



Tender for Research Services to the Singapore Council of Women's Organisations

1. Introduction

The Singapore Council of Women's Organisations (SCWO) is the national coordinating body of women's organisations in Singapore, dedicated to advancing the ideals of "Equal Space, Equal Voice and Equal Worth" for women in Singapore. Through advocacy, public education, research, partnerships, and direct support services, SCWO works to uplift women across all stages of life and champion issues relating to gender equality, family violence, workplace inclusion, mental well-being, caregiving, and women's leadership.

As SCWO continues to strengthen its role as a leading advocate for women in Singapore, research and evidence generation have become increasingly important in informing policy advocacy, strengthening programmes and services, identifying emerging issues, and supporting collaborative efforts to improve outcomes for women, families and the wider community. Our research includes topics related to ageing, workplace, and violence against women.

We are seeking tenders for the provision of research services for a research study on domestic violence, with the aim of generating a holistic, multi-perspective understanding of the domestic violence landscape in Singapore in order to structurally strengthen the nation's overall prevention, intervention, and rehabilitation response. This research should be grounded in the lived experiences of survivors and perpetrators, as well as the frontline insights of social service and institutional professionals. The study will critically evaluate client awareness and experiences regarding available support systems. Furthermore, it will assess the accessibility, effectiveness, and systemic gaps within Singapore's current social service frameworks and legal mechanisms, including court processes and protection orders, to uncover actionable opportunities for long-term recovery and policy reform.

This tender document outlines the project scope, research requirements, submission requirements, evaluation criteria, and terms and conditions of the engagement. Tenderers are invited to submit proposals that demonstrate strong expertise and experience in conducting trauma-informed research involving vulnerable populations, and the capability to deliver robust, evidence-informed findings and actionable recommendations aligned with the objectives of this study.

2. Key Tender Information

2.1. Submission Deadline

Tenders must be submitted by **Tuesday, 4 August 2026 at 5pm.**

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2.2. Tender Briefing

An **optional virtual briefing** will be held on **Wednesday, 15 July 2026 at 3pm.**

Please register your interest in the virtual Tender Briefing by completing the Microsoft Form below by **Tuesday, 14 July 2026 at 11:59pm**. A meeting invitation and joining details will be sent to registered participants after your attendance has been confirmed.

The Microsoft Form can be accessed here:

https://forms.office.com/Pages/ResponsePage.aspx?id=q8ya_62pdU2a6p7sD8I9zqREw397K7hPsdixoAzBLg5UNjhFTVlaUk0yOEtavDdKTFRQREszT08zTy4u

2.3. Tender Submission

Submission Address

Tenders should be submitted using the tender box at the following address:

Singapore Council of Women's Organisations
96 Waterloo Street, Singapore 187967

2.4. Contact Persons

Any inquiries should be directed to:

Marilyn De Cotta
Manager, Research & Advocacy
marilyn@scwo.org.sg

With cc to:

Jamaica Hor
Director, Research & Advocacy
jamaica@scwo.org.sg

3. Project Overview

3.1. Project Title

Understanding Domestic Violence ("DV") in Singapore: Survivor and Perpetrator Experiences and Practitioner Insights on Support Systems and Gaps

3.2. Project Timeline

October 2026 – mid-August 2027

This timeline accounts for the required Ethics / Institutional Review Board (IRB) approval process. Should ethical clearance be secured ahead of schedule, the successful tenderer will

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be expected to adjust the project milestones accordingly to fast-track the final research deliverables.

4. Project Description

4.1. Aims and Objectives

The research should include the following but is not limited to:

Objective 1: Understanding the Domestic Violence Journey

- (a) Capture respondents' perspectives on how effectively the social service and legal systems (e.g. protection orders, court processes) have supported their DV journey.
 - (i) To understand lived experiences of survivors and perpetrators across different stages and types of domestic violence including financial abuse and intimate partner violence (within dating and marriage).
 - (ii) To identify the barriers and facilitators that influence help-seeking and engagement with support services, across stages of prevention, intervention, rehabilitation, recovery, and long-term support.
 - (iii) To identify systemic friction points and opportunities for earlier intervention.
 - (iv) To evaluate how institutional dependencies (e.g., public housing policies, childcare access, and social assistance frameworks) impact a survivor's choice and timeline to leave an abusive environment.
 - (v) To understand how survivors experience domestic violence beyond crisis resolution, including post-separation and post-divorce.

