



Infocomm Media Development Authority (IMDA)

SMEs Go Digital Pre-Approval System (SGDPAS)

Pre-Approval System User Manual

Version 3.4

## Version History

Version	Description	Updated By	Date
1.0	User Manual version 1.0	Jayden Lim	7 <sup>th</sup> May 2019
2.0	<ul style="list-style-type: none"> <li>• Formatting Updates</li> <li>• Added Changes List Section to list.               <ul style="list-style-type: none"> <li>○ Remove LOI from Checklist Submission</li> <li>○ Remove LOI from Solution Details</li> </ul> </li> </ul>	Rench De Jesus	13 <sup>th</sup> Jan 2021
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3.3	<ul style="list-style-type: none"> <li>• UI label changes/new instructions (For CTOaaS)</li> </ul>	Rebekah Adline Thomas	15 <sup>th</sup> Feb 2022
3.4	<ul style="list-style-type: none"> <li>• Update Solution Features sample list</li> <li>• New fields in Checklist Page 2: Main Section.</li> </ul>	Er Sheng Jian / Rebekah	19 <sup>th</sup> May 2023

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# 1. INTRODUCTION

This User Manual illustrates the features of **Pre-Approval System** through a step-by-step approach. It serves as a guide for **Vendors** to create, maintain, and update their profile as well as to submit checklists and applications for their digital solutions under their respective accounts.


## General Guidelines

### 1.1 Browser & Screen Resolution

- Best viewed using Edge 86.0 and above, Internet Explorer 9.0 and above, Chrome 30.0 and above, Firefox 25.0 and above.

The recommended screen resolution would be 1920 x 1080, the minimum resolution would be 1366 x 768.

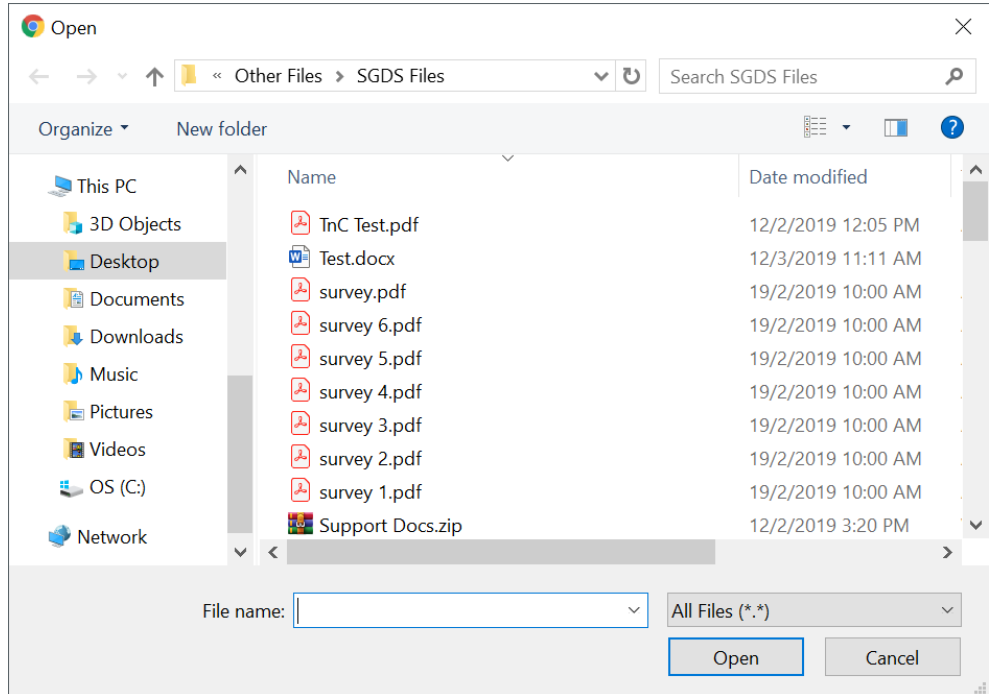
### 1.2 Forms

- **Compulsory Fields**
  - Mandatory fields are denoted with a red asterisk (\*).
  - These fields must be filled in to submit the e-form.
- **Date Fields**
  - Date must be selected from the calendar  icon.
- **File Uploads**
  - Each file upload is limited to 10MB in size.
  - Acceptable file type(s) is/are as specified in each of the file upload fields. If the file type is not allowed, an error message will be displayed as “Invalid file type. Please upload the following file type(s) that is/are allowed: <file types>.”
  - Filename must not exceed 50 characters and only consist of uppercase letters (A-Z), lowercase letters (a-z), digits (0-9), and selected special characters (“\_” and “(” and “)” and “-”).
  - To upload a file

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

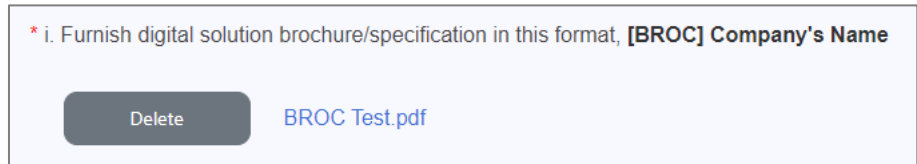
No file chosen

- a. Click the **[Choose File]** button which will display the pop-up window.



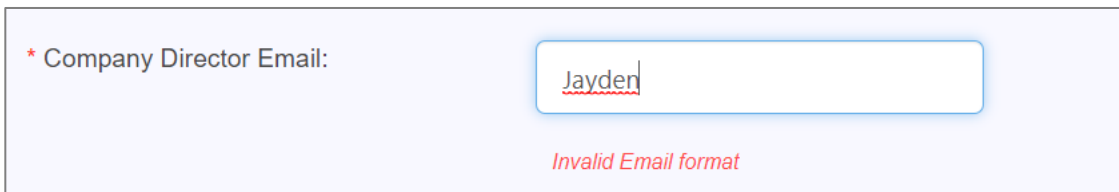
b. Select the desired file and click open to upload the file.

- To delete a file



a. Click the **[Delete]** button to remove the file.

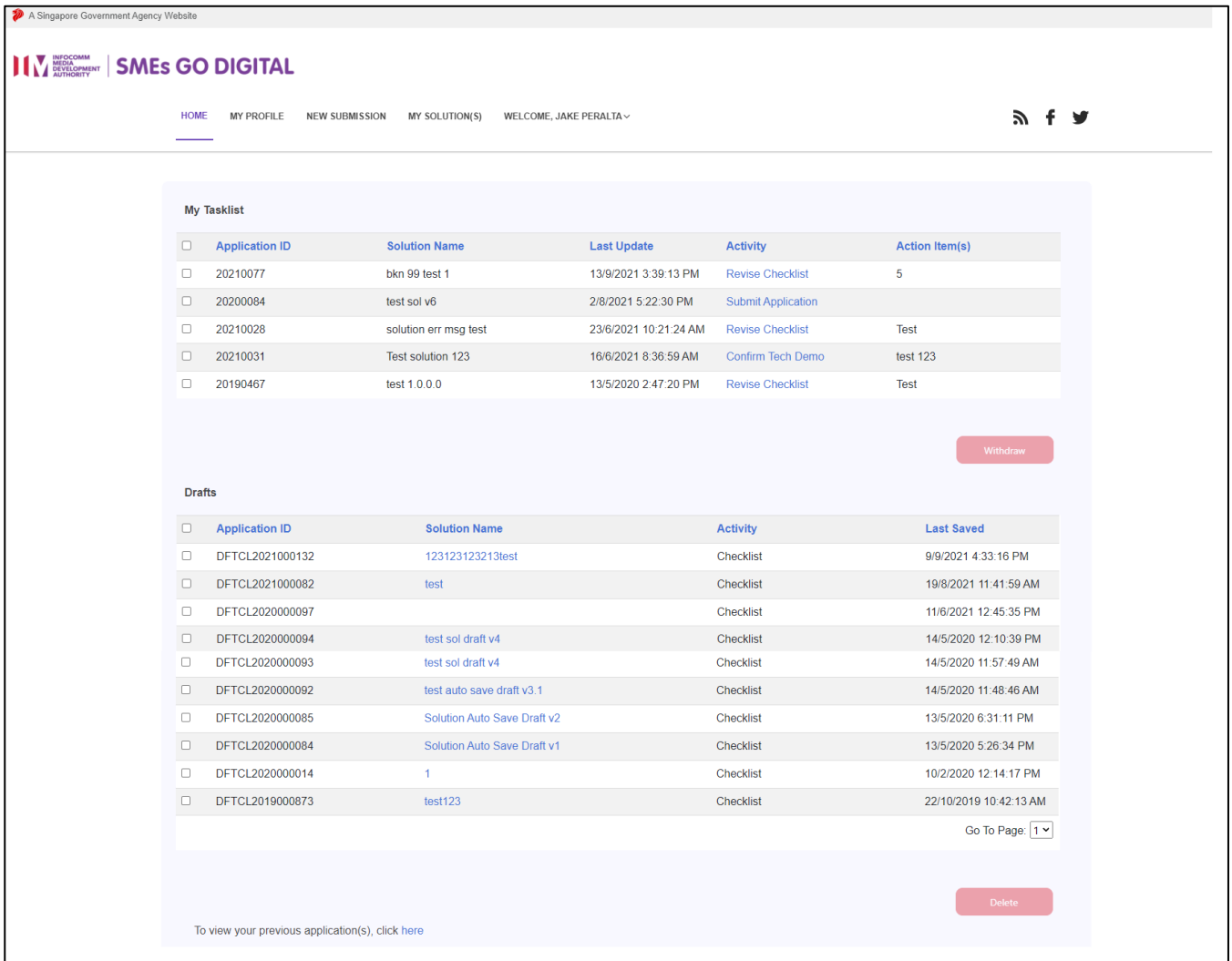
▪ **Error message**



○ Error message is displayed below a field to aid the user to rectify an erroneous entry or non-entry.

### 1.3 Workflow

- Perform Tasks



The screenshot shows the 'My Tasklist' and 'Drafts' sections of the vendor portal. The 'My Tasklist' table lists pending activities with columns for Application ID, Solution Name, Last Update, Activity, and Action Item(s). The 'Drafts' table lists saved drafts with columns for Application ID, Solution Name, Activity, and Last Saved. A 'Withdraw' button is located below the 'My Tasklist' table, and a 'Delete' button is located below the 'Drafts' table. A 'Go To Page' dropdown is also visible at the bottom right of the 'Drafts' table.

Application ID	Solution Name	Last Update	Activity	Action Item(s)
20210077	bkn 99 test 1	13/9/2021 3:39:13 PM	Revise Checklist	5
20200084	test sol v6	2/8/2021 5:22:30 PM	Submit Application	
20210028	solution err msg test	23/6/2021 10:21:24 AM	Revise Checklist	Test
20210031	Test solution 123	16/6/2021 8:36:59 AM	Confirm Tech Demo	test 123
20190467	test 1.0.0.0	13/5/2020 2:47:20 PM	Revise Checklist	Test

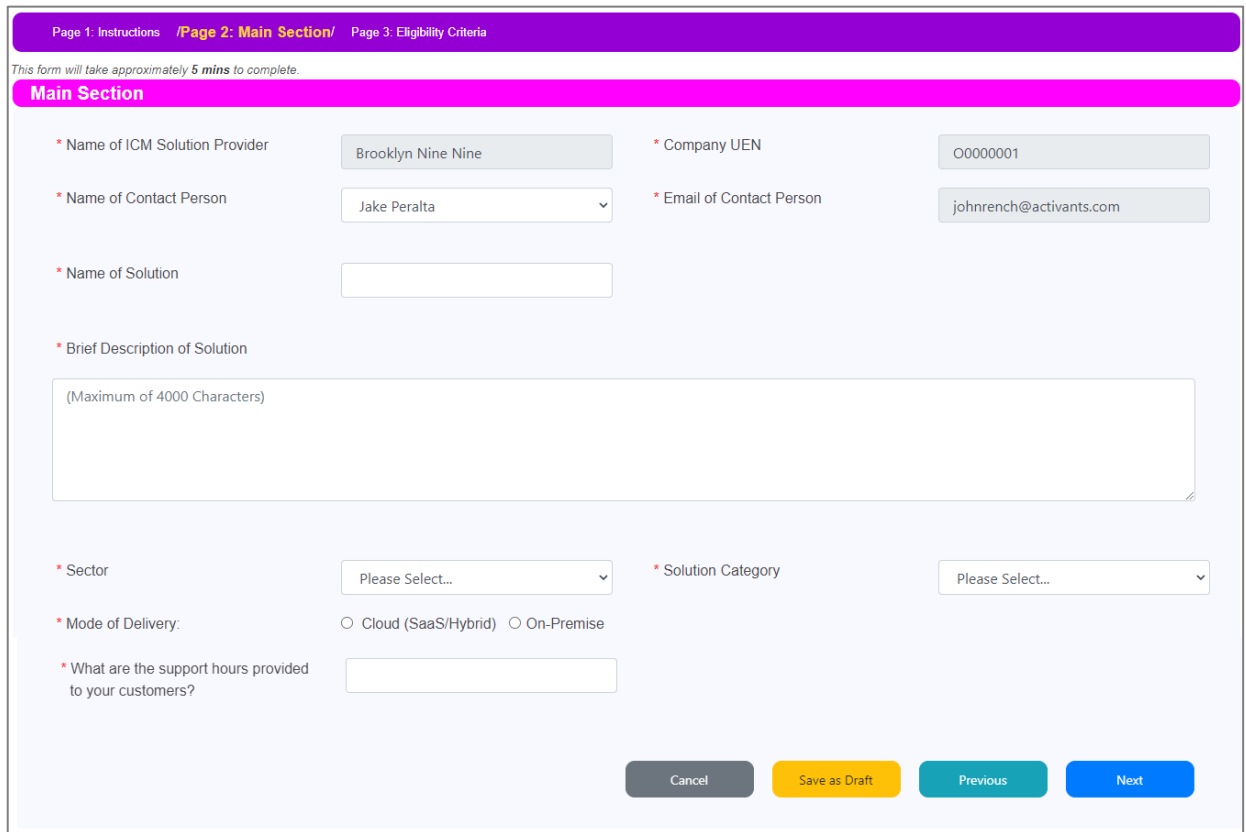
  

Application ID	Solution Name	Activity	Last Saved
DFTCL2021000132	123123123213test	Checklist	9/9/2021 4:33:16 PM
DFTCL2021000082	test	Checklist	19/8/2021 11:41:59 AM
DFTCL2020000097		Checklist	11/6/2021 12:45:35 PM
DFTCL2020000094	test sol draft v4	Checklist	14/5/2020 12:10:39 PM
DFTCL2020000093	test sol draft v4	Checklist	14/5/2020 11:57:49 AM
DFTCL2020000092	test auto save draft v3.1	Checklist	14/5/2020 11:48:46 AM
DFTCL2020000085	Solution Auto Save Draft v2	Checklist	13/5/2020 6:31:11 PM
DFTCL2020000084	Solution Auto Save Draft v1	Checklist	13/5/2020 5:26:34 PM
DFTCL2020000014	1	Checklist	10/2/2020 12:14:17 PM
DFTCL2019000873	test123	Checklist	22/10/2019 10:42:13 AM

Once logged in, you will see the **[My Tasklist]** table and **[Drafts]** table on the Home Page. The Tasklist table consists of pending activities that require action from the vendors.

Any task that has been performed or completed will be cleared from this task list.

▪ **Activity Form**



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: Brooklyn Nine Nine

\* Company UEN: O0000001

\* Name of Contact Person: Jake Peralta

\* Email of Contact Person: johnrench@activants.com

\* Name of Solution: [Empty field]

\* Brief Description of Solution: (Maximum of 4000 Characters)

\* Sector: Please Select...

\* Solution Category: Please Select...

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

\* What are the support hours provided to your customers?: [Empty field]

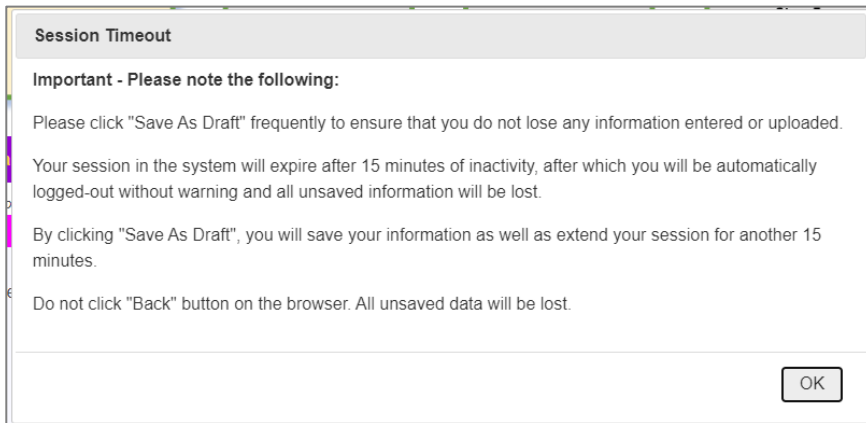
Buttons: Cancel, Save as Draft, Previous, Next

A Form consists of Sections, Applicable Fields, and Main Action buttons located at the bottom right section and they are as follows:

- **Cancel** - This action will temporarily cease the processing of the form. Clicking on this button will redirect you to the Home / Tasklist page.
- **Save / Save as Draft** – This action saves the information in the form; and will appear as a record in the Draft table. You can then retrieve the draft to resume the submission of the form.
- **Previous** – This action will redirect the user to the previous page.
- **Next** – This action will redirect the user to the next page.
- **Submit** – This action completes the activity and routes the form to the next step of the process.

