

OFFICIAL (OPEN)

Quotation No.: STB/NY2/19-20/Q53 (Please quote this reference in all correspondence)  
DATE: [24 Feb 2020]



INVITATION TO QUOTATION

Dear Sir/Mdm

**QUOTATION FOR The Production and Installation of the Southeast Asia Banner at Seatrade Cruise Global 2020**  
**CLOSING TIME AND DATE: 3AM on 5 March 2020 (US EASTERN STANDARD TIME) / 4PM (SINGAPORE TIME) ON 6 March 2020**

1. The Singapore Tourism Board (“the Board”) is pleased to invite you to quote for The Production and Installation of the Southeast Asia Banner at Seatrade Cruise Global 2020.
2. Kindly note that your quotation must comply with the specifications and conditions attached.
3. Please submit your proposal to <Mr Chandra K.> by email only to <[Int\\_Procurement@stb.gov.sg](mailto:Int_Procurement@stb.gov.sg)> with the subject heading STB/NY2/19-20/Q53 The Production and Installation of the Southeast Asia Banner at Seatrade Cruise Global 2020. **Your quotations must be received by the Board by 3AM on 5 March 2020 (US Eastern Standard Time) / 4PM (Singapore Time) on 6 March 2020.**
4. The documents which you are required to submit for this quotation are stated in the “**Quotation Submission Requirements**” section of the Requirement Specifications (**Annex A**). Below are some important notes to ensure successful submission of your proposal to us:
  - i) The Board does not accept and will reject submissions which require the Board to download any information or document(s) through download links or from any websites including but not limited to online file hosting, sharing or storage websites.
  - ii) For avoidance of doubt, acceptance of submissions will be based on the Board’s receipt time (not the time which the email submission is sent). Submissions received by us after the tender closing date and time will not be accepted. As there could be potential internet lag time, try to send your submission ahead of closing time and avoid last minute submissions.
  - iii) Any submission to any other STB email address other than [Int\\_Procurement@stb.gov.sg](mailto:Int_Procurement@stb.gov.sg) will not be accepted and will be immediately disqualified.
  - iv) Acceptable e-mail file extensions are limited to those listed in the table below and not exceeding **20MB** per e-mail. Tenderers can break their proposal into smaller e-mails if the total file size of your entire proposal exceeds the limit. STB may not be able to receive your submission if other file types, or filed with embedded macros are submitted.

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List of Acceptable file types

<b>Extension</b>	<b>Description</b>
<b>avi</b>	Microsoft Audio Video Interleave format
<b>doc</b>	Word document
<b>docx</b>	Word document (Office 2007)
<b>jpeg</b>	Joint photographic experts group bitmap
<b>jpg</b>	Joint photographic experts group bitmap
<b>mpeg</b>	Motion picture experts group video
<b>mpg</b>	Motion picture experts group video
<b>pdf</b>	Adobe Portable Document File (preferred format for documents)
<b>png</b>	Portable Network Graphic format
<b>ppt</b>	Microsoft power point slide presentation
<b>pptx</b>	Power Point Microsoft Office Open XML Format Presentation Slide
<b>psd</b>	Adobe Photoshop
<b>wmv</b>	Microsoft Windows Media Video
<b>xls</b>	Microsoft Excel - must not contain any macros
<b>xlsx</b>	Microsoft Excel (Office 2007) - must not contain any macros
<b>Zip (No password)</b>	Compressed archive. Zip file must only contain files of allowed extensions.

5. The Company's offer shall be valid for a period of **4** calendar weeks from the closing date of this Quotation. On expiry of the offer, the Company shall, if the Board so requires, extend the validity of the offer for one or more periods not exceeding in total **6** calendar weeks.

6. The Board reserves the right to shortlist vendors in accordance with the criteria set forth in the Invitation to Quotation (ITQ); and give those so shortlisted the opportunity to submit new or amended proposals on the basis of the Board's revised requirements, in accordance with a common deadline. The quotation received based on the firm and updated requirements shall form the basis of the final evaluation. The quotation received in the final round shall be complete and comprehensive, and shall over-ride all proposals previously submitted. The final offer shall not make references to previous offers. All the quotation proposals received in the previous rounds shall be treated as lapsed.

7. Unless and until the Board issues a Letter of Award, you agree and acknowledge that there is no binding contract between you and the Board in respect of this ITQ. You acknowledge and agree that the Board will have to obtain internal approval before issuing a Letter of Award accepting your quotation or a part thereof, and the Board shall not be liable to pay you for any goods and/or services supplied before the date of issuance of the Letter of Award or date of internal approval, whichever is later. It is your responsibility to confirm that internal approval has been obtained before supplying the Board with any goods and/or services prior to receiving a Letter of Award.