Objective 2: Evaluation of the Effectiveness and Potential Gaps in the Ecosystem

- (b) Identify areas where respondents feel that DV issues are not adequately addressed by existing services or legal mechanisms.
- (c) To explore what additional services, policies, or reforms are needed.
 - (i) To evaluate the effectiveness of existing social, legal and healthcare systems in responding to the types of domestic violence.
 - (ii) To assess the level of administrative fragmentation and trauma repetition experienced by survivors navigating a potentially disjointed ecosystem.
 - (iii) Identify critical areas where existing services and legal mechanisms inadequately address domestic violence
 - (iv) Frontline - to identify opportunities to strengthen domestic violence services, workforce training and capacity, policies and cross-sector collaboration.
 - (v) Explore the additional provisions, policies, and reforms needed to strengthen the overall ecosystem.

Objective 3: Understand Diverse Domestic Violence Experiences and Support Needs

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- (d) Assess awareness and perceptions/indications of (a) financial abuse and (b) intimate partner violence from the perspective of survivors, perpetrators and professionals.
 - (i) To understand awareness, recognition and lived experiences of diverse forms of domestic violence, particularly financial abuse and intimate partner violence.
 - (ii) To understand the unique experiences, barriers and support needs of different population groups experiencing domestic violence, such as unmarried mothers, single/divorced mothers, low-income earners, and non-citizen spouses.
 - (iii) To evaluate how effectively existing services and interventions address the needs of different forms of abuse and diverse population groups.

Objective 4: Understand Emerging Trends

- (e) Capture emerging trends on DV from the perspective of the professionals.
 - (i) To identify emerging trends, evolving risk factors and needs that professionals are observing in the (types of) domestic violence landscape
 - (ii) To investigate the prevalence and tracking of technology-facilitated abuse (e.g., digital surveillance, cyberstalking, and image-based coercion) within dating and domestic relationships.
 - (iii) To identify opportunities for strengthening future domestic violence prevention, intervention, policies and service delivery.

4.2. Scope of Services and Deliverables

4.2.1. Project Inception & Ethical Compliance

- (a) Detailed Project Implementation Plan: A master schedule outlining specific milestones, recruitment strategies, and resource allocation across all phases.
- (b) IRB Compliance Documentation: Preparation of the complete ethical review dossier as required, including trauma-informed Participant Information Sheets, Informed Consent Forms (PIS-CF), distress protocols, and data protection frameworks.
- (c) Official Ethical Clearance: The formal approval letter from an Institutional Review Board (IRB) or equivalent accredited independent ethics committee prior to any fieldwork commencement.

4.2.2. Desk Research – Literature Review

- (a) A comprehensive review of local, regional and global trends, policies, services / resources, pertaining to domestic violence, including financial abuse, intimate partner violence and technology-facilitated abuse (e.g., digital tracking, cyberstalking, and image-based manipulation.
- (b) Establish a robust evidence base to inform subsequent stages of the study by mapping out current support pathways, systemic gaps, emerging issues and promising practices in Singapore, regionally and globally.
- (c) Draft report of the literature review.

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4.2.3. Quantitative – Online Survey

- (a) Participant recruitment.
- (b) Development of all required materials and resources to conduct and complete the following activities:
- (c) Survey Instrument Design: A securely hosted online survey.
- (d) Target Respondent Profile: Social Service Professionals
 - (i) Caseworkers, counsellors, shelter staff, and others working in the DV response system
 - (ii) Minimum Sample Size: n = 100
- (e) Clean Quantitative Dataset: An anonymized, fully cleaned dataset in Excel.
- (f) First cut report of the survey within 5 working days of completion.

