



# **DIGITAL ACCESS CALL FOR COLLABORATION**

## **PROVISION OF CONNECTIVITY PLANS AND INFOCOMM DEVICES FOR VULNERABLE SEGMENTS IN SINGAPORE**

### **FOR PARTICIPATION BY:**

- **INTERNET SERVICE PROVIDERS**
- **MOBILE SERVICE PROVIDERS**

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## 1. INTRODUCTION

- 1.1 The Info-communications Media Development Authority (“**IMDA**”) is issuing this Call for Collaboration (“**CFC**”) to invite interested Internet Service Providers and Mobile Service Providers (“**Participant(s)**”) to submit proposals (“**Proposals**”) for collaboration with IMDA to provide vulnerable households/individuals in Singapore with affordable home broadband plan(s)/ mobile plan and infocomm devices, as part of Digital Access Programme. This will be in addition to any existing plans that the Participants are offering to the households and/or individuals on a commercial basis.

## 2. IMPORTANT NOTICES

- 2.1 Participant(s) are to note that this is a call for collaboration to support low-income households and/or individuals in Singapore towards digitalisation. IMDA is providing funding support through a grant. This is not a call for tender.
- 2.2 For the avoidance of doubt, this Document for the support of Digital Access Collaboration with Internet Service Providers shall be read with and shall be subject to the Important Notices set out in **Appendix A** of this document.

## 3. BACKGROUND

- 3.1 In a Digital Society, digital access is a necessary enabler for all citizens to undertake essential acts of daily living (e.g. obtaining information, transacting online, staying socially connected), and supports social and economic participation (e.g. working and learning remotely).
- 3.2 Given Singapore’s digitalisation imperative, IMDA’s Digital Access programme seeks to drive digital adoption and reduce affordability gap among the vulnerable segment that wishes to enthuse digitally enabled lifestyles but cannot afford to do so.

## 4. CFC SCOPE

- 4.1 Participant(s) shall submit proposal for at least ONE of the sections (in accordance to the requirements specified in respective paragraphs) for provisioning of the following product(s) over a period of 4 years (Indicative dates: August 2022 to August 2026) under Digital Access programme:

| SECTION | Description   | Whom to Participant        |
|---------|---|----------------------------|
| I       | Digital Access for Households ( <i>Para 5</i> )         | Internet Service Providers |
| II      | Digital Access for Individual Seniors ( <i>Para 6</i> ) | Mobile Service Providers   |

## 5. SECTION I – DIGITAL ACCESS FOR HOUSEHOLDS

5.1 Participant(s) shall submit the following proposal:

- a. **[Mandatory to respond] Category A: Fibre Broadband Plan** – Shall propose for each of the following options to this CFC Section I:
- i. Option 1: 500 Mbps fibre broadband plan at fixed amount of \$25 per month (include prevailing GST) for household
  - ii. Option 2: A lowest price fibre broadband plan
- b. **[Optional to respond] Category B: Fibre Broadband Plan bundled with infocomm device** – The underlying fibre broadband plan should follow the proposals submitted in response to Category A. Participant shall propose devices for each of the following options:
- Laptop**
- i. Option 1: Intel Core i3 (or equivalent) Laptop, which cost ≤ \$950 (include prevailing GST)
  - ii. Option 2: Intel Core i5 (or equivalent) Laptop, which cost ≤ \$1,100 (include prevailing GST)
  - iii. Option 3: Lowest price of laptop that can be a shared resource for family that has full-time students and/or working adults
- Tablet**
- iv. Option 1: Tablet (≤ \$300), which cost ≤ \$300 (include prevailing GST)
  - v. Option 2: Lowest price of tablet that is suitable for a family for lifestyle purpose

### 5.2 **Category A – Fibre Broadband Plan**

5.2.1 The proposed fibre broadband plan must meet the following minimum specifications:

| Description      | Specification   |
|------------------|---|
| Broadband Device | <ul style="list-style-type: none"> <li>▪ Optical Network Router/Terminal</li> <li>▪ Wi-Fi router, that is certified under Cybersecurity Labelling Scheme (CLS)<sup>1</sup> and meets at least level one (1) cyber security rating<sup>2</sup></li> <li>▪ Supports R11 port that allows plugging a commercially available home telephone for free digital voice calls</li> </ul> |
| Router Warranty  | <ul style="list-style-type: none"> <li>▪ Cover entire duration of broadband contract</li> <li>▪ One-to-one exchange for faulty device</li> </ul>  |

5.2.2 **The coverage of the broadband connectivity shall be island-wide in Singapore.**

5.2.3 The monthly subscription will be co-paid by IMDA and the Approved Applicant. The monthly cost payable by the Approved Applicant differs depending on subsidy tier

<sup>1</sup> You may refer to CSA website for details: [www.csa.gov.sg/Programmes/cybersecurity-labelling/about-cls](http://www.csa.gov.sg/Programmes/cybersecurity-labelling/about-cls)

<sup>2</sup> Refers to product meets basic security requirements such as ensuring unique default passwords and providing software updates.

assigned by IMDA at the time of scheme application approval. The appointed Participant will be given access to IMDA system (login via CorpPass), which will automatically state the subsidy applicable for each Approved Applicant.

5.2.4 The proposed plans shall support **subscription contract period of thirty-six (36) months (24 month + 12 months) from date of broadband deployment by the Participant.**

- a. The 3rd year of contract shall automatically continue after the Approved Applicant completes first two (2) years of subscription without requiring further activation or signatory of further document by Approved Applicant.
- b. Re-contract shall be available at least three (3) months before the end of 36 months contract. All service plans that are not re-contracted shall be terminated after the contract ends.
- c. No early termination charge shall be applicable.

