



# **CALL FOR PROPOSAL FOR DIGITAL ACCESS**

## **PROVISION OF HOME BROABAND PLAN AND INTERNET-ENABLED DEVICE FOR LOW-INCOME HOUSEHOLDS IN SINGAPORE**

### **REQUIREMENTS SPECIFICATION**

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## 1. INTRODUCTION

- 1.1 The Info-communications Media Development Authority (“**IMDA**”) is issuing this Call for Proposal (“**CFP**”) to invite Participants (“**Internet Service Provider**”) to collaborate with IMDA for the provision of home broadband plan(s) and internet-enabled device(s) to low-income households in Singapore, as part of the Digital Access programme.

## 2. IMPORTANT NOTICES

- 2.1 For the avoidance of doubt, this Requirements Specification shall be read with and shall be subject to the Important Notices set out in **Appendix A** of this document.

## 3. BACKGROUND

- 3.1 As digital technologies become an integral part of society and the daily interactions of Singaporeans in a Smart Nation are likewise growing increasingly digitised, it is important to help all Singaporeans leverage the opportunities provided by technology in their daily life.
- 3.2 The Digital Access programme, an initiative by IMDA, seeks to bridge the digital divide by supporting low-income Singaporean households with a subsidised home broadband plan and an internet-enabled device to reduce the barriers to digital adoption.
- 3.3 Each qualified household (“**Approved Applicant**”) beneficiary of Digital Access Programme may benefit under the following scheme(s)<sup>1</sup>:
- a. Home Access - Provides subsidised home broadband plan (2 years), with an option of bundling with an internet-enabled device. The current prevailing criteria for Home Access is available in [www.imda.gov.sg/ha](http://www.imda.gov.sg/ha) for reference.
  - b. NEU PC Plus - Provides a subsidised internet-enabled device with an option of bundling with home broadband plan (3 years). The current prevailing criteria for NEU PC Plus is available in [www.imda.gov.sg/neupc](http://www.imda.gov.sg/neupc) for reference.

## 4. OBJECTIVES

- 4.1 This CFP seeks Internet Service Provider(s) proposals to offer home broadband plan(s) and internet-enabled device(s) that best suit the needs of low-income households in Singapore.
- 4.2 The monthly subscription cost will be co-paid by IMDA and the Approved Applicant. **Internet Service Providers are encouraged to keep the low-income households’ monthly out-of-pocket expense as low as possible**, and consider offering subscription

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<sup>1</sup> Scheme details such as qualifying criteria and composition of assistance package may be subject to review and change by IMDA.

price plans that are lower than their prevailing retail prices for an equivalent broadband plan. **In addition, Internet Service Providers are encouraged to consider contributions in-kind or in cash to further decrease the out-of-pocket expenses of the low-income households after IMDA's subsidy.**

## 5. SCOPE

5.1 The Internet Service Provider shall support provision of the following product(s) over a period of 3 years (April 2020 to March 2022) to support the Digital Access programme:

- a. Category A – Home broadband plan
- b. Category B – Home broadband plan with an Internet-enabled device

### 5.2 Category A – Home Broadband Plan

5.2.1 The Internet Service Provider shall propose the following options for home broadband plan(s) as mandatory responses to this CFP:

- a. Option 1: A lowest price broadband plan.
- b. Option 2: A broadband plan that meets the following minimum specification:

Description	Specification
Data Access	<ul style="list-style-type: none"> <li>▪ Unlimited</li> </ul>
Broadband Device	<ul style="list-style-type: none"> <li>▪ Optical Network Terminal</li> <li>▪ Wireless router</li> <li>▪ Supports R11 port that allows plugging a commercially available home telephone for free digital voice calls</li> </ul>
Warranty	<ul style="list-style-type: none"> <li>▪ Cover entire duration of broadband contract</li> <li>▪ One-to-one exchange for faulty broadband device</li> </ul>

5.2.2 In addition, the Internet Service Provider is encouraged to propose the following options as optional responses to this CFP:

- a. Option 3: A broadband plan priced lower than monthly subscription cost of \$25.00 (inclusive of GST) (\$25.00 refers to the total cost payable by IMDA and the Approved Applicant).
- b. Option 4: Any other service or product that the Internet Service Provider may wish to propose as options for home broadband connectivity for low income households.

