



Tender Briefing: Provision of Research Services to SCWO

Wednesday, 15 March 2026, 3pm

About SCWO

- The Singapore Council of Women's Organisations (SCWO) is a non-profit organisation dedicated to **coordinate and unite women's organisations and leaders** to work towards the ideals of '**Equal Space, Equal Voice and Equal Worth**' for women in Singapore.
- SCWO has been **researching on matters of interest to women's lives and livelihood**, as well as advocating for gender equality, gender neutrality, and gender parity. This is done by looking into and raising awareness on the pressing issues related to ageing, workplace, and violence against women.
- We are seeking tenders for provision of research services. This briefing outlines the **requirements and process for submission**.

Tender Parameters

1. Submission deadline

- a) Tuesday, 4 August 2026 at 5pm

2. Project Timeline

- a) 11 months: October 2026 – mid-August 2027
- b) This timeline accounts for the expected Ethics / Institutional Review Board (IRB) approval process.

3. Submission of IRB / Assist SCWO with IRB submission

Tender Submission Checklist

1. Company Profile and ACRA Registration
2. Company's Track Records, Relevant Project Experience and Testimonials
3. Project Team Profile(s) and CVs
4. Research Proposal
5. Project Timeline and Work Plan
6. Project Governance and Quality Assurance Plan
7. Evidence of previous IRB or Ethics Review approvals / process
8. Description of expected steps and documents for this project to obtain IRB/ethics approval
9. Descriptions of Ethical and Participant Safeguarding Plan
10. Conflict of Interest Disclosure and Acceptance of Terms Statement [Annex A]
11. Price Schedule [Annex B]

About Research Tender

1. Research Title

- a) Understanding Domestic Violence in Singapore: Survivor and Perpetrator Experiences and Practitioner Insights on Support Systems and Gaps

2. Project Brief

- a) SCWO intends to conduct a study to understand the **lived experiences** of survivors and perpetrators of domestic violence, and their **interactions** with Singapore's social service and legal systems.
- b) The study will evaluate the **effectiveness** of existing support systems, identify **barriers**, service and policy **gaps**, **emerging issues**, and **opportunities** to strengthen prevention, intervention and long-term support for individuals affected by domestic violence.

Purpose of Study/Tender

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.

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

- a. Identify areas where respondents feel that DV issues are not adequately addressed by existing services or legal mechanisms.
- b. To explore what additional services, policies, or reforms are needed.

Objective 3: Understand Diverse Domestic Violence Experiences and Support Needs

- a. Assess awareness and perceptions/indications of (a) financial abuse and (b) intimate partner violence from the perspective of survivors, perpetrators and professionals.

Objective 4: Understand Emerging Trends

- a. Capture emerging trends on DV from the perspective of the professionals.

Scope of Work

Phase 1: Desk Research

1. Literature Review on local and international/global trends, policies, services and resources pertaining to domestic violence, including financial abuse and intimate partner violence and including:
 - a) Mapping the current domestic violence ecosystem and available support pathways
 - b) Reviewing existing evidence on the effectiveness of legal and support interventions
 - c) Identifying documented service gaps, barriers and emerging issues
 - d) Examining promising practices and policy approaches adopted internationally

Phase 2: Quantitative Online Survey

1. Design, administer, and analyse an online survey to understand the professional insights of the systems' effectiveness in DV response as well as gaps.
2. The proposed sample includes a minimum of 100 social service professionals working within Singapore's DV ecosystem, comprising representatives from relevant social service agencies and other stakeholders involved in domestic violence response

Phase 3: Qualitative Research

1. Conduct in-depth interviews and focus group discussions to explore lived experiences, service touchpoints and recommendations for improving the social service system.
2. 30 survivors (in-depth interviews) ; 30 perpetrators (in-depth interviews) ; 30 professionals (through focus group discussions)

Updates in the Tender Document (15 Jul)

1. **Section 4.1 Aims and Objectives**

- a) Social service refers to organisations and services that provide support to individuals experiencing domestic violence, such as Family Service Centres (FSCs), Protection Specialist Centres (PSCs), shelters, counselling services, and other community support organisations.

