



27 March 2017

TO: Prospective Proposers

Dear Sir/Madam,

RFP REFERENCE: SPD17/1140101

Design, Development, Supply, Configuration, Commission and Maintenance of Client Management System for SPD

Invitation to Propose

1. You are invited by SPD (hereinafter referred to as “the Society”) to submit an RFP for the supply of goods and/or Services mentioned above. The RFP documents are available online for printing at <http://www.spd.org.sg>.

Date: 27 March 2017 to 27 April 2017

RFP Briefing

2. The RFP briefing will be held for all prospective proposers at the date, time and venue specified below:

Date: 28 April 2017

Time: 1000 hours to 1200 hours

Venue: Board Room (Level 3), 2 Peng Nguan Street, SPD Ability Centre, Singapore 168955

3. Attendance of the site briefing is compulsory for participation in this proposal.

RFP Closing

4. The closing date for the RFP is specified below:

Date: 26 May 2017

Time: 1800 hours

Only original proposal forms will be accepted and late submissions will not be considered.

RFP Specifications

5. The scope and nature of this RFP are specified in PART 2.

Eligibility and Evaluation Criteria

6. Your RFP will be evaluated based on the eligibility and evaluation criteria specified in PART 4: ELIGIBILITY AND EVALUATION CRITERIA

Submission of RFP

7. Your RFP offer must be submitted in accordance with PART 1 SECTION A: INSTRUCTIONS TO PROPOSERS and PART 3: GUIDELINES FOR RFP. Documents must be submitted before the closing date and time. Late submission will NOT be accepted.

Enquiries

8. Any queries regarding this RFP should be made directly to:

Colin Kee, Senior IT Executive

Telephone: 6579 0737

Email: colin_kee@spd.org.sg

9. The Society's registered Address is:

SPD, 2 Peng Nguan Street, SPD Ability Centre, Singapore 168955.

Enclosed Documents

10. This request for proposal includes the following documents:

Contents

PART 1 SECTION A: INSTRUCTIONS TO PROPOSERS.....	3
PART 1 SECTION B: CONDITIONS OF CONTRACT	14
PART 1 SECTION C: CONDITIONS OF SOFTWARE SUPPORT AND MAINTENANCE	39
PART 2 SECTION A: SCOPE OF REQUIREMENTS.....	42
PART 2 SECTION B: FUNCTIONAL REQUIREMENTS.....	47
PART 2 SECTION C: TESTING, IMPLEMENTATION AND TRAINING.....	50
PART 3: GUIDELINES FOR RFP	57
PART 4: ELIGIBILITY AND EVALUATION CRITERIA	63
PART 5: FORM OF RFP.....	65

PART 1 SECTION A: INSTRUCTIONS TO PROPOSERS

ALL RIGHTS RESERVED. THIS DOCUMENT SHOULD NOT BE REPRODUCED IN ANY FORM OR BY ANY MEANS WITHOUT THE PRIOR PERMISSION OF SPD.

THE INFORMATION GIVEN IN THIS DOCUMENT IS NOT TO BE COMMUNICATED, EITHER DIRECTLY OR INDIRECTLY, TO THE PRESS OR TO ANY PERSON NOT AUTHORISED TO RECEIVE IT.

1. INTERPRETATION

The meaning and definition of terms used in these Instructions to Proposers shall be the same as those found in the PART 1 SECTION B: CONDITIONS OF CONTRACT of this Invitation to RFP, unless they are otherwise specifically defined in these Instructions to Proposers.

2. ELIGIBILITY

- 2.1. All persons or entities that are debarred from participating in public sector RFPs are disqualified from participating in this RFP. Where a Proposer is debarred after the submission of RFP, the Proposer shall not be considered for the award of the RFP. If for any reason the Society awards the Contract to any such persons or entities, the Society may, at any time, rescind the Contract. In such an event, the Society shall not be liable for any damages or compensation to such persons or entities.
- 2.2. Proposers are to note that if they submit a RFP Offer, notwithstanding that they are debarred from participating in public sector RFPs, they are making a false representation to the Society that they are not disqualified from participating in this RFP. Making such a false representation is a criminal offence punishable with fine and imprisonment.

3. SUBMISSION OF RFP

- 3.1. The Proposer shall complete the prescribed PART 5: FORM OF RFP without any alterations and submit the same in strict compliance with the instructions contained in this RFP.
- 3.2. The Proposer's RFP are to be in the formats prescribed in the PART 3: GUIDELINES FOR RFP and shall be attached to and submitted together with the Proposer's completed PART 5: FORM OF RFP. The Proposer's RFP shall also strictly follow all the instructions contained in this RFP (including without limitation these Instructions to Proposers, PART 2, and PART 3: GUIDELINES FOR RFP).
- 3.3. All the prices and charges (for both mandatory and option items) quoted in the Cost Schedules of the Proposer's Proposal shall be stated clearly. All the requirements specified in the Requirement Specifications shall be quoted for unless otherwise stated in the Requirement Specifications.
- 3.4. Proposers shall submit their RFPs in accordance with the following mode(s) of submission:

Information in RFP	Mode of Submission
<p>1. The Form of RFP (in the prescribed format) together with the following documents attached, all of which shall be duly completed, signed and stamped by the Proposer (where required):</p> <p>(a) the cost schedules; (b) the RFP proposal; and (c) the statement of compliance</p> <p>Note: The aforementioned cost schedules and RFP proposal shall comply with all the requirements contained in PART 3: GUIDELINES FOR RFP and these Instructions to Proposers.</p>	<p>The prescribed forms and other specified documents shall be submitted to the Society in a sealed envelope labeled with</p> <p>RFP REFERENCE: SPD17/1140101 “PROVISION OF CLIENT MANAGEMENT SYSTEM (CMS) FOR SPD”</p> <p>and delivered by hand into the ‘CMS Tender Box’ located at :</p> <p>The Reception (Level 1) 2 Peng Nguan Street, SPD Ability Centre, Singapore 168955</p>

3.5. The RFP must include an address where, in the event that any notice request, waiver, consent or approval required to be sent can be directed to.

3.6. All items which are necessary for the System such as the latest version of the relevant manuals, reference materials etc., must be included in the Proposer’s RFP proposal.

3.7. The Society reserves the right to reject RFPs not submitted in accordance with the mode(s) of submission specified in the Instructions to Proposers.

3.8. Only one RFP per company/business will be accepted.

4. COMPLIANCE WITH INSTRUCTIONS

RFP Offers will be accepted only if submitted according to the instructions contained and in the form(s) prescribed in the RFP. Any RFP which attempts to vary the prescribed PART 5: FORM OF RFP or PART 1 SECTION B: CONDITIONS OF CONTRACT of this RFP is liable to be rejected. In consideration of the Proposer agreeing to abide by these Instructions to Proposers, the Society shall evaluate the RFP fairly and in accordance with these Instructions.

5. VALIDITY PERIOD

5.1. RFPs submitted shall remain valid for acceptance for the Validity Period specified in the RFP and during such extension of the period as may be mutually agreed.

6. WITHDRAWAL OF RFP

6.1. No RFP may be withdrawn after the closing date prescribed in the RFP. Any Proposer who attempts to do so may, in addition to any remedy which the Society may have against him, be liable to be debarred from future RFPs of the Society.

7. REQUIREMENT SPECIFICATIONS

- 7.1. The System and Services offered by the Proposer in his RFP shall conform to the Requirement Specifications stated in PART 2 of this RFP. The Proposer shall ensure accuracy of the information provided.
- 7.2. The Proposer shall include as part of his RFP proposal, a statement of compliance and all other information and documents as required under the Guidelines for RFP set out in PART 3 of this RFP, and these Instructions to Proposers.

8. RFP PRICE

The Proposer shall quote in Singapore Dollars in his offer the all-in firm prices for all the items of his proposed System and any other Services and works required by the Society as specified in the Requirement Specifications (PART 2 of this RFP) based on the payment terms set out in PART 1 SECTION B: CONDITIONS OF CONTRACT .

8.1. The quote shall:

- 8.1.1. itemise the price of all the items which comprise the System and all other works and Services (as required by the Society and specified in the Requirement Specifications);
 - 8.1.2. include all the items of Software and Licenses which are required for the operation of the System so that the System will provide the facilities and functions set out in the Requirement Specifications; and
 - 8.1.3. include maintenance and support Services for the System during the System Warranty Period.
- 8.2. The prices quoted by the Proposer in his RFP shall be held firm for a period of TWELVE (12) calendar months from the expiry of the System Warranty Period. During this period the Society may purchase additional items, equipment or Services which prices are itemised at the relevant prices quoted in the RFP.

9. GOODS AND SERVICES TAX

- 9.1. Proposers shall not include in the rates and prices proposed in their RFPs, the Goods and Services Tax ("GST") chargeable for the supply by the Proposer to the Society of goods, Services or works required in the RFP. All rates and prices quoted shall be exclusive of the GST. The Society shall, where applicable, reimburse the successful Proposer any GST charged on the supply by the successful Proposer to the Society of goods, Services or works.

10. GST REGISTRATION

- 10.1. The Proposer shall declare his GST status in his RFP. He shall clearly indicate whether he is, or whether he will be a taxable person under the Goods and Services Tax Act. He shall, if available, furnish the GST registration number to the Society.
- 10.2. A Proposer who declares to be a non-taxable person under the Goods and Services Tax Act but who becomes a taxable person after acceptance of his RFP shall forthwith inform the Society of his change in GST status. He shall be entitled to reimbursement by the Society of any GST charged on the supply by him of goods, Services or works, where such supply takes place after his change in GST status.

11. SUFFICIENCY OF RFP PRICE

- 11.1. The Proposer shall satisfy himself before making the RFP as to the correctness and sufficiency of his RFP for the supply of the System and all matters and things necessary for the proper execution and completion of the supply including any duties, customs and excise, licenses, transport and insurance expenses.
- 11.2. The Proposer shall notify the Society in writing of any ambiguity, discrepancy, conflict, inconsistency or omission in or between any of the Contract documents that may at any time be found. If the Proposer discovers any ambiguity, discrepancy, conflict, inconsistency or omission in any Contract document, the Proposer shall notify and seek clarification about the same from the Society at least ten (10) calendar days from the closing date of this RFP.
- 11.3. The Proposer shall be held to have been thoroughly acquainted by his own independent observations and enquiries with the nature, extent and practicality of the Works and all other matters which can in any way influence his RFP price.
- 11.4. The RFP price shall be deemed to have included the delivery of all items to meet the requirements as specified in PART 2 irrespective of whether such items have been listed or priced in the RFP Proposal. No requirements specified in PART 2 shall be excluded unless explicitly stated by the Proposer.

12. COMMISSIONING DATE

- 12.1. The Proposer shall include in his RFP, a programme for the delivery, installation and commissioning dates of System Software and licenses and the length of time required for the respective Phases to be commissioned from the date of issue of Letter of Acceptance for the RFP.

13. DOCUMENTATION

- 13.1. On the written request of the Society, the Proposer shall supply and deliver up to **THREE (3) copies** of the full and comprehensive documentation on all aspects of the Systems and Services proposed in the RFP Offer, including documentation to be used for planning, design, installation, operation, maintenance, administration, training

and quality assurance purposes. The Society shall have the right to request for softcopies in MS Word in addition to or in place of hardcopies.

- 13.2. All key documentation shall be supplied on or before delivery of the proposed System. The Proposer shall also include a delivery schedule for the documentation in his RFP proposal.

14. SPECIFICATIONS, PATTERNS, SAMPLES OR DRAWINGS

- 14.1. Where the RFP specifies that specifications, patterns, samples or drawings; e.g. of goods and/or packages, shall be submitted as evidence of the type and quality of items offered in the RFP, such samples or drawings shall be delivered at the Society before the RFP closing date and should be marked clearly with the RFP number, item number and the name of the Proposer. Where samples or drawings are required, failure to provide the required samples or drawings before the closing date may render the RFP liable to be disqualified.
- 14.2. The Society shall not be obliged to return any samples or drawings to the Proposer. Notwithstanding the above, risk of loss or damage to the samples shall at all times remain with the Proposer and where the samples are to be subject to destructive testing, such samples shall not be returned to the Proposer.
- 14.3. All costs, including but not limited to all shipping and transportation duties incurred in providing and delivering such samples or drawings to the Society shall be borne by the Proposer.

15. LANGUAGE

- 15.1. The RFP including the attached RFP proposal and all data, documents, catalogues etc. contained therein must be written in easily comprehensible English Language.

16. CONFIDENTIALITY

- 16.1. Except with the consent in writing of the Society the Proposer shall not disclose this RFP, or any of its provisions, or any specifications, plans, drawings, patterns, samples or information issued by the Society.
- 16.2. The Society may require an unsuccessful Proposer to return any specifications, plans, drawings, patterns, samples or instructions issued by the Society.

17. OWNERSHIP OF RFP DOCUMENTS

- 17.1. All documents submitted by the Proposer in response to the RFP shall become the property of the Society. However, intellectual property in the information contained in the RFP shall remain vested in the Proposer. This Clause is without prejudice to any provisions to the contrary in any subsequent contract between the Proposer and the Society.

18. ALTERATION, ERASURES OR ILLEGIBILITY

18.1. Except for amendments to the entries made by the Proposer himself which are initialed by the Proposer, RFPs bearing any other alterations or erasures and RFPs in which prices are not legibly stated are liable to be rejected.

19. SOCIETY'S CLARIFICATIONS OF RFP

19.1. In the event that the Society seeks clarification upon any aspect of the RFP, the Proposer shall provide full and comprehensive response within TWO (2) working days of notification.

20. EXPENSE OF PROPOSER

20.1. In no case will any expense incurred by a Proposer in the preparation of his RFP be borne by the Society.

21. NOTIFICATION

21.1. Notification will not necessarily be sent to unsuccessful Proposers by the Society.

22. APPLICABLE LAW

22.1. All RFPs submitted pursuant to this RFP and the formation of any resulting contract shall be governed by the Applicable Law Clause in the Conditions of Contract (Part 1, Section B of this RFP).

