



DIGITAL ACCESS CALL FOR COLLABORATION

PROVISION OF CONNECTIVITY PLANS FOR VULNERABLE SEGMENTS IN SINGAPORE

FOR PARTICIPATION BY:

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

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. IMPORTANT NOTICES.....	3
3. BACKGROUND.....	3
4. CFC SCOPE.....	3
5. SECTION I – CONNECTIVITY FOR HOUSEHOLDS.....	4
6. SECTION II – CONNECTIVITY FOR INDIVIDUAL SENIORS.....	8
7. SECTION III – OTHER REQUIREMENTS.....	13
8. ELIGIBILITY TO PARTICIPATE IN CFC.....	14
9. SCHEDULE.....	15
10. SELECTION PROCESS.....	16
11. DISCLAIMER.....	16
12. SUBMISSION.....	17
APPENDIX A – IMPORTANT NOTICES.....	19
APPENDIX B.....	22
APPENDIX C.....	23

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 proposal (“**Proposal**”) for collaboration with IMDA to provide vulnerable households/individuals in Singapore with affordable connectivity solutions, as part of Digital Access Programme. This will be in addition to any existing plans that the Participant(s) 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 an invite to tender.
- 2.2 For the avoidance of doubt, this Document for the support of Digital Access Collaboration with Internet Service Providers and Mobile 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 embrace 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 with the requirements specified in respective paragraphs) for provisioning of the following product(s) for applicants who are approved under Digital Access programme. The grant will run for an initial 2-year period (Indicative dates: April 2027 to March 2029), with IMDA holding options to extend for up to 2 additional years.

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

- 4.2 Section III and appendixes apply to all Participants.

5. SECTION I – CONNECTIVITY FOR HOUSEHOLDS

5.1 Participant(s), i.e. **Internet Service Providers**, shall submit proposal for all options in this section in response to this CFC:

- a. **Option 1: 3 Gbps fibre broadband plan** at a fixed amount of up to \$30 per month (include prevailing GST) for each household approved under IMDA scheme.
- b. **Option 2: Your organisation’s lowest-price fibre broadband plan** (which may have the same or different bandwidth from Option 1) for each household approved under IMDA scheme.

5.2 Fibre Broadband Plan

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

5.2.2 Minimum Specification

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

Description	Specification
Broadband Device	<ul style="list-style-type: none"> ▪ Optical Network Router/Terminal ▪ Wi-Fi router certified under the Cybersecurity Labelling Scheme (CLS)¹, with at least level one (1) cyber security rating² ▪ R11 port that supports commercially available home telephone for free digital voice calls
Router Warranty	<ul style="list-style-type: none"> ▪ Coverage for the entire duration of broadband contract ▪ One-to-one exchange for faulty device

5.2.3 Contract Duration

5.2.3.1 The proposed plans shall support **subscription contract period of at least twenty-four (24) months, e.g. 24 + 24 months plan, or 24 + 12 months plan from date of broadband deployment by the Participant(s).**

5.2.3.2 Contract renewal options must be available at least three (3) months before the end of contract duration (for example, allow contract renewal at least on 21st month of a 24-month fibre broadband contract). The subscription rate for renewed contracts will depend on whether the household continues to meet the eligibility criteria for subsidised rates under the IMDA scheme. All fibre broadband plans that are not re-contracted shall be terminated after the contract ends.

¹ You may refer to CSA website for details: www.csa.gov.sg/our-programmes/certification-and-labelling-schemes

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

5.2.3.3 Participant(s) are strongly encouraged to facilitate seamless service transitions wherever possible, such as retaining their existing IP phone number(s) during contract renewal.