5.2.5 As this intent of this call is to support the vulnerable segments in Singapore, Participant is encouraged to support the following:

- a. **Internet Security for Fibre Broadband plan** – Include internet security service (e.g. anti-virus, anti-spam, anti-phishing, anti-spyware, and parental control), as part of the fibre broadband plan proposed for paragraph 5.1.
- b. **Installation of Fibre Termination Point (FTP)** - Provide free installation for cases where the residential address of the Approved Applicant does not have an available FTP (especially residential place that is Home Passed<sup>3</sup> but not Home Reached<sup>4</sup>).
- c. **Cost Waiver, where applicable:**
  - i. Registration/activation and service installation charge for deployment of home broadband connectivity.
  - ii. Number porting charge for home fixed voice.
  - iii. Re-location requests from one residential address to another, in event of unforeseen circumstances. At least once during the broadband contract.
  - iv. Transfer of contract owner from one household member to another, in event of unforeseen circumstances e.g. death of original contract owner, dementia.
  - v. Allow households to switch from consumer broadband contract to IMDA's subsidised fibre broadband plan, at no charges.
  - vi. Early Termination Charges (ETC), especially in event of unforeseen family circumstances.

5.2.6 If the Participant wishes to charge for the items mentioned in paragraph 5.2.5, the Participant should reflect such charges as a separate charge in the proposal.

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<sup>3</sup> Home Passed refers to household that have fibre deployed up to distribution point of the Approved Applicant's residential premise.

<sup>4</sup> Home Reached refers to household that have fibre deployed to the first Termination Point in the Approved applicant's residential premise.

### 5.3 **Category B - Fibre Broadband Plan bundled with infocomm device**

- 5.3.1 **Participant shall propose options for the provision of Fibre Broadband Plan bundled with an infocomm device. The Participant shall state the list of proposed infocomm device, which are laptops and tablets in the proposal. These devices will be provided at subsidised cost to the Approved Applicant(s).** The proposed offerings by Participant should take into consideration that the devices might be used by the household for varying purposes e.g., learning needs, applying for job, leisure purpose.
- 5.3.2 The underlying fibre broadband plans bundled with infocomm device should follow the proposals submitted in Category A.
- 5.3.3 Participant shall **ensure there is always availability of one (1) choice for each of the infocomm devices at any time for selection by the Approved Applicant(s)** i.e., 1 x Intel Core i3 (or equivalent) laptop; 1 x Intel Core i5 (or equivalent) laptop; 1 x tablet.
- 5.3.4 For each laptop and tablet proposed, Participant shall indicate the cost applicable if the co-payment amount by Approved Applicant is paid via following payment mode:
- a. One (1) time cost for the laptop and tablet;
  - b. Monthly cost over 36 months together with fibre broadband subscription cost.
- 5.3.5 The proposed device shall meet the minimum specifications stated:

| <b>Laptop</b>      |   |
|--------------------|---|
| <b>Description</b> | <b>Minimum Specification</b>                                |
| Display            | At least 12 inches  |
| RAM                | At least 8 GB   |
| Storage            | At least 500 GB   |
| Graphics Card      | Integrated graphics   |
| Sound              | Built-in stereo speakers with volume control and microphone |
| Bluetooth          | Built-in Bluetooth module                                   |
| Camera             | Integrated webcam   |
| WIFI               | Built-in (Integrated Wireless LAN)                          |
| Display Port       | At least 1 x HDMI or equivalent display output port         |

| Tablet           |   |
|------------------|---|
| Description      | Minimum Specification   |
| Operating System | Android 6.0 or above  |
| Display          | At least 7 inches   |
| RAM              | Able support the concurrent use of at least 10 applications running in the background. Recommended RAM size: 3 GB |
| Internal Storage | At least 32 GB  |
| Camera           | Front (at least 1 megapixels), Rear (at least 2 megapixels)   |
| Bluetooth        | At least 4.2 (low energy)   |
| WIFI             | 802.11 a, b, g, n, Hotspot  |
| Others           | Support GPS, video calls, online learning, and online transaction   |

5.3.6 The warranty (including one-to-one exchange for faulty units at no cost) shall cover the laptop and tablet for entire duration of broadband contract (36 months).

5.3.7 The Participant is **encouraged to provide (a) Microsoft Office and (b) anti-virus for the proposed laptop**. If the Participant wishes to charge for (a) Microsoft Office and/or (b) anti-virus, the Participant should reflect as a separate monthly charge (inclusive of prevailing GST).

#### 5.4 **Redemption of Fibre Broadband Plan by IMDA Approved Applicant(s)**

5.4.1 Each Approved Applicant will be issued with an approval letter/voucher. Exact format will be advised by IMDA to the appointed Participant. If the Approved Applicant does not present the letter/voucher, appointed Participant may also validate the Approved Applicant's eligibility to redeem by checking against IMDA system (login via CorpPass).

5.4.2 Through IMDA system, the appointed Participant (login via CorpPass) will be able to view the subsidy level approved by IMDA for the Approved Applicant.

5.4.3 As this is a household-based scheme, the activation of fibre broadband plan with appointed Participant can be initiated by the IMDA scheme's main applicant or any of the family member that stays in the same residential address. There is no need for IMDA letter/email or Letter of Authorisation by Approved Applicant.

