

COVER LETTER

1. The Singapore Sports Council (rebranded as “Sport Singapore” or “SportSG” with effect from 1 April 2014) invites you to submit a Proposal in respect of the Requirement Specifications which are listed in Section 2 of this document.
2. Vendors are reminded to submit their Proposal in accordance with the instructions listed in Section 5 of this document. SportSG reserves the right to reject any Proposal that is not submitted in accordance with the instructions.
3. Where applicable, Vendor is encouraged to incorporate green initiatives as part of the effort to promote environmental sustainability in their Business. Examples of such initiatives include, but not be limited to, the use of energy saving lockers, etc.
4. Vendors are to submit their Proposal by hand at SportSG Headquarter Tender Box D, by no later than **Tuesday, 15 October 2024, 12pm**. Submission will **not** be accepted after the Closing Date and Time.
5. Proposals shall be submitted by hand at SportSG Headquarter Tender Box D, in a sealed envelope and prominently marked as:-

CALL FOR PARTNERSHIP (LICENCE) TO DEPLOY, OPERATE AND MAINTAIN ELECTRONIC LOCKER SERVICES AT SPORT SINGAPORE FACILITIES

Address to:
Sport Singapore
3 Stadium Drive
Singapore 397630

From:
[Vendor’s Company Name]
[Vendor’s Registered Address]

6. Vendors shall furnish a **tender deposit** in the form of a cheque or cashier’s order, equivalent to 1 months’ worth of total Licence Fee based on the maximum of 100 sets of lockers, regardless of the number of lockers deployed (Payable to ‘**Singapore Sports Council**’).
7. Unsuccessful tender deposits will be returned to Vendors free of interest within 14 days after the award, and the successful Vendor's tender deposit will be banked in and used to offset the first month’s advance licence fee and so forth.
8. Vendors are reminded that any withdrawal of Proposal and/or offer after successful award shall be subject to potential penalties and debarment from future Government contracts.
9. For clarifications or to request for a sample Licence Agreement, you may contact Poon Ying Ying at POON_Ying_Ying@sport.gov.sg and Doris Toh at Doris_TOH@sport.gov.sg. The deadline for clarification is **Friday, 4 October 2024, 12pm**. Clarification via telephone or fax will **not** be entertained.

SECTION 1: INTRODUCTION

- 1.1 ActiveSG is an all-inclusive national movement for sports, by Sport Singapore (“**SportSG**”). Designed to be a lifestyle destination for Singaporeans to live better through sports, facilities island-wide offered to all ages and abilities.
- 1.2 Currently, ActiveSG manages facilities at 37 locations across Singapore, which includes 23 pools, 28 gyms, 14 sports halls and 12 stadiums¹. Please refer to in Annex A of this document for a non-exhaustive list of ActiveSG locations.
- 1.3 Today, ActiveSG serves over 2.6 million users across Singapore, with a reach of various segments within the community. Users range from all age groups, with the majority being working adults aged twenty (20) to fifty-nine (59).
- 1.4 SportSG would like to invite like-minded businesses interested in contributing to the sports community, to participate in this Call for Partnership (Licence) to deploy, operate and maintain **55 to 100 sets of electronic lockers** for rental usage to ActiveSG users, for a period of **3 years with the option to extend for a further 3 years**.

¹ Excluding Sport Centres and facilities that are upcoming or undergoing rejuvenation (i.e. Toa Payoh Sport Centre, Punggol Regional Sport Centre). SportSG reserves the right to add and/or remove locations as and when required, as well as adjust the timeline for rejuvenation plans. For more information on ActiveSG facilities closure, refer to the latest schedule [here](#).

SECTION 2: REQUIREMENT SPECIFICATIONS

1 PURPOSE

- 1.1 The Vendor shall deploy, operate and maintain a **minimum of 55 sets** of electronic lockers, up to a **maximum of 100 lockers** across all ActiveSG **swimming pools and stadiums** over approximately 26 locations (excluding Sport Centres that are upcoming or undergoing rejuvenation).
- 1.2 The maximum number of lockers may vary according to the timeline of completed new or rejuvenated facilities. This may be reviewed at the discretion of SportSG, at point of exercising the Option Term.