2. **Section 4.2.3 Quantitative – Online Survey**

- a) Ensure diversity of experiences where participants should be recruited across multiple service pathways

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

- a) Ensure diversity of experiences where participants should be recruited across multiple service pathways

Overall Deliverables of Research Study

1. Research design and methodology
2. All Ethics/IRB application and support up to approval
3. Compliance with ethics requirements
4. Participant recruitment and fieldwork
5. Data collection and analysis
6. Interim progress updates
7. Final report combining findings across all phases
8. Presentation of findings to SCWO and relevant stakeholders

Eligibility Criteria

1. Be a **legally registered entity**
2. Relevant organisational experience, with at least five **(5) years' experience** conducting social science, policy or applied research in Singapore.
3. Experience with relevant research expertise, including:
 - a. Desk-based research and literature reviews
 - b. Quantitative and qualitative research methodologies (including surveys, in-depth interviews and focus group discussions)
 - c. Research involving vulnerable populations using trauma-informed approaches
4. Capabilities in ethics and safeguarding, including:
 - a. Experience supporting or obtaining IRB/ethics approval;
 - b. Established procedures for informed consent, confidentiality, secure data management, and participant safeguarding.
5. Participant recruitment capability, with the ability to recruit participants across the required respondent groups while maintaining confidentiality and ethical safeguards.
6. Experience in managing sensitive or confidential data in accordance with ethics requirements.
7. Knowledge of the Singapore context, including familiarity with Singapore's social service landscape, policy environment and domestic violence ecosystem.
8. Declaration of any actual, potential or perceived conflicts of interest that may affect the impartiality or independence of the research via Annex A.

Tender Closure and Contact

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

Submission Address

Singapore Council of Women's Organisations
96 Waterloo Street, Singapore 187967
Level 1 Lobby

[Office hours only]

Contact Persons

Marilyn: marilyn@scwo.org.sg
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Q&A

FAQ – Consolidated Part 1

- 1. Total database size for each segment for recruitment (for either hybrid free find + database recruitment and/or full database recruitment) for both qualitative and quantitative**
 - SCWO will facilitate introductions to relevant shelters and organisations to support the recruitment of survivors and perpetrators.
 - The vendor will be responsible for managing the recruitment process for these participants.
 - Recruitment of professional participants will be the vendor's responsibility, including identifying, approaching, and recruiting suitable respondents from relevant organisations, while ensuring compliance with the agreed recruitment strategy and ethical requirements.
- 2. Any previous studies the team has conducted before?**
 - SCWO has conducted previous studies within the social sector, but not specifically on domestic violence.
- 3. Any context or explanations for target sample sizes and designs e.g., if targeting 40 survivors, why 40? Was there a segmentation/split of subsegments the team was targeting?**
 - The proposed sample sizes represent the minimum agreed with key stakeholders, including MSF.
 - Tenderers are encouraged to propose appropriate participant groupings and segmentation as part of their research design and methodology, which will form part of the evaluation.

FAQ – Consolidated Part 2

1. Target timelines for the study

- The indicative project timeline is from October 2026 to mid-August 2027.
- Tenderers should propose a work plan that allocates adequate time for ethics approval, participant recruitment, data collection, analysis, and reporting to ensure the successful delivery of the study objectives.

2. Is the vendor required to do the entire ethics approval process or just help with questions?

- The appointed vendor will be expected to lead and manage the ethics review process, including preparing the necessary documentation and addressing queries raised by the ethics review board.
- The vendor should assume responsibility for obtaining the necessary ethics approval prior to commencing data collection.

3. Will SCWO be able to provide participant support services (e.g., counselling, reporting hotlines, welfare checks, or other safeguarding support)

- Tenderers should include appropriate participant support and referral procedures as part of their safeguarding protocol.
- SCWO may, where appropriate, facilitate referrals to relevant support services, including counselling, on a case-by-case basis.

FAQ – Consolidated Part 3

1. **Any target budget the team is looking for us to work within?**
 - Between SGD100,000 to SGD200,000
2. **Will our company still be eligible if we have not previously obtained IRB approval but have the capability to manage the IRB process for this study?**
 - Yes. Vendors without prior experience obtaining IRB approval may still participate in the tender.
 - However, they should demonstrate a clear understanding of the IRB process and the capability to obtain the necessary ethics approval and manage the associated requirements for this study.



Singapore Council of Women's Organisations

Equal **Space.** Equal **Voice.** Equal **Worth.**

www.scwo.org.sg