



iSPRINT - Packaged Solutions

Call For Proposal

Requirements Specification

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1. INTRODUCTION

- 1.1 The Infocomm Development Authority of Singapore (“IDA”) is issuing this Call for Proposal to invite Participants (“**ICT Solution Provider**”) for the provision of Enterprise¹ / Sector-Focused² Application Solutions and Specialised Software³ (“**Proposals**”) that are offered through the following delivery modes:
- a) Purchased and owned by the Small and Medium Enterprises (SMEs); or
 - b) “Pay-Per-Use” or “On-Demand” i.e. Software-as-a-Service (“SaaS”).

2. IMPORTANT NOTICES

- 2.1 For the avoidance of doubt, this Requirements Specification for the iSPRINT - Packaged Solutions Call for Proposal shall be read with and shall be subject to the Important Notices as set out in **Appendix A** of this document.

3. BACKGROUND

- 3.1 As part of IDA’s effort to accelerate the infocomm adoption amongst SMEs so as to sharpen their competitiveness and enable their expansion in market reach beyond Singapore, IDA, in collaboration with SPRING Singapore and Inland Revenue Authority of Singapore, launched the iSPRINT scheme in March 2010.
- 3.2 The iSPRINT scheme aims to address the different computerisation needs of SMEs, from simple solutions to improve business operations to innovative use of technology to transform the business, and make it convenient for SMEs to obtain assistance for adoption and innovative use of infocomm under one roof.

4. OBJECTIVE

- 4.1 The Call for Proposal aims to garner ICT Solution Providers to offer Enterprise/ Sector-Focused Application Solutions and Specialised Software

¹ **Enterprise Application Solution** refers to common business software that addresses the needs of the organisation process and data flow. For example, Accounting, Customer Relationship Management (CRM) System, Enterprise Resource Planning (ERP) System, Point-of-Sales, Payroll, Product Lifecycle Management and Warehouse Management System.

² **Sector-Focused Application Solution** refers to software that addresses the unique requirements of specific sector. For example, Audit Software, Clinic Management System, Freight Management System and Travel Management System.

³ **Specialised Software** refers to specific tools that will aid ICT SMEs to better manage project and the software development lifecycle, and speed up software development.

that are “quick-to-implement” and help SMEs to transform their operations and raise productivity.

5. SCOPE OF WORKS

- 5.1 The Packaged Solution(s) proposed by ICT Solution Providers shall be a Commercial Off-The-Shelf (“COTS”) software or SaaS solution that is available for sale and fulfil the pre-qualification criteria under Section 6.
- 5.2 All Packaged Solution(s) shall include the provision of software and Professional Services⁴ required for the configuration / customisation/ set up of the software, with an option to purchase hardware and training.
- 5.3 The following are excluded in this Call For Proposal:
- (a) **Communications and Networking** - For example, VOIP, telephony, remote access/ control, web conferencing, email and blog clients;
 - (b) **System Software, Infrastructure-as-a-Service and/or Platform-as-a-Service Solutions** - For example, data storage, online backup, database server, application server, development tools, virtual machines;
 - (c) **Office Productivity Tools** - For example, word processing, spreadsheet, office suites, calendaring tools; and
 - (d) **Business Process Outsourcing** - For example, contracting the operations and responsibilities of specific business functions (or processes) to a third-party service provider.
- 5.4 The ICT Solution Provider shall be prepared to furnish IDA with a full functional license or trial user account of the proposed Packaged Solution(s) as well as each new version launched.

6. PRE-QUALIFICATION CRITERIA

6.1 ICT Solution Provider

- (a) Shall be a company⁵ incorporated in Singapore;

⁴ All activities (including but not limited to configuration, customization, setup, data migration and training) carried out in relation to the Packaged Solution by the ICT Solution Provider or any of its vendor shall take place in Singapore.

