



# INVITATION TO TENDER

**Design and Development of raiSE's Website through a Content Management System (CMS), Members' Portal and Customer Relations Management System (CRM)**

13 February 2024,

TO THE TENDERER

Dear Sir / Mdm

**INVITATION TO TENDER FOR DESIGN AND DEVELOPMENT OF RAISE'S WEBSITE THROUGH A CONTENT MANAGEMENT SYSTEM (CMS), MEMBERS' PORTAL AND CUSTOMER RELATIONS MANAGEMENT SYSTEM (CRM)**

**(PROJECT)**

1. The Singapore Centre for Social Enterprise, raiSE Ltd (raiSE) is inviting interested parties to submit their Tender for the aforementioned Project.
2. This invitation to Tender (ITT) comprises of the following Tender Documents:
  - This Cover Letter
  - Section A: Instructions to Tenderers
  - Section B: Requirements Specifications
  - Section C: Evaluation Criteria
  - Section D: Terms and Conditions
  - Annex A: raiSE Business Requirements Document (BRD)
  - Annex B: Forms for Tendering
3. A Tender briefing will be conducted online on the **16<sup>th</sup> of February 2024 at 1600hrs to 1700hrs** and the details for the briefing are shown below. Note that the briefing is mandatory to qualify for shortlisting:
  - a. Tender Briefing on the 16<sup>th</sup> of February
4. Please read the instructions on the Tendering process carefully. Failure to comply with the process may invalidate your Tender which must be returned by the date and time given below.
5. The Tender must be sent via email concurrently to Joshua Yeo at [joshua@raise.sg](mailto:joshua@raise.sg) and Wei Shan Koh at [weishan@raise.sg](mailto:weishan@raise.sg) no later than **5<sup>th</sup> of March 2024 at 2359hrs** Late Tenders will **not** be considered.
6. If a Tenderer would like to apply in-part for a subsection of the project, they are invited to do so and clearly indicate in their submission the subsection that they are applying for as labelled in **ITT Section B Requirements Specifications**.
7. The Tender will be evaluated based on the Evaluation Criteria outlined in Section C.
8. Tenderers who wish to seek clarifications on the Tender shall submit their written request no later than 5 working days prior to the close of the Tender to Joshua Yeo at [joshua@raise.sg](mailto:joshua@raise.sg) and Wei Shan Koh at [weishan@raise.sg](mailto:weishan@raise.sg).

Thank you.

Yours sincerely

Joshua Yeo  
Project Manager (Digital Transformation)  
Singapore Centre for Social Enterprise, raiSE Ltd

## SECTION A: INSTRUCTION TO THE TENDERERS

### Key Dates and Timeline of Tendering Process for Project

Tender Open from 13<sup>th</sup> Feb to 5<sup>th</sup> March 2024, With One (1) Tenderer Presentation for shortlisted Tenderers and results to be sent out by the 29<sup>th</sup> of March 2024.

|  |   |
|--|---|
| Invitation to Tender   | 13 <sup>th</sup> Feb 2024                       |
| Tender briefing  | 16 <sup>th</sup> Feb 2024                       |
| Closure of Tender Submissions                                  | 5 <sup>th</sup> March 2024                      |
| Notification of Shortlisting results for Tenderer Presentation | 8 <sup>th</sup> March 2024                      |
| Tenderer Presentations   | 11 <sup>th</sup> to 22 <sup>nd</sup> March 2024 |
| Appointment of Tenderer  | Latest by:<br>29 <sup>th</sup> March 2024       |

## 1 Definitions

1.1 Throughout this Invitation to Tender and any resultant Contract, unless the context otherwise requires, the following definitions shall apply:

- a) "Invitation to Tender" means the invitation to participate in this Tender and comprises all Tender documents forwarded to the Tenderer inclusive of the Invitation Letter, Form of Tender, Instructions to Tenderer, Conditions of Contract, Specifications and any other documents and forms enclosed.
- b) "Client" refers to Singapore Centre for Social Enterprise, raiSE Ltd and/or its authorised representatives or assignees.
- c) "Tenderer" refers to the person or his permitted assigns Tendering to provide the Goods and Services.
- d) "Consortium" refers to an unincorporated joint venture through the medium of a consortium or a partnership between multiple Tendering bodies addressing a single Project.
- e) "Contract" means any resultant contract and its Annexes between the Client and the successful Tenderer.
- f) "Salesforce" refers to the Salesforce platform and related services provided by Salesforce.com, Inc.
- g) Save as set out above, all other terms referred to in this Invitation to Tender shall have the same meanings as those given in the Conditions of Contract.