4.2.4. Qualitative – In-depth Interviews (IDIs) & Focus Group Discussions (FGDs)

- (a) Participant recruitment assisted by SCWO.
- (b) Development of all required materials such as discussion guides and resources to conduct and complete the following activities:
 - (i) In-depth Interviews (IDIs): Survivors (Female, minimum: n = 30) and Perpetrators (Male, minimum: n = 30). Requirement to ensure safety, anonymity, and adherence to relevant protocols
 - (ii) Focus Group Discussions (FGDs): Social Service Professionals (minimum: n = 30), Family Service Centres (FSCs), Protection Specialist Centres (PSCs), and DV-focused NGOs, in conducive group sizes not exceeding 6 per group
- (c) Verbatim Transcripts: Fully anonymized, verbatim written transcripts of all conducted IDIs and FGDs.
- (d) Qualitative Coding Framework (Codebook).
- (e) First cut reports of the IDIs and FGDs within 5 working days of completion of each segment.

4.3. Draft and Final Reporting

- (a) Draft Reports (subsequent to first cut reports)
- (b) Comprehensive Analytical Report: A fully written final report that synthesizes the desk research, quantitative findings, and qualitative insights. The report must deliver on all core objectives, detailing client awareness, system effectiveness, and emerging frontline trends.
- (c) Infographics: containing the summary the full report.
- (d) Actionable Policy Brief & Recommendations: An executive brief summarising the research objectives and mapping out recommendations for potential collaborations, workforce capability enhancements, new programs/initiatives and structural policy reforms.
- (e) Strategic Presentation: A formal closing presentation of the key research findings and actionable strategic outcomes to SCWO leadership and relevant stakeholders.

5. Eligibility Criteria

Tenderers must meet all the eligibility requirements set out below.

Failure to meet any criterion will result in the proposal being deemed non-compliant and excluded from further evaluation.

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5.1. Legal Status and Organisational Capacity

- (a) Be a legally registered entity (e.g. research institute, consultancy, university, or social research organisation).
- (b) Have a minimum of five (5) years' experience in conducting social science, policy, or applied research.
 - (i) OR Have project leads and members with a minimum of five (5) years' experience each, in conducting social science, policy, or applied research.

5.2. Relevant Research Experience

- (a) Demonstrate prior experience in domestic violence or related social policy research;
- (b) Demonstrate experience in the following research methodologies:
- (c) Desk-based research, including literature reviews and analysis of government or secondary data sources;
- (d) Quantitative research methods, including online surveys;
- (e) Qualitative research methods, including In-depth Interviews (IDIs) and Focus Group Discussions (FGDs);
- (f) Demonstrate experience working with other clients in similar sectors for similar projects.

5.3. Ethical Review and Safeguarding

- (a) Have the capability or are able to assist in obtaining clearance from an Institutional Review Board (IRB) or equivalent Ethics Review Committee.
- (b) Experience in managing sensitive or confidential data in accordance with ethics requirements.
- (c) Demonstrate established procedures for:
 - (i) Informed consent;
 - (ii) Confidentiality and personal data protection;
 - (iii) Safeguarding, distress management, and referral protocols for vulnerable participants.

5.4. Project Team and Resources

- (a) Appoint a Project Lead with appropriate academic or professional qualifications and relevant research experience.
- (b) Demonstrate adequate staffing and resources to facilitate multiple FGDs, interviews, and surveys within the stipulated timelines.
- (c) Participant recruitment capability, with the ability to recruit participants across the required respondent groups while maintaining confidentiality and ethical safeguards.

5.5. Local Contextual Understanding

- (a) Demonstrate knowledge of the Singapore social and policy context or provide evidence of collaboration with local partners or researchers.
- (b) Demonstrate the ability to contextualise international research findings in the local environment.

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6. Evaluation Criteria

Only proposals that meet all eligibility criteria will be evaluated. Proposals will be assessed based on the following criteria and weightings.