⁵ A company is a business entity registered under the Companies Act, Chapter 50. It has a legal personality i.e. it has rights to own properties, has perpetual succession and can sue or be sued in its own name. It usually has the words ‘Pte Ltd’ or ‘Ltd’ as part of its name.

- (b) Shall be in a healthy financial state. For example, positive working capital to ensure that the company is able to continue its operations and has sufficient funds to satisfy both maturing short-term debt and upcoming operational expenses;
- (c) Shall have adequate resources to manage, administer and implement the Packaged Solution(s) to the reasonable satisfaction of IDA; and
- (d) Shall ensure that its designated technical support staff and trainer(s) for the Packaged Solution(s) possess the necessary and adequate educational and training qualifications, skills, ability and experience to provide pre-sales and post-implementation support and training, in a professional manner.

6.2 Packaged Solution(s)

- (a) COTS software or SaaS solution with minimal or moderate⁶ customisation/ configuration;
- (b) Either an Enterprise/ Sector-Focused Application Solution for any SME or Specialised Software for ICT SMEs;
- (c) Must have proven track records, with at least five (5) positive feedbacks from clients (majority must be local companies) who have purchased and used the Packaged Solution(s) for the past six (6) months;
- (d) Must be able to demonstrate how SME's backend operations and processes could be streamlined and the potential productivity gains;
- (e) For solutions with Accounting/ Payroll/ Point-of-Sales functionalities, the solution must be compliant with the following **mandatory** requirements;

Type of Solutions	Minimum Requirements (mandatory)
Accounting	(a) The software/ solution must have at least the following modules: - Accounts receivable - Accounts payable - Billing/ Invoicing - Cash Book - General ledger - Purchase Order - Sales Order

⁶ Applicable to Intermediate Packaged Solutions only. Professional Services (i.e. efforts including but not limited to configuration, customisation, set up, training) shall not be more than 40 man-days (depending on the complexity of the Packaged Solutions) and within 6 elapsed months.

Type of Solutions	Minimum Requirements (mandatory)
	– <i>Stock/Inventory (Optional module)</i> (b) The software/ solution must be compliant with IRAS e-Tax Guide at the point of proposal submission (refer to http://www.iras.gov.sg/irasHome/page.aspx?id=7752)
Payroll	(a) The Packaged Solution must include both Payroll and Leave modules. (a) The file created by the payroll software/solution is encouraged to be compliant with: • CPF E-Submissions (Employers) FTP File Specifications (refer to http://mycpf.cpf.gov.sg/Employers/ESub-Home/ESub-FTP/eSub-usrFTP2.htm); and • IRAS e-Submission of Employment Income Technical File Format (refer to http://www.iras.gov.sg/irasHome/page04_ektid3282.aspx)
Point-of-Sales (POS)	The software/ solution must be integrated with backend system(s) and allow generation of reports for analysis

(f) For Specialised Software for ICT SMEs, the packaged solution shall offer **at least ONE** of the following:

- **Application/Code Generators** refers to source code generating tools that enable model-driven software development. Examples include mobile app generators & unified modelling language (UML) tools;
- **Collaborative software development environments** refers to software tools or platforms that facilitate the communication, resource sharing and tracking of decentralised software development projects;
- **Data Modelling Tools** refers to software tools that manage and analyse data requirements through data model visualisations and manipulations; and
- **Software Lifecycle Management tools** facilitates the management of application development such as requirements gathering, architecture designing, coding, software testing and change management.

- (g) Maintenance support (to commence after the first three months upon successful implementation), backup, security, recovery and disaster avoidance to be offered as option(s) which SMEs could choose to purchase.

Additional Requirements for SaaS solutions

- (h) Application and application data of the Packaged Solution is encouraged to be hosted in Singapore;
- (i) Ownership of the data shall reside with the SMEs;
- (j) The ICT Solution Provider shall ensure that the System Availability Level⁷ is not less than **ninety-nine per cent (99%)** for each calendar month; and
- (k) The Packaged Solution is preferably IPv6 compliant.

