



COLLEGIATÆ ET BASILICÆ  
HELENIANÆ  
M V S E V M

TENDER

FOR THE PROVISION OF AN AUDIO GUIDE SYSTEM AT  
THE SAINT HELEN BASILICA MUSEUM

April 2019

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|  |    |
|--|----|
| <b>Overview</b>                          | 3  |
| <b>Instructions to Tenderer</b>          | 4  |
| 1.1. Initial Consideration               | 4  |
| 1.2. Validity and Closing Date           | 4  |
| 1.3. General Conditions                  | 4  |
| 1.4. Compiling the Tender                | 5  |
| 1.5 Reservations                         | 5  |
| 1.6 Bid Bond                             | 6  |
| 1.7 Prices                               | 6  |
| 1.8. Indemnity given to Service Provider | 6  |
| 1.9. Definitions                         | 7  |
| 1.10. Criteria For Award of Tender       | 7  |
| 1.11. Language                           | 7  |
| 1.12. Law                                | 7  |
| 1.13. Specific Conditions                | 7  |
| <b>Specifications</b>                    | 9  |
| Additional requirements                  | 10 |
| Time Frames                              | 12 |
| <b>Financial Bid</b>                     | 13 |
| <b>TENDER FORM</b>                       | 14 |

## Overview

The "COLLEGIATÆ ET BASILICÆ HELENIANÆ " museum is a project carried out by the NGO "Hbieb tat-Tempju Sant' Elena". This is a speciality museum which preserves and collects priceless and important cultural heritage artefacts related to Birkirkara's heritage, especially those related to the Basilica of St Helen which is the religious and spiritual heart of one of Malta's oldest localities.

For the last 4 years, a small group of dedicated volunteers have put in their time and money in the creation of this museum. The museum is spread over an open plan area which has been sectioned into different thematic zones including,

1. History of Birkirkara
2. Priceless Religious textiles
3. Altarpieces from the renaissance period
4. Religious Silverware and artefacts
5. Ganutel items
6. Paintings.

It is planned that the museum will open its doors to the public in the third quarter of 2019.

The audio guide project is aimed at enhancing the visitor experience at the St Helen Basilica Museum, through the provision of audio guides. Visitors to the museum will be given audio guides to cover the whole museum as well as the historical Aula Kapitulari and the rest of the Basilica.

- The initial languages for the audio guides will be in Maltese and English in order to reach both the needs of local and foreign visitors. The content will give detailed explanations of various artefacts on display in the museum, aula kapitulari and the Basilica.
- Additional languages may be added in the future
- This is a request for purchase of the audio guiding system and not a lease per use.

# Instructions to Tenderer

Tenderers are hereby invited to submit their proposals for the supply of an Audio Guiding system. All recipients of the Tender Dossier shall treat the details of the document as private and confidential.

## 1.1. Initial Consideration

1.1.1. In submitting a tender, the bidder accepts in full and in its entirety, the content of this tender document, including subsequent clarifications that may be issued by the Museum, whatever the bidder's own corresponding conditions may be which the bidder hereby waives. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender document.

1.1.2. No account can be taken of any reservation contained in the tender about the tender document submitted and any disagreement, contradiction, alteration or deviation shall lead to the tender offer not being considered any further.

1.1.3. The St. Elena Museum retains ownership of all tenders received under this tender procedure. Consequently, tenderers have no right to have their tenders returned to them.

## 1.2. Validity and Closing Date

1.2.1. No tender shall be considered unless:

- It is submitted on the attached form;
- It is received later than the closing date and time stated in this tender document;
- Duly signed by the authorised person representing the Service Provider.
- The full contact details of the bidder is stated in the tender.

1.2.2. Submissions are to be addressed to:

The Saint Helen Basilica Museum  
% Bazilika Sant Elena  
1, Triq is-Santwarju  
Birkirkara

1.2.3. Bidders are to submit sealed tenders on the prescribed forms and in accordance with the specifications and conditions attached thereto shall be received at this office up to 12:00 hrs on Friday, 31<sup>st</sup>. May 2019.

