TENDER SPECIFICATIONS

1. GENERAL

1.1 These Tender Specifications shall be read in conjunction with the Instructions to Tenders, Conditions of Contract, IT requirements and all other documents included in this Tender. The Contractor shall be deemed to have made himself acquainted with all such documents before tendering for the Contract, as no claims for lack of knowledge in this respect will be entertained.

2. BACKGROUND

2.1 SG Enable ("SGE"), the focal agency for disability and inclusion in Singapore, enables persons with disabilities to live, learn, work and play in an inclusive society. We create equitable opportunities for persons with disabilities through thought leadership, sustainable social innovation and impactful partnership. Guided by our core values of professionalism, innovation and empathy, we envision a more inclusive Singapore and enabled lives. Set up by the Ministry of Social and Family Development in 2013, we are a registered charity and an Institution of a Public Character.

2.2 SGE has approximately 300 staff and is located at the Enabling Village ("EV"), 20 Lengkok Bahru, Singapore 159053.

2.3 EV consists of 7 blocks situated on a land size of approximately 31,000 square metres.

2.4 An EV extension ("Vista") comprising a new block of four (4) storeys is scheduled for completion in early 2025.

3. SCOPE OF WORK (Part 1) – SUPPORT and MAINTENANCE

3.1 SGE maintains 2 separate and distinct network infrastructures: One for SGE office use ("SGE"), and one for partners and public use within EV. The support service shall cover both the network and the systems related to them including EVX.

3.2 The SGE and EV systems hardware and support maintenance requirements are listed in Annex E – IT Requirements Specifications.

3.3 In the event of hardware failure, the Service Provider shall provide immediate t-loan units, and/or replacement of parts to ensure that the downtime does not exceed that which is spelled out in Annex E (support code). There will be no additional cost to be borne by SGE for this service.

3.4 The loan/replacement units have to be of exact or higher specifications to ensure no degradation of ICT service.

3.5 The Service Provider shall support SGE's ICT staff by providing technical consultancy, assistance and ad-hoc troubleshooting of both SGE and EV infrastructure.

3.6 The Service Provider shall perform system, network and UPS health checks on a quarterly basis.

3.7 The Service Provider shall review the server and network architecture on a half yearly basis and advise on enhancements or improvements to keep it up to date and reliable.

3.8 Together with SGE's ICT staff, the Service Provider shall review the security setup of the systems on a half yearly basis and ensure that it is adequately protected against intrusion and external attack.

4. SCOPE OF WORK (Part 2) – SERVICE REQUEST

4.1 SGE shall be able to call on the Service Provider to help troubleshoot ICT-related issues with the network and/or servers. This includes, but is not limited, to the following.

a) Troubleshoot and defect isolation;
b) Rectification of production problems;
c) Correct latent errors and system interfaces; and
d) Reconfiguration of system setup

4.2 The Service Provider shall propose a man-hour package that SGE is able to call upon and activate for ad-hoc service requests based on the awarded schedule of rates.

4.3 It is estimated that about 180 man hours would be required for the entire contract period.

4.4 The service package will include all hardware listed in Annex E – IT Requirements Specifications including hardware which is under direct manufacturer's warranty.

4.5 The Service Provider shall follow through all service requests from initiation to acceptance, execution and closure.

4.6 In cases where the issue needs to be taken care of by a third-party or principal, the Service Provider is responsible for following through until the problem is resolved.

4.7 The standby service for all service requests is 24x7 including weekends and public holidays.

4.8 The response time from the Service Provider shall be as follows:

Category	**Definition**	**Response within**
Urgent	The problem is affecting >50% of SGE staff's ability to continue work, and/or	2 hours (remote) 4 hours (on-site)
	A solution is needed before the next working day.	
Normal	Non-critical issue affecting only a small group of users, or	1 working day
	A planned request. E.g., planned maintenance. *Such request will usually result in setting a planned service date several days in advance.*	

4.9 The payment will be based on the agreed quotation for the service request and payment made after the completion of the service within a 30-day term.

4.10 Tenderer to note that the man hour package is on an ad-hoc basis and is under the optional items under the schedule of cost breakdown under Annex C.