.8 Details of local training operations</p> <p>1.9 List three current clients that will substantiate the training support claims</p> <p>1.10 Response time for unscheduled training courses</p> <p>1.11 Policy for distribution of training materials, new releases, enhancements and accompanying documents</p> <p>1.12 Availability of personnel for occasional consultation</p>	
<p><b>2. TRAINING SUPPORT</b></p> <p>2.1 Number and qualifications of personnel directly responsible for providing training</p> <p>2.2 Give details of local training operations</p> <p>2.3 List three current clients that will substantiate the training support claims</p> <p>2.4 Response time for unscheduled training courses</p> <p>2.5 Policy for distribution of training materials, new releases, enhancements and accompanying documents</p>	

**SCHEDULE 7: USER REFERENCES**

<b>ITEM</b>	<b>DESCRIPTION</b>
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	