## 2 Submission of Proposal

2.1 Tenderers are required to submit **One (1)** full set of the Tender Proposal including all supporting documents:

- a) Company background and experience
- b) Brief information on the assigned project team that will be tasked to manage the scope of the project, including profile, experience, roles and responsibilities
- c) Overall approach to the project with a clear timeline, scope and phasing of work describing the key activities and specific outputs for each phase of work.
- d) Detailed breakdown of fees according to the cost schedule provided in the requirements specifications.
- e) Payment schedule
- f) Completed Annex B: Forms for Tendering
- g) All other supporting documents
- h) Any optional items that will help raiSE meet its objectives as defined in the Business Requirements Document (BRD)

2.2 Tenderers submitting their Tender in-part for a component of this Invitation to Tender's Scope of Work as detailed in **Section 3 Requirement Specification: 3 Scope of work** are required to submit the following in relation to the component that they are Tendering for:

- a) Core Area A: Website Design
  - I. Relevant portfolio work
  - II. Key inspirations **or** design sketches of potential solutions that resonate with the requirements of raiSE that speaks to its value proposition, and multi-stakeholder user base.
- b) Core Area B: Website Development
  - I. Integration Capabilities
  - II. References and Case Studies
  - III. Relevant portfolio work
  - IV. Data Security and Compliance
  - V. Scalability and Performance
  - VI. Support and Maintenance
  - VII. Risk Mitigation
  - VIII. Quality Assurance and Testing
- c) Core Area C: CRM Development
  - I. Salesforce Certification
  - II. Integration Capabilities
  - III. References and Case Studies
  - IV. Relevant portfolio work
  - V. Data Security and Compliance
  - VI. Scalability and Performance
  - VII. Support and Maintenance
  - VIII. Risk Mitigation
  - IX. Quality Assurance and Testing

2.3 Tenders submitted after the deadline for closing of Tenders, whatever the reason may be, will not be considered.

2.4 Tenders submitted by Tenderers who have not attended the Invitation to Tender Briefing will not be considered.

### **3 Compulsory Tender Briefing**

3.1 A compulsory Tender briefing will be held on the **16<sup>th</sup> of February 2024 at 1600hrs to 1700hrs**. Interested Tenderers should commit their attendance to raiSE by the **15<sup>th</sup> of February 2024 1200hrs**. This compulsory briefing will provide the necessary context regarding the project scope and align business objectives.

3.2 Only Tenderers who attend the compulsory briefing will be eligible to participate in the Tender.

### **4 Evaluation and Clarification**

4.1 During evaluation of the Tender, the Tenderer shall be required, at the discretion of the Employer, to be present for discussions and clarifications with the Employer.

4.2 The evaluation will be conducted in accordance with the Evaluation Criteria as stated in Section C: Evaluation Criteria.

### **5 Presentation of Tender by Shortlisted Tenderers**

5.1 As a part of the evaluation criteria for selection, shortlisted Tenderers will be required to conduct a detailed presentation of the Tender to the Client of the service package that they are offering within Twenty-One (21) days after the submissions of the Tender proposals by the Tenderer.

5.2 Upon being informed of their shortlisting, shortlisted Tenderers will be required by the Client to choose from a predetermined set of dates and timeslots for their presentations to the Tender Evaluation Committee. This set of dates and timeslots is subject to the availability of the Client and would only be applicable for ONE Tenderer per timeslot on a first-come, first-served basis.

5.3 This presentation would enable the Client to seek clarification upon any aspect of the Tenderer's offer, to which the Tenderer shall provide full and comprehensive responses during the presentation or within seven (7) days of notification.

5.4 All expenses incurred in the attendance to the clarification meetings, provision of full and comprehensive responses to the Client shall be borne entirely by the Tenderer.

### **6 Pricing of Tenders**

6.1 The Tender price shall be a fixed price not subjected to recalculation should the actual quantities of works and materials differ from the design proposal accepted and approved by the Client, except in regard to variations which may be ordered by the Client. The fixed Tender price shall not be adjustable for fluctuations (rises or falls) in the cost of labour, materials, goods, temporary services, currency exchange or and

any other constituent part of the Contract or for any changes in legislation or regulations which occur during the period of the Contract regarding working conditions, working hours or rates of payments or benefits to employees and any other costs in employing labour for the Works regarding rates of taxes, fees, duties, levies or other duties payable on materials and goods and services used in the Works.

6.2 The Tender Price shall be stated in words and figures and submitted in the Form of Tender. Where there is any discrepancy between the Tender Price stated in words and the Tender Price stated in figures, the Tender Price stated in words shall prevail.

6.3 The Tenderer shall submit the rates and prices of all items of work described in his design proposal. Items against which no rate or price is entered by the Tenderer will not be paid for by the Client when executed and shall be deemed to be covered by the other rates and prices provided in the Tender documents. The Tenderer shall ensure that the rate and price for each item truly represents the full value of the item.

## 7 Variations and Optional Costs

7.1 Tenderer may submit proposed variations to the Tender using concept, manpower, processes or financial terms different from those specified in this Tender; **provided that the Tenderer shall price the base Tender, regardless of if an alternative is proposed or otherwise.** The variations proposed should be clearly indicated as alternative Tenders on a separate copy of the Form of Tender, sent alongside the Form of Tender for the initial project scope along with the supporting documents listed in this document.

7.2 The Tenderer may submit proposed optional costs for raiSE to consider that would enable raiSE to meet its objectives as defined in the Business Requirements Document (BRD) or support the successful execution of the project. Each proposed optional cost should be clearly priced and clear descriptions reflected for consideration.

