# RFP BRIEFING FOR IMDA/FL/001/2017 & IMDA/FL/002/2017

FEDERATED LOCKERS & COLLECTION POINTS PILOT

22 DEC 2017

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# AGENDA

- Background
- Pilot Scope
- Pilot Timeline
- Evaluation & Award
- Scope of Work
- Evaluation and Award
- Security Requirements
- Others

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# BACKGROUND



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# Federated Lockers Programme

- To put in place an open delivery network comprising parcel lockers and collection points to ease the last mile fulfilment challenges

- On April 2016, Deputy PM Tharman Shanmugaratnam announced the initiative to make "last-mile" delivery more efficient and improve productivity in the domestic logistics sector

- To begin with a pilot deployment from Oct 2018 to Sep 2019 to assess the acceptance and sustainability of the Pilot. To be followed by a nationwide deployment thereafter if the assessment is favourable. The tender/RFP for the pilot are opened from 15 Dec 2017.

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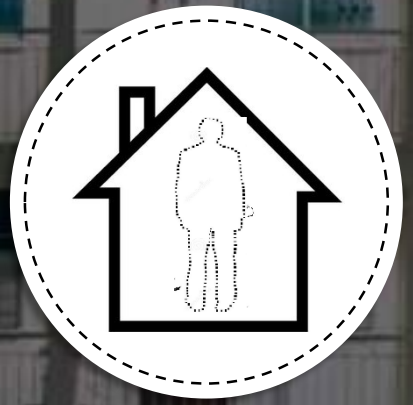
# Last Mile Delivery Challenges

## Nobody at HOME



**63%**

LSP cited "customer not at home" as the biggest problem

## HIGH Demand

**68%**

Increase in online retail sales volume in 2020

## RETURN Shipments

**7%**

of Shipments resulted in additional handling due to return



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## Federated Lockers & Collection Points

| Consumer Convenience | Sharing Economy | Network Synergy | Inter-Operating Standard |
|---|---|---|---|
| • Most Convenient Access<br>• Similar Operating Processes | • Improve Utilisation<br>• Reduce Operating Cost | • Extended Reach<br>• New Revenue Stream | • Common Online Interface<br>• Agreed Commercial Model |

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# PILOT SCOPE



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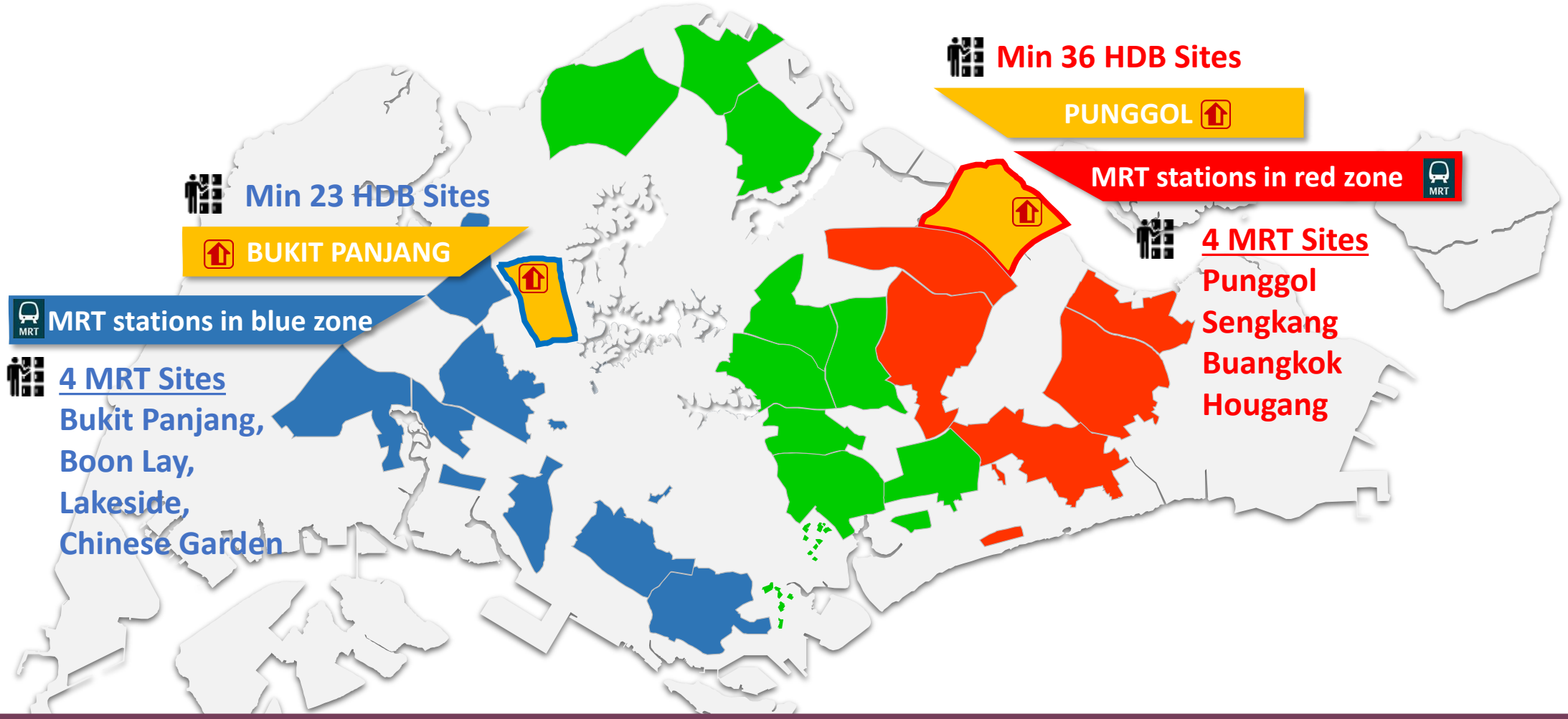
# Pilot in Punggol, Bukit Panjang and selected MRT stations