5.2.4 To enhance assistance for vulnerable households in Singapore, Participant(s) are strongly encouraged to incorporate the following provisions for the proposed fibre broadband plan:

- a. **Internet Security Services for Fibre Broadband plan** (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, with no additional cost to Approved Applicant(s).
- b. **Free Fibre Termination Point (FTP) Installation** for residential addresses that do not have an available FTP, particularly properties that have Home Passed³ status but not achieved Home Reached⁴ status.
- c. **Enhanced Support Services for IMDA Scheme Approved Applicant(s) (where operationally feasible):**
 - i. Allow broadband plan redemption and contract signing via telephone hotline and/or website
 - ii. Allow households with previous arrears or bad debt history to sign up for broadband plan
 - iii. Waive termination fees and switching costs for households transitioning from existing consumer broadband contract to IMDA's subsidised fibre broadband plan
 - iv. Provide flexible service suspension periods before termination when households face unforeseen circumstances
 - v. Allow households to switch between available bandwidth plans under the scheme (such as transitioning from 3 Gbps to another speed options) during their subscription period without financial penalties, enabling them to adjust their service according to changing needs
- d. **Cost Waiver (where applicable):**
 - i. Registration, activation, and service installation charges for home broadband deployment
 - ii. Number porting charge for home fixed voice services
 - iii. Relocation charges (at least once during the broadband contract, after initial installation) when the household has to move due to unforeseen circumstances
 - iv. Transfer of charges from one household member to another due to unforeseen circumstances (e.g. death of original contract owner, dementia)
 - v. Switching charges when moving from a consumer broadband contract to IMDA's subsidised fibre broadband plan

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

⁴ Home Reached refers to household that have fibre deployed to the first Termination Point in the Approved Applicant's residential premise.

- vi. Early Termination Charges (ETC), particularly due to unforeseen household circumstances

5.2.5 If the Participant(s) wishes to charge for the items mentioned in paragraph 5.2.4, the Participant(s) should reflect such charges as a separate charge in the proposal.

5.3 Redemption of Fibre Broadband Plan by IMDA Approved Applicant(s)

5.3.1 Verification of Household Eligibility

5.3.1.1 The Fibre Broadband Plan will be provided at subsidised cost to Approved Applicant(s) under IMDA's scheme, with the co-payment amount determined and advised by IMDA.

5.3.1.2 Each Approved Applicant(s) will receive an approval notification from IMDA (exact format to be advised). Participant(s) may verify household's redemption eligibility by checking against IMDA system (login via CorpPass).

5.3.1.3 As this is a household-based scheme, any household member residing at the same residential address as the main applicant may initiate the fibre broadband plan activation. No IMDA letter, email, or Letter of Authorisation from the Approved Applicant(s) is required.

5.3.1.4 Participant(s) must allow Approved Applicant(s) to authorise another individual (who may not reside at the same address) to complete activation paperwork on their behalf using your organisation's Letter of Authorisation form. The intent is to support scenarios where Approved Applicant(s) cannot activate the assistance package independently due to poor health, immobility, hearing difficulties, or other challenges.

5.3.1.5 The fibre broadband installation address must match the residential address as specified in the successful application maintained by IMDA.

5.3.2 Redemption Process

5.3.2.1 Participant(s) shall provide a toll-free phone number for the Approved Applicant(s) to enquire, initiate redemption and report technical problems.

5.3.2.2 Participant(s) 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(s). If the query is not related to the goods/services provided by the Participant(s), the Participant(s) may redirect the Approved Applicant(s) to the relevant parties e.g. IMDA's contact centre. The Participant(s) shall state the support hours for the toll-free numbers in the proposal.

5.3.2.3 All completed redemption records must be recorded in IMDA system in order for the redemption to be recognised for IMDA subsidy claims. Participant(s)'s frontline staff must complete the redemption updates immediately during redemption with the Approved Applicant(s) to prevent duplicated redemption occurring when the same

Approved Applicant(s) attempts to redeem through a second appointed Participant after the first redemption.

5.3.2.4 Participant(s) are strongly encouraged to integrate their point-of-sale or sales system with IMDA's system to enable real-time synchronisation of redemption details (such as selected plan options, scheduling information, and deployment status) for enhanced scheme monitoring and subsidy claim reimbursement accuracy/automation. If real-time synchronisation is not viable due to cost or system limitations, Participant(s) may alternatively provide frequent updates through regular data uploads to IMDA system to maintain timely information exchange. This is important for the envisaged potential automated claims process.

