

Tender Specification

TENDER NO.: TGC-IT-03-25-83

INVITATION TO TENDER FOR DESIGN AND DEVELOPMENT OF WEBSITE COMPRISES OF MEMBERSHIP, BOOKING AND EVENT MANAGEMENT SYSTEM

1. Introduction

- 1.1 The Grassroots' Club (TGC) seeks potential vendors to submit their proposal and quotation for the design and development of website comprises of Membership System, Booking & Event Management System.

2. Background

- 2.1 The Grassroots' Club (TGC) was established to foster and build a stronger and more cohesive grassroots network. It serves as an exclusive Club dedicated to meets the social, educational, recreational and development needs of Grassroots Leaders. This is in recognition of the contribution of the Grassroots Leaders for their service towards nation-building.
- 2.2 TGC is embarking on a transformation from a facility-based model to a programme centric approach. While continuing to fulfill its primary objectives of meeting the social, recreational, personal development and well-being needs of its members. It will focus on enhancing members' experiences and offerings beyond the physical clubhouse by offering a broad range of programme and creating more opportunities for more grassroots leaders to interact, bond and connect at different locations across Singapore.
- 2.3 The new membership website will serve as a central hub for members to stay updated on the latest club news, upcoming events, and exclusive benefits. It will offer seamless access to sign-ups, allowing members to discover and participate in various activities designed to help them play, bond, and connect. Through this platform, TGC will bring its community closer together, strengthening camaraderie and collaboration among members regardless of location.

3. Objective

- 3.1 Design and develop a comprehensive digital platform that supports implementation of The Grassroots' Club's (TGC) new operating model, transitioning from a facility-based club to a programme-centric approach enhancing members' experiences and offerings beyond the physical clubhouse by offering a broad range of programme and creating

more opportunities for more grassroots leaders to interact, bond and connect at different locations across Singapore.

3.2 Enhance the overall design and aesthetics of the website which will be user-friendly, visually appealing and provides value to members, partners and the public.

3.3 Improve the user experience of the website by implementing intuitive navigation and a well structured information architecture, ensuring visitors can easily find relevant information.

3.4 Implement a user-friendly Content Management System(CMS) that enables the employees of TGC to update and maintain the website easily.

3.5 Ensure the website compliment the use of the primary website and mobile application, PA@GRL, allowing members to be re-directed seamlessly to the TGC website and to access to members' only information or pages via the website.

4. Scope of Service and Deliveries

The Vendor shall be responsible for the design, development and implementation of an attractive and user-friendly website. The scope of works outlined below:

4.1 Design of Website

- The design of the website is to take into consideration of the objective, purpose and history of the club, transition of the club operating model over the years and feature of future information of Club's offerings, events and happening,
- The website is to be integrated with new functions comprising of membership system, event management system, group-buy and e-coupon redemption module, booking management module, and (optional) interest based social interaction platform.
- All posts (featuring events and merchants' partnership) on Club's social media platform can be found on website.
- Website is to include:
 - Design and layout based on incorporating existing content of website and new Information Architecture
 - Adequate and suitable hoover to enhance visual experience and interactivity
 - Sign-up and Log-in section
 - Sliders containing at least 3 images
 - Up to 12 pages with copywriting

- A Private Page (Membership Page) – to be accessed by members through weblink re-directed from PA website and mobile application
- Pop up page for new account Sign up and Advertisement – to appear about 10 seconds after a visitor enters the website to avoid immediate disruption, and should not reappear for the same user within a set period (e.g. 7 days).
- Chat widget – to provide Helpdesk Services and record the chat history (preferably to synchronise with either CRM or WhatsApp Business Account)
- Sign up for communication channels such as email, WhatsApp and Telegram (for members only)
- For functions comprise Events Management System (EMS), group buy and coupon redemption, system to provide auto notification to users on the product being viewed or added in cart but yet to complete the purchase

4.2 Content Management System (CMS)

- Implement a secure, scalable, and user-friendly CMS, such as WordPress, Drupal, or an equivalent platform.
- Ensure the CMS allows non-technical staff to easily manage and update content.
- Enable multi-level user permissions to maintain website integrity.

4.3 Content Migration

- Migrate existing content from the current website, including text, images, and documents.
- Review and reorganize content for clarity and consistency with the new design.

4.4 Compliance and Security

- Ensure compliance with the Personal Data Protection Act (PDPA).
- Implement SSL certificates and regular updates to the CMS.
- Test the website for vulnerabilities and resolve identified issues before launch.