## 1.3. General Conditions

1.3.1. The tendered price is for the provision of a complete audio guiding system. The museum is looking to **purchase** the system and will not consider any form of leasing proposal.

1.3.3. An appointment to view the premises may be made by contacting Mr. Emanuel Sammut on the following telephone number (+356) 79201101 or by email to: info@stelenamuseum.com

## **1.4. Compiling the Tender**

1.4.1. The tender must be completed on the accompanying Schedule Form A with all the blanks therein and all the schedules duly filled in ink and signed. Any tender that is incomplete or does not include the whole of the services covered by the specifications and by the conditions may not be considered.

1.4.2. The tenderer will bear all costs associated with the preparation and submission of the tender. The Museum will in no case be responsible or liable for such costs, expenses or losses which the tenderer may incur, whatever the conduct or outcome of the procedure.

1.4.3. Tenderers shall submit with their offer all technical literature, information sheets and detailed data, brochures, photographs, samples of materials, etc. to describe the Audio Guide System being proposed.

1.4.6. Tenderers shall furthermore submit with their tender offers:

- a detailed company profile highlighting museum services offered;
- full details of services of a similar nature that have been carried out by the Company
- samples of the audio guides offered with necessary chargers/batteries and any ancillary accessories required for their operation;

1.4.7. Tender offers shall be valid for six months.

1.4.8. Tenderers shall not retract or withdraw their tenders throughout the adjudication period commencing from the closing date fixed for the presentation of tenders. The tenders shall remain binding and may be accepted within such period by the Museum.

1.4.9. All documentation shall be in the English Language.

## **1.5 Reservations**

1.5.1. The Museum reserves the right to accept, reject or cancel any tender, wholly or in part, and to reject all offers without giving any justification whatsoever. The Museum reserves the

right to alter any quantities and/or delete any item/s from the bills of quantities when awarding the contract.

1.5.2. The Museum does not bind itself to accept the lowest bid and will not give any reason for the rejection of any tender. In no circumstances shall a Tenderer be entitled to any claim for compensation. The Tender itself does not commit or bind the Museum in any manner whatsoever.

1.5.3. The Museum reserves the right to reject bids that in its sole opinion are excessively low, and which may result in loss of quality of the services to be performed.

## **1.6 Bid Bond**

Together with the tender response the service provider must supply a bid bond for the value of €1,000 (One thousand Euro) Valid for 30 days from the tender closing date.

## **1.7 Prices**

1.7.1. Tenderers shall submit prices/rates in euros and inclusive of VAT charges and/or other taxes. Moreover, the successful Tenderer shall be bound to conform in all aspects with VAT and other fiscal legislation and regulations, and all other regulations, licensees, insurances and guarantees in connection with this tender.

1.7.2. The rates tendered shall be considered as inclusive and as covering all the services specified, as well as any other ancillary or accessory services which are contingent, complementary or indispensable for the execution of the contract in its entirety and as intended.

1.7.3. The tendered sum shall be considered as inclusive of any additional lighting required and any other equipment and materials deemed necessary for the execution of the contract. No pleas of ignorance of conditions that exist or that may be encountered in the execution of the services under this contract, shall be accepted to justify any failure or omission on the part of the Tenderer to fill in every detail and all the requirements of the said Tender document, or to claim extra payment or compensation.

## **1.8. Indemnity given by Service Provider**

1.8.1. The Service Provider shall keep the Museum harmless and at all times fully indemnified for any claim in connection with patent rights, copyrights or royalties related to the provision of the audio guide system. Moreover the service provider is to supply a public liability insurance for the value of €230,000 valid for the 3 year warranty period.