**Full Pilot To Go Live from 1st Oct 2018**

# Invitation to Tender / Request for Proposal

- IMDA is calling 3 invitations:
  1. Invitation to Tender (*ITT: IMDA-ITT-2017-008*)
     - develop and operate the interoperable platform
  2. Request for Proposal (*RFP: IMDA/FL/001/2017*)
     - installation and operation of Federated Lockers at Punggol town and selected MRT stations
  3. Request for Proposal (*RFP: IMDA/FL/001/2017*)
     - installation and operation of Federated Lockers at Bukit Panjang town and selected MRT stations
- Company can only participate in either ITT or RFP
- Company may submit proposals for both RFPs
- Company found submitting or participating in both ITT and RFP will be disqualified from both ITT and RFP



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# Interoperable Federated Lockers

**More Consumer Choices**
In Ecommerce marketplaces, HDB residents can opt to collect their purchases from a locker at either HDB block or MRT station

Ecommerce Marketplaces

Online Orders

**Interoperable Platform**

OR

MRT

Locker at HDB block

Locker at MRT station

**Integrated with Consumer's Lifestyle**
On the way pick up while travelling along transit nodes or collect at their convenience

**Interoperable Platform**

Campaign Management | TMS | Marketplace | Mobile App | Web App

API API API API API

Standardised Integration

Json/Restful
XML/Soap
EDI formats
etc

**INTEROPERABILITY PLATFORM**

- Integrated APIs with standardised connection & data exchange for each service
- Central management of API usage logs

API API API API

Standardised Integration

Json/Restful
XML/Soap
EDI formats
etc

Parcel Lockers Service | Parcel Lockers Service | Parcel Lockers Service | Parcel Lockers Service

**Increase Coverage, Improve Convenience & Promote Sharing**

# PILOT TIMELINE



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# Pilot Timeline

Detailed schedule to be proposed by Proposer

| Mid Apr 2018 – 30th Sep'18 | | | 1st Oct'18 – 30th Sep 19 | | 1st Oct 19– 30th Sep 20 |
|---|---|---|---|---|---|
| Design, installation and testing of locker stations at Punggol and Bukit Panjang<br>Signing of Tenancy Agreements with HDB and/or PTO | | | Pilot at Punggol and Bukit Panjang | | Extended Period for Punggol and Bukit Panjang |
| | 1st Aug'18 – 30 Sep 18 | 1st Sep 18 – 30th Sep 18 | 1 – 28 Feb 19 | 1 – 31 Aug 19 | |
| | System Integration Test | Full Integrated Locker Network Test | 1st Joint Review | 2nd Joint Review | |

Signing of Locker Operator Appointment Agreement

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# Key Dates for RFPs

- **Tentative Site Visit : 29 Dec 2017, from 9:30AM to 5:30PM**
  ***Register interest through email to Federated_Lockers@imda.gov.sg***
  ***Confirmation email and itinerary will be sent to registered parties***
- **Closing Date : 9 Feb 2018 at 4.00PM**
- **Submission of Proposals at:**
  ***10 Pasir Panjang Road***
  ***#10-01 Mapletree Business City***
  ***Singapore 117438***
  ***Tender Box : 1 (IMDA/FL/001/2017)***
  ***Tender Box : 2 (IMDA/FL 002/2017)***