4.5 Search Engine Optimization (SEO) and Analytics

- Implement basic SEO practices, including meta tags, alt text for images, and optimized URLs.
- Integrate Google Analytics or an equivalent tool to track and report visitor engagement and website traffic.

4.6 User Roles & Access Permissions

4.6.1 The website to provision four (4) primary user roles to comprise and not limited to the following:

Super Admin

- Full control over all administrative functions.
- Manage membership approvals and profile updates.
- Create, update, and manage events.
- Approve and oversee group-buy deals and e-coupon offers.
- Oversee and manage facility booking requests.
- Moderate content in the interest-based platform (if enabled).
- **Assign and manage lower-level admin users.**
- **Allow access financial transactions or payment records (View only)**

Standard Admin

- Manage membership approvals and profile updates.
- Create, update, and manage events.
- Approve and oversee group-buy deals and e-coupon offers.
- Oversee and manage facility booking requests.
- Moderate content in the interest-based platform (if enabled).
- **Not allow to assign or manage other admin users.**
- **Allow access financial transactions or payment records (View only)**

Finance User (Finance Team)

- Access payment records and financial reports.
- Process refunds, manage invoices, and oversee financial transactions.
- **Not allow to manage membership approvals, event creation, or facility bookings.**
- **Not allow to modify user accounts or administrative settings.**

4.7 Membership System

4.7.1 The design of the System should consist of a sign-up form to obtain the personal details for new applicant(s). The sign-up must be done through log-in Singpass Myinfo. A verification will be carried out backend by the Admin to determine whether the new applicant meets the eligibility for the sign-up as a member. **The sign-up is strictly for members only.** Member will have to be an active Grassroots Leaders appointed by People's Association. Should the Applicant does not meet the eligibility criteria as a Member, the application will be rejected, and a notification be sent to the applicant. System will automatically notify applicant on the conversion.

4.7.2 For the verification on the eligibility of the new applicant, the system to generate a file containing the required information for the admin to verify manually through PA portal, and subsequently update the result of the verification, and automatically complete the process of the application.

4.7.3 A reset of password option is needed, as it allows applicant to retrieve or reset password. In addition, user is given an alternative option to login the website via Singpass.

4.7.4 Admin will be able to send email notification containing EDM, Notices or Newsletter and E-birthday cards. User can view past transaction of services ie. Group Buy, event and classes booking.

4.7.5 System should have a point system to encourage participation, when members are able to use the points to offset members' perks and deals or exchange items. Lastly, reports may be generated comprise of numbers and profile of the new of sign-up applicants and the total sales of various services.

4.7.6 Sign-up form details for Member include the following:

- Name (per NRIC with the First name and Last name recorded in database)
- Salutation
- Address
- Password & Confirm Password
- IC Size Photo (allow option to take picture using camera or use picture from gallery)
- NRIC
- Email Address
- Contact Number
- Start and End Date of Appointment/Membership (subject to the provision of PA to accede the service request for change to the current report system)

User to sign up using Singpass.

User is required to accept the Terms and Conditions for use of the website and its services, and indicate his or her interest to receive marketing materials.

4.7.7 Password Reset details requirement:

- Email Address
- Send a Verification code to email/SMS
- Key in verification code
- Type in new password & confirm new password

4.7.8 Profile Details Requirement:

- Profile Picture
- Personal Information
- Personal Contact
- Membership Number
- Membership Expiry Date
- NRIC – in full (This is required for manual verification through PA whether the applicant is an active Grassroots Leader or Volunteer if API is not being able to be implemented)
- Record of past transactions ie Attended Event
- Record of upcoming enrolled event(s) and class(es)
- Status of the Point System
- Past Transactions
- Cart

4.7.9 User Login

- User to be allowed to log in using email address or handphone number
- User to enter one-time password (OTP) by 6-digit code send either to phone number or email for verification
- (option) User may also log-in using Singpass

4.7.10 Reports Requirement (For Admin):

- Reports for date selection range of date (Daily, Weekly, Monthly) for monitoring of events enrolled.
- Reports for selection range of date (Daily, Weekly, Monthly) for No. of monitoring of Membership Sign-Up.
- Reports for selection range of date (Daily, Weekly, Monthly) for Sales.

4.8 Event Management System

4.8.1 The System should consist of the creation of different kinds of events. It should be open to the Public & Members (except for Members only events), whereby the Public is to make payment of the full price of an event and Members will enjoy discounted prices. Events should range in different categories and can be held in recurring, one-time, or special events (limited to members only).