## **1.9. Definitions**

1.9.1. For the purpose of this tender document and any clarifications issued in relation to this tender the following definitions will apply:

1. “Client” or “Museum” shall mean the St Elena Museum represented by the NGO “Hbieb tat-Tempju Sant’ Elena”
2. “Service Provider” is the company/provider whose tender is accepted by the St Elena Museum
3. “Variation” any changes in the quantity of works requested for the completion of the contract.
4. “Services” refer to the provision of the audio guiding system with any ancillary services required.
5. “Site” means the area within the St Elena Basilica and the adjacent museum.

## **1.10. Criteria for Award of Tender**

1.10.1 The Contract will be awarded to the Tenderer who presents the cheapest-priced valid Tender, meeting or exceeding all Technical Specifications. A valid bid bond is to be submitted with the tender response.

## **1.11. Language**

1.11.1. The language of the tender reply is English. Any applications and attached documentation must be presented in English. Furthermore, all contacts must be concluded in the English Language, communications held in English and disputes settled in the English Language.

## **1.12. Law**

1.12.1. The laws of Malta shall apply in all matters not covered by the provisions of the contract.

## **1.13. Specific Conditions**

1.13.1. The service provider is to ensure that the supplied “Audio Guiding System” shall be functional at all times and be free from any defects which will prevent their correct utilization for a minimum period of 3 years. Replacement of Audio Guide Units should be made at the disposal of the Museum at all times. A 10% buffer is required.

1.13.2. The service provider is to deliver the Audio Guide System within a period of 3 months from the signing of the contract. The Service Provider will incur a penalty of one hundred and fifty Euro (€150) for each day of delay. In any case, delivery period must not

exceed six (6) months from the Letter of Commencement. The museum reserves to right to cancel the supply contract with the service provider should the stipulated delivery period exceeded the limits stated above, without prejudice to all rights of the Museum against the Service Provider, including for the payment of the stipulated penalty for delay, without any deduction, and compensation for damages caused



## Specifications

The following are the technical specifications for a complete Audio Guide system, including ancillary services.

|    | General Specification   | YES |
|----|---|-----|
| 1  | Qty of Audio guides required x 36   |     |
| 2  | State Manufacturer, Series, Model   |     |
| 3  | Year model was designed   |     |
| 4  | 3 yr warranty   |     |
| 5  | Supply gantt chart for implementation of project  |     |
| 6  | Develop and produce a 1hr audio tour, based on approximately 30 info points   |     |
| 7  | Audio guide content should be developed in 2 languages - English and Maltese  |     |
| 8  | To state if voiceovers for the selected languages will be by native speakers.                                       |     |
| 9  | Non obtrusive hardware to act as docking and recharging facilities for the audio guides                             |     |
| 10 | Specify cost (per minute of recording / language) for the development of additional content related to new displays |     |
| 11 | Specify Cost per additional language for future development.  |     |
|    | Technical Specifications  |     |
| 12 | Audio Format MP3 audio  |     |
| 13 | Minimum Audio Sample rate 44.1kHz   |     |
| 14 | Minimum Audio Bit Rate 16   |     |
| 15 | Minimum recording storage 4GB   |     |
| 16 | Built in Speaker  |     |
| 17 | Minimum number of languages supported 16  |     |
| 18 | Graphic Display   |     |
| 19 | Brail touchpad  |     |

|    |   |  |
|----|---|--|
| 20 | Embedded RF, IR or RFID trigger                                 |  |
| 21 | IP 54 rating  |  |
| 22 | Ability to play audio info about any point on the tour randomly |  |
| 23 | Reusable headphones   |  |
| 24 | Easy sanitisation   |  |
| 25 | Security feature to prevent unauthorised removal from system    |  |
| 26 | 8hr battery life without charging                               |  |
| 27 | Fast battery recharge   |  |
| 28 | Full battery recharge in 6 hrs                                  |  |
| 29 | Lanyard supply  |  |
| 30 | Shockproof  |  |

## **Additional requirements**

### **Script and Translations**

The main script will be in English. This script will be supplied by the museum but the service provider will need to adapt the supplied script to fit the requirements of the audio guide. The script will be supplied in English and will need to be translated to Maltese. The service provider will be involved in some research related to the content production.