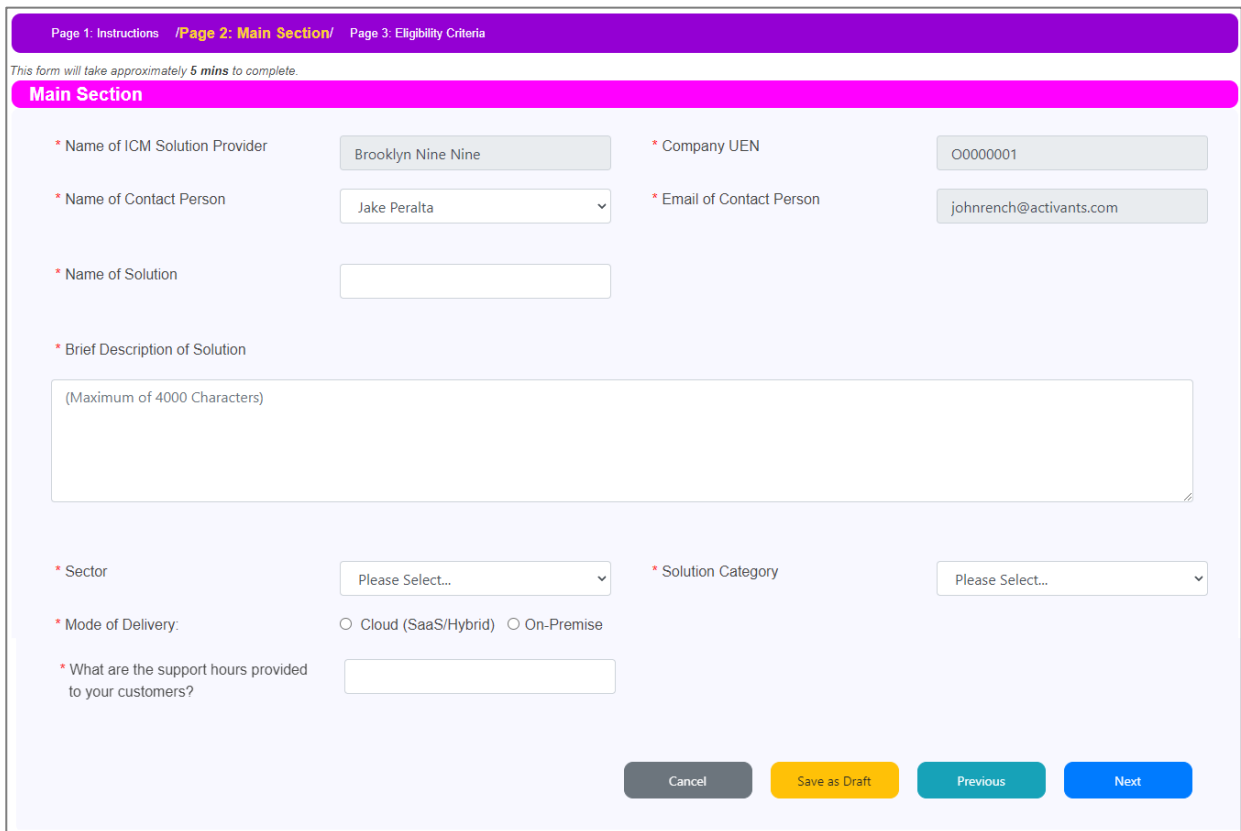


▪ **Session Timeout**



When using an application form, a session timeout warning popup will be displayed. Please read and understand the message and click **[OK]**

▪ **Save as Draft**

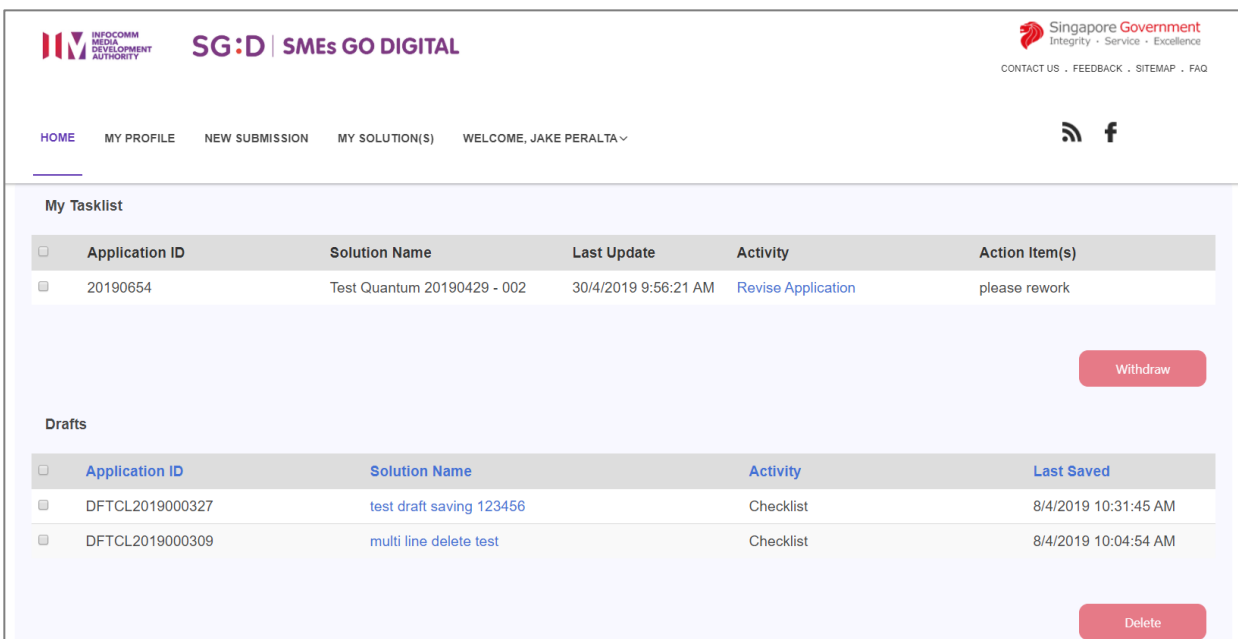


When submitting an application, you can save the application as a draft by clicking on the **[Save as Draft]** button located at the bottom of the form. It is good practice as doing so will save all information entered in the forms preventing any loss of information due to reasons such as loss of internet connection or accidental closure of browser. Once the **[Save as Draft]** button is clicked, you will be redirected to the home page.

Drafts			
<input type="checkbox"/>	Application ID	Solution Name	Last Saved
<input type="checkbox"/>	DFTCL2019000603	<a href="#">Solution A</a>	3/6/2019 3:57:25 PM

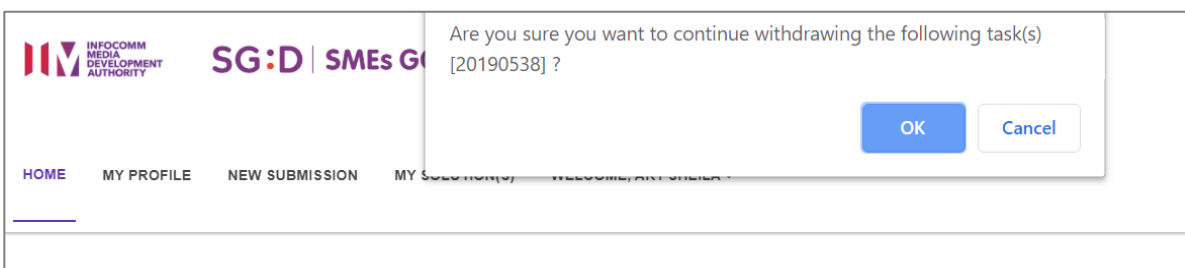
You can continue to work on the draft application by clicking on the **[Solution Name]** hyperlink which is located on the **[Draft]** table on the home page. This will redirect you to the form to continue your submission.

▪ **Withdraw Tasks**



The screenshot shows the top navigation bar with the Infocomm Media Development Authority logo, 'SG:D | SMEs GO DIGITAL', and 'Singapore Government' branding. Below the navigation bar, there are social media icons and a user profile section. The main content area is divided into two sections: 'My Tasklist' and 'Drafts'. The 'My Tasklist' section contains a table with columns for Application ID, Solution Name, Last Update, Activity, and Action Item(s). A 'Withdraw' button is located to the right of this table. The 'Drafts' section contains a table with columns for Application ID, Solution Name, Activity, and Last Saved. A 'Delete' button is located to the right of this table.

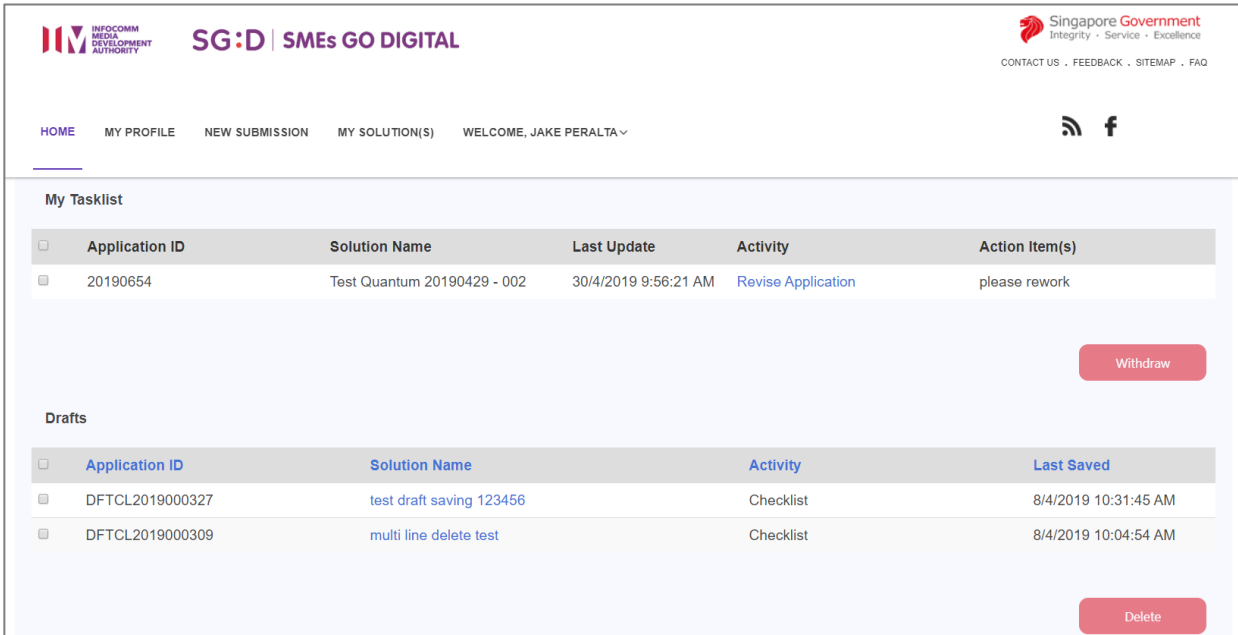
You will have the option to withdraw ongoing applications by selecting the respective applications via the checkbox on the **[My Tasklist]** table and click on the **[Withdraw]** button.



The screenshot shows a confirmation dialog box overlaid on the application interface. The dialog box contains the text: 'Are you sure you want to continue withdrawing the following task(s) [20190538] ?'. Below the text are two buttons: 'OK' and 'Cancel'.

A confirmation pop up-window will be displayed to confirm the task withdrawal. Click the **[Ok]** button to withdraw. You will then receive an email notification confirming that the application has been withdrawn. Refer to Appendix 7.1

▪ **Delete Drafts**



The screenshot shows the 'My Tasklist' and 'Drafts' sections of the Vendor Portal. The 'My Tasklist' section contains a table with the following data:

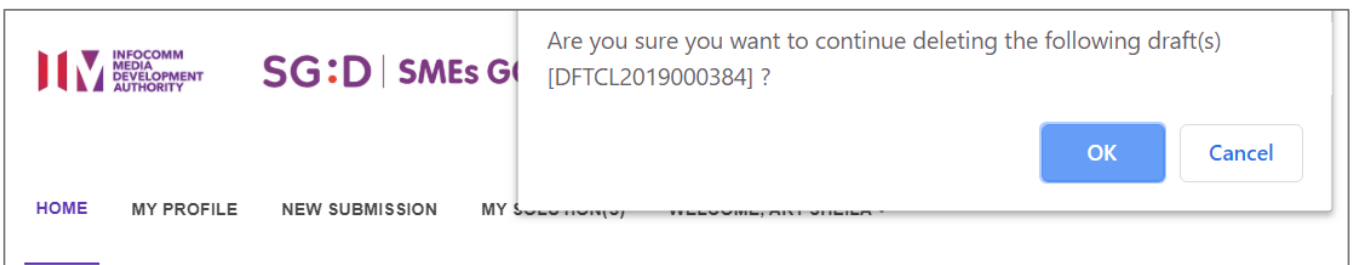
Application ID	Solution Name	Last Update	Activity	Action Item(s)
20190654	Test Quantum 20190429 - 002	30/4/2019 9:56:21 AM	Revise Application	please rework

Below the 'My Tasklist' table is a red 'Withdraw' button. The 'Drafts' section contains a table with the following data:

Application ID	Solution Name	Activity	Last Saved
DFTCL2019000327	test draft saving 123456	Checklist	8/4/2019 10:31:45 AM
DFTCL2019000309	multi line delete test	Checklist	8/4/2019 10:04:54 AM

Below the 'Drafts' table is a red 'Delete' button.

You can delete draft applications by selecting the respective applications via the checkbox on the **[Drafts]** table and click on the **[Delete]** button.



The screenshot shows a confirmation pop-up window with the following text:

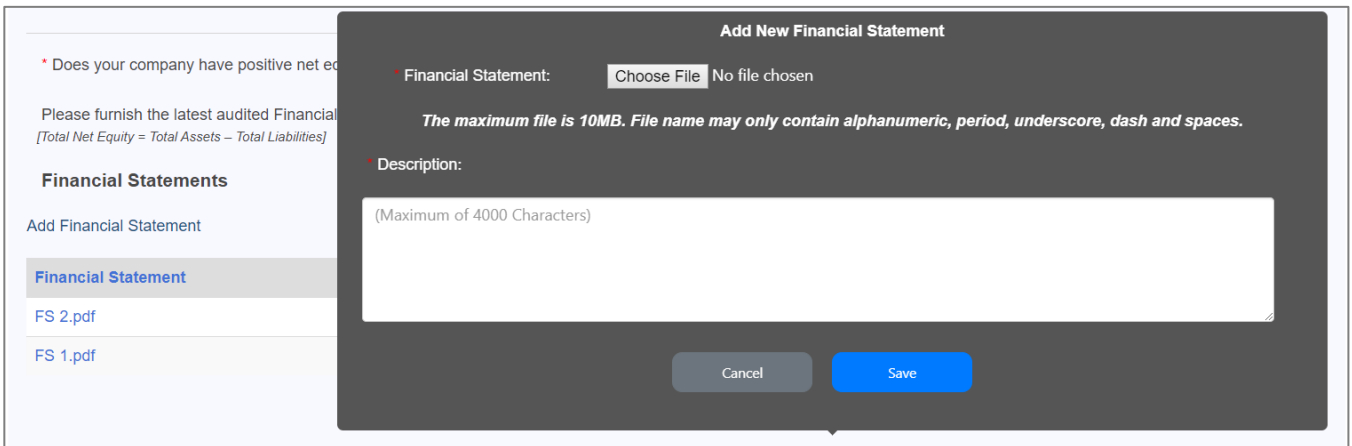
Are you sure you want to continue deleting the following draft(s)  
[DFTCL2019000384] ?

At the bottom of the pop-up are two buttons: a blue 'OK' button and a white 'Cancel' button with a grey border.

A confirmation pop-up window will be displayed to confirm the draft deletion. Click the **[OK]** button to delete.