5.4.4 The Participant shall allow Approved Applicant to appoint another individual (who may not stay in same residential address as Approved Applicant) to perform the activation paperwork on their behalf by completing the appointed Participant's Letter of Authorisation form. The intent is to support scenarios where Approved Applicant is not able to activate the Assistance Package on his/her own due to varying reasons such as poor health, immobility, difficulty hearing.

5.4.5 **The proposal submitted shall describe how the Participant will manage the redemption process, including activation of the fibre broadband plan by Approved Applicant and the delivery/collection of the laptop/tablet for bundled fibre broadband plans.** Participants must propose at least an option each for the following scenarios for the activation/redemption of fibre broadband plans:

- a) Approved applicants who prefer electronic activation or prefer not to visit physical outlets e.g. telephone or online .
- b) Some Approved Applicant(s) will not be able to do electronic redemption/activation due to reasons such as no internet connectivity; no technology-savvy member at home.

5.4.6 To make it easier for the approved applicants, the Participant may also have to support mass redemptions/ activation at events/ selected premise.



## 6. SECTION II – MOBILE PLAN FOR INDIVIDUAL SENIORS

6.1 The Participant(S) shall propose the following, as **mandatory response** to this CFC by Mobile Service Provider for this category:

- a. **Category A: Mobile plan at fixed amount of \$10 per month (include prevailing GST)** for each individual senior approved to receive IMDA scheme.
- b. **Category B: Mobile pan bundled with smartphone** – The underlying mobile plan should follow the proposals submitted in response to Category A. Participant **shall propose smartphone, which cost ≤ \$250 (include prevailing GST)**.

### 6.2 Category A - Mobile Plan

6.2.1 The proposed mobile plan must meet the following minimum specification:

| Description              | Minimum Specification   |
|--------------------------|---|
| Plan Type                | Post-paid mobile plan   |
| Mobile data              | At least 5 GB of data. <ul style="list-style-type: none"> <li>• At any point in time, connectivity shall not be terminated.</li> <li>• No charges for excess data usage.</li> </ul> |
| Local outgoing talk-time | At least 300 minutes  |
| Local incoming calls     | Unlimited, with Caller ID   |
| Local SMS                | At least 30 SMS   |

6.2.2 The proposed plans shall support **twenty-four (24) months subscription from date of mobile plan activation by the Participant**. Re-contract shall be available at least three (3) months before the end of contract. All service plans that are not re-contracted shall be terminated after the contract ends. No early termination charge shall be applicable.

6.2.3 As this intent of this call is to support the vulnerable segments in Singapore, Participant is encouraged to support the following:

- a. **Number Porting** – Shall be supported by Participant if there is no contractual obligation. If not, number porting shall only be available if the number is currently with the Participant. For the latter, the number to be ported may not necessarily belong to the senior. Participants shall waive any charges such as service fee, change of name, administrative cost, subscriber identification module (SIM) cost, etc.
- b. **Mobile Security VAS for Mobile plan** – Include mobile security service VAS (as part of the mobile plan proposed for paragraph 6.1) to protect the smartphone from malware threats and secure the smartphone's data in the case of theft, unauthorised access or accidental loss of the phone.

**c. Cost Waiver, where applicable**

- i. Service admin, SIM card cost, number porting, as part of plan activation.
- ii. Allow households to switch from consumer mobile plan to IMDA's subsidised mobile plan, at no charges.
- iii. Early Termination Charges, especially in event of unforeseen family circumstances.

6.2.4 If the Participant wishes to charge for the items mentioned in paragraph 6.2.3, the Participant should reflect such charges as a separate charge in the proposal.

6.2.5 The Participant is encouraged to propose free value-added services ("VAS") to be included as part of the plan offerings, on top of the required services in paragraph 6.2.1 and 6.2.3. For clarity, these additional VAS will not be funded by IMDA.

**6.3 Category B – Mobile Plan bundled with Smartphone**

6.3.1 **Participant shall state the list of proposed smartphones in the proposal.** These smartphones will be provided at subsidised cost to the Approved Applicants.

6.3.2 Participant shall **ensure there is always availability of three (3) smartphone choices at any time** for selection by Approved Applicants. **Of the 3 smartphone choices, one of the smartphones must not cost more than \$160 (include prevailing GST).**

6.3.3 The proposed smartphone must meet the following minimum specification:

| Description      | Minimum Specification  |
|------------------|--|
| Operating System | Android 6.0 or above   |
| Display          | At least 6 inches  |
| RAM              | Able support the concurrent use of at least 10 applications running in the background. Recommended RAM size: 2GB |
| Internal Storage | At least 32 GB   |
| Camera           | Front (at least 1 megapixels), Rear (at least 2 megapixels)  |
| Bluetooth        | At least 4.2 (low energy)  |
| WIFI             | 802.11 a, b, g, n, Hotspot   |
| Others           | Support GPS, video calls, online learning, and online transaction  |

6.3.4 The warranty (including one-to-one exchange for faulty units at no cost) shall cover the smartphone for entire duration of mobile plan (24 months).

**6.4 Redemption of Mobile Plan by IMDA Approved Applicant(s)**

6.4.1 Each Approved Applicant will be issued with an approval letter/voucher. Exact format will be advised by IMDA to the appointed Participant. If the individual does not present the letter/voucher, appointed Participant may also validate the individual's eligibility to redeem by checking against IMDA system (login via CorpPass).