23. TRAINING

23.1. The Proposer shall submit to the Society a full and comprehensive training proposal in his RFP proposal. The Proposer's attention is drawn to the PART 2 of this RFP.

23.2. The cost of training should be included in the price quoted for the proposed System. A cost breakdown of the details shall be given including the cost of tuition, location and other elements of the cost of training where applicable.

24. EXPERIENCE OF PROPOSER

24.1. Proposers shall provide full information on their capital resource, manpower resource, assets, production capacity, technical tie-up with any country or companies and all other information required under the RFP together with the RFP to enable the Society to ascertain their capacity to fulfill the proposal attached to their RFPs.

24.2. The Proposer shall provide a brief write up of his business activities for business operations in Singapore, or if this is not available, business operations in other parts of the world.

24.2.1. The Proposer shall furnish full particulars including names of organisations which have been supplied with its offered products as well as quantities supplied within the last TWO (2) years.

24.2.2. The Proposer must submit all names and particulars of its personnel assigned to the contract for vetting by the Society. Such personnel shall not commence work on the contract unless approval is given in writing by the Society.

25. CANVASSING

25.1. Canvassing shall render the RFP invalid. In the event of any canvassing being discovered after the acceptance of RFP, the Society shall be entitled to rescind the contract entered into pursuant to such RFP, without the Society being liable therefor in damages or compensation.

26. ACCEPTANCE OF RFP

26.1. The Society reserves the right not to accept the lowest priced or incomplete RFP or any RFP, and shall not be bound to assign any reason therefor.

26.2. When accepting the RFP, the Society may;

26.2.1. exclude Software Support and Maintenance from the Contract; or

26.2.2. accept the whole or any part(s) of the RFP;

26.2.3. and the Contract Price shall be adjusted in accordance with the cost schedules set out in the RFP.

26.3. The issue by the Society of a Letter of Acceptance accepting the RFP or part of the RFP shall create a binding contract on the part of the Proposer to supply to the Society the goods and/or Services offered in the RFP. The contract shall be governed by PART 1 SECTION B: CONDITIONS OF CONTRACT.

26.4. A Letter of Acceptance of the Proposer's offer shall be issued to the successful Proposer's address as given in his RFP, by hand or by soft copy.

26.5. The Society reserves the right to accept the offer(s) of one or more Proposer(s).

27. OMISSIONS/ERRORS

27.1. Proposers are advised to study the RFP very carefully before finalizing their offer(s) for submission. The onus is on the Proposer to ensure that a complete offer is submitted.

27.2. The Society shall not entertain any request made after the RFP has closed for bid variation or submission of additional quotes for items left out in the original submission on any ground whatsoever.

27.3. The Proposer shall be solely responsible for all such omissions/errors.

28. INVALID RFPS

28.1. RFPS received after the stipulated closing date and time of this RFP shall be disqualified.

29. COPYRIGHT

29.1. The Society reserves to itself all copyrights in this RFP.

30. DEMONSTRATION OF CLAIMED CAPABILITIES

30.1. The Proposer shall at the request of the Society, at its own expense prepare and conduct locally, demonstrations/presentations to substantiate the System capabilities and the Proposer's support capabilities as described in the RFP.

30.2. The Society reserves the option to request the Proposer to make available all the necessary equipment to enable the Proposer to demonstrate its claim.

30.3. The Proposer shall make available as stipulated in Clause 36.1, one or more sets of the proposed System for the purpose of evaluation.

30.4. At any time after the submission of the RFP, the Proposer shall, at the request of the Society, at its own expense prepare and conduct preferably in Singapore, benchmark test to substantiate his proposed System's capabilities.

30.5. The data to be used by the Proposer for any benchmark test shall be supplied by the Society.

31. AGENCY

31.1. The Society reserves the right not to accept RFP submitted by an agency on the Principal's behalf.

32. CONSORTIUM

32.1. As used in this RFP, "Consortium" means an unincorporated joint venture through the medium of a consortium or a partnership. The Society reserves the rights not to accept RFP submitted by a Consortium.

33. OPTION FOR MAINTENANCE

33.1. The Proposer must also include in his RFP, an option for the support and maintenance of the System during the Life Span of the System and the Proposer's attention is drawn to the Conditions for Application Software Maintenance and Support in PART 1 SECTION C: CONDITIONS OF SOFTWARE SUPPORT AND MAINTENANCE.

33.2. The successful Proposer may, at the Society 's option, be required to enter into a maintenance agreement with the Society after the expiry of the System Warranty Period and on terms no less favorable to the Society than those contained in the Conditions for Application Software Maintenance and Support in PART 2 SECTION C: TESTING, IMPLEMENTATION AND TRAINING

33.3. This option for maintenance shall be valid for a period of SIXTY (60) calendar months commencing from the expiry of the System Warranty Period. This option, if exercised by the Society, shall be based on terms no less favorable to the Society than those contained in PART 1 SECTION C: CONDITIONS OF SOFTWARE SUPPORT AND MAINTENANCE and any other terms that may be mutually agreed in writing.

34. ADDITIONAL CONDITIONS

34.1. The Society reserves the right to issue supplementary RFP terms and conditions of Contract at any time prior to the closing date of this RFP.

34.2. Any additional information or clarification of any part of the RFP offer submitted in writing by the Proposer prior to signing of the agreement which do not derogate from the Society's rights under the terms and conditions specified and implied in PART 1 of this RFP shall form part of the Proposer's offer and if accepted by the Society shall become part of the Contract.

34.3. No action or communication by the Society or the Proposer pursuant to this clause shall have the effect of revoking or invalidating the Proposer's original RFP offer.

35. ACCEPTANCE TEST PROCEDURES

The Proposer must submit in his RFP, Acceptance Test Procedures, in accordance with Acceptance Test Procedures of PART 1 SECTION B: CONDITIONS OF CONTRACT.

36. ENQUIRIES

36.1. Should a Proposer have any enquiries on any aspect of this RFP, he should write to or call the contact person as stated in the RFP at least Ten Calendar (10) days from the closing date of this RFP.

36.2. No oral representation shall be accepted or construed as modifying or varying any of the provisions, terms or conditions in this RFP, or binding on the Society.

37. PAYMENT THROUGH INTERBANK GIRO

37.1. The Proposer shall indicate clearly in his RFP, whether he wishes to be paid by Interbank GIRO once the project is completed and accepted by the Society.

37.2. If the Proposer indicates that he wishes to be paid by Interbank GIRO, a direct credit authorization form (DCA) would have to be filled up.

37.3. All bank charges associated with payment by Interbank GIRO shall be borne by the Proposer.

38. RFP BRIEFING

38.1. All Proposers must attend the RFP briefing. Proposers are required to confirm their attendance by email which must arrive at least five working days before the briefing date. Proposers shall indicate the number of people attending the briefing, their names and designations.

38.2. The Proposer who fails to attend the RFP briefing will be disqualified from participating in this RFP and his submission shall be deemed withdrawn.

39. SHORTLISTING PROPOSERS

39.1. The Society reserves the right to shortlist Proposers in accordance with the criteria set forth in the RFP; and give those so shortlisted the opportunity to submit new or amended RFPs on the basis of the Society's revised requirements, in accordance with a common deadline.

39.2. The RFPs received based on the firm and updated requirements shall form the basis of the final RFP evaluation. The RFPs received in the final round shall be complete and comprehensive, and shall over-ride all RFP proposals previously submitted. The final offer shall not make references to previous offers. All the RFP proposals received in the previous rounds shall be treated as lapsed. Such final offers shall be submitted in sealed envelopes and submitted to the Society as instructed.

PART 1 SECTION B: CONDITIONS OF CONTRACT

ALL RIGHTS RESERVED. THIS DOCUMENT SHOULD NOT BE REPRODUCED IN ANY FORM OR BY ANY MEANS WITHOUT THE PRIOR PERMISSION OF SPD.

THE INFORMATION GIVEN IN THIS DOCUMENT IS NOT TO BE COMMUNICATED, EITHER DIRECTLY OR INDIRECTLY, TO THE PRESS OR TO ANY PERSON NOT AUTHORISED TO RECEIVE IT.

1. INTERPRETATION

1.1. In this Contract (as hereinafter defined), the following words and expressions shall have the meanings hereby assigned to them except where the context otherwise requires:

“Service Acceptance Date” means the date on which the System is accepted by the Society, which is 72 days after Commissioning Date for the respective Phase, provided Performance Guarantee Period for that Phase is not extended.

“Acceptance Tests” means the tests to be conducted on the System pursuant to Clause 19 - Acceptance Tests.

“Application Software” means the computer programs proposed in the Contractor’s RFP hosted in cloud or for installation in the Hardware and in conjunction with the System Software, as being capable of meeting or exceeding the requirements in the Requirement Specifications.

“Adviser” means the person or body appointed by the Society with the authority to deal with the Contractor and the Sub-contractors for and on behalf of the Society in all matters (legal, technical or otherwise) in relation to this Contract. The Society may change the appointment of the Adviser from time to time.

“System” means the licenses, software and platform proposed in the Contractor’s RFP as being capable of meeting or exceeding the requirements in the Requirement Specifications.

"Background Information" means Technical Information which:

- is pre-existing at the date of the Contract or Technical Information subsequently brought into existence other than as a result of the performance of the Contract; and
- is embodied in, or attaches to, the software or parts thereof or is otherwise necessarily related to the functioning of the software or parts thereof.

"Background IP" means Intellectual Property which is created prior to or independently of this Contract that is related to the System or any part thereof.

“Commercial Off-The-Shelf Software” or “COTS” means software that is commercially available to the general public and that can be used with little or no modification.

“Contract” includes the Instructions to Proposers, the Conditions of Contract, the Requirement Specifications, the Schedules, the Contractor's RFP, the Letter of Acceptance and any other documents agreed to by the Society in writing, amplifying or modifying the said RFP and proposals.

“Contract Price” means the sum payable to the Contractor based on the relevant prices stated in the Contractor’s RFP as accepted by the Society in its Letter of Acceptance, for the supply, delivery, installation, testing, commissioning and maintenance of the System and for the performance of works and Services under this Contract and where the sum proposed has been varied by written agreement of the Parties it shall refer to such varied sum.

“Contractor” means the person, firm or company whose RFP has been accepted by the Society for this project. It includes the Contractor's duly appointed Representatives, Project Managers, successors and permitted assignees and where the context so admits shall include the Contractor's employees, agents and Subcontractors.

"Foreground Information" means Technical Information which results from or is otherwise created pursuant to or for the purpose of the performance of the Contract or a subcontract as the case may be.

"Foreground IP" means Intellectual Property which results from or is generated pursuant to or for the purpose of this Contract.

“IP” means intellectual property and shall include patents, copyright, industrial design and integrated circuit topography.

"RFP" means the invitation to participate in this RFP and comprises all RFP documents forwarded to the Proposer inclusive of the Covering Letter, Form of RFP, Instructions to Proposers, Conditions of Contract, Requirement Specifications, Evaluation Criteria and any other documents and forms enclosed.

“Letter of Acceptance” means the letter issued by the Society accepting the Contractor's RFP.

“Licensee” means the Society.

“Maintenance Services” means the Services required (in accordance with the terms set out in the Terms and Conditions for System Maintenance and Support in PART 1 SECTION C: CONDITIONS OF SOFTWARE SUPPORT AND MAINTENANCE and in the Requirement Specifications) to maintain System (including those that may not be developed by the Contractor).

“Party” means either the Society or the Contractor and “Parties” means both the Society and the Contractor.

“Performance Guarantee Period” means the Period of 72 working days after Commissioning.

“Person” includes any individual, companies and association or body of person, whether corporate or unincorporated.

“Phase” means the development stage of the System with its own Stages of Implementation. Phase 1 is for Data Consolidation of all SPD programmes into a single system and Phase 2 is to enhance the system with Case Management functions, Service, Workflow and Staff Management features.

“Project Manager” means the person designated by the Contractor pursuant to Clause 11.2 - Project Management, primarily responsible for directing and coordinating the project ensuring the System is capable of meeting or exceeding the requirements stated in the Requirement Specifications.

“Representative” means the person appointed by the Society to supervise and liaise with the Contractor, the Contractor’s Project Manager and any persons appointed by the Society’s Representative to assist him or perform such duties or functions as may be delegated to him by the Society’s Representative.

“Requirement Specifications” means:

- the specifications issued by the Society to the Contractor for the purpose of inviting the Contractor to submit its RFP Offer for the supply, delivery, installation, testing, commissioning and maintenance of a fully operational System and for the provision of all other works and Services required in connection with all the aforesaid, as set out in this RFP; and
- any amendments thereto or any other requirements and specifications as may be mutually agreed in writing between the Parties.

“Services” shall mean all works and Services to be performed by the Contractor in accordance with this Contract; including but not limited to software development, integration.

“Site” shall mean the locations where the various parts of the System are to be installed as stated in the Requirement Specifications or where Maintenance Services are to be provided.

“Society” means SPD.

“Software” means all software including but not limited to System Software, Licenses, System, Application Software, and utility programs proposed by the Contractor as being capable of meeting or exceeding the requirements in the Requirement Specifications.

“System” means the computer System proposed by the Contractor as being capable of meeting or exceeding the requirements stated in the Requirement Specifications. The System shall include but not limited to the following components:

- All Platforms required for the System to meet the Requirement Specifications and the proposal attached to the Contractor’s RFP. All hardware or Platform components in the System shall be capable of working in combination with one another.

- All Software, Application Development Tools or Utilities required for the System to meet the Requirement Specifications and the proposal attached to the Contractor's RFP. All software components in the System shall be capable of working in combination with one another.
- All documentation, training and related materials required for the System to meet the Requirement Specification and the proposal attached to the Contractor's RFP.
- The Platform, Software and System components in System must also be capable of working in combination with one another. For the avoidance of doubt, System shall include existing System, hardware and/or software (including Commercial Off-the-shelf Software that is commercially available to the general public and that can be used with little or no modification) used or owned by the Society including those that may not have been developed by the Contractor.