## 1.4 Multi-record Section

Financial Statements		
Add Financial Statement		
Financial Statement	Description	Action
FS 2.pdf	2	Delete
FS 1.pdf	1	Delete



**Add New Financial Statement**

Financial Statement:  No file chosen

*The maximum file is 10MB. File name may only contain alphanumeric, period, underscore, dash and spaces.*

Description:

(Maximum of 4000 Characters)

- For a section that requires multiple record entries, the section will have a table to display all the records.
- Click on **[Add]** hyperlink will display a pop-up window to add record.
- Fill in the details in the pop-up window, click **[Save]** button will insert the record and close the pop-up window.
- Click on **[Cancel]** will close the pop-up window.
- Click on **[Delete]** hyperlink on the multi-record table to delete a record.

## 1.5 Supporting Document

**Other Supporting Document(s) (if applicable)**

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

Document	Description	Action
No Records Found		

- For checklist and application submission, you can upload supporting documents on the **[Other Supporting Document(s) (if applicable)]** section.
- Click on **[Add Supporting Document(s)]** hyperlink will display a pop-up window to add a support document record.

Add New Supporting Document

Supporting Document:  No file chosen

*The maximum file is 10MB. File name may only contain alphanumeric, period, underscore, dash and spaces.*

Description:

(Maximum of 4000 Characters)

- Upload the **[Supporting Document]** file upload.
- Fill in the description of the supporting document in the **[Description]** field.
- Click **the [Save]** button will insert the record and close the pop-up window.
- Click on **[Cancel]** will close the pop-up window.
- Click on **[Delete]** hyperlink on the multi-record table to delete a record.

## 1.6 Communication

**Communication**

Remarks (if any)

(Maximum of 4000 Characters)

Cancel
Previous
Submit

**Communication History**

Date	Created By	Remarks
11/6/2019 2:15:44 PM	Hwee Pin Tay	Please revise your checklist by updating your brief description.
9/4/2019 2:43:28 PM	Emma Khor	Checklist Submitted

- **Communication Remarks**

- You can enter your communication remarks on the **[Remarks]** field to communicate with the SGDPAS Officer when you are submitting or revising your applications.

- **Communication History**

- When there is a revision required for your application, please refer to the communication history to see the remarks on the necessary changes requested by the SGDPAS officer.
- The **[Communication History]** table will show all communication between you and the SGDPAS Officer.

## 1.7 Notification Emails

- **Information Email**

- An email will be sent to you to acknowledge actions that you have performed in the system; or simply a notification informing of the result of submitted requests.

- **Action Email**

- An email will be sent to you when there is a pending request that requires action.

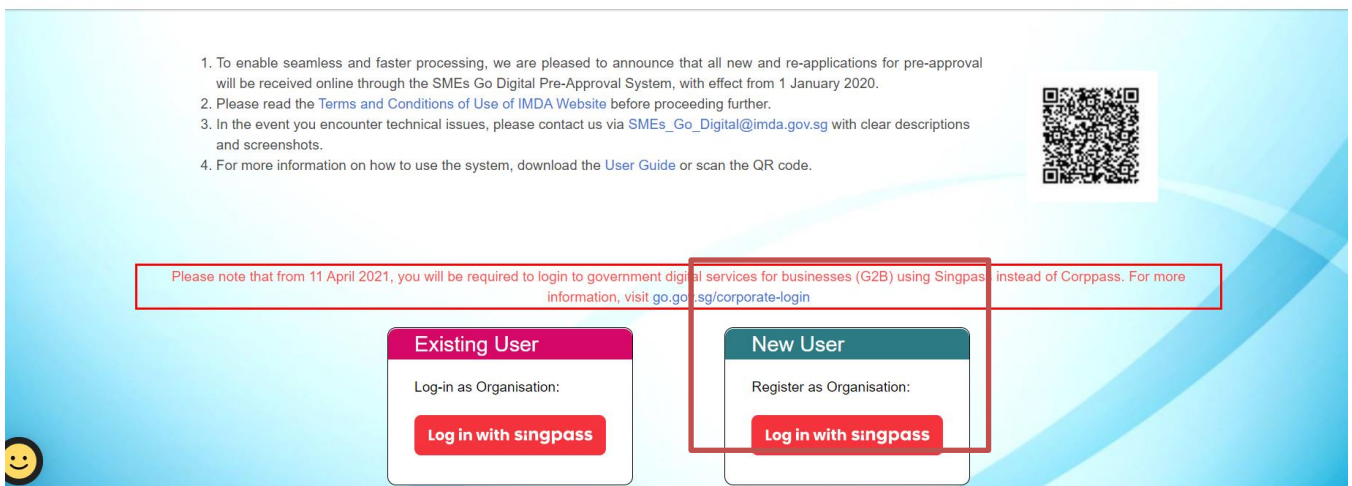
## 2. REGISTRATION AND PROFILE MANAGEMENT

New Vendors are required to register by clicking on the **[Log in with Singpass]** button in the “New User” box which will redirect them to the **Singpass** page. They will need an existing Singpass account to complete the first-time registration. Subsequently, vendors will be able to log in via Singpass as an existing user.

**Note:** Only the 2 registered Authorised Representatives (AR) set up under the Vendors’ “Company Profile” are permitted to log in, provided the 2 ARs have also been given the correct access in the Vendors’ company Corppass to access IMDA Media Services. The NRIC/FIN of the ARs given access to IMDA Media Services must match the registered users.

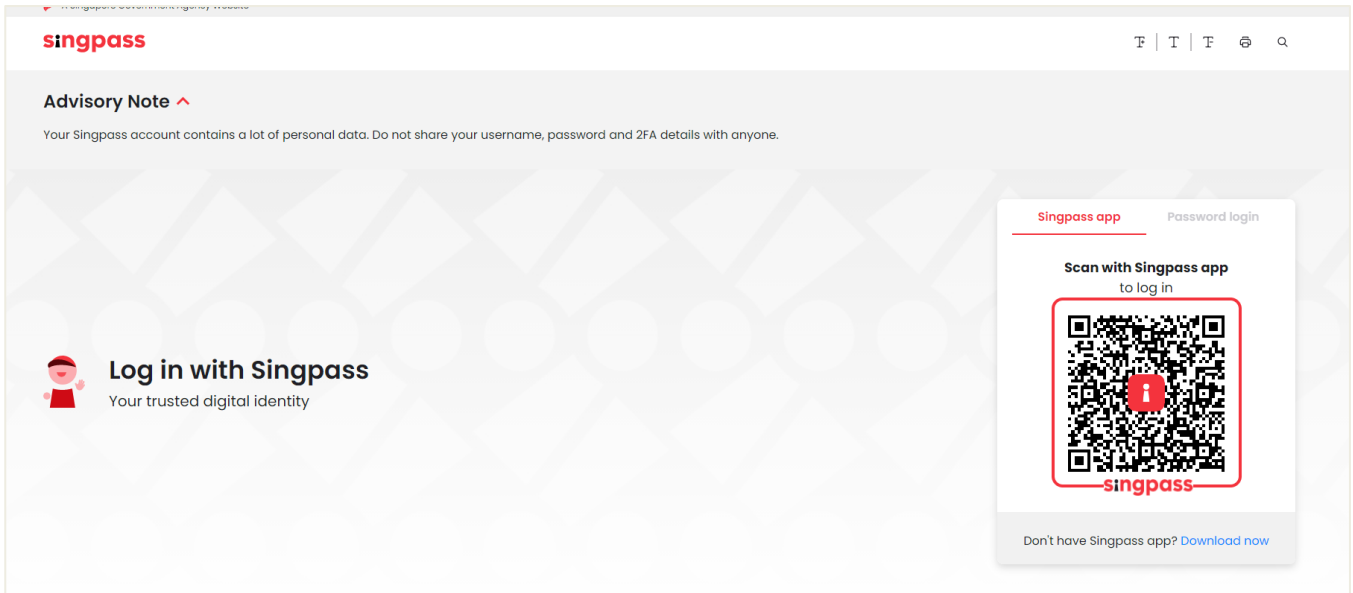
### 2.1 How to register as a Vendor?

1. Enter the following URL <https://schemes.imda.gov.sg/smesgodigital/pages/default.aspx> into the browser address bar to display the login page.

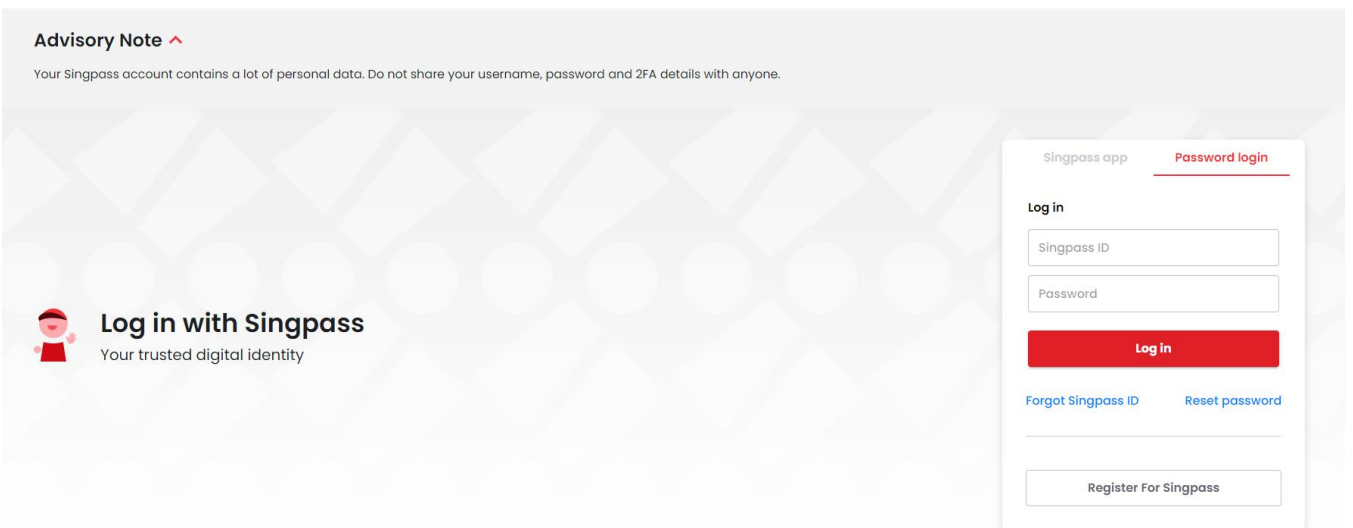


- a. Click the **[Log in with Singpass]** button under the **[New User]** section.
2. **Singpass** Login page will be displayed.





a. Users with the Singpass mobile application can scan the QR code to login.



b. For users without the Singpass mobile app, they can enter their Singpass credentials and click on the [Login] button.

3. Vendor Registration page will be displayed.


**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):

\* Company Director Designation (For LOA):

\* Company Director Email:

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):

**Authorized Representatives**

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

First Authorized Representative (AR)

* Name:	<input type="text"/>	* NRIC:	<input type="text" value="S7655124"/>
* Designation:	<input type="text"/>	* Email Address:	<input type="text"/>
* Telephone:	<input type="text"/>	* Mobile No:	<input type="text"/>

Second Authorized Representative (AR)

* Name:	<input type="text"/>	* NRIC:	<input type="text"/>
* Designation:	<input type="text"/>	* Email Address:	<input type="text"/>
* Telephone:	<input type="text"/>	* Mobile No:	<input type="text"/>

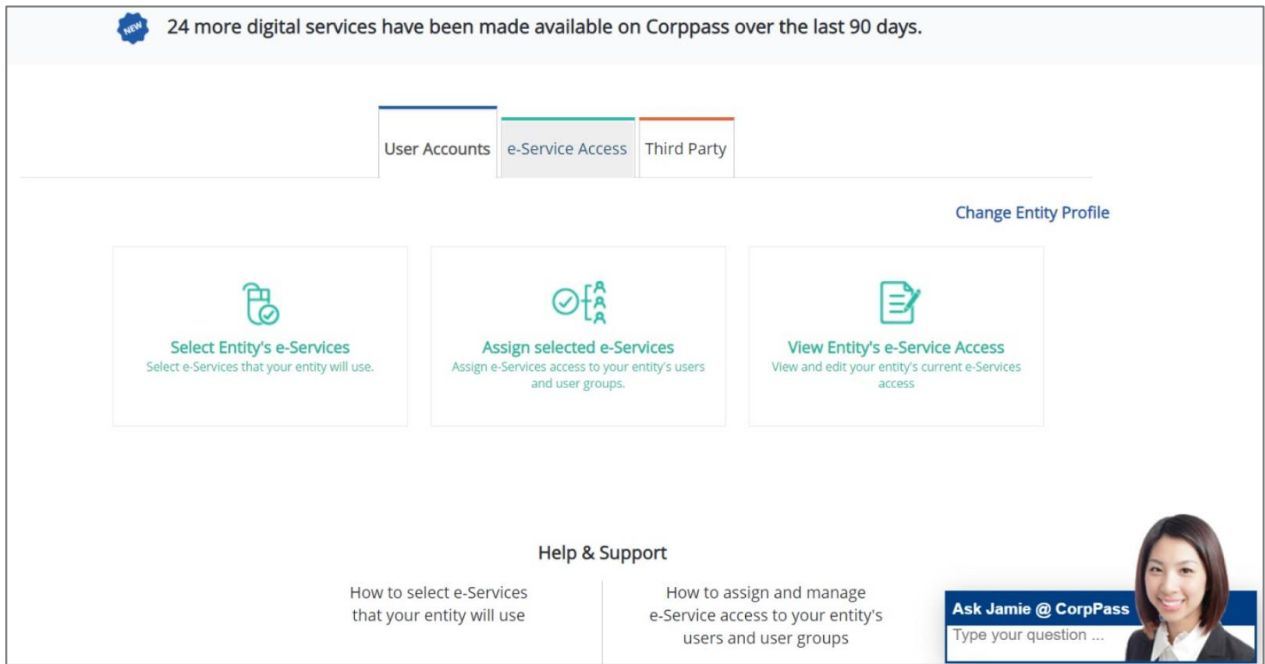
**Update History**

Modified On	Modified By
No Records Found	

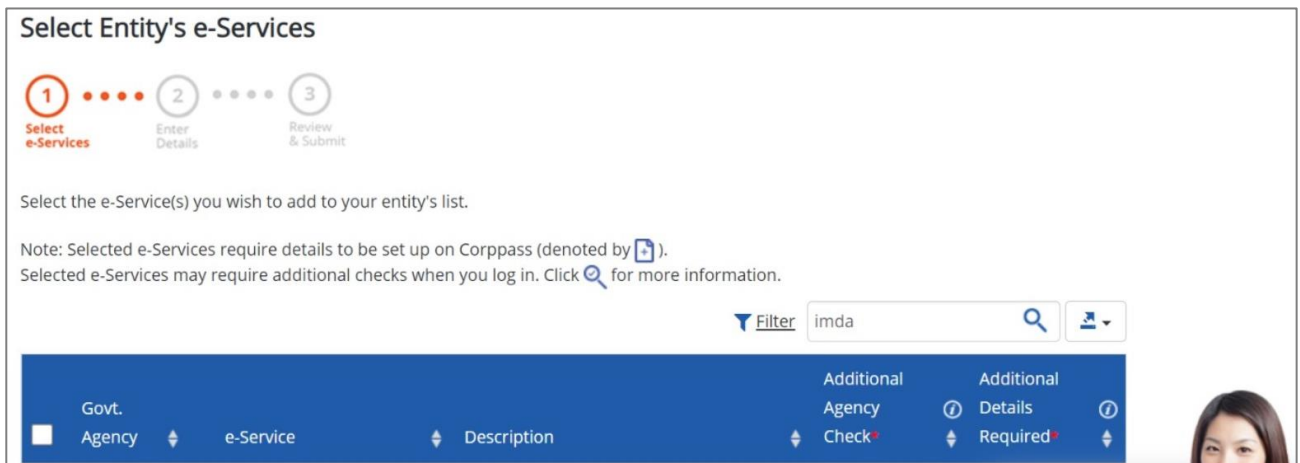
- a. **UEN (Unique Entity Number)** will be auto populated in the **[Company Information]** section of the form.
- b. Enter all mandatory company information fields. The mandatory fields are marked with a red asterisk on the labels.
- c. Enter user representative details.
- d. Click the **[Save]** button.

