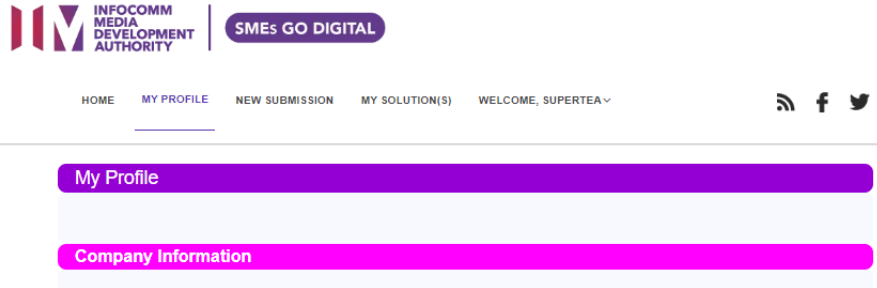


This document serves as guide for vendors during the application process on SGDPAS.

Contents

My Profile

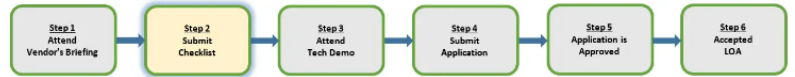


Checklist Stage

Page 1: Instructions

[Page 2: Main Section](#)

[Page 3: Eligibility Criteria](#)



Page 1: Instructions/ Page 2: Main Section / Page 3: Eligibility Criteria

Application Stage

Page 1: Declaration

[Page 2: Company Information](#)

[Page 3: Solutions Details](#)



Page 1: Declaration/ Page 2: Company Information / Page 3: Solution Details

Legend:

E.g. AWS, Azure, Google Cloud, self-hosted etc

Input as **Not Applicable**

White: Instructions, Guide to fields

Purple: Checks removed, please input value as defined in the box

(Interim procedure until the portal is updated)

My Profile

Company Information

Company is to ensure the information is up-to-date

* Unique Entity Number (UEN):

* Registered Company Name:

* Incorporation Date:

* Company Director Name (For LOA):

* Designation of Company Director (For LOA):

* Company Director Email:

All information provided here must be per ACRA

Company name must be per ACRA, including the suffix PTE LTD not equal PTE. LTD.

I declare that the above company name and company director are the same in ACRA.

* Company Address Line 1:

Company Address Line 2:

* Postal Code:

* City, State / Province:

* Country:

* Telephone:

* Email Address:

Company Website URL:

* Contact Hotline (For Public Listing):

* Email Address (For Public Listing):

* Product Info URL (For Public Listing):

Address must be the same as that in ACRA

Authorized Representatives

Company is to ensure the information is up-to-date

First Authorized Representative (AR)

* Name:

* Designation:

* Telephone:

* NRIC / FIN / Foreign ID No:

* Email Address:

* Mobile No:

Second Authorized Representative (AR)

* Name:

* Designation:

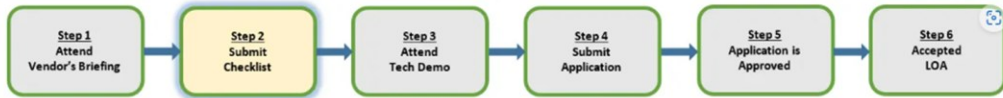
* Telephone:

* Email Address:

* Mobile No:

AR 2 must be different from AR 1

Deactivate



Page 1: Instructions /Page 2: Main Section/ Page 3: Eligibility Criteria

This form will take approximately 5 mins to complete.

Main Section

* Name of ICM Solution Provider

* Company UEN

* Name of Contact Person

* Email of Contact Person

* Name of Solution

Do not include version in this field (ie, V5.0)
Should not contain self-promoting terms like (top solution, best, award winning etc)

* Brief Description of Solution

(Max) This content is intended for public listing on GoBusiness and CTOaaS. Please write from an objective perspective, using a third-person voice. Avoid using first-person pronouns like "I," "we," and "us." For example, instead of saying "Our solution", use "ABC Solution". The content should focus on the features of the solution and avoid promotional language like "most used by SMEs" or "Best".

* Sector

* Solution Category

* Mode of Delivery: Cloud On-Premise (SaaS/Hybrid)

* What are the support hours provided to your customers?

Please provide website URL where support hours are stated.

Or

Please furnish any documentary evidence.

No file chosen

* Is free trial or free demo available for your customers? (For public listing)

Free Trial
Please provide website URL where your customer can sign-up or contact you for the free trial

Free Demo
Please provide website URL where your customer can sign-up or contact you for the free demo.

