PART III: EVALUATION CRITERIA

1 Critical Evaluation Criteria

1.1 Proposers must first satisfy the following critical evaluation criteria before their Proposals will be considered for further evaluation:

a. Proposer (in the case of a Company, the Company and its directors) must not be debarred by the Standing Committee on Debarment, c/o Ministry of Finance, from participating in public-sector projects;
b. Able to offer competitive charges to Users of the Locker Network as follows:
   - a locker usage fee of not more than $2.00 for small / $2.50 for medium / $3.00 for large Locker Compartment for the first 48-hours and
   - a locker usage fee of not more than $1.00 per small / $1.25 per medium / $1.50 per large Locker Compartment per day or part thereof after the first 48-hours
c. Manage and operate the Project from within Singapore, through a Singapore registered business entity.
d. Proposer to have at least a paid up capital of $500,000.00.
e. Proposer participating in this RFP shall not participate in the ITT.
f. Proposer must comply with the format as per Section B, C, F & J of the Part II Proposal Form.
g. Proposer to enclose the RFP deposit when the Proposal was submitted.
h. Proposer to ensure that the RFP deposit provided is in good order and can be honoured.

2 Assessment

2.1 Proposers who have satisfied the critical evaluation criteria in paragraph 1 will be further evaluated based on:

a. Price Criteria, based on the Proposed Monthly Rent submitted, wherein a P-score of 40 points or less may be given based on the evaluation method set out in **Clause 2.3**; and
b. Quality Criteria, wherein a Q-score of 60 points or less may be given based on the evaluation method set out in **Clause 2.4**.

2.2 The quantitative scores of the Proposed Rent and quality criteria will then be summed up to a combined score (maximum 100 points).

2.3 The calculation to derive the P-Score for each Proposer is dependent on the Total Proposed Monthly Rent and the median Monthly Proposed Rent' of all proposals received for each base proposal. The maximum P-score is 40 points. The illustration is given below:

Proposed Rent for calculating P-score (40 points weightage)

$$\text{P-Score} = \left(\frac{\text{Total Proposed Monthly Rental}}{\text{Median Total Proposed Monthly Rental}} \times 40 \text{ pts} \right)$$

Proposer	Proposal A	Proposal B	Proposal C	Proposal D
Total Proposed Monthly Rental	$140,000	$160,000	$180,000	$280,000
Median Total Proposed Monthly Rental	($160,000 + $180,000) ---------- = $170,000 2			
P-Score Calculation	($140,000/$170,000) x 40	($160,000/$170,000) x 40	($180,000/$170,000) x 40	($280,000/$170,000) x 40
P-score (fractions below ½ (0.5) rounded down and ½ (0.5) and above rounded up)	32.94 Rounded up to 33	37.65 Rounded up to 38	42.35 Max 40	65.88 Max 40

Note: Maximum P-score of 40 points

2.4 Other Criteria – Quality (non-price) Criteria (Weightage 60 points)

Quality (non-price) Criteria		
Track Record (15 points)	1a	**Experience In Operating Lockers In Singapore**
	1b	**Experience In Operating Lockers Outside Of Singapore**
	1c	**Integration With Stakeholders**
	1d	**Logistics Services Role**
Quality of Service (12 points)	2a	**Customer Service & Feedback**
	2b	**Safety & Security**
	2c	**Unclaimed Parcels**
	2d	**On Site Security**
Affordability of Service (3 points)	3a	**Locker Box Usage**
	3b	**Fee for Over Stayers**
Commercial Sustainability (3 points)	4a	**Financial Background And Projection**
Innovation (6 points)	5a	**Locker Solution**
	5b	**Locker Station Design And Deployment**

Implementation Roadmap (10 points)	6a	**Locker Delivery Option Conversion**
	6b	**Industry and Consumer Awareness**
	6c	**Operational Plans**
	6d	**Maintenance**
	6e	**Implementation Schedule**
Integrated Locker Network (5 points)	7a	Integrated Locker Network Covering Both HDB blocks and MRT Stations in base proposal 1.
Overall Assessment (6 points)	8a	Assessment of Overall Proposal Including: - The Proposer's ability to deliver the parcel locker solution and requirements - Compliance to requirements set out in Part IV - Solution offering over and above the requirements set out in the RFP Documents - Demonstrate holistic optimization of the parcel locker solution
Total maximum (Q-score) :		

2.5 To be eligible for RFP award, Proposers are required to score an overall Q-Score of minimum of 30 points

2.6 In the event of a tie in the combined score for 2 or more proposers, the Agencies will compare the Overall Assessment Criteria score under the Quality Criterion to select the better proposal.

2.7 IMDA reserves the right not to accept any of the proposals without assigning any reason and without being liable for any costs, damages, losses and/or expenses whatsoever.

2.8 All statements and representations contained in the Proposal Form are binding on the Proposer. Submission of a Proposal constitutes agreement by the Proposer that it will execute, deliver and implement the fees, models, plans, processes and programmes in the Proposal Form.

2.9 After the joint evaluation by the Agencies of the submissions, a decision will be made to appoint one (1) Operator for the HDB town of Punggol to operate the locker stations in:

a. HDB Sites and the selected MRT Station Sites OR
b. HDB Sites only OR
c. MRT Station Sites only

2.10 The criteria for the award process shall include the following considerations when selecting the Operators for both the HDB towns of Bukit Panjang and Punggol:

a. The Operator selected for Punggol will not be considered to run the HDB town of Bukit Panjang (under RFP No IMDA/FL/002/2017 being called at the same time) and vice versa.

b. In the event that the same Proposer topped the combined P & Q score for both Punggol and Bukit Panjang towns, IMDA will look at the other Proposals received for both Punggol

and Bukit Panjang towns and select 2 Operators who can offer the optimal network of locker stations and superior quality of services for the residents of both towns.

c. In the event of (b) above and IMDA is unable to select another suitable operator from the rest of the submissions, IMDA will award the operator either the town of Bukit Panjang or Punggol based on the Proposal that offers the best combined P-score and Q-score.

d. Proposals received for integrated Punggol Town and MRT stations network of lockers will not be evaluated and awarded separately. A single award will be made to the selected Operator for the integrated Punggol Town and MRT stations locker network.