## 2.2 How to select and assigned e-Services access to your authorized representatives

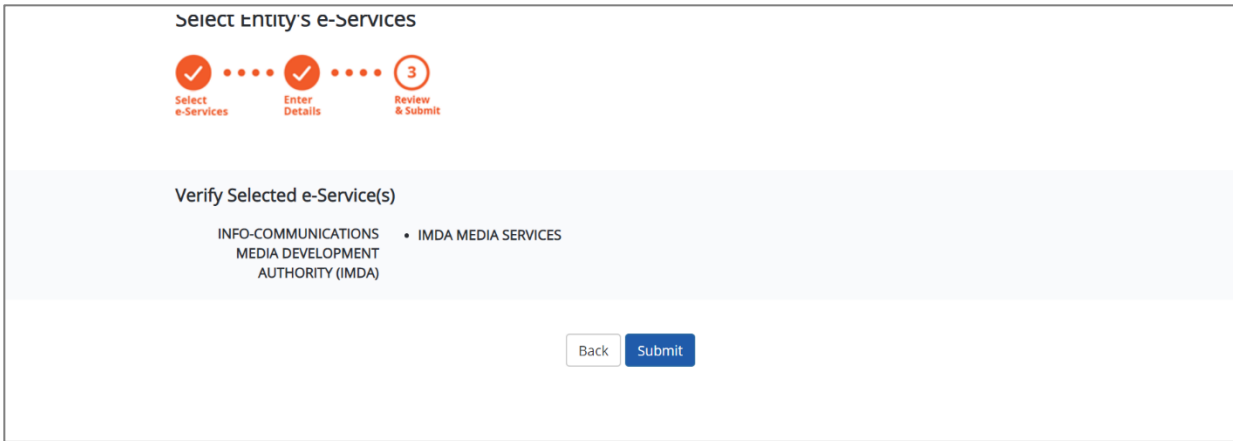
1. After login to **Corppass**, this is the home page. Click on **[Select Entity's eService]**



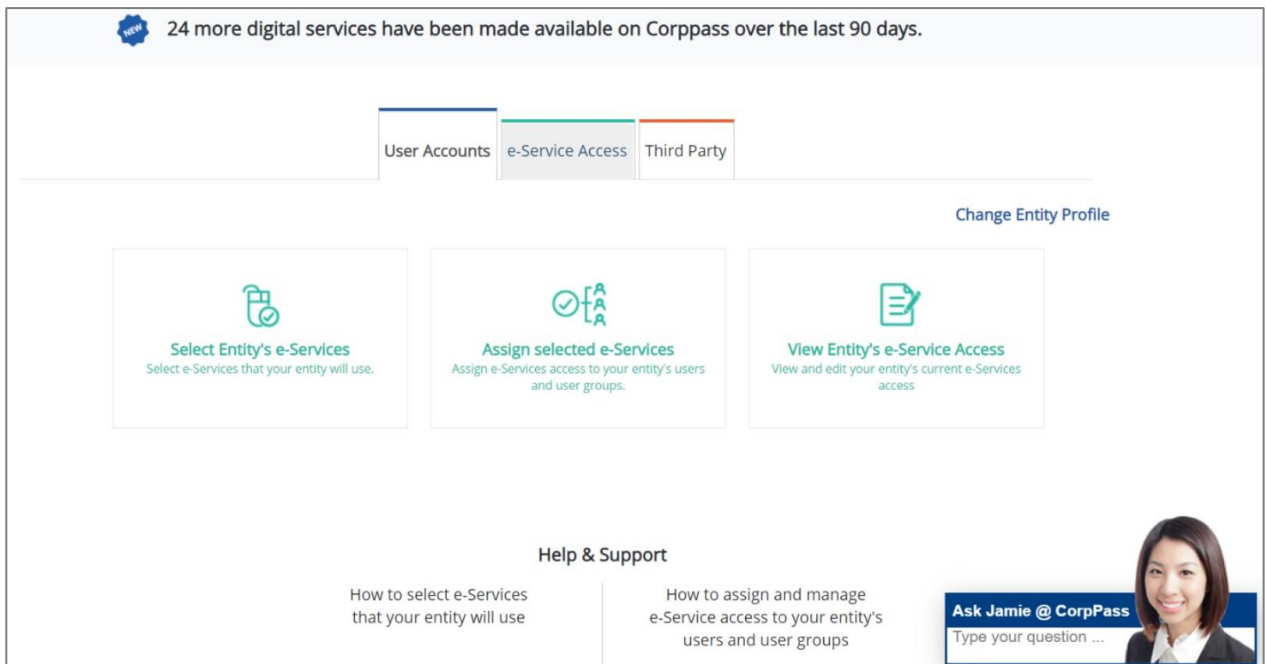
2. Choose **[IMDA MEDIA SERVICES]**



3. Click **[Submit]**





4. Go back to Home and choose **[Assign Selected e-Services]**




5. Specify the assignees, effective, date and expiry date before submitting the form.

Assign Selected e-Services to  
 1 Selected Users +


e-Services with  require additional details. For more information, contact the relevant agency. Click  to enter details.


\* - denotes mandatory fields


Govt Agency	Entity's selected e-Services	Agency Check Required	Additional Details Required
 INFO-COMMUNICATIONS MEDIA DEVELOPMENT AUTHORITY (IMDA)	IMDA MEDIA SERVICES		


INFO-COMMUNICATIONS MEDIA DEVELOPMENT AUTHORITY (IMDA)  
 IMDA MEDIA SERVICES


No additional details required.

Authorisation Effective Date \* 

Authorisation Expiry Date 

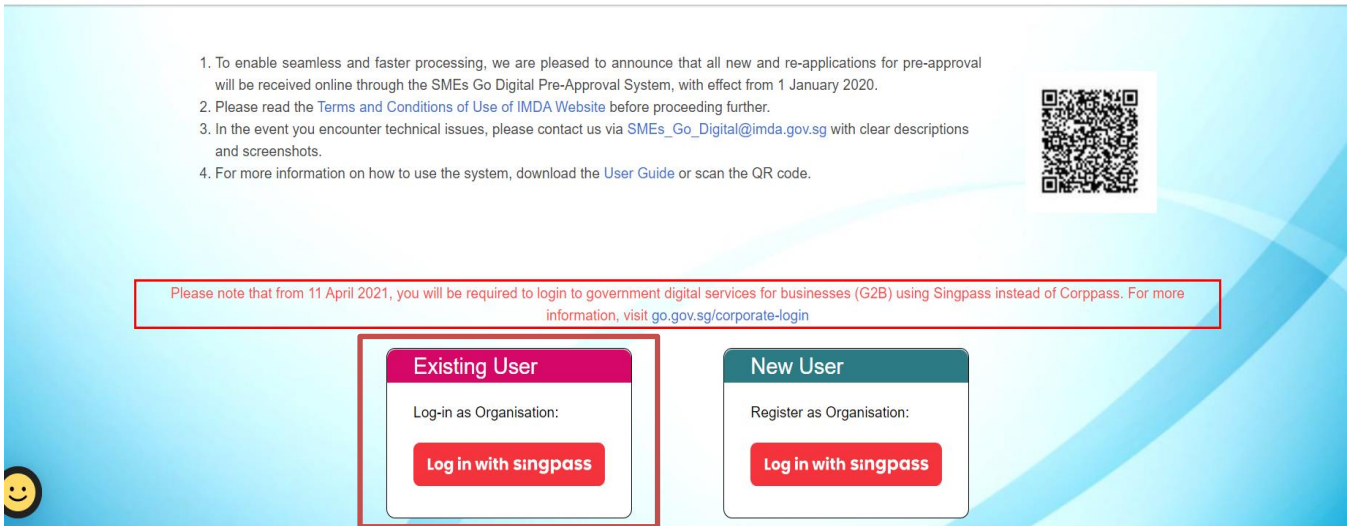


Ask Jamie @ CorpPass  
 Type your question ...

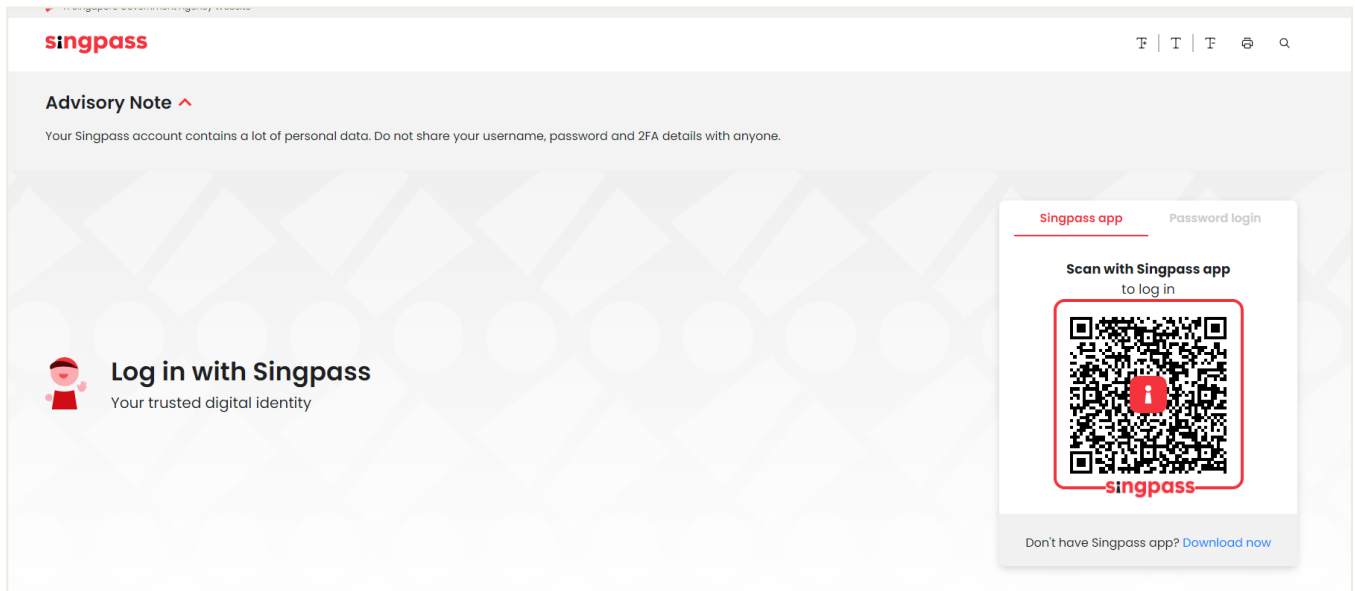
1 e-Services selected

## 2.3 How to login as a registered Vendor?

1. Once you have completed the first-time registration, similarly you will enter the URL <https://schemes.imda.gov.sg/smesgodigital>; and the login page will be displayed.
2. Click on the **[Log in with Singpass]** button in the “Existing User” box.




3. **Singpass** login page will be displayed.



- a. Users with the Singpass mobile application can scan the QR code to login.

**Advisory Note** ^

Your Singpass account contains a lot of personal data. Do not share your username, password and 2FA details with anyone.



**Log in with Singpass**  
Your trusted digital identity

Singpass app    Password login

**Log in**

**Log in**

[Forgot Singpass ID](#)    [Reset password](#)


---

Register For Singpass

- b. For users without the Singpass mobile app, they can enter their Singpass credentials and click on the **[Login]** button.




4. The home page will be displayed.

A Singapore Government Agency Website



**SMEs GO DIGITAL**

HOME   MY PROFILE   NEW SUBMISSION   MY SOLUTION(S)   WELCOME, AXLE KRAM ^

**My Tasklist**

<input type="checkbox"/>	Application ID	Solution Name	Last Update	Activity	Action Item(s)
No Records Found					

[Withdraw](#)

**Drafts**

<input type="checkbox"/>	Application ID	Solution Name	Activity	Last Saved
<input type="checkbox"/>	DFTCL2019000730	QWERTY	Checklist	3/7/2020 5:53:41 PM
<input type="checkbox"/>	DFTCL2019000838	FileUploadTest	Checklist	25/9/2019 5:31:22 PM

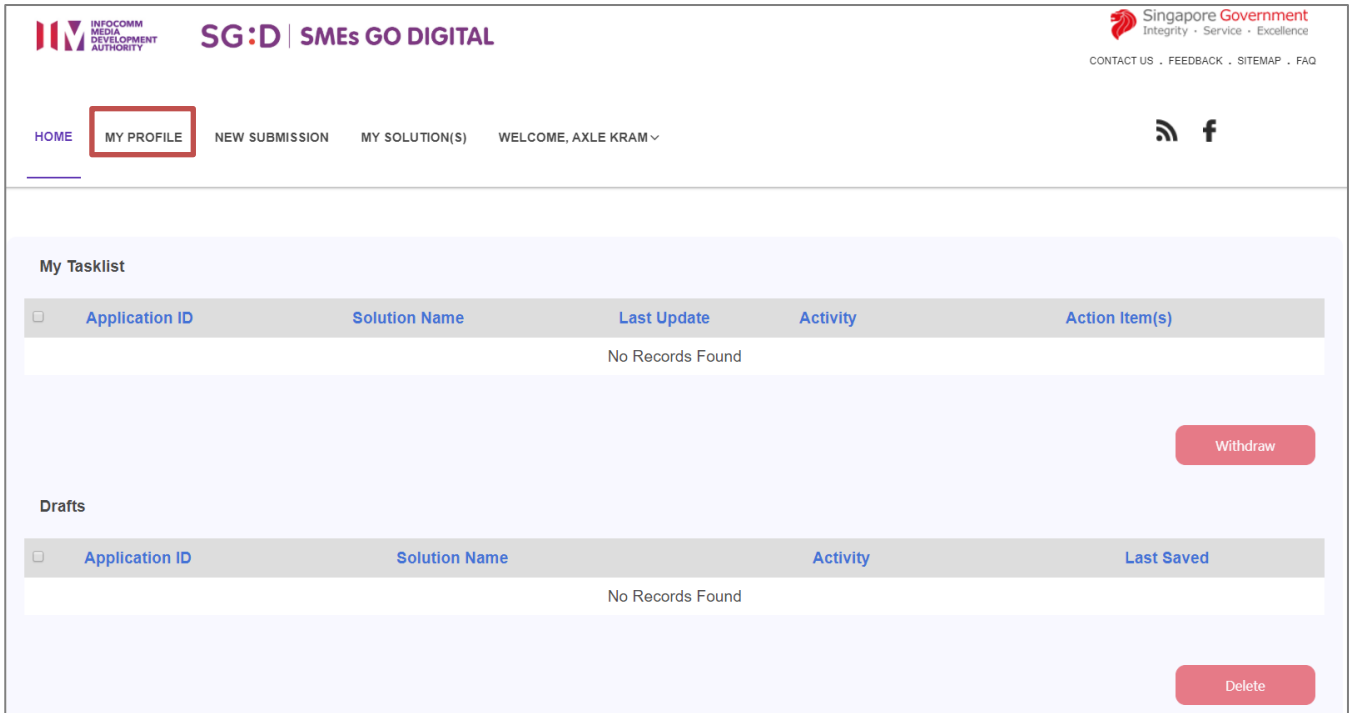
[Delete](#)

To view your previous application(s), [click here](#)



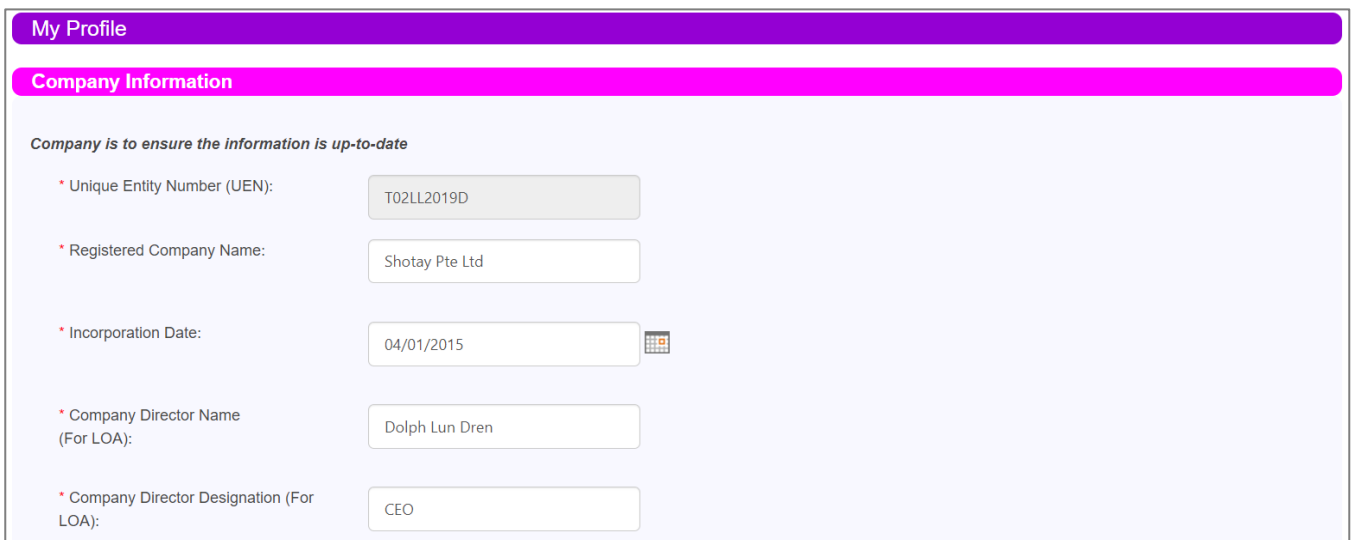
## 2.4 How to view or edit your profile?