6.3 Completeness of Submission

- (a) Submission of the documents must be complete and in accordance to the Format of Submission as described in paragraph 9.1. All appendices and annexes must be properly labelled.

7. APPLICATION PROCESS

- 7.1 Each ICT Solution Provider is to submit only **one (1) Proposal for each Packaged Solution(s)**.
- 7.2 Your Proposal must be submitted both in hardcopy and softcopy in accordance to the Format of Submission as specified in paragraph 9.1.
- 7.3 All the above documents must be received by IDA before the submission can be duly processed.
- 7.4 Proposals are to be submitted and reached IDA on or before timeline stated in below table. Submission after the closing date will be processed in the next period. IDA reserves the right to reject Proposal not submitted in accordance with the Format of Submission.

⁷ "System Availability Level" is determined according to the following formula:
$$\text{System Availability Level} = [\text{Operating Hours} - \text{System Downtime}] \times 100\% / [\text{Operating Hours}]$$

Closing Date for Submission	Estimated Date to be Listed in IDA's website if Approved
31 March	June
30 June	September
30 September	December
31 December	March

- 7.5 Upon approval of Proposal, a Letter of Agreement indicating the terms and conditions will be sent to the ICT Solution Provider for the pre-qualified Packaged Solution(s). A briefing will also be conducted for the ICT Solution Providers to share on the processes of the Packaged Solution(s).
- 7.6 All pre-qualified Packaged Solution(s) including its prices as specified in Annex D of the Application Form shall be **valid for a period of twelve (12) months or automatically expire on 31 March 2016 or whilst funds last**, whichever is earlier or otherwise informed by IDA with one (1) month's notice.

8. SELECTION PROCESS

8.1 Selection of Proposal(s) for Consideration for Pre-Qualification

- (a) Only complete Proposals will be evaluated by IDA for consideration for pre-qualification. **Shortlisted ICT Solution Providers** may be required to make a presentation of their Proposal(s) (at their own cost and expense) and answer questions on the Packaged Solution(s) in response to IDA's Evaluation Committee.
- (b) Without prejudice to paragraph 7, IDA reserves the right to reject any or all Proposals submitted pursuant to this Requirements Specification for the **iSPRINT - Packaged Solutions Call for Proposal**. Where a Proposal is selected by IDA for consideration to pre-qualify as iSPRINT Packaged Solution(s), the relevant ICT Solution Provider will be notified by IDA.
- (c) For the avoidance of doubt, the short-listing of any Proposal by IDA may not necessarily lead to the listing of Packaged Solution(s).

8.2 Disclaimer

IDA shall have the absolute discretion to accept or reject any Proposal submitted to IDA without being liable to give any reason thereof. IDA reserves the right to retain the Proposals submitted by all parties without liability for the costs of such documents.

9. SUBMISSION

9.1 Format of Submission

The ICT Solution Provider must follow the general layout as outlined below. Non-compliance to the format shall invalidate the submission, unless otherwise stated by IDA.

Generic Documents to be submitted by each ICT Solution Provider

- Application Form** : The prescribed Application Form must be completed, signed and submitted without any alteration. Any alteration to the Application Form may invalidate the submission.
- Annex A** : Latest ACRA business profile of ICT Solution Provider (not more than 6 months ago);
- Annex B** : Audited financial statements of the ICT Solution Provider for the last three (3) years (not more than 18 months), or if audited financial statements are not available, management accounts of the ICT Solution Provider for the last three (3) years (certified true copy by a director as indicated in the ACRA business profile of the ICT Solution Provider);
- Annex C** : Copy of each consultant's and trainer's resume, if consultancy services and training are offered;