- 6.4.2 The Participant shall allow Approved Applicant to appoint another individual to perform the activation paperwork on their behalf by completing the appointed Participant's Letter of Authorisation form. The intent is to support scenarios where Approved Applicant is not able to activate the Assistance Package on his/her own due to varying reasons such as poor health, immobility, difficulty hearing.
- 6.4.3 **The proposal submitted shall describe how the Participant will manage the redemption process, including activation of the mobile plan by Approved Applicant and delivery/collection of smartphones.** Participants must propose at least an option each for the following scenarios for the activation/redemption of mobile plans:
- a. Approved applicants who prefer electronic activation or prefer not to visit physical outlets e.g. telephone or online .
  - b. Some Approved Applicant(s) will not be able to do electronic redemption/activation due to reasons such as no internet connectivity; no technology-savvy member at home.
- 6.4.4 To make it easier for the approved applicants, the Participant may also have to support mass redemptions/ activation at events/ selected premise.

## 7. OTHER REQUIREMENTS

- 7.1 The requirements stated here is applicable to all participants that submit Proposal irrespective proposal is submitted for both/either Section I or Section II.
- 7.2 The Participant shall provide a toll-free phone number for the Approved Applicant to enquire and report technical problems.
- 7.3 The Participant will be required to support and respond to service calls made minimally during Monday to Friday, 9:00am to 6:00pm. This includes handling Assistance Package queries from the Approved Applicant. If the query is not related to the goods/services provided by the appointed Participant, the appointed Participant may redirect the individual(s) to the relevant parties e.g. IMDA's contact centre. The Participant shall state the support hours for the toll-free numbers in the proposal.
- 7.4 **Financial credit risk check** - The Participant is encouraged to waive financial credit risk checks for Approved Applicant, as the cost of Assistance Package is co-funded by IMDA and Approved Applicant.
- The household/individual's eligibility for the scheme is assessed based on the IMDA scheme's prevailing eligibility criteria.
  - If the Participant is not able to waive financial credit risk checks, this check will have to be done on-the-spot by the appointed Participant when Approved Applicant visit Participant's physical retail outlets and/or activation via telephone to redeem the Assistance Package.
- 7.5 **Redemption/Sign up updates** - The Participant will be required to promptly update IMDA system (via CorpPass login) when Approved Applicant visits/contacts Participant to redeem/sign up their Assistance Package. This should be done on-the-spot during

redemption/sign up by the Approved Applicant to prevent duplicate redemption/sign-up by the same Approved Applicant through a second appointed Participant after the first redemption/sign-up.

7.6 **Collection and Delivery of Laptop, tablet and smartphone** - The participant shall provide for the option where the laptop, tablet and smartphone may be received by Approved Applicant via self-collection and/or delivery to designated location.

a. Self-collection of devices - Participants are required to identify and propose collection locations that is within easy reach of public transport. In addition, Participants must ensure that these locations observe the practice and enforcement of safe distancing measures to assure the safety of Approved Applicant(s).

b. Delivery of devices - Either the Approved Applicant or IMDA will contact the Participant on the arrangement. The delivery location could be Approved Applicant's residential address or location designated by IMDA. The Participant shall confirm on the schedule of the delivery within three (3) working days upon request received from the Approved Applicant or the IMDA.

7.7 **Collaboration** - As there may be multiple partners involved in the supply of digital access services, including broadband connectivity and devices, to approved applicants, the participant will be required to coordinate with other suppliers and partners, which IMDA may introduce from time to time, to ensure that approved applicants receive the goods and services in a streamlined, coordinated manner.

7.8 **Progress Reporting** - The appointed Participant will be required to meet the IMDA's Project Team on a regular basis (e.g. every month) to provide progress updates and highlight any problems or issues encountered in the course of providing the Assistance Package (e.g. difficulty during provisioning of mobile plan to senior) and propose solutions to such problems as and when they arise, for IMDA's consideration.

7.9 **Technical Refresh** - In order not to confuse the Approved Applicants with frequent changes, Participants are encouraged to review the offerings proposed for Section I or II on quarterly basis to ensure the offerings are kept up-to-date with the latest offerings in the market.

a. The Participant shall consider further enhancing the specification and/or reducing the cost of offerings, in the event that the prevailing retail offerings/cost has become more favourable.

b. All changes to the offerings must be endorsed by IMDA before being made available to the members of public.

## **8. CLAIM REIMBURSEMENT BY APPOINTED PARTICIPANT**

8.1 The assignment of monthly or one time cost payable by the Approved Applicant may differ among IMDA schemes. Some IMDA scheme(s) may have tiered subsidy allocation depending on profile of Approved Applicant, while other IMDA scheme(s)

may have standard subsidy tier across all Approved Applicants. This will be assigned IMDA at the time of scheme application approval.

- 8.2 **Co-Payment by Approved Applicant** – The appointed Participant shall bill Approved Applicant for the amount payable after minus IMDA subsidy. The Participant should minimally support payment by Cash and GIRO. Participant shall specify the list of supportable payment mode in the proposal.
- 8.3 **Co-Payment by IMDA** - The appointed Participant shall seek reimbursement from IMDA for the co-payment amount payable for each Approved Applicant. The claim form and procedure will be in accordance to IMDA’s claim submission procedure for grant. Details will be shared with appointed Participant during upon award of IMDA grant.
- 8.4 As part of claim validation for the adjustment report, the appointed Participant may be subjected to IMDA’s on-site audit exercise for the validation of the co-payment payable for that claim period. This may include 100% validation against service orders and original sourced documents.