6.1. Technical Quality and Methodological Soundness (30%)

6.1.1. Research Design and Methodology (15%)

- (a) Appropriateness and robustness of the proposed research design for each study;
- (b) Clarity and feasibility of sampling and recruitment strategies;
- (c) Suitability of proposed qualitative and quantitative data collection methods;
- (d) Proposed sample sizes, with at least the minimum as stated;

6.1.2. Data Analysis and Deliverables (15%)

- (a) Soundness of the proposed data analysis approach;
- (b) Ability to integrate findings from desk research and primary data collection;
- (c) Quality and clarity of proposed outputs
- (d) Relevance of findings to policy and programme development.

6.2. Relevant Experience and Track Record (15%)

- (a) The tenderer's experience in conducting comparable research projects;
- (b) Experience working with the specified target groups;
- (c) Quality, relevance, and outcomes of previous research assignments.
- (d) Demonstrated capability and track record in independently securing external Institutional Review Board (IRB) or equivalent ethical clearance, alongside a proven track record of executing trauma-informed participant safeguarding protocols.

6.3. Price and Value for Money (20%)

- (a) Overall cost-effectiveness of the proposal in relation to the scope and complexity of the work;
- (b) Clarity and justification of the cost breakdown;
- (c) Efficient use of resources while maintaining research quality.

6.4. Project Management and Implementation Plan (15%)

- (a) Realism and coherence of the proposed project timeline;
- (b) Clarity of milestones, deliverables, and reporting arrangements;
- (c) Adequacy of project governance and internal quality assurance mechanisms.

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6.5. Ethical Considerations and Risk Management (20%)

- (a) Adequacy of ethical safeguards and participant protection measures;
- (b) Clarity of procedures for ethics approval and compliance;
- (c) Measures to manage risks related to sensitive disclosures, emotional distress, and participant safety;
- (d) Data security and confidentiality arrangements.

7. Submission Requirements

7.1. Submission Checklist

Tenderers shall submit the following information or documents as part of the tender proposal:

- (a) Company Profile and ACRA Registration
- (b) Company's Track Records, Relevant Project Experience and Testimonials
- (c) Project Team Profile(s) and CVs
- (d) Research Proposal
- (e) Project Timeline and Work Plan
- (f) Project Governance and Quality Assurance Plan
- (g) Evidence of previous IRB or Ethics Review approvals / process
- (h) Description of expected steps and documents for this project to obtain IRB/ethics approval
- (i) Descriptions of Ethical and Participant Safeguarding Plan
- (j) Conflict of Interest Disclosure and Acceptance of Terms Statement [Annex A]
- (k) Price Schedule [Annex B]

7.2. Mode of Submission

- (a) Tenders should be submitted using the tender box at the following address:

Singapore Council of Women's Organisations
96 Waterloo Street, Singapore 187967

- (b) The Tender Offer is to be put in a sealed envelope. On the back of the envelope should state:
 - (i) Project Title - Understanding Domestic Violence in Singapore: Survivor and Perpetrator Experiences and Practitioner Insights on Support Systems and Gaps
 - (ii) the closing date and time of the tender - *Tuesday, 4 August 2026, 5pm*;
 - (iii) the name and address of the tenderer.
- (c) All physical documents and materials must be submitted into the Tender Box at the same time.
- (d) The submitted physical documents should be made available in softcopy and emailed to SCWO at the following Email Inbox addresses:

Marilyn De Cotta
marilyn@scwo.org.sg

With cc to:

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Jamaica Hor

jamaica@scwo.org.sg

- (e) It will be the responsibility of the tenderer to ensure delivery into the Tender Box and Tender Email Inbox.
- (f) Any Tender Offer delivered into the Tender Box after the closing time on the closing date will **NOT** be considered.
- (g) The Tender Offer must include an address where, in the event that any notice request, waiver, consent or approval required to be sent can be directed to.
- (h) SCWO reserves the right to reject Tender Offers not submitted in accordance with the mode(s) of submission specified.

8. Terms and Conditions

8.1. Confidentiality

8.1.1. Confidential Information

- (a) Definition: Confidential Information includes all information disclosed by SCWO either directly or indirectly, in writing, orally, or by inspection of tangible objects, that is designated as "Confidential," "Proprietary," or some similar designation.

