

REQUIREMENT SPECIFICATION

TITLE : PROVISION OF WHEELCHAIR ACCESSIBLE TRANSPORTATION SERVICE FOR PATIENT'S OCCUPATIONAL THERAPY SESSION

1. Introduction

- 1.1 The National Kidney Foundation (“**NKF**”) wishes to invite Tenderer (the “**Tenderer**”) for the provision of transport service for patients’ Occupational Therapy sessions, such service as described in Scope of Service (the “**Services**”) to all NKF Occupational Therapy centres in Singapore.

2. Scope of Service

- 2.1 The Tenderer shall perform the Services according to the requirements specified in **Annex A**.

3. Requirement and Delivery Schedule

- 3.1 The Services shall be delivered to such of NKF’s Occupational Therapy centres as NKF shall stipulate from time to time. Please refer to **Annex C** for the detailed listing of NKF’s Occupational Therapy centres (as at date of this document). For the avoidance of doubt, NKF reserves the right at any time to increase or decrease the number of and to vary and /or change the location of any or all of the listed Occupational Therapy centres.
- 3.2 The estimated number of patients requiring transport to Occupational Therapy Sessions can be up to 5 per day per centre, depending on requests. This number is subject to changes due to patient cancellation of therapy session due to feeling unwell, hospitalization, deceased or out of the dialysis programme.
- 3.3 The patient appointment schedule will be sent to the Tenderer approximately 1 week in advance. Tenderer will inform the Occupational Therapist the pickup time for patient.
- 3.4 Tenderers would be informed of any cancellation not lesser than 60 minutes before the appointed collection time. If such a situation arise, there would not be any cancellation fees charged.
- 3.5 Tenderers to inform Therapy Department if patient/family contacted Tenderer(s) of any cancellation (just in case that patient/family forgot to inform Therapy Department)

4. Validity period

- 4.1 The Tenderer shall provide the Services over a period of **twelve (12)** months, from **March 2020** to **February 2021**, subject to extension of the period of appointment by NKF.

5. Submission of Invitation to Quote

- 5.1 The quotation submitted by the Tenderer shall be as in “**Price Schedule**”.
- 5.2 The address of all the Occupational Therapy centres have been indicated for Tenderer's reference only (**Annex C**).
- 5.3 The Tenderer is required to provide the following information and/or documents to NKF:
 - 5.3.1 Vehicle registration with MOH and/or LTA;
 - 5.3.2 All tender documents mentioned in point 2 of the Invitation to Quote
 - 5.3.3 Annexes A to D
 - 5.3.4 In-house training records of drivers on how to handle wheelchair bound patients (for wheelchair accessible transport service);
 - 5.3.5 Insurance document covering both vehicle and passenger;
 - 5.3.6 Accredited Certificates
 - 5.3.7 Latest annual report or published accounts;
 - 5.3.8 Original copy of the information on the latest business profile by the Accounting and Corporate Regulatory Authority (ACRA). The date of the business profile should be no more than thirty (30) days from the date of submission;
 - 5.3.9 Track record
 - 5.3.10 Name and contact details of at least two (2) reference customers (Reference check may be conducted on the references provided by the Tenderer)
 - 5.3.11 Testimonials from clients
 - 5.3.12 Public Liability insurance
 - 5.3.13 Any other documents relevant to the tender of service
- 5.4 All quotations submitted by the Tenderer must indicate the prices applicable for the estimated numbers of Services specified in point 3 above.