## 9. ELIGIBILITY TO PARTICIPATE IN CFC

- 9.1 The Participant that submits proposal for this CFC must meet the minimum pre-requisites stated in this section.
- 9.2 Organisations eligible to participate per section:
- a. **Section I (Digital Access for Households)** – The Participant shall be an Internet Service Provider licensed in Singapore. Participant are required to comply with the Quality of Service Standards for Retail Broadband Internet Service (‘Broadband QoS’) as issued and as amended from time to time, by IMDA for fixed line service. Participant must have at least four (4) physical retail shops islandwide.
  - b. **Section II (Digital Access for Individual Seniors)** – The Participant shall be a Mobile Network Operator (MNO) licenced in Singapore. Participant must have at least four (4) physical retail shops islandwide.
- 9.3 All participants (irrespective Section I/II) must adhere to the following requirements:
- a. **Individual organisation:** The organisation shall meet the following minimum pre-requisites:
    - i. Shall be registered in Singapore with the Accounting & Corporate Regulatory Authority (ACRA);
    - ii. Shall be in a healthy financial state. For example, positive working capital to ensure that the company is able to continue its operations and has sufficient funds to satisfy both maturing short-term debt and upcoming operational expenses.

- iii. Shall have adequate resources to manage, administer and implement the offerings to the Approved Applicant(s). This includes ensuring the designated support staff possess the necessary and adequate qualifications, skills, ability and experience (e.g. training, technical support) to provide pre-sales and post-implementation support and training, in a professional manner; and
  - iv. Shall ensure that there are contractual agreements with their vendors and sub-contractors, whom they partner with to provide the offering(s) stated in their Proposals, and imposing back-to-back obligations on its suppliers and sub-contractors, incorporating all the requirements, terms and conditions imposed by IMDA.
- b. **Consortium Organisation:** Organisations may form consortium with relevant business partners with the necessary expertise, experience and domain knowledge to participate in this CFC.
- i. Each consortium shall clearly identify a Consortium Leader for the purpose of managing and coordinate the activities of the consortium. The Consortium Leader shall be responsible for submitting the Proposal on behalf of its Consortium Partners.
  - ii. The requirements listed in paragraph 9.3(a) for individual organisation would be applicable minimally to at least the Consortium Leader.
  - iii. IMDA reserves the right to disqualify or reject a proposal in the event of a withdrawal by any consortium member, or where any material representation within the proposal is discovered to be inaccurate, misleading or false.

## 10. SCHEDULE

### 10.1 Timeline of key activities:

| S/N | ITEM                                 | DATE (INDICATIVE)       |
|-----|--------------------------------------|-------------------------|
| 1   | CFC Briefing                         | 14 January 2022         |
| 2   | Deadline for enquiries on CFC        | 27 January 2022, 5:00pm |
| 3   | Deadline for CFC Proposal submission | 7 February 2022, 5:00pm |
| 4   | Presentation by CFC participants     | February 2022           |
| 5   | Inform shortlisted Participant(s)    | April 2022              |
| 6   | Grant Award                          | June/July 2022          |
| 7   | Rollout to public                    | August 2022             |

*\* The above dates are indicative of the sequence of events and are subject to changes.*

## 10.2 **Public Briefing**

10.2.1 All interested companies are invited to attend the Call for Collaboration Public Briefing scheduled on **Friday, 14 January 2022, 10:30am**. This briefing will be conducted by IMDA and will cover the details of the Call for Collaboration.

10.2.2 All parties interested to attend the public briefing (tentatively, via Microsoft Teams) are required to register by email to [DAP@imda.gov.sg](mailto:DAP@imda.gov.sg), no later than **Thursday, 13 January 2022, 3:00pm**. Details to be given in the email are:

- Company Name:
- Name of Attendees:
- Designation:
- Email & Telephone Number:

## 11. **SELECTION PROCESS**

### 11.1 **Selection of Proposal(s) for Consideration**

11.1.1 Only complete proposals will be shortlisted by IMDA for consideration. Shortlisted Participant may be required to make a presentation of their Proposal (at their own cost and expense) and answer questions on their Proposal in response to IMDA's Evaluation Committee. Shortlisted Participant are encouraged to attend presentation with their management representative.

11.1.2 IMDA's Evaluation Committee reserves the right to reject any or all Proposals submitted pursuant to this Public Document for the CFC. Where a Proposal is selected by the IMDA's Evaluation Committee for consideration for the award of a grant, the relevant Participant will be notified by IMDA. The terms of the project, project milestones, and co-funding terms will be separately negotiated, and definitive agreements entered into between the relevant parties

11.1.3 For the avoidance of doubt, the short-listing of any Proposal by IMDA may not necessarily lead to the eventual selection of the Proposal.

### 11.2 **Evaluation Criteria**

11.2.1 The Proposals will be evaluated based on the following criteria:

- a. Attractiveness and cost competitiveness of the proposed offerings;
- b. Methodology and support given in ensuring a seamless sign-up process for the eligible households especially less tech savvy households; and
- c. Value-added services, support programme, tie-ups or any other customer and technical support.

## 12. DISCLAIMER

12.1 IMDA shall have the absolute discretion to accept or reject any Proposal submitted to IMDA without being liable to give any reason thereof. IMDA reserves the right to retain the Proposals submitted by all parties without liability for the costs of such documents.