### **Audio guide recordings**

The service supplier is to ensure that the audio recordings for each point will have ambient sounds and music to enhance the narration recording. The service provider is to involve the museum's project manager at all stages of the production.

### **Audio Guide Point Signs:**

Design and production of 36 wall signs indicating the audio points (to be produced on 8mm PVC - size 12cm x 12cm). In areas where it is not possible to fix the sign to the wall, service provider will be asked to produce an alternative free standing version.



*Above design is for illustration purposes only  
Actual design may vary*

### **Training**

The service provider is to offer training to the museum staff to ensure, proper operation of the audio guide system, maintenance, sanitisation etc.

### **Digital Signage**

Service provider is to supply a free standing digital screen which will play looping adverts promoting the museum, the audio guides and their use in the museum entrance. The looping media digital signage unit will have a media player which will allow the updating and easy scheduling of content. The free standing unit must have a small footprint of not more than 80 cm x 80 cm. Service provider is to supply promotional video and graphics to be played on this unit.

### **Launch event**

Service Provider is to provide catering (light finger food, refreshments and waiter service for the project launch event to cater for not more than 75 persons, approximate duration 1.5hrs)

## Time Frames

| Date                       |   |
|----------------------------|---|
| 10 <sup>th</sup> . May     | Publication of tender                         |
| 22 <sup>nd</sup> May: noon | Last date for request for clarifications      |
| 24 <sup>th</sup> May       | Last date for clarifications issued by Museum |
| 31 <sup>st</sup> May: noon | Closing date for tender submission            |

## Financial Bid

The Museum is inviting service providers to supply an Audio guide system as per specification listed above. System is to include:

- 36 Audio Guide units and related supplies
- Charging stations
- Recording and content production in 2 languages of content (including improvements in script and translation)
- 30 wall signs indicating the audio points
- Training

| Tenderer's details  |  |
|---------------------|--|
| Company Name        |  |
| Address             |  |
| Telephone           |  |
| Email               |  |
| Website             |  |
| Name and Surname    |  |
| Position in Company |  |

| Details  | Price inc 18% Vat |
|--|-------------------|
| Supply of Audio guiding system and related services as per specifications provided above |                   |
| Option 1 - Price per / min for recording updates   |                   |
| Option 2 - Price per additional language   |                   |

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Company Stamp

## Tender Form

Audio Guiding System and related services for the "COLLEGIATÆ ET BASILICÆ HELENIANÆ " museum.

With reference to Tender No STE/152019/1 published by COLLEGIATÆ ET BASILICÆ HELENIANÆ " museum, Bikrikara, and to the terms of the conditions therein mentioned and those thereto attached;

I/We ..... (Name of firm/company/Co-operative or individual making the tender to be entered in block letters) confirm to undertake, if our Tender is accepted, to deliver the units within the number of months set out in the Specific Conditions from the date of issue of the Letter of Commencement.

I/We declare that we have examined and accepted the General Conditions, Obligations of the Service Provider, Specifications, Financial Offer and Schedule for the supply of the above-mentioned audio guide service, I/we, the undersigned, offer to deliver such service and remedy any defects therein in conformity with the General Conditions, Obligations of the Service Provider, Specifications, and Financial Offer as specified in the attached Schedule.

I/We undertake that this tender shall not be retracted or withdrawn for a period of one year from the final date for submission of the tender.

I/We note that the museum is bound to proceed with this invitation to tender and that it reserves the right to cancel or award only part of the contract without giving reasons. The museum will incur no liability towards me/us should it do so.

I/We understand that the Museum is not bound to accept the lowest price or rates of any tender that may be received.

Should my/our offer be accepted, the tender document, the tender form, attached agreement, the Museum's Letter of Acceptance, Letter of Commencement shall constitute a binding contract between the two parties.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2019

Signature \_\_\_\_\_ in the capacity of \_\_\_\_\_

Duly authorized to sign tenders for \_\_\_\_\_