

SINGAPORE CENTRE FOR CHINESE LANGUAGE
565 Balestier Road, #05-05, Singapore 329927
Tel: 64675667

Invitation to Quote

Date of Invitation: 5/10/2026

ITQ Ref No. ITQ-FY27-07-000020

To:

Address:

Tel No:

- 1) Please let us have your quotation (***exclusive of GST***) for the services specified below in your company letterhead and returning it to us by 17:00 (Time) on 18/10/2026 (Closing Date).
- 2) Where applicable, please attach brochures/catalogue/samples when submitting your quotation.
- 3) The quotation shall remain valid for 30 days from the closing date as stated above. On expiry of the offer, the vendor shall, if SCCL so requires, extend the validity of offer for a further period of 60 days from the aforesaid date of expiry.
- 4) SCCL reserves the right not to accept the lowest or any proposal and shall not be bound to assign any reason for the rejection. SCCL also reserves the right to award full quotation or part thereof and shall not be bound to assign any reason for the award.
- 5) Please note the possible risks of sending your quotation through the fax.

S/N	Description	Unit Price S\$	Total Amount S\$
1	Pls refer to the "Request for Quotation.pdf" <u>Other requirement:</u> Payment: 30 Days Credit Term upon satisfactory completion of the project and service delivery.		
Total amount (exclude GST)			

If you have any queries, please email Mr Cillin Tio at it_support@sccl.sg and Mr Tay Yong Xiang at yongxiang.tay@sccl.sg for clarification. Thank you.

Request for Quotation

The Singapore Centre for Chinese Language (“SCCL”) invites you to submit a formal proposal for the provision of Corporate Website Professional Services (hereinafter referred to as the “Services”) for SCCL, as detailed below:

1. Introduction

- 1.1 This is a Request for Quotation (RFQ) for the migration, maintenance, hosting and backend revamp services of SCCL corporate website (Chinese and English version) with the following URLs:

- <https://sccl.sg>
- <https://www.sccl.sg>

2. Scope of RFQ

- 2.1 A comprehensive plan which include project management, milestones, schedules, work breakdown structure and testing activities from the point of contract award.
- 2.2 Plan shall include requirements gathering, design, implementation, migration (if any), fall back plans, mitigation strategies, manpower and any other resources to ensure smooth and effective service delivery.
- 2.3 Plan shall also include a detailed, industry-standard Service Level Agreement (SLA), specifying key performance indicators (KPIs), response/resolution times, and availability targets to ensure optimal service performance and reliability.
- 2.4 Corporate Website Professional Services
- 2.4.1 The Awarded Supplier shall provide the following requirements:

A. Website migration services (if applicable), including:

1. Provide technical support to migrate the website, database and files from the current hosting platform to the new hosting platform.
2. Provide solution to achieve near-zero downtime during website migration even when the DNS record must be changed.

B. Website hosting services, including:

1. Managed web hosting for the website, including server infrastructure and uptime monitoring.
2. Singapore or Asia-Pacific hosting location preferred.
3. Implement and maintain security controls for hosting architecture.
4. Daily automated backup with restoration capabilities.
5. SSL certificate management and renewal.
6. Disaster recovery procedures and recovery testing.

C. Website maintenance services, including:

1. Manage and administer all third-party licences/plugins/extensions required by the website, both before and after backend revamp (refer to section D).

2. Provide technical and business support for the website via a dedicated channel and/or designated account manager.
3. Fix website bugs and errors if any.
4. Manage updates for the website, including security patches, for WordPress core, themes, plugins, as well as the website database and the web server. Testing of updates prior to deployment where practicable.
5. Deploy security patches within 72 hours for critical vulnerabilities, one month for high-risk vulnerabilities, and three months for medium- and low-risk vulnerabilities.
6. Quarterly updates and patch status report.
7. Provide Service Level Agreement (SLA) requiring responses to standard support requests within 48 hours and to emergency or urgent requests within one hour on the same day. Notify SCCL within 4 hours of any confirmed security incident.

D. Website backend revamp services, including:

1. Revamp the website Content Management System (CMS) from Joomla to WordPress.
2. Retain all existing backend functionality after revamp, including critical security features such as:
 - Multi-Factor Authentication (MFA) for administrative access.
 - Role-based access control.
 - Maintain audit logs for administrative actions.
3. Retain at least 95% of existing frontend look and feel, behaviour and workflow after revamp.
4. Test and launch the new website CMS. Tests include User Acceptance Test and vulnerability assessment to be conducted by NTU Centre for IT Services.
5. Provide training and handovers to SCCL administrators.