7.3 Tenderer shall not alter any terms contained in the Conditions of Contract or attach any additional condition with his Tender. No alteration shall be made to the text of the Specification stated in that document. If any alteration, addition or note is made, such alteration, addition or note will not be recognised, and the wording indicated in this Conditions of Contract will be strictly adhered to.

7.4 Any proposed deviation from the base Tender shall be clearly indicated as counterproposals to the base Tender. The Tenderer shall list down all deviations from the base Tender in his alternative Tender. Any item not listed in the list of deviations shall be deemed to be adhering to what has been stated in the base Tender.

## 8 Compliance with Instructions

8.1 Tenders will be accepted only if submitted according to the instructions contained and prescribed in this Invitation to Tender Document. Any Tender who attempts to vary the Form of Tender or Conditions of Contract is liable to be rejected.

## **9 Compliance with Technical Requirements**

9.1 The Tenderer shall provide explicit responses of compliance or non-compliance with any other requirements enclosed in this Invitation to Tender. In the event of any non-compliance with the requirements, the Tenderer shall satisfy the Client (by providing a certification from the manufacturer of the item offered or a copy of the relevant extract from any reputable publication citing clearly its title and edition) that the form, fit and function of the items offered are equivalent to the Goods required and that they are interchangeable. Where the Tenderer fails to satisfy the Client in the manner above, the Tender is liable to be rejected.

9.2 If the Client has, in this Invitation to Tender, stated the specific goods required and the Tenderer wishes to offer an item which does not correspond with the specific goods, the offer by the Tender shall, be deemed as non-compliant with the technical requirements.

## **10 Enquiries and Clarifications on Tender**

10.1 All enquiries and clarifications shall be submitted in writing via email concurrently to Joshua Yeo at [joshua@raise.sg](mailto:joshua@raise.sg) and Wei Shan Koh: [weishan@raise.sg](mailto:weishan@raise.sg).

## **11 Language**

11.1 The Proposal including all data, documents, catalogues etc. must be written in easily comprehensible English Language.

## **12 Eligibility**

12.1 Any company or business that is currently debarred from participating in Government Tenders is not eligible to participate in this Tender. If a Tender is submitted without explicitly mentioning that the Tenderer is currently debarred, the Client shall treat the submission of the Tender as an express continuing declaration by the Tenderer that the Tenderer is in fact eligible to participate in this Tender and, if such a declaration is discovered to be false, the Client will be entitled to rescind any contract entered into pursuant to such a Tender without the Client being liable therefore in damages or compensation.

12.2 The Tenderer must not be under any petition for Judicial Management or petition for Winding Up or under summons for Notice of Meeting to consider Scheme of Arrangement.

## **13 Validity Period**

13.1 Tenders submitted shall remain valid for acceptance for a period of **thirty (30)** days from the closing date of the Tender and during such extension of the period as may afterwards separately be agreed to in writing by the Tenderer at the request of the Client.

## **14 Acceptance of Tender**

14.1 The Client shall be under no obligation to accept the lowest price or any Tender. The Client shall normally not enter into any correspondence with any Tenderer regarding the reasons for non-acceptance of a Tender.

14.2 If a Tender submission should be evaluated as unsuccessful by the Client, a notification will be sent to the Tenderer to inform them of the outcome. The Client is under no circumstance obliged to provide the reasons for the unsuccessful Tender outcome alongside the aforementioned notification.

14.3 The Client reserves the right, unless the Tenderer expressly stipulates to the contrary in his Tender, of accepting such portion of each Tender as the Client may decide.

## **15 Confidentiality**

15.1 Except with the consent in writing of the Client, the Tenderer shall not disclose this Tender, or any of its provisions, or any specifications, plans or information issued by the Client.

## **16 Ownership of Tender Documents**

16.1 All documents submitted by the Tenderer in response to this Invitation to Tender shall become the property of the Client. However, intellectual property in the information contained in the Tender submitted by the Tenderer shall remain vested in the Tenderer. This clause is without prejudice to any provisions to the contrary in any subsequent contract between the Tenderer and the Client.

## **17 Expense of Tenderer**

17.1 In no case will any expense incurred by the Tenderer in the preparation of his Tender be borne by the Client.

## **18 The Goods and Services Tax (GST)**

18.1 All rates and prices quoted shall be inclusive of the said GST chargeable on the supply of the said Goods and Services.

18.2 If the Tenderer is a taxable person under the GST Act, the Client will pay the Tenderer, in addition to the rates and prices proposed, the GST chargeable on the supply of Goods and Services provided pursuant to this Tender.

## **19 GST Registration**

19.1 The Tenderer shall declare his GST status in his Tender. He shall clearly indicate whether he is, or whether he will be a taxable person under the GST Act. He shall, if available, furnish the GST registration number to the Client.



- 19.2 A Tenderer who declares himself to be a non-taxable person under the GST Act but who becomes a taxable person after the award of the Tender shall forthwith inform the Client of his change in GST status. He shall be entitled to claim from the Client any GST charged on the supply of Goods and Services made by him after his change in GST status.

## **20 Corrigenda to Invitation to Tender**

- 20.1 The Client reserves the right to amend any terms in, or to issue supplementary terms to the Invitation to Tender at any time prior to the closing date of the Tender.