"System Warranty Period" shall have the meaning given to it in clause 23 - System Warranty Period.

"Technical Information" includes inventions, confidential information, know-how, trade secrets and, in particular, all information concerning equipment and software (including firmware) pertaining to design, manufacture, maintenance, installation, operation and use, in whatever form including drawings, charts, manuals, schematic representations, software listings in source and object code.

"RFP" means an offer submitted by the Proposer in response to and in accordance with the RFP, for the purpose of entering into this Contract with the Society, and shall include all the cost schedules, implementation plans, Proposer's company financial profile and RFP proposal attached to the offer.

"Proposer" means a person of the company who has submitted a RFP in response to, and in accordance with the RFP.

"Works" means the works to be executed in accordance with this Contract including all permanent and temporary works and any equipment to be supplied, delivered and installed under this Contract.

"Working day" means every day except for Sundays and Public Holidays.

1.2. Words importing the singular shall also include the plural and vice versa where the content requires.

1.3. The headings in this Contract are for convenience of reference only and shall not be deemed to be part of this Contract or be taken into consideration in the interpretation or construction of this Contract.

- 1.4. Unless otherwise provided, any reference to any statute or legislation shall be deemed a reference to such statute or legislation as amended from time to time and be deemed to include any subsidiary legislations made thereunder.
- 1.5. The Annexes and Schedules mentioned in and attached to this Contract shall form an integral part of this Contract.

2. CLAUSE REFERENCES

- 2.1. All references herein to clauses, unless otherwise expressly stated, are references to clauses numbered in this Conditions of Contract and not to those in any other document forming part of this Contract. Where a clause number is quoted, then reference is being made to that clause bearing that clause number and to all the sub-clauses if any, under that same clause number.
- 2.2. References to provisions in the other documents forming part of this Contract shall be identified by the number of the Paragraph (“Para”), Schedule (“Sch”) or Chapter (“Chp”) as the case may be followed by a description of the document referred to.
- 2.3. Where the provision number is stated without a description of any document then it refers to the provision so numbered in the document where the reference appears.

3. PRODUCTS AND SERVICES TO BE PROVIDED BY CONTRACTORS

3.1. The Contractor hereby agrees to :

- 3.1.1. supply the System to the Society free from all encumbrances;
- 3.1.2. prepare the Site for installation or configuration;
- 3.1.3. provide the System ready for use by the Stipulated Commissioning Date of the respective phase;
- 3.1.4. provide the documentation for the users and System administrators;
- 3.1.5. provide training for the users to use the System efficiently;
- 3.1.6. provide maintenance for the System commencing from the setup of the System until the end of the System Warranty Period of the respective phase, and
- 3.1.7. provide all other works and Services specified by this Contract, upon the terms and conditions hereinafter contained.

3.2. Option for Commercial Off-the-shelf Software to be provided by Contractor.

- 3.2.1. The Society shall have an option to purchase Commercial Off-the-shelf Software from the Contractor at the relevant prices stated in the Contractor’s RFP.
- 3.2.2. If the Society does not exercise the option to purchase the Commercial Off-the-shelf Software, the Contractor shall remain responsible for proposing other

Software that is capable of meeting or exceeding the requirements of the Requirement Specifications.

- 3.2.3. The Contractor shall grant, obtain a grant, or transfer to the Society as the case may be, an irrevocable, non-exclusive right to use the System, related operating manuals and documentation for the System free of additional charge in accordance with the terms and conditions of this Contract.
- 3.2.4. Where the Intellectual Property of any Software, related operating manuals and documentation for the System is vested in a third party, the Contractor agrees there shall be no additional fees, costs or conditions in respect of the Society's right to use the Software save as provided for in this Contract.
- 3.2.5. Regardless of whether a perpetual or non-perpetual license has been granted, the Contractor declares that the use or operation of any part of the System shall not at any time be restricted or interfered with in any manner whatsoever by any means or devices which would require the Services of the Contractor or a third party to restore to full use and operation.

4. TIME FOR PERFORMANCE

- 4.1. Time shall be of the essence in this Contract and the Contractor undertakes to supply, deliver, install and commission the System by the Stipulated Commissioning Date which date is prescribed in the proposal or as otherwise agreed in writing with the Society.

5. SCHEDULES FOR IMPLEMENTATION

- 5.1. The Implementation Plan shall conform to the Requirement Specifications stated in Part 2 of this Invitation to RFP.
- 5.2. The System shall have 2 Phases of implementation. Phase 1 is for Data Consolidation of all SPD programmes into a single system and Phase 2 is to enhance the system with Case Management functions, Service, Workflow and Staff Management features.
- 5.3. The Society reserves the rights to award in full or in parts (Phases) of the total solution and Services proposed by the Proposer.
- 5.4. The Implementation Plan proposed shall conform to the following schedule:

Stages of Implementation (Phase 1)	Schedule for Phase 1
Letter of Acceptance (LOA) for Phase 1	: LOA date
Submission of Implementation Plan for Phase 1	: LOA + 14 calendar days
Stipulated Commissioning Date for Phase 1	: LOA + 12 months
Performance Guarantee Period for Phase 1	: Period of 72 working days <u>after</u> Commissioning.
Service Acceptance Date for Phase 1	: 72 working days <u>after</u> Commissioning.
System Warranty Period for Phase 1	: Period of 12 months <u>after</u> Service Acceptance Date

Stage of Implementation (Phase 2)	Schedule for Phase 2
Letter of Acceptance (LOA) for Phase 2	: LOA date
Submission of Implementation Plan for Phase 2	: LOA + 14 calendar days
Stipulated Commissioning Date for Phase 2	: LOA + 12 months
Performance Guarantee Period for Phase 2	: Period of 72 working days <u>after</u> Commissioning.
Service Acceptance Date for Phase 2	: 72 working days <u>after</u> Commissioning.
System Warranty Period for Phase 2	: Period of 12 months <u>after</u> Service Acceptance Date

5.5. Service Acceptance Date is subjected to Performance Guarantee Period not being extended.

5.6. The System shall have successfully completed the Performance Guarantee Period if the System meets the Standard of Performance with a System Availability Level of not less than NINETY FIVE PER CENT (95%) for each calendar month or part thereof during the period of SEVENTY-TWO (72) working days.

5.7. In the event that the System fails to meet the requirements, the Performance Guarantee Period shall continue from day to day until the System has met the Standard of Performance with a System Availability Level of not less than NINETY FIVE PER CENT (95%) over a period of TWENTY-SIX (26) consecutive working days which period shall not begin earlier than FIFTY-FOUR (54) working days from the Commissioning Date.

6. TERMS OF PAYMENT

6.1. Subject to the provisions of this Contract, the Contractor shall propose a payment schedule in the following format:

Stage	% of	% of
	Contract	Cumulative
	Price	Total
THIRTY (30) days from sign-off of User Requirements	10	10
THIRTY (30) days from sign-off of Blueprint and Implementation Plan	15	25
THIRTY (30) days from completion of User Training	15	40
THIRTY (30) days from completion of User Acceptance Test	15	55
THIRTY (30) days from Commissioning Date.	20	75
THIRTY (30) days from Service Acceptance Date.	25	100

6.2. The Contractor shall submit such invoices and such other documents as may be required by the Society in the manner and formats as may be specified by the Representative for the purposes of making payment.

6.3. The Society shall not pay for expenses or cost of whatever nature other than those expressly set forth in this Contract.

6.4. The Contract Price is exclusive of any Goods and Services Tax (“GST”) chargeable on the supply of goods, Services or works to the Society by the Contractor under this Contract. The Society shall reimburse the Contractor for any such GST payable under this Contract at the prevailing rate(s) and in accordance with law.

7. TAXES AND DUTIES

7.1. All duties and taxes, if any, imposed by the Government of Singapore and/or elsewhere on any item of the Works shall be borne by the Contractor with the exception of Singapore’s Goods and Services Tax.

8. CONTRACTOR'S OBLIGATIONS

8.1. The Contractor shall with due care and diligence:

8.1.1. carry out its obligations to the Society under this Contract;

8.1.2. ensure that the System meets the requirements as set out in the Requirement Specifications;

8.1.3. provide all software necessary for the operation of the System and the applications as set out in the Requirement Specifications; and

8.1.4. do all things which are necessary or reasonably to be inferred from this Contract.

8.2. If the Contractor delays progress on any part of this Contract, for any reason not attributable to the Society, and thereby reduces any scheduled duration of activities to be carried out by the Society under this Contract, the Society shall be entitled to a

corresponding time extension for completion of such activities at no additional cost to the Society, and without prejudice to the Contractor's obligation to complete the Contract in accordance with the Implementation Plan.

9. RESPONSIBILITY FOR THE SYSTEM

- 9.1. The Contractor shall ensure that the System will provide the facilities, functions and performance standards set out in the Requirement Specifications. If modifications or changes are necessary for the System to meet the requirements as stated in the Requirement Specifications and the provisions of the Contract, the Contractor shall bear all additional costs involved in modifying or changing the System to satisfy these requirements.
- 9.2. The Contractor shall forthwith inform and provide the Society at no cost whatsoever technical information on new product developments and improvements which may be applicable to the System when such technical information becomes available to the Contractor.
- 9.3. The Requirement Specifications which set out the facilities and functions to be provided by the System allow the Contractor to choose the manner in which the facilities will be achieved by the selection of hardware or software or a combination of both. It is anticipated that some matters of details may have to be clarified during the early stages of this Contract. In this context, the Society reserves the right to issue written clarifications on the Requirement Specifications to set out the Society's requirements more precisely.
- 9.4. The Contractor shall be deemed to be fully informed of the Society's requirements by the Requirement Specifications and it shall be the Contractor's duty to clarify before submission of his RFP any inadequacies or insufficiencies in the Requirement Specifications having regard to the objective of the Society's purchase of the System.
- 9.5. In the event that the System supplied by the Contractor is inadequate to meet the requirement as stated in the Requirement Specifications and the provisions of this Contract, the Contractor shall at its own expense, provide all additional items of equipment and software which are necessary for the System to meet such requirements. Any changes hereunder must be agreed to by the Society in writing.
- 9.6. All software supplied shall on acceptance by the Society become the property of the Society and shall be subjected to the same warranty and maintenance by the Contractor as the entire System at no additional cost to the Society.

10. MODIFICATION OF SYSTEM

- 10.1. No change or modification shall be made to the proposed System offered at the time of submission of the Contractor's RFP and thereafter unless the prior written agreement of the Society has been obtained.

- 10.2. The Contractor shall provide written procedures and details of System changes or modifications which may have to be implemented during the various stages of the Contract, up to the expiry of the System Warranty Period. Such changes or modifications shall not be implemented unless the prior written agreement of the Society has been obtained.

11. PROJECT MANAGEMENT

- 11.1. The Society shall appoint a Representative to supervise and liaise with the Contractor for the purpose of the Contract and such person may designate others to assist him in such matters.
- 11.2. The Contractor shall designate a Project Manager and the Project Manager shall be primarily responsible for directing and coordinating the project, carry out consultation, business process analysis, and all work and Services which are to be executed or provided by the Contractor under the Contract.
- 11.3. For the System to meet or exceed the requirements stated in the Requirement Specifications, the Project Manager shall also be responsible for all other matters including contract administration, monitoring of progress, configuration and testing of System, training of technical personnel, logistic support, documentation preparation and operation start-up. The Project Manager shall be deemed to be the Contractor's agent in all dealings with the Society and all actions of the Project Manager shall be binding on the Contractor.
- 11.4. The Representative shall have direct access to the Project Manager at all times during the performance of this Contract and if the Project Manager is absent from Singapore for any duration, the Contractor shall designate another employee to perform his duties and functions.
- 11.5. Within FOURTEEN (14) days from the issue of the Letter of Acceptance, the Contractor shall produce and maintain an Implementation Plan showing the time schedule and sequence of events necessary for the commissioning of the System including a delivery schedule for documentation and the respective dates for delivery, installation, commissioning and acceptance of the System.
- 11.6. The Implementation Plan shall, unless otherwise agreed by the Society, conform with the time prescribed in Clause 5 - Schedules of Implementation and shall not be reduced.
- 11.7. The Implementation Plan shall be updated at intervals of TWO (2) calendar weeks to show the expected and actual events and completion dates. The Implementation Plan shall be made available to the Representative for review. The Implementation Plan shall include activities to be carried out by the Contractor and its Project Manager.

11.8. The Contractor shall have no claim in respect of any delay in completing the Contract if the Society does not attach any of its staff to the Project Team.

12. Weekly Progress Reports & Meeting

12.1. The Contractor and its Project Manager shall deliver to the Representative written weekly progress and status reports in a format approved by the Representative. The submission and acceptance of these reports shall not in any way prejudice the rights of the Society to make any claims against the Contractor.

12.2. The Contractor and its Project Manager shall notify the Representative of any expected delay in the performance of this Contract. The Contractor shall refer immediately to the Representative any matter likely to impede the progress of the supply, delivery, installation and commissioning of the System.

12.3. The Representative may call progress meetings at regular weekly intervals during which the Project Manager shall attend and report to the Representative on the progress of the supply, delivery and installation of the System and providing it ready for use. The progress meetings shall be held at the society.

13. CONTRACTOR'S PERSONNEL

13.1. The Contractor shall provide all necessary personnel with adequate skills for the performance of the Works.

13.2. The Contractor shall communicate in writing for the approval of the Representative the names and particulars of his employees and the employees of any sub-contractor engaged by the Contractor to carry out any work or perform any Services for the purposes of the Contract.

13.3. If the Society objects by notice in writing to any personnel assigned or designated by the Contractor or by any of his Subcontractors or agents to carry out any work or perform Services for the purposes of this Contract, the Contractor shall remove such person immediately and furnish a suitable and adequate replacement at no additional expense to the Society. The Society shall not be obliged to provide any reasons for objections.