If a recorded video for the Demo is available, please provide the URL link (must be a permanent link) to access the video.

Checklist

Page 2: Main Section (2/3)

Cloud (SaaS/Hybrid) includes:

- whole / part of the solution is cloud-enabled
- Solutions with remote access

* Mode of Delivery:

- Cloud
(SaaS/Hybrid) On-Premise

* Where is the SaaS Packaged Solution hosted on? (State the name of the data centre or cloud service provider)

E.g. AWS, Azure, Google Cloud, self-hosted etc

* State the validity period for the Agreement signed with the Data Centre Service provider for the hosting of this SaaS Packaged solution.

Input as **Not Applicable**

* What is the minimum contract period for the SaaS Packaged Solution? (number of months)

Input as **0**

* Is the SaaS solution designed such that customers' data, documents, records and assets are properly segregated and could be clearly identified to ensure confidentiality?

- Yes No

* Does Contract/Agreement, signed with SMEs, have the following:

- Subscription Period Yes No Not Applicable

Indicate **Select Not Applicable** in the Contract/Agreement with relevant SMEs

- Data Ownership clauses Yes No Not Applicable

Indicate **Quote the section(s) in T&C agreement (between your company and SMEs) where clauses are mentioned** in the Contract/Agreement with relevant SMEs
ie. Page 2, Section 5 or clauses 11.3 to 11.7
DO NOT input "[TnC] Document" or "See Attached"

- SLA Yes No Not Applicable

Indicate **Select Not Applicable** in the Contract/Agreement with relevant SMEs

- Confidentiality And Security Clauses Yes No Not Applicable

Indicate **Select Not Applicable** in the Contract/Agreement with relevant SMEs

- Backup clauses Yes No Not Applicable

Indicate **Select Not Applicable** in the Contract/Agreement with relevant SMEs

- Renewal And Termination clauses Yes No Not Applicable

Indicate **Select Not Applicable** in the Contract/Agreement with relevant SMEs

Please furnish Sample Terms and Conditions or Contract/Agreement between ICM Vendor and SME in this format, **[TnC] Company's name:**

No file chosen

Sample TnC for PSG Package

- This sample T&C template is intended for use by vendors when engaging with SMEs under the PSG programme.
- **Parties:** The T&C should be between the vendor and the SME, not the product principal (ie Xero, Quickbooks, Microsoft etc).
- **Data Ownership and Confidentiality:** Include clauses that clearly outline data ownership and confidentiality obligations.

* State the System Availability level for this SaaS Packaged Solution

* Provide details on backup arrangement and schedule, disruption and disaster recovery plan.

* Does the SaaS solution support offline mode? If Yes, please provide details.

* How can client's data be extracted, in what format, and how often? (e.g. daily, monthly, quarterly, etc.)

Data Ownership Clauses

To protect customer privacy, contracts should clearly define data ownership and limit vendor access to personal data. Vendors should only have access to customer information necessary for fulfilling contractual obligations and are prohibited from using this data for commercial purposes.

To include clauses governing back up, access and retrieval (including post contract).

SLA – Service Level Agreement

SLA outlines the expected response times from your company to SMEs based on the severity of reported issues. It defines specific service levels for different types of problems, ensuring timely resolution and customer satisfaction.

Confidentiality and Security

To protect sensitive information, the agreement should include clauses that require confidentiality, prohibit disclosure to third parties, outline security measures, and address data breaches.

Checklist

Page 2: Main Section (3/3)

- SLA Yes No Not Applicable
- Confidentiality And Security Clauses Yes No Not Applicable
- Backup clauses Yes No Not Applicable
- Renewal And Termination clauses Yes No Not Applicable

Indicate the reference section(s) in the Contract/Agreement with re

Indicate the reference section(s) in the Contract/Ag

Indicate the reference section(s) in the Contract/Agreement with re

Please furnish Sample Terms and Conditions or Contract/Agreement between ICM Vendor and SME in this format, [TnC] Company's name:

No file chosen

* State the System Availability level for this SaaS Packaged Solution

* Provide details on backup arrangement and schedule, and the contingency plan in the event of service disruption and disaster recovery plan.

* Does the SaaS solution support offline mode? If Yes, please briefly elaborate how offline mode is implemented

* How can client's data be extracted, in what format, and how often? (e.g. daily, monthly, quarterly, etc.)