Documents to be Submitted for Each Proposed Packaged Solution

- Annex D** : Packaged Solution(s) offerings in accordance to the prescribed format (*Refer to Annex D – Details of Packaged Solution*);
- Annex E** : Datasheet or spreadsheet with details of modules/ functionalities, accompanied with the screenshots of the different modules of the Packaged Solution(s) (*Refer to Annex E – Details of Modules/ Functionalities*);
- Annex F** : Reference letters or equivalent from at least five (5) non-related clients (majority must be local companies) whom the ICT Solution Provider has previously provided the solution in the last six (6) months. ICT Solution Provider must submit these client references of the proposed Packaged Solution(s) whom IDA can contact including seeking feedback on the support and services;
- Annex G** : (*Applicable only to ICT Solution Provider who is NOT the product principal of the licensed software in the Packaged Solution*)
An official letter or equivalent from the product principal, indicating that the ICT Solution Provider is an authorised reseller / partner for the licensed software in the Packaged Solution; and

- Annex H** : Sample quotation, in similar format to Annex D, for each Packaged Solution.
(In the event of successful pre-qualification, the quotation to the SME for the purchase of the Packaged Solution(s) must be in the same format as the sample quotation submitted in this CFP.)

Additional Documents to be Submitted for SaaS Packaged Solution

- Annex I** : Sample terms and conditions or contract between ICT Solution Provider and SMEs.
- Annex J** : Contractual agreement between ICT Solution Provider and Data Centre Service Provider on the hosting arrangement.

9.2 Place and Time of Submission

One (1) hardcopy and one (1) softcopy (in a CD-ROM) of the Proposal should reach IDA no later than **closing dates stipulated with reference to paragraph 7.4 at 1700hrs.** All Proposals must be clearly marked as **“iSPRINT - Packaged Solutions”**, and addressed to:

Infocomm Development Authority of Singapore
10 Pasir Panjang Road #10-00
Mapletree Business City
Singapore 117438
Attention to: Administrator, IDG-Incentive Operations Division

9.3 IDA reserves the right not to accept incomplete submissions.

Proposal(s) are to be submitted in person at the IDA reception desk, located at the address specified in paragraph 9.2.

9.4 Contact Details

Enquiries regarding iSPRINT Packaged Solution(s) should be emailed to ida_isprint@ida.gov.sg.

APPENDIX A – IMPORTANT NOTICES

ICT Solution Providers submitting Proposals in response to the iSPRINT - Packaged Solutions (“**Participants**”) are deemed to have read and understood the following provisions:

1. Interpretation

1.1 The following words and expressions shall have the meanings hereby assigned to them except where the context otherwise requires:

“**Call for Proposal**” or “**CFP**” means the invitation issued by IDA on 5 December 2012 to ICT Solution Providers to provide a full Packaged Solution(s) in connection with the iSPRINT - Packaged Solutions initiative.

“**Commercial Off-The-Shelf (COTS)**” means the commercial software that is available for sale and is ready for use with moderate customisation.

“**Professional Services**” means the efforts provided by the ICT Solution Provider to configure, customise, install and setup the Packaged Solution(s) for the SMEs. Training shall also be part of the Professional Services.

“**IP**” means intellectual property, including but not limited to patents, copyright, industrial design and integrated circuit topography.

“**ICT Solution Provider**” means the party who submits the Proposal in response to the iSPRINT – Packaged Solutions and offers the Packaged Solution(s).

“**IDA**” means the Info-communications Development Authority of Singapore, a statutory board created pursuant to the Info-communications Development Authority of Singapore Act (Chapter 137A) of the laws of the Republic of Singapore with its principal office at 10 Pasir Panjang, #10-00 Mapletree Business City, Singapore 117438.

“**Intermediate Packaged Solution**” means Commercial off-the-shelf software that is available for sale and is ready to use with moderate customisation, and it can either be an enterprise application solution or sector focused application solution.

“**Packaged Solution**” refers to the software, hardware and services(s) which the ICT Solution Provider proposed in Annex D of the Application Form.

“Proposal” means any and all documents and information submitted by the ICT Solution Provider in response to the Call For Proposal.

