



INVITATION TO TENDER

APPOINTMENT OF DEVELOPER FOR THE
SINGAPORE RED CROSS
CORPORATE MANAGEMENT SYSTEM & INTEGRATED PLATFORM

[SRCS/ITT/2022/010]

20 DECEMBER 2022

IMPORTANT NOTES FOR THE TENDER

1. Vendors must RSVP via email to tender.enquiry1@redcross.sg by **Tuesday, 10 Jan 2023, 4:00 pm** in the following format:
 - Email subject header: **“RSVP 11/01/2023: Tender for Corporate Management System [*COMPANY NAME*] - will adhere to IMDA and CREST ISO 27001 and ISO 27000 Standards”**
 - Email must include a copy of **business card** and a duly completed **Form 5**. Form 5 can be found at the end of this document under the Prescribed Forms section
2. Compulsory Tender Briefing: **Wednesday, 11 January 2023, 10:30 am**
3. Proposed systems need to be developed using the OutSystems Platform
4. Tender closing date: **Friday, 10 February 2023, 5:00 pm**
5. Tender bids must be submitted via TenderBoard

20 December 2022

To the Tenderer,

Dear Sir/Mdm,

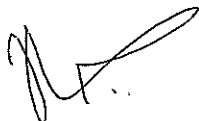
Tender Ref no. SRCS/ITT/2022/010

INVITATION TO TENDER: APPOINTMENT OF DEVELOPER FOR THE SINGAPORE RED CROSS CORPORATE MANAGEMENT SYSTEM & INTEGRATED STAFF PORTAL

1. Singapore Red Cross Society (SRCS) invites Tender Offers for the goods and/or services described in detail in the Requirement Specifications and on the terms set out in the Tender Documents as a whole.
2. This Invitation to Tender (ITT) comprises the following Tender Documents:
 - Letter of Invitation
 - Tender Information
 - Prescribed Forms (Forms 1 to 5)

The Tender Documents will be made available from **Tuesday, 20 December 2022**, on SRC's website: <https://www.redcross.sg/tenders.html> and on www.TenderBoard.biz

3. There will be a mandatory online briefing **on Wednesday, 11 January 2023, 10.30am**.
 - Attendance is **compulsory** for all Tenderers intending to submit a Tender Offer.
 - Vendors are **required** to RSVP your attendance in accordance with **Section 4 (Timeline)**.
 - An email with the link will be sent to vendors who have RSVP per the requirements.
4. Tender Offer must be submitted in accordance with the Instructions to Tenderers. Tenderers must submit their Tender Offers by the Closing Date, which is **5.00pm on Friday, 10 February 2023**. Late submissions will not be accepted.
5. Singapore Red Cross Society does not bind itself to accept the lowest or any Tender Offers, and reserves the right to accept the offer in whole or in part.



Benjamin William
Secretary General/CEO
Singapore Red Cross Society

TENDER INFORMATION FORM

DEVELOPMENT OF THE SINGAPORE RED CROSS CORPORATE MANAGEMENT DIGITAL SUITE AND INTEGRATED STAFF PORTAL

1. Introduction

- 1.1. This ITT is for the appointment of a vendor to undertake the development of a new cloud-based, browser-and-app-accessible Corporate Management Digital Suite (CMDS) and Integrated Staff Portal (ISP) on the OutSystems platform.
- 1.2. The Corporate Management Digital Suite is to be used and managed by the Corporate Management Division comprising the HR, Admin, and IT departments; while the Integrated Staff Portal will be used by all staff across the organisation and integrated with other SRC systems on the OutSystems Platform.
- 1.3. The existing SRC mobile application for staff/back-end access is to incorporate the interface for accessing these systems based on a dynamic access matrix.

2. Background

- 2.1. The Singapore Red Cross Society (SRCS) aims to develop a Corporate Management Digital Suite and an accompanying Integrated Staff Portal so as to holistically manage all staff-related matters across the entire organisation.
- 2.2. The Digital Suite is to comprise a HR Subsystem, IT Subsystem and an Admin Subsystem.
- 2.3. The Integrated Staff Portal (ISP) is to comprise a personalised staff dashboard, individual profile management (across the SRC network), along with a centralised systems directory.
- 2.4. The Staff Portal is to be integrated with multiple systems both on and off the OutSystems platform.
- 2.5. The mobile application extension should facilitate access to both the CMDS and ISP, and is to be integrated with the staff/back-end-only mobile application.
- 2.6. The mobile application should also have a 2FA-OTP generation functionality (akin to Valve's Steam Guard functionality) for accessing all sensitive and confidential information across the SRC network.
- 2.7. This 2FA-OTP functionality will require integration with all other SRC systems on the OutSystems platform - both pre-existing and upcoming ones.
- 2.8. SRCS invites interested vendors to submit a proposal for the CMDS & ISP based on the scope of work and deliverables outlined in Section 3.