## 13. SUBMISSION

### 13.1 Submission Process

13.1.1 Each Participant must submit only one (1) Proposal.

13.1.2 Proposals must be submitted and reach IMDA on or before **Monday, 7 February 2022, 5:00pm**. Submission received after the closing date will not be processed. IMDA reserves the right to reject Proposals not submitted in accordance with the Format of Submission.

13.1.3 **Your Proposal must be submitted via email to [DAP@imda.gov.sg](mailto:DAP@imda.gov.sg) in accordance to the Format of Submission, as specified in paragraph 13.2.** It shall be the responsibility of the Participant (s) to ensure that their proposals are submitted by the closing date and time. An email confirmation will be issued when the application is successfully received. Incomplete and/or late proposals will not be accepted/assessed.

13.1.4 All the above documents must be received by IMDA before the submission can be duly processed. IMDA reserves the right not to accept incomplete submissions.

13.1.5 IMDA retains sole and absolute discretion to accept each application wholly or in part.

13.1.6 If there is any change or amendment of information to the CFC document before the closing date, notification will be given through the publication of a Notice of Addendum to the CFC document on IMDA's website. Participants shall check the IMDA's website regularly to ensure that the instructions on the Notice of Addendum, if any, has not been omitted before submitting their proposals in response to this CFC.

13.1.7 The selected Participant(s) upon CFC evaluation will be informed to submit a grant application form to IMDA. A Letter of Agreement indicating the terms and conditions will be issued to the appointed Participant (s) once the grant application is successfully processed.

### 13.2 Format of Submission

13.2.1 Submissions shall be made using the Proposal template provided.

13.2.2 Participant must follow the submission of required documents as outlined below:



|                          |   |   |
|--------------------------|---|---|
| <b>CFC Proposal Form</b> | : | The prescribed CFC Proposal Form must be completed, signed and submitted without any alteration. Any alteration to the CFC Proposal Form may invalidate the submission.   |
| <b>Annex A</b>           | : | Latest ACRA business profile of Participant<br><i>(not more than 6 months ago)</i>  |
| <b>Annex B</b>           | : | Audited financial statements of the Participant for the last three (3) years (not more than 18 months). If audited financial statements are not available, management accounts of the Participant for the last three (3) years (certified true copy by a director as indicated in the ACRA business profile of the Participant).  |
| <b>Annex C</b>           | : | Track Record / Client References<br><b>Please refer to Appendix B on the submission format.</b>   |
| <b>Annex D</b>           | : | Proposal, which state details including but not limited to:<br>a. Specification details of proposed offerings<br>b. Provisioning support<br>c. Methodology to support seamless sign up by Approved Applicant<br>d. List of retail or distribution points across Singapore<br><br><b>Please refer to Appendix C for an outline of the minimum details required, as part of proposal.</b> |
| <b>Annex E</b>           | : | Value-added services, support programme, tie-ups or any other customer and technical support.   |

### 13.3 Enquiries

13.3.1 Enquiries regarding this CFC should be e-mail to: [DAP@imda.gov.sg](mailto:DAP@imda.gov.sg) . Please indicate “*Digital Access CFC Enquiry - <company name>*” in your heading.

13.3.2 No further enquiries regarding this CFC will be accepted after **Thursday, 27 January 2022, 5:00pm**.

## APPENDIX A – IMPORTANT NOTICES

Companies or consortia submitting proposals in response to Digital Access – Call for Collaboration (collectively, “Participants” and individually “Participant”) are deemed to have read and understood the following provisions:

### 1 Interpretation

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

“**Approved Applicant**” refers to the household/individual qualified by IMDA to receive Assistance Package

“**Assistance Package**” refers to the software, hardware and services(s) which the appointed Internet Service Provider and/or Mobile Service Provider provides to the Approved Applicant(s).

“**Call for Collaboration**” or “**CFC**” means the invitation issued by IMDA on **11 January 2022** to provide affordable assistance package for low-income households/individuals in Singapore, as part of Digital Access Programme.

“**Internet Service Provider**” means the business registered in Singapore that submits the Proposal in response to this Call for Collaboration to offer home broadband plan(s), and bundling with laptop and/or tablet.

“**IMDA**” means the Info-communications Media Development Authority.

“**Mobile Service Provider**” means the business registered in Singapore that submits the Proposal in response to this Call for Collaboration to offer mobile plan(s) and bundling with smartphone.

“**Proposal**” means any and all documents and information submitted by the Participant in response to the Call For Collaboration.

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

### 2 Disclaimers

- 2.1 This Call for Collaboration (CFC) is merely an invitation to treat and is not intended to create or impose any binding legal obligations whatsoever on IMDA, whether express or implied and whether contractual or otherwise. Without prejudice to the generality of the foregoing, each Participant acknowledges and agrees that IMDA shall be under no duty or obligation to act fairly or equally towards the Participant in relation to IMDA’s evaluation of its Proposal or with regard to any process adopted by IMDA under this CFC.