13.4. The Contractor undertakes not to change its personnel designated without the Representative's consent, whose consent shall not be unreasonably withheld. The Contractor shall not alter or reduce the quality of his personnel if this may adversely affect the progress or quality of the Works.

14. SITE PREPARATION

14.1. Within ONE (1) month of the Letter of Acceptance the Contractor shall supply to the Society such information and assistance as may be necessary to enable the Society to prepare for the installation or configuration of the System and to provide

environmental and operational conditions for the efficient working and maintenance of the System.

- 14.2. For this purpose the Contractor shall make available to the Society free of charge the advice of a suitably qualified engineer.

15. INFORMATION AND ACCESS

- 15.1. The Society undertakes to provide the Contractor promptly with any information which the Contractor may reasonably require from time to time to enable the Contractor to proceed expeditiously with the performance of his obligations under the Contract.

- 15.2. The Society shall, for the purposes of the Contract, afford to the authorised personnel of the Contractor during normal working hours full and safe access to the Site and shall provide adequate free working space and such other facilities as may be necessary for the installation of the System.

16. PRE-DELIVERY CONDITION

- 16.1. The Contractor shall warrant that upon his delivery, each item of the System shall be in good working order and will conform to Contractor's official published specifications. Such specifications shall be made available upon request at no additional charge to the Society.

17. PRE-DELIVERY TESTS

- 17.1. Before delivery of the System to the Society, the Contractor shall submit the System to its standard works tests ('the Works Tests'). The Contractor shall promptly supply to the Society on request copies of the specification of the Works Tests.
- 17.2. The Society or its Representative may attend the Works Tests. The Contractor shall give the Society at least seven (7) calendar days' written notice of the date and time at which the Contractor proposes to carry out the Works Tests.

18. DELIVERY

- 18.1. The Contractor shall schedule the delivery and installation events to meet the Stipulated Commissioning Date for the respective Phase.

19. ACCEPTANCE TESTS

- 19.1. Acceptance tests of the respective Phase shall be conducted on the entire System including the license and Software to verify and demonstrate that the System meets the Requirement Specifications ("Acceptance Tests").
- 19.2. The Acceptance Tests shall comprise of Functional Tests, Security Access Tests and System Performance Tests, all of which shall ensure the System meet or exceed the requirements stated in the Requirement Specifications.

- 19.3. The Acceptance Tests shall also apply to substitute, replacement and conversion of any component parts that are acquired by the Society in relation to this Contract.
- 19.4. The Acceptance Tests shall comply with the Acceptance Test Procedures to be proposed by the Contractor in his RFP and to be accepted by the Society. The Society reserves the right to modify these or specify different procedures within a reasonable time prior to the tests and subject to the Contractor's consent.
- 19.5. The Contractor shall give to the Society in writing SEVEN (7) days prior notice or such longer notice as the Representative may agree in writing of the date when he will be ready to commence any Acceptance Tests.
- 19.6. The Contractor shall provide staffs and testing equipment for the purposes of the Acceptance Tests.
- 19.7. The Society shall be entitled to witness the Acceptance Tests.
- 19.8. Upon completion of any Acceptance Test, the Party which conducted the Acceptance Test shall give notice of such completion to the other Party.
- 19.9. The System shall be deemed to fail the System Performance Tests if it fails to provide any facility, transaction or function specified in the Requirement Specifications.
- 19.10. If the System fails to pass the System Performance Tests then the Society may, by written notice to the Contractor elect at its sole option to have the Contractor provide a solution and to fix (without prejudice to its other rights and remedies) a new date for carrying out further tests on the System on the same terms and conditions (save that all costs which the Society may incur as a result of carrying out such tests shall be reimbursed by the Contractor). Unless otherwise agreed in writing between the Parties, all such further tests shall not be construed as any grant of extension of time by the Society and the Contractor remains liable for any delay in complying with its obligations under the Contract.
- 19.11. The Society shall not be under any obligation to accept the System if it does not successfully pass any of the Acceptance Tests under the Contract. The Contractor shall submit a report to the Society detailing the cause for the failure of any Acceptance Tests and the corrective action taken.

20. COMMISSIONING DATE

- 20.1. As soon as the System has successfully passed all the Acceptance Tests of the respective Phase, the Society shall forthwith issue a written consent commissioning the System and the date of the email shall be the Commissioning Date of the System for the respective Phase.
- 20.2. The Contractor shall remain liable to the Society in accordance with the terms and conditions contained herein notwithstanding the signing by the Society of any certificate or document or any payment. Such certificate, document or payment shall

have no legal effect other than serving as a declaration by the Contractor that it is ready to proceed with the next phase of this Contract.

21. LIQUIDATED DAMAGES FOR LATE COMMISSIONING

- 21.1. In the event the Contractor fails to meet the Stipulated Commissioning Date, the Society may, in addition to the remedies impose liquidated damages at the rate of ONE TENTH OF A PER CENT (0.1%) of the Contract Price for each day (including Sundays and Public Holidays) or part thereof up to a maximum of TEN PER CENT (10%).
- 21.2. Liquidated damages imposed under the Clause above shall be paid to the Society in Singapore Dollars not later than THIRTY (30) calendar days from the date of issue of a Society's written notification to the Contractor informing the Contractor of the liquidated damages payable.
- 21.3. If the Contractor fails to pay the said damages, the Society may deduct the amount due from any monies due or which may become due from the Society to the Contractor under the Contract and other contracts between the Parties or recover the same as a debt due from the Contractor in any court of competent jurisdiction.
- 21.4. The Society reserves the right to charge interest for any delayed payment at the rate of FIVE PER CENT (5%) per annum.
- 21.5. Where the Contractor is required in the Implementation Plan to submit any plans, scripts, manuals and other documents for verification and review and the Contractor fails to meet the time schedule for submission of any such documentation, the Society shall be entitled to an extension of time for verification and review corresponding to the period of delay without prejudice to the Contractor's obligation to meet the Stipulated Commissioning Date.

22. PERFORMANCE GUARANTEE PERIOD

- 22.1. The Performance Guarantee Period (PGP) for the respective Phase shall commence on the Commissioning Date of that Phase and continue for a period of SEVENTY-TWO (72) working days.
- 22.2. The System shall have successfully completed the PGP if the System meets the Standard of Performance with a System Availability Level of not less than NINETY FIVE PER CENT (95%) for each calendar month or part thereof during the period of SEVENTY-TWO (72) working days.
- 22.3. During the PGP, the Contractor shall at all times and under all conditions be entirely responsible for the functioning of the System in accordance with the Requirement Specifications. For compliance of such additional requirements as may be mutually agreed upon between the Society and the Contractor, there shall be no additional cost to the Society for additional requirements.

23. SYSTEM WARRANTY PERIOD

- 23.1. The System Warranty Period for the respective Phase shall commence on the Service Acceptance Date and shall last for TWELVE (12) calendar months or such longer period as may be proposed by the Contractor.
- 23.2. During the System Warranty Period, the Contractor shall render staff, diagnostic Services and any other works and Services required to rectify all defects to the System at no cost to the Society in the same manner and conditions as those provided under the Conditions of System Maintenance and Support.
- 23.3. Where during the System Warranty Period, the System or any part thereof is found to be defective in either design, materials or workmanship; or not in accordance with the Contract; or having been installed, operated, stored and maintained in accordance with the written instructions of the Contractor, fails to function properly or fails to meet any performance guarantees set forth in the Contract, the Contractor shall, at its own expense replace or completely repair the defective parts of the System or otherwise completely rectify the defects.

24. MAINTENANCE AFTER EXPIRY OF THE SYSTEM WARRANTY PERIOD

- 24.1. The Society shall be entitled to obtain Maintenance Services as an option for the support and maintenance of the System after the expiry of the System Warranty Period, for up to five (5) Maintenance Years thereafter ("Option").
- 24.2. This Option shall be valid for a period of SIXTY (60) calendar months commencing from the expiry of the System Warranty Period.
- 24.3. This Option for maintenance if exercised, shall be based on terms no less favourable to the Society compared to the current contract and any other terms that may be mutually agreed in writing.
- 24.4. The rates of maintenance charges from one year to the next shall not exceed the previous year's rates.

25. TRAINING

- 25.1. The Contractor shall be responsible for the provision of suitable and adequate training for staff nominated by the Society.
- 25.2. The training shall include training in the use of the System and self-help for first line support by officers, supervisors, operators and end-users.
- 25.3. The training provided shall comply with the Requirement Specifications and such other proposals contained in the Contractor's RFP as may be agreed between the Parties.
- 25.4. Unless otherwise agreed in writing between the Parties, training shall be scheduled after the System has passed the Software Performance Tests, but no later than the Commissioning Date.

26. OWNERSHIP OF INTELLECTUAL PROPERTY

- 26.1. Nothing in this Contract shall affect any person's ownership rights to Background IP.
- 26.2. All Foreground IP shall vest in and be the absolute property of the Society and the Contractor shall not disclose, release or sell to any persons or otherwise deal with the same in any manner whatsoever without the Society's written consent.
- 26.3. The Contractor shall do all things necessary to ensure that all Foreground IP are fully vested in the Society. The Contractor further warrants that it shall have the authority to transfer or assign such Foreground IP to or otherwise vest such Foreground IP in the Society when called upon by the Society to do so.

27. UNAUTHORISED CODE

- 27.1. The Contractor warrants that at the time of delivery or installation, the System and every part thereof are free of Unauthorised Code.
- 27.2. In the case of breach, the Society may reject any such parts of the System and the Contractor shall, at his own expense, immediately remove and recover all rejected parts of the System and provide replacements which are free of Unauthorised Code. In addition, the Contractor shall indemnify the Society fully against all costs incurred by the Society in the course of or incidental to removing the Unauthorised Code and recovering any lost or damage data or software.

28. DOCUMENTATION

- 28.1. The Contractor shall at no additional charge supply and deliver the documentation needed for the operation and maintenance of the System. All subsequent updates for each set of the aforesaid documents shall be supplied at no additional charge to the Society as soon as they are available.

29. PATENT, COPYRIGHT AND OTHER INDEMNIFICATION

- 29.1. The Contractor shall indemnify the Society against any action, claim, damages, charges and costs arising from or incurred by reason of any infringement or alleged infringement of use of patents, design, copyright or other statutory or common law rights of the System, hardware, software or consumables supplied or furnished by the Contractor pursuant to this Contract.
- 29.2. The Society shall give the Contractor prompt notice in writing of any such claim.
- 29.3. Without prejudice to the Society's right to defend a claim alleging such infringement, the Contractor shall if requested by the Society, but at the Contractor's expense, defend such claim. The Contractor shall observe the Society's directions relating to the defence or negotiation for settlement of the claim.

29.4. If any of the said items is in any such suit held to infringe intellectual property rights and its use is enjoined, the Contractor shall, if requested by the Society, at the Contractor's own expense procure for the Society the right to continue using the same; failing which, at the Contractor's own expense replace or modify the same so as to avoid the infringement; failing which, the Contractor shall pay the Society for such infringing items, a sum equivalent to the purchase price of functionally equivalent items upon the return of the infringing items to the Contractor.

30. LANGUAGE

30.1. All data, documents, descriptions, diagrams, books, catalogues, instructions, marking for ready identification of major items of the System and correspondence shall be written in readily comprehensible English Language.

30.2. The personnel of the Contractor and the Subcontractor shall be proficient in both written and spoken English for the purpose of providing instructions, offering of advisory Services, training and any other submissions as required.

31. DAMAGE AND INJURY TO PERSONS AND PROPERTY

31.1. The Contractor shall be responsible for and make compensation for any injury (including injury resulting in death, personal injury or disease or physical damage) occasioned to any person whomsoever.

31.2. The Contractor is also responsible for and shall reinstate and make good to the satisfaction of the Society or make due compensation for any injury or damage to any property or right of the Society;

31.3. The Contractor shall hold the Society harmless and indemnified against all actions, claims and demands in respect of such injury or damage brought against the Society, by any person including any of his (the Contractor's) servants or agents, their personal Representatives and dependents, whether or not engaged in connection with this Contract; and where the Contractor is responsible, the indemnity shall extend to all costs, fees and expenses thereof on an indemnity basis pursuant to any settlement, court order or award provided that the Contractor shall be notified promptly of such claim or claims and given adequate opportunity to defend therein or to agree to any out of court settlement or compromise thereof. The Society shall at the request of the Contractor afford all reasonable assistance for the purpose of contesting any such claims or demands or actions.

32. CONFIDENTIALITY

32.1. The Contractor must keep confidential and undertakes not to divulge or communicate to any person, firm or company any such information howsoever acquired in connection with this Contract without first having obtained the written consent of the Representative. Such information must not be used for any purpose other than for the performance of the Contractor's obligations under this Contract.

- 32.2. The Contractor shall not transfer information acquired in connection with this Contract outside Singapore, or allow parties outside Singapore to have access to it, without first having obtained the written consent of the Society.
- 32.3. The Contractor shall immediately notify the Society when it becomes aware that a disclosure of any information acquired in connection with this Contract may be required by law.
- 32.4. The Contractor shall take all reasonable precautions in dealing with any information, documents and papers passed by the Society to the Contractor so as to prevent any unauthorised person from having access to such information, documents or papers. For the purpose of this Clause, all information is to be treated as confidential except such as is or has become public knowledge otherwise than through breach of agreement or other legal obligation of, or through the default or negligence of, the Contractor, his employees, servants, Subcontractors or agents.