* Has your solution obtained a Multi-Tier Cloud Security (MTCS SS584) certification? (MTCS SS584 is available at www.singaporestandardseshop.sg)

* Has your solution adopted the Singapore Cloud Outage Incident Response (COIR TR62) Guidelines? (COIR TR62 is available at www.singaporestandardseshop.sg)

* What are the support hours provided to your customers?

This should be consistent with what is displayed on website, checklist.
Vendor's website should indicate the hours (ie. 9am to 6pm) and if it includes Monday to Fridays/ weekends/ PH

Please provide website URL where support hours are stated.

Or

Please furnish any documentary evidence.

No file chosen

* Is free trial or free demo available for your customers? (For public listing)

Free Trial

Please provide website URL where your customer can sign-up or contact you for the free trial

Free Demo

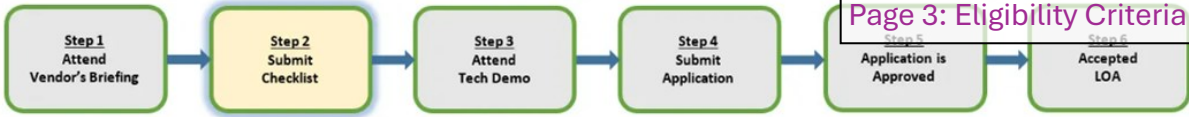
Please provide website URL where your customer can sign-up or contact you for the free demo.

If a recorded video for the Demo is available, please provide the URL link (must be a permanent link) to access the video.

To provide a permanent link for recorded video as this information will be publicly listed on CTOaaS.

Checklist

Page 3: Eligibility Criteria (1/2)



This form will take approximately 15 - 20 mins to complete.

Eligibility Criteria

Enterprise Surveys and Invoices

You are required to upload a set of completed survey form and invoice for at least 1 of your Enterprise customers. The invoices submitted must reflect the proposed solution sold.

Please refer to the criteria of the Enterprise customers in the "Instruction" tab of the [Vendor Self-Assessment Checklist](#) which you are submitting your solution for pre-approval. IMDA may contact the Enterprise customers for validation.

Please use this filename prefix for the survey forms: [SUR] Enterprise Name
Please use this filename prefix for the invoices: [INV] Enterprise Name

Upload invoices of 5 x customer references who have performed survey via FormSG. [INV] Enterprise Name

Upload blank file [SUR] Enterprise Name

Add Enterprise

Company Name	Company UEN	Contact Person	Survey Form	Invoice	Action
					Delete

Financial Statements

Please declare your Company's Total Assets and Total Liabilities for the last Fiscal Year:

* Total Assets (\$)

* Total Liabilities (\$)

Input the Total Assets and Total Liabilities of latest Financial Year

Your Company's Total Net Equity (Total Assets – Total Liabilities) is

Please note that having achieved Positive Net Equity is a criteria for pre-approval.

You are required to upload at least 1 year(s) of your company's latest financials. The financials must include the company's Balance Sheet and Income Statement. Each financial document must either be an audited financial statement or non-audited management report that is certified by the Company Director.

Please use this filename format for each year of the financial statement/management report: [FS] YYYY.pdf

Upload Financial Statements

- Audited Financial Statements or
- Unaudited / management accounts:
 - o Director(s) to endorse
 - o Company stamp

Add Financial Statement

Financial Statement	Description

* Has your company made plans for managing and administering resources for mass deployment? Yes No

Select No

E.g. resources to implement multiple projects at any point of time, support for pre-sales and post-implementation etc.

* Please complete all relevant sections in [Self-Assessment Checklist](#) and upload here

Delete

I declare that the uploaded checklist is completed using the latest Self-Assessment Checklist for Solution Category: **Community Management (Incl. CRM, Social Media, Chatbot)** under the Sector: **Media**

Supporting Documents (Mandatory)

* i. Furnish digital solution brochure/specification in this format, [BROC] Company's Name

Delete

* ii. Furnish system screenshots in this format, [SS] Type of Screenshot

Delete

Other Supporting Document(s) (if applicable)

Delete



I declare that the uploaded checklist is completed using the latest Self-Assessment Checklist for Solution Category: **Compliance, HRM, Social Media, Chatbot** under the Sector: **Media**

Checklist

Page 3: Eligibility Criteria (2/2)

Supporting Documents (Mandatory)

* i. Furnish digital solution brochure/specification in this format, [BROC] Company's Name

Delete



Brochure for PSG solution

* ii. Furnish system screenshots in this format, [SS] Type of Screenshot

Delete



Screenshots of solutions
- Label screenshots against checklist items of solution category
- Screenshots should be sequenced according to checklist requirements

