



REQUEST FOR PROPOSAL (RFP) SPECIFICATIONS FOR A VOLUNTEER MANAGEMENT SYSTEM FOR HEARTWARE NETWORK, INCLUDING CONCEPTUALISING, DESIGNING AND IMPLEMENTATION OF THE NEW FEATURES

We are pleased to invite you to tender for the above requirement on the terms and conditions set out in these Request for Proposal (RFP) Documents.

The RFP Documents includes the following:

Section 1	Company Overview and Brief Proposal Guidelines	Page 2-3
Section 2	Specifications of Proposal	Page 4-5
Section 3	Conditions of Contract	Page 6-8

Proposals are to be submitted to Heartware Network's Office located at:

568 Ganges Ave
#02-100
Singapore 160568

Closing Date & Time:	21 March 2019, 5.30pm
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For Any Clarifications, Person To Contact:	Siti (Senior Executive) Tel : 65094414 Email : siti@heartware-network.org
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SECTION 1

1.0 CORPORATE OVERVIEW

1.1 About Heartware Network

Heartware Network is a registered Society with the Registry of Societies and a registered Charity with the Institutions of Public Character (IPC) status under Commissioner of Charities (COC) under the Ministry of Culture, Community and Youth (MCCY).

We seek to instil positive values and build strong character in youth between ages 14-35 years old. We engage them to be resilient, innovative in serving others and to be entrepreneurs rooted to Singapore as their home. We are also committed to transforming the lives of under-served children and youth by empowering them with greater confidence in their abilities to as to achieve a brighter future.

Heartware Network also manage a Volunteer Management System – Youthbank and a programme called Youth Business Singapore (YBS).

For more information, visit the following websites:

- www.heartware.org
- www.youthbank.sg
- ww.youthbizsg.org

2.0 PROPOSAL GUIDELINES

2.1 Purpose

The purpose of this Request for Proposal (RFP) process is to invite tenderers to submit their proposal to enhance the volunteer management system and introduce new features to the system to stay relevant and increase efficiency of our workflow. *(More details can be found in Section 2 of document)*

2.2 Project Schedule

This schedule is based on our current timelines, subjected to change:

<u>Project Timelines</u>	<u>Deadlines</u>
RFP Closing date	21 March 2019
Presentation	26 March 2019

3.0 PROPOSAL SUBMISSION PROCEDURE

3.1 Question & Answers

By responding to this RFP, the Contractor agrees to be responsible for fully understanding the requirements and other details of the RFP, and will ask any questions to ensure such understanding is gained. Heartware Network reserves the rights to disqualify Contractors who do not demonstrate a clear understanding of Heartware Network needs. Furthermore, the right to disqualify a Contractor extends past the contract award period and Heartware Network will be at no fault, cost of liability.

3.2 Good Faith Statement

All information provided by Heartware Network is offered in good faith. Specific items are subject to change at any time based on business circumstances. Heartware Network does not guarantee that any particular item is without error.

3.3 Communications & Proposal Submission Guidelines

Communications shall not be effective, unless formally confirm these communication in writing. In no case shall verbal communications govern over written communication.

3.4 Evaluation Criteria

All proposals will be evaluated systemically, based on the following criteria:

- Proposed Concept of the required features / modules
- Profile of the Contractor and results of similar projects undertaken

Note:

- Contractors are to submit an itemised Quotation
- Only shortlisted Contractors who have demonstrated their capability to meet our needs will be contacted via email and/or phone to be notified of their selection to move forward in the RFP process.

SECTION 2
SPECIFICATIONS OF PROPOSAL

1.0 OBJECTIVES

- 1.1 Heartware Network seeks to enhance the existing volunteer management system by digitising processes and workflow that is currently completed manually.
- 1.2 To create a portal to track the growth of the youth through their years of volunteering at Heartware Network.
- 1.3 To modernise the interface and design of the volunteer management system.
- 1.4 To implement a secure portal to safeguard personal particulars.

2.0 KEY OUTCOME

- 2.1 Heartware Network is seeking tenders from organisations with the capacity and experience to deliver specific outcomes:
 - a. Streamline the user interface of the web portal and the mobile app
 - b. Develop the items in the below 3.0 Scope of Work
 - c. Implement new features to drive productivity
 - d. Automated testing script for regression testing
 - e. Ability to do continuous integration and continuous delivery to release bug fixes and new features to production without delay

3.0 SCOPE OF WORK

3.1 Access Matrix Control

- a. A control that allows Super Admin to give / restrict a selected feature of Youthbank to the respective individual Admin / Partner / Partner Manager.
- b. Real-time toggling of the permission for the user. Current permission are hardcoded in the backend and the development team will be required to make any changes to the permission.
- c. Each user role will have a pre-set group of permission for the ease of assigning the permission. However the Super Admin will be able to change from the pre-set by toggling the fields to give specific permission to the individual.