33. PERSONAL DATA

- 33.1. Without prejudice to the Contractor's obligation to comply with the applicable law, the Contractor shall take all reasonable measures to ensure that:
- 33.1.1. any personal data it obtains pursuant to the performance of its obligations under this Contract shall be protected against loss, unauthorized access, use, modification, disclosure or other misuse and that only authorised personnel have access to the personal data;
- 33.1.2. any personal data it obtains pursuant to the performance of its obligations under this Contract shall be protected against loss, unauthorized access, use, modification, disclosure or other misuse and that only authorised personnel have access to the personal data;
- 33.1.3. it shall cease to retain personal data if it is no longer required by the Contractor for legal or business purposes; and
- 33.1.4. the Society is immediately alerted in writing (with full particulars) of any unauthorised access disclosure or other breach of this clause and the Contractor undertakes, as soon as reasonably practicable, to take steps reasonably to prevent further breach of this clause, and shall provide the Society with such reports or information concerning such steps as and when request by the Society.
- 33.2. The Contractor shall compensate the Society for any and all potential loss or damage incurred or suffered by the Society arising from or in connection with any breach of this clause. The Contractor will indemnify and hold the Society harmless from claims, proceedings by third parties and any proceedings, investigations, orders, directions, judgments issued by a court, statutory body or regulatory authority, in connection with any breach of its obligations under this clause.

33.3. Notwithstanding and further to anything stated elsewhere in this Contract, the Society reserves the right and the Contractor agrees that the Society may conduct (or appoint a qualified, independent third party to conduct) an audit and/or assessment of the standard of compliance or non-compliance by the Contractor with the obligations under this clause.

33.4. The obligations under this Clause 33 – Personal Data shall survive the termination of this Contract.

34. COMPLIANCE WITH STATUTES, REGULATIONS, ETC

34.1. The Contractor shall conform in all respects with the provisions of all laws of Singapore and shall keep the Society indemnified against all penalties and liabilities of every kind for the breach of any such laws.

35. SUB-CONTRACT, ASSIGNMENT, TRANSFER

35.1. The Contractor shall not sub-contract, transfer or assign this Contract or any part of this Contract without the prior written consent of the Society. The Contractor shall be responsible for the acts, defaults, neglects or omissions of any assignee or Subcontractor, their agents, servants or workmen as fully as if they were the acts, defaults, neglects or omissions of the Contractor, his agents, servants or workmen.

36. FORCE MAJEURE

36.1. Neither Party shall be liable for any failure to perform his obligations under the Contract if the failure results from events which are beyond the reasonable control of either Party Provided Always that whenever possible the affected Party will resume that obligation as soon as the factor or event occasioning the failure ceases or abates. For purposes of the Contract, such acts shall include acts of God, civil or military authority, civil disturbance, wars, strikes, fires or other catastrophes. For the avoidance of doubt, the provisions of this Contract shall remain in force with regard to all obligations under the Contract which are not affected by the said events.

36.2. Failure of the Contractor's Subcontractors or Contractors shall not be regarded as events beyond the control of the Contractor's control.

37. APPLICABLE LAW

37.1. This Contract shall be subject to, governed by and interpreted in accordance with the laws of the Republic of Singapore for every purpose and the Parties agree to submit to the exclusive jurisdiction of the Singapore courts. The application of the United Nations Convention on Contracts for the International Sale of Goods 1980 to this Contract is hereby expressly excluded.

38. VARIATION OF CONTRACT

- 38.1. Parties agree that any variation to this Contract shall be in writing and signed by both Parties.
- 38.2. The Society may, at any time during this Contract, require the Contractor to revise the Implementation Plan and/or to undertake any reasonable alteration or addition to or omission from the Works or any part thereof.

39. TERMINATION OF CONTRACT

- 39.1. If at any time the Contractor is in breach of any of the terms or conditions under this Contract, the Contractor shall have thirty (30) calendar days to effect a remedy or show to the Society's satisfaction the cause of the breach of his obligations and the Contractor's intended remedy, in which case, the Contractor shall have such period, if any, as is authorised in writing by the Society to effect the remedy.
- 39.2. If the breach of the terms or conditions under this Contract is not remedied pursuant to Clause above, the Society may at any time prior to the Service Acceptance Date terminate this Contract by notice in writing as from the date specified in the notice.
- 39.3. At the sole discretion of the Society, the Society may carry out and complete the Works on its own or employ and pay other person or persons to carry out and complete the Works and he or they may enter upon the Site and use all materials, software and equipment thereon, and may purchase all materials necessary for the purposes aforesaid.
- 39.4. No payment shall be made to the Contractor under this Contract; provided that upon completion as aforesaid and the verification within a reasonable time of the accounts therefore, the Society shall certify the amount of expenses properly incurred by the Society and if such amount added to the monies paid to the Contractor before such termination exceeds the total amount which would have been payable on due completion, the difference shall be a debt payable to the Society by the Contractor, and if the said amount added to the said monies be less than the said total amount, the difference shall be debt payable by the Society to the Contractor; provided always the aforesaid shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Society as a result of the termination of this Contract or as a result of the breach of this Contract by the Contractor.
- 39.5. In the event of termination of this Contract, all works carried out shall become the property of the Society except that title to any proprietary software would not be transferable, and for the removal of doubt, it is hereby declared that title to all information captured within the System is and shall solely belong to the Society.
- 39.6. No termination of this Contract, whether pursuant to this Clause or otherwise, shall affect any right of the Society to use any software whether such right is acquired pursuant to this Contract or otherwise.

40. ARBITRATION

- 40.1. Any dispute or difference between the Parties arising out of or relating to or in connection with this Contract including any question regarding its existence, validity or termination, shall be resolved either by reference to arbitration or by court proceedings as elected by the Society.
- 40.2. Neither Party may commence any action in court before the Society has made the election.
- 40.3. The commencement of any arbitration proceedings shall in no way affect the continual performance of the obligations of the Contractor under this Contract.

41. ADVISER

- 41.1. Any person or body appointed by the Society as the Adviser shall have the authority to deal with the Contractor and the Sub-contractors for and on behalf of the Society in all matters (legal, technical or otherwise) in relation to this Contract. The Society may change the appointment of the Adviser from time to time.

42. CHANGE IN THE SOCIETY

- 42.1. If the Society is reconstituted, rename or replaced or if its powers or functions are transferred to another entity, this Contract is deemed to refer to that new entity.

43. NOTICES

- 43.1. Any notice, request, waiver, consent or approval shall be in writing and shall be deemed to have been duly given or made when it is delivered by hand or by prepaid registered post to the Party to which it is required or permitted to be given and made at such Party's address specified in the RFP Document.

44. NO ADVERSE CONSTRUCTION

- 44.1. No provision of this Contract shall be construed adversely to a party solely on the ground that the party was responsible for the preparation of this Contract or that provision.

45. CLAIMS FOR EXTRA WORK

- 45.1. The Society shall not be liable for any claims for any extra work performed or to be performed falling outside the scope of this Contract ("Extra Work") regardless whether the Extra Work is initiated at the request of the Society or not.

46. MEDIATION CLAUSE

- 46.1. Notwithstanding anything in this Contract, in the event of any dispute, claim, question or disagreement arising out of or relating to this Contract, no Party shall proceed to litigation or any other form of dispute resolution UNLESS the Parties have

made reasonable efforts to resolve the same through mediation in accordance with the mediation rules of the Singapore Mediation Center.

46.2. A Party who receives a notice for mediation from the other Party shall consent and participate in the mediation process.

46.3. Failure to comply shall be deemed to be a breach of contract.

47. OWNERSHIP OF DOCUMENTATION

47.1. The Society shall own all the documentation generated for the purpose of this Contract.

47.2. The Contractor, his servants or agents shall within SEVEN (7) days upon the termination of this Contract or upon the completion of the Services, return to the Representative all property, documents, paper and copies hereof belonging to the Society. They shall securely destroy and erase all softcopies of documentation that exist in hard disks, removable storage media and other storage media or facility whatsoever.

48. COEXISTENCE STRATEGY

48.1. In the event that the Society appoints more than one Contractor, whether in this RFP or subsequent RFPs, the Contractors are to cooperate with each other to ensure that the service levels and requirements of the System as stated in the requirement specifications are met. If necessary, the operations management procedures will have to be refined by both parties to accommodate each other's System.

48.2. The Contractor is also required to work with the Society's IT Team for the IT Infrastructure in the development of the System and also in the maintenance and support of the System. If necessary, the operations management procedures will have to be refined by both parties to accommodate each other's System.

48.3. The Contractor shall if necessary meet on a regular basis with the Society and other Contractors to discuss operational issues and other problems that may be encountered in the provision of the Services. The relevant technical officers involved in the provision of the Services shall attend the meetings.

49. ENTIRE AND WHOLE AGREEMENT

49.1. This Contract contains the entire and whole agreement between the Parties and supersedes all prior written or oral commitments, representations, arrangements, understandings or agreements between them.

49.2. Each Party warrants to the other that it has not entered into this Contract on the basis of any prior written or oral commitments, representations, arrangements, understandings or agreements between them.

49.3. For the purpose of this agreement, the Society’s registered address is:
SPD, 2 Peng Nguan Street, SPD Ability Centre, Singapore 168955.

49.4. Form of Agreement

FORM OF AGREEMENT

THIS AGREEMENT made the _____ day of _____ BETWEEN SPD (hereinafter called “the Society”) of the one part and _____ (name of Contractor) (hereinafter called “the Contractor”) of the other part.

WHEREAS the Society has accepted an RFP by the Contractor for the supply, delivery and installation of the same.

NOW IT IS HEREBY AGREED as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construct as part of this Agreement:

Contents

PART 1 SECTION A: INSTRUCTIONS TO PROPOSERS.....	3
PART 1 SECTION B: CONDITIONS OF CONTRACT	14
PART 1 SECTION C: CONDITIONS OF SOFTWARE SUPPORT AND MAINTENANCE	39
PART 2 SECTION A: SCOPE OF REQUIREMENTS.....	42
PART 2 SECTION B: FUNCTIONAL REQUIREMENTS.....	47
PART 2 SECTION C: TESTING, IMPLEMENTATION AND TRAINING.....	50
PART 3: GUIDELINES FOR RFP	57
PART 4: ELIGIBILITY AND EVALUATION CRITERIA	63
PART 5: FORM OF RFP.....	65

3. In consideration of the payments to be made by the Society to the Contractor as hereinafter mentioned the Contractor hereby agrees to supply, deliver and install the System and to provide the Services mentioned in the Contract in conformity in all respects with the provisions of the Contract.
4. The Society hereby agrees to pay to the Contractor in consideration for the supply, delivery and installation of the System and to provide the Services mentioned in the Contract in conformity in all respects with the provisions of the Contract.

IN WITNESS WHEREOF the Parties hereto have by their respective duly authorised Representatives have hereunto set their respective hands the day, the month and the year first above written.

Signed by : (Name)
(Signature)

(Designation)

for and on behalf of
SPD
in the presence of:

Witness by : (Name of Witness)
(Signature)

(Designation)

Signed by : (Name of Contractor's MD)
(Signature)

(Designation)

for and on behalf of
(Name of company)

in the presence of :

Witness by : (Name of Witness)
(Signature)

(Designation)

PART 1 SECTION C: CONDITIONS OF SOFTWARE SUPPORT AND MAINTENANCE

ALL RIGHTS RESERVED. THIS DOCUMENT SHOULD NOT BE REPRODUCED IN ANY FORM OR BY ANY MEANS WITHOUT THE PRIOR PERMISSION OF SPD.

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1. DEFINITIONS

- 1.1. These conditions of Software Support and Maintenance (hereinafter call the "Maintenance Contract") shall govern the support and maintenance of the System upon the Society's exercise of the Option pursuant to PART 1 SECTION B: CONDITIONS OF CONTRACT, Maintenance Clause. For the avoidance of doubt, this Maintenance Contract shall govern System Warranty period, Performance Guarantee Period (PGP) and the first (1st) year mandatory maintenance Services for the support and maintenance of the System.

2. SERVICES TO BE PERFORMED

- 2.1. The Contractor shall provide the Society with software maintenance and support for the Software and any other application development software or tools applicable.

3. DURATION AND TERMINATION

- 3.1. The Maintenance Contract shall come into effect on the day after the expiry of the System Warranty Period.
- 3.2. The Society may terminate this agreement by giving at least THIRTY (30) calendar days' notice in writing to the Contractor without providing any reason.

4. SOFTWARE MAINTENANCE AND SUPPORT

- 4.1. Software maintenance and support shall include the following:

- Investigation and correction of defects in the Software as reported by the Society including temporary bypass of the defects until such time as standard corrections and/or updates of the Software are available ("Remedial Support");
- Installation, testing and the implementation of standard corrections, updates, supply and installation of new versions and new releases of the Software and updating of related documentation and materials;
- Rendering advice on the performance tuning of all items of Software;
- Recovering lost data, restoration and repair of damaged data and the correction of erroneous data to the extent possible;
- Restoring the System to an operable state during System Downtime.
- Rendering advice and guidance to the Society in the use of the System;
- At the request of the Society to provide training for the personnel of the Society in the use of the System;
- Informing the Society of all future updates and new releases of the Software within ONE (1) calendar month of their release for general distribution and, when so

requested by the Society, supplying and installing the relevant update and releases within FOUR (4) calendar weeks of receipt of the Society's request;

- Providing the Society with all necessary documentation needed for the maintenance of the Software including all necessary updates of the same; and
- Providing other Software support Services including technical advice and assistance as may be required by the Society from time to time.

4.2. Remedial Support shall be provided during Support Hours.

4.3. On receipt of information from the Society of a defect or an error in the System, the Contractor shall immediately respond within FOUR (4) hours of the time the information from the Society was received.

4.4. The Contractor shall inform the Society of the contact persons and contact telephone numbers of its personnel to whom requests for Remedial Support shall be made.

4.5. Where the Contractor is not able to remedy the defect or error or successfully implement a temporary bypass within FIVE (5) working days, the Contractor shall, without any cost to the Society, engage the Services of an independent expert, who may be an employee or agent of the developers of the particular defective Software, to remedy the defect or error and/or effect a temporary bypass. The independent expert shall arrive and commence work at the Site within FIVE (5) working days of the request for Remedial Support.

PART 2 SECTION A: SCOPE OF REQUIREMENTS

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1. INTRODUCTION

1.1. Background

SPD, formerly known as Society for the Physically Disabled, was originally established to serve people with physical disabilities. We have in the course of the last 50 years extended our scope to serve those with other disabilities as well. SPD focuses on helping people with disabilities maximise their potential and integrating them into mainstream society. Through close to 22 programmes that encompass early intervention, rehabilitation, employment support, training, education, consultation and assessment in assistive technology, day care, and social service support, SPD serves more than 5,000 people with physical, sensory and learning disabilities, helping them become self-reliant and independent.