8. Please contact Britt Ulrich at email: Britt\_Ulrich@stb.gov.sg or tel: +1 212 302 4861 **or** Jolene Seet at email : Jolene\_Seet@stb.gov.sg if you have any questions regarding the specifications. Please Do Not submit your proposal to these emails.

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9. WHISTLEBLOWING FRAMEWORK

The Board provides contractors with a platform to report any wrong-doings, unlawful conduct or malpractices of STB staff that are against the public interest. The Board's whistleblowing framework is set out in **Annex C**.

10. **CLOSING DATE**

Please note the closing date/time of the submission of your proposals as indicated on the cover page of this invitation. Vendors' proposals documents submitted after the closing date and time indicated will not be accepted. No extensions will be granted unless STB's pre-approval is sought.

Yours sincerely,

Christina Choh  
Area Director, Tourism Business  
STB Americas

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**ANNEX A – REQUIREMENT SPECIFICATIONS**

**Quotation for The Production and Installation of the Southeast Asia banner at Seatrade Cruise Global 2020**

**Quotation No:** STB/NY2/19-20/Q53

**For Enquiries:** Britt Ulrich at email: Britt\_Ulrich@stb.gov.sg or tel: +1 212 302 4861 OR  
Jolene Seet at email Jolene\_Seet@stb.gov.sg

**1. AIM AND OBJECTIVES**

- 1.1 The Singapore Tourism Board (“STB”) would like to invite interested vendors to submit their proposal for the production and installation of the Southeast Asia Banner at Seatrade Cruise Global 2020.
- 1.2 The objectives of the project are as follows:
  - a) To collectively brand the Southeast Asia zone
  - b) To draw attention and drive footfall to the Southeast Asia zoneat Seatrade Cruise Global 2020.

**2. BACKGROUND**

- 2.1. **About Seatrade Cruise Global.** Seatrade Cruise Global (SCG) is recognised as the cruise industry’s leading global event, bringing together every facet of the business including cruise lines, suppliers, travel agents and partners. STB, together with our co-exhibitors, will be exhibiting under the Singapore Pavilion at SCG 2020.
- 2.2. **About Southeast Asia Zone.** The Singapore Pavilion will be co-located in close proximity to other Southeast Asian partners. This area will be collectively referred to as the Southeast Asian zone and further branding efforts will be done to profile the zone.
- 2.3. **Tradeshaw Details.**
  - a) Event Date: 21 April to 23 April 2020 (3 days)
  - b) Location: Miami Beach Convention Center, Miami Beach, Florida
  - c) Height Limit:
    - Booth structure – 16 ft
    - Hanging signs – 26 ft (there must be at least 3' clearance from the top of the booth to the bottom of the sign)

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**3. SCOPE OF WORKS**

3.1. The successful vendor will be required to conduct the scope of works outlined below:

- a) Produce and install the hanging banner to brand the Southeast Asia Zone at Seatrade Cruise Global 2020. The approved hanging overhead banner must be visible from all sides of the tradeshow floor. Please see Paragraph 3.2 below on the banner specification guidelines.
- b) Dismantle and remove the hanging banner at the time and date determined by the event organiser (Informa). All dismantling must be completed as directed by Informa. Should there be any delay, any cost or additional charges to STB will be undertaken by the successful vendor.
- c) Procure/ maintain and/or oversee the procurement/ maintenance of all insurances/ licenses/ permits/ authorisations required without any restrictions or qualifications whatsoever so as to enable the successful vendor to fulfill all its obligations under the Contract. All costs and expenses in respect of the above shall be included in the submission. These may include public liability insurance, public entertainment/ event fees, import/ export permit application fees, and any fees to be paid to the event organisers (Informa) for hanging structure above the tradeshow aisles.

3.2. The successful vendor will be required to deliver the following compulsory items:

<b>Shape and size</b>	<ul style="list-style-type: none"><li>• Shape: Round</li><li>• Size: 16 feet diameter by 4 feet height</li></ul>
<b>Rotation</b>	<ul style="list-style-type: none"><li>• Banner must rotate automatically.</li></ul>
<b>Lighting</b>	<ul style="list-style-type: none"><li>• Banner must be lit with warm LED lights for greater visibility. (Please quote this component as a separate line item so the Board can decide on this separately)</li></ul>
<b>Location and height</b>	<ul style="list-style-type: none"><li>• The banner should be rigged at an appropriate location to profile the booth numbers : 423, 431, 433, 531, 631, 633 and 635. Please refer to <b>Annex D</b> for a map of the tradeshow floor.</li><li>• The Southeast Asia banner should be hung at an optimal height such that it is prominent and visible on the tradeshow floor. The successful vendor shall inform STB of the maximum height of the individual exhibitors' overhead banners such that it would not be blocked by the Southeast Asia banner.</li></ul>
<b>Design</b>	<ul style="list-style-type: none"><li>• STB to provide graphic file for exterior print (please see <b>Annex D</b> for low-res image of design). The high-res image will be provided to the successful tenderer, and the graphic design is to be finalised.</li></ul>