- 2.2 Nothing in this CFC shall constitute a contract between IMDA and any Participant. Any Participant selected pursuant to this CFC for participation in the project shall be required to enter into a legally binding agreement with IMDA, 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 CFC are made entirely at the risk of the Participant.
- 2.4 IMDA 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 IMDA in relation to this CFC.
- 2.5 IMDA does not make any representation of fact or promise to the future in respect of any project contemplated by IMDA relating to this CFC.
- 2.6 IMDA accepts no liability or obligation in relation to any Proposal submitted pursuant to this CFC and/or any subsequent clarifications, discussions or presentations thereon, whether requested by IMDA or otherwise. The Participant shall bear all costs and expenses associated with the preparation and submission of its Proposal, and any subsequent clarifications, discussions or presentations thereon. IMDA 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 IMDA 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 IMDA of any Proposal pursuant to this CFC 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 IMDA.
- 2.8 IMDA shall have the absolute discretion, at any time, to terminate this CFC or to change the nature, scope, procedures or timelines for the CFC, including the proposal selection process and criteria. Under no circumstance shall IMDA incur any liability in respect of such termination or changes.
- 2.9 IMDA 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 CFC, including but not limited to the submission of Proposals.

### **3 Ownership of Documents and Intellectual Property**

- 3.1 All proposals and other documents or materials submitted to IMDA pursuant to this CFC shall become the property of IMDA. Notwithstanding the foregoing and without prejudice to any subsequent agreement with IMDA to the contrary, any IP contained in

any Proposal and/or such other document submitted to IMDA shall not be transferred to IMDA.

- 3.2 For the avoidance of doubt, all IP in any documents issued by IMDA pursuant to this CFC shall remain vested in IMDA.

#### **4 Confidentiality of Information**

- 4.1 IMDA may require any party receiving confidential information from IMDA in relation to or arising from this CFC to sign a written non-disclosure agreement setting out such party's confidentiality obligations in relation to such confidential information.

- 4.2 IMDA accepts no liability or obligation in relation to any confidential information disclosed to IMDA by a Participant pursuant to this CFC unless otherwise agreed by IMDA in a written non-disclosure agreement setting out IMDA's confidentiality obligations in relation to such confidential information.

#### **5 IMDA's Right to Seek Recovery**

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

**APPENDIX B**

Submission of Track Records – please list them in details (in free format) and attach any independent sources to support such track records (if applicable).

Submission of Client References– please submit the listing all clients in Singapore (and, if relevant, significant customers in other countries) whom the Participant has provided the product or services to and client references whom IMDA can contact according to the format as specified below from at least 2 non-related companies, who have purchased and used its products and services in the last one (1) year, for

(i) broadband fibre plan with PC-bundle with software, and

(ii) mobile data plan with smartphone

**Format for submission of Client References**

| ITEM   | DESCRIPTION                    |
|--|--------------------------------|
| Customer Name  |                                |
| Contact Person(s)  |                                |
| Email  |                                |
| Telephone No:  |                                |
| Nature of Customer's Business  |                                |
| Total Contract Value<br>(Pls state the value in terms of the Currency SGD) |                                |
| Contract Period :<br>(duration from dd/mm/yyyy to dd/mm/yyyy)              | Start: date:<br><br>End date : |
| Nature of Participant's involvement and major deliverables                 |                                |

**APPENDIX C**

Note: Customisable text is indicated in *blue* colour.

**Section I: Digital Access for Households**

| <b>Category A – Fibre Broadband Plan</b>   |  |
|--|--|
| <b>Broadband Type</b>  | <b>Monthly Subscription (Include prevailing GST)</b> |
| Option 1: 500 Mbps fibre broadband plan at fixed amount of \$25 per month (include prevailing GST) for household |  |
| Option 2: A lowest price fibre broadband plan  |  |

| <b>Category B – Fibre Broadband Plan bundled with infocomm device</b>              |   |   |   |  |  |
|--|---|---|---|--|--|
| <b>Options of Internet-enabled device</b>  | <b>Laptop Option 1: Fibre Broadband plan bundled with Intel Core i3 (or equivalent) laptop, which cost ≤ \$950 (include prevailing GST)</b> | <b>Laptop Option 2: Fibre Broadband plan bundled with Intel Core i5 (or equivalent) laptop, which cost ≤ \$1,100 (include prevailing GST)</b> | <b>Laptop Option 3: Lowest price of laptop that can be a shared resource for family with full-time students and/or working adults</b> | <b>Tablet Option 1: Fibre Broadband plan bundled with tablet</b> | <b>Tablet Option 2: Lowest price of tablet that is suitable for a family for lifestyle purpose</b> |
|  | <b>One time cost (Include prevailing GST)</b>   |   |   |  |  |
| One time cost of infocomm device excluding the monthly cost of fibre broadband     |   |   |   |  |  |
|  | <b>Monthly Subscription over 24+12 months (Include prevailing GST)</b>  |   |   |  |  |
| Option 1: 500 Mbps fibre broadband plan at fixed amount of \$25 per month (include |   |   |   |  |  |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| prevailing GST) for household                 |  |  |  |  |  |
| Option 2: A lowest price fibre broadband plan |  |  |  |  |  |

1. Broadband Specification

- Bandwidth: xxx
- Broadband Device/ Router/ Modem: xxx
- Digital Voice Calls: xxx
- Bundled value-added services at no extra cost to Approved Applicant: xxx

2. Internet Security: xxx

3. Wireless Router Warranty: xxx

4. Cost Waiver for the following:

- Registration/activation charges and service installation charge for deployment of home broadband connectivity: Yes / No
- Number porting charge for home fixed voice: Yes / No
- Re-location requests from one residential address to another, in event of unforeseen circumstances: Yes, Number of times: \_\_\_\_\_ / No
- Transfer of contract owner from one household member to another, in event of unforeseen circumstances e.g. death of original contract owner, dementia : Yes / No
- Allow households to switch from consumer broadband contract to IMDA's subsidised fibre broadband plan, at no charges.
  - Within same telco: Yes / No
  - Across telco: Yes / No
- Early Termination Charges, especially in event of unforeseen family circumstances: Yes / No