Scope of work (A) to (C) to be completed before **6 November 2026 (Friday)**, and (D) to be completed before **26 February 2027 (Friday)**.

3. Experience of the Supplier

- 3.1 The Awarded Supplier shall possess the necessary technical expertise in website migration (if applicable), maintenance, hosting and backend revamp involving Joomla, PHP, WordPress and MySQL. The Supplier shall demonstrate proven methodologies, secure handling frameworks, effective project management tools, a qualified and experienced team, and a verifiable track record in similar projects.
- 3.2 The Awarded Supplier shall detail in the proposal their approach, methodology, framework, and tools that will be used to execute the Services. This includes risk mitigation strategies and cyber security protocols.

4. Experience of assigned personnel

- 4.1 The Awarded Supplier shall propose a team of personnel with relevant experience in website migration (if applicable), maintenance, hosting and backend upgrade, as part of their proposal.

- 4.2 The same proposed list of assigned personnel shall also perform the Services as required until completion of the required Services. Any change in the assigned personnel during the review period shall be highlighted to SCCL at least ONE week in advance and subject to SCCL's approval.
- 4.3 SCCL reserve the right to object to any personnel assigned by the Supplier. SCCL reserve the right to not notify the Supplier of the reasons for the objection.
- 4.4 If the assigned personnel are not performing to the expectation or the contractual clauses, SCCL reserve the rights to request for a change of the personnel without any impact on the schedule and cost.
- 4.5 The Awarded Supplier shall assign a single point of contact (POC) and the POC shall report to SCCL on the project status.

5. Deliverables

- 5.1 The Supplier shall provide the following deliverables in soft copy (including editable formats), as part of the Services. This may include, but not limited, to the following:
- i. Project plan with key project timelines, approach, methodology and tools involved in the delivery of the service.

6. Evaluation Criteria

- 6.1 The following are the criteria and assigned weightages:

S/No	Criteria	Weightage
1	Quality • Effectiveness of solution (30%) • Experience & skills of personnel (15%) • Implementation & timeline (15%) • Proven credentials & track records of similar projects (10%)	70%
2	Cost Competitiveness	30%
Total		100%

7. Document Submissions

- 7.1 The closing date of submission is **18 Oct 2026 (Day), 5pm.**
- 7.2 Incomplete submission and submission received after the closing date and time may be liable for disqualification.
- 7.3 A complete Proposal shall include but not limited to:
- Annex A: Form of Declaration and Undertaking to Safeguard Confidential Information
 - Annex B: Price Breakdown

- Annex C: Track Records
- Annex D: Technical Data Information

- 7.4 Failure to submit above-mentioned documents may disqualify the proposal from further evaluation. Suppliers may submit additional supporting documents that may help SCCL in the evaluation of the quotations.
- 7.5 SCCL does not bind itself to accept the lowest or any offer. SCCL reserves the right to accept the offer in whole, in part or not awarded at all.
- 7.6 SCCL shall not be required to enter in any discussions, negotiations or correspondence of whatever nature with any contractor(s) regarding the reasons for non-acceptance of a quotation.

8 OTHER NOTES

- 8.1 The Awarded Supplier will be required to segregate SCCL's data from other clients.
- 8.2 The Awarded Supplier shall follow SCCL policies with regards to security incident management and escalation where applicable.
- 8.3 The Awarded Supplier shall follow the physical and logical access control set by SCCL on on-premises work (if any).

9 LIASION CONTACT

- 9.1 For all clarifications or enquiries, please email Mr Cillin Tio at it_support@sccl.sg and Mr Tay Yong Xiang at yongxiang.tay@sccl.sg

**FORM OF DECLARATION AND UNDERTAKING TO SAFEGUARD
CONFIDENTIAL INFORMATION**

REFERENCE NO.: ITO-FY27-07-000020

To: Singapore Centre for Chinese Language Limited (“SCCL”)

I, _____ HEREBY DECLARE that my attention has been drawn to the confidentiality obligations of _____
_____ [the Contractor’s Company Name] under the Invitations to Quotations and Conditions of Contract.