3. Scope of Work

- 3.1. Vendors should be aware of the CREST and IMDA certification to ISO 27001, and agree to have the software/system comply with standards set by ISO 27000.
- 3.2. The system must be developed utilizing **only** the **OutSystems Platform**.
- 3.3. Agile development and implementation of a Corporate Management Digital Suite for the management of SRC's HR, Admin, and IT matters; with an accompanying Staff Portal for internal stakeholders to manage their personal details and to access the systems across the SRC network.
- 3.4. A Director's module is required for oversight and management of all Corporate Management functions.
- 3.5. Both the Digital Suite and Staff Portal must be integrated with other systems within the SRC network - both on and off OutSystems - and have their functions and features extended to a back-end mobile application.
- 3.6. This mobile application will be developed as part of the current staff-exclusive mobile application, and must provide 2FA-OTP functionality (akin to Valve's Steam Guard) for access to sensitive, confidential, and personal information.
- 3.7. The entire system and portal is to be developed and launched in 3 phases:

DELIVERABLES

HR Subsystem [Phase 1 - Launch July 2023]

- Dashboard
- Notifications and task list tracking
- Hires Module
 - Job Description Management
 - Applications and submissions update, sharing, and repository
 - Approval Request and Management (former AMS) for hiring of new staff (extendable during approval workflow for function-specific roles)
- P-File Module
 - Staff onboarding and off-boarding process (with workflows, approvals, e-forms, and checklists)
 - Manage, view, edit (with uploads and downloads/exports) staff profiles and employment details (includes but is not limited to personal information, salaries, designations, sections/departments/divisions, functional titles, reporting officer(s), leaves, promotions, timesheets, claims, training history, career progression, certificates)
 - Staff resume generation and repository (dynamically/auto compile with P-file details and attachments; template creation and management)

- Payslip auto-generation and recording
- Staff Micro-LMS Management for policies, SOPs, guidelines, and related multimedia; with mandatory/recommended settings and monitoring of completion; content upload, management, and repository
- Attendance, Timesheet and Claims Module
 - Creation, management, and tracking of timesheets and claims (plus integration with Community Engagement Digital Suite)
 - Advanced cash management with approval workflow and notifications
 - Section/Department/Division time-off management with approval workflows
(to reflect on organisational level who is not in office/at work; omit reasons for absence - i.e. do not state 'on leave')
- Integration with payroll and finance & accounting engine(s)/system(s)
- Staff training management
 - Approval workflows
 - Back-and-forth date setting and adjustments
 - Dynamic training framework
(back-end; also link to Integrated Staff Portal)
 - Integration with TenderBoard for processing training/course purchase requests (PR), purchase orders (PO), and payment (GRN)
 - Interjection for course no-shows; auto-prompt reporting officers
 - Auto-trigger training evaluation from staff with course rating; mandatory to complete within 3 months from course end date
(while evaluation is not completed; cannot apply for new courses)
 - High-rated / recommended courses to be highlighted to HR and reflect in report(s)
 - Certificate uploads
- E-Staff Pass/Business Card
 - Creation and management of each staff's members E-Staff Pass/Business Card
 - To also reflect achievements and milestones within SRC
(with gamification)
 - Potential security access application
- Letter and Certificate auto-generation with workflows (e.g. courses, jobs)
- Employee engagement and benefits
 - E-birthday card; prompt team members to write messages earlier
 - Voucher link for staff to claim/use as birthday benefit
- Electronic Appraisal System (Employee Development Review)
 - Prompt reporting officers to set key performance indicators (KPIs) and development milestones at the start of the calendar year, employment, transfer or promotion

- Allow for KPI/milestone edits with automatic prompts half-yearly for any amendments to KPI (requires countersigning officer and HR's approvals; auto-notify stakeholders)
- Sync with development and performance targets set by respective reporting officers
- Cross-reference with staff training management and framework for mapping against courses and training completed
- Tracking of annual ranking and grading (scoring and grading calculation in-built); the latter to be synced to calculation matrix and payroll
- End of year auto-generate and auto-prompt to conduct EDR
- Annual Mandatory Update Management (with dynamic creation and editing)
 - Staff Personal Details
 - Non-Disclosure Agreement
 - Conflict of Interest Declaration
- Organisational workplan, manpower planning, and divisional/departmental KPI setting and management (integrate with individual staff's KPIs)
- HR Budget Tracking (extend to/integrate with Finance interface/system)
- Broadcasting, push notification, and dashboard news update functionality
- Staff/user account deactivation without deletion
- Subsystem super admins can appoint subsystem admins
- Auto-archiving and archiving protocols for ex-staff members from more than 5 years ago; data to be retrievable at a later date; statistics kept intact