5.3.2.5 If real-time system integration with IMDA system is not in place, Participant(s)'s frontline staff must have internet access to access IMDA system via CorpPass. This facilitates real-time/immediate verification of household redemption eligibility and allows direct updates of redemption details directly within IMDA system.

5.3.3 The proposal must describe how the Participant(s) will manage the redemption process, including activation of the fibre broadband plan by Approved Applicant(s). Participant(s) must propose at least one option for each scenario:

- Scenario A (Electronic Redemption): for Approved Applicant(s) who prefer electronic sign-up or cannot visit physical outlets, including telephone or online activation options.
- Scenario B (In-Person Redemption): for Approved Applicant(s) who cannot complete electronic sign-up due to barriers such as lack of internet connectivity, absence of tech-savvy household members, or other obstacles.

5.3.4 Participant(s) are required to operate at least two physical outlets, distributed across a minimum of two different geographical regions (i.e. North, South, East, West).

5.3.5 Participant(s) are encouraged to provide an electronic redemption appointment form that enables Approved Applicant(s) to schedule redemption appointment with Internet Service Provider, regardless of whether Approved Applicant(s) intends to complete the redemption sign-up via Scenario A or B of paragraph 5.3.3. Submitting a redemption appointment request does not finalise or secure the redemption. Redemption is only confirmed when the Approved Applicant(s) completes redemption process with Internet Service Provider.

5.3.6 Participant(s) may be required to facilitate mass redemptions and activations at community events or designated premises to enhance accessibility for Approved Applicant(s).

6. SECTION II – CONNECTIVITY FOR INDIVIDUAL SENIORS

- 6.1 Participant(s), i.e. **Mobile Network Service Providers and Mobile Network Virtual Service Providers**, shall **submit proposal for Mobile plan bundled with smartphone in response to this CFC** for individual (senior) approved under IMDA scheme:
- Mobile plan**, at fixed amount of up to \$5 per month (include prevailing GST).
 - Smartphones**, at device costs ranging from \$180 to \$270 (include prevailing GST).

6.2 [Mobile Plan](#)

6.2.1 **The coverage of the mobile plan connectivity shall be island-wide in Singapore.**

6.2.2 **Minimum Specification**

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

Description	Minimum Specification
Plan Type	Post-paid mobile plan
Mobile data	At least 100 GB of data. No charges for excess data usage. At any point in time, connectivity shall not be terminated.
Local outgoing talk-time	At least 150 minutes
Local incoming calls	Unlimited, with Caller ID
Local SMS	At least 50 SMS

6.2.3 **Contract Duration**

6.2.3.1 The proposed mobile plans shall support **twenty-four (24) months subscription from date of mobile plan activation by the Participant(s)**. Early termination charge shall not be applicable if Approved Applicant(s) terminate their mobile plan before contract expires.

6.2.3.2 Re-contract shall be available for initiation by 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.

6.2.4 To enhance assistance for vulnerable individuals (seniors) in Singapore, Participant(s) are strongly encouraged to incorporate the following provisions for the proposed mobile plan:

- Mobile Security Services for Mobile plan (as part of the mobile plan proposed for paragraph 6.1, with no additional cost to Approved Applicant(s))** - To safeguard mobile plan against scams and malware attacks whilst protecting smartphone data from theft, unauthorised access, or accidental loss. This value-added service must be provided together with every mobile plan redeemed by Approved Applicant(s).

b. Enhanced Support Services for IMDA Scheme Approved Applicant(s) (where operationally feasible):

- i. Allow mobile plan redemption and contract signing via telephone hotline and/or website.
- ii. Allow individuals with previous arrears or bad debt history to sign up for mobile plan.
- iii. Allow mobile number portability (facilitated by Participant(s)) if there are no existing contractual restrictions.
 - Where limitations apply, number porting shall be available for mobile numbers already registered with the Participant(s).
 - Participant(s) shall waive all associated fees including service charges, name change costs, administrative expenses, subscriber identification module (SIM) fees, and similar costs.
- iv. Provide flexible service suspension periods before termination when individual face unforeseen circumstances such as late subscription payment.

c. Cost Waiver

- i. Waiver of plan activation related charges, including administrative charges, SIM card expenses, and number porting costs.
- ii. Allow switching from existing consumer mobile plan to the mobile plan under IMDA scheme, at no charge
- iii. Early Termination Charges (ETC), particularly due to unforeseen circumstances.