3.2 Community @ Youthbank

- a. Social Media for our Youth
- b. Volunteer will be able to connect with other fellow volunteers.
- c. Volunteer will be able to share posts and images within the community.
- d. Posts and images must not violate Law of Singapore.
- e. Different channel can be created for communication.
- f. Staffs will use the channel to broadcast critical information to the volunteers.

3.3 Incident Management:

- a. Digitise the current hardcode Accident and Incident Report form to minimise hardcopy and additional administrative work.
- b. Allows the uploading of supporting documents and evidences.

3.4 Report Management System

- a. To use the available data from Youthbank's database to construct meaningful figures and visualisation about the volunteers.
- b. Report will be used by Management to make critical decisions.

3.5 UI & UX Revamp (Web & Mobile App)

- a. To have a total revamp of the UI & UX
- b. To modernise the look and feel of the portal and app
- c. Responsive Web Design to ensure that the web pages continue to render well on a variety of devices and window or screen sizes.
- d. Consistent UI across both the web portal and mobile app.
- e. UX improvement to reduce the number of clicks required to complete certain tasks.
- f. To streamline and consolidate different pages that are related.

3.6 Mode of Payment

- a. To integrate Stripe payment gateway into Youthbank.
- b. Allows Partner to make payment for their subscription Plan.
- c. Allows volunteer to sign up for course and make payment for the course fee.

3.7 Training & Development Module

- a. To track the development pathway of Youth through the various kinds of training administered to them at the various stages. There are 5 main components.
 - 1. Create new training module.
 - a. Allows Admin to create new training module when new curriculums are developed.
 - b. Different tier of module will be created.
 - c. Some module will have pre-requisite of another module.
 - 2. Volunteer Sign Up to Event
 - a. After a volunteer had signed up for a programme, the volunteer will be given a list of training module that they need to attend.
 - b. The list of event will be listed in their dashboard.
 - c. Once they had attended the training session, it will be marked completed. This will be integrated with the attendance taking system to verify that the volunteer had completed it.
 - 3. Integration with existing Gift Module
 - a. Ability to list a training or course module as a Gift for volunteer to redeem.
 - b. Volunteer will be able to redeem for the module using the points that they had earned.
 - 4. E-learning

- a. Add new e-learning content in flipbook or video format (theory content).
 - b. Quiz at the end of each e-learning and volunteer will have to repeat until they had passed it.
 - c. Progress is recorded in the transcript and dashboard.
5. Transcript
- a. The details of the completed module is added to the transcript.

3.8 Help Center

- a. To transform the existing user manual to FAQ mode and make it accessible to users via the web portal or the mobile app.
- b. The Help Center should be within easy reach. Respective user role will only see the help topic that are relevant to them.
- c. Frequently accessed help topic will be placed at the top of the Help Center.

3.9 Data Analytics

- a. To collect statistics on the usage pattern from the various user roles to better understand users' pattern.
- b. Example of information to collect include time spent by the volunteer in certain pages.
- c. Helps to better trigger a specific group of volunteers

3.10 Cyber Security

- a. To implement all the items with security in mind.
- b. Enhance the security component of the existing server, application and backend.

3.11 Leader Identification

- a. To digitalise the current manual process of assessing the volunteers.
- b. To improve the accuracy of the assessment as this module will indicate to the volunteer their exact leader to assess. This is currently done on paper and it is not possible to enforce the volunteer to assess the correct individual.
- c. Each volunteer will be able to assess and rate their leader.
- d. Volunteer can only rate their leaders from within their group. If a volunteer reports to 2 leaders, they will have to rate both of their leaders. The only exception is the YPC which is at the top of the leadership role of the volunteers as they report directly to the staffs of Heartware Network.
- e. Each volunteer in the leader position will need to identify up to 3 volunteers with leadership capability. The volunteer leader will only be able to nominate volunteers that are in their group. The leaders in the group must come to a consensus and only 1 leader will need to go into the system to update the nomination. All volunteers except the general volunteers will need to make the nomination. The general volunteers does not hold leadership position and hence does not need to do make the nomination.
- f. A formulae will be used to calculate the score of the rating and the nomination. As such, each volunteer will have a score for each of the evergreen programme

HEARTWARE NETWORK
Youthbank 4.0
REQUEST FOR PROPOSAL
(Updated as at 12 March 2019)



that they had joined. An accumulative score will be calculated based on all the scores that they received from the programmes that they had joined. This will allow their progress to be tracked for their growth.