2 LOCKER DESIGN / SPECIFICATIONS

- 2.1 The electronic lockers shall be designed to meet the following specifications:
 - a) Able to operate in outdoor environment and under all weather conditions in Singapore (i.e. **rust-free**);
 - b) To be **slightly elevated above ground** – to allow for washing of ground, etc.
 - c) **Minimum 20 compartment units** per set of lockers;
 - d) All compartment units within each set of lockers shall be of the same size, with a **minimum dimension of 251mm (Width) x 468mm (Depth) x 337mm (Height)**;
 - e) The compartment units **shall not have clear and/or see-through panels/doors**;
 - f) Each compartment unit shall be **uniquely identifiable** (i.e. through numbering, clearly indicated on each compartment door);
 - g) Allow for a **single-use** purchase with the validity of at least a **2-hour** period per purchase, and a **multiple-use** purchase with the validity of at least a **5-hour** period; and
 - h) Authentication through **user self-created pin number** (i.e. without use of key / mobile application, etc.).
- 2.2 The Vendor shall **display clear instructions and steps** on the usage of the locker system, as well as the **Terms and Conditions of usage**, on each set of lockers. Such notices shall be subject to the prior written approval of SportSG.
- 2.3 The Vendor shall submit the design of the lockers' exterior wrap / sticker to SportSG, and all costs and expenses for printing and installation are to be borne by the Vendor.
- 2.4 The Vendor **shall not put up any third-party advertisement** on the lockers.

3 RENTAL PRICE

- 3.1 The rental price for a **single-use purchase shall not exceed S\$0.60**, and a **multiple-use purchase shall not exceed S\$1**. This price cap shall be inclusive of Goods and Services Tax (“GST”) and for the duration of the Licence Period. Any changes to the price cap shall subject to SportSG’s approval.
- 3.2 All locker specifications and pricing at point of award shall be valid for the duration of the Licence Period. SportSG must be notified for any subsequent changes, where the Vendor shall provide the necessary justifications as and when requested.

4 PAYMENT OPTIONS

- 4.1 The Vendor shall deploy lockers that accept **cashless payment options only**, which must include the following:
- a) Credit / Debit Cards (i.e. Amex, Visa, Mastercard) – **Compulsory**
 - b) EZ-Link (inclusive of concession cards) – **Compulsory**
 - c) PayNow – **Compulsory**
 - d) PayLah! – **Compulsory**

5 SERVICE STANDARDS

- 5.1 The Vendor shall ensure all lockers are **in operation every day**, including Saturdays, Sundays and Public Holidays, minimally during ActiveSG’s operating hours (i.e. 6:30am – 10pm), with the exception of ActiveSG’s weekly maintenance of pools and any scheduled closures².
- 5.2 The Vendor shall grant **a master access** to ActiveSG staff to retrieve belongings in the event of a hardware malfunction and/or system downtime. Master access shall come with necessary access control mechanism to allow only authorized personnel usage.
- 5.3 The Vendor will be required to maintain **at least 1 form of customer support channel** with details stated clearly on the lockers, and to provide **immediate on-site assistance** for retrieval of belongings as and when required (i.e. in cases where master access do not work) during ActiveSG’s operating hours.
- 5.4 The Vendor shall be liable for all costs, responsibilities and/or liaison with guests on feedback management and service recoveries where required. Such instances may include, but are not limited to:
- a) Refund-related feedback
 - b) Locker door did not open after successful transaction
 - c) Incorrect pricing charges

² SportSG reserves the right to adjust ActiveSG facilities’ operating days and hours as and when required. For more information on ActiveSG’s weekly maintenance, refer to the latest schedule [here](#).

d) Locker breakdown

In the event of any disputes, SportSG's decision shall be final.