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

6.3 [Smartphones](#)

6.3.1 Participant shall state a list of proposed smartphones (at least three) in the proposal. One smartphone must be priced at \$180 or below (include prevailing GST), whilst the remaining two smartphone must not exceed \$270 each (include prevailing GST).

6.3.2 The smartphones will be provided to Approved Applicant(s) at subsidised cost under IMDA's scheme, with the co-payment amount payable determined and advised by IMDA. Approved Applicant(s) may only purchase subsidised smartphones if they have successfully subscribed to a mobile plan offered by the same Participant (i.e. mobile plan proposed by Participant(s) under paragraph 6.1).

6.3.3 Minimum Specification

6.3.3.1 The proposed smartphone must meet the following minimum specification:

Description	Minimum Specification
Operating System	Android 14 or above
Display	At least 6 inches
RAM	Able to support the concurrent use of at least 10 applications running in the background. Recommended RAM size: 4GB
Internal Storage	At least 128 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

6.3.3.2 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).

6.3.4 Participant(s) must always ensure continuous stock availability of smartphone choices for selection by Approved Applicant(s) and ensure that all offered smartphones have not reached End-of-Life (EOL) status. Smartphones must be IMDA-endorsed before it is offered to Approved Applicant(s).

6.3.5 Participant(s) are encouraged to assist individuals with installing the "ScamShield" mobile application on their redeemed smartphones.

6.3.6 Participant(s) shall allow Approved Applicant(s) to receive the smartphone through self-collection (during mobile plan redemption and contract signing) or via complimentary delivery service to the Approved Applicant's residential address.

6.3.7 Participant(s) are encouraged to include complimentary value-added services for mobile plan packages and smartphones that will be beneficial for Approved Applicant(s) usage at no additional cost. These value-added services will not be funded by IMDA.

6.4 **Redemption by IMDA Approved Applicant(s)**

6.4.1 **Verification of Individual Eligibility**

6.4.1.1 Each Approved Applicant(s) will receive an approval notification from IMDA (exact format to be advised). Participant(s) may verify individual redemption eligibility by checking against IMDA system (login via CorpPass).

6.4.1.2 Participant(s) must allow Approved Applicant(s) to authorise another individual (who may not reside at the same address) to complete activation paperwork on his/her behalf using your organisation's Letter of Authorisation form. The intent is to support scenarios where Approved Applicant(s) cannot activate the assistance package independently due to poor health, immobility, hearing difficulties, or other challenges.

6.4.1.3 The mobile plan and smartphone owner must be registered under name of Approved Applicant(s), regardless of whether another individual had assisted with the redemption activation process on their behalf.

6.4.2 **Redemption Process**

6.4.3 Participant(s) shall provide a toll-free phone number for the Approved Applicant(s) to enquire and report technical problems.

6.4.4 Participant(s) 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(s). If the query is not related to the goods/services provided by the appointed Participant(s), Participant(s) may redirect the Approved Applicant(s) to the relevant parties e.g. IMDA's contact centre. The Participant(s) shall state the support hours for the toll-free numbers in the proposal.

6.4.4.1 **All completed redemption records must be recorded in IMDA system in order for the redemption to be recognised for IMDA subsidy claims.** Participant(s)'s frontline staff must complete the redemption updates immediately during redemption process with the Approved Applicant(s) to prevent duplicate redemption occurring when the same Approved Applicant(s) attempts to redeem through a second appointed Participant after the first redemption.

6.4.4.2 **Participant(s) are strongly encouraged to integrate their point-of-sale or sales system with IMDA system to enable real-time synchronisation of redemption details (such as date of redemption and selected smartphone) for enhanced scheme monitoring and subsidy claim reimbursement accuracy/automation.** If real-time synchronisation is not feasible due to cost or system limitations, Participant(s) may alternatively provide frequent updates through regular data uploads to the IMDA system to ensure timely information exchange. This is important for the envisaged potential automated claims process.