1.2. A list of the programmes and Services are listed in Appendix A - Factsheet SPD Programmes and Services.

2. PROJECT OBJECTIVES

2.1. The Society seeks to develop a Client Management System (CMS). The CMS platform will be shared across all SPD operational centers, programmes and Services. This solution shall be used as a centralized platform for client information repository. The solution shall fulfill the need for a consolidated view of all available SPD client information from a single platform. The solution shall also interface or integrate with the Society financial System Microsoft Dynamics NAV 2015.

2.2. The solution should fulfil the following core objectives:

- A centralized platform for client information repository.
- Help staffs understand client's activity for service improvement.
- Generate report from client's activity for management reporting.
- Measure the impact and outcomes that SPD programmes has achieved.

3. SCOPE OF RFP

3.1. The Society invites Proposers to submit proposals for the conceptualisation, design, development (including configuration), testing, and commissioning of the System as well as Services for training, change management, maintenance and support.

3.2. Base Services:

3.2.1. Professional Services to conceptualise, design, develop, test and commission a fully operational Client Management System. Testing shall include, System Integration Testing (SIT), User Acceptance Testing (UAT) and Performance Test.

3.3. Optional Service:

- 3.3.1. Application Software Maintenance and Support Services for the first (1st) Year, Second (2nd) Year and Third (3rd) Year of the Contract.
 - 3.3.2. Professional Services to enhance/modify the System via Service Request (SR).
 - 3.4. In the RFP submission, the Proposer shall provide System architecture diagrams which describe the interaction of the various components/Services proposed to support the System requirements taking security and performance into consideration.
 - 3.5. The RFP should indicate clearly the required Services, itemised software and license required, provide sizing requirements and justifications.
 - 3.6. The Society reserves the rights to award in full or in parts (Phases) of the total solution and Services proposed by the Proposer. All mandatory and optional requirements shall be quoted in the proposal.
4. SYSTEM SECURITY AND CONTROL
 - 4.1. The Contractor shall provide a detailed description of the security controls incorporated into the System for review and approval by the Society. The controls shall include at least the following:
 - Input validations; (i.e. Input fields shall conform to the desired formats)
 - Workflow controls; (i.e. Prevent duplication of records)
 - Permission Roles; and
 - User Security Matrix.
5. DESIGN FOR SCALABILITY AND ACCESSIBILITY
 - 5.1. The Proposer shall design the System components to scale well for both horizontal and vertical scaling and to allow users to connect from the web.
 - 5.2. The System design shall be designed to facilitate extraction of data in file formats such as, but not limited to, PDF, CSV, XLS.
6. SCOPE OF WORK
 - 6.1. The Contractor shall carry out project management, consultation, business process analysis, detailed design, development work (including supply and configuration), testing, delivery, commissioning and maintenance of the System. There shall be proper documents (e.g. System Architecture) on these completed activities.
 - 6.2. The Contractor shall be wholly responsible for the on time delivery of the products and Services for the implementation of a fully-functional System according to the functional and technical specifications and contractual terms. The scope of work includes:

- Project Planning, Initiation and Kick off
- Detailed Functional Requirements Study and Business Process Analysis
- Detailed Usability, Technical Requirements Study and Specifications
- Detailed System Design and Architecture
- Application Software Design and Development
- Development Checkpoint Review
- Unit Testing and System/Integration Testing
- Support for User Acceptance Testing
- System Performance Testing
- Training (including provision of Training Material/Guide)
- Implementation and support for rollout of the System
- Change Management and Communication
- Performance Guarantee
- Warranty Support
- Documentation
- Updating of documents after enhancements/modifications

6.3. The Contractor shall carry out a detailed requirements study with the Society. In the process of defining and confirming detailed requirements, the Contractor is expected to review business processes and propose improvements so as to enhance efficiency and effectiveness, and propose best practices and enhancements in workflow. The Contractor shall produce a requirement matrix to demonstrate that all functional requirements are addressed. As the System is yet to be built, this RFP document only provides the high level requirements of the System.

6.4. The Contractor shall ensure inter-operability among the proposed System and SPD Financial System Microsoft Dynamics NAV 2015.

6.5. The Contractor shall be responsible for all System integration activities (these include integrating all software necessary for the System even if they are not purchased from or by the Contractor).

6.6. The Contractor shall ensure that personnel deployed to manage, implement and support the System have the appropriate experience, skills and knowledge in the System to assist the Society users or technical team.

- 6.7. The Contractor shall execute any Service Request (SR) that is raised by the Society for enhancement or modification to the System during the development phase, PGP, System Warranty Period and maintenance phase.
- 6.8. The Contractor shall fully comply with the Society IT Security Policies and any written instructions on security matters that may be issued by the Society.
- 6.9. The Contractor shall provide a detailed project schedule that can meet the milestones. The project schedule shall show details up to task level, start date, end date and the resource involved. The project schedule shall reflect possible overlaps between key activities and their interdependencies.
- 6.10. The Contractor shall draw up the schedule and submit the softcopy and PDF version to the Society within FOURTEEN (14) working days upon award of the RFP. The schedule shall be submitted as part of the project implementation plan.

PART 2 SECTION B: FUNCTIONAL REQUIREMENTS

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1. PHASE 1 – DATA CONSOLIDATION PHASE

- 1.1. The objective of Phase 1 is to develop a centralized platform for client information.
- 1.2. The data consolidation phase gather client profile from various programmes and consolidate them into a central System.
- 1.3. The various data sources shall include but not limited to Microsoft Excel Workbook, Microsoft Access Database or Microsoft Dynamics NAV customer cards.
- 1.4. The System shall capture basic demographics which shall include but are not limited to date of admission, referral source, sponsors and subsidy information.
- 1.5. Staffs shall be able to add new clients and be alert on existing ones to avoid duplication of records.
- 1.6. The System shall have a search and filter function that allow staffs to present demographic data about clients and the Services they received from the Society.
- 1.7. Adding of new fields and reports should be easy when required.
- 1.8. The System shall Interface with Microsoft Dynamics NAV 2015 customer cards.
- 1.9. The System shall be able to generate a variety of reports not limited to:
 - The number of clients a service has served in the last financial year.
 - The number of clients SPD has served in the last financial year.
 - The number of clients admitted or discharged in the last financial year.
- 1.10. Staffs shall be able to create reports based on their selection criteria which can be exported to Microsoft Excel for further formatting.
- 1.11. Refer to Annex B: Sample Reports

2. PHASE 2A - CASE MANAGEMENT PHASE

- 2.1. The objective of Phase 2 is to develop Case Management functionalities.
- 2.2. The Case Management module provides clinical and transactional detail on how the client engages with SPD Services.
- 2.3. The Module shall record the outcome of the engagement.
- 2.4. The Module shall have provision to accept client to a waitlist, schedule for initial assessment, and admission of client.
- 2.5. The module can discharge a client or transfer client to another programme or service.

3. PHASE 2B - SERVICE, WORKFLOW AND STAFF MANAGEMENT PHASE

- 3.1. The Module shall be able to assign client to staffs which shall include but are not limited to therapists, teachers and support officers.
- 3.2. The Module shall be able to schedule patient visit, mark attendance and check for staff's availability on a calendar.
- 3.3. The Module can check for the number of clients currently assigned to a staff and allow assignment to another if the staff calendar is full.
- 3.4. Workflow functions can notify key users what they need to do at the different stages.
- 3.5. The Module shall be able to provide report on multiple Services and link them to a sponsor organization.

PART 2 SECTION C: TESTING, IMPLEMENTATION AND TRAINING

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1. GENERAL REQUIREMENTS

- 1.1. This Section describes the requirements for testing, acceptance criteria, training and implementation.
- 1.2. The desired outcome of this Section is to ensure effective testing, smooth deployment, implementation, transition and subsequent maintenance and support of the System.
- 1.3. The Contractor shall follow the process listed below for the migration of applications from one environment to the next.
 - System Tests
 - User Acceptance Test (UAT)
 - Performance Test (Load Test)
 - System Security Test
 - Production
- 1.4. The Contractor shall ensure all the required tests are performed and results accepted by the Society prior to rollout to production.

2. TEST REQUIREMENTS

- 2.1. The test plans shall include the test strategy, test approach, test scenario, test cases, test data, test deliverables, roles and responsibilities and acceptance criteria.
- 2.2. The Contractor shall ensure that comprehensive tests are conducted as specified by the functional requirements.
- 2.3. The Contractor shall note that migration from development to UAT is only allowed upon the Society's approval.
- 2.4. The Contractor shall be responsible for providing, setting up and maintaining the entire UAT environment for testing and conducting of the UAT.
- 2.5. The UAT duration shall minimally be FOUR (4) weeks. The Contractor may propose an equivalent or better UAT schedule without compromising the project schedule.
- 2.6. If the acceptance criteria is not met at the end of the UAT duration, the Contractor shall provide additional rounds of UAT till the acceptance criteria is met. The duration of each additional round of UAT shall be determined by the Society. The cost of the additional rounds of UAT shall be borne by the Contractor and the Contractor will also be held accountable for the delay.

- 2.7. The Contractor shall provide on-site full-time personnel who are familiar with the requirement and design to guide, assist and support the testers, record the defects, and follow through the defect resolution.
- 2.8. The Contractor shall conduct a debrief at the end of each session of the UAT to address all the defects/issues reported, update on the defects/issues resolution status, obtain agreement on the level of severity assigned to each issue, including the targeted timelines for resolution, and plan for the next session.

3. TRAINING

- 3.1. The Proposer shall include in the RFP Proposal an effective training plan and strategy to train the users (end users, administrators, and the Society IT team, personnel, etc.) and familiarise them with the System so that they can use the System independently upon the completion of the training.
- 3.2. The training provided shall be customised to suit the following categories of users:
Power Users, Normal Users; and System Administrators.
- 3.3. The Contractor shall propose the number of training sessions and training schedule in order for the training to be delivered effectively to ensure all categories of users are thoroughly trained to use the System independently, and assessed to be able to do so upon completion of the training.
- 3.4. The Contractor shall conduct all training locally in Singapore. The medium of instruction and training documents shall be in English.
- 3.5. The Contractor shall be prepared to conduct training programmes at the premises specified by the Society.
- 3.6. In the event that the premises are not available, the Contractor shall provide the training venue. The Contractor shall provide the cost of hosting the training as part of the cost submission.
- 3.7. The Contractor shall ensure the proper setup of the required training environment (inclusive of System and equipment) and comprehensive training materials are in place ONE (1) day before the commencement of each training session.
- 3.8. The Contractor shall prepare the required training data prior to the training to facilitate the briefing and hands on practice sessions on the System. The Contractor shall design the training data to be as realistic as possible, based on actual business scenarios, in consultation with the Society Representatives.
- 3.9. The Contractor shall provide complete and detailed training documents, literature and manuals for all categories of user trainings, including practical examples. Preferably, quick reference cards shall be provided.

- 3.10. The Contractor shall ensure that the trainer(s) have relevant training experience and hands on knowledge of the System.
- 3.11. The Society shall own all the training materials developed/customised under this Contract.
- 3.12. Training shall be conducted after completion and sign-off on the UAT and before the commissioning of the System. This does not apply to additional courses requested by the Society during the warranty and maintenance phases which are normally meant for new users.

4. IMPLEMENTATION

- 4.1. The Contractor shall ensure that the implementation is able to meet the requirements specified in all the sections of Part 2.
- 4.2. The Proposer may propose a schedule using MS Project for submission together with the RFP Proposal.
- 4.3. The Proposer shall ensure the proposed project schedule capture details up to task level, how each milestone could be achieved within the timeframe specified above.
- 4.4. The Proposer shall also ensure that the project schedule reflect possible overlaps between key activities and their interdependencies. The project schedule shall also highlight the critical path for the project.
- 4.5. The Contractor shall be responsible for informing the Society earliest possible, of any impending slippage in the delivery dates and any matters likely to impede the progress of the project. Assessment shall be done and recommendation on alternatives available shall be put forth, by the Contractor.
- 4.6. The implementation plan shall include a table or diagram depicting the reporting structure and the key personnel who shall be involved in the project. It shall define clearly the roles and responsibilities of all personnel assigned by the Contractor.

5. SUPPORT FOR PERFORMANCE AND SYSTEM WARRANTY PERIOD

- 5.1. The Contractor shall at all times and under all conditions be entirely responsible for the satisfactory operation and maintenance of the System, and for the compliance of such additional requirements as may be mutually agreed upon between the Society and the Contractor. The Contractor shall bear all the costs incurred.

6. PROJECT EXPERIENCE

- 6.1. The Proposer and the Proposer Project Manager (PM) shall demonstrate capability, possess experience and track record in managing, developing, implementing and supporting project of similar or larger scale, value, nature and complexity for such implementation.

- 6.2. The Proposer shall provide the Curriculum Vitae (CV) of all key personnel (i.e. PM and System Developer) and their backup including each personnel's experience in the development and implementation of the System and other System which are relevant to this RFP.
- 6.3. The Proposer shall cite a minimum of THREE (3) of his clients' references, categorised into Government, Social Service or Private Organisations, preferably in Singapore who have used his support and maintenance Services for projects of similar or larger scale, value, nature and complexity.
- 6.4. The Society reserves the rights to contact any of the listed reference without giving advance notice to the Proposer. If there is no response from the listed reference, the Proposer shall be issued with a default score determined by the Society.