4.8.2 The system to provide an option for admin to include a dynamic/ customisable form in the process of sign-up to accommodate different event requirements. The fields should include and not limited to the following:

- Emergency contact details
- Passport details

- Dietary requirements
 - Other event-specific information
- 4.8.3 The system should enable and increase efficiency of attendance taking at the events by either:
- a) Attendees to self-check in through the website, and check-in page to be presented (may incorporate timestamp to enable verification purpose) to gain access to the event; and/or
 - b) Admin is able to verify the ticket by using a laptop or mobile device to scan against the QR code to be presented by the attendees either through log-in to the event page or registration confirmation through email
- 4.8.4 Participants to be prompted to participate in survey following the event to understand the satisfaction of the experience
- 4.8.5 System Requirement:
- Events are to have a calendar.
 - Events must have a selection of dates, time slot.
 - Price of the different categories
 - Events must have a selection of quantities.
 - Have a row of featured events.
 - Registration form may be required.
 - Past review of the event
- 4.8.6 Payment requirement:
- A Payment Cart is needed for users to browse for more events before payment.
 - Upon successful registration and completion of payment, the system should automatically generate and send a confirmation via email to the user.
 - Payment gateway such as credit/debit and Paynow for purchases.
 - Additional Payment Gateway is Digital wallet payment
- 4.8.7 Report Required:
- Reports for selection range of date (Daily, Weekly, Monthly) for Transaction Reports.
 - Reports for selection range of date (Daily, Weekly, Monthly) for Monitoring of Events.
 - Reports for selection range of date (Daily, Weekly, Monthly) for Sales

4.9 Group Buy Module

4.9.1 The module consists of Products or Services that are made available for purchase or redemption of coupons and have control of the products such as discount adjustment and inventory control. Payment should be made online and confirmation on the purchased products or coupons are to be automatically sent to the applicant's email address. An inventory report is to be generated for reporting purposes.

4.9.2 Items required:

- Inventory management.
- Module for uploading products such as Coupons, Tickets, Merchandise.
- Modules to be able to auto-generate QR codes.
- Generated QR Code to be sent to the assigned email.
- Discount Code control management.

4.9.3 Payment requirement:

- A Payment Cart is included to allow users to browse for more groupbuy before payment.
- Upon successful registration and completion of payment, the system should automatically generate and send a confirmation via email to the user.
- Payment gateway such as credit/debit and, Paynow for purchases.
- (Optional) Additional Payment Gateway is Digital wallet payment

4.9.4 Redemption:

- The **system auto-generates a unique code or QR code** linked to the purchase.
- The unique code or QR code is emailed to the user and stored under their account for retrieval.
- Alternatively, digital coupon is generated and stored in the user account. User to present the digital coupon where merchant or partner will click or swipe redemption button in order to complete the redemption
- Alternatively, digital coupon is generated and stored in the user account. User to present the digital coupon where merchant will key in merchant unique code to complete the redemption
- (Optional) Merchant will be able to access merchant user account to view records of the redemption
- The inventory is **automatically updated** to reflect the purchase, reducing stock levels.

4.9.5 Report Required:

- Reports for selection range of date (Daily, Weekly, Monthly) for import of products.
- Reports for selection range of date (Daily, Weekly, Monthly) for movement of products.
- Reports for date selection range of date (Daily, Weekly, Monthly) for Sales reports.

4.10 Coupon Redemption System

4.10.1 The system should display the different type of merchant's items redemption segment that allows users to be able to redeem, once the items has been redeemed, the redeemed digital coupon will be either send to the user inventory within the module or their registered email.

4.10.2 System Requirement:

- Quantity/inventory control Management.
- Showing quantity balance on individual merchant's respective item.
- Showing the end date of redemption.
- Each coupon to be accompanied by a unique serial number
- Allow monitoring on redemption of coupon.

4.10.3 Payment requirement:

- A Payment Cart is needed for users to browse for more redemption before payment.
- Upon successful registration, the system should automatically generate and send a confirmation via email to the user.
- Payment gateway such as credit/debit and Paynow for purchases.
- Additional Payment Gateway is Digital wallet payment

4.10.4 Redemption:

- The **system auto-generates a unique code or QR code** linked to the purchase.
- The unique code or QR code is emailed to the user and stored under their account for retrieval.
- Alternatively, digital coupon is generated and stored in the user account. User to present the digital coupon where merchant or partner will click or swipe redemption button in order to complete the redemption
- Alternatively, digital coupon is generated and stored in the user account. User to present the digital coupon where merchant will key in merchant unique code to complete the redemption

- (Optional) Merchant will be able to access merchant user account to view records of the redemption
- The inventory is **automatically updated** to reflect the purchase, reducing stock levels.