6.4.4.3 If real-time system integration with IMDA system is not in place, Participant(s)'s frontline staff must have internet access to access IMDA system via CorpPass. This facilitates real-time/immediate verification of individual redemption eligibility and allows direct updates of redemption details directly within IMDA system.

6.4.4.4 **Mobile Plan – The proposal must describe how the Participant(s) will manage sign up and activation, including Know Your Customer (KYC) compliance for mobile plan registrations. Participant(s) must address alternative verification pathways for customers who cannot utilise SingPass.**

6.4.4.5 **Smartphone – The proposal must describe how the Participant(s) will manage the redemption process for smartphone delivery and/or collection.**

- 6.4.5 **The proposal must describe how the Participant(s) will manage the redemption process by Approved Applicant(s).** Participant(s) must propose at least one option for each scenario:
- Scenario A (Electronic Redemption): for Approved Applicant(s) who prefer electronic redemption or cannot visit physical outlets, including telephone or online activation options.
 - Scenario B (In-Person Redemption): for Approved Applicant(s) who cannot complete electronic redemption due to barriers such as lack of internet connectivity, absence of tech-savvy household members, or other obstacles.
- 6.4.6 **Participant(s) are required to operate at least two physical outlets,** distributed across a minimum of two different geographical regions (i.e. North, South, East, West).
- 6.4.7 **Participant(s) are encouraged to provide an electronic redemption appointment form that enables Approved Applicant(s) to schedule redemption appointment with Mobile Service Provider, regardless of whether Approved Applicant(s) intend to complete the redemption process via Scenario A or B of paragraph 6.4.5.** Submitting a redemption appointment request does not finalise or secure the redemption. Redemption is only confirmed when the Approved Applicant(s) completes the redemption process with Mobile Service Provider.
- 6.4.8 Participant(s) may be required to facilitate mass redemptions and activations at community events or designated premises to enhance accessibility for Approved Applicant(s).

7. SECTION III – 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 **Financial Credit Risk Check** - Participant(s) are encouraged to **waive financial credit risk checks for Approved Applicant(s)**, as the intent of the scheme is to support vulnerable households in Singapore with affordable connectivity solutions, as part of Digital Access Programme.

- The household/individual's eligibility for the scheme is assessed based on the IMDA scheme's prevailing eligibility criteria.
- If the Participant(s) cannot waive financial credit risk checks, this check will have to be done on-the-spot by Participant(s) when Approved Applicant(s) visit Participant(s)'s physical retail outlets and/or activation via telephone to redeem the Assistance Package.

7.3 **Technical Review** – Participant(s) must **review and update specifications of the assistance packages offered to Approved Applicant(s) at least every three (3) months to align with current market offerings**. Participant(s) should enhance specifications or reduce costs if prevailing retail options become more favourable. All changes to the offerings must be endorsed by IMDA before being made available to the members of public.

7.4 **Annual Grant Review** – Participant(s) will participate in an annual grant review process with IMDA to review the price point of the assistance package offered. Any adjustments to subsidy amounts based on prevailing market conditions shall be subject to IMDA agreement. This annual grant review ensures fair pricing whilst maintaining programme sustainability and addresses any information gaps regarding actual market pricing between both parties.

7.5 **Collaboration** – As there may be multiple partners involved in the supply of digital access services, including connectivity and devices, to Approved Applicant(s), Participant(s) will be required to coordinate with other suppliers and partners, which IMDA may introduce from time to time, to ensure that Approved Applicant(s) receives the goods and services in a streamlined, coordinated manner.

7.6 **Progress Reporting** – Participant(s) 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 connectivity plan to household/individual) and propose solutions to such problems as and when they arise, for IMDA's consideration.

7.7 **Co-Payment by Approved Applicant(s)**

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

scheme(s) may have standard subsidy tier across all Approved Applicant(s). This will be assigned by IMDA at the time of scheme application approval.