Director's Module [Launch in Phase 1; to be incrementally linked/updated/upgraded as other Phases are completed]

- Director's Dashboard + All other Corporate Management Dashboards
- Can appoint/revoke super admins for each CMDS subsystem
- Manage/track/respond to approval requests
- Read-only access to other Subsystems' functions

Staff Portal [Launch in Phase 1; to be incrementally linked/updated/upgraded as other Phases are completed]

- Personalised dashboard; staff profile with system details and notifications
- Personalised SRC network system directory with dynamic access
- Leave tracking and application (linked to dedicated HR engine)
- Payslip auto-request/generation
- Appraisal records and processing
- Bookings management, prompts, and reminders (e.g. facilities, vehicles)
- Claims application (medical & transport)
- Staff Micro-LMS for policies, SOPs, guidelines, and related multimedia

- Annual Mandatory Updates
 - Personal Details
 - Non-Disclosure Agreement
 - Conflict of Interest Declaration
- E-staff pass with achievements and milestones reflected (with gamification)
- Training management and requisition
 - Application:
 - Can select/filter from recommended selection, relevant courses based on set KPI and/or competency/development metadata or keywords, or others
 - Approval workflows including reporting officers, countersigning officers (where necessary), and HR
 - Adjustments/Confirmation:
 - Processing and notification for date or course adjustments and confirmation
 - Evaluation:
 - Post-course evaluation (to be completed within 3 months; cannot apply for new course as long as an evaluation is still incomplete)
- Approval Management System (AMS)
 - In-built for personal HR matters (training, claims, etc.)
 - Second, standalone module for generic/department matters
 - to allow non corporate email access/approval
- Asset loan and issuance request and personalised tracking

Admin Subsystem [Phase 2 - Estimated Launch October 2023]

- Dashboard
- Subsystem super admins can appoint subsystem admins
- Asset Loan Requests, Tagging, Management, and Issuance (integrate/extend to Finance for asset depreciation setting and tracking)
- Admin Budget Tracking
- Facilities Booking & Management (sync with Google Calendar and entry scanning and management devices)
- Fleet Management (to be amalgamated with Fleet Management from the Community Engagement Digital Suite (CEDS); sync with Google Calendar)
- Delivery request and management (integrated with the Fleet Management and Driver components of the Community Engagement Digital Suite)
- API Integration with Dash Cam Cloud based system
- Work Order Management/Ticketing System
- Storage Space Management Module (integrate with Staff Portal and systems)
- Approval Request & Management Workflows

IT Subsystem [Phase 3 - Estimated Launch January 2024]

- Dashboard
- Subsystem super admins can appoint subsystem admins
- IT Budget Tracking
- IT Asset Request, Management, Issuance, and Tracking (linked to HR+Admin)
- Shared NDA and PDP agreement repository and management access
- Work Order Management/Ticketing System (either in-built or integrated; UX must be seamless)
- Approval Request & Management Workflows
- SRC User Rights Monitoring (unable to change access rights across network)

Secretary-General's Office Suite

- To be used by Sec-Gen, Dy Sec-Gen(s), and their respective PA(s)
- Reporting of data and statistics from all other systems/divisions in SRC
- Account creation/assignment to be requested by HR, confirmed by IT
- Overarching and division/department/section-specific Dashboards
- Dynamic Reports Generation
- Approvals Management (sync with digital signature functionality and other relevant system workflows)
- Integration with all SRC systems

Mobile Application

To be integrated/consolidated with existing SRC Mobile Application

- 2FA-OTP Functionality akin to Valve's Steam Guard application
- Driver Interface/Application
 - Expand to include delivery tracking, handling, and management
 - Expand to include non-Medical Chaperone case handling
- Can facilitate same functions as the web version but in an intuitive mobile format for both front-end and back-end portals and application interfaces
- Facilities Work Order Reporting (with Camera functionality)
- Push notifications
- Usable E-Staff Pass
- E-Business Cards with integrated utilisation and dynamic storage options
- QR Code scanner and auto-processing; e.g. for attendance, vehicle usage, etc.

Secondary Requirements

- Archiving and deactivation of inactive users
- Purging of personal data for users marked as deceased without deletion of account and affecting statistics
- 2 Factor Authentication/OTP for all users upon login and when accessing private and confidential information

- Strong password requirements
- Anti-DDoS, threat scanning for uploaded files, and other security measures
- Audit Log for each subsystem's admins, super admins, and director(s)
- Storage space management module to be integrated with other department subsystems both within and external of the CMDS
- All budget tracking functions and modules to be synced with Finance systems, interfaces, and modules
- Integration with Finance Subsystem for claims and claims-related approvals
- Digital signature functionality for approvals and letter generations
- Dynamic report generation
- Broadcasting, push notification, and dashboard news update functionality
- QR Code generator/generation (utilised across CMDS functions)
- Automatic mesh-networking between all SRCS databases to track and synchronise stakeholder journey with SRCS
 - multi-data verification to maximise accuracy of matching; less than perfect matches to require staff approval for synchronising
 - copy only relevant information and triggering updates across entire network in the event of data change
- Vulnerability Assessments and Penetration Testing (VAPTs) at every Phase launch(es) and completion respectively