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

2. Disclaimers

- 2.1 This Call For Proposal (CFP) is merely an invitation to treat and is not intended to create or impose any binding legal obligations whatsoever on IDA, whether express or implied and whether contractual or otherwise. Without prejudice to the generality of the foregoing, each Participant acknowledges and agrees that IDA shall be under no duty or obligation to act fairly or equally towards the Participant in relation to IDA’s evaluation of its Proposal or with regard to any process adopted by IDA under this CFP.
- 2.2 Nothing in this CFP shall constitute a contract between IDA and any Participant. Any Participant selected pursuant to this CFP for participation in the project shall be required to enter into a legally binding agreement with IDA, the terms and conditions of which shall be agreed between the parties at a later date.
- 2.3 All submissions of Proposals, clarifications, discussions and presentations relating to this CFP are made entirely at the risk of the Participant.
- 2.4 IDA does not make any representation or warranty, whether express or implied, or accept any liability for the completeness, relevancy, accuracy and/or adequacy of the information provided by IDA in relation to this CFP.
- 2.5 IDA does not make any representation of fact or promise to the future in respect of any project contemplated by IDA relating to this CFP.
- 2.6 IDA accepts no liability or obligation in relation to any Proposal submitted pursuant to this CFP and/or any subsequent clarifications, discussions or presentations thereon, whether requested by IDA or otherwise. The Participant shall bear all costs and expenses associated with the preparation and submission of its Proposal, and any subsequent clarifications, discussions or presentations thereon. IDA will, under no circumstances, be responsible for reimbursing any costs incurred by the Participant during the process, regardless of the conduct or outcome of the evaluation and selection process.

- 2.7 IDA shall have the absolute discretion to accept or reject any Proposal, whether in whole or in part, without giving any reason whatsoever. The receipt by IDA of any Proposal pursuant to this CFP shall under no circumstances impose any form of obligation or amount to an acceptance of or an agreement to abide by any terms or conditions stated therein or elsewhere on the part of IDA.
- 2.8 IDA shall have the absolute discretion, at any time, to terminate this CFP or to change the nature, scope, procedures or timelines for the CFP, including the proposal selection process and criteria. Under no circumstance shall IDA incur any liability in respect of such termination or changes.
- 2.9 IDA shall not owe any liability to any party for any loss or damage whatsoever (including loss of profit, savings, business contracts, or revenues, and all other forms of actual, direct, special, incidental, or consequential loss or damage) arising from or related to any response to this CFP, including but not limited to the submission of Proposals.

3. Ownership of Documents and Intellectual Property

- 3.1 All proposals and other documents or materials submitted to IDA pursuant to this CFP shall become the property of IDA. Notwithstanding the foregoing and without prejudice to any subsequent agreement with IDA to the contrary, any IP contained in any Proposal and/or such other document submitted to IDA shall not be transferred to IDA.
- 3.2 For the avoidance of doubt, all IP in any documents issued by IDA pursuant to this CFP shall remain vested in IDA.

4. Confidentiality of Information

- 4.1 IDA may require any party receiving confidential information from IDA in relation to or arising from this CFP to sign a written non-disclosure agreement setting out such party's confidentiality obligations in relation to such confidential information.
- 4.2 IDA accepts no liability or obligation in relation to any confidential information disclosed to IDA by a Participant pursuant to this CFP unless otherwise agreed by IDA in a written non-disclosure agreement setting out IDA's confidentiality obligations in relation to such confidential information.

5. IDA's Right to Seek Recovery

Nothing herein shall prejudice or limit IDA's right to seek recovery from the Participant for any loss, damage, costs, expenses, or liability incurred by IDA and/or its officers, directors and employees, directly or indirectly arising out of or relating to the submission of the Proposal by the Participant and IDA's retention and use thereof, including but not limited to any claim that the Proposal infringes any third party's IP rights.