5. Please provide the following details of laptop and tablet, for each laptop or tablet proposed.

Details of the Intel Core i3 (or equivalent) laptop

- Brand: xxx
- Model: xxx
- Operating System: xxx
- Microprocessor:
- Display and Screen Size: xxx
- Dimension (Length, width and height in cm): xxx
- RAM: xxx

- Storage: xxx
- Graphic Card: xxx
- Sound: xxxx
- Bluetooth: xxx
- Camera: xxx
- Microphone: xxx
- WIFI: xxx
- Display Port: xxx
- Audio Port: xxx
- Number of USB 2.0 ports: xxx
- Number of USB 3.0 ports: xxx
- Maximum Battery Life based on Mobilemark: xxx
- Weight: xxx
- Warranty period and coverage: xxx
- Bundled value-added software at no extra cost to Approved Applicant: xxx

#### Details of the Intel Core i5 (or equivalent) laptop

- Brand: xxx
- Model: xxx
- Operating System: xxx
- Microprocessor:
- Display and Screen Size: xxx
- Dimension (Length, width and height in cm): xxx
- RAM: xxx
- Storage: xxx
- Graphic Card: xxx
- Sound: xxxx
- Bluetooth: xxx
- Camera: xxx
- Microphone: xxx
- WIFI: xxx
- Display Port: xxx
- Audio Port: xxx
- Number of USB 2.0 ports: xxx
- Number of USB 3.0 ports: xxx
- Maximum Battery Life based on Mobilemark: xxx
- Weight: xxx
- Warranty period and coverage: xxx
- Bundled value-added software at no extra cost to Approved Applicant: xxx

#### Details of tablet

- Brand: xxx
- Model: xxx
- Operating System: xxx
- Screen Size: xxx
- Dimension: xxx
- Processor: xxx



- RAM: xxx
- Internal Storage: xxx
- External Memory that are supportable: xxx
- Camera (front/ back): xxx
- Bluetooth: xxx
- WIFI: xxx
- Maximum Battery Life: xxx
- Adjustable Text Font Size: Yes / No
- Weight: xxx
- Warranty period and coverage: xxx
- Bundled value-added applications at no extra cost to Approved Applicant: xxx

6. Complete the following table if the charges are applicable:

| <b>Softwares</b>                              | <b>Microsoft Office license</b> | <b>Anti-virus</b> |
|---|---------------------------------|-------------------|
| <b>One-time charge</b>                        |                                 |                   |
| <b>Monthly Subscription over 24+12 months</b> |                                 |                   |

7. Describe how the redemption process will be manage, including activation of the fibre broadband plan by Approved Applicant and the delivery/collection of the laptop/tablet for bundled fibre broadband plans. The proposal should take into consideration that some Approved Applicant(s) will not be able to do electronic redemption/activation due to reasons such as no internet connectivity; no technology-savvy member at home. The proposal can include options such as having Approved Applicant visit Participant's physical retail outlets and/or activation via telephone to redeem the fibre broadband plan.

## **Section II: Digital Access for Individual Seniors**

### 1. Mobile Plan Specification

- Mobile Data: xxx
- Local incoming calls: xxx
- Local outgoing talk-time: xxx
- Local SMS: xxx
- Caller ID: Yes / No
- Bundled value-added services at no extra cost to Approved Applicant: xxx

### 2. Mobile Security: xxx

### 3. Cost Waiver for the following:

- Service admin, SIM card cost, number porting, as part of plan activation: Yes / No
- Allow households to switch from consumer mobile plan to IMDA's subsidised mobile plan, at no charges : Yes / No
- Early Termination Charges, especially in event of unforeseen family circumstances : Yes / No

### 4. Details of each smartphone

- Price: \$xxx
- Brand: xxx
- Model: xxx
- Operating System: xxx
- Screen Size: xxx
- Dimension: xxx
- Processor: xxx
- RAM: xxx
- Internal Storage: xxx
- External Memory that are supportable: xxx
- Camera (front/ back): xxx
- Bluetooth: xxx
- WIFI: xxx
- Maximum Battery Life: xxx
- Weight: xxx
- Warranty period and coverage: xxx
- Bundled value-added applications at no extra cost to Approved Applicant: xxx

5. Describe how the redemption process will be manage, including activation of the mobile plan by Approved Applicant and delivery/collection of smartphones. The proposal should take into consideration that some Approved Applicant(s) will not be able to do electronic redemption/activation due to reasons such as no internet connectivity; no technology-savvy member at home. The proposal can include options such as having Approved Applicant visit Participant’s physical retail outlets and/or activation via telephone to redeem the mobile plan.

### **Section III: Other charges**

1. Complete the following table if the charges are applicable:

| <b>Items</b>  | <b>Charges</b> |
|---|----------------|
| Delivery of infocomm devices (i.e. laptop, tablet or smartphone) to approved applicant’s residence (per trip) |                |
| Mass redemption at event venue/ selected premise (4 hours)  |                |
| Mass redemption at event venue/ selected premise (8 hours)  |                |

### **Section IV: Other information**

1. Support hours for the toll-free numbers in the proposal: from hh:mm to hh:mm
2. Describe the financial credit risk check on the Approved Applicant and the risk check that are waived for the Approved Applicant
3. List of supportable payment mode