- 3.8. Design and implement a User Interface/User Experience (UI/UX) that is eye-catching and easy-to-use even for individuals unfamiliar with technology.
- 3.9. The Vendor may propose other features/functionalities that they deem appropriate.
- 3.10. The Vendor may either develop a new system or propose to use any existing system(s) that have been developed using the OutSystems Platform and customise it to suit Singapore Red Cross's requirements, whichever may be more cost efficient to undertake.
- 3.11. Submit a proposal for the data architecture of the system, indicating:
 - a. Location of the storage of the data/databases (company/country, where applicable), and
 - b. Any other third-party software/service providers that may be relevant or required
- 3.12. The Vendor shall be responsible for the application for all relevant user/software/security licences required for the development/implementation of the system, unless otherwise stated and agreed to by the Singapore Red Cross.
- 3.13. In order to enable the Vendor to complete his obligations under the Contract, the Vendor may need to work beyond the hours of work specified herein or during public holidays. The Vendor shall consult and coordinate with the Singapore Red Cross prior

to the commencement of any work and the Vendor shall be deemed to have included in his quotation pricing for this contingency.

4. Timeline / Deadlines

<p>10 January 2023, 4:00 pm Tuesday</p>	<p>RSVP via email for mandatory online tender briefing to: tender.enquiry1@redcross.sg</p> <p>Subject header: “RSVP 11/01/2023: Tender for Corporate Management System [COMPANY NAME] - will adhere to IMDA and CREST ISO27001 and ISO27000 Standards”</p> <p>Please submit a scanned copy/photo of your business card and a duly-signed copy of Form 5: Non-Disclosure Agreement</p> <p>A Zoom Link will be sent to vendors who have RSVP'd as per the instructions above.</p>
<p>11 January 2023, 10:30 am Wednesday</p>	<p>Mandatory Tender Briefing (online)</p>
<p>10 February 2023, 5:00 pm Friday</p>	<p>Submission of tender proposal.</p> <p>Only online submission via www.TenderBoard.biz (Vendors to sign-up for a free account)</p>
<p>mid March 2023 (<i>estimated</i>)</p>	<p>Appointment of vendor</p>

5. Conditions of Tender Submission

- 5.1. Interested parties are required to attend the Tender Briefing as outlined in Section 4 above.
- 5.2. Proposals from tenderers who do not attend the briefing session will not be considered.

6. Submission of Tender Offer

- 6.1. Tenderers must submit their Tender Offers in accordance with the following mode of submission:

All proposals must be submitted by **Friday, 10 February 2023, 5.00pm** to SRCS via online submission on TenderBoard. Late submission will not be accepted for this tender.

- 6.2. The following documents must be submitted:
- (a) UI/UX Design Proposed (with Mockups)
 - (b) Data Architecture Proposed
 - (c) Development and Implementation Roadmap/Timeline
 - (d) Detailed breakdown of deliverables (refer to Form 3)
 - (e) Draft Contractual Agreement (if available)
 - (f) All Prescribed forms.
 - (g) ACRA Bizfile

6.3. Late submissions will not be accepted.

7. Conditions of Contract

- 7.1. The successful Vendor will have to adhere to the conditions of contract as stipulated, including adherence to a penalty clause.
- 7.2. If the Vendor fails to complete the performance of Services or supply of Products by the date(s) and schedule specified in this Contract, SRCS shall have the right to:
- (a) Cancel all or any part of such Services or Products from this Contract without compensation to the Vendor and to obtain the same (including similar or equivalent products and services in the case where the exact products and services are not available) from other sources and all increased costs incurred shall be deducted from any monies due or to become due to the Vendor or shall be recoverable as damages; or
 - (b) Deduct from any money due or to become due to the Vendor or require the Vendor to pay a sum calculated at the rate of **10%** of the Contract Price for each occurrence of postponement or cancellation (by the Vendor) of the services as liquidated damages.
- 7.3. The Contract will be valid until successful completion of the project, commencing from the initial validity date upon the signing of the Contract by both parties. If a retainer/maintenance/licensing agreement is to be included, its validity may last until 5 years after the commencement of the project. An extension may be granted for an additional period of 12 months, subject to both parties agreeing to a new contract in writing.
- 7.4. SRC is not obliged to implement submitted proposals in their entirety, but may opt only for selected elements, which will be confirmed upon further discussion with the successful vendor prior to the contract-signing.