- g. The score will help staff to better identify potential leaders. The score will only be available to the staff. Volunteers should not have access to the score.

SECTION 3
CONDITIONS OF CONTRACT

1.0 Definition

1.1 In these Conditions unless the context otherwise requires:

"Authority" includes any officer authorised by Heartware Network to act on its behalf.

"Contract" includes the all the terms indicated on Heartware Network RFP of which is mutually agreed upon by Heartware Network and the Contractor.

"Services" means the work which the Contractor is required to perform under the Contract.

"Proposer" means a person or his permitted who submits a proposal to supply the Services.

"Contractor" means the successful Proposer who has been awarded the Contract by Heartware Network and agrees to meet the stated requirements at a mutually agreed upon price and within a specified timeframe.

"Parties" refer to Heartware Network and the Contractor.

2.0 GENERAL

2.1 Heartware Network does not bind itself to accept the lowest or any offer.

2.2 Heartware Network reserves the right to accept the offer in whole or in part, the right to reject any or all proposals without assigning any reasons and the right to negotiate with any proposer on the terms of the offer.

3.0 SCOPE OF CONTRACT

3.1 The Contractor shall perform the Services in accordance with the Contract.

4.0 PAYMENT

4.1 Heartware Network shall make payment to the appointed Contractor 30 days after satisfactory completion of the works and upon receipt of an invoice with supporting documents such as a delivery order.

- 4.2 The payment under this clause shall not prejudice Heartware Network's right to reject deficient Services or the Contractor's responsibility to re-perform deficient Services.
- 4.3 Without limiting Heartware Network's right under the Contract, the amount of any payment or debt owed by the Contractor to Heartware Network under the Contract may be deducted by Heartware Network from any monies payable by Heartware Network to the Contractor pursuant to this Contract.

5.0 RIGHTS OF HEARTWARE NETWORK IN THE EVENT OF DEFAULT BY THE CONTRACTOR

- 5.1 The Contractor shall carry out the required works in accordance to the agreed time schedule and ensure that the works carried out in a professional and reasonable manner by deploying workers who have the required skills and are able to exercise care and diligence that may reasonably be expected of a person experience in carrying out the required works.
- 5.2 The Contractor shall perform the Services by the Performance Date and in the manner specified in the Contract. The Contractor shall obtain a receipt/acknowledgement of job completion from Heartware Network. The issue of such receipt shall in no way relieve the Contractor from his responsibility for re-performing deficient Services.
- 5.3 If the Contractor defaults in his performance of this Contract, Heartware Network may issue a notice of default to the Contractor informing the Contractor of its default. The Contractor shall, within thirty (30) days of the date of the notice of default, remedy the default. If the Contractor fails to do so, the Contractor shall be taken to have repudiated the Contract and Heartware Network shall have the right to terminate the Contract or cancel any part thereof by way of a notice of termination without Heartware Network being liable therefor in damages or compensation. The said termination shall take effect from the date of the notice of termination.
- 5.4 In the event of termination, Heartware Network shall have the right to purchase from other sources all the Services which remains unperformed at the time of termination or similar Services, and all increased costs reasonably incurred by Heartware Network shall be recoverable from the Contractor.

6.0 VARIATION OF CONTRACT

- 6.1 No variation whether oral or otherwise in the terms of this Contract shall apply thereto unless such variation shall have first been expressly accepted in writing by the Contractor and the authorised contract signatory of Heartware Network.

7.0 IDEMNIFICATION

- 7.1 The Contractor shall keep Heartware Network or its agent indemnified against claims, actions or proceedings brought or instituted against Heartware Network and its agent by any Contractor's workers or third party in connection with or relating to or arising out of the works being carried out under the contract.

8.0 CONFIDENTIALITY AND SECURITY

- 8.1 Except with the written consent of Heartware Network, the Contractor shall not disclose the Contract or any purchases made in this Contract or any provisions thereof or any information issued or furnished by or on behalf of Heartware Network in connection therewith to any person.
- 8.2 In addition to the foregoing, the Contractor shall not make use of any information obtained directly or indirectly from Heartware Network or compiled or generated by the Contractor in the course of this Contract which pertains to or is derived from such information, other than use for the purposes of this Contract, without the prior written consent of Heartware Network.
- 8.3 The Contractor shall not publish or release, nor shall it allow or suffer the publication or release of, any news item, article, publication, advertisement or any other information or material pertaining to any part of the obligations to be performed under the Contract in any media without the prior written consent of Heartware Network.