1. Log in as a registered Vendor (Refer to 2.2 for step-by-step guide)



- a. Click on **[My Profile]** on the menu bar.

2. The display will be directed to My Profile page.



* Company Director Email:	<input type="text" value="mavm.activants@gmail.com"/>		
	<input checked="" type="checkbox"/>	I declare that the above company name and company director are the same in ACRA.	
* Company Address Line 1:	<input type="text" value="Blk 01 Test Address Street 12"/>		
Company Address Line 2:	<input type="text" value="#01-1100"/>		
* Postal Code:	<input type="text" value="567908"/>	* City, State / Province:	<input type="text" value="Singapore"/>
* Country:	<input type="text" value="Afghanistan"/>		
* Telephone:	<input type="text" value="67890012"/>	* Email Address:	<input type="text" value="emai1@email.com"/>
Company Website URL:	<input type="text" value="http://shotay.com.sg"/>		
* Contact Hotline (For Public Listing):	<input type="text" value="67890013"/>	* Email Address (For Public Listing):	<input type="text" value="emai2@email.com"/>
* Product Info URL (For Public Listing):	<input type="text" value="http://shotay.com.sg/products"/>		

**Authorized Representatives**

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

First Authorized Representative (AR)

* Name:	<input type="text" value="Axle Kram"/>	* NRIC:	<input type="text" value="****76"/>
* Designation:	<input type="text" value="Developer 3"/>	* Email Address:	<input type="text" value="jianda88@gmail.com"/>
* Telephone:	<input type="text" value="67001234"/>	* Mobile No:	<input type="text" value="87001234"/>

Second Authorized Representative (AR)

* Name:	<input type="text" value="John Rench"/>	* NRIC:	<input type="text" value="*****555555"/>
* Designation:	<input type="text" value="Dev 2"/>	* Email Address:	<input type="text" value="mmarkalexis@yahoo.com"/>
* Telephone:	<input type="text" value="67001235"/>	* Mobile No:	<input type="text" value="87001235"/>

**Update History**

Modified On	Modified By
No Records Found	

- a. Vendor Profile will be populated with the details submitted in the registration. The user is allowed to update the company information and authorized representative details except for **[UEN]**.
- b. Under the **[Authorized Representative]** section, you can click on the **[Deactivate]** button to deactivate another AR which will remove his/her access to the system.

**My Profile**

**Company Information**

Profile Updated Successfully

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

\* Unique Entity Number (UEN):

\* Registered Company Name:

- c. Upon updating the profile, click the **[Save]** button at the bottom right corner of the form to save changes. There will be a record inserted in the “Update History” table every time the profile is successfully updated.
- d. You can click the **[Cancel]** button if they want the changes to be disregarded and redirected back to the home page.

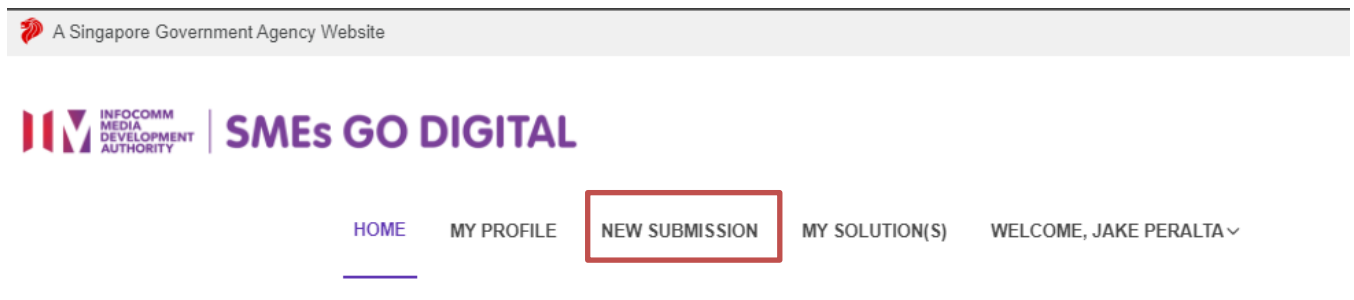
### 3. CHECKLIST

Vendors may submit a checklist for their new solution.

#### 3.1 Checklist Submission

##### 3.1.1 How to submit checklist for your solution

1. Log in as a registered vendor to the system. (Refer to Section 2.3. for step-by-step guide)
2. Click on the **[New Submission]** on the menu.



3. **Page 1: Instruction Page** will be loaded. Note: The checklist submission will take approximately 5 min to complete. The user is advised to prepare the necessary supporting documentation prior to your submission.

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

*This form will take approximately 5 mins to complete.*

**Instructions**

- 1) The purpose of the Vendor Self-Assessment Checklist (henceforth refers as "Checklist") is to enable vendor to perform a preliminary assessment of their eligibility for Pre-Approval under SMEs Go Digital.
- 2) Application process:

<sup>1</sup>IMDA conducts monthly Vendor Briefings to share details on the SMEs Go Digital programme. For more information on the upcoming briefings, please email to [info@imda.gov.sg](mailto:info@imda.gov.sg).  
<sup>2</sup>Application form will be released to shortlisted vendor ONLY. It takes approximately 2 to 3 months to process and notify the vendor on the outcome of the application.

3) Please note that the Application Form will ONLY be released to successful shortlisted vendor after step 3.  
 4) This Checklist is a property of Infocomm Media Development Authority (IMDA).  
 5) Definitions and Acronyms used in this Checklist:  
*API- Application Programming Interface*  
*CRM - Customer Relationship Management*  
*DP - Data Protection*  
*DNC - Do Not Call*  
*HIPAA - Health Insurance Portability and Accountability Act*  
*ICM - Infocomm Media*  
*ISO - International Organization for Standardization*  
*LOI - Letter of Interest/Intent*  
*NETS - Network for Electronic Transfers (Singapore)*  
*OWASP - Open Web Application Security Project*  
*PCI DSS - Payment Card Industry Data Security Standard*  
*PDPA - Personal Data Protection Act*  
*POS - Point Of Sale*  
*SaaS - Software as a Service*  
*SLA - Service Level Agreement*  
*SMS - Short Message Service*  
*UEN - Unique Entity Number*  
*VA - Vulnerability Assessment*  
*SME - Small and Medium-sized Enterprises*  
 \* Note: SME's eligibility criteria refers to the following  
 - Business entities registered & operating in Singapore  
 - Minimum 30% local shareholding  
 - Company's Group annual sales turnover not more than \$100 million OR Company's Group employment size not more than 200 workers

**Note: i) This checklist is a self-assessment tool. It is NOT an Application Form for Pre-Approval of digital solution under SMEs Go Digital programme.**  
**ii) IMDA reserves the rights to reject the application, if the information provided in the Vendor Self-Assessment Checklist or Application Form is inaccurate.**

I have read, understood and accepted the above

- a. Read the instructions provided.
- b. Tick the **[Declaration]** checkbox
- c. Click **the [Next]** button.

**Note:**

You will be redirected to the Vendor Briefing page if you have not attended the vendor’s briefing session in the past 3 months. You can click on the [here] link to register for the next vendor briefing session.

Vendor Briefing

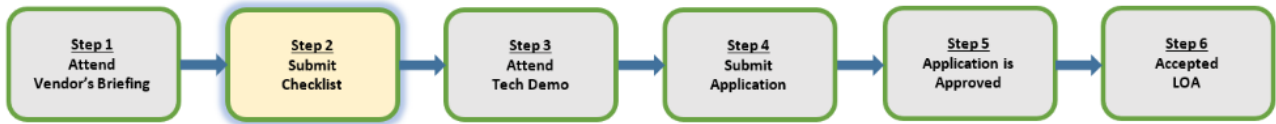
Oops, you have missed a step. You have not attended our vendor's briefing in the past 3 months.

Please register for the next available vendor's briefing [here](#) :)

**Welcome back after you have attended our vendor's briefing.**

For further enquiries, feel free to email to [smes\\_go\\_digital@imda.gov.sg](mailto:smes_go_digital@imda.gov.sg)

4. **Page 2: Main Section** will be displayed.



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:

\* Brief Description of Solution  
(Maximum of 4000 Characters)

\* 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

- a. The **[Name of ICM Solution Provider]**, **[Company UEN]**, and **[Email of Contact Person]** fields in this section are auto populated from the organization profile details and are not editable.
  - a. The **[Name of Contact Person]** field is also auto populated but is editable. You can select the Name of Contact Person from one of the registered Authorized Representatives. The **[Email of Contact Person]** field will be updated based on the selected value.
- b. Fill in the mandatory fields. The mandatory fields are marked with a red asterisk on the labels.
- c. Select either **[Cloud (SaaS/Hybrid)]** or **[On-Premise]** for **[Mode of Delivery]** field, and other relevant fields will be displayed based on your selection.

### For [Cloud (SaaS/Hybrid)] mode of delivery

\* 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)

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

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

\* 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	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Applicable	<input type="text" value="Indicate the reference section(s) in the Contract/Agreement with revelant clauses"/>
- Data Ownership clauses	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Applicable	<input type="text" value="Indicate the reference section(s) in the Contract/Agreement with revelant clauses"/>
- SLA	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Applicable	<input type="text" value="Indicate the reference section(s) in the Contract/Agreement with revelant clauses"/>
- Confidentiality And Security Clauses	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Applicable	<input type="text" value="Indicate the reference section(s) in the Contract/Agreement with revelant clauses"/>
- Backup clauses	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Applicable	<input type="text" value="Indicate the reference section(s) in the Contract/Agreement with revelant clauses"/>
- Renewal And Termination clauses	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Applicable	<input type="text" value="Indicate the reference section(s) in the Contract/Agreement with revelant clauses"/>

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

No file chosen

- d. Fill in the mandatory fields. The mandatory fields are marked with a red asterisk on the labels.
- e. Under **[Does Contract/Agreement, signed with SMEs, have the following:]** section, select [Yes], [No] or [Not Applicable] for all the questions. If [Yes] is selected, the input textbox besides the question will be enabled for you to indicate the reference section(s) in the Contract/Agreement with the relevant clauses, and the [Choose file] button will also be enabled for you to upload the Sample Terms and Conditions or Contract/Agreement with [TnC] or TnC prefix name.
- f. You can click on the **[Previous]** button to navigate back to Page 1: Instructions page to read the instructions.
- g. You can click on the **[Save as Draft]** button to save the submission as a draft. Refer to section 1.3 on Workflow – Save as Draft and section 3.1.2 on Continue Draft Checklist Submission.
- h. Click the **[Next]** button to continue with the checklist submission.

### For [On-Premise] mode of delivery

\* 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)

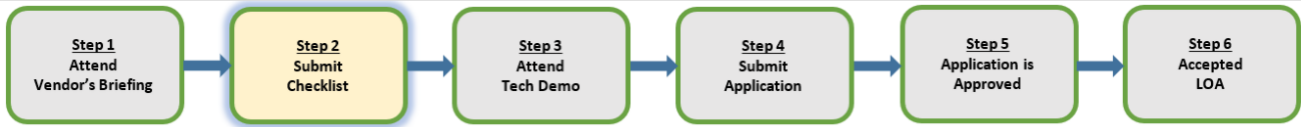
Free Trial  
Please provide website URL where your customer can sign-up or contact you for the free trial.

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.

- Fill in the mandatory fields. The mandatory fields are marked with a red asterisk on the labels.
- For the support hours indicated, you are required to either provide the website URL where the support hours are stated in the input textbox, or provide the documentary evidence by clicking on the **[Choose file]** button to upload the relevant file.
- Under [Is free trial or free demo available for your customers? (For public listing)] section, tick the [Free Trial] and/or the [Free Demo] checkboxes accordingly. If the checkbox is ticked, the input textbox will be enabled for you to enter the valid website URL.
- You can click on the **[Previous]** button to navigate back to Page 1: Instructions page to read the instructions.
- You can click on the **[Save as Draft]** button to save the submission as a draft. Refer to section 1.3 on Workflow – Save as Draft and section 3.1.2 on Continue Draft Checklist Submission.
- Click the **[Next]** button to continue with the checklist submission.



**Page 3: Eligibility Criteria** will be displayed.



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

*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**

[Add Enterprise](#)

Company Name	Company UEN	Contact Person	Survey Form	Invoice	Action
No Records Found					

**Financial Statements**

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

\* Total Assets (\$)

\* Total Liabilities (\$)

Your Company's Total Net Equity (Total Assets – Total Liabilities) is \$ 0.00

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

\* Has your company made plans for managing and administering resources for mass deployment?  Yes  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

No file chosen

I declare that the uploaded checklist is completed using the latest Self-Assessment Checklist for Solution Category: **Fleet Management (ES sector)** under the Sector: **Environmental Services (e.g. Cleaning and Waste Management)**

**Supporting Documents (Mandatory)**

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

No file chosen

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

No file chosen

**Other Supporting Document(s) (if applicable)**

Add Supporting Document(s)

Document	Description	Action
No Records Found		

**Communication**

Remarks (if any)

(Maximum of 4000 Characters)

If you require assistance, please contact us at [SMEs\\_Go\\_Digital@imda.gov.sg](mailto:SMEs_Go_Digital@imda.gov.sg)

Cancel
Save as Draft
Previous
Submit

**Communication History**

Date	Created By	Remarks
No Records Found		

**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**

Add Enterprise

Company Name	Company UEN	Contact Person	Survey Form	Invoice	Action
No Records Found					

- a. Click **[Add Enterprise]** hyperlink to add enterprise record. – the Add New Enterprise pop-up window will appear.
  - **Note:** Please take note of the “at least <number>” value to determine the minimum number of documents required.

### Add New Enterprise

\* Company Name

\* Company UEN

\* Contact Person

\* Survey Form Choose File No file chosen

\* Invoice Choose File No file chosen

*The maximum file is 10MB. File name may only contain alphanumeric, period, underscore, dash and spaces.*

Cancel
Save

- i. On the pop-up window, fill in the **[Company Name]**, **[Company UEN]**, **[Contact Person]**, **[Survey Form]** fields.
- ii. Upload **[Survey Form]** and **[Invoice]** file upload.
- iii. Click on the **[Save]** button to insert the New Enterprise record to the table. The pop-up window will close.
- iv. Click on **[Cancel]** to close the pop-up window.

Add Enterprise

Company Name	Company UEN	Contact Person	Survey Form	Invoice	Action
Activants Pte Ltd	1234567890	Johnny Tan	<a href="#">survey 3.pdf</a>	INV 6.pdf	Delete

- v. Click on the **[Delete]** hyperlink on the multi-record table to delete a record.

**Financial Statements**

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

\* Total Assets (\$)  0.00

\* Total Liabilities (\$)  0.00

Your Company's Total Net Equity (Total Assets – Total Liabilities) is \$ 0.00

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

- b. Input your Company's Total Assets and Total Liabilities in the necessary fields.
  - **Note:** Total Net Equity must be of a positive value (greater than 0) to display the Financial Statements table and submit the form.

**Financial Statements**

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

\* Total Assets (\$)

\* Total Liabilities (\$)

Your Company's Total Net Equity (Total Assets – Total Liabilities) is \$ 650,000.00

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**

[Add Financial Statement](#)

Financial Statement	Description	Action
No Records Found		

- c. Click **[Add Financial Statement]** hyperlink to insert new Financial Statement record. Add New Financial Statement pop-up window will appear.
  - **Note:** Please take note of the “at least <number>” value to determine the minimum number of documents required.

**Add New Financial Statement**

\* Financial Statement:  No file chosen

*The maximum file is 10MB. File name may only contain alphanumeric, period, underscore, dash and spaces.*

\* Description:

(Maximum of 4000 Characters)

- i. On the pop-up window, upload **[Financial Statement]** file upload.
- ii. Fill in the **[Description]** field.
- iii. Click **the [Save]** button will insert the new financial statement record to the Financial Statement table.

- iv. Click on **[Cancel]** to close the pop-up window.
- v. Click on **[Delete]** hyperlink on the multi-record table to delete a financial statement record.

Add Financial Statement

Financial Statement	Description	Action
FS 2.pdf	2	<a href="#">Delete</a>
FS 1.pdf	1	<a href="#">Delete</a>

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

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

\* Please complete the [Mass Deployment Form](#) and upload here.

No file chosen

- d. Select either **[Yes]** for the **[Has your company made plans for managing and administering resources for mass deployment?]** radio buttons field and upload the Mass Deployment Form.
- e. Click on **[Choose File]** to upload the Mass Deployment Form.

