REQUEST FOR PROPOSAL: RC26MM10

PROVISION OF A DONATION MANAGEMENT SYSTEM FOR REN CI HOSPITAL

Ren Ci Hospital is seeking proposals from qualified and experienced vendors for the supply, implementation, migration, support and maintenance of an enhanced Donation Management System (DMS) to support donation and fundraising operations, donor management, recurring donations, collection processing, regulatory compliance, reporting and future organisational growth.

Solution Overview

The proposed solution should provide a unified platform for managing donations across multiple channels of collection including PayNow, Giving.sg, GiveAsia, Cash, Cheque, GIRO, Credit Cards, AMEX, AXS, Singtel Dash and future donation channels. The solution should improve operational efficiency, reduce manual processing and strengthen compliance.

Scope of Requirements

- Multi-channel donation processing and reconciliation
- Centralised donor lifecycle management
- Recurring donation management
- Collection processing and receipt management
- OCR and AI-enabled automation
- Reporting, analytics and IRAS integration
- Integration with banking and collection platforms (OCBC preferred)
- Migration of more than 20 years of historical data
- Historical donation reporting and analytics, including the ability to identify, track and report on top donors by donation value, donation frequency, cumulative giving and donor segments on an annual, multi-year or historical basis.
- Customisable management dashboards that provide visibility into donation trends, collection performance, donor retention and major donor contributions.
- Fundraising, campaign management and donor engagement capabilities may be considered as future enhancements

Pre-Qualification Criteria

Vendors shall meet the following pre-qualification requirements for participation in the RFP exercise:

1. Relevant implementation experience: The vendor must have successfully implemented the donation management, fundraising, donor management or comparable solution for at least two charities, Institution of a Public Character, non-profit organisation or similar fundraising organisation. (For your experience, please share the client name, organisation type, solution implemented, implementation date and scope)
2. Availability of a suitable solution: The vendor must offer an existing solution capable of supporting donor management, donation processing, receipting, reporting and integration with relevant payment channels or platforms. (For the solution, please share the product name, short solution description and confirmation of the principal capabilities)
3. Data migration capability: The vendor must demonstrate experience in migrating donor, donation or comparable customer and transaction data from legacy systems, including data mapping, validation and reconciliation. (For the relevant migration example, please share the legacy source, information migrated, vendor's role and validation approach)

Registration of Interest

Interested vendors may email to both Ms Krystal Ng at **krystal_ng@renci.org.sg** and Mr Jason Chua at **jason_chua@renci.org.sg** to register your interest with above pre-qualification supporting documents submission. (i.e. year and duration of implementation, client profile, description of project).

Registration closing date: 11 Nov 2026, Wednesday, 12pm.

Please include the following details in your email:

- Registered Company Name
- Liaison Person
- Contact Details
- NDA (Non-Disclosure Agreement)

Any updates and / or changes to this notice will be communicated via email.