

1	Solution Category: Donor Management	Mandatory/ Preferred
1.01	Solution allows for cloud based, mobile based and/or web-based usage	Mandatory
1.02	General setup <ul style="list-style-type: none"> • Setup admin and user accounts for all employees • Setup/edit business units for different employee categories (e.g. geography, division, tenure) • Allow interface to be configurable by administrator • Internal routing and approval process 	Mandatory
1.03	Donor (including corporate donor) Self-Service Portal Enable the donors to self-service and donate online, including profile creation, viewing past donations and downloading of donation receipts	Preferred
1.04	Donor Profile Management <ul style="list-style-type: none"> • Categorise donors by individual or corporate, anonymous or identified donor • Segment donors such as based on demographic info, donation amount, campaign participation • Track overall donors info including donor history, preferences, communication • NRIC/FIN are required for tax-deductible receipts 	Mandatory
1.05	Donation Management <ul style="list-style-type: none"> • Manage online donation collection • Manage donation receipts including tax-deductible receipt • Manage recurring donations, pledge donation 	Mandatory
1.06	Fundraising Events <ul style="list-style-type: none"> • Enter/Edit fundraising details • Manage fundraising campaigns including description, goal, timeline • Track overall fundraising events 	Mandatory
1.07	Donor Communications and Engagement <ul style="list-style-type: none"> • Enter/Edit donor communication details • Push messages/notifications to donors • Track donor communication • Manage donor engagement, survey, feedback 	Mandatory
1.08	Dashboard and reports <ul style="list-style-type: none"> • Dashboard showing overall donor management • Generation of donor management related reports to analyse donation trends • Customisation of reports and dashboards for different stakeholders • Generate reports on donors, donation records, trends, IRAS submissions 	Mandatory
1.09	Batch upload and download Upload functionality to perform data import and export in formats such as excel, CSV, XML, txt etc	Mandatory
1.10	Audit Trail Maintains a full audit trail of all system activities for reporting and audit purposes (audit log)	Mandatory

1.11	OS Support Support the following OS e.g. Windows, iOS and Android	Mandatory
1.12	Open API System supports open API calls which allow data transfer between parties / systems	Mandatory
1.13a	Integration Capabilities <ul style="list-style-type: none"> • Payment gateways for donation processing • IRAS for submission of donation records 	Mandatory
1.13b	Integration Capabilities <ul style="list-style-type: none"> • Financial systems for financial management • Volunteer Management Solution, Giving.SG and Give.Asia for donation management • Social media platforms for donor engagement, fundraising, sharing fundraising events • Agency's website • SMS gateway to send SMS notifications for donors communication • Anti-money laundering system 	Preferred
1.14	Data Analytics One or more dashboards that provide an at-a-glance overview of charts/indicators with cross-filtering feature to help users analyse data and generate insights to make informed decisions. Data analytics capabilities to enhance fundraising. Use case examples include, but are not limited to: <ul style="list-style-type: none"> • Performance tracking: The analytics could monitor fundraising targets, track progress in real-time, and provide insights on campaign effectiveness across different time periods • Donor analysis: The system could analyse donation patterns and identify popular donation methods • Trend forecasting: The system could forecast donation patterns based on historical data and current trends • Automated reporting: Analytics could generate automated reports on monthly/annual donation summaries 	Mandatory
1.15	Personal Data Protection Does your solution collect, use, disclose, process or dispose personal data incorporate features supporting the obligations under the Personal Data Protection Act (2020)?	Mandatory

1.16	<p>Vulnerability Assessment Report</p> <p>Has your company engaged a qualified 3rd party to conduct a security vulnerability assessment of your solution in the last 12 months? If you are a reseller of the solution, please verify with your product principal that they have conducted a security vulnerability assessment of their solution by a qualified 3rd party in the last 12 months. If Yes, please indicate the name of the 3rd party assessor and date of the assessment test.</p> <p>Note:</p> <p>[1] Qualified 3rd party include Cybersecurity companies accredited under Accreditation@SGD Programme ; CREST-Certified companies or companies with equivalent certifications. Example of equivalent certifications can include, but not limited to: Offensive Security Certified Professional (OSCP); EC-Council Certified Security Analyst (ESCA [V10]); GIAC Penetration Tester (GPEN) and etc</p> <p>[2] Vendors need to submit vulnerability assessment report</p>	Mandatory
1.17	<p>Artificial Intelligence</p> <p>Incorporate artificial intelligence to generate output, identify items, or provide recommendations based on training models, providing benefits such as:</p> <ul style="list-style-type: none"> • Enhanced operational efficiency to maximise limited resources • Improved accuracy in beneficiary needs assessment and programme delivery • Data-driven insights for impact measurement and donor reporting • Cost-effective automation of routine administrative tasks • Personalised engagement with donors • Better prediction of community needs and programme outcomes • Streamlined reporting processes <p>with the ultimate goal of increasing social impact and improving programme effectiveness whilst maintaining cost efficiency</p>	Preferred