**Note:** You may click on the **[Mass Deployment Form]** hyperlink to download the latest Mass Deployment Form.

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

No file chosen

I declare that the uploaded checklist is completed using the latest Self-Assessment Checklist for Solution Category: **Fleet Management (ES sector)** under the Sector: **Environmental Services (e.g. Cleaning and Waste Management)**

- f. Upload **[Self-Assessment Checklist]**. You are required to check the declaration to proceed with the submission.
- g. Upload **[Screenshot]** and **[Solution Brochure]** file uploads. Refer to section 1.2 on Forms – File Uploads.
- h. Upload other support documents if applicable. Refer to section 1.5 on Supporting Document.
- i. You can add your communication remarks in the **[Remarks]** field. Refer to Section 1.6 Communication.
- j. You can click on the **[Previous]** button to navigate back to the Page 2: Main Section for editing.
- k. You can also click on the **[Save as Draft]** button to save their current submission as draft. Refer to section 1.3 on Workflow – Save as Draft and section 3.1.2 on Continue Draft Checklist Submission.
- l. Click **[Submit]** button to proceed with your checklist submission.

**Note:**

After the checklist has been submitted, you will receive an acknowledgement email (refer to Appendix 7.2). This email confirms the checklist has been successfully submitted.

If information is inadequate, the checklist will be routed back to you for revision. You will receive an email indicating you need to revise the form (refer to Appendix 7.3)

If the checklist is rejected, the checklist workflow will not proceed further, and you will receive a rejection email (refer to Appendix 7.4).

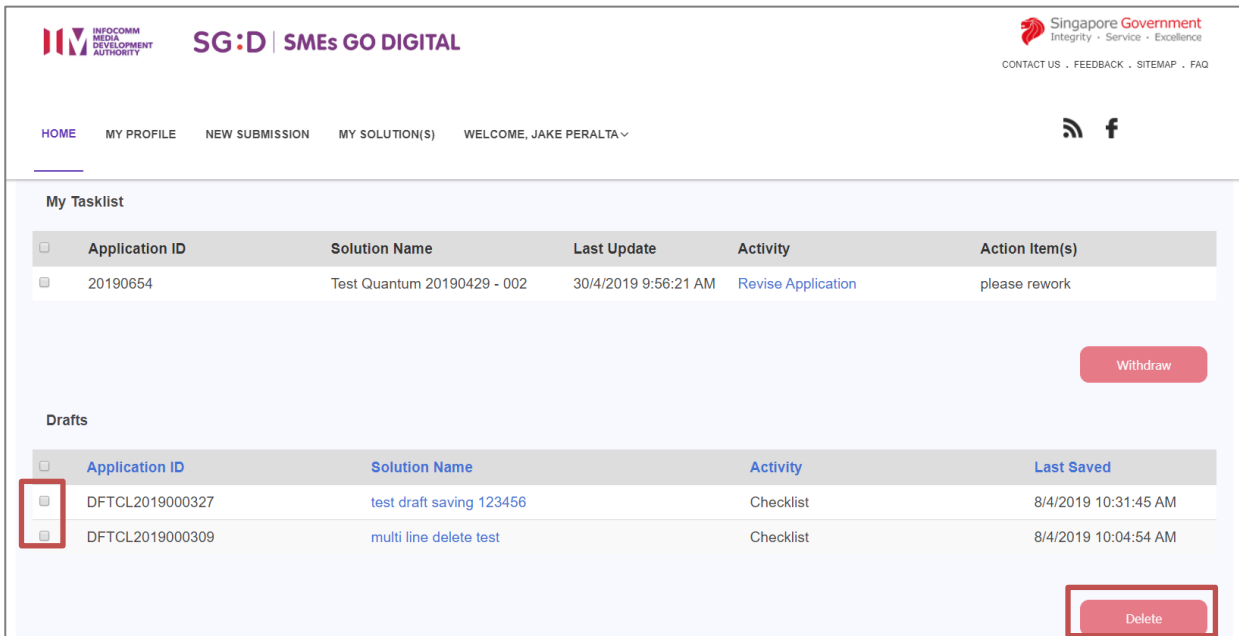
**3.1.2 Continued with draft checklist submission.**

1. Login as a registered Vendor to the system (Refer to Section 2.3 for step-by-step guide) or click on the [Home] button at menu to return to the Home page.
2. To submit a saved as draft checklist, in the **[Draft]** table.

Drafts				
<input type="checkbox"/>	Application ID	Solution Name	Activity	Last Saved
<input type="checkbox"/>	DFTAP160084	<a href="#">Test 20190426</a>	Application	30/4/2019 7:51:16 PM
<input type="checkbox"/>	DFTCL2019000327	<a href="#">test draft saving 123456</a>	Checklist	8/4/2019 10:31:45 AM
<input type="checkbox"/>	DFTCL2019000309	<a href="#">multi line delete test</a>	Checklist	8/4/2019 10:04:54 AM

- a. Click the **[Solution Name]** hyperlink.
3. **Step 2: Main Section page** will be displayed. Refer to 3.1.1 for step-by-step guide to complete the checklist submission.

### 3.1.3 How to delete a draft checklist submission



My Tasklist

Application ID	Solution Name	Last Update	Activity	Action Item(s)
<input type="checkbox"/> 20190654	Test Quantum 20190429 - 002	30/4/2019 9:56:21 AM	Revise Application	please rework

Withdraw

Drafts

Application ID	Solution Name	Activity	Last Saved
<input checked="" type="checkbox"/> DFTCL2019000327	test draft saving 123456	Checklist	8/4/2019 10:31:45 AM
<input checked="" type="checkbox"/> DFTCL2019000309	multi line delete test	Checklist	8/4/2019 10:04:54 AM

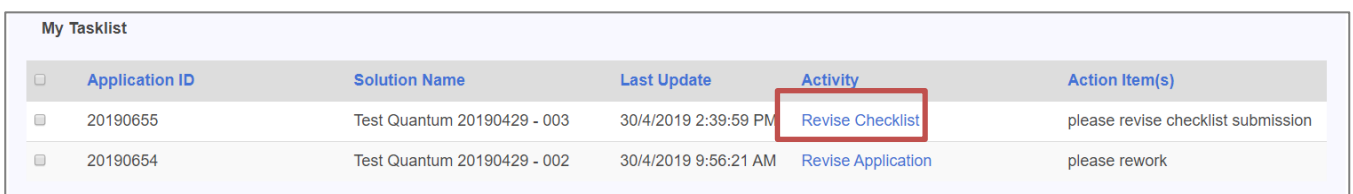
Delete

Check on the checkbox and click on the [Delete] bottom to delete the draft. You may select multiple drafts for deletion.

### 3.1.4 Revise checklist

Our officers may have an enquiry on your checklist submission and will request additional supporting documents through the system. You will receive an email notification (refer to section 7.4) to revise your checklist submission should we have any enquiry on your checklist submission.

1. Login as a registered Vendor to the system (Refer to Section 2.3. for step-by-step guide)
2. Under My **Task List** table, you will be able to locate your checklist submission with Activity Name as “Revise Checklist” and the Action item(s) require by our officer(s).



My Tasklist

Application ID	Solution Name	Last Update	Activity	Action Item(s)
<input type="checkbox"/> 20190655	Test Quantum 20190429 - 003	30/4/2019 2:39:59 PM	Revise Checklist	please revise checklist submission
<input type="checkbox"/> 20190654	Test Quantum 20190429 - 002	30/4/2019 9:56:21 AM	Revise Application	please rework

- b. Click the [Activity] hyperlink to load your checklist submission for editing.
3. **Checklist – New Submission** form (**Step 3**) will be displayed.
  4. Read the remarks given by the SGDPAS officer on the [Communication] section (Refer to Section 1.7 Communication) and revise the checklist accordingly (Refer to 3.1.1 to revise checklist submission).

## 3.2 Tech Demo Confirmation

Once our officer has evaluated your checklist submission, we will invite you for the Tech Demo Session for your product demonstration. You will receive an email notification on our Tech Demo invitation (refer to Appendix 7.5). You are required to login to the system to find out the Tech Demo date and time and we require your confirmation of the tech demo session via the system.

### 3.2.1 Confirm tech demo.

1. Log in as a registered Vendor to the system (Refer to Section 2.3. for step-by-step guide)
2. Under My **Task List** table, you will be able to locate your checklist submission with Activity Name as “Confirm Tech Demo.”

My Tasklist					
<input type="checkbox"/>	Application ID	Solution Name	Last Update	Activity	Action Item(s)
<input type="checkbox"/>	20190622	Test 20190426	30/4/2019 3:19:44 PM	<a href="#">Confirm Tech Demo</a>	Test
<input type="checkbox"/>	20190655	Test Quantum 20190429 - 003	30/4/2019 2:39:59 PM	<a href="#">Revise Checklist</a>	please revise checklist submission
<input type="checkbox"/>	20190654	Test Quantum 20190429 - 002	30/4/2019 9:56:21 AM	<a href="#">Revise Application</a>	please rework

[Withdraw](#)

- a. Click the [**Confirm Tech Demo**] activity hyperlink to load the Tech Demo Invitation Page



### 3. Confirm Tech Demo form will be displayed.

**Tech Demo Invitation**

**Application ID:** 20190622

Thank you for your participation in the checklist submission. We are pleased to invite you to the Tech Demo scheduled below.

**Date:** 13 May 2019

**Time:** 09:00 10:00

**Venue:**

1. Each company will be allocated 30-45 minutes (inclusive of Q&A) to conduct the demo. The demo shall be concise, cover key features of the solution and articulate how the solution can help the SMEs to improve productivity in their business operations or processes.
2. The demo shall include live action of the solution running on the intended hardware and network environment. If live action is not feasible, the demo shall include screenshots and/or video playback of how the solution is being used.
3. Please RSVP your attendance and provide us with the Name, Designation and contact details of presenters/representatives (Maximum 3 for the session) in the Remarks field below.

The Tech Demo is a scheduled session, hence we seek your cooperation to be punctual, arrive 10 minutes prior to the scheduled time, and adhere to the allocated presentation time. Upon arrival, please proceed to IMDA reception @ level 3 to check on the venue for the Tech Demo session

Accept       Decline

If you are unable to attend the assigned tech demo session, please select the next available option below:

15 May 2019  
 20 May 2019

- a. Check the tech demo details in the form.
- b. To accept the tech demo, select **[Accept]** on the radio button.
- c. To reschedule the tech demo, select **[Decline]** on the radio button. You will be prompted with two alternative tech demo dates. Kindly select the preferred date for the tech demo and our officer will try to schedule the date for your next tech demo invitation.
- d. Click the **[Confirm]** button to Accept/Decline your Tech Demo session.

#### Note:

Should you choose to decline the Tech Demo, our Officers will re-schedule the tech demo session. You will receive another email notification on the next Tech Demo invitation, and we will require confirmation via the system.

## 4. APPLICATION

With the checklist evaluation and tech demo stages completed, Vendors will be then required to submit application. They will receive an email notification indicating they can now submit their application (refer to Appendix 7.5).

### 4.1 Application Submission

#### 4.1.1 Submit application.

Once the checklist has been approved and the tech demo has completed, SGDPAS Officer will trigger the application submission. You will receive a notification email to submit an application. You will be required to submit the application via the system.

1. Log in to the system. Refer to Section 2.3.
2. The **Task List** table will display a record “Submit Application.”

My Tasklist					
<input type="checkbox"/>	Application ID	Solution Name	Last Update	Activity	Action Item(s)
<input type="checkbox"/>	20190622	Test 20190426	30/4/2019 4:01:15 PM	<a href="#">Submit Application</a>	Test
<input type="checkbox"/>	20190655	Test Quantum 20190429 - 003	30/4/2019 2:39:59 PM	<a href="#">Revise Checklist</a>	please revise checklist submission
<input type="checkbox"/>	20190654	Test Quantum 20190429 - 002	30/4/2019 9:56:21 AM	<a href="#">Revise Application</a>	please rework

Withdraw

- a. Click [**Submit Application**] activity hyperlink.

3. Application Submission Form (Page 1) will be displayed.

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

*This form will take approximately 2 mins to complete.*

**Part I - Declaration/Consent**

We acknowledge that the submission of this Application does not impose any obligations or constitute the acceptance on the part of IMDA.

We hereby declare that the information and supporting document stated in Parts II and III of this Application are accurate, true and complete and that we shall abide by the applicable terms and conditions. We understand that we have a continuing obligation to promptly notify IMDA if there is any change affecting the information set out in this application form and declaration.

We also hereby declare that the company

1. Is not currently being
  - a. investigated for or charged with or convicted of any criminal offence or subject to any criminal proceedings, or
  - b. subject to any disciplinary proceedings or regulatory action by any regulatory or licensing authority, in any jurisdiction in the last 5 years;
2. Has not been or is not currently being engaged in any civil suit or proceedings in any jurisdiction in the last 5 years; or
3. Has not been or is not currently
  - a. bankrupt, wound up or under judicial management;
  - b. subject to any bankruptcy, winding up or judicial management proceedings, or appointed a receiver or manager.

We consent for IMDA to release any information provided in this application or in support of this application to other public agencies for the purposes of assessing the Applicant's suitability or for public policy analysis or formulation or public data analytics purposes, and to external auditors.

I have read, understood and accepted the above

- a. Tick the [Declaration] checkbox
- b. Click the [Next] button.

4. Application Submission Form (Page 2) will be displayed.

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

*This form will take approximately 10 mins to complete.*

**Part II - Company Information**

**1. Company Details**

Unique Entity Number (UEN):	<input type="text" value="0000001"/>	Registered Company Name:	<input type="text" value="Brooklyn Nine Nine"/>
Incorporation Date:	<input type="text" value="4/2/2019"/>		
Company Address Line 1:	<input type="text" value="Brooklyn 99"/>	Company Address Line 2:	<input type="text" value="New York"/>
Postal Code:	<input type="text" value="345323"/>	City, State/ Province:	<input type="text" value="Brooklyn"/>
Country:	<input type="text" value="209"/>		
Telephone:	<input type="text" value="12345678"/>	Email Address:	<input type="text" value="christopher@activants.com"/>
Company Website URL:	<input type="text" value="bkn99.com"/>	Contact Hotline (For Public Listing):	<input type="text" value="12345678"/>
Contact Email (For Public Listing):	<input type="text" value="christopher@activants.com"/>	Product Info URL (For Public Listing):	<input type="text" value="bkn99.comabcq"/>
Company Director Name (For LOA):	<input type="text" value="Raymond Holt"/>	Company Director Designation (For LOA):	<input type="text" value="Captain"/>

Company Director Email:

**2. Authorized Representative (AR) for Future Correspondence**

\* Authorized Representative (AR):

Name:  Designation:

Telephone:  Mobile No.:

Email:

**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](#)

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 DDDMMYY:  
 No file chosen

\* Please furnish the organisation chart of the company in this format, [ORG] Company's name:  
 No file chosen

- a. The **Company Detail** and **Authorized Representative (AR) for Future Correspondence** fields in the **[Company Information]** section is auto populated from the vendor profile details and is not editable.
- b. To change AR for the solution, select the **[Authorized Representatives]** from the dropdown and the AR details from the Vendor profile will be auto-populated accordingly.
- c. Fill in the **[Total Number Of Full Time Employees]** field.

[Add Technical Personnel](#)

Name	Designation	CV	Action
Mary Tan	Manager	CV.pdf	Delete

- d. Click on the **[Add Personnel]** hyperlink located above the Technical Personnel multi-record table will display a pop-up window to add a Technical Personnel record.

**Add New Technical Personnel**

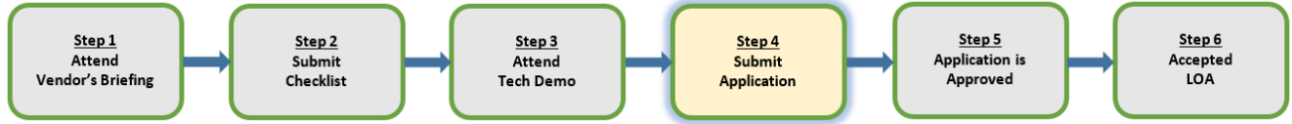
\* Name:

\* Designation:

\* CV:  No file chosen

*The maximum file is 10MB. File name may only contain alphanumeric, period, underscore, dash and spaces.*

- i. On the pop-up window, fill in the **[Name]** and **[Designation]** fields.
  - ii. Upload **[CV]** file upload. Refer to section 1.2 Forms – File Uploads.
  - iii. Click **the [Save]** button will insert the record and close the pop-up window.
  - iv. Click on **[Cancel]** will close the pop-up window.
  - v. Click on the **[Delete]** hyperlink on the multi-record table to delete a record.
- e. The **[Number Of Technical Personnel]** will be populated based on the number of records added in the Technical Personnel multi-record table.
- f. Upload applicable files.
- g. You can click on the step progress tab or **[Previous]** button to navigate to the previous step.
- h. You can click on the **[Save as Draft]** button to save your application submission as a draft. Refer to section 5.1.2 on Continue draft application submission.
- i. Click the **[Next]** button.
5. **Application Submission Form (Page 3)** will be displayed.