6 LICENCE TERMS

- 6.1 The Vendor shall **undertake all costs for installation and operations**, which includes the deployment, relocation, removal, maintenance and servicing of lockers, and any other miscellaneous costs.
- 6.2 The deployment areas within ActiveSG Premises (also known as “**Licensed Area**”) shall be on an as-is-where-is basis and mutually agreed after the successful award. The Vendor shall be deemed to have visited the Premises and assessed the Licensed Area. SportSG may at its sole discretion during the Licence Period, request the Vendor to relocate the machines due to site requirements, constraints, etc.
- 6.3 The Vendor shall comply with “**Clean Venue**” requirements when required, where the lockers will be covered up entirely, when the venues and/or facilities are used for national and/or international games and events. In such event, SportSG will notify the vendor of such requirement in writing.
- 6.4 The Vendor shall provide SportSG with **monthly sales report** of each deployed locker, stating the total number of transactions and total sale amount (S\$).
- 6.5 The Vendor shall make all payments promptly on or before the due date stated on the invoice. Failing which SportSG reserves the right to charge interest for late payment on the outstanding amount at the prevailing rate.
- 6.6 The Vendor shall be responsible for the belongings deposited in the lockers with reasonable measures in place to ensure the safety and/or security of the lockers and their contents.
- 6.7 The Vendor shall not rely on the CCTV cameras at ActiveSG facilities to capture the activities at the electronic lockers. The Vendor may at its own costs, propose to install their own surveillance cameras on the lockers.
- 6.8 The Vendor and its staff shall be responsible for the safeguarding of security-classified information or personal data collected and held in process of the business.
- 6.9 The Vendor shall at its own cost, effect and keep effected with necessary **insurance policies** (in the joint names of SportSG and the Vendor), which shall include but not limited to, public liability, all risks, fire, and any other insurance which are required by law, for the operation of the lockers during the Licence Period.
- 6.10 SportSG shall not be liable for any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by the Vendor or any person arising from or in relation to the intended business at SportSG facilities.

- 6.11 The Vendor will be required to pay a **Security Deposit** equivalent to 3 months' worth of Licence Fee based on the maximum of 100 sets of lockers, regardless of the number of lockers deployed. The Security Deposit will be held by SportSG throughout the Licence Period and refunded back to the Vendor 1 month after the expiry or termination of agreement, or such longer period as may be necessary in connection with the Licence Agreement.
- 6.12 The Security Deposit shall be made payable to SportSG in the form of a cash deposit or a guarantee issued by a participating financial institution under the eGuarantee@Gov programme.
- 6.13 Either party may **terminate** the agreement, without furnishing any reasons, by giving at least 6 months' notice in writing.

Note:

1. SportSG reserves the right and discretion to appoint the Licence **in whole or in part** to one or more Vendors, or to no Vendor at all.
2. SportSG reserves the right to reject any proposals that are not in compliance with the terms and scopes as set out in Clauses 1 to 6 above.

SECTION 3: LICENCE PERIOD

- 1.1 The Licence shall be for a **period of 3 years, with an option to extend for a further 3 years** on such terms as may be set by SportSG, upon the written request of the Vendor.
- 1.2 Such request to be given at least 6 months before the expiration of the Licence Period, and to be granted at the sole discretion of SportSG.
- 1.3 Upon the renewal, SportSG reserves the right to revise the Licence Fees in accordance with the prevailing market rate, and other Terms and Conditions set out in the Licence.
- 1.4 The **target commencement date** of the Licence Agreement is **1 December 2024** and it shall be determined and confirmed by SportSG after award. The deployment of machines may be in phases and may require co-ordination between Vendors.