4.10.5 Report Required:

- Reports for selection range of date (Daily, Weekly, Monthly) for Transaction Reports.
- Reports for selection range of date (Daily, Weekly, Monthly) movement of inventory for individual merchant's
- Reports for date selection (Daily, Weekly, Monthly) for Sales

4.11 Booking Management System

4.11.1 Users (members only) may search and book for use of corporate passes and facilities under the system. This is available to Members only.

4.11.2 Under the paid premium membership, members will access to full range of passes and facilities for booking.

4.11.3 Should user is not a paid member, he or she will be directed to another webpage to pay a premium to enjoy the perks of these passes.

4.11.4 System Requirement:

- Quantity/inventory control Management.
- Calendar for blackout dates.
- Quantity control management for events.
- Registration form may be required.

4.11.5 Payment requirement:

- A Payment Cart is needed for consumers to browse for more Booking before payment.
- Payment gateway such as credit/debit and Paynow for purchases.
- (Option) Additional Payment Gateway is Digital wallet payment.

4.11.6 Report Required:

- Reports for selection range of date (Daily, Weekly, Monthly) for Transaction.
- Reports for date selection (Daily, Weekly, Monthly) for movement of passes.
- Reports for date selection (Daily, Weekly, Monthly) for Sales.

4.12 Optional item – Interest based social Interaction and Networking System

4.12.1 The system allows users to find, join and create/organise club or community based on common interest, primarily sports. User will indicate the type of interest and receive relevant information. This may be expanded beyond sports to include other type of hobbies.

4.12.2 System Requirement:

- Admin can create public or private sessions under a Club, and specify details of event and capacity of the event. Include a note section to contain general details.
- Member of the club can share or invite friends to join the club. The sharing can be through a qr code or weblink, or a customized message (which include sign-up link).
- Member to be placed under waiting list should maximum capacity is met
- User can access to upcoming or past events organized under the Club
- Segment for competitions to be host/join for clubs by having a choice of paying a small fee to join or joining for free
- (Option) Function to send notification to participants for confirmation and reminder of upcoming session

4.12.3 Payment requirement:

- A Payment Cart is needed for users to browse for more competition before payment.
- Payment gateway such as credit/debit and Paynow for purchases.
- (Option) Additional Payment Gateway is Digital wallet payment

4.12.4 Report Required:

- Reports for selection range of date (Daily, Weekly, Monthly) for Transaction Reports (Payment if competition is host).

5 Technical Support and Maintenance

5.1 Tenderers should present their technical support and maintenance options, including a minimum of six (6) months of post-launch support to ensure the stability and functionality of the website. Any additional recommendations or options for post-launch support and maintenance should be proposed separately, with clear cost breakdowns beyond the initial three-month period.

5.2 Tenderers are to provide a quotation of for an annual maintenance contract with a mandatory of one year (as part of the deliverables) and an optional extension of up to two (2) years. This is to be carried out after the post-launch support.

The maintenance contract should cover, however not limited to the following:

- **Technical Support & Issue Resolution Urgent Case**
Response and resolution timeframes for different issue severity levels:
 - Urgent Cases (e.g., website downtime, security breaches, critical feature failures)
 - Non-Urgent Cases (e.g., minor bugs, content update requests)Availability of support (e.g., office hours vs. 24/7 support)
Communication channels for support (e.g., email, helpdesk, phone support)
- **Scheduled Patch Updates & Security Maintenance**
Regular security patching to address vulnerabilities
CMS and plugin updates to ensure compatibility and performance
Bug fixes and performance optimizations

5.3 Optional item - Hosting Management System

5.3.1 Tenderers are required to provide detailed quotations and available options for a **Hosting Management System** to support the membership website and its integrated modules. The hosting solution should include both **On-Premise** and **Cloud-Based** options, outlining the key features, technical specifications, cost structures and maintenance approach and plan for each. Tenderers are encouraged to submit a **comparative analysis** between the On-Premise and Cloud solutions, highlighting the benefits and trade-offs of each option.

5.3.2 In the proposal, Tenderer have to specify the following:

On-Premise Hosting

- Hardware Requirements (CPU, RAM, Storage, Network Capacity)
- Software Requirements (Operating System, Database, Middleware)
- Security Features (Firewall, DDoS Protection, Intrusion Detection)
- Backup & Disaster Recovery Plan
- Scalability & Future Expansion Capabilities
- Maintenance & Support Services

Cloud-Based Hosting

- **Cloud Provider Options** (e.g., AWS, Azure, Google Cloud)
- **Hosting Model** (Dedicated, Shared, Hybrid, Virtual Private Server)
- **Resource Allocation** (Compute Power, Storage, Bandwidth)
- **Uptime & SLA Guarantees**
- **Data Security & Compliance** (GDPR, PDPA, ISO 27001)
- **Auto-Scaling & Load Balancing Features**

- **Backup & Disaster Recovery Solutions**
- **Cost Breakdown** (Pay-as-you-go, Subscription, Custom Plans)

6. Tender Submission

6.1 Tenderer(s) are to submit and present at least 2 past work(s) of similar project scope in relation to this ITT.

6.2 Shortlisted Tenderer (s) shall be invited for a meeting where the Vendor(s) will propose the plans and workflow of the UX/UI of the website and its features.