- 7.7.2 Participant(s) will be given access to IMDA System, which will automatically display the amount payable by each Approved Applicant(s) and the corresponding Government subsidy.
- 7.7.3 Participant(s) shall bill Approved Applicant(s) for the amount payable after minus IMDA subsidy. The Participant(s) should minimally support payment by Cash and GIRO. Participant(s) shall specify the list of supportable payment mode in the proposal.
- 7.7.4 Participant(s) are **encouraged to streamline billing by charging a fixed monthly subscription rate (without pro-ration) throughout the fibre broadband and mobile plan contract period** to avoid complex mid-term adjustments whilst ensuring full contract value.
- 7.7.5 **Claim Reimbursement for subsidy funded by IMDA**
- 7.7.6 Participant(s) shall seek reimbursement from IMDA for the subsidy amount payable for each Approved Applicant(s). The claim form and procedure will be in accordance with IMDA's claim submission procedure for grants. Details will be shared with appointed Participant(s) during upon award of IMDA's grant.
- 7.7.7 The appointed Participant(s) may be subjected to IMDA's on-site audit exercise for the validation of the subsidy payable for that claim period. This may include 100% validation against service orders and original sourced documents.

8. ELIGIBILITY TO PARTICIPATE IN CFC

- 8.1 The Participant that submits proposal for this CFC must meet the minimum pre-requisites stated in this section.
- 8.2 All participants (irrespective of 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, with 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), which 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 8.2(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.

9. SCHEDULE

9.1.1 Timeline of key activities:

S/N	ITEM	DATE (INDICATIVE)
1	CFC Briefing	18 May 2026
2	Deadline for enquiries on CFC	12 June 2026
3	Deadline for CFC Proposal submission	19 June 2026
4	Presentation by CFC participants	22 – 26 June 2026
5	Inform shortlisted Participant(s)	3 August 2026
6	Grant Award	November 2026
7	Rollout to public	2H 2027

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

9.1.2 Public Briefing

9.1.3 All interested companies are invited to attend the Call for Collaboration Public Briefing scheduled on **Monday, 18 May 2026, 9.30am**. This briefing will be conducted by IMDA and will cover the details of the Call for Collaboration.

9.1.4 All parties interested to attend the public briefing are required to register by email to DAP@imda.gov.sg, no later than **Friday, 15 May 2026, 1.00pm**. Details to be given in the email are:

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

10. SELECTION PROCESS

10.1 Selection of Proposal(s) for Consideration

10.1.1 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.

10.1.2 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 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.

10.1.3 For the avoidance of doubt, the shortlisting of any Proposal by IMDA may not necessarily lead to the eventual selection of the Proposal.

10.2 Evaluation Criteria

10.2.1 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 redemption process for the eligible households/ individuals especially less tech savvy households/ individuals; and
- c. Value-added services, support programme, tie-ups or any other customer and technical support.

11. DISCLAIMER

11.1 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.

12. SUBMISSION

12.1 Submission Process

- 12.1.1 Each Participant must submit only one (1) Proposal.
- 12.1.2 Softcopy of the Proposal (word document and pdf version) must be submitted and reach IMDA on or before **Friday, 19 June 2026, 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.
- 12.1.3 **Your Proposal must be submitted via email to DAP@imda.gov.sg in accordance with the Format of Submission, as specified in Annex D.** 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.
- 12.1.4 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.
- 12.1.5 IMDA retains sole and absolute discretion to accept each application wholly or in part.
- 12.1.6 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 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.
- 12.1.7 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.

12.2 Format of Submission

- 12.2.1 Submissions shall be made using the Proposal template provided.
- 12.2.2 Participant must follow the submission of required documents as outlined below:

CFC Proposal Form	:	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.
Annex A	:	Latest ACRA business profile of Participant <i>(not more than 6 months ago)</i>

Annex 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).
Annex C	:	Track Record / Client References Please refer to Appendix B on the submission format.
Annex D	:	Proposal, which states details including but not limited to: <ul style="list-style-type: none"> a. Specification details of proposed offerings b. Provisioning support c. Methodology to support seamless redemption by Approved Applicant(s) d. List of retail or distribution points across Singapore Please refer to Appendix C for an outline of the minimum details required, as part of proposal.
Annex E	:	Value-added services, support programme, tie-ups or any other customer and technical support.