# Key Dates for ITT

- **Closing Date : 19 Jan 2018 at 4.00PM**
- **Submission of Proposals through GeBiz**

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# EVALUATION & AWARD



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# Critical Evaluation Criteria

- **Not debarred by Standing Committee on Debarment, c/o Ministry of Finance**
- **Offer Competitive Charges to Users (Max of $2.00 for Small Locker Box …)**
- Managed and Operate from within Singapore, through a Singapore registered business entity
- Paid up capital of at least $500,000.00
- **Does not participate in ITT for Inter-Operable Platform**
- Comply with format as per Section B,C, F & J of Part II of Proposal Form
- Enclose RFP deposit during submission of Proposal
- RFP deposit is in good order and can be honoured
- **Minimum score of 30 points from Quality Score (after evaluation)**

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# RFP Base Proposals

- **Each RFP will offer 3 Base Proposals:**
  a. **Both HDB & MRT sites**
  b. **HDB Sites Only**
  c. **MRT Station Sites Only**
- **Proposer can participate in one or more of the 3 Base Proposals**
- **Base Proposals will be evaluated based on the following evaluation criteria :**
  *a. 40% on Price Discovery based on the Total Proposed Monthly Rent*
  *b. 60% on Quality Criteria comprising:*
    - *Track Record*
    - *Quality of Service*
    - *Affordability*
    - *Commercial Sustainability*
    - *Innovation*
    - *Integrated Locker Network*
    - *Overall Assessment*

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# RFP Awarding Criteria

- **Each RFP shall be awarded to ONE (1) party to run either one of the following in each town:**
  a. **Both HDB & MRT sites**
  b. **HDB Sites Only**
  c. **MRT Station Sites Only**
- **The same Party cannot be awarded to operate in both Punggol and Bukit Panjang**
- **In the event that the same Party tops the evaluation in both towns:**
  - ***This party will only be awarded to operate in One (1) town***
  - ***The other town will be awarded to the next best Proposal***
- **No award if no suitable Proposal is received**

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# SCOPE OF WORK



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# Responsibilities of Selected Locker Operator

- Design and installation of network of locker stations
- Manage the daily operations of the installed network of locker stations
- Provide a Locker Management System (or any computer system) to manage the installed network of locker stations
- Integrate its installed network of locker stations to the Inter-Operable Platform
- Collection and collation of business, operational and maintenance data to facilitate the analysis of the Pilot

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# Agreements Signed by Selected Proposer

- Locker Operator Appointment Agreement with IMDA
- Tenancy Agreements with HDB for HDB sites
- Tenancy Agreements with PTOs for MRT station sites
- ~~Service Agreement with Inter-Operable Platform Service Provider~~

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# Compliance to Neutrality

- Available to all registered users with the Inter-Operable Platform on a First Come First Serve Basis
- Cannot be allocated or reserved for the use of any particular user/s
- All transactions at the Network of Locker Stations must be conducted only through the Inter-Operable Platform