5.2.3 The coverage of the broadband connectivity shall be island-wide in Singapore. The Internet Service Provider is encourage to provide, and preferably include internet filtering and security service such as anti-virus, anti-spam, anti-phishing, anti-spyware, and parental control. If the Internet Service Provider wishes to charge for the internet filtering and security service, the Internet Service Provider should reflect as a separate monthly charge.

5.2.4 The Internet Service Provider is encouraged to provide **free installation of the Fibre Termination Point (FTP) for cases where the residential address of the Approved Applicant does not have an available FTP (especially residential place that is Home Passed<sup>2</sup> but not Home Reached<sup>3</sup>)**. If the Internet Service Provider wishes to charge for the installation of the FTP in such cases, the Internet Service Provider should reflect such charges as a separate charge.

### 5.3 **Category B – Home Broadband plan with an Internet-enabled Device**

5.3.1 The Internet Service Provider shall **propose options for the provision of a home broadband plan bundled with an internet-enabled device, which best suit the needs of low-income households (“Bundled Service”)**.

5.3.2 The underlying broadband plans for the Bundled Service should follow the proposals submitted in Category A. The Internet Service Provider should state the pricing of the Bundled Service for all options of underlying broadband plans, as well as the model and specifications of the bundled internet-enabled device.

5.3.3 The internet-enabled devices bundled with the broadband plan may include one or more of the following:

- a. **Tablet** - At least seven (7) inch screen size, with sufficient internal memory space to accommodate installation of at least six (6) additional mobile applications, in addition to the device’s default mobile applications.
- b. **Smartphone** - At least six (6) inch screen size, with sufficient internal memory space to accommodate installation of at least six (6) additional mobile applications, in addition to the device’s default mobile applications.
- c. **Laptop** - Preferably Windows operating system with at least twelve (12) inch screen size.
- d. **Chromebook** - Chrome operating system with at least nine (9) inch screen size.

5.3.4 The Internet Service Provider is encouraged to pre-install common applications (e.g. SingPass Mobile, WhatsApp) in the internet-enabled device(s), where applicable, to encourage usage adoption as part of their daily living especially low-income households who are not savvy.

5.3.5 The warranty (including one-to-one exchange for faulty units at no cost) shall cover both broadband devices and internet-enabled device, and shall be applicable for entire duration of broadband contract.

### 5.4 **Additional support by Internet Service Providers**

5.4.1 Internet Service Providers that wish to offer additional support to low income households, for example by way of providing vouchers and additional price reductions

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<sup>2</sup> Home Passed refers to household that have fibre deployed up to distribution point of the Approved Applicant’s residential premise.

<sup>3</sup> Home Reached refers to household that have fibre deployed to the first Termination Point in the Approved applicant’s residential premise.

to selected categories of Approved Applicants, or through programmes to support low income households in the acquisition of digital skills and literacy, should provide details of such additional support proposed in the response to this CFP.

## 5.5 **Other Costs**

5.5.1 As Digital Access programme seeks to support the vulnerable segments in Singapore, Internet Service Provider is encouraged to waive the following costs, where applicable:

- a. Registration and activation charges applicable for deployment of home broadband connectivity and internet-enabled device.
- b. Re-location requests from one residential address to another, in event of unforeseen circumstances.
- c. Transfer of contract owner from one household member to another, in event of unforeseen circumstances e.g. death of original contract owner, dementia.

5.5.2 If the Internet Service Provider wishes to charge for the items mentioned in paragraph 5.5.1, the Internet Service Provider should reflect such charges as a separate charge.