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### 4. PROPOSED SCHEDULE

4.1. The proposed schedule is as follows (subject to changes):

Date	Key Milestones
Early March 2020	Commencement of project and refinement of submitted proposal
	Confirmation of final Southeast Asia Banner design
	Commencement of fabrication and production of Southeast Asia banner
To be advised by show management	Installation of Southeast Asia banner
20 April 2020 (12:00nn, US Eastern Standard Time)	Complete installation of Southeast Asia banner

### 5. PAYMENT SCHEDULE

% of fees payable	Key Milestone
50%	After the acceptance and approval in writing by STB of the Southeast Asia Banner.
50%	Upon completion of project after receipt of appointed vendor's invoice.

### 6. QUOTATION SUBMISSION REQUIREMENTS

6.1. Price Schedule (Annex B). All vendors must submit their quotes in the itemised price schedule provided in Annex B. Any expenses incurred by the appointed vendor including transportation, accommodation, meals, and courier costs and any other expenses with regard to this tender shall be borne by the appointed vendor

6.2. Company Track Record. All vendors must submit the track record of your company including the company's years of business, a portfolio of past similar projects if available and contacts of references that STB may contact for verifications if required.

### 7. CONFIDENTIALITY

7.1. All vendors shall also keep in strict confidence all information disclosed or provided by STB for this tender and will not, directly or indirectly, disclose any of the provided information to any third party, with the exception of its employees, direct consultants,

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advisors and/or sub-contractors, and only to the extent strictly necessary for the purpose of carrying out the obligations under this contract.

- 7.2. Further, all vendors shall not publish or release, nor shall it allow or suffer the publication or release of, any news item, article, publication advertisement, prepared speech or any other information or material pertaining to any part of the obligations to perform under this contract in any media without prior written consent from STB.

## 8. EVALUATION CRITERIA

- 8.1. Vendors are advised that the following criteria listed shall be taken into consideration when STB evaluates this tender:

<b>Evaluation Criteria</b>	<b>Weightage (%)</b>
a) Price	80%
b) Company profile, experience and relevant track record	20%
Total	100 %

- 8.2. STB reserves the right to award the tender to the vendor who best meets the above evaluation criteria. STB is not bound to award the tender to the lowest bidder and reserves the right to award the tender in parts and not in its full totality.

## 9. QUERIES

- 9.1. For further clarifications, please contact:

Britt Ulrich  
Manager, Tourism Leisure  
Britt\_Ulrich@stb.gov.sg  
Tel: +1 212 302 4861

Jolene Seet  
Manager, Cruise Business Development  
Jolene\_Seet@stb.gov.sg  
Tel: +65 6831 3763

- 9.2. Price schedule shall be submitted to STB **via email only** to [Int\\_Procurement@stb.gov.sg](mailto:Int_Procurement@stb.gov.sg). Please **do not** send any proposals directly to Jolene Seet or Britt Ulrich.

## 10. CLOSING DATE

- 10.1 Please note the closing date/time of the submission of your proposals as indicated on the cover page of this invitation. Vendors' proposals documents submitted after the closing date and time indicated will not be accepted. No extensions will be granted unless STB's pre-approval is sought.

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**ANNEX B – PRICE SCHEDULE** [To be completed and submitted by bidders]

**QUOTATION NO.:** STB/NY2/19-20/Q53

**INVITATION TO QUOTE FOR THE PRODUCTION AND INSTALLATION OF THE  
SOUTHEAST ASIA BANNER AT SEATRADE CRUISE GLOBAL 2020**

**SCOPE OF WORKS**

Please present an itemised price schedule, using the template below. **It is mandatory to quote for all items (1 - 6).**

<b>No.</b>	<b>Item</b>	<b>Sub-total (US\$)</b>
1	Production of round hanging sign with exterior print Dimensions: 16 feet (diameter) by 4 (feet) height	
2	Lighting (Warm LED color)	
3	Transportation	
4	Rigging	
5	Installation and Dismantling	
6	Rotation mechanism	
7	Other expenses (e.g. insurance, permits etc.)	
8	Taxes/ VAT	
<b>Total (US\$)</b>		

\_\_\_\_\_  
**Company's Name**

\_\_\_\_\_  
**Authorised Signature & Date**



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### **ANNEX C – WHISTLEBLOWING FRAMEWORK**

#### **Purpose & Scope**

The Singapore Tourism Board (“the Board”) has in place a whistleblowing framework, through which the following parties may report concerns without fear of reprisal:

- a) Officers of the Board;
- b) Vendors or contractors dealing with officers of the Board under the procurement process;
- c) Stakeholders; or
- d) The general public.