S/No	Requirements	Type	Compliance	Remarks
1	Solution Category: Human Resources Management System (HRMS) Solution Category Description: Manage a company's employee records in all the key HR administrative areas such as Personnel management, payroll, leave, employee benefits, employee claims and appraisal.			
100	Can your solution manage a company's employee records in all the key HR administrative areas listed? Personnel management (i.e. Creation of employee records and details, allow for employee self-service to maintain updates) Payroll management (i.e. Employee payroll records, MCR record details, Policy and statutory compliance) Leave Management (i.e. Comprehensive leave management and settings, leave policy configurations, leave reports) Benefits and Claims Management (i.e. Medical and transport claim, multiple payment processing through QR), (Health, cash payment) Performance and HR Management (i.e. Settings of skills for individual employees for each appraisal cycle, Built-in self-service appraisal forms online that are tagged to employees, and can be routed to managers for approval and scoring, Data analytics and reports that can be viewed within the system dashboard and generated/downloaded) Note: (1) These 3 modules must exist in the solution package offered. (2) For vendor who has been pre-qualified previously and is submitting a re-qualification, please provide these additional documents: (a) Declaration and screenshots of new modules (b) Video recording of Performance Management module.	Mandatory		Please solution Provider submit a
101	Can your solution allow employees to clock-in and clock-out their time attendance, and generate employee attendance and overtime reports for the purpose of Personnel management and payroll calculations? Note: (1) These 3 modules must exist in the solution package offered. (2) For vendor who has been pre-qualified previously and is submitting a re-qualification, please provide these additional documents: (a) Declaration and screenshots of new modules (b) Video recording of Performance Management module.	Preferred		Describe
102	Can your solution provide dashboard/reports to allow a company's management to view, analyze and manage employee activities? Note: (1) List all the reports related to this point.	Mandatory		Describe

Other Supporting Document(s) (if applicable)

Add Supporting Document(s)

Any other documents at checklist stage Description

- VA report
- Peppol registration
- etc

Action

0 Records Found

Communication

Remarks (if any)

(Maximum of 4000 Characters)

If you require assistance, please contact us at SMEs_Go_Digital@imda.gov.sg

Cancel

Previous

Submit

Communication History

Date	Created By	Remarks
------	------------	---------



This form will take approximately 10 mins to complete

Part II - Company Information

1. Company Details

Unique Entity Number (UEN):	<input type="text"/>	Registered Company Name:	<input type="text"/>
Incorporation Date:	<input type="text"/>		
Company Address Line 1:	<input type="text"/>	Company Address Line 2:	<input type="text"/>
Postal Code:	<input type="text"/>	City, State/Province:	<input type="text"/>
Country:	<input type="text"/>		
Telephone:	<input type="text"/>	Email Address:	<input type="text"/>
Company Website URL:	<input type="text"/>	Contact Hotline (For Public Listing):	<input type="text"/>
Contact Email (For Public Listing):	<input type="text"/>	Product Info URL (For Public Listing):	<input type="text"/>
Company Director Name (For LOA):	<input type="text"/>	Company Director Designation (For LOA):	<input type="text"/>
Company Director Email:	<input type="text"/>		

2. Authorized Representative (AR) for Future Correspondence

* Authorized Representative (AR):

Name:	<input type="text"/>	Designation:	<input type="text"/>
Telephone:	<input type="text"/>	Mobile No.:	<input type="text"/>
Email:	<input type="text"/>		

3. Company Structure

* Total Number Of Full Time Employees: Number Of Technical Personnel:

Technical Personnel involved in the configuration, setup, customization and training of your digital solution

Please furnish the CV of the technical personnel in this format, [CV] Technician's name.pdf

Add Technical Personnel

Upload blank file [CV] Blank.pdf

Name	Designation	CV	Action
No Records Found			

* Please furnish the latest ACRA business profile of the company in this format, [ACRA] ACRA's request date in DDMYY.

Choose File No file chosen

Upload blank file [ACRA] DDMYY

* Please furnish the organisation chart of the company in this format, [ORG] Company's name:

Choose File No file chosen

Upload blank file [ORG] Company's Name



This form will take approximately 15-20 mins to complete

Part III - Digital Solution Details

1. Solution

Name of Solution: Version Number: Input Version Number Leave field blank

Sector: Solution Category:

Mode of Delivery: Cloud (SaaS/Hybrid) On-Premise

What are the support hours provided to your customers?

Please provide website URL where support hours are stated.