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# SECURITY REQUIREMENTS



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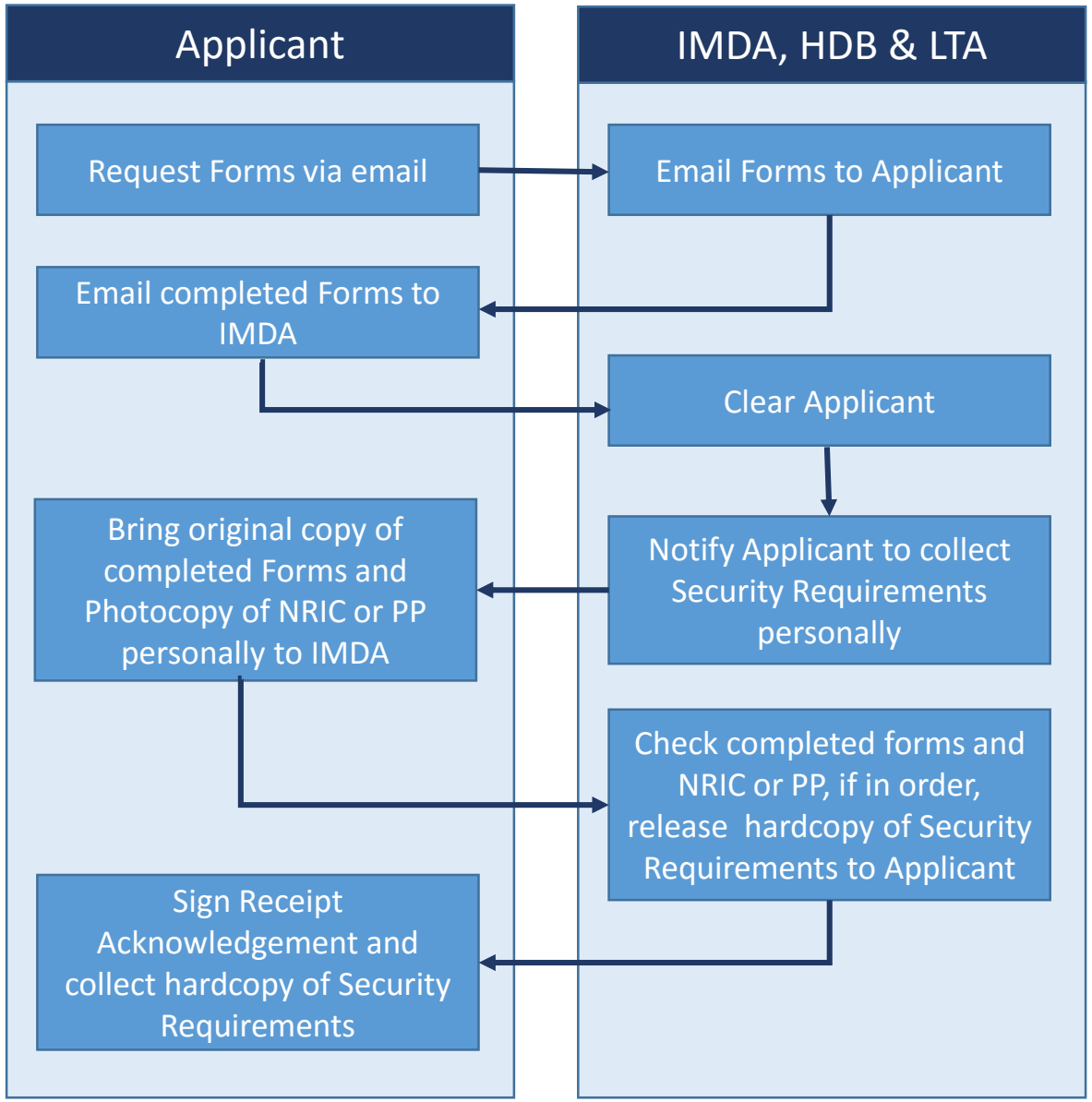
# Security Requirements

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# OTHERS



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# Evaluation for Multiple Bids

| Scenario - Multiple bidders for both towns and MRT | Bt Panjang RFP | Scores for HDB only | Scores for HDB & MRT | Scores for MRT only | Punggol RFP | Scores for HDB Only | Scores for HDB & MRT | Scores for MRT only |
|---|---|---|---|---|---|---|---|---|
| Proposal 1 | Co ABC | 90 | NA | NA | Co PQR | 90 | 95 | NA |
| Proposal 2 | Co KLM | NA | 89 | 79 | Co ABC | 88 | 93 | NA |
| Proposal 3 | Co XYZ | 83 | 88 | NA | Co 123 | NA | NA | 83 |

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# Multiple Bids, Same Top Proposer

| Scenario<br>- Multiple bidders for both towns and MRT<br>- Same bidder topped both RFPs | Bt Panjang RFP | Scores for HDB only | Scores for HDB & MRT | Scores for MRT only | Punggol RFP | Scores for HDB Only | Scores for HDB & MRT | Scores for MRT only |
|---|---|---|---|---|---|---|---|---|
| Proposal 1 | Co ABC | 90 | NA | NA | Co ABC | 90 | 95 | NA |
| Proposal 2 | Co KLM | NA | 89 | 79 | Co XYZ | 88 | 93 | NA |
| Proposal 3 | Co XYZ | 83 | 88 | NA | Co 123 | NA | NA | 83 |

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# Single Bid from Same Proposer

| Scenario<br>- Single bidder for both towns and MRT | Bt Panjang RFP | Scores for HDB only | Scores for HDB & MRT | Scores for MRT only | Punggol RFP | Scores for HDB Only | Scores for HDB & MRT | Scores for MRT only |
|---|---|---|---|---|---|---|---|---|
| Proposal 1 | Co ABC | 90 | 95 | NA | Co ABC | 90 | 95 | NA |
| Proposal 2 | NA | NA | NA | NA | NA | NA | NA | NA |
| Proposal 3 | NA | NA | NA | NA | NA | NA | NA | NA |

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