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

**Part III - Digital Solution Details**

**1. Solution**

Name of Solution:  Version Number:

Sector:  Solution Category:

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)

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

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

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
- Data Ownership clauses  Yes  No  Not Applicable
- 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

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 User Manual testing

How can client's data be extracted, in what format, and how often? (e.g. daily, monthly, quarterly, etc.) 6

Has your solution obtained a Multi-Tier Cloud Security (MTCS SS584) certification? (MTCS SS584 is available at [www.singaporestandardseshop.sg](http://www.singaporestandardseshop.sg)) Yes (MTCS Level 1 Certification)

Has your solution adopted the Singapore Cloud Outage Incident Response (COIR TR62) Guidelines? (COIR TR62 is available at [www.singaporestandardseshop.sg](http://www.singaporestandardseshop.sg)) Not heard of the COIR Guidelines

What are the support hours provided to your customers? 8

Please provide website URL where support hours are stated. www.testing.com

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. www.testing.com

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

\* **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.

Input your Solution Features here

**\* Solution Write-Up**

Input your Solution Write-Up here

---

**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)

**\* 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)

**\* 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.

#	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 Name:

**Package Details**

- Software
- Hardware
- Professional Services
- Training
- Others

**Total Amount (\$)**



**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

**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

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

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

File Name	Description	Action
No Records Found		

**Communication**

Remarks (if any)

Enter Remarks (Maximum of 4000 Characters)

**Communication History**

Date	Created By	Remarks
No Records Found		

\* 2. Package

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

#	Package Name	Total Amount	Action	Action
1	Package A	3,000.00	<a href="#">Edit</a>	<a href="#">Delete</a>

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

Package Name:

Package Details: Package A

▶ Software

#	Description	Unit Cost (\$)	Unit	Quantity	SubTotal (\$)	Action	Action
1	Software	1,000.00	Box	3.00	3,000.00	<a href="#">Edit</a>	<a href="#">Delete</a>

[Add New Line](#)

▶ Hardware

- a. The Solution Details fields that are entered during checklist submission are auto populated and are not editable.
- b. To add a package, enter the package name in the **[Package Name]** textbox and click on the **[Add New Package]** button.
- c. To edit a package, click on the **[Edit]** hyperlink of the package record on the Package multi-record table.
- d. To delete a package, click on the **[Delete]** hyperlink of the package record on the Package multi-record table.
- e. To add a package detail in a package, click on the Package record on the Package multi-record table which will highlight the record. Click on one of the package detail categories (Software, Hardware, Professional Services, Training, and Others), the package detail multi-record section will be collapsed. Click on the **[Add New Line]** button.
- f. To edit a package detail in a package, click on the Package record on the Package multi-record table which will highlight the record. Click on one of the package detail categories (Software, Hardware, Professional Services, Training, and Others), the package detail multi-record section will be expanded. Click on the **[Edit]** hyperlink of the package detail record on the Package Detail multi-record table.
- g. To delete a package detail in a package, click on the Package record on the Package multi-record table which will highlight the record. Click on one of the package detail categories (Software, Hardware, Professional Services, Training and Others), the package detail multi-record section will

be expanded. Click on the **[Delete]** hyperlink of the package detail record on the Package Detail multi-record table.

- h. Fill in all mandatory fields. The mandatory fields are marked with a red asterisk on the labels.
- i. Upload applicable files. Refer to section 1.2 Forms – File Uploads.
- j. You can add your communication remarks in the **[Remarks]** field. Refer to Section 1.6 Communication.
- k. You can click on the step progress tab or **[Previous]** button to navigate to the previous step.
- l. You can click on the **[Save as Draft]** button to save the application submission as a draft. Refer to section 1.3 on Workflow – Save as Draft and section 5.1.2 on Continue draft application submission.
- m. Click the **[Submit]** button.

**Note:**

After the application has been submitted, you will receive an acknowledgment email (refer to Appendix 7.6). This email confirms that the application has been successfully submitted. Workflow is then triggered for the application to be evaluated.

If information is inadequate, the application will be routed back to you for revision (refer to Appendix 7.7).

If the application is rejected, the application workflow will not proceed further, and you will receive a rejection email stating the application has been rejected (refer to Appendix 7.8).

#### 4.1.2 Continue draft application submission.

1. Log in to the system. Refer to Section 2.3.
2. To submit a saved as a draft application, in the **[Draft]** table.

Drafts				
<input type="checkbox"/>	Application ID	Solution Name	Activity	Last Saved
<input type="checkbox"/>	DFTAP160084	<a href="#">Test 20190426</a>	Application	30/4/2019 7:51:16 PM
<input type="checkbox"/>	DFTCL2019000327	<a href="#">test draft saving 123456</a>	Checklist	8/4/2019 10:31:45 AM
<input type="checkbox"/>	DFTCL2019000309	<a href="#">multi line delete test</a>	Checklist	8/4/2019 10:04:54 AM

- a. Click the **[Solution Name]** hyperlink.

3. **Application Submission form (Step 2)** will be displayed. Refer to 5.1.1 to complete the submission.

### 4.1.3 Revise application

You will receive a notification email to revise the application submission if the information is inadequate. The revision is done via the system.

1. The **Task List** table will display a record “Revise Application.”

My Tasklist					
<input type="checkbox"/>	Application ID	Solution Name	Last Update	Activity	Action Item(s)
<input type="checkbox"/>	20190655	Test Quantum 20190429 - 003	30/4/2019 2:39:59 PM	<a href="#">Revise Checklist</a>	please revise checklist submission
<input type="checkbox"/>	20190654	Test Quantum 20190429 - 002	30/4/2019 9:56:21 AM	<a href="#">Revise Application</a>	please rework

- a. Click the **[Activity]** hyperlink.
2. **Application Submission** form (**Step 3**) will be displayed.
  3. Read the remarks given by the SGDPAS officer on the **[Communication]** section (Refer to Section 1.7 Communication) and revise the application accordingly (Refer to 5.1.1 to revise application submission).

## 4.2 Letter of Appointment (LOA) Acceptance

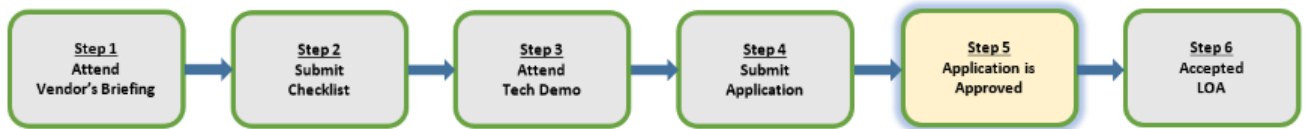
Upon approval of the application, you will receive a notification email to accept the LOA (refer to Appendix 7.9). You will be required to declare and accept the LOA via the system.

### 4.2.1 Confirm LOA

1. Log in to the system. Refer to Section 2.3.
2. The **Task List** table will display a record “LOA Acceptance.”

My Tasklist					
<input type="checkbox"/>	Application ID	Solution Name	Last Update	Activity	Action Item(s)
<input type="checkbox"/>	20190595	Solution Name 20190415	2/5/2019 11:06:04 AM	LOA Acceptance	Test
<input type="checkbox"/>	20190664	ABCDE Solution	2/5/2019 10:50:42 AM	Device Checklist	Update your profile for reference

- a. Click the **[LOA Acceptance]** activity hyperlink.
3. **LOA Acceptance** form will be displayed.



LOA Acceptance

Congratulation on being pre-approved under the SMEs Go Digital Programme. Please spend some time to go through the letter of appointment and supplementary documents listed below.

I declare that I have the authority to accept the LOA below.

I declare that I have understood, downloaded and accepted the LOA, Terms and Condition and Program Guide.

I declare that I have submitted the PDP Declaration Form to [industry@pdpc.gov.sg](mailto:industry@pdpc.gov.sg)

We would appreciate if you can respond before 30/8/2023. Failing which this LOA shall be deemed to have lapsed.

- a. Click on the **[Download LOA Annexes (.zip)]** button, **[Download Supplementary Docs (.zip)]** button, and **[Download PDP Declaration Form]** button to download the LOA and Annexes, Supplementary Docs, and PDP Declaration Form, respectively.
- b. Tick the declaration checkboxes. All declaration checkboxes must be ticked before the Accept button is enabled.
- c. Click **[Accept]** button.
- d. Click the **[Decline]** button to reject the LOA.

**Note:**

You will need to accept the LOA before the acceptance due date which is stated in the notification email. Once the acceptance due date has passed, the LOA will lapse.

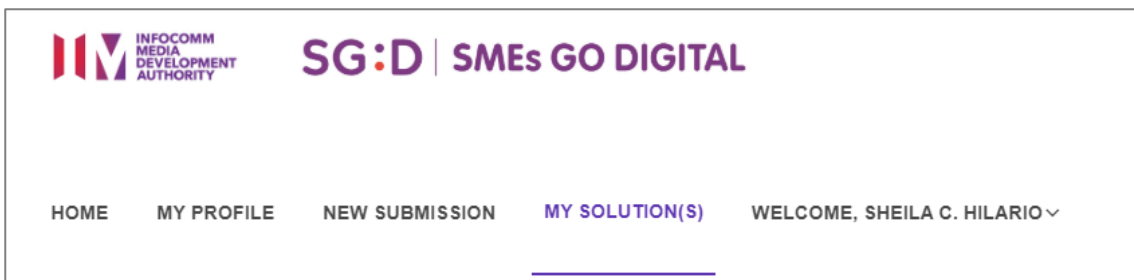
## 5. CHANGE REQUEST

The vendor may submit a change request for their approved solution.

### 5.1 Change Request Submission

#### 5.1.1 Submit a change request.

1. Log in to the system. Refer to Section 2.3.
2. Click on the **[My Solution(s)]** on the menu.



3. **Solution Listing** page will be displayed.

Status:	<input type="text" value="Please Select a Status"/>	Name of Solution:	<input type="text"/>	
Sector:	<input type="text" value="Please Select a Sector"/>	Solution Category:	<input type="text" value="Please Select a Solution Category"/>	
<input type="button" value="Search"/> <input type="button" value="Clear"/>				
Application ID	Name of Solution	Sector	Solution Category	Status
20200069	<a href="#">Hwarang</a>	Sea Transport (Ship Agency)	Collaboration & Document Management	Application In Progress
20200109	<a href="#">In The Soop</a>	Environmental Services (e.g. Cleaning and Waste Management)	Asset and Resource Health Monitoring	Application Submitted
20210005	<a href="#">LY_N1</a>	Wholesale	Workforce Management	Application Submitted
20200035	<a href="#">Map of the Soul 7</a>	Media	Digital Media Assets Management & Optimisation	Change Request Approved
20200043	<a href="#">Army Bomb</a>	Tourism (Travel Agent)	Travel Management System (Operations)	Change Request In Progress - Contract Extended

- a. Click the **[Name of Solution]** of an approved solution (Status: Application Approved or Change Request Approved) in the listing table.

4. The **Solution Details** page will be displayed.

**Vendor Details**

Unique Entity Number (UEN)	999999999A
Registered Company Name	BOIS Technologies (Dev)

Download All
Expand All
Collapse All

**Checklist** ▶

**Application** ▶

**Letter Of Appointment** ▼

Appointment Start Date	21/08/2022	Appointment End Date	20/08/2023
Extended Start Date	21/08/2023	Extended End Date	20/08/2024
Acceptance Date	19/08/2022		

**Download Documents**

Download LOA and Annexes (.zip)
Download Supplementary Docs (.zip)

Change Request

- a. Click **[Change Request]** button under the **[Letter Of Appointment]** section.

5. **Change Request** form will be displayed.

**Change Request Form**

**Solution Detail**

*Please input your request on the relevant field.*

**1. Solution**

Name of Solution:	TestingCMS19v1.0	Version Number:	2
Sector:	Media	Solution Category:	Freelance Workforce & Vendor Cor

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

\* **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.

Test

**\* 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.

CRM

**\* Solution Write-Up**

CRM

**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.

CRM

**\* Qualitative Benefits:**

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

CRM

Additional Information:

Enter Additional Information (Maximum of 4000 Characters)

\* 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	Total Amount	Action	Action
1	Package B	2,000.00	Edit	Delete
2	Package A	500.00	Edit	Delete

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

Package Name:



**Package Details**

>\* Software

>Hardware

>Professional Services

>Training

>Others

Total Amount (\$) 0.00

\* Please furnish detailed elaboration on the changes made above and the justifications for the changes

Enter Remarks (Maximum of 4000 Characters)

**Other Supporting Document(s) (if applicable)**

Add Supporting Document(s)

Document	Description	Action
No Records Found		

**Communication**

Remarks (if any)

Enter Remarks (Maximum of 4000 Characters)

Cancel
Save as Draft
Submit

**Communication History**

Date	Created By	Remarks
No Records Found		

- a. **[Name of Solution]** textbox, **[Version Number]** textbox, and **[Features of Solution]** text area can be updated.

- b. To add a package, enter the package name in the **[Package Name]** textbox and click on the **[Add New Package]** button.
- c. To edit a package, click on the **[Edit]** hyperlink of the package record on the Package multi-record table.
- d. To delete a package, click on the **[Delete]** hyperlink of the package record on the Package multi-record table.
- e. To add a package detail in a package, click on the Package record on the Package multi-record table which will highlight the record. Click on one of the package detail categories (Software, Hardware, Professional Services, Training, and Others), the package detail multi-record section will be expanded. Click on **[Add New Line]** button.
- f. To edit a package detail in a package, click on the Package record on the Package multi-record table which will highlight the record. Click on one of the package detail categories (Software, Hardware, Professional Services, Training, and Others), the package detail multi-record section will be expanded. Click on the **[Edit]** hyperlink of the package detail record on the Package Detail multi-record table.
- g. To delete a package detail in a package, click on the Package record on the Package multi-record table which will highlight the record. Click on one of the package detail categories (Software, Hardware, Professional Services, Training, and Others), the package detail multi-record section will be expanded. Click on the **[Delete]** hyperlink of the package detail record on the Package Detail multi-record table.
- h. Fill in the detailed elaboration and justification of the changes on the [Please furnish detailed elaboration on the changes made above and the justifications for the changes] text area.
- i. Upload other support documents if applicable. Refer to section 1.5 on Supporting Document.
- j. You can add your communication remarks in the **[Remarks]** field. Refer to Section 1.6 Communication.
- k. You can click on the **[Save as Draft]** button to save the Change Request submission as a draft. Refer to section 1.3 on Workflow – Save as Draft and section 6.1.2 on Continue draft change request submission.
- l. Click the **[Submit]** button.

**Note:**

After a change request has been submitted, you will receive an acknowledgment email. This email confirms that your change request has been successfully submitted (refer to Appendix 7.10). Workflow is then triggered for the change request to be evaluated.

If information is inadequate, the change request will be routed back to the user for revision (refer to Appendix 7.11).

If the change request is rejected, the change request workflow will not proceed further, and you will receive a rejection email (refer to Appendix 7.12).

If the change request is approved, you will receive an approval email attached with the addendum (refer to Appendix 7.13).

### 5.1.2 Continue draft change request submission.

1. Log in to the system. Refer to Section 2.3.
2. To retrieve a saved draft change request, in the **[Draft]** table.

Drafts				
<input type="checkbox"/>	Application ID	Solution Name	Activity	Last Saved
<input type="checkbox"/>	DFTCR2019000490	<a href="#">Solution Name 20190409 CR2</a>	Change Request	2/5/2019 2:51:53 PM

- a. Click the **[Solution Name]** hyperlink.
3. **Change Request Submission** form will be displayed. Refer to 6.1.1 to complete the submission.

### 5.1.3 Revise change request

You will receive a notification email to revise your change request if the information is inadequate. The revision is done via the system.

1. Login to the system. Refer to Section 2.3.
2. The **Task List** table will display a record “Revise Change Request.”

My Tasklist					
<input type="checkbox"/>	Application ID	Solution Name	Last Update	Activity	Action Item(s)
<input type="checkbox"/>	20190577	Solution Name 20190409 CR2	2/5/2019 3:15:39 PM	<a href="#">Revise Change Request</a>	please revise CR submission
<input type="checkbox"/>	20190595	Solution Name 20190415	2/5/2019 11:06:04 AM	LOA Acceptance	Test
<input type="checkbox"/>	20190661	ABCDE Solution	2/5/2019 10:50:42 AM	Revise Checklist	Update your profile for reference

- b. Click the **[Activity]** hyperlink.
3. **Change Request Submission** form will be displayed.
  4. Read the remarks given by the SGDPAS officer on the **[Communication]** section (Refer to Section 1.7 Communication) and revise the change request accordingly (Refer to 6.1.1 to revise the change request submission).