Or

Please furnish any documentary evidence. **No File Uploaded**

* Is free trial or free demo available for your customers? (For Public Listing)

Free Trial
Please provide website URL where your customer can sign-up or contact you for the free trial.

Free Demo
Please provide website URL where your customer can sign-up or contact you for the free demo.
If a recorded video for the Demo is available, please provide the URL link (must be a permanent link) to access the video.

* Brief Solution Description (for Public Listing)
(Maximum of 500 characters)

Please provide a short description of your solution. As the solution description will be shown in public listings, please proof-read the description and ensure no visible typos that may damage your company's brand and credibility.

Input your Solution Description here

From checklist stage. No change required unless requested by evaluators.
Will be published on GoBusiness and CTOaaS

* Solution Features (for Public Listing)

Please provide a list of the features using the following numbered list format:

1. <Solution Feature 1 description and benefits>
2. <Solution Feature 2 description and benefits>
3. <Solution Feature 3 description and benefits>
4. <Solution Feature 4 description and benefits> ... etc

As the Solution Features will be shown in public listings, please proof-read the description and ensure no visible typos that may damage your company's brand and credibility.

Will be published on GoBusiness and CTOaaS, in format of
1.
2.
3.

* Solution Write-Up

Input your Solution Write-Up here

Information provided to IMDA evaluators for evaluation

Benefits of Solution

* Quantitative Benefits:

Please provide quantitative benefits and impact. Examples include reduced processing time, revenue increase, increase in number of customers, wherever applicable, as a result of the project implementation after implementation of the solution.

Enter Quantitative Benefits (Maximum of 4000 Characters)

Information provided to IMDA evaluators for evaluation

* Qualitative Benefits:

Please describe the benefits (e.g. Quality improvement, higher staff morale, higher customer satisfaction.)

Enter Qualitative Benefits (Maximum of 4000 Characters)

Information provided to IMDA evaluators for evaluation

Additional Information:

Enter Additional Information (Maximum of 4000 Characters)

Information provided to IMDA evaluators for evaluation

* Mode of Payment: Direct Purchase Subscription or Leasing

* Qualitative Benefits:
Please describe the benefits (e.g. Quality improvement, higher staff morale, higher customer satisfaction.)

Enter Qualitative Benefits (Maximum of 4000 Characters)

Additional Information:

Enter Additional Information (Maximum of 4000 Characters)

Direct Purchase: Perpetual Licenses, Hardware (if any)

Subscription or Leasing: SaaS, Monthly subscription

In instances where package(s) comprises of both, please check both.

* Mode of Payment: Direct Purchase Subscription or Leasing

*** 2. Package**

Add a minimum of (1) and a maximum of (5) packages. "Software Category" package line item is a required field.

Please note that Package Name should not exceed 100 characters in length.

Package Name: Maximum of 100 Characters

#	Package Name	Total Amount	Action	Action
No Records Found				

* Please select a package in this table to display all the related package details below.

Package Details

➤ Software

➤ Hardware

Usage Report

This is a sample report / screenshots for proof of product or service delivery or completion.

Depending on the solution category, this could be in the form of User Acceptance Test, User activity logs, User sign off reports, Accounts Receivables report, employees Attendance, Sales reports, Transactions etc. Sample provided should be current (within 12 months)

0.00

Supporting Document (Mandatory)

* i. Furnish usage report in this format, [RPT] type of report:

No file chosen

* ii. Furnish Sample Terms and Conditions or Contract between ICM Vendor and SME in this format, [TnC] Company's name:

No file chosen

* iii. Furnish contractual agreement between ICM Vendor and Data Centre Service Provider on the hosting arrangement (where applicable) or invoices of data subscription for last 3 months in the format, [DC] Data Centre Service Provider's name or [DC] Invoice of data subscription MMM

No file chosen

Upload blank file

[DC] Data Centre Service Provider's Name

Other Supporting Document(s) (if Applicable)

i. Furnish an official letter or equivalent from the product principal indicating that the Company is an authorised reseller / partner for the digital solution (where applicable) in this format, [Letter] Authorised Reseller:

No file chosen

For Product Resellers
(where applicable)

ii. Additional document(s) as per IMDA's request:

[Add Supporting Document\(s\)](#)

File Name	Description	Action
No Records Found		

Any other documents at application stage

- Sample quotation and invoice
- Updated version of supporting documents
- etc

Communication

Remarks (if any)

Enter Remarks (Maximum of 4000 Characters)

Cancel

Previous

Save as Draft

Submit

Communication History

Date	Created By	Remarks
No Records Found		