8. Evaluations

- 8.1. Vendors' submitted proposals shall be evaluated against the following criteria:

- a) Mockup of UI/UX (design concept and usability)
 - b) Flexibility of the data architecture to meet the operational requirements of the Singapore Red Cross
 - c) Simplicity, intuitivity, and innovation of the proposed system in terms of design and usability, and in the omission/minimisation of manual input for routine processes
 - d) Ability to match desired timeline for project completion
 - e) Track record of the company, including any experience in conducting similar projects
 - f) Price offered (Development and Maintenance)
- (NB: Singapore Red Cross is not obliged to award the tender to the lowest-priced proposal.)

9. Payment

- 9.1. Payment Milestone 1 - 10% of Contract Price, shall be made to the successful tenderer within **thirty (30) days** from the initial signing of contract AND provision of the first invoice.
- 9.2. Payment Milestone 2 - 40% of Contract Price, shall be made to the successful tenderer within **thirty (30) days** upon completion of Phase 1 with SRCS sign-off after User Acceptance Test AND provision of the second invoice.
- 9.3. Payment Milestone 3 - 20% of Contract Price, shall be made to the successful tenderer within **thirty (30) days** upon completion of Phase 2 with SRCS sign-off after User Acceptance Test AND provision of the third invoice.
- 9.4. Payment Milestone 4 - 20% of Contract Price, shall be made to the successful tenderer within **thirty (30) days** upon completion of Phase 3 with SRCS sign-off after User Acceptance Test AND provision of the fourth invoice.
- 9.5. Payment Milestone 5 - Last 10% of Contract Price, shall be made to the successful tenderer within **thirty (30) days** upon total completion of the CMDS project with SRCS sign-off after User Acceptance Test AND provision of the last invoice.

10. Contacts

- 10.1. For enquiries on the tender requirements or to RSVP for the Tender Briefing session, please send an email to tender.enquiry1@redcross.sg :
 - All answers to enquiries will be published on www.TenderBoard.biz . Please sign up for a free account and login to view the Q&A.
 - RSVP via email to: tender.enquiry1@redcross.sg (with subject header: **“RSVP 11/01/2023: Tender for Corporate Management System [COMPANY NAME] - will adhere to IMDA and CREST ISO 27001 and ISO 27000 Standards”**)

PRESCRIBED FORMS

Please complete all the forms in this section

Form 1

<u>VENDOR PROFILE</u>		
Company Name:		
UEN:		
Address:		
Year of Establishment:		
Paid-up Capital:		
GST Status:	We are / are not * a taxable person under the <i>Goods and Services Act</i> . (* delete as appropriate)	
GST Registration No.:		
GST Registration Date:		
<u>SCHEDULE OF PERSONS EMPOWERED TO ACT</u>		
The following persons are empowered to sign contract documents and act on the Vendor's behalf:		
Name	NRIC No. (last 4 characters)	Designation

Form 2

OFFER	
To: Singapore Red Cross Society ("SRC") 15 Penang Lane, Singapore 238486	Tender No: SRCS/ITT/2022/010
Name of Vendor:	
UEN:	
Address:	

1. We, _____ (Company Name) hereby offer and undertake on the acceptance of this Tender Offer to supply goods and/or services as specified under this Invitation to Tender.
2. Our Tender Offer is fully consistent with and does not contradict or derogate from anything in the Tender Information or downgrade anything in your Scope of Work. You are entitled to disqualify our Tender Offer if it is inconsistent with or contradicts or derogates from anything in the Invitation to Tender or downgrade anything in the Scope of Work.
3. We declare that all the information provided in this Tender Offer (including those in the Prescribed Forms) are correct and true.
4. We undertake that we shall, if required by you, to execute with you a formal agreement in the appropriate form incorporating the Conditions of Contract set out in this Invitation to Tender together with such further terms and conditions, if any, agreed upon between SRC and us. Until the said formal agreement is prepared and executed, this offer together with your written acceptance thereof, shall constitute a binding agreement between us.
5. OUR OFFER IS VALID FOR A PERIOD OF **NINETY (90)** DAYS FROM THE CLOSING DATE OF THIS TENDER.
6. We agree that as and when requested by you, we shall extend the validity of this Tender Offer for one or more periods not exceeding in total **06** calendar months.
7. Our price (herein referred to as the "Contract Price") for the goods and services to be supplied by us is S\$ _____.
8. A breakdown of the Contract Price for the goods and services is given in the priced schedule attached.
9. We further undertake to give you any further information which you may require.
10. We warrant, represent and declare that we are duly authorised to submit, sign this tender, receive instruction, give any information, accept any contract and act for and on behalf of _____ (Company Name).