I HEREBY UNDERSTAND that all information as defined in the Quotation is of a strictly confidential nature and in the event of being unsuccessful in the Quotation bid, I shall, upon the request of SCCL, return any specifications, plans, drawings, patterns, samples or instructions issued by SCCL.

In consideration of being provided with any Confidential Information, I HEREBY UNDERTAKE to observe all provisions relating to the Confidential Information in the said Quotation and Contract as though the same had been imposed on me directly and that I will not disclose, communicate or otherwise release to any person such information in any form whatsoever, in accordance with the said Quotation and Contract.

Signature : _____

Name : _____

Designation : _____

Company : _____

Date : _____

* “Confidential Information” shall mean all information in any form or manner provided by SCCL to the Contractor or otherwise acquired by the Contractor in the course of or pursuant to this Contract relating to the Equipment, Works, the Requirement Specifications, SCCL and/or Affiliates, and/or their business, financial or other affairs.

ANNEX B**Price Breakdown**

S/N	Description of Services	One Time Cost
		(%)
1	Website migration (if applicable)	
2	Website backend revamp	
	Total Cost:	

S/N	Description of Services	Annual Cost
		(%)
1	Website hosting (1st year)	
2	Website maintenance (1st year)	
	Total Cost:	

S/N	Description of Services	Annual Cost
		(%)
1	Website hosting (optional 2-year extension)	
2	Website maintenance (optional 2-year extension)	
	Total Cost:	

Note

- (i) The unit cost shall be provided in Singapore dollars and exclude GST (Goods and Services Tax)

CONTRACTOR'S PARTICULARS AND TRACK RECORDS

1) **BizFile from ACRA or equivalent** (for companies not registered with ACRA) **dated not more than 3 months from quotation closing date.**

2) **Details of completed similar Projects in the past 4 years (since 2022)**

S/No	Description of Project	Name of organisation Contact details: 1. Name of contact person 2. Email address (if any) 3. Contact No.	Period		Final Contract Sum (S\$)	Any feedback / testimonial
			From	To		

Annex D

Corporate Website Professional Services Specifications		Compliance Yes / No	Description, Details, Comments, etc.
A. Website migration services (if applicable), including:			
A1.	Provide technical support to migrate the website, database and files from the current hosting platform to the new hosting platform.		
A2.	Provide solution to achieve near-zero downtime during website migration even when the DNS record must be changed.		
B. Website hosting services, including:			
B1.	Managed web hosting for the website, including server infrastructure and uptime monitoring.		
B2.	Singapore or Asia-Pacific hosting location preferred.		
B3.	Implement and maintain security controls for hosting architecture.		
B4.	Daily automated backup with restoration capabilities.		
B5.	SSL certificate management and renewal.		
B6.	Disaster recovery procedures and recovery testing.		
C. Website maintenance services, including:			
C1.	Manage and administer all third-party licences/plugins/extensions required by the website, both before and after backend revampe (refer to section D).		
C2.	Provide technical and business support for the website via a dedicated channel and/or designated account manager.		

Technical Data Information

Annex D

C3.	Fix website bugs and errors if any.		
C4.	Manage updates for the website, including security patches, for WordPress core, themes, plugins, as well as the website database and the web server. Testing of updates prior to deployment where practicable.		
C5.	Deploy security patches within 72 hours for critical vulnerabilities, one month for high-risk vulnerabilities, and three months for medium- and low-risk vulnerabilities.		
C6.	Quarterly updates and patch status report.		
C7.	Provide Service Level Agreement (SLA) requiring responses to standard support requests within 48 hours and to emergency or urgent requests within one hour on the same day. Notify SCCL within 4 hours of any confirmed security incident.		
D. Website backend revamp services, including:			
D1.	Revamp the website Content Management System (CMS) from Joomla to WordPress.		
D2.	Retain all existing backend functionality after revamp, including critical security features such as: • Multi-Factor Authentication (MFA) for administrative access. • Role-based access control. • Maintain audit logs for administrative actions.		
D3.	Retain at least 95% of existing frontend look and feel, behaviour and workflow after revamp.		
D4.	Test and launch the new website CMS. Tests include User Acceptance Test and vulnerability assessment to be conducted by NTU Centre for IT Services.		
D5.	Provide training and handovers to SCCL administrators.		

Technical Data Information