## **21 Additional Terms**

- 21.1 Throughout the course of the project, the Client reserves the right to submit occasional ad hoc requests or supplementary modifications, and the scope of work changed based on mutual agreement between both parties.
- 21.2 The Tenderer shall not revise the contract without mutual consent from both parties and should propose any changes with clearly documented evidence of the necessity.
- 21.3 The Client reserves the right to make the final decision on revisions or additions to the scope of work, if counter proposed by the Tenderer prior to, or during the course of the Project.

## **22 Consortium**

- 22.1 The following conditions shall apply to the Tenderers who intend to submit the Tender as a Consortium. The said conditions shall prevail over paragraphs 1 to 22 herein.
- a) All members of the Consortium must fulfil the eligibility criteria as stated above.
  - b) The Consortium shall be required to appoint a Lead member who will submit the Tender for an on behalf of all Consortium members.
  - c) No Consortium shall include a member which has been debarred from raiSE Tenders and Tenders.
  - d) After submission of the Tender, any change in the identities of the Consortium (including changes resulting from the addition of a new Consortium member from the participation) must be approved in writing by the Client on a prior basis.
  - e) In the case of Consortiums, the following documents must be submitted with the Tender Offer:
    - I. A certified true copy of the consortium or partnership agreement signed by all members of the Consortium.
    - II. Documentary proof must be provided to show that there is a Lead member which is authorized by all members of the Consortium to sign and submit the Tender Offer, receive instructions, give any information, accept any contracts, and act for and on behalf of all the members of

the Consortium. The documentary proof could be in the form of:

- Relevant provision (s) in the certified copy of the consortium or partnership agreement,  
**[OR]**  
Certified copies of powers of attorney from each member of the Consortium
- f) The Tender offer must be submitted by the lead member of the Consortium.
- g) Information submitted to the Client has to be with respect to:
- I. The legal relationship among the members of the consortium
  - II. The roles and responsibilities of each member of the Consortium
  - III. The Address of the Consortium to which raiSE may send any notice, request, clarification or correspondence.
- h) If raiSE awards the Contract to a Consortium:
- I. The Letter of Acceptance and/or/ Purchase Order may be emailed to the lead member of the Consortium given in the Tender Offer.
  - II. The issue by raiSE of a Letter of Acceptance and/or Purchase Order shall create a contract that is binding on all the members of the Consortium for the provision of goods and/or services required under this Invitation to Tender and to the extent accepted in the Letter of Acceptance and/or Purchase Order. The binding contract shall be governed by the terms of the Contract as defined in the Conditions of Contract.
- i) Each member of the Consortium shall be jointly and severally responsible to raiSE for the due performance of the contract.
- j) If any member of the Consortium withdraws from the Consortium or it is adjudicated a bankrupt or goes into liquidation in accordance with the laws of the country of incorporation, the surviving members of the Consortium shall be obliged to carry out and complete the performance of the Contract.
- k) All payments based on the proposed payment schedule shall be committed to the Lead member of the Consortium. That Lead Member is liable to the payment terms in said partnership agreement, carried out by the parties in that Consortium.
- l) raiSE shall not be liable for any disputes arising from payments within the Consortium once the payments have been made to the Lead Member of the Consortium.

## SECTION B: REQUIREMENT SPECIFICATIONS

### 1. Background:

The Singapore Centre for Social Enterprise, raiSE was established in 2015 to develop the Social Enterprise sector in Singapore through a cross-sector collaboration between the Ministry of Social and Family Development (MSF), National Council of Social Service (NCSS), Social Enterprise Association, and Tote Board.

raiSE's primary mission is to raise the awareness of social entrepreneurship initiatives and raiSE support for Social Enterprises (SEs) in Singapore as the sector developer and membership body for aspiring and existing social entrepreneurs. Since its establishment, raiSE has expanded on its role by shifting its expertise towards being the builder of ecosystems that support social enterprises.

In support of the work of raiSE, raiSE employs the use of IT platforms / services / hardware (together with its process interlinkages and backend integration shall be collectively known as "IT Infrastructure") such as Customer Relations Management Systems, Accounting and Human Resource Management Systems, Web-Hosting Services, Central and Localised Servers, open-source and proprietary Web-Hosted Applications etc.

Prior work has been undertaken to understand the gaps within our stakeholder groups and identify early-stage key user flows. This supports the informing of the design and development of a website and an IT infrastructure that accomplishes the objectives of raiSE.

### 2. Objective:

The Objectives of the Project are to:

- Enhance the overall design and aesthetics of the website that is updated, user-friendly, appealing and providing value to our multiple stakeholders, based on raiSE's existing brand identity and strategy.
- Improve the user experience of the website through good navigation and information architecture to ensure that visitors can easily find the information that they are looking for.
- Optimise the website and members' portal to be viewed and accessed from mobile devices with a responsive design.
- Ensuring Search Engine Optimisation to increase searchability, analytics integrations and integrations with marketing tools, with integrations into social media platforms.
- Implementation of a Content Management System dashboard that enables our team to update and maintain the website easily.
- Ensure that our team has a robust Customer Relationship Management System (CRM) that reflects our new membership segmentation assessments through custom forms and formula.
- Enabling our Customer Relationship Management System to track our leads generation, customer journey management and interactions data, compliant but not limited to what is listed in **Paragraph 5 Technical Requirements**.