Dated this _____ day of _____, 2022

Authorised Signature:	Company stamp:
Name:	Contact No:
Designation:	Email:

NOTE:

This Form duly completed MUST accompany every Tender Offer.
Any alterations to its wordings may render the Tenderer liable to disqualification.

Form 3

PRICING FORMAT		
S/ N	Description & Breakdown	Cost
1	<p><i>HR Subsystem [Phase 1 - Launch July 2023]</i></p> <ul style="list-style-type: none"> ● Dashboard ● Notifications and task list tracking ● Hires Module <ul style="list-style-type: none"> ○ Job Description Management ○ Applications and submissions update, sharing, and repository ○ Approval Request and Management (former AMS) for hiring of new staff (extendable during approval workflow for function-specific roles) ● P-File Module <ul style="list-style-type: none"> ○ Staff onboarding and off-boarding process (with workflows, approvals, e-forms, and checklists) ○ Manage, view, edit (with uploads and downloads/exports) staff profiles and employment details (includes but is not limited to personal information, salaries, designations, sections/departments/divisions, functional titles, reporting officer(s), leaves, promotions, timesheets, claims, training history, career progression, certificates) ○ Staff resume generation and repository (dynamically/auto compile with P-file details and attachments; template creation and management) ○ Payslip auto-generation and recording ● Staff Micro-LMS Management for policies, SOPs, guidelines, and related multimedia; with mandatory/recommended settings and monitoring of completion; content upload, management, and repository ● Attendance, Timesheet and Claims Module <ul style="list-style-type: none"> ○ Creation, management, and tracking of timesheets and claims (plus integration with Community Engagement Digital Suite) ○ Advanced cash management with approval workflow and notifications ○ Section/Department/Division time-off management with approval workflows (to reflect on organisational level who is not in office/at work; omit reasons for absence - i.e. do not state 'on leave') ● Integration with payroll and finance & accounting engine(s)/system(s) 	

	<ul style="list-style-type: none"> ● Staff training management <ul style="list-style-type: none"> ○ Approval workflows ○ Back-and-forth date setting and adjustments ○ Dynamic training framework (back-end; also link to Integrated Staff Portal) ○ Integration with TenderBoard for processing training/course purchase requests (PR), purchase orders (PO), and payment (GRN) ○ Interjection for course no-shows; auto-prompt reporting officers ○ Auto-trigger training evaluation from staff with course rating; mandatory to complete within 3 months from course end date (while evaluation is not completed; cannot apply for new courses) ○ High-rated / recommended courses to be highlighted to HR and reflect in report(s) ○ Certificate uploads ● E-Staff Pass/Business Card <ul style="list-style-type: none"> ○ Creation and management of each staff's members E-Staff Pass/Business Card ○ To also reflect achievements and milestones within SRC (with gamification) ○ Potential security access application ● Letter and Certificate auto-generation with workflows (e.g. courses, jobs) ● Employee engagement and benefits <ul style="list-style-type: none"> ○ E-birthday card; prompt team members to write messages earlier ○ Voucher link for staff to claim/use as birthday benefit ● Electronic Appraisal System (Employee Development Review) <ul style="list-style-type: none"> ○ Prompt reporting officers to set key performance indicators (KPIs) and development milestones at the start of the calendar year, employment, transfer or promotion ○ Allow for KPI/milestone edits with automatic prompts half-yearly for any amendments to KPI (requires countersigning officer and HR's approvals; auto-notify stakeholders) ○ Sync with development and performance targets set by respective reporting officers ○ Cross-reference with staff training management and framework for mapping against courses and training completed 	
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- Annual Mandatory Updates
 - Personal Details

	<ul style="list-style-type: none"> ○ Non-Disclosure Agreement ○ Conflict of Interest Declaration ● E-staff pass with achievements and milestones reflected (with gamification) ● Training management and requisition <ul style="list-style-type: none"> ○ Application: <ul style="list-style-type: none"> ■ Can select/filter from recommended selection, relevant courses based on set KPI and/or competency/development metadata or keywords, or others ■ Approval workflows including reporting officers, countersigning officers (where necessary), and HR ○ Adjustments/Confirmation: <ul style="list-style-type: none"> Processing and notification for date or course adjustments and confirmation ○ Evaluation: <ul style="list-style-type: none"> Post-course evaluation (to be completed within 3 months; cannot apply for new course as long as an evaluation is still incomplete) ● Approval Management System (AMS) <ul style="list-style-type: none"> ○ In-built for personal HR matters (training, claims, etc.) ○ Second, standalone module for generic/department matters <ul style="list-style-type: none"> ■ to allow non corporate email access/approval ● Asset loan and issuance request and personalised tracking 	
2	<p><i>Admin Subsystem [Phase 2 - Estimated Launch October 2023]</i></p> <ul style="list-style-type: none"> ● Dashboard ● Subsystem super admins can appoint subsystem admins ● Asset Loan Requests, Tagging, Management, and Issuance (integrate/extend to Finance for asset depreciation setting and tracking) ● Admin Budget Tracking ● Facilities Booking & Management (sync with Google Calendar and entry scanning and management devices) ● Fleet Management (to be amalgamated with Fleet Management from the Community Engagement Digital Suite (CEDS); sync with Google Calendar) ● Delivery request and management (integrated with the Fleet Management and Driver components of the Community Engagement Digital Suite) ● API Integration with Dash Cam Cloud based system 	