7. PROJECT MANAGEMENT

- 7.1. The Project Manager (PM) shall serve as the single point of contact for the Society throughout the period of this Contract.
- 7.2. The Society shall have direct access to the PM at all times during the performance of this Contract. If the PM is planning a leave of absence from the project, the Contractor shall designate a covering PM who possesses the same experience in the System with thorough and up-to-date knowledge of the System status and issues to perform his duties and functions effectively.
- 7.3. In the event of a need for replacement of key Contractor personnel, the Contractor shall ensure that the proposed personnel shall be of equal or higher qualification and skill level of the personnel that is leaving.
- 7.4. The PM shall undertake full responsibility for the quality of work produced by his Project Team and manage the schedule, personnel and other resources to meet service levels.
- 7.5. The PM shall prepare and submit the detailed System development and implementation plan and schedule with reviews of each milestone incorporated at suitable junctures throughout the project. The PM shall take into consideration and adhere to the implementation schedule and milestones that have been prepared for the tracking and monitoring of the project by the Society.
- 7.6. The PM shall serve as the liaison between the Society and his team and shall report to the Society at intervals specified in the contract on the progress of the project.
- 7.7. The PM shall also co-ordinate the various activities and meetings with the Society.
- 7.8. The PM shall be responsible for establishing the schedule and agenda for each progress meeting. He/She shall be prepared for each progress meeting with the necessary details for discussion and also ensure all relevant personnel attend and are prepared for the meeting.

8. OFFICE IN SINGAPORE

- 8.1. In order to meet the service level specified in this requirement specifications, the Contractor shall have an office in Singapore and have technical experts resident in Singapore who can provide consultancy and support to the development, maintenance and operations of the System.
- 8.2. The Contractor shall note that the Society shall not bear any expenses involved in setting up the office in Singapore and bringing in overseas expertise to provide consultancy in problem resolution at any phase of the development or maintenance or throughout the any period of this Contract.
- 8.3. The PM shall produce all minutes of progress meetings within TWO (2) working days to the Society Representatives for review and endorsement. The Society reserves the rights to change the format of the minutes proposed by the PM.
- 8.4. The PM shall ensure that all documentation and communication materials provided to the Society are in simple, grammatically correct and concise English and vetted for accuracy of content.

9. PROGRESS REPORTING

- 9.1. The Contractor shall submit the monthly progress report to the Society for review by the FIFTH (5th) working day of the following month.
- 9.2. The progress/status report shall cover minimally the following items:
 - Updated project schedule showing actual progress against latest approved project schedule against contractual project schedule;
 - Completed tasks for the current reporting month (planned but uncompleted tasks shall also be highlighted);
 - Planned tasks for the next reporting month;
 - Problems encountered or envisaged and recommendation on how to resolve them (including overdue/outstanding tasks and the risk/impact and their mitigating actions/resolutions);
 - Any other details requested by the Society.

10. SERVICE REQUEST

- 10.1. The Contractor shall note that Service Request (SR) refers to request for changes or enhancements to the System application or modules.
- 10.2. The Contractor shall bear all the related costs incurred for the development environment setup and maintenance.

10.3. The Contractor shall conform to the following service levels, in servicing service requests, according to the urgency of the SR:

S/No	SR Type	Definition	Assessment Period
a.	Urgent Request	Requests that are time critical	Within ONE (1) working day
b.	Standard Request	<u>Minor Service Request</u> Service Request that requires less than or equal to TWENTY (20) man-days to complete	Within FIVE (5) working days
		<u>Major Service Request</u> Service Request that requires more than TWENTY (20) man-days to complete	Within TEN (10) working days

PART 3: GUIDELINES FOR RFP

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1. The RFP Proposal must follow the general layout below. An incomplete RFP Proposal or non-compliance to this format may render the RFP Proposal liable to rejection by the Society:
 - 1.1. Form of RFP
 - 1.2. Executive Summary
 - 1.3. Prices and Charges
 - 1.4. Statement of Compliance
 - 1.5. Proposer Information
 - 1.6. Information on System and Services
 - 1.7. Information on Proposer's Personnel
 - 1.8. Information on Documentation
 - 1.9. Information on Support and Maintenance
 - 1.10. Information on Training
 - 1.11. Prices and Charges
 - 1.12. GST Registration Certificate
 - 1.13. User References
 - 1.14. Other Information
2. Further information can be provided as additional sections, appendices or annexes. Appendices and annexes must be properly labeled and cross-referenced in the main body of the RFP Proposal.
3. Proposer Information
 - 3.1. This section shall include an ACRA Bizfile printout on the Proposer's detailed profile including but not limited to Financial Information, Director Information, etc.
4. Information on System and Services
 - 4.1. This section shall contain a comprehensive description of the proposed System, Service and documentation by the Proposer.
 - 4.2. DEVELOPMENT STRATEGY
 - 4.2.1. Approach

Outline the System development, change management and implementation strategy to be adopted. Include the proposed development platform.

4.2.2. Methodology

Document the Application Development and Maintenance Methodology (ADMM) to be used. Include tools (tools for testing, version control, etc.) and techniques to be used.

4.2.3. Implementation Schedule

State when the new System is to be implemented. A project development schedule showing start and end points of phases and man-efforts should be included. A Gantt chart can be used to illustrate this. All ADMM phases and equivalent should be specified.

4.2.4. Application Software

Provide a detailed technical description of the proposed application software for the System, including the software architecture, System software, design philosophy, development history, functional capabilities summary, programming languages, operating environment, upgrade path and the Proposer's future plan for the proposed application software in the next five (5) years. Tables, charts and diagram shall be attached to allow a better understanding of the proposed application software.

4.2.5. System Configuration

Provide schematic diagrams of all items showing the components, the inter-connections. The Proposer shall also describe the inter-connections and interfaces with the existing environment. The description shall include, but not limited to the pros and cons of the proposed configuration, as related to the requirements stated in Part 2.

4.2.6. System Security and Control Requirement

Provide information on the security mechanisms used in the proposed System.

Any other security features that are available in the proposed solution shall be stated in this section.

4.3. PROJECT ORGANISATION

4.3.1. Project Structure

Specify composition of project team in the form of an organisation chart, showing reporting structure and the relationship to third party vendors or subcontractors, where applicable.

4.3.2. Roles and Responsibilities

Specify the roles and responsibilities of the project team members. Include a comprehensive resume of the team members who will be assigned to the application.

4.3.3. Project Control Mechanisms

Specify the control mechanisms on project progress, changes to System requirements and problem tracking until resolution, and acceptance by the Society.

Include:

- Proposed Quality Management System that will be adopted.
- Procedure to safeguard components of the application (e.g. design documentation, program specifications, program source etc.) and to enable transfer of source codes from the Proposer site to the Society.
- Proposed project schedule format.
- Proposed monthly progress report format.
- Proposed problem management procedure to track and manage hardware and application related defects.
- Proposed escalation procedures, communication plan, and training plan.

4.4. ASSUMPTIONS

4.4.1. Specify all assumptions made in arriving at the proposal. Any limitations or constraints shall also be clearly indicated.

4.5. QUALITY ASSURANCE (QA) PLAN

4.5.1. The Proposer shall attach the QA Plan in the proposal. The plan shall include tools and techniques used to ensure quality deliverables.

4.6. CHANGE CONTROL PROCEDURE

4.6.1. The Proposer shall attach the change control procedures.

4.6.2. The Proposer shall highlight how change requests (i.e. urgent, normal) are tracked and managed, with progress updates on each request until completion and acceptance by the Society.

4.7. RISKS AND CONSTRAINTS OF THE PROJECT

4.7.1. The Proposer shall include in this section the constraints that may affect the design for the project and areas of risks that may impact the successful completion of the project. For the risks mentioned, the Proposer shall describe how such risks can be managed.

4.7.2. The risks and constraints may include platform operating environment, application architecture and software environment limitations for the project.

4.8. PROPOSER'S PERSONNEL ASSIGNED FOR THIS PROJECT

Personal :
Particulars

Name of Staff :

Designation :

Role in this Project : *e.g Project Manager*

Professional : *e.g. PMP, CITPM*
Qualifications

5. SOFTWARE SUPPORT AND MAINTENANCE

5.1. Number and qualifications of software engineers familiar with the same version of proposed System

6. COST SCHEDULES

6.1. The Proposer shall submit the project costing specified in the MS Excel file format.

7. INFORMATION ON TRAINING

7.1. Type of training

7.2. Target Audience

7.3. Duration of each class

7.4. Proposed Number of classes

7.5. Number of trainees per class

7.6. Schedule of the classes

7.7. Number and qualifications of personnel directly responsible for providing training

7.8. Details of local training operations

7.9. List three current clients that will substantiate the training support claims

7.10. Response time for unscheduled training courses

7.11. Policy for distribution of training materials, new releases, enhancements and accompanying documents

7.12. Availability of personnel for occasional consultation

7.13. Number and qualifications of personnel directly responsible for providing training

8. USER REFERENCES

8.1. The Proposer shall submit at least THREE (3) user references whom the Society can contact. Contact details for the references shall be provided as part of the proposal.

8.2. The Proposer shall show proof that it had done project(s) of similar complexity, nature, scope and scale in the last FIVE (5) years. Information provided should demonstrate relevant capabilities and proven track records, related experiences with other organizations in the social service sector. Details shall include:

8.2.1. Name of project and name of client.

8.2.2. Project Type (including on-going projects).

8.2.3. Commencement date and duration of each project.

8.2.4. Partnership with other third party vendors.

8.2.5. Scale of project (also to indicate cost in S\$ terms), success level in meeting the project outcomes (like in terms of savings or improvements), as well challenges met, etc.

8.2.6. List of personnel who had contributed to the success of these reference projects and will be assigned to the project team in this project in the proposal. Their roles and contributions shall be included as well.

8.2.7. Samples of documentation and work from previous projects.

8.2.8. Names and telephone numbers of previous clients' Representatives, together with written reference to reflect clients' satisfaction on systems developed. The Society may require the Proposer to arrange reference calls or make arrangements for the Society to visit their customer site(s).

PART 4: ELIGIBILITY AND EVALUATION CRITERIA

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1. COMPLETENESS OF SUBMISSION

- 1.1. The Proposer shall submit a complete and comprehensive proposal for the provision of all System and Services specified in the Requirement Specifications in Part 2 of this Invitation to RFP.
- 1.2. The RFP Proposal shall strictly follow the layout stated in the Guidelines for RFP in Part 3 of this Invitation to RFP. Non-compliance to this format may render the proposal liable to rejection.
- 1.3. The Form of RFP in Part 5 of this Invitation to RFP shall be completed without any alterations.

2. COMPLIANCE WITH RFP DOCUMENT

- 2.1. The Proposer shall comply fully with all Terms and Conditions of Part 1 of this Invitation to RFP.
- 2.2. The items proposed shall meet all the mandatory and optional requirements specified in the Requirement Specifications of Part 2 of this Invitation to RFP. These requirements are specified with the verb “shall”, “will”, “mandatory” and “must”.
- 2.3. Proposers shall ensure that the completed annexes to the Guidelines for RFP in Part 3 of this Invitation to RFP are submitted together with the RFP proposal, according to the format and file type as specified in Part 3.
- 2.4. Any clarification that attempts to vary Part 1 or Part 2 of this Invitation to RFP may render the proposal liable to rejection.
- 2.5. The Proposers must quote for the optional requirements.

3. PRICES AND CHARGES

- 3.1. The prices shall be stated clearly indicating the cost of the items in the Cost Schedules. All requirements shall be quoted for unless stated otherwise.

4. OTHER EVALUATION CRITERIA

- 4.1. Quality of design of the proposed solutions in the areas of architecture, modularity, System, network and database design, compatibility with the Society’s IT infrastructure, seamlessness of implementation, System performance and future growth capability;
- 4.2. Demonstration of relevant experience and expertise of the Proposer and its key project personnel in completing projects of similar nature, scale and complexity for the past five (5) years and robustness of any proposed support framework; and
- 4.3. Cost effectiveness of the RFP proposal with different options considered and quoted, and whether the proposal is value for money.

PART 5: FORM OF RFP

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FORM OF RFP

To: SPD, 2 Peng Nguan Street, SPD Ability Centre, Singapore 168955

From:

Name(s) of Proposer(s): _____

Address of Proposer(s): _____

Contact Person and Email Address: _____

Tel No/DID No: _____ Fax No: _____

RFP REFERENCE: SPD17/1140101

Design, Development, Supply, Configuration, Commission and **Maintenance of Client Management System for SPD**

1. We, _____ (Name(s) in Block Letters) hereby offer and undertake on your acceptance of our RFP for the **Design, Development, Supply, Configuration, Commission and Maintenance of Client Management System for SPD** in accordance with your Invitation to RFP.
2. Our RFP which includes our RFP proposal is fully consistent with and does not contradict or derogate from anything in Part 1 of your Invitation to RFP. We have not qualified or changed any of the provisions in Part 1 of your Invitation to RFP. If our RFP is inconsistent with, contradict or derogate from anything in Part I of your Invitation to RFP, you are entitled to treat our RFP as if it did not include any such inconsistency, contradiction or derogation with Part 1 of your Invitation to RFP, and your acceptance of our RFP will be construed accordingly. Without prejudice to the aforesaid, we may include in our RFP, alternative offer(s) which improves the performance and function of, and does not downgrade nor adversely affect the performance and function of the works and items as set out in Part 2 of your Invitation to RFP.
3. When required by you, we shall execute a formal agreement in the appropriate form set out in this Invitation to RFP together with such further terms and conditions, if any, agreed upon between the Society and us. Until the said agreement is executed, this offer together with your written acceptance thereof, shall constitute a binding agreement between us.
4. OUR OFFER IS VALID FOR SIX (6) CALENDAR MONTHS FROM, THE CLOSING DATE OF THIS RFP.

5. When requested by you, we shall extend the validity of this offer for one or more periods not exceeding in total SIX (6) calendar months. For avoidance of doubt, the extension of the validity of the offer in this paragraph 5 is in addition to and not inclusive of the SIX (6) calendar months validity period stipulated in paragraph 4 herein.
6. Our price (herein referred to as “the Contract Price”) for the software licenses and Services to be supplied is: _____.
7. A breakdown of the Contract Price for the stores and Services is given in the cost schedule attached hereto.
8. We further undertake to give you any further information which you may require.
9. The implementation plans and cost schedules are attached hereto
10. We warrant, represent and declare that we are duly authorised to submit, sign this RFP, receive instruction, give any information, accept any contract and act for and on behalf of _____ (Insert Name of firm or company).