5.5.3 Early Termination Charges – The Internet Service Provider shall state the early termination charges that are applicable, if any.

5.5.4 Subscription period

- a. Home Access Scheme – The proposed plans shall support contract period of twenty-four (24) months from the date of broadband deployment for the Approved Applicant by the Internet Service Provider.
- b. NEU PC Plus – The proposed plans shall support contract period of thirty-six (36) months from the date of broadband deployment for the Approved Applicant by the Internet Service Provider. The 3<sup>rd</sup> year of contract shall automatically continue after the Approved Applicant completes first two (2) years of subscription without requiring further activation or signatory of further documents by Approved Applicant.

5.5.5 **The monthly subscription cost stated in the proposal shall be the same standard rate applicable for all Approved Applicants regardless of their approved scheme, i.e. regardless the broadband contract is applicable for Home Access Approved Applicant (2 years of broadband contract) or NEU PC Plus Approved Applicant (3 years of broadband contract).**

## 5.6 **Activation of Digital Access approved broadband plan**

5.6.1 Each Approved Applicant will be issued with an approval letter/voucher, which states subscription plan applicable for that household. Exact format will be advised by IMDA to the appointed Internet Service Provider.

5.6.2 The proposal submitted shall describe how the Internet Service Provider will manage the activation of the subscription plan (including the deployment of the internet-enabled device) by Approved Applicant. The proposal should take into consideration

that some Approved Applicants will not be able to do electronic activation due to reasons such as no internet connectivity; no technology-savvy member at home. The proposal can include options such as having Approved Applicant visit Internet Service Provider's physical retail outlets to complete the broadband activation paperwork and/or activation via telephone.

## 5.7 **Provisioning Support and Progress Updates**

5.7.1 The Internet Service Provider shall provide a toll-free phone number for the Approved Applicant to enquire and report technical problems.

5.7.2 The Internet Service Provider will be required to support and respond to service calls made minimally during Monday to Friday, 9.00am to 6.00pm. This includes handling broadband connectivity and internet-enabled device related queries from the Approved Applicant. If the query is not related to the services provided by the Internet Service Provider, the Internet Service Provider may redirect the household(s) to the relevant parties e.g. IMDA's contact centre. The Internet Service Provider shall state the support hours for the toll-free numbers in the proposal.

5.7.3 **Scheduling and deployment updates** - The Internet Service Provider will be required to update IMDA's system (via CorpPass login) within ten (10) working days from the date of when Approved Applicant contacts Internet Service Provider to activate their approved subscription plan. This may include details such as:

- Date of sign up by Approved Applicant;
- Scheduled installation appointment;
- Re-scheduled installation appointment, if applicable; and
- Actual date of broadband deployment, which is equivalent to the broadband contract start date.

5.7.4 **Stock Management** – The Internet Service Provider shall ensure there is always sufficient stock (i.e. both broadband device and internet-enabled device) to support plan activation by the Approved Applicant. The Internet Service Provider will be required to actively monitor their assigned quota, and highlight to IMDA's Project Team when the remaining quota is 30% of the allocated quantity.

5.7.5 **Progress Reporting** - The appointed Internet Service Provider will be required to meet the IMDA's Project Team on a regular basis (e.g. every month) regarding progress and issues relating to the Digital Access Programme. The Internet Service Provider shall highlight any problems or issues encountered in the course of deploying the home broadband plan and/or internet-enabled device and propose solutions to such problems as and when they arise, for IMDA's consideration.

5.7.6 **Technical Refresh** - The appointed Internet Service Provider is encouraged to review the offerings of home broadband plan and internet-enabled device every six (6) months. The appointed Internet Service Provider shall consider further reducing the monthly subscription stated in this proposal, in event the prevailing retail cost for the proposed subscription plan had become more cost favourable (i.e. lower in cost) as

compared to the subscription rate originally proposed by the appointed Internet Service Provider in this proposal. The appointed Internet Service Provider shall consider refreshing the specifications of the home broadband plan (e.g. speed) and the internet-enabled devices (e.g. memory) to ensure relevancy. The intent is to ensure the offers by appointed Internet Service Provider are up-to-date with latest offerings available in the market and maintain the attractiveness of the offerings for the low-income households.

