

SG ENABLE LIMITED

INVITATION TO QUOTE

FOR

REVAMP & MAINTENANCE SERVICES OF THE ENABLING VILLAGE WEBSITE

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15 FEB 2021

**SG ENABLE LIMITED
20 Lengkok Bahru,
Singapore 159053**

Section 1a –ITQ Checklist (to be submitted with Proposal)

Item	Tick if completed
<u>Web Design Proposal</u>	
Proposal for overall Concept & Rationale	
Proposed Deliverables	
Estimated Budget (Indicative Range)	
Proposed Timeline	
<u>Business Track Record</u>	
Company Profile – ACRA Business Profile	
Latest available management accounts (balance sheet; profit & loss statement)	
Company Portfolio: Please include projects that are relevant to this proposal.	
CVs of Account Manager(s) and relevant staff on the project	
Testimonials from customers (from the last 6 months)	
Awards and accolades	
Name & Designation of Authorized Person with Company Name:	Date & Signature of Authorized Person:
NRIC/Passport Number:	Company's Official Stamp:

Section 1b –PRICE SCHEDULE (to be submitted with Proposal)

S/N	Description of Items	Qty (where applicable)	Unit Cost (S\$)	Total Cost (S\$)
Mandatory				
1	2 Conceptual Designs	2		
2	Accessibility features			
3	Development of user flow in UX			
4	Information Architecture			
5	SEO and no. of keywords			
6	Analytics			
7	Acceptance Tests			
	a. UAT			
	b. Website Performance Test			
	c. SSAT			
8	Licenses <ul style="list-style-type: none"> • Software solution licences • Software user licences • Other required licences 			
9	Documentation			
10	Training			
11	1 st year Maintenance			
12	PGP Encryption			
13	Website Warranty Period			
14	Content Management System (see proposal)			
15	Cloud Web Hosting			
Optional				
16	Copywriting service for website pages	Per page cost		
17	Photography service to refresh website images	Per image cost		
18	Graphical assets (inclusive of stock and original photography)	Per image cost		

Section 2 – ITQ SPECIFICATIONS

1. INTRODUCTION

- 1.1. SG Enable Limited (“SG Enable”) is issuing this Invitation to Quote to appoint a suitable vendor to revamp the Website - enablingvillage.sg.

2. IMPORTANT NOTICES

- 2.1. For the avoidance of doubt, this Requirement Specifications shall be subjected to the Important Notices as set out in Appendix of this document.

3. BACKGROUND

- 3.1. Set up by the Ministry of Social and Family Development in July 2013, SG Enable is the focal agency for the disability sector in Singapore, dedicated to enabling persons with disabilities and building an inclusive society. It seeks to empower persons with disabilities and their caregivers with timely access to information, referral services and grants; enhance training and employment for them; and engage the community to integrate them as integral members of society. It also manages the Enabling Village. SG Enable is a registered charity and an Institution of Public Character.
- 3.2. The Enabling Village (EV) is the first inclusive community space in Singapore with a special focus on training and employment for persons with disabilities. Located in Redhill, it offers retail and dining options to the public by social businesses that train and hire persons with disabilities, and provides amenities such as an inclusive pre-school, community gym and assistive technology centre. The Enabling Village has garnered many awards and it is a joint initiative by SG Enable and Ministry of Social and Family Development (MSF).

4. SCOPE

- 4.1. The main objectives of this project are: to overhaul the website architecture, look and feel and improve the User Experience (UX) flow of the Website before April 2021.
- 4.2. The Vendor is required to re-design EV website to reflect our approach to increase EV’s awareness and engage our stakeholders. Key stakeholders include persons with disabilities, community partners, social enterprises and the wider community.
- 4.3. The Website should have a strong emphasis on user experience and customer-centricity.
- 4.4. Apart from aesthetic changes, the Website should be made accessible. The Vendor is required to include all necessary accessibility features that will comply with W3C standards, including Web Content Accessibility Guidelines 2.0.
- 4.5. The current Website is built on the WordPress platform. The Vendor is free to propose new or existing platform for this website revamp.

- 4.6. The Vendor should provide mood boards to ascertain the design direction before proposing the conceptual designs.
- 4.7. The Vendor can provide option of copywriting, copyediting and photography services to refresh existing content on website. Refreshed content should be engaging to the target audience.
- 4.8. The Website should be mobile friendly and responsive.
- 4.9. The Vendor will provide maintenance services for a period of 1 year from the Letter of Award with an option to extend for a further 1 year. Support Hours shall be from 0830 hrs to 1830 hrs on Mondays to Fridays (except public holidays), including:
 - a. Monitoring the Website to ensure efficient performance and data integrity;
 - b. Patching or fixing any vulnerabilities found during security scans;
 - c. Investigating and correcting of defects in the Website as reported by SG Enable, including temporary corrections and bypass of the defects until such time as standard corrections and/or updates of the Website are available;
 - d. Rendering advice on the performance tuning of the Website;
 - e. Restoring the Website to an operable state where Website Downtime is attributable to Website defect or error;
 - f. Recovering lost data, restoration and repair of damaged data and the correction of erroneous data to the extent possible;
 - g. Providing technical advice and assistance when required by SG Enable;
 - h. Providing support on ad-hoc generation of statistical reports related to the Website;
 - i. Updating of software documentation and any other website-related documentation when necessary;
 - j. Website-related service enquiry and support via email and telephone;
 - k. UX and accessibility consultancy;
 - l. Web analytics, search engine optimisation, search engine marketing and social media marketing;
 - m. Creation of templates;
 - n. Creation of style guide;
 - o. Creation of new pages and interactive elements, such as infographics, slideshows, quizzes/polls, etc.;
 - p. Installation, maintenance and updates of plugins; and
 - q. Updates to the web content publishing system.
- 4.10. The scope of this contract does **not** include web hosting services.
- 4.11. Apart from proposed website content updates, the Vendor shall quote the man-day rate to provide additional SR (Service Request) services for the modifications or enhancements to the website. Upon each SR request, the Vendor shall advise SG Enable on the cost and implications. The implementation of the SR(s) shall be subjected to SG Enable's approval. The cost is only incurred when the Vendor's services to implement the SR(s) are engaged.