	<ul style="list-style-type: none"> ● Work Order Management/Ticketing System ● Storage Space Management Module (integrate with Staff Portal and systems) ● Approval Request & Management Workflows 	
3	<p><i>IT Subsystem [Phase 3 - Estimated Launch January 2024]</i></p> <ul style="list-style-type: none"> ● Dashboard ● Subsystem super admins can appoint subsystem admins ● IT Budget Tracking ● IT Asset Request, Management, Issuance, and Tracking (linked to HR+Admin) ● Shared NDA and PDP agreement repository and management access ● Work Order Management/Ticketing System (either in-built or integrated; UX must be seamless) ● Approval Request & Management Workflows ● SRC User Rights Monitoring (unable to change access rights across network) <p><u>Secretary-General’s Office Suite</u></p> <ul style="list-style-type: none"> ● To be used by Sec-Gen, Dy Sec-Gen(s), and their respective PA(s) ● Reporting of data and statistics from all other systems/divisions in SRC ● Account creation/assignment to be requested by HR, confirmed by IT ● Overarching and division/department/section-specific Dashboards ● Dynamic Reports Generation ● Approvals Management (sync with digital signature functionality and other relevant system workflows) ● Integration with all SRC systems <p><u>Mobile Application</u></p> <p><i>To be integrated/consolidated with existing SRC Mobile Application</i></p> <ul style="list-style-type: none"> ● 2FA-OTP Functionality akin to Valve’s Steam Guard application ● Driver Interface/Application <ul style="list-style-type: none"> ○ Expand to include delivery tracking, handling, and management ○ Expand to include non-Medical Chaperone case handling ● Can facilitate same functions as the web version but in an intuitive mobile format for both front-end and back-end portals and application interfaces ● Facilities Work Order Reporting (with Camera functionality) ● Push notifications 	

	<ul style="list-style-type: none"> ● Usable E-Staff Pass ● E-Business Cards with integrated utilisation and dynamic storage options ● QR Code scanner and auto-processing; e.g. for attendance, vehicle usage, etc. <p><u>Secondary Requirements</u></p> <ul style="list-style-type: none"> ● Archiving and deactivation of inactive users ● Purging of personal data for users marked as deceased without deletion of account and affecting statistics ● 2 Factor Authentication/OTP for all users upon login and when accessing private and confidential information ● Strong password requirements ● Anti-DDoS, threat scanning for uploaded files, and other security measures ● Audit Log for each subsystem’s admins, super admins, and director(s) ● Storage space management module to be integrated with other department subsystems both within and external of the CMDS ● All budget tracking functions and modules to be synced with Finance systems, interfaces, and modules ● Integration with Finance Subsystem for claims and claims-related approvals ● Digital signature functionality for approvals and letter generations ● Dynamic report generation ● Broadcasting, push notification, and dashboard news update functionality ● QR Code generator/generation (utilised across CMDS functions) ● Automatic mesh-networking between all SRCS databases to track and synchronise stakeholder journey with SRCS <ul style="list-style-type: none"> ○ multi-data verification to maximise accuracy of matching; less than perfect matches to require staff approval for synchronising ○ copy only relevant information and triggering updates across entire network in the event of data change ● Vulnerability Assessments and Penetration Testing (VAPTs) at every Phase launch(es) and completion respectively 	
Sub-Total		
Total (w/ GST)		

Form 4

LIST OF RELEVANT TRACK RECORD IN THE LAST 3 YEARS				
S/N	Name of Client	Description of Project	Value of Contract	Year

NB: Please provide a separate list if the space provided above is insufficient.

DECLARATION OF CONFLICT OF INTEREST BY VENDOR (Declaration by Company Director / Owner / CEO / Authorized Representative)		
I, _____, (NRIC No. : _____) hereby declare that to the best of my knowledge and belief that the senior management & shareholder(s) of our company have / do not have (*delete where appropriate) a conflict of interest, perceived or otherwise, with SRC:		
Name of senior management & designation/ Name of shareholder	Name of family member / relative & designation in SRC	Relationship to SRC staff

NB: Please provide a separate list if the space provided above is insufficient.