SECTION 4: LICENCE FEE

- 1.1 The Vendor shall submit an offer for a **Fixed Licence Fee per set of Lockers per month** payable to SportSG, excluding prevailing GST³. The offer quoted shall be inclusive of utility costs per locker. Proposals with a range of fees or fees that vary across the Licence Period (i.e. staggered Licence Fee, commission based, and any other permutations) will not be accepted.
- 1.2 The Vendor shall note that as and when there is an increment or reduction in the number of lockers, the Licence Fees shall be pro-rated based on the Fixed Fee per set of lockers and on the actual number of days deployed for the affected month, and adjusted accordingly for the remaining Licence Period.
- 1.3 As a guide, the Fixed Licence Fee per set of Lockers is **S\$60**. This guide fee is exclusive of GST and does not constitute to the minimum or maximum offer acceptable by SportSG.

³ The Vendor shall bear and pay to SportSG all amounts of GST chargeable at the time of the Licence.

SECTION 5: PROPOSAL

1. The following list of information and/or documents are to be included as part of the Proposal, to be submitted by hand at SportSG Headquarter, Tender Box D:
 - 1.1. The Vendor's **company profile**, of which includes but not limited to:
 - a) Number of sets of electronic lockers, with a minimum of 20 compartment units per set of lockers, currently deployed in Singapore;
 - b) Number of years in the electronic locker industry;
 - c) Track records of completed and/or ongoing electronic locker projects in Singapore over the past 3 years (from Oct 2021 onwards) – shall be duly completed in accordance with the prescribed format as set out in Annex B of this document. There shall be no alteration to the text/format; and
 - d) Manpower strength of company's operation team.
 - 1.2. Locker **design and specifications**, of which includes but not limited to
 - a) Number of compartment units per set of lockers and structure of compartment units (i.e. 5 rows of 4 compartment units per set of lockers);
 - b) Proposed design and visual of lockers, including the dimensions, material and design of locker exterior wrap / sticker; and
 - c) Power point requirements.
 - 1.3. Proposal on **business concept and plans**, of which includes but not limited to:
 - a) Proposed pricing of a single-use purchase and a multiple-use purchase;
 - b) Payment options available;
 - c) Sample of monthly sales report;
 - d) Service standards (i.e. customer support channel(s) available and expected turnaround response time, repair turnaround time, refund processes, etc.);

- e) Proposed timeline to operationalize and commence at all locations upon notification of award from SportSG (including necessary procurement, testing and deployment lead time); and
 - f) Any requirements which may form as a condition to the award, for SportSG's consideration and approval.
- 1.4. **Proposed Licence Fee** – shall be duly completed in accordance with the prescribed format as set out in Annex C of this document. There shall be no alteration to the text/format.
- 1.5. The Vendor's **financial records**, the following documents shall be duly submitted:
- a) Company's Accounting and Corporate Regulatory Authority (ACRA);
 - b) Company's Questnet Corporate Search; and
 - c) Company's past 3 years of audited financial statements.

Note:

1. SportSG reserves the right (i) to allocate the appropriate scoring for any missing information which are required in the evaluation assessment (ii) to reject any proposals that are incomplete or not in accordance with the above submission instructions and/or with SportSG's clarifications.
2. SportSG is not binded to accept the highest bid or any bid, and in no case will any Vendor be allowed to claim against SportSG for any expense incurred in the preparation of the proposal.
3. In the event that SportSG seeks clarification upon any aspect of the proposal, the prospect shall provide full and comprehensive response within 3 working days of SportSG and/or the representative's notification.

SECTION 6: EVALUATION CRITERIA

All Proposals shall be evaluated based on the following criteria⁴:

1 **CRITICAL CRITERIA**

Non-compliance with any of the critical criteria will preclude the Proposal from further evaluation by SportSG:

1.1 Debarment Status

The Vendor shall not be debarred on or after the closing date of the quotation by the Standing Committee on Debarment, c/o Ministry of Finance, from participating in public sector projects.

1.2 Compliance with minimum set of lockers as mentioned in Clause 1 of Section 2 of this document, by the start of the contract commencement date.