8.1.2. Obligations of the Tenderer

- (a) Non-Disclosure: The tenderer agrees not to disclose any Confidential Information to third parties without the prior written consent of SCWO.
- (b) Use of Information: Confidential Information shall only be used for the purpose of preparing and submitting a tender proposal and for no other purpose.
- (c) Protection of Information: The tenderer must take all reasonable measures to protect the confidentiality of the Confidential Information, using the same degree of care that it uses to protect its own confidential information, but in no event less than a reasonable degree of care.
- (d) Limitation on Disclosures: The tenderer may disclose Confidential Information only to its employees, consultants, or subcontractors on a need-to-know basis, provided that such individuals are bound by confidentiality obligations at least as protective as those set forth in these terms and conditions.

8.1.3. Exclusions from Confidentiality

- (a) Public Domain: Information that is or becomes publicly available without breach of any obligation of confidentiality.
- (b) Rightful Possession: Information that was already in the possession of the tenderer without obligation of confidentiality prior to disclosure.
- (c) Independently Developed: Information that was independently developed by the tenderer without use of or reference to the SCWO's Confidential Information.

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- (d) Legal Requirement: Information that is required to be disclosed by law, provided that the tenderer gives SCWO prompt notice of such requirement and cooperates with the SCWO's efforts to obtain a protective order or other remedy.

8.1.4. Return or Destruction of Information

- (a) Upon completion of the tendering process or at SCWO's request, the appointed tenderer shall promptly return all Confidential Information.

8.1.5. Breach of Confidentiality

- (a) Notification: The appointed tenderer must immediately notify the SCWO of any unauthorised use or disclosure of Confidential Information.
- (b) Remedies: SCWO shall be entitled to seek injunctive relief and any other remedies available at law or in equity in the event of a breach or threatened breach of these confidentiality obligations.

8.2. Duration

- (a) The confidentiality obligations shall survive the completion of the tendering process and shall continue until the earlier of: (i) such time as all Confidential Information SCWO disclosed under this agreement becomes publicly known and is made generally available through no action or inaction of the tenderer or (ii) [99] years from the date of disclosure. However, to the extent that the tenderer has disclosed information to SCWO that constitutes a trade secret under law, the tenderer shall protect that trade secret for as long as the information qualifies as a trade secret.

8.3. Intellectual Property

All content including data, transcripts, reports and any materials produced under this engagement shall remain the property of SCWO unless otherwise agreed in writing.

8.4. Miscellaneous

- (a) Entire Agreement: These terms and conditions constitute the entire agreement between the parties with respect to the confidentiality of the tendering process and supersede all prior agreements and understandings.

8.5. Conflict of Interest

Please find the Conflict of Interest Disclosure section in **Annex A**.

8.5.1. Declaration of Conflicts of Interest

- (a) Obligation to Disclose: The tenderer must disclose any actual, potential, or perceived conflicts of interest that may affect their ability to perform the services outlined in the tender.

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- (b) Definition of Conflict of Interest: A conflict of interest includes any situation where the tenderer's personal interests, relationships, or financial interests could influence, or appear to influence, their ability to act in the best interests of the organisation.
- (c) Disclosure Form: The tenderer must complete and submit a Conflict of Interest Disclosure Form as part of their tender submission. This form must detail any relationships, transactions, or circumstances that may constitute a conflict of interest.
- (d) Ongoing Obligation: The tenderer has an ongoing obligation to disclose any conflicts of interest that arise after the submission of the tender and during the term of any resulting contract.

8.5.2. Evaluation and Mitigation

- (a) SCWO's Rights: SCWO reserves the right to assess and determine the significance of any disclosed conflicts of interest and to take appropriate measures to mitigate or eliminate such conflicts. This may include disqualifying a tenderer from the tendering process.
- (b) Cooperation: The tenderer agrees to cooperate fully with SCWO in addressing any conflict-of-interest issues and to comply with any requirements or conditions imposed by the organisation to manage or mitigate conflicts of interest.

8.6. Acceptance of Terms

Please find the Acceptance of Terms section in **Annex A**.