12.3 **Enquiries**

12.3.1 Enquiries regarding this CFC should be e-mailed to: DAP@imda.gov.sg. Please indicate “Digital Access CFC Enquiry - <company name>” in your heading.

12.3.2 No further enquiries regarding this CFC will be accepted after **Friday, 12 June 2026, 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 **6 May 2026** 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).

“**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.

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

“**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

1. Submission of Track Records – please list them in detail (in free format) and attach any independent sources to support such track records (if applicable).
2. Submission of Client References – please submit the listing of 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 fibre broadband plan (Section I Participant) or mobile plan (Section II Participant).

Format for submission of Client References

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

APPENDIX C

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

Section I: Connectivity for Households

1. Cost

Fibre Broadband Plan	Monthly Subscription (Include prevailing GST)	Fibre Broadband Specification
Option 1: 3 Gbps fibre broadband plan at fixed amount of up to \$30 per month (include prevailing GST) for household approved under IMDA scheme	\$XX	<ul style="list-style-type: none"> ▪ Bandwidth: xxx ▪ Broadband Device: xxx ▪ Router Warranty: xxx ▪ Digital Voice Calls: xxx ▪ Bundled value-added services at no extra cost to Approved Applicant(s): <ul style="list-style-type: none"> ▪ Internet Security services: xxx ▪ Free Fibre Termination Point Installation: xxx ▪ Others (if any): xxx
Option 2: Your organisation's lowest-price fibre broadband plan	\$XX	<ul style="list-style-type: none"> ▪ Bandwidth: xxx ▪ Broadband Device: xxx ▪ Router Warranty: xxx ▪ Digital Voice Calls: xxx ▪ Bundled value-added services at no extra cost to Approved Applicant(s): <ul style="list-style-type: none"> ▪ Internet Security services: xxx ▪ Free Fibre Termination Point Installation: xxx ▪ Others (if any): xxx

2. Required Information

- a. Support waiver of financial credit risk checks for all Approved Applicant(s): **Yes / No**
- b. Cost Waiver for the following:
 - Registration/activation charges and service installation charges for deployment of home broadband connectivity: **Yes / No**
 - Number porting charge for home fixed voice: **Yes / No**

- Relocation charges (at least once during the broadband contract, after initial installation) when household move to unforeseen circumstances:
Yes, Number of times: _____ / No
 - Contract owner transfer charges when transferring from one household member to another due to unforeseen circumstances (e.g. death of original contract owner, dementia): Yes / No
 - Switching charges when moving from a consumer broadband contract to IMDA's subsidised fibre broadband plan:
 - Within same telco: Yes / No
 - Across telco: Yes / No
 - Early Termination Charges (ETC), particularly due to unforeseen household circumstances: Yes / No
- c. Able to support redemption record synchronisation for enhanced scheme monitoring and subsidy claim reimbursement accuracy/automation?
- Real-time integration with IMDA system: Yes / No
 - Regular data uploads to IMDA system: Yes / No
- d. Redemption Process
- Support hours for the toll-free numbers in the proposal: From hh:mm to hh:mm
 - List of supportable payment mode
 - Support facilitation of mass redemptions at community events or designated premises to enhance accessibility for Approved Applicant(s): Yes / No
 - Describe how the redemption process will be managed, including activation of the fibre broadband plan by Approved Applicant(s). The proposal must propose at least one option for each scenario:
 - Scenario A (Electronic Sign-up): for Approved Applicant(s) who prefer electronic sign-up or cannot visit physical outlets, including telephone or online activation options.
 - Scenario B (In-Person Sign-up): for Approved Applicant(s) who cannot complete electronic sign-up due to barriers such as lack of internet connectivity, absence of tech-savvy household members, or other obstacles.