Date this _____ day of _____, 20_____

Proposer's Company or Business Registration No:

Authorized Signature / Name:

Designation:

STATEMENT OF COMPLIANCE TO RFP REQUIREMENTS

1) The Proposer shall take note of the language used for each clause in Part 2.

Must, Shall, Will or Mandatory : The item mentioned is an absolute requirement.

Should, Where Possible or Recommended : The item mentioned should be followed.
Compensating controls must be in place.

May or Optional : The item mentioned is truly optional. It may be followed as a suggestion.

We, _____ (Name(s) in Block Letters) hereby confirmed our full compliance of the RFP Requirements for **Design, Development, Supply, Configuration, Commission and Maintenance of Client Management System for SPD Design, Development, Supply, Configuration, Commission and Maintenance of Client Management System for SPD** unless otherwise stated below.

Section	Paragraph	RFP Requirements	Deviations	Remarks

Name of Proposer/Official Stamp/Date

Name of Authorised Personnel/
Designation/Signature/Date

PROPOSER INFORMATION

ITEM	DESCRIPTION
<p>1) General Information</p> <ul style="list-style-type: none"> a) Vendor name and Ownership b) Company / Business Registration No. c) Address and Country of incorporation. d) Name of 2 contact persons, telephone and email. e) Year of establishment. f) Nature of establishment. g) Areas of specialization. h) Years of involvement in similar System's installation and implementation. 	
<p>2) Proposer's Staff Profile Relevant to the RFP</p> <ul style="list-style-type: none"> a) Number, qualification and experience of staff <ul style="list-style-type: none"> i) System Development. ii) Technical Support. iii) Project Management. iv) Business Analysis v) Network. vi) Support. 	
<ul style="list-style-type: none"> b) Number of staff with experience in the development and implementation of similar System in Singapore and overseas. 	
<p>3) Customer Profile</p> <p>Brief description of the projects undertaken for the customers using the proposed solution.</p>	

Annex A: SPD Programmes and Services

- 1. Advocacy and Public Education** – The Advocacy & Public Education work is guided by our vision to include people with disabilities in all aspects of community living, be it education, employment, physical and built environment, or social participation. Our advocacy efforts extend to conducting disability awareness and inclusion talks, workshops, roadshows, conferences, exhibitions and other events, to bring about greater awareness of the needs of people with disabilities so as to build an inclusive society. The A&PE team is also actively involved in disability movements such as Purple Parade and inclusion platforms like research and focus group discussions.

- 2. AT Loan Library** – offers loan facilities of over 700 types of AT devices for people with disabilities for trial in their everyday settings, enabling them to decide on suitable devices that best serve their needs. It is the first in Asia catering to people with disabilities as well as professionals such as teachers and therapists who work with them.

- 3. Day Activity Centre** - provides day care for people with physical disabilities with low functioning skills, and respite for their family members/caregivers who can continue working under the assurance that their loved ones are in proper care. The primary aim of the centre is to nurture skills for daily living through a balanced and structured programme.

- 4. Development Support Programme** – introduced in 2011 to support children in pre-schools who have mild learning difficulties, speech and language delays and behavioural concerns. It provides learning support and therapy intervention with the aim of improving the child's readiness for formal education by helping him/her develop socialisation and classroom participation skills. Professional support is also given to pre-school operators, teachers and parents to better equip them with skills to meet the special needs of the children under their care.

- 5. Early Intervention Programme for Infants and Children (EIPIC)** – a centre-based programme that provides therapy and educational support Services to children aged 6 and below diagnosed with special needs that will affect their development. It enhances and maximises the developmental growth potential of these children and minimises the development of secondary disabilities. The programme equips them with fine/gross motor, cognitive, communication, social, and self-help skills. EIPIC is conducted at the SPD Ability Centre in Tiong Bahru as well as at its satellite centres in Bedok, Jurong and Tampines.

- 6. Employment Support Programme** – provides job placement and support Services for people with physical disabilities and sensory impairments, helping them to secure open employment and ensuring that they are able to adapt and cope with the job and working environment.
- 7. Employment Support Programme Training** - a modular vocational training programme that equips people with disabilities with the necessary skills for office based positions. The basic modules provide the foundation for computer-based work and help to ease weaker trainees into learning and performing tasks using computers. The Skills Specific modules target specific skills needed in an office and provide the accreditation and certification for employment. Job Specific modules cater to the specific needs of different employment and aim to place emphasis on the unique needs of each job.
- Basic
 - Skills specific
 - Job specific
- 8. Financial Assistance** - Social workers will assist people with disabilities tap on various financial assistance schemes available in the community to help alleviate some of their financial hardships. SPD currently collaborates with NTUC FairPrice on the Daily Needs Programme whereby clients from low-income families receive NTUC FairPrice vouchers every two months for their grocery needs. SPD also administers the SMRT Gift of Mobility and IMDA's NeuPC Plus Programme.

SMRT Gift of Mobility is a collaboration with SMRT Corporation. Clients with mobility impairment, difficulties to commute on public transport and have financial difficulties can have the convenience of point-to-point transfers by accessing SMRT taxis to go for medical appointments, job interviews and/or SPD initial assessments.

The NeuPC Plus Programme is a revised scheme from IMDA and SPD is the Approved Lead Agency for people with disabilities. The aim of this programme is to build an all-inclusive digital society where needy students can have equal access to infocomm. The scheme offers clients with disabilities a subsidized laptop/desktop with an option for 3 years of free internet service. If client is unable to pay for the laptop, SPD Social Workers can further assist the clients to apply for Assistive Technology Fund (ATF) administered by SG Enable.

- 9. “Identification and Classroom Management of Pre-Schoolers with Learning Difficulties”** - A three-day workshop that provides participants with interventions suitable for classroom settings when working with children with learning difficulties and empowers participants with the knowledge of available resources within the community.
- 10. I.M Powered** - a strengths-based training adopted to equip students with disabilities in mainstream schools with the knowledge and techniques aimed at enhancing their ability to bounce back and even thrive in the face of extreme difficulty. It is a 2.5 years pilot programme (from October 2015 to March 2018) initiated by the National Council of Social Service.
- 11. Continuing Therapy Programme** - offers centre-based occupational and speech therapy Services to children and youths below 18 years old who attend mainstream schools and require on-going therapy Services to improve in functional and academic performances. It also complement the therapy Services that children receive in their Early Intervention Programme for Infants and Children (EIPIC) or special school setting.
- 12. Nursing Care** - provides nursing treatment such as wound dressing, tube feeding, insertion of feeding tube and catheters, administration of medication, drip therapy, oxygen therapy, diabetes care, and glucose check.
- 13. Rehabilitation Centre (for adults)** - offers quality rehabilitation Services in the areas of occupational therapy, speech therapy and physiotherapy for adults with physical disabilities. Also provides family and caregiver training and home environment assessment. Therapy@Home provides occupational therapy or physiotherapy to people with severe disabilities of all ages. It serves those who are unable to attend therapy Services at rehabilitation centres due to the severity of their disabilities. Therapists train clients in basic living skills and provide care for them until they are able to access therapy Services at a centre. They also train caregivers to equip them with what they need to care for their disabled family members.
- 14. Scholarships for persons with disabilities** – SPD is currently the administrator of the Microsoft YouthSpark Scholarship (MYS) and the Asia Pacific Breweries (APB) Foundation Scholarship for Persons with Disabilities. The MYS scholarship aims to motivate students with disabilities at the local polytechnics and universities to pursue higher level of learning in Information Technology (IT). The Asia Pacific Breweries (APB) Foundation Scholarship for Persons with Disabilities, on the other hand, is a scholarship that allows students to pursue different disciplines. It offers students with physical, sensory and/or

speech impairment and Autism Spectrum Disorder (ASD) with good academic results, to complete their undergraduate studies at a recognised local university.

15. SPD Education Programme is a holistic programme encompassing the bursary, Youth Aspiration Award (YAA), tuition support, learning and development programmes and case management Services. The Bursary and YAA is fully funded by NatSteel Holdings. The Education Programme (EP) aims to level the education playing field for people with disabilities to enable them to achieve self-reliance and avoid a potential poverty cycle.

- a. The Youth Aspiration Award (YAA) serves to inspire talented youths with disabilities to pursue their interests outside of the academic arena.
- b. Tuition support aims to help financial needy students with disabilities that are academically weak and have difficulties accessing tuition centres.
- c. Learning and development programmes aims to enable the students to have more opportunities for learning and socialisation in order to promote academic, personal, mental resilience and social development.
- d. Social workers also provide counselling and case management Services to the students with disabilities and the family by connecting them with relevant community resources such as SPD's Assistive Technology Centre (ATC).

16. SPD Therapy Hub – a provider of rehabilitation Services including physiotherapy, occupational therapy and speech therapy contracted to voluntary welfare organisations and other community organisations serving children with special needs, the elderly and people with disabilities.

17. SPD Sheltered Workshop – where middle functioning people with disabilities engage in simple sub-contract jobs and are given the necessary training and support for development. Those with potential have the opportunity to work onsite at customers' premises alongside other employees of the organisation, providing opportunities for community exposure and integration. A section of the workshop also consists of skilled craftsmen working on bookbinding and fabrication of customised leather-bound photo albums. Customised handmade gifts such as copper-wire bookmarks, CD covers and lifestyle products are some of the products made by people with physical disabilities here.

18. Assistive Technology Services – provides assessment, consultation and training in assistive technology (AT) to individuals and organisations to enhance the lives of people with disabilities. The AT team operates at Tech Able at the Enabling Village. Tech Able is jointly managed by SPD and SG Enable.

19. Specialised Case Management Programme – offers specialized case management Services for people with disabilities with complex needs. Social Workers will provide social support, brief counselling, group work, and case management Services by connecting them with community resources with the aim of helping them to achieve greater independence and increased social participation in the community. The Programme also extends caregiver support and training to the PWD's caregivers and family members.

20. Specialised Transport Service - vehicles fitted with hydraulic lifts ferry clients who are unable to take public transport to SPD's centres because of their disabilities. Subsidy is given to those unable to afford the full transport fees to encourage more people with disabilities to participate in SPD's activities that will help to rehabilitate and train them to be self-reliant and independent.

21. Transition Programme for Employment (TPE)

TPE aims to help young adults (below 50 years old) diagnosed with spinal cord injuries or stroke to integrate them back into the mainstream workforce. The programme plan is tailored to meet individual needs which is assessed by a multi-disciplinary team consisting of occupational therapists, physiotherapists, social workers and employment support specialists. Clients will receive intervention support such as active rehabilitation, work hardening training as well as employment placement and support.

22. Youth Development Programme (To be launched in March 2017)

SPD is piloting a Youth Development Programme (YDP) which aims to empower and equip youths with disabilities (between 17 to 35 year old) with life and technical skills to lead community inclusion through social inclusion projects. Designed as a mentorship programme, youth participants will be guided by youth and corporate mentors who are contributors to the social service/youth sectors. YDP will commence in February 2017.

ANNEX B: Sample Reports

Indicator Glossary	
Indicator Glossary	Explanation
Client Indicators:	
No. clients brought forward to new FY (ie as of 1 April)	Open/active cases brought forward to new FY. Applicable to programmes, schemes, bursary & scholarship
Total no. of clients served for the month	Newly opened cases for the month + existing opened cases
No. of new referrals for the month	New referrals for the month (need not result in enrolment)
No. of enquiries attended for the month	All forms of enquiries for service the month, for which a respond has been given to the enquirer e.g. I&R, online consultation. Includes enquiries received by Comms through Information@spd.org.sg account that are not forwarded to and therefore tracked by programmes. <u>Repeated correspondences made for the same enquiry to be counted just once.</u>
No. of intake assessments conducted for the month	Assesments conducted for the month. Includes selection or screening of documents for scheme, grants, bursaries, scholarships.
> <i>On waiting list for admission</i>	<i>Assessment done and awaiting admission.</i>
> <i>Rejected by programme</i>	<i>Assessment done but not suitable for programme.</i>
> <i>Withdrawn by client</i>	<i>Assessment done but client decided to withdraw.</i>
No. of new enrolment/admission for the month	New enrolment/opened cases for the month. Includes successful enrolment into schemes, grants, bursaries, scholarships
No. of cases closed for the month	Opened/Active cases that are closed within the month. (I&Rs, Enquiries etc are not included)
> <i>Discharged by programme</i>	<i>Closure initiated by programme</i>
> <i>Withdrawn by client</i>	<i>Client initiated withdrawal</i>
Caregiver Indicators:	
No. of caregivers served for the month	Caregivers (family members or live-in helpers) of existing clients.
> <i>Casework & Counselling/Individual Training(eg under CTG)</i>	Involves direct one-on-one interaction/intervention with caregiver
> <i>Group work (PSG etc)</i>	Support Group, Group therapy with caregivers of existing clients.
> <i>Events (eg Structured Trainings, Talks, Workshops, Appreciation etc)</i>	Events/Trainings held for caregivers of existing clients.
SECTOR DEVELOPMENT	

No. of placements/internships provided for the month	Intern is committed to SPD for a designated period for on-job-training and learning. Usually involves supervision and may involve assessment/grading.
No. of students/professionals hosted for open houses/field trips/education visits to SPD for the month	Predominantly educational in nature. No OJT involved.
TRAINING (Professionals/Volunteers)	
No. of professionals/volunteers attended prog's workshop/sharing/trainings for the month	Events/trainings held for professionals from other organisation or SPD volunteers.
OUTREACH (Public)	
No. of people attended prog's public education events (generic talks, roadshows, open house etc) for the month	Generic PE events targetted at members of public. Does not include those described under "Training" and "Caregiver Indicators"
> <i>PE talks (schools, companies, public events, media etc)</i>	Talks conducted at schools/companies/public events
> <i>PE roadshows</i>	Exhibitions/Booths etc.