### 3. Scope of Work

The scope of work is sectioned into three (3) components: Tenderers who might choose to select a partial scope of work can choose to select the core areas sectioned out below with all subcomponents included as part of the works expected to be completed by the Tenderer.

The scope of work is written with the website development hosting platform WordPress, and CRM system of Salesforce in mind. Alternative recommendations are welcome to be detailed by Tenderers, so long as they comply with the requirements as detailed in this Invitation to Tender document.

#### Components of scope of work:

A- Website Design , B- Website Development, C- CRM Development

| S/N | Core Area           | Key Activities  | Key Deliverables  |
|-----|---------------------|---|---|
| A   | Website Design      | <ul style="list-style-type: none"> <li>Building out key screens based on discovery findings presented in the form of user profiles, user experience journeys, product features and flow mapping.</li> <li>Co-Creation with the raiSE team to create key screens and flows.</li> <li>User Experience (UX and User Interface (UI) design and Engineering</li> <li>Designing of a functional prototype to run cycles of testing for</li> <li>User Acceptance Testing</li> </ul>  | <ul style="list-style-type: none"> <li>Low fidelity prototype based on flows mapped in previous phases of work.</li> <li>Style guides based on raiSE branding.</li> <li>Co-creation sessions with the raiSE internal stakeholders</li> <li>Key screens for public-facing website and member's portal according, but not limited to the flows mapped in previous phases of work.</li> <li>Comms Content requirements document</li> <li>Final implementation-ready prototype</li> </ul> <p><b>Expected Outcomes:</b></p> <ul style="list-style-type: none"> <li>Reduction in enquiry calls that staff have to redirect back to the website.</li> <li>Reduced time spent on administrative support for members (membership, grants and networking).</li> <li>Increased membership traffic within the members' portal.</li> <li>Increased organic traffic into the website</li> </ul> |
| B   | Website Development | <ul style="list-style-type: none"> <li>Selecting the framework for web hosting</li> <li>Designing database for web hosting</li> <li>Designing an intuitive content management system (CMS)</li> <li>Building of additional customisations and integrations with other services including but not limited to events and ticketing management, marketing and banking services.</li> <li>Setting up a staging site for testing and pushing updates</li> <li>Provide after launch support for a minimum of 3 months with an option to extend</li> </ul> | <ul style="list-style-type: none"> <li>Markup for layouts and input forms</li> <li>Plugins for user functions</li> <li>CMS for custom pages</li> <li>Management for user functions</li> <li>Dashboards for user data</li> <li>Staging site for updates and testing</li> <li>CMS User Training and guides</li> </ul> <p><b>Expected Outcomes:</b></p> <ul style="list-style-type: none"> <li>Capability to efficiently update website content</li> <li>Ability to support increased traffic through the public site and concurrent members' portal use.</li> <li>Increased security of user data on the website.</li> </ul>  |
| C   | CRM Development     | <ul style="list-style-type: none"> <li>Selecting of a CRM service and platform that can be seamlessly integrated with the CMS data.</li> <li>Data normalization and interim data hosting solutioning</li> <li>Data migration of existing salesforce database</li> <li>Design of workflows and prototypes</li> <li>Conducting quality analysis based on test cases.</li> <li>Conducting training for use of CRM.</li> <li>Provide after launch support for a minimum of 3 months with an option to extend</li> </ul>                                 | <ul style="list-style-type: none"> <li>Co-creation and user acceptance testing UAT with raiSE internal stakeholders.</li> <li>Delivering a CRM that has the capability to marketing automation, sales force automation, workflows, leads management and provides integration into other software.</li> <li>CRM user training and guides</li> </ul> <p><b>Expected Outcomes:</b></p> <ul style="list-style-type: none"> <li>Data security for our scaled member's database</li> <li>Increased efficiency in case management for all member's processing requirements</li> <li>Enclosed system for tracking, organising and reporting case management for approvals.</li> <li>Capability to scale and efficiently manage increased case volume</li> </ul>   |

## **4. Technical Requirements**

### **4.1 Scalability Performance**

We are considering both the scalability of users interacting with our CRM through both desktop and mobile devices. We would require recommendations as to how we might accommodate a growing user base accessing the service simultaneously.

As we develop content for both public-facing platform and member-only resources, we require a system that would be able to support content development over time on our CMS.

### **4.2 Data Security**

We operate within the IT governance framework of Govtech, which mandates the adherence to website whitelisting protocols and the permitted ports connection outlined in their guidelines. Additionally, all cloud services must have their infrastructure located in Singapore.

Our members share with us confidential information that we have an obligation to preserve. Our platforms should encompass comprehensive cybersecurity measures.

## **5. Other Project Requirements**

### **5.1 Change management and approach**

As a key part of the implementation of a new system, we require Tenderers to have a plan and approach for change management to ensuring success and adoption of new end state solutions within our internal stakeholders.