These parties may report concerns within the Board relating to illegal conduct, conflict of interests, unscrupulous activities or other malpractices that are against public interest, breach of laws or regulations locally or overseas.

The Board’s whistleblowing policy and procedures:

- a) Enable and permit the Board to address and take appropriate action including, but not limited to, disciplining or terminating the employment and/or services of those responsible. For cases beyond the Board’s jurisdiction, the Board reserves the right to refer these to the appropriate external regulatory authorities.
- b) Are intended to assure the reporting party that if they raise concerns in good faith, and they reasonably believe these to be true, they will be protected from any possible reprisals. Conversely, persons who do not make reports in good faith, and whose reports are vexatious or malicious, may be subject to disciplinary actions or may have the matter referred to the law enforcement agencies.

#### **Whistleblowing Mechanism**

Concerns are to be raised in writing to the Board’s Receiving Officer at [ethics@stb.gov.sg](mailto:ethics@stb.gov.sg). The Receiving Officer is responsible for ensuring due process is complied with and that concerns raised are acknowledged and properly resolved.

As it is important for the Board to have the necessary critical information to effectively evaluate and investigate a concern, the following information would be required:

- a) Name and contact details of the whistleblower as this facilitates appropriate follow-up, investigations and also minimises the risk of vexatious / malicious reporting;
- b) Name of the party whom the whistleblower is reporting against;
- c) Nature of the concern, including parties involved, dates or period of time and any material evidence; and
- d) Other additional details that would be appropriate to substantiate the concern.

The Receiving Officer will:

- a) Acknowledge receipt of the concern from the whistleblower; and
- b) Take appropriate actions to address the concerns raised, including where necessary, recommending to the Chief Executive or the Audit Committee Chairman that a formal inquiry be conducted.

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If, at the conclusion of an inquiry, the Board determines that the concerns are substantiated and a wrongdoing has occurred, remedial action in commensuration with the severity of the wrongdoing will be taken.

The Board reserves the right to refer any concerns or complaints to the appropriate external regulatory authorities.

**Confidentiality & Safeguards**

The identity of the whistleblower will be protected and kept with utmost confidentiality. However, under certain circumstances, the Board may be under obligation to reveal the identity to parties such as lawyers or the law enforcement agencies.

The Board will not tolerate any harassment or victimisation of anyone raising a genuine concern. If a whistleblower believes that he or she is being subjected to discrimination, retaliation or harassment for having made a report under this policy, he or she should promptly report the matter to the Receiving Officer to facilitate investigation and appropriate action.



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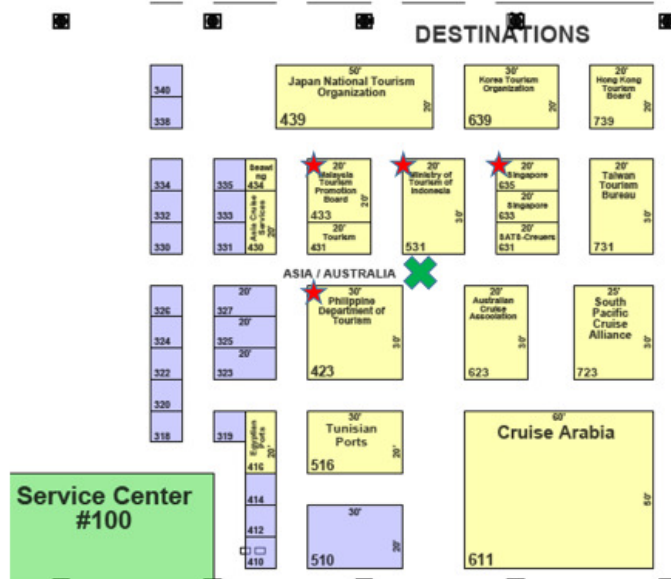
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**ANNEX D – MAP OF SEATRADE CRUISE GLOBAL TRADESHOW FLOORPLAN**

**Map of Seatrade  
Cruise Global  
Tradeshow  
Floorplan  
(zoomed-in)**

-  ASEAN countries
-  Proposed location of hanging banner



**Banner Design**