## 5.8 **Cost Reimbursement**

5.8.1 The monthly cost payable by the Approved Applicant differs depending on their allocated subsidy tier type. This will be assigned by IMDA's Processing Agencies at the time of scheme application approval.

5.8.2 **Co-Payment by Approved Applicant:** The appointed Internet Service Provider shall bill the Approved Applicant the monthly co-payment amount (i.e. the subscription cost payable after IMDA subsidy).

5.8.3 **Co-Payment by IMDA:** The appointed Internet Service Provider shall seek reimbursement from IMDA for the co-payment amount payable for each Approved Applicant. The claim reimbursement process may be as follows (subjected to discussion and mutual consensus between IMDA and appointed Internet Service Provider):

### **(A) Claim Form**

Appointed Internet Service Provider shall submit claim form on a regular basis (e.g. quarterly, half yearly) with the necessary supporting documents, as advised by IMDA.

The claim form shall state:

- Number of new subscribers per month (i.e. Approved Applicant that had visited Internet Service Provider to activate their approved subscription plan). The submission need not take care of subsequent proration, suspension and termination.
- Reimbursement cost, which is computed based on the number of actual subscribers multiply by the period of claim multiply by IMDA's monthly co-payment amount based on the Approved Applicant's assigned subsidy tier type.

### **(B) Adjustment Report**

The appointed Internet Service Provider shall submit an adjustment report on a regular basis (e.g. half yearly, yearly) which states:

- List of subscribers (i.e. Approved Applicant that had visited Internet Service Provider to activate their approved subscription plan) and the actual contractual month consumed.
- Highlight subscriber(s) with pro-rated months.
- Highlight subscriber(s) that had early termination.
- Highlight subscriber(s) that had contract suspension.



- Highlight the payment adjustment for each subscriber against the amount paid or to be paid by IMDA based on the claims period.

For example:

Subscriber Batch	April 2020 – August 2020	September 2020 – February 2021
<b>Claim Form (Half-Yearly)</b>	<p><b><u>Claim 1</u></b> <b>Submit in September 2020</b></p> <ul style="list-style-type: none"> <li>▪ April 2020 – August 2020 subscriber batch, First and recurrent subscription until August 2020.</li> </ul>	<p><b><u>Claim 2</u></b> <b>Submit in March 2021</b></p> <ul style="list-style-type: none"> <li>▪ April 2020 – August 2020 subscriber batch. Recurrent subscription until February 2021.</li> <li>▪ September 2020 – February 2021 subscriber batch, First and recurrent subscription until February 2021.</li> </ul>
<b>Adjustment Report (Yearly)</b>	<p><b><u>Report 1</u></b> <b>Submit in March 2021</b></p> <ul style="list-style-type: none"> <li>▪ Full list of actual subscribers that started since April 2020 – February 2021, and highlight subscribers who had early termination, suspension or pro-ration.</li> <li>▪ Cost adjustment will be made through review of this report. Depending on outcome of review, there will either be cost refunded to IMDA for over-charges (e.g. early termination by subscriber), or disbursement of additional cost to appointed Internet Service Provider (e.g. pro-ration).</li> </ul>	

5.8.4 The adjustment report will be used by IMDA (and/or its appointed verification organisation) to review if there is any cost adjustment applicable, in view of pro-ration and early termination. This may result in either additional reimbursement from IMDA to appointed Internet Service Provider (e.g. in event of pro-ration), or result in refund of previously disbursed cost from appointed Internet Service Provider to IMDA (e.g. in event of early termination by Approved Applicant).

5.8.5 As part of claim validation for the adjustment report, the appointed Internet Service Provider may be subjected to IMDA's on-site audit exercise for the validation of the co-payment payable for that claim period. This may include 100% validation against service orders, and checking against original sourced documents.