### **5.2 Cyber security and testing of final production solutions**

Due to the requirements on data security and scalability performance, we require a comprehensive testing approach of final production solutions for our systems prior to the final delivery.

### **5.3 Project Management Methodology**

The Client expects to work with the Tenderer in an Agile Methodology where we can take into consideration the Client's organisation's requirement for adaptability and enable the continued alignment between the Client and the Tenderer, based on the requirements of the organisation, should they evolve through the course of the project.

The Client commits to nominating a dedicated liaising individual to engage with the Tenderer for up to One (1) working day per week of engagement for Eight (8) hours per working day. Should project requirements require more than the otherwise stated commitment, the Client is open to negotiate further involvement as the project requires.

### **5.4 Technical support and maintenance**

Tenderers should present their technical support and maintenance options at 3 months of post-launch support. Any additional recommendations or options for post-launch support and maintenance should be factored into the tender proposal separate to this 3-month support and maintenance cost.

#### 5.4 Procurement of Licences

In the execution of this project, the Client expects the Tenderer to include a list of potential licenses recommended for the execution of the project, and their associated yearly subscription costs. This procurement cost should be listed separately from the cost of the project execution. The Client will be solely responsible for the procurement of ALL licences required to complete the project upon prior consultation with the Tenderer.

#### 6. Cost Schedule

Tenderers are requested to submit a cost schedule based on the schedule below. Tenderers must also include cost breakdowns for all optional items (outside base costs) that will help raiSE meet its objectives as stated in **Annex A Business Requirements Document**. Tenderers who are offering a discount in services are requested to indicate the amount/services in the cost schedule provided below.

| Core Area | Description   | Unit Cost<br>(if applicable) | Estimated man days/hours | Cost |
|-----------|---|------------------------------|--------------------------|------|
| A         | Website Design  |                              |                          |      |
|           | <ul style="list-style-type: none"> <li>Show breakdown of cost</li> </ul>          |                              |                          |      |
|           | <ul style="list-style-type: none"> <li>Add lines items where necessary</li> </ul> |                              |                          |      |
| B         | Website Development   |                              |                          |      |
|           | <ul style="list-style-type: none"> <li>Show breakdown of cost</li> </ul>          |                              |                          |      |
|           | <ul style="list-style-type: none"> <li>Add lines items where necessary</li> </ul> |                              |                          |      |
| C         | CRM Development   |                              |                          |      |
|           | <ul style="list-style-type: none"> <li>Show breakdown of cost</li> </ul>          |                              |                          |      |
|           | <ul style="list-style-type: none"> <li>Add lines items where necessary</li> </ul> |                              |                          |      |

## SECTION C: EVALUATION CRITERIA

All Tender offers will be evaluated based on the following criteria within each of the sections of the scope of work Tendered for:

### Qualification for Assessment:

- a. Completeness of submission: All documents required for submission are present
- b. Return on Investment: Commercial and fee model appropriateness in relation to project requirements and limitations

### Tenderer Proposal Evaluation (100%):

- a. Delivery of proposed project and change management approach (including risk, quality and governance) (30%)  
*Tenderer shows a projected project plan that reflects completion by SE Week, including a quality assurance, risk management and change management processes.*
- b. Technical solution and ongoing support/ maintenance/ enhancement (30%)  
*Tenderer is able to show a plan for ongoing support, maintenance and enhancement options including a 3-month support and maintenance service beyond the completion of the project.*
- c. Credibility and track record of vendor and proposed team (20%)  
*Tenderer team has demonstrated an ability to deliver work that meets raiSE's requirements, with key account managers that are able to represent an understanding of the brief and an assigned team with satisfactory credentials*
- d. Security and cyber protection considerations (20%)  
*Tenderer reflects security and cyber protection considerations as a key part of the solution, alongside a data migration strategy.*

## SUBMISSION INSTRUCTIONS AND DEADLINE

All proposals and quotations must be submitted **5<sup>th</sup> March 2024 at 2359hrs**. Any proposal or quotation submitted after the closing date and time will not be considered. All proposals and quotations must be sent **concurrently** via email to the following:

Joshua Yeo: [joshua@raise.sg](mailto:joshua@raise.sg)

Wei Shan Koh: [weishan@raise.sg](mailto:weishan@raise.sg)

## CONTACT PERSON

For any questions regarding this Invitation to Tender, please contact Joshua Yeo at [joshua@raise.sg](mailto:joshua@raise.sg) and Wei Shan Koh at [weishan@raise.sg](mailto:weishan@raise.sg).