## 6. SOLUTION

The **[Solution Listing]** page is where the Vendor's on-going or approved solutions can be viewed. Solution details will be loaded as read-only records and Vendors will not be able to update any fields or upload any documents. Refer to section 7.14 to see the list of solution status.


Refer to section 3.1 for the steps to submit a checklist.




Refer to section 4.1 for the steps to submit an application.

Refer to section 5.1 for the steps to submit a change request.

1. Log in to the system. Refer to Section 2.3.
2. Click on **[My Solution(s)]** on the menu.

A Singapore Government Agency Website

 **SMEs GO DIGITAL**

HOME MY PROFILE NEW SUBMISSION **MY SOLUTION(S)** WELCOME, KIM TAE HYUNG ▾   

**Solution Listing (For Viewing Only)**

Status:  Name of Solution:

Sector:  Solution Category:

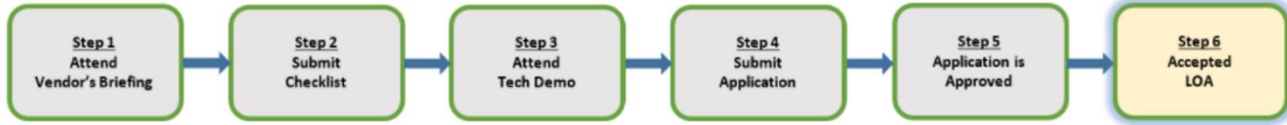
Application ID	Name of Solution	Sector	Solution Category	Status
20200035	<a href="#">Map of the Soul 7</a>	Media	Digital Media Assets Management & Optimisation	Change Request Approved - Contract Extended
20200043	<a href="#">Army Bomb S7</a>	Tourism (Travel Agent)	Travel Management System	Change Request Approved -

a. The solution listing table includes the following information:

- Application ID
- Name of Solution
- Sector
- Solution Category
- Status

b. Click **[Solution Name]** hyperlink in the listing table.

3. **Solution Details** will be displayed.



**Solution Details**

Application ID: 20210086

**Vendor Details**

Unique Entity Number (UEN)	201800001A
Registered Company Name	ACS Pte. Ltd.

Download All
Expand All
Collapse All

**Checklist**

**Main Section**

Name of ICM Solution Provider	ACS Pte. Ltd.	Company UEN	201800001A
Name of Contact Person	Packirisamy	Email of Contact Person	shenfeen@activants.com
Name of Solution	Position		

Brief Description of Solution

adsad

Sector	Security	Solution Category	Mobile-Enabled Patrol and Incident
--------	----------	-------------------	------------------------------------

Mode of Delivery

Cloud (SaaS/Hybrid)
  On-Premise

What are the support hours provided to your customers?

20

**Eligibility Criteria**

**Enterprise Surveys and Invoices**

Surveys from your Enterprise customers and the corresponding Invoices are no longer required to be submitted.

**Financial Statements**

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

Total Assets (\$)	9,999,999,999,999,999.99
Total Liabilities (\$)	8,999,999,999.88

Your Company's Total Net Equity (Total Assets – Total Liabilities) is \$ 9,999,991,000,000,000.11

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

Financial Statements are not required to be submitted.

In Confidence

pg.57

**SMEs Go Digital Pre-Approval System**  
<https://schemes.imda.gov.sg/smesgodigital>

Has your company made plans for managing and administering resources for mass deployment?  Yes  No  
*E.g. resources to implement multiple projects at any point of time, support for pre-sales and post-implementation etc.*

Self-Assessment Checklist  
 INV\_1.pdf  
 I declare that the uploaded checklist is completed using the latest Self-Assessment Checklist for Solution Category: **Mobile-Enabled Patrol and Incident Management** under the Sector: **Security**

**Supporting Documents (Mandatory)**

i. Digital solution brochure/specification  
 BROC.pdf

ii. System screenshots  
 SS.pdf

**Other Supporting Document(s) (if applicable)**

Supporting Document	Remarks
No Records Found	

---

**Application**

**Authorised Representative**

Name: Packirisamy Designation: Director alert(sdf)

Telephone No.: 67089398 Mobile No.: 90092608

Email Address: shenfeen@activants.com

**Company Structure**

Total Number of Full Time Employees: 2 Number of Technical Personnel: 2

Technical Personnel involved in the configuration, setup, customization and training of the digital solution listed in item 4

Name	Designation	CV
Ali	AA	CV_1.pdf
Baba	BB	CV_2.pdf

ACRA Business Profile  
 ACRA.pdf

Organisation Chart  
 ORG.pdf

**Solution**

Name of Solution: Position Version Number: 1.2.3.4

Sector: Security Solution Category: Mobile-Enabled Patrol and Incident

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

**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.

afsf > Brief Solution Description (for Public Listing)

**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.

adf

**Solution Write-Up**

sdfa

**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.

asdf

**Qualitative Benefits:**

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

adsf

**Additional Information**

adf

Mode of Payment  Direct Purchase  Subscription or Leasing

**Package**

No.	Package Name	Total Amount
1	SoftwareA	5,000.00

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

**Package Details**

> Software

> Hardware

> Professional Services

> Training

➤ Others

**Total Amount (\$)** 0.00

**Supporting Document (Mandatory)**

- i. Usage Report  
[RPT\\_1.pdf](#)
- ii. Sample Terms and Conditions or Contract between ICM Vendor and SME  
[TnC\\_Terms and conditions.pdf](#)
- iii. 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  
[DC\\_Inv\\_1.pdf](#)

**Other Supporting Document(s) (if Applicable)**

- i. Official letter or equivalent from the product principal indicating that the Company is an authorised reseller / partner for the digital solution (where applicable)  
No File Uploaded
- ii. Additional document(s) as per IMDA's request:

Supporting Document	Description
No Records Found	

**Letter Of Appointment** ▼

Appointment Start Date	<input type="text" value="01/09/2022"/>	Appointment End Date	<input type="text" value="31/08/2023"/>
Extended Start Date	<input type="text" value="01/09/2023"/>	Extended End Date	<input type="text" value="31/08/2024"/>
Acceptance Date	<input type="text" value="30/08/2022"/>		

**Download Documents**

Download LOA and Annexes (.zip)

Download Supplementary Docs (.zip)

Change Request

**Change Request** ▼

No.	CR Name	CR Date	Annex 3	Addendum	Reason	Status
1	Internet Explorer v2	30/8/2022 11:30:20 AM	<a href="#">20210140_Annex_3.pdf</a>	<a href="#">20210140_CR_Addendum_20220830113440.pdf</a>		Change Request Approved

Please select a change request in this table to display all the related modified package below



**Modified Package Details**

>Software
>Hardware
>Professional Services
>Training
>Others

Total Amount (\$) 0.00

**Communication History** ▼

Date	Created By	Remarks
21/7/2022 11:23:46 AM	Officer 1	ytui
1/6/2022 11:12:55 AM	Officer 1	werty

Cancel


- a. Click the **[File Name]** hyperlink to download solution related files.
- b. Click the **[Download All]** button under the **[Vendor Details]** section to download all available solution related files.
- c. Click the **[Change Request]** button under the **[Change Request]** section to submit a change request for an approved solution.

**Note:**

You will be able to download all solution related files and supporting documents that you have submitted during the submission (checklist/application/change request).

## 7. APPENDIX

### 7.1 Notification Email - [For Vendor's Information] Withdrawal of Checklist Submission



Fri 31/5/2019 4:17 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg <grants\_online@imda.gov.sg>  
[For Vendor's Information] Withdrawal of Checklist SUBMISSION (20190026)

To  
Cc

---


Dear

We have noted your withdrawal for Checklist submission (20190026).

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

### 7.2 Notification Email - [For Vendor's Information] Checklist Submission Received in SGDPAS



Fri 31/5/2019 4:14 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg <grants\_online@imda.gov.sg>  
[For Vendor's Information] Checklist Submission Received in SGD (20190026)

To  
Cc

---

Dear

Thank you for your interest in SMEs Go Digital programme.


We have received your checklist submission (20190026) and will review the information provided.

Our officer will contact you via the system should there be any enquiry.

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

### 7.3 Notification Email – [For Vendor's Action] Clarification on Checklist Submission



Thu 30/5/2019 7:17 PM  
SMEs\_Go\_Digital\_Pre-Approval\_TESTING@imda.gov.sg  
[For Vendor's Action] Clarification on Checklist Submission (20190062)

To  
Cc

---


Dear

The officer has clarification on the checklist submission.

Please log into the [SGDS](#) to review the clarification and re-submit the checklist.

**Note: This is a computer-generated reply. Please do not reply to this email.**

### 7.4 Notification Email – [For Vendor's Information] Rejected Checklist Submission



Mon 22/4/2019 4:38 PM  
SMEs\_Go\_Digital\_Pre-Approval\_TESTING@imda.gov.sg  
[For Vendor's Information] Rejected Checklist Submission (20190205)

To  
Cc

---

Dear

We regret to inform that your checklist submission (20190205) has been rejected.

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

### 7.5 Notification Email – [For Vendor's Action] Tech Demo Invitation and Attendance Confirmation

 Fri 31/5/2019 2:35 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg  
[For Vendor's Action] Tech Demo Invitation and Attendance Confirmation (20190025)

To  
Cc

---

Dear


You have been invited to attend tech demo.

Application ID: 20190025

Please log into the [SGDS](#) to confirm the proposed tech demo date or reschedule to an alternate dates.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.6 Notification Email – [For Vendor's Information] Application Submission Received in SGDPAS

 Fri 31/5/2019 3:01 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg <grants\_online@imda.gov.sg>  
[For Vendor's Information] Application Submission Received in SGDS (20190025)

To  
Cc

---

Dear


We have received your application submission (20190025) and will review the information provided.

We will notify you the result of your submission.

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.7 Notification Email – [For Vendor's Action] Clarification on Application Submission

 Wed 29/5/2019 12:01 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg  
[For Vendor's Action] Clarification on Application Submission (20190018)

To  
Cc

---


Dear

The evaluator has clarification on the application submission (20190018).

Please log into the [SGDS](#) to review the clarification and re-submit the application.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.8 Notification Email – [For Vendor's Action] Clarification on Application Submission

 Thu 30/5/2019 7:12 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg  
[For Vendor's Information] Rejected Application Submission (20190022)

To  
Cc

---


Dear

We regret to inform that your application submission (20190022) has rejected.

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.9 Notification Email – [For Vendor's Action] Approved Application Submission and Accept LOA

 Fri 31/5/2019 3:32 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg  
[For Vendor's Action] Approved Application Submission and Accept LOA (20190025)

To  
Cc

---

Dear

We are glad to inform that your application submission has been approved and acceptance due date for the letter of appointment is 05 Jun 2019.

Please log into the [SGDS](#) to accept the letter of appointment.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.10 Notification Email – [For Vendor's Information] Change Request Submission in SGDPAS



Fri 31/5/2019 3:48 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg <grants\_online@imda.gov.sg>  
[For Vendor's Information] Change Request Submission by Test Holdings Received in SGDS (20190025)

To  
Cc

---


Dear

We have received your change request submission (20190025) and will review the information provided. You will be notified once the change request is approved.

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.11 Notification Email – [For Vendor's Action] Clarification requested by CR Officer on Change Request



Wed 29/5/2019 2:33 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg  
[For Vendor's Action] Clarification requested by CR Officer on Change Request (20190014)

To  
Cc

---

Dear

The CR Officer has clarification on the change request (20190014).

Please log into the [SGDS](#) to review the clarification and re-submit the change request.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.12 Notification Email – [For Vendor's Information] Rejected Change Request

 Wed 29/5/2019 11:02 AM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg  
[For Vendor's Information] Rejected Change Request (20190014)

To  
Cc

Dear

We regret to inform that the change request (20190014) has been rejected.

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

### 7.13 Notification Email – [For Vendor's Information] Approved Change Request

 Fri 31/5/2019 4:07 PM  
SMEs\_Go\_Digital\_Pre-Approval@imda.gov.sg  
[For Vendor's Information] Approved Change Request (20190025)

To  
Cc

 20190025\_20190531160635.zip  
192 KB


Dear

We are glad to inform that your change request (20190025) has been approved. Please find the attached addendum.

Thank You.

**Note: This is a computer-generated reply. Please do not reply to this email.**

### 7.14 Notification Email – [For Vendor's Information] Reminder on Contract Extension


 Wed 3/10/2021 7:00 AM  
 SMEs\_Go\_Digital\_Pre-Approval\_TESTING@imda.gov.sg  
**Gentle Reminder on Extension of Pre-Approved@SMESGoDigital Appointment (Matrix Design)**

To

---

Dear

We refer to the Letter of Appointment (LOA) 2020/Pre-Approved@SMESGoDigital/LOA/20190257 on your one-year appointment as a Pre-Approved@SMESGoDigital Vendor for 12.40 lb solution Version 1.02 which started from 08 July 2020.


We are pleased to inform you that your contract appointment has been successfully extended for another year. Kindly refer to your LOA on the 'Extended Appointment Period'.

Should you have any query, please contact us at [SME\\_Pre\\_Approval@imda.gov.sg](mailto:SME_Pre_Approval@imda.gov.sg).

Thank you.

**Note: This is a computer-generated reply. Please do not reply to this email.**

## 7.15 Notification Email – [For Vendor's Information] Reminder on Expiry Contract


 Thu 2/4/2021 7:01 AM  
 SMEs\_Go\_Digital\_Pre-Approval\_TESTING@imda.gov.sg  
**Gentle Reminder on Expiry for Pre-Approved@SMESGoDigital Appointment (Andre Corporate Pte. Ltd.)**

To

---

Dear

We refer to the Letter of Appointment (LOA) 2020/Pre-Approved@SMESGoDigital/LOA/20200003 on your one-year appointment as a Pre-Approved@SMESGoDigital Vendor for Super HRMS Version 1.0.2 which started from 16 March 2020. Your appointment will be expiring on 15 March 2021.

Please note that IMDA will not be exercising the option to extend this appointment after our evaluation.

Upon the expiry of your appointment:

1. Your solution, Super HRMS Version 1.0.2 will be delisted from the Business Grant Portal (BGP) and GovAssist GoBusiness Website.
2. Your company shall cease to represent /or refer as a Pre-Approved@SMESGoDigital Vendor for the Super HRMS Version 1.0.2 solution.
3. Your company shall notify your customers, within fourteen (14) days from the expiry date of your appointment, that your company is no longer a Pre-Approved@SMESGoDigital Vendor for the Super HRMS Version 1.0.2 solution.
4. Your company shall remove the Pre-Approved@SMESGoDigital Brand Mark from all the marketing material for the Super HRMS Version 1.0.2 solution, such as but not limited to official website, product brochure etc.

You may wish to submit a new application at a later date when your solution is ready and meet all the mandatory requirements in the latest checklist. Please refer to the Pre-Approval Process as follows:

1. Register to attend the next ICM Vendor Briefing or view the Pre-Recorded vendor briefing Video to complete short MCQ on [www.sgd.org.sg](http://www.sgd.org.sg).
2. Download the Vendor Self-Assessment Checklists ("checklist") published on <https://www.imda.gov.sg/programme-listing/smes-go-digital/pre-approval-of-icm-vendors-solutions> webpage (under "FOR ICM Vendors" section) to self-assess whether your solution meet the checklist requirements.
3. Submit the completed checklist and the required supporting documents online via SMEs Go Digital Pre-approval System.
4. You will be invited to attend a Tech Demo (if required) and submit an application form if your solution meet all the mandatory requirements in the checklist.
5. After you submit the application form, we will review\* your application, and notify you on the outcome of your application.

\*The review will take approximately two to three months, based on a first-come-first-serve basis.

Should you have any query, please contact us at [SME\\_Pre\\_Approval@imda.gov.sg](mailto:SME_Pre_Approval@imda.gov.sg).



## 7.16 Solution Status

1. Checklist Submitted
2. Checklist In Progress
3. Checklist Approved
4. Checklist Rejected
5. Checklist Withdrawn
6. Pending Tech Demo
7. Pending Tech Demo Acceptance
8. Tech Demo Rescheduled
9. Tech Demo Accepted
10. Application Submitted
11. Application In Progress
12. Application Approved
13. Application Rejected
14. Application Withdrawn
15. Application Terminated
16. Pending LOA
17. Pending LOA Acceptance
18. LOA Declined
19. LOA Lapsed
20. Change Request Submitted
21. Change Request In Progress
22. Change Request Approved
23. Change Request Rejected
24. Change Request Withdrawn