## 6. SCHEDULE

### 6.1 Timeline of Events

Date	Event
4 November 2019	<ul style="list-style-type: none"> <li>▪ Public announcement, with release of CFP documents</li> <li>▪ Registration opens for CFP Public Briefing</li> </ul>
7 November 2019	<ul style="list-style-type: none"> <li>▪ CFP Briefing to interested Internet Service Providers</li> </ul>
22 November 2019	<ul style="list-style-type: none"> <li>▪ Deadline for enquires on CFP</li> </ul>
25 November 2019	<ul style="list-style-type: none"> <li>▪ Deadline for CFP Proposal submission</li> </ul>
27 November 2019	<ul style="list-style-type: none"> <li>▪ Presentations by CFP participants</li> </ul>
5 December 2019	<ul style="list-style-type: none"> <li>▪ Announcement of shortlisted Internet Service Provider(s)</li> </ul>
16 December 2019	<ul style="list-style-type: none"> <li>▪ Deadline for grant application form submission by shortlisted Internet Service Provider(s)</li> </ul>
31 January 2020	<ul style="list-style-type: none"> <li>▪ Issuance of Letter of Agreement to appointed Internet Service Provider(s)</li> </ul>
1 April 2020	<ul style="list-style-type: none"> <li>▪ Scheme rollout to the public</li> </ul>

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

### 6.2 Public Briefing

6.2.1 **All interested companies are invited to attend the Call for Proposal Public Briefing scheduled on Thursday, 7 November 2019, 5.30pm.** This briefing will be conducted by IMDA and will cover the details of the Call for Proposal, including the events leading to the final rollout and expectations of the Proposals.

6.2.2 All parties interested to attend the public briefing are required to register by email to [digitalaccess@imda.gov.sg](mailto:digitalaccess@imda.gov.sg), no later than **Wednesday, 6 November 2019, 5.00pm**. Details to be given in the email are:

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

## 7. QUALIFYING CRITERIA

7.1 The Internet Service Provider that submit proposal for this Call for Proposal must meet the minimum pre-requisites stated in this section.

7.1.1 **Individual organisation:** The organisation shall meet the following minimum pre-requisites:

- a. Shall be registered in Singapore with the Accounting & Corporate Regulatory Authority (ACRA);
- b. Shall be in a healthy financial state. For example, positive working capital to ensure that the company is able to continue its operations and has sufficient funds to satisfy both maturing short-term debt and upcoming operational expenses.
- c. Shall have adequate resources to manage, administer and implement the offerings to the Approved Applicants. This includes ensuring the designated support staff possess the necessary and adequate qualifications, skills, ability and experience (e.g. training, technical support) to provide pre-sales and post-implementation support and training, in a professional manner; and
- d. Shall ensure that there are contractual agreements with their vendors and sub-contractors, whom they partner with to provide the Home broadband plan and internet-enabled device in their Proposals, and imposing back-to-back obligations on its suppliers and sub-contractors, incorporating all the requirements, terms and conditions imposed by IMDA.

**7.1.2 Consortium Organisation:** Organisations may form consortium with relevant business partners with the necessary expertise, experience and domain knowledge to participate in this CFP.

- a. Each consortium shall clearly identify a Consortium Leader for the purpose of managing and coordinate the activities of the consortium.
- b. The Consortium Leader shall be responsible for submitting the Proposal on behalf of its Consortium Partners.
- c. The pre-requisite listed in paragraph 7.1.1 would be applicable minimally to at least the Consortium Leader.
- d. IMDA reserves the right to disqualify or reject a proposal in the event of a withdrawal by any consortium member, or where any material representation within the proposal is discovered to be inaccurate, misleading or false.

## **8. COMPLETENESS OF SUBMISSION**

8.1 Submission of the documents must be complete and in accordance to the Format of Submission as described in paragraph 10.2. All appendixes and annexes must be properly labelled.