6.3 Tenderer(s) are required to submit the following:

6.3.1 Proposal (no template provided)

6.3.1.1 Tenderer to propose the following:

- A design proposal limited to five A4-sized paper with a description of the design concept and theme. Detailed artwork is not required at this stage.

6.3.1.2 Tenderer to propose the functionalities and implementation for the design and development of the website to meet the requirement as specified under Paragraph 4 and deliverables as specified under Paragraph 6 of this document for the following module:

- Membership System
- Event Management System
- Booking Management System
- Group buy
- Coupon redemption
- (Optional) Interest-based Social Interaction Platform
- (Optional) Hosting Management System

6.3.1.3 Tenderer to provide a detailed implementation plan and project schedule, clearly articulating the approach to meet milestones and including a timeline with tasks, dates, and dependencies

6.3.2 Price Schedule (refer to Annex A)

6.3.3 Company's experiences and Relevant Track Record in last 3 years (refer to Annex B)
Please list down the completion of similar projects for the last 3 years from 1 Mar 2022 to 28 Feb 2025.

6.3.4 Background And Track Record Of Proposed Company Team Members (Annex C)

6.3.5 Non-disclosure form (Refer to Annex D)

6.3.6 Form of Tender (Refer to Annex E)

7. Deliverables

7.1 Vendor shall meet the expected date of completion based on the following timeline and key milestones:

Estimated Timeframe	Key Milestones	Payment Schedule (according to awarded fees)
2 weeks after award of contract	Kick-off Meeting	-
4 weeks after award of contract	Present proposed design, structure, content and key features of the website	10%
12 weeks after award of contract	Completion of Phase 1 comprise of main page, members' page and main features comprise of CRM, EMS and Chat Widget	-
14 weeks after award of contract	Conduct Testing of website and development of system, and rectifying of issue & Submit Handover Document under Phase 1	30%
16 weeks after award of contract	Completion of Phase 2 comprise of all website pages, website features and development of system	-
18 weeks after award of contract	Completion of Testing of website and Training of Management Staff	30%
19 weeks after award of contract	Conduct Testing of website and development of system, and rectifying of issue & Submit Handover Document under Phase 2	20%
6 months after launch of website	Address and rectify bugs and glitches	10%

7.2 Vendor who is awarded the contract should provide up to 3 design concepts, based on the requirements set out in this document and contents provided by TGC, for selection. Based on the final chosen design concept, the vendor shall develop the detailed design. Vendor shall allow for up to 3 rounds of consolidated amendments to the detailed design before sign-off for production.

7.3 Vendor are to provide User Acceptance Testing (UAT) upon completion of the project. Any issues identified during the test must be rectified by the vendor.

7.4 Vendor are to provide Vulnerability Assessment and Penetration Testing (VAPT) upon completion of the project. Any issues identified during the test must be rectified by the vendor.

7.5 Vendor are to provide training to staff on managing and updating the website and provide a comprehensive user manual for the CMS, including step-by-step guide and troubleshooting tips, upon completion of the project.

8 Payment Schedule

8.1 Payments shall be made upon satisfactory completion of all necessary deliverables up to the respective milestones as found in Paragraph 6 under Deliverables. The Appointed Vendor shall issue the invoice only upon the Client's sign-off of deliverables, and payment shall be made within 30 days of receipt of the invoice.

8.2 The Grassroots' Club (TGC) reserves the right to withhold payment in the event of non-delivery by the stated delivery date and/or non-conformance to the specification.

9 Statement of Compliance

9.1 The Grassroots' Club (TGC) assumes that Tenderers comply to all the requirement, including the terms as stated in Conditions of Contract provided as part of the ITQ Contract.

9.2 Tenderer must clearly state in their written proposal any deviations from the Requirements Specification or the terms outlined in the Conditions of Contract.

10 Others

10.1 The Grassroots' Club (TGC) does not bind itself to accept the lowest of any offer and reserves the right to accept the offer in whole or part.

10.2 The Grassroots' Club (TGC) reserves the rights to appoint more than one (1) vendor.