8.6.1. Acknowledgement and Acceptance

- (a) Review of Terms: By submitting a tender, the tenderer acknowledges that they have read, understood, and agree to be bound by all terms and conditions set forth in the tender documents.
- (b) Confirmation of Acceptance: By signing the Terms Statement in their tender submission, confirms the tenderer's acceptance of the terms and conditions. This statement should be signed by an authorised representative of the tenderer.

8.6.2. Binding Agreement

- (a) Legal Obligation: The submission of a tender constitutes a legally binding offer by the tenderer to provide the services described in the tender documents in accordance with the terms and conditions specified therein.
- (b) Acceptance by SCWO: SCWO's acceptance of the tenderer's proposal, as evidenced by a written notification or the execution of a contract, will create a binding agreement between the organisation and the tenderer.

8.6.3. Non-Acceptance Consequence

- (a) Rejection of Tender: Failure to accept the terms and conditions of the tender documents may result in the rejection of the tenderer's submission.
- (b) Compliance Confirmation: SCWO reserves the right to request additional information or documentation from the tenderer to verify their acceptance of the terms and conditions.

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9. Contract Details

9.1. Contract Type

Fixed-price contract

9.2. Payment Terms

Payment will be tied to deliverables completed (i.e., report completions).

9.3. Duration of Contract

Oct 2026 to mid-August 2027

9.4. Termination Clause

SCWO reserves the right to terminate the engagement in the event of unsatisfactory performance, material breach of obligations, misconduct, breach of confidentiality, reputational concerns, or any other circumstances deemed to materially affect the successful delivery of services under the engagement.

The appointed vendor may also request termination of the engagement subject to written notice and completion of any outstanding agreed deliverables where applicable.

The final terms and conditions relating to the engagement, including without limitation performance expectations, service standards, remedies, notice requirements, termination provisions, confidentiality obligations, and other contractual matters, shall be subject to the formal appointment or engagement contract to be entered into between SCWO and the appointed vendor.

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**10. Annex A - Conflict of Interest Disclosure and Acceptance of
Terms Statement**

Conflict of Interest Disclosure

I, _____ on behalf of _____,
[Name of Person in Charge] [Company Name]

hereby declare that, to the best of my knowledge and belief, we have no actual, potential, or perceived
conflicts of interest in connection with our submission for the **Provision of Research Services at SCWO**.

If any conflict of interest arises during the term of the contract, I will promptly disclose it to SCWO.

Acceptance of Terms

I, confirm that we have read, understood, and agree to be bound by all terms and conditions outlined
in the tender documents for the **Provision of Research Services at SCWO**.

Company Name	Company Stamp
Name of Person in Charge	Signature of Person in Charge
Date	

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11. Annex B – Price Schedule Template

Summary of Total Costs

Item	Description	Cost
A	Project Costs	
B	GST (9%)	
Total Tender Price	A + B	
If applicable:		
Optional		
GST		
Optional + GST		

A. Project Costs

Item	Unit Cost	Total Cost
1. Ethics		
1a. Ethics / IRB application, up to approval		
2. Desk Research - Literature Review		
2a. Literature Review and Landscape Mapping		
2b. Reporting on Literature Review		
3. Quantitative - Online Survey		
3a. Participant Recruitment and		
3b. Questionnaire development		
3c. Fieldwork and associated execution		
3d. Tokens of Appreciation / Incentives for Participants	Per participant =	
3e. Quantitative Dataset		
3f. Report of quantitative survey		
4. Qualitative - In-Depth Interviews (IDI) and Focus Group Discussion (FGD) – In-person		

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4a. Participant Recruitment		
4b. Tokens of Appreciation / Incentives for Participants / Refreshments	Per participant =	
4c. Screener and Discussion Guide Development		
4d. Fieldwork and Moderation (n = 20 Groups)		
4e. Qualitative Coding Framework (Codebook)		
4f. Transcripts		
4g. Report for qualitative IDI and FGD		
5. Final Reports		
5a. Full Combined Report (Word Document)		
5b. Infographics		
5c. Policy Brief & Recommendations		
5d. Presentation		
Subtotal		

B. Optional Costs

Item	Unit Cost	Total Cost
Subtotal		