## **9. SELECTION PROCESS**

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

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

9.1.2 Without prejudice to paragraph 9, IMDA reserves the right to reject any or all Proposals submitted pursuant to this Requirements Specification. Where a Proposal is selected by IMDA for consideration, the Internet Service Provider will be notified by IMDA.

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

## 9.2 Evaluation Criteria

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

- a. Attractiveness and cost competitiveness of the home broadband plan and internet-enabled device;
- b. Accessibility of Internet Service Provider for activation of the approved subscription plan by the low-income and less tech savvy households (e.g. having at least 4 physical retail outlets across Singapore); and
- c. Value-added services, support programme, tie-ups or any other customer and technical support.

9.2.2 Internet Service Provider are required to comply with the Quality of Service Standards for Retail Broadband Internet Service ('Broadband QoS') as issued and as amended from time to time, by IMDA for fixed line service.

## 9.3 DISCLAIMER

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

## 10. SUBMISSION

### 10.1 SUBMISSION PROCESS

10.1.1 Each Internet Service Provider must submit only **one (1) Proposal**.

10.1.2 Your Proposal must be submitted both in hardcopy and softcopy in accordance to the Format of Submission, as specified in paragraph 10.2.

10.1.3 All the above documents must be received by IMDA before the submission can be duly processed.

10.1.4 **Proposals must be submitted and reach IMDA on or before Monday, 25 November 2019, 5.00pm**. Submission received after the closing date will not be processed. IMDA reserves the right to reject Proposals not submitted in accordance with the Format of Submission.

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

## 10.2 Format of Submission

10.2.1 Internet Service Provider shall follow the general layout as outlined. Non-compliance to the format shall invalidate the submission, unless otherwise stated by IMDA.

### Documents to be submitted by each Internet Service Provider

<b>CFP Proposal Form</b>	:	The prescribed CFP Proposal Form must be completed, signed and submitted without any alteration. Any alteration to the CFP Proposal Form may invalidate the submission.
<b>Annex A</b>	:	Latest ACRA business profile of Internet Service Provider (not more than 6 months ago)
<b>Annex B</b>	:	Audited financial statements of the Internet Service Provider for the last three (3) years (not more than 18 months). If audited financial statements are not available, management accounts of the Internet Service Provider for the last three (3) years (certified true copy by a director as indicated in the ACRA business profile of the Internet Service Provider).
<b>Annex C</b>	:	Track Record / Client References
<b>Annex D</b>	:	<b><i>Applicable only to the Internet Service Provider who is not the product principle of the licensed software/hardware provided in the Proposal</i></b>  An official letter or equivalent from the product principal indicating that the Internet Service Provider is an authorised reseller / partner of the licensed software/hardware provided in the Proposal.
<b>Annex E</b>	:	Proposal, which state details including but not limited to: <ul style="list-style-type: none"> <li>a. Home Broadband plan(s) – Specification details of proposed broadband plan</li> <li>b. Internet-enabled device(s) – Brand, model and specification details of the proposed internet-enabled device. List of add-on mobile applications that may be pre-loaded in the internet-enabled device(s) by Internet Service Provider for the convenience of low-income households, e.g. SingPass Mobile, WhatsApp</li> <li>c. Provisioning support</li> <li>d. List of retail or distribution points across Singapore</li> <li>e. Contribution by organisation in-kind or cash per low-income households</li> </ul>

	<p>The monthly subscription cost stated shall be inclusive of prevailing GST.</p> <p><b>Please refer to Appendix B for an example of the minimum details required, as part of proposal.</b></p>
<b>Annex F</b>	Value-added services, support programme, tie-ups or any other customer and technical support.