Company Stamp	Name/Designation	Signature/Date

Form 5



UNDERTAKING TO SAFEGUARD CONFIDENTIAL INFORMATION

THIS AGREEMENT is made on _____ (date) between:

- (1) SINGAPORE RED CROSS SOCIETY ("SRC"); and
- (2) _____ ("Vendor")
(Name of Registered Business / Owner & UEN / other identifier)

whereas SRC had engaged Vendor under Reference/Purchase Order/Contract No SRCS/ITT/2022/010 to provide goods &/or services to SRC upon and subject to the terms and conditions of this non-disclosure agreement. The Vendor hereby undertakes and agrees to **comply with all the obligations under the non-disclosure requirements as described in this document:**

IT IS AGREED as follows:

1. INTERPRETATION

- 1.1 References to statutory provisions shall, except where the context requires otherwise, be construed as references to those provisions as respectively amended or re-enacted or as their application is modified by other provisions (whether before or after the date hereof) from time to time.
- 1.2 Unless the context otherwise requires or permits, references to the singular number shall include references to the plural number and *vice versa*, and references to any one of the masculine, feminine and neuter genders shall include the other said genders.

2. DEFINITIONS

2.1 In this Agreement, unless the context otherwise requires, the following terms shall have the meanings assigned to them below:

2.1.1 **"Confidential Information"** In this Agreement, "the Confidential Information" means information relating to the products, services, ideas, business, personnel, trademarks, copyrights, the intellectual property or commercial activities of SRC, including but not limited to formulas, systems and presentation, compilation, devices, concepts, techniques, processes, data which individually may, or may not be confidential, which information is not generally known to the public and either derives value, actual or potential, from not being generally known to the public and either derives value, actual or potential, from not being generally known, or has character such that SRC has a legitimate interest in maintaining its confidentiality.

In addition, the undersigned agrees as follows:

- (a) All documents given by SRC will be considered as Confidential Information, whether or not marked with any proprietary notice or legend when the disclosure takes place.
- (b) To avoid engaging in any "design around" activities regarding the Confidential Information.

2.1.2 **"Vendor"** in this Agreement shall collectively include an individual, a team, a contracting firm as well as a corporate or organizational entity.

2.1.3 **"Purpose"** in this Agreement shall refer to the agreed scope of works.

3. NON-DISCLOSURE

3.1 Third Parties

3.1.1 The vendor shall not disclose Confidential Information to third parties. If such third parties disclosure is necessary, or about to be made for whatever reason, the vendor shall seek the written permission of SRC, and allow SRC the opportunity to enter into a non-disclosure agreement, substantially identical to this Agreement, with the third party.

3.2 Acknowledgement of Ownership and Confidentiality

3.2.1 The vendor acknowledges and agrees that the Confidential Information that is disclosed to it by SRC, or that it acquires, sees, or learns of as a direct or indirect consequence of the discussions contemplated herein, and all dealings and transactions that follow or result from such discussion(s), are the exclusive property of SRC, and the undersigned will keep that information strictly confidential.

3.3 No Transfer of Rights

3.3.1 The vendor acknowledges and agrees that it shall not acquire any right or interest in the Confidential Information and that SRC shall remain the sole owner of the Confidential Information.

3.4 No Offer for Sale

3.4.1 The vendor acknowledges and agrees that the disclosure of the Confidential Information by SRC and the Vendor does not constitute an offer by SRC to the vendor for the sale, license or other transfer of the Confidential Information. Except as may be expressly set forth herein, neither Party shall have any financial or other obligation to each other respecting the Confidential Information.

3.5 Handling of Confidential Information

3.5.1 In consideration of the mutual exchange and disclosure of Confidential Information, each party undertakes in relation to the other party's Confidential Information:

- (a) to maintain the same in confidence and to use it only for the Purpose and for no other purpose and in particular, but without prejudice to the generality of the foregoing:
 - (i) not to make any commercial use thereof;
 - (ii) not to use the same for the benefit of itself or of any third party other than pursuant to a further agreement with the other party; and
 - (iii) not to use the same for the purpose of guiding or conducting a search of any information, materials or sources, whether or not available to the public, for any other purpose whatsoever.

- (b) not to copy, reproduce or reduce to writing any part thereof except as may be reasonably necessary for the purpose and that any copies, reproductions or reductions to writing so made shall be the property of the Disclosure;

3.6 Return of Information

3.6.1 The vendor will return to SRC any material in the undersigned possession or control that bears, embodies or refers to the Confidential Information to SRC promptly, when requested to do so by SRC. The undersigned shall return all documents and materials (and all copies thereof) containing the other party's Confidential Information and certify in writing to the other party that it has complied with the requirements of this sub-clause in the following circumstances:

- (i) within one (1) month of completion of the Purpose; or
- (ii) within one (1) month of receipt of a written request from the other party;

Signed for and on behalf of:

Company Stamp	Name/Designation	Signature/Date