2	Solution Category: Volunteer Management	Mandatory/ Preferred
2.01	Solution allows for cloud based, mobile based and/or web-based usage	Mandatory
2.02	General setup <ul style="list-style-type: none"> • Setup admin and user accounts for all employees • Setup/edit business units for different employee categories (e.g. geography, division, tenure) • Internal routing and approval process • Allow interface to be configurable by administrator 	Mandatory
2.03	Volunteer Self Service Portal <ul style="list-style-type: none"> • Allows individuals to sign up as volunteers by providing personal info including birth date (MM-YYYY), language proficiency, skills, interests, day/time/locality preference, demographic (seniors/retirees, students, working adults) • Allows corporate to sign up as corporate volunteer • Allow individuals to update profile including language proficiency, skills, interests, day/time/locality preference • Register for events and view assigned tasks • Record interactions with clients and peers, enter client feedback (preferred) • Communication with agency including feedback (preferred) 	Mandatory
2.04	Volunteer Profile Management <ul style="list-style-type: none"> • Tagging volunteers by individual, corporate or both • Segmentation of volunteers such as by language preference, skills, interests, preference • Tracking of volunteers' attendance, involvement and volunteer hours • Manage assessment and training of volunteers • Manage background screening 	Mandatory
2.05	Volunteer Management <ul style="list-style-type: none"> • Manage volunteers matching based on skills and interests with specific roles or projects • Manage onboarding process for volunteers including training attendance, orientation sessions, tracking of completed training requirements, (preferred) training materials • Push messages/notifications to volunteers 	Mandatory
2.06	Calendar of Volunteer Opportunities <ul style="list-style-type: none"> • Enter/Edit volunteer opportunities such as time, location, roles, required skills, number of volunteers needed via shared calendar • Track overall volunteer opportunities • Manage volunteer sign-ups • Manage attendance 	Mandatory
2.07	Volunteer Communications and Engagement <ul style="list-style-type: none"> • Enter/Edit volunteer communication details • Track volunteer communication • Push messages/notifications to volunteers (preferred: festive and birthday greetings, thank you notes (post session), reminder (pre session), generate certificates requested by volunteers) • Manage volunteer engagement, survey, feedback 	Mandatory

2.08	Dashboard and reports <ul style="list-style-type: none"> • Standard report: Organisation's individual volunteers insights (including no. of volunteers, no. of unique volunteers, no. of regular volunteers* (weekly, monthly, at least 4 times a year, less than 4 times a year), no. of volunteer hours, no. of volunteer opportunities (no. of volunteers x frequency), no. of recurring volunteer roles (at least monthly for a period of minimally 6 months) • Standard report: Organisation's corporate volunteers insights (including no. of volunteers, no. of regular volunteers (weekly, monthly, at least 4 times a year, less than 4 times a year), no. of volunteer hours, no. of volunteer opportunities (no. of volunteers x frequency), no. of recurring volunteer roles (at least monthly for a period of minimally 6 months) • Standard report: Individual volunteer (including demographics, attendance and hours, years of service) • Standard report: Activity (including activity aggregation, attendance & hours by activity/batch/session) • Customisation of reports and dashboards for different stakeholders <p>*Regular Volunteers: Volunteers who serve with the agency at least four times a year (preferred: system to allow SSA to define the definition)</p>	Mandatory
2.09	Batch upload and download Upload functionality to perform data import and export in formats such as excel, CSV, XML, txt etc	Mandatory
2.10	Audit Trail Maintain a full audit trail of all system activities for reporting and audit purposes (audit log)	Mandatory
2.11	OS Support Support the following OS e.g. Windows, iOS and Android	Mandatory
2.12	Open API Support open API calls which allow data transfer between parties / systems	Mandatory
2.13	Integration Capabilities <ul style="list-style-type: none"> • Case Management Solution, Donor Management Solution, Learning Management Solution, Giving.SG and Give.Asia for donation management • Agency's website • SMS gateway to send SMS notifications for volunteer communication 	Preferred
2.14	Data Analytics One or more dashboards that provide an at-a-glance overview of charts/indicators with cross-filtering feature to help users analyse data and generate insights to make informed decisions. Data analytics capabilities to enhance volunteer management processes. Use case examples include, but are not limited to: <ul style="list-style-type: none"> • Geographical insights: Analytics could map volunteer distribution, identify high-engagement areas, and help target recruitment efforts more effectively • Trend forecasting: The system could forecast future volunteer retention rates based on historical data and current trends • Automated reporting: Analytics could generate automated reports on volunteer commitment level 	Mandatory
2.15	Personal Data Protection Does your solution collect, use, disclose, process or dispose personal data incorporate features supporting the obligations under the Personal Data Protection Act (2020)?	Mandatory