### 10.3 Place and Time of Submission

10.3.1 One (1) original hardcopy and one (1) softcopy of the Proposal should reach IMDA no later than **Monday, 25 November 2019, 5.00pm.**

10.3.2 All Proposals must be clearly marked as “**Digital Access – Call For Proposal**”, and addressed to:

Attention to: Digital Inclusion Division  
 Infocomm Media Development Authority (IMDA)  
 10 Pasir Panjang Road, #03-01 Mapletree Business City, Singapore 117438

The softcopy of the Proposals shall be emailed to: [digitalaccess@imda.gov.sg](mailto:digitalaccess@imda.gov.sg).

10.3.3 IMDA reserves the right not to accept incomplete submissions. Proposal(s) are to be submitted in person to IMDA.

10.3.4 Enquiries regarding this Call for Proposal should be e-mail to: [digitalaccess@imda.gov.sg](mailto:digitalaccess@imda.gov.sg) before **Friday, 22 November 2019, 5:00 pm.**

## APPENDIX A – IMPORTANT NOTICES

Internet Service Providers submitting Proposals in response to the Digital Access – Call for Proposal (“**Participants**”) are deemed to have read and understood the following provisions:

### 1 Interpretation

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

“**Call for Proposal**” or “**CFP**” means the invitation issued by IMDA on **4 November 2019** to provide home broadband plan(s) and internet-enabled device(s) for low-income households, as part of Digital Access Programme.

“**Internet Service Provider**” means the business registered in Singapore that submits the Proposal in response to this Call for Proposal to offer home broadband plan(s) and internet-enabled device(s).

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

“**Subscription Plan**” refers to the software, hardware and services(s) which the Internet Service Provider provides to the Approved Applicant(s).

“**Proposal**” means any and all documents and information submitted by the Internet Service Provider in response to the Call For Proposal.

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

### 2 Disclaimers

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

- 2.2 Nothing in this CFP shall constitute a contract between IMDA and any Participant. Any Participant selected pursuant to this CFP for participation in the project shall be required to enter into a legally binding agreement with IMDA, the terms and conditions of which shall be agreed between the parties at a later date.

- 2.3 All submissions of Proposals, clarifications, discussions and presentations relating to this CFP are made entirely at the risk of the Participant.
- 2.4 IMDA does not make any representation or warranty, whether express or implied, or accept any liability for the completeness, relevancy, accuracy and/or adequacy of the information provided by IMDA in relation to this CFP.
- 2.5 IMDA does not make any representation of fact or promise to the future in respect of any project contemplated by IMDA relating to this CFP.
- 2.6 IMDA accepts no liability or obligation in relation to any Proposal submitted pursuant to this CFP and/or any subsequent clarifications, discussions or presentations thereon, whether requested by IMDA or otherwise. The Participant shall bear all costs and expenses associated with the preparation and submission of its Proposal, and any subsequent clarifications, discussions or presentations thereon. IMDA will, under no circumstances, be responsible for reimbursing any costs incurred by the Participant during the process, regardless of the conduct or outcome of the evaluation and selection process.
- 2.7 IMDA shall have the absolute discretion to accept or reject any Proposal, whether in whole or in part, without giving any reason whatsoever. The receipt by IMDA of any Proposal pursuant to this CFP shall under no circumstances impose any form of obligation or amount to an acceptance of or an agreement to abide by any terms or conditions stated therein or elsewhere on the part of IMDA.
- 2.8 IMDA shall have the absolute discretion, at any time, to terminate this CFP or to change the nature, scope, procedures or timelines for the CFP, including the proposal selection process and criteria. Under no circumstance shall IMDA incur any liability in respect of such termination or changes.
- 2.9 IMDA shall not owe any liability to any party for any loss or damage whatsoever (including loss of profit, savings, business contracts, or revenues, and all other forms of actual, direct, special, incidental, or consequential loss or damage) arising from or related to any response to this CFP, including but not limited to the submission of Proposals.