Section II: Connectivity for Individual Seniors

1. Mobile Plan

Mobile Plan	Monthly Subscription (Include prevailing GST)	Mobile Plan Specification
Mobile plan at fixed amount of up to \$5 per month	\$XX	<ul style="list-style-type: none"> ▪ Mobile Data (with no excess data charges): xxx ▪ Local outgoing talk-time: xxx ▪ Local incoming calls: xxx ▪ Local SMS: xxx ▪ Caller ID: Yes / No ▪ Bundled value-added services at no extra cost to Approved Applicant(s): <ul style="list-style-type: none"> ▪ Mobile Security services: xxx ▪ Others (if any): xxx

2. Cybersecurity

State type of cybersecurity service provided together with mobile plan.

3. Smartphone

State at least three (3) proposed smartphones - One smartphone must be priced at \$180 or below (including prevailing GST), whilst the remaining two smartphones must not exceed \$270 each (including prevailing GST).

Smartphone	One-Time Cost (Include prevailing GST)	Smartphone Specification
Brand: xxx Model: xxx	\$XX	<ul style="list-style-type: none"> ▪ Operating System: xxx ▪ Display: xxx ▪ RAM: xxx ▪ Internal Storage: xxx ▪ Camera (front/ back): xxx ▪ Bluetooth: xxx ▪ WIFI: xxx ▪ External memory supportable (if applicable): xxx ▪ Maximum Battery Life: xxx ▪ Weight: xxx ▪ Warranty period and coverage: xxx
Brand: xxx Model: xxx	\$XX	<ul style="list-style-type: none"> ▪ Operating System: xxx ▪ Display: xxx ▪ RAM: xxx ▪ Internal Storage: xxx ▪ Camera (front/ back): xxx

Smartphone	One-Time Cost (Include prevailing GST)	Smartphone Specification
		<ul style="list-style-type: none"> ▪ Bluetooth: xxx ▪ WIFI: xxx ▪ External memory supportable (if applicable): xxx ▪ Maximum Battery Life: xxx ▪ Weight: xxx ▪ Warranty period and coverage: xxx
Brand: xxx Model: xxx		<ul style="list-style-type: none"> ▪ Operating System: xxx ▪ Display: xxx ▪ RAM: xxx ▪ Internal Storage: xxx ▪ Camera (front/ back): xxx ▪ Bluetooth: xxx ▪ WIFI: xxx ▪ External memory supportable (if applicable): xxx ▪ Maximum Battery Life: xxx ▪ Weight: xxx ▪ Warranty period and coverage: xxx

4. Required Information

- a. Support waiver of financial credit risk checks for all Approved Applicant(s): **Yes / No**
- b. Cost Waiver for the following:
 - Mobile plan activation related charges, including administrative charges, SIM card expenses, and number porting costs: **Yes / No**
 - Mobile Number Portability: **Yes / No**
 - Mobile Number Conversion when individual move from a consumer mobile plan to IMDA scheme's mobile plan:
 - Within same telco: **Yes / No**
 - Across telco: **Yes / No**
 - Early Termination Charges (ETC), particularly due to unforeseen circumstances: **Yes / No**
- c. Able to support redemption record synchronisation for enhanced scheme monitoring and subsidy claim reimbursement accuracy/automation?
 - Real-time integration with IMDA system: **Yes / No**
 - Regular data uploads to IMDA system: **Yes / No**
- d. Redemption Process
 - Support hours for the toll-free numbers in the proposal: **From hh:mm to hh:mm**

- List of supportable payment modes.
- Mobile Plan: Describe how the Participant(s) will manage sign up and activation, including Know Your Customer (KYC) compliance for mobile plan registrations. Proposal must address alternative verification pathways for customers who cannot utilise SingPass.
- Smartphone: Describe how the redemption process will be managed, including activation of the mobile plan by Approved Applicant(s) and delivery/collection of smartphones.
- Describe how the redemption process will be managed. The proposal must propose at least one option for each scenario:
 - Scenario A (Electronic Redemption): for Approved Applicant(s) who prefer electronic redemption or cannot visit physical outlets, including telephone or online activation options.
 - Scenario B (In-Person Redemption): for Approved Applicant(s) who cannot complete electronic redemption due to barriers such as lack of internet connectivity, absence of tech-savvy household members, or other obstacles.