2.16	<p>Vulnerability Assessment Report</p> <p>Has your company engaged a qualified 3rd party to conduct a security vulnerability assessment of your solution in the last 12 months? If you are a reseller of the solution, please verify with your product principal that they have conducted a security vulnerability assessment of their solution by a qualified 3rd party in the last 12 months. If Yes, please indicate the name of the 3rd party assessor and date of the assessment test.</p> <p>Note:</p> <p>[1] Qualified 3rd party include Cybersecurity companies accredited under Accreditation@SGD Programme ; CREST-Certified companies or companies with equivalent certifications. Example of equivalent certifications can include, but not limited to: Offensive Security Certified Professional (OSCP); EC-Council Certified Security Analyst (ESCA [V10]); GIAC Penetration Tester (GPEN) and etc</p> <p>[2] Vendors need to submit vulnerability assessment report</p>	Mandatory
2.17	<p>Artificial Intelligence</p> <p>Incorporate artificial intelligence to generate output, identify items, or provide recommendations based on training models, providing benefits such as:</p> <ul style="list-style-type: none"> • Enhanced operational efficiency to maximise limited resources and volunteer time • Improved accuracy in beneficiary needs assessment and programme delivery • Data-driven insights for impact measurement and volunteering reporting • Cost-effective automation of routine administrative tasks • Personalised engagement with volunteers • Better prediction of community needs and programme outcomes • Streamlined reporting processes <p>with the ultimate goal of increasing social impact and improving programme effectiveness whilst maintaining cost efficiency</p>	Preferred

3	Solution Category: Integrated Donor and Volunteer Management	Mandatory/ Preferred
3.01	Solution complies with the aforementioned requirements for both donor and volunteer management?	Mandatory
3.02	<p>Dashboard and reports</p> <p>Does your solution come with a Dashboard and Reports Module which enables agency to perform the following functions?</p> <ul style="list-style-type: none"> • Generation of donor management related reports to analyse donation trends and performance of fundraising events • Generate reports on donors, donation records, trends, IRAS submissions • Standard report: Organisation's individuals insights (including donation and no. of volunteers, no. of regular volunteers (weekly, monthly, at least 4 times a year, less than 4 times a year), no. of volunteer hours, no. of volunteer opportunities (no. of volunteers x frequency), no. of recurring volunteer roles (at least monthly for a period of minimally 6 months) • Standard report: Organisation's corporate volunteers insights (including donation and no. of volunteers, no. of regular volunteers (weekly, monthly, at least 4 times a year, less than 4 times a year), no. of volunteer hours, no. of volunteer opportunities (no. of volunteers x frequency), no. of recurring volunteer roles (at least monthly for a period of minimally 6 months) • Standard report: Individual volunteer analytics (including demographics, attendance and hours, years of service) • Standard report: Activity analytics (including activity aggregation, attendance & hours by activity/batch/session) • Customisation of reports and dashboards for different stakeholders <p>*Regular Volunteers: Volunteers who serve with the agency at least four times a year (preferred: system to allow SSA to define the definition)</p>	Mandatory