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

- 3.1 All proposals and other documents or materials submitted to IMDA pursuant to this CFP shall become the property of IMDA. Notwithstanding the foregoing and without prejudice to any subsequent agreement with IMDA to the contrary, any IP contained in any Proposal and/or such other document submitted to IMDA shall not be transferred to IMDA.
- 3.2 For the avoidance of doubt, all IP in any documents issued by IMDA pursuant to this CFP shall remain vested in IMDA.



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

- 4.1 IMDA may require any party receiving confidential information from IMDA in relation to or arising from this CFP to sign a written non-disclosure agreement setting out such party's confidentiality obligations in relation to such confidential information.
- 4.2 IMDA accepts no liability or obligation in relation to any confidential information disclosed to IMDA by a Participant pursuant to this CFP unless otherwise agreed by IMDA in a written non-disclosure agreement setting out IMDA's confidentiality obligations in relation to such confidential information.

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

- 5.1 Nothing herein shall prejudice or limit IMDA's right to seek recovery from the Participant for any loss, damage, costs, expenses, or liability incurred by IMDA and/or its officers, directors and employees, directly or indirectly arising out of or relating to the submission of the Proposal by the Participant and IMDA's retention and use thereof, including but not limited to any claim that the Proposal infringes any third party's IP rights.

**APPENDIX B – EXAMPLE OF PRICE SCHEDULE FOR ANNEX E**

<b>Category A – Home Broadband Plan</b>	
<b>Broadband Type</b>	<b>Monthly Subscription (Include GST)</b>
<b>Mandatory To Propose</b>	
Option 1: A lowest price broadband plan	
Option 2: A broadband plan that meets the minimum specification stated in CFP Requirement Specification, paragraph 5.2.1	
<b>Optional To Propose</b>	
Option 3: A broadband plan priced lower than monthly subscription cost of \$25.00 (include GST) (\$25.00 refers to the total cost payable by IMDA and the Approved Applicant)	
Option 4: Any other service or product that the Internet Service Provider may wish to propose as options for home broadband connectivity for low income households	

<b>Category B – Home Broadband Plan with an internet-enabled device</b>				
<b>Options of Internet-enabled device</b>	<b>Monthly Subscription (Include GST)</b>			
<b>Optional To Propose</b>				
	<b>Fibre Broadband plan bundled with tablet</b>	<b>Fibre Broadband plan bundled with smartphone</b>	<b>Fibre Broadband plan bundled with laptop</b>	<b>Fibre Broadband plan bundled with chromebook</b>
Option 1: A lowest price bundled plan				
Option 2: A bundled broadband plan that meets the minimum specification stated in CFP Requirement Specification, paragraph 5.2.1				
Option 3: A broadband plan priced lower than monthly subscription cost of \$25.00				

(include GST) bundled with Internet-enabled device.				
Option 4: Any other service or product that support that Internet Service Provider may wish to propose as option for home broadband connectivity and internet-enabled device for low income households				

**The proposal shall include specification of home broadband plan, and internet-enabled devices. This include:**

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

#### Broadband Specification

- Bandwidth: **xxx**
- Data Access: **xxx**
- Broadband Device/ Router/ Modem: **xxx**
- Digital Voice Calls: **xxx**

Internet Filtering and Security: **xxx**

Warranty: **xxx**

#### Internet-enabled Device Specification

- Brand: **xxx**
- Model: **xxx**
- Screen Size: **xxx**
- Operating System: **xxx**
- CPU Type: **xxx**
- RAM: **xxx**
- Internal Storage: **xxx**
- External Memory: **xxx**
- Adjustable Text Font Size: **Yes / No**
- Warranty: **xxx**

**Etc.**

#### Others

- Early Termination Charges: **xxx**

Cost Waiver for the following:

- Installation of Fibre Termination Point for residential homes that does not have available Fibre Termination Point, especially residential homes that are Home Passed but not Home Reached: Yes / No
- Registration and activation charges: Yes / No
- Relocation Requests: Yes / No
- Transfer of contract owner Yes / No

Contribution by organisation in-kind or cash per low-income households (if applicable)

- xxx
- xxx