1.3 Compliance with Locker Design and Specifications as mentioned in Clause 2 of Section 2 of this document.

1.4 Compliance with Rental Price as mentioned in Clause 3 of Section 2 of this document.

1.5 Compliance with Compulsory Payment Options as mentioned in Clause 4 of Section 2 of this document.

2 **OTHER CRITERIA**

2.1 Proposal which has fulfilled the Critical Criteria shall be further evaluated based on the Other Criteria as listed below:

S/N <i>(Ranked by Weightage)</i>	Other Criteria
1	Fixed Licence Fee per set of Lockers per month
2	Number of sets of electronic lockers, with a minimum of 20 compartment units per set of lockers, currently deployed in Singapore
3	Number of years in electronic locker industry
4	Financial Soundness
5	Price Competitiveness (of rental price charged for single and multiple use purchases)
6	Track Record

⁴ SportSG shall not be obliged to enter into any correspondence with any Vendor regarding the reasons for non-award and/or acceptance of Proposal.

LIST OF ACTIVESG LOCATIONS

WEST

ActiveSG @ Jurong Lake Gardens
 ActiveSG Sport Village @ Jurong Town
 Bt Batok Swimming Complex
 Bt Gombak Sport Centre
 Choa Chu Kang Sport Centre
 Hockey Village Gym @ Boon Lay
 Jurong East Sport Centre
 Jurong West Sport Centre
 Senja-Cashew CC

NORTH

Bt Canberra Sport Centre
 Woodlands Sport Centre
 Yio Chu Kang Sport Centre
 Yishun Sport Centre
 Yishun Swimming Complex

NORTHEAST

ActiveSG Gym @ Ang Mo Kio CC
 ActiveSG Gym @ Fernvale Square
 ActiveSG Gym @ Serangoon Central
 ✘ Ang Mo Kio Swimming Complex
 Bishan Sport Centre
 Burghley Squash & Tennis Centre
 ✘ Hougang Sport Centre **Rejuvenation till 2026**
 Sengkang Sport Centre
 Serangoon Sport Centre
 ✘ Punggol Regional Sport Centre



CENTRAL

ActiveSG Gym @ Enabling Village	Kallang Basin Swimming Complex
ActiveSG Gym @ Toa Payoh West CC	MOE Evans
Clementi Sport Centre	✘ Queenstown Sport Centre Rejuvenation till 2025
Delta Sport Centre	St. Wilfred Field & Tennis Centre
Geylang East Swimming Complex	✘ Toa Payoh Sport Centre Rejuvenation till 2030
Jalan Besar Sport Centre	

EAST

Bedok Stadium
 Heartbeat@Bedok
 Home of Athletics
 Kallang Sport Centre
 Katong Swimming Complex
 Our Tampines Hub
 Pasir Ris Sport Centre

Note:

1. SportSG reserves the right to add and/or remove locations as and when required, as well as adjust the timeline for rejuvenation plans. For more information on ActiveSG facilities closure, refer to the latest schedule [here](#).

TRACK RECORDS

To provide details of all completed and/or ongoing electronic locker projects undertaken by your Company in Singapore from Oct 2021 to present.

S/N	Client's Company Name	Completed / Ongoing	Project Details	Contract Start Date	Contract End Date	Client's Contact Person & Email
1	Sport Singapore	Completed	Provision and operation of 55 sets of electronic lockers with 30 compartment units of various size at 26 locations	1 Apr 2020	31 Mar 2023	Poon Ying Ying POON_Ying_Ying@sport.gov.sg

ANNEX C

PROPOSED LICENCE FEE

With reference to Section 4 and Section 5 (Clause 1.4) of this document, the Vendor shall submit an offer for a **Fixed Licence Fee per set of Lockers per month** payable to SportSG.

This offer shall be quoted in Singapore dollars and exclude the prevailing GST.

Location	Fixed Licence Fee per set of Lockers per month
Across all ActiveSG Swimming Pools and Stadiums	\$_____ per set of lockers per month