**CONFIDENTIALITY**

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## SECTION D: TERMS AND CONDITIONS

2. Tenderer must submit their Tenders in relation to the Tender Specifications and provide their clear recommendations based on an understanding of raiSE requirements as listed in this document and project briefing.
3. Tenderer shall submit a resource plan covering the necessary and appropriate resources (equipment, manpower, tools) to perform the required services and enhance productivity and service performance. Tenderer must submit a resource plan listing out the optimum manpower structure, equipment and technologies that will be committed to the operations. Details must be provided to explain why the proposed resources are adequate to support the services.
4. The Tenderer shall be bounded to deliver the solution which has been proposed. Tenderer should highlight how proposals are able to achieve the objectives and requirements as expressed by raiSE and any additional rationale that they have assessed to be required.
5. Tenderer is expected to have a transition plan upon request should a transition of Tenders be required during the course or at the conclusion of the Project. This plan should illustrate how services and technology will be implemented in the transition. The plan shall include a clear timeline and milestones of key activities when taking or handing over to the Client or to another Tenderer. The plan should specify the additional time required for the implementation and testing of the technology, processes, or infrastructure during the transition, together with what the Tenderer will be provisioned to do during the interim period.
6. If requested by raiSE, Tenderers shall be required to submit their transition plan in the form of a Technology and Process Change Proposal and explain the impact on raiSE resource plan.
7. Tenderer is required to submit the completed Price Schedule, derived not only from manpower but also the technology cost (maintenance and renewal). The Price Schedule shall include surge rates for ad hoc increase in manpower and resource changes.

## Annex A

# Business Requirements: Website Design and Development

### **Problem Statement:**

As our ecosystem matures and we are looking to welcome more social enterprises to become members of raiSE, our current website is unable to meet the changing needs of our organisation. The current website's layout is outdated and confusing, and not enabled for responsive mobile view, the membership application process is manual and confusing for our users, which requires human intervention to complete through face-to-face conversations and manually edited through our CRM. Payment methods for membership is now executed through the issuing of physical cheques.

In December 2023, raiSE conducted a research study with our various stakeholder groups to understand what changes that they would like to see in the new website. We have found that our current website is posing as a barrier to entry for new members, and the usability is low for many of them. The most used feature of the website is for current members to renew their membership.

Currently, the raiSE team manually processes membership applications due to the lack of uniformity in the capturing of membership application data. Enquiries made to raiSE on information that is available on the website have affected the effort spent by staff to redirect enquires back to the website, due to the unintuitive information architecture of the website.

### **Project objectives:**

Overall, raiSE is looking to reduce the amount of time and effort spent by our staff on redirecting enquiries about information already available on the website. raiSE aims to grow its membership base and increase the traffic from our members on the members portal on the website that can support them with tailored, useful content. Furthermore, we would like to continue our efforts to create awareness for social enterprises and shed light on the impactful contributions that are being made towards unmet needs within society.

We need a website that is updated and welcoming, with a user-centred user experience and interface design that is responsive for both desktop and mobile, that speaks to the various groups of stakeholders that we engage with.

To support our members, our website needs to be enabled with a customer relationship management (CRM) system that caters to the new audiences and their changing needs, a secure payment platform for our members to make payments, and a content management system (CMS), for us to engage with our audiences through the content on our website.

We are launching multiple projects that require the completion of a functional website by October 2024. Any projects proposed by Tenderers have to follow the deadline as reflected in this document.

## Project Scope:

This project can be divided into three parts: 1: front-end design of website, 2: development of website and 3: back-end development of the Customer Relations Management System (CRM).

### 1.1 Website design:

*Public Facing website: Landing page, about raiSE, public-facing resources, Upcoming events and events attendance tracking.*

*Member portal: Grant application, member's profile, member's resources*

- Wireframing (responsive for desktop and mobile)
- Style guide for website (based on raiSE brand guide)
- Search engine optimisation (SEO)

*Member's Portal for website: Member home page/dashboard, News and Events, member's exclusive resources, profile, membership renewal*

- Form design / Integrations for member's application
- UX writing for membership form that is inclusive.
- Wireframing for member's portal

### 1.3 Website Development

- Integration with customer relationship management (CRM) backend
- Content management system (CMS) dashboards for editing website content
- Any predefined collaborative tools (e.g. accounting software, automation platforms etc)

## 2 Customer Relations Management System (CRM):

Detailed requirements can be found in **Annex B CRM functional requirements**.

- Able to receive the data from the member's application form and segment the different tiers of membership.
- A dashboard that allows staff to view and edit members' information.
- CRM that can send push notifications to member's email.
- Payment platform integration availability

**Key Target Audiences:**

| <b>Type</b> | <b>Description of Stakeholder</b>  |
|-------------|--|
| Primary     | raiSE member social enterprises  |
| Primary     | Non-Social Enterprises/ budding entrepreneurs that reflect an intention to incorporate social impact into their business |
| Secondary   | Members of the public and volunteers   |

**Project Constraints:**

|                               |   |  |
|-------------------------------|---|--|
| <b>Time Constraints</b>       | <b>To be Completed by Start of October 2024</b> | We are embarking on multiple other projects in our calendar. We would like to have our website in its full minimum viable capability for the public-facing, member's profile website fully working by this deadline. |
| <b>raiSE team Co-creation</b> | <b>Periodic Involvement</b>                     | raiSE would like to co-create with our Tenderers in the creation of the necessary flows and specific details within the project  |
|                               |   |  |

## Annex B

### Forms for Tendering

As a part of the tendering process, please fill in and submit all the forms attached in this section of the invitation to tender, that include:

1. The Form of Tender
2. Information of Tenderers
3. Declaration by Tenderers

**PART 1: FORM OF TENDER**

1. We warrant, represent and declare that we are duly authorized to submit, sign this tender, receive instruction, give any information, accept any contract and act for and on behalf of

\_\_\_\_\_ (Name of firm, company or consortium).