5. EVALUATION CRITERIA

The evaluation criteria are:

Criterion	Weightage
Track record and portfolio	20%
Flexibility of proposal	20%
Accessibility features	20%
Cost	40%

6. MODE OF ITQ SUBMISSION

- 6.1. Interested proposers in this ITQ are requested to use the ITQ Checklist found in Section 1 to ensure completeness of the submitted proposal.
- 6.2. One (1) softcopy (via email) of your quotation should reach SG Enable no later than 22 Feb 2021 at 1800 hrs. The subject title for the email with Proposals must be clearly marked as “ Invitation to Quote: Revamp & Maintenance of the Enabling Village website -- <insert company name>”, and addressed to aaron.tan@sgenable.sg
- 6.3. Please note that enquiries sent after 22 Feb 2021 at 1800 hrs will not be entertained.

7. TERMINATION

- 7.1. SG Enable reserves the right to reject payment for services that are deemed unsatisfactory or not in accordance with the specifications laid out and agreed upon through this award.

APPENDIX – IMPORTANT NOTICES

Agencies submitting Proposals in response to the Invitation to Quote (“Vendors”) are deemed to have read and understood the following provisions:

A. Interpretation

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

“Contract” means any resultant contract between SG Enable and the successful Proposer.

“Contractor” refers to the company that is eventually awarded the contract through the ITQ exercise

“Contract price” means the total amount payable to the Vendor for the performance of the services under this contract, excluding GST. Proposers should state their Contract Price clearly in the proposal.

“Proposal” means any and all documents and information submitted by the agencies in response to the Invitation to Quote

“Vendors” refer to companies who are submitting a proposal for the ITQ exercise to provide “Revamp and Maintenance Services of Enabling Village website”.

“SG Enable” means SG Enable Limited with its principal office at 20 Lengkok Bahru Singapore 159053

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

B. Disclaimers

2.1 This Invitation to Quote (ITQ) is merely an invitation to treat and is not intended to create or impose any binding legal obligations whatsoever on SG Enable, whether express or implied and whether contractual or otherwise.

2.2 Nothing in this ITQ shall constitute a contract between SG Enable and any Vendor. Any Vendor selected pursuant to this ITQ for participation in the project shall be required to enter into a legally binding agreement with SG Enable, 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 ITQ are made entirely at the risk of the Vendor. SG Enable is not liable for any loss by any Vendor.

2.4 SG Enable 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 SG Enable in relation to this ITQ.

2.5 SG Enable does not make any representation of fact or promise to the future in respect of any project contemplated by SG Enable relating to this ITQ.

- 2.6 SG Enable accepts no liability or obligation in relation to any Proposal submitted pursuant to this ITQ and/or any subsequent clarifications, discussions or presentations thereon, whether requested by SG Enable or otherwise. The Vendor shall bear all costs and expenses associated with the preparation and submission of its Proposal, and any subsequent clarifications, discussions or presentations thereon. SG Enable 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 SG Enable 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 SG Enable of any Proposal pursuant to this ITQ 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 SG Enable.
- 2.8 SG Enable shall have the absolute discretion, at any time, to terminate this ITQ or to change the nature, scope, procedures or timelines for the ITQ, including the proposal selection process and criteria. Under no circumstance shall SG Enable incur any liability in respect of such termination or changes.
- 2.9 SG Enable 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 ITQ, including but not limited to the submission of Proposals.

3 Ownership of Documents and Intellectual Property (“IP”)

- 3.1 All proposals and other documents or materials submitted to SG Enable pursuant to this ITQ shall become the property of SG Enable. Notwithstanding the foregoing and without prejudice to any subsequent agreement with SG Enable to the contrary, any background IP contained in any Proposal and/or such other document submitted to SG Enable shall not be transferred to SG Enable.
- 3.2 For the avoidance of doubt, all IP in any documents issued by SG Enable pursuant to this CFP shall remain vested in SG Enable. SG Enable is not liable in the event that there are similar ideas or concepts from submitted proposals.

4 Confidentiality of Information

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

5 **SG Enable's Right to Seek Recovery**

Nothing herein shall prejudice or limit SG Enable's right to seek recovery from the Vendor for any loss, damage, costs, expenses, or liability incurred by SG Enable 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 SG Enable's retention and use thereof, including but not limited to any claim that the Proposal infringes any third party's IP rights.