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2023

Signature of Tenderer : \_\_\_\_\_

Name of Tenderer : \_\_\_\_\_

In the capacity of : \_\_\_\_\_

Duly authorized to sign tenders for and on behalf of:

\_\_\_\_\_  
Address:

\_\_\_\_\_  
In the presence of :

Signature of Witness : \_\_\_\_\_

Name of Witness : \_\_\_\_\_

Address : \_\_\_\_\_

Occupation : \_\_\_\_\_

## PART 2: INFORMATION OF TENDERER(S)

### **Note to Tenderer:**

*If there is a Consortium formed to address the project requirements as stated in this Invitation to Tender, please duplicate this form and complete one (1) form for each organisation tendering for this brief.*

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### 1. ESTABLISHMENT OF ORGANIZATION

#### 1. The Organization

|  |  |
|--|--|
| Company Name                                 |  |
| Registered Address                           |  |
| Mailing Address<br>(if different from above) |  |
| Telephone no.                                |  |
| Email Address / Website                      |  |

#### 2. Business / Company Registration

Type of firm ( tick the appropriate box only)

- Sole Proprietorship
- Partnership
- Private Company
- Public Company
- Joint Venture
- Others (please specify):  
\_\_\_\_\_

Registration Number: \_\_\_\_\_

Date of Registration: \_\_\_\_\_

3. Business Activities

|   |  |
|---|--|
| What are the main business activities of your organization? |  |
|---|--|

4. Key Personnel – Principals, Partners or Directors

| No. | Name | Designation |
|-----|------|-------------|
|     |      |             |
|     |      |             |
|     |      |             |
|     |      |             |
|     |      |             |

5. Persons Empowered to Act for the Organization

| No. | Name | Designation |
|-----|------|-------------|
|     |      |             |
|     |      |             |
|     |      |             |



## 2. RESOURCES AND EXPERIENCE OF THE ORGANIZATION

### 1. Organization Chart

Please submit an Organization Chart of your Organisation

### 2. Staff Strength

| Type of Staff  | No. |
|--|-----|
| (i) No. of Key Personnel – Principals, Partners or Directors |     |
| (ii) No. of Staff Strength                                   |     |
| Total Staff Strength [(i) + (ii)]                            |     |

### 3. Key Personnel (as listed in this declaration) to be assigned to the Contract

| No. | Name | Designation |
|-----|------|-------------|
|     |      |             |
|     |      |             |
|     |      |             |
|     |      |             |
|     |      |             |
|     |      |             |

### 4. Financial Information

1. Please provide annual turnover for the past three (3) years.

Please provide one set of the latest audited accounts or IRAS valid filing.

| Year                    | Turnover (\$) |
|-------------------------|---------------|
| For the year ended .... |               |
| For the year ended .... |               |
| For the year ended .... |               |

2. Has your organization met the terms of its banking facilities and loan agreements (if any) during the past year?

Yes / No

*If the answer is “No” what were the reasons?*

---

3. Has your organization met all its obligations to pay its creditors and staff during the past year?

Yes / No

*If the answer is “No” what were the reasons?*

---

5. Relevant Experience and Track Record

a) Please provide details of relevant works completed for the past five (5) years that include the # of projects they have implemented.

| No. | Description of Events | Event Date | Name and Address of Client and Contact Person |
|-----|-----------------------|------------|---|
|     |                       |            |   |

b) Please provide details of current works

| No. | Description of Events | Event Date | Name and Address of Client and Contact Person |
|-----|-----------------------|------------|---|
|     |                       |            |   |

3. Have you had any contract terminated for poor performance in the past three (3) years?

Yes / No

*If the answer is “Yes” please give details:*

---

## LEGAL STANDING

1. Does any of the following apply to your organization or to any of the director(s) / partner(s) / proprietor(s)?

|   |          |
|---|----------|
| Is in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings? | Yes / No |
| Has been convicted of a criminal offence related to business or professional conduct  | Yes / No |
| Has committed an act of grave misconduct in the course of business  | Yes / No |
| Has <b>not</b> fulfilled obligations related to payment of taxes  | Yes / No |
| Is guilty of serious misrepresentation in supplying information   | Yes / No |
| If the answer to any of these is 'yes' please give brief details below:   |          |
|   |          |

**PART 3: DECLARATION BY TENDERER(S)**

**Note to Tenderer:**

*If there is a Consortium formed to address the project requirements as stated in this Invitation to Tender, please duplicate this form and complete one (1) form for each organisation tendering for this brief.*

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**DECLARATION**

I declare to the best of my knowledge that the information and particulars submitted (and any supporting papers) are correct. I understand that the information will be used in the evaluation process to assess my organization’s suitability to be invited to supply goods or services to raISE.

Name : \_\_\_\_\_

Position (Job Title) : \_\_\_\_\_

Telephone : \_\_\_\_\_

Email : \_\_\_\_\_

Signature:  
\_\_\_\_\_

Date:  
\_\_\_\_\_