ANNEX A

**SCOPE OF SERVICE FOR WHEELCHAIR ACCESSIBLE
TRANSPORTATION SERVICE FOR PATIENT'S OCCUPATIONAL
THERAPY SESSION**

1. Scope of Work for Wheelchair Accessible Transport

- i. To provide transport service only for NKF patients receiving Occupational Therapy Services.
- ii. The service required by each patient could be that of a single trip (patient's home to NKF Occupational Therapy centre or NKF Occupational Therapy centre to patient's home) or a round trip (from patient's home to NKF Occupational Therapy centre and back).
- iii. The service required will also have to include option for Group pickups (multiple pick ups from patients' homes to NKF Occupational Therapy centre and back). Each group pick up will cater for up to 4 patients.
- iv. For all trips, be it individual or group pickups, the service required will need to allow caregivers to travel with the patient.
- v. The service required will have to include option for pick up from patient's home unit as well as patient's void deck and drop off at Therapy Centre clinic or front entrance of building of Therapy centre. Return trip will likewise include option for pick up and drop off from clinic or front entrance of building to patient's home unit or void deck. Please state clearly on ability to pick up from patient's home (return trip able to drop patient back home).
- vi. For Group trips where a patient requires pick up from his home unit to the vehicle, the Tenderer will have to ensure that there is another staff with the remaining patients in the vehicle while the patient is being escorted from home to the vehicle, and likewise for the return trip from vehicle to home.
- vii. For patients conveying on wheelchair, they must be secured by safety belt onto the wheelchair, and the wheelchair must be well secured to prevent it from stirring/moving.
- viii. In the event of any resistance from the patient with regards to the arrangement, the Tenderer shall inform the Occupational Therapist of NKF. Tenderer will still have to make a trip to the Occupational Therapy centre to stamp the acknowledgement slip even if the patient refuses to go for therapy. Such trip would be considered as single trip.
- ix. Tenderer shall inform the respective Occupational Therapy Centre of any delays in ferrying patients.
- x. Tenderers to inform Therapy Department in the event of any delay or early pick up of patients (from home or IRC/HQ). Delay in pick up of patients should not be more than hour (with the understanding to factor in traffic conditions).
- xi. In cases where patients are ferried from the Occupational Therapy centres to the hospitals for their follow up appointment etc, such cases are not considered as within the appointed scope of service and the patients will bear the cost involved in such cases. For the avoidance of doubt, NKF shall not in any way be responsible for the costs of services not within this scope of service. The additional costs (if any) must be resolved with the patient direct and NKF shall not, howsoever or whatsoever, be responsible for the patient's safety/well being for this part of the trip. Such trip would

be considered as single trip if the Tenderer was scheduled to bring patient to the Occupational Therapy centre.

- xii. Must be able to accommodate changes due to medical appointments or any other unforeseen circumstances.
- xiii. The Tenderer shall adhere to the stipulated time on ferrying patients to and fro the Occupational Therapy centre. The therapy slots for the different types of services is detailed below:

Type of Therapy Session	Venue	Therapy Time Slots	Pick up/drop off
Individual	HQ Level 3 & IRC	0900 - 1000	Pick up from patient's homes must factor in travelling time to reach centre punctually at appointed therapy slot time.
		1000 - 1100	
		1100 - 1200	
		1300 - 1400	
		1400 - 1500	
		1500 - 1600	
Group	HQ & IRC	0930 - 1130	
		1400 - 1600	

- xiv. Tenderer to understand that above are projected therapy time slots and requests will be based on needs.
- xv. Tenderer is required to inform the respective Occupational Therapy Centres at the soonest possible, or within 24 hours at the latest, should any incident happen to patient during their care. Subsequently, Tenderer is required to submit a report of this incident to NKF Purchasing department and Occupational Therapy department within 48 hours.

2. Lapse of service

- i. The NKF will not tolerate any negative attitude lodged against the Tenderer with evidence and such negative attitude shall be considered as a service lapse.
- ii. Other service lapses include (but not limited to) delay in picking patient to and from the Occupational Therapy centre and non-compliance to the defined scope of service stated in paragraph 1 above.

3. Demerit points

- i. Demerit point will be issued for each item stated in **Annex D**.
- ii. For every **three (3)** demerit points incurred by the Tenderer within a calendar month, a charge of **\$500** will be levied.
- iii. The penalty shall be deducted from any payment due or becoming due to the Tenderer. Alternatively NKF also has the sole discretion and right to require the Tenderer to pay the charge so imposed.

- iv. The Tenderer agrees and acknowledges that the charge is not a penalty but an incentive for the Tenderer to provide good service to NKF.

4. Payment

- i. A receipt shall be issued by the Tenderer to the Occupational Therapy centre upon completion of transfer of our patient to the Occupational Therapy centre. The receipt should be duly signed and stamped by the staff at the Occupational Therapy centre.
- ii. All duplicate copies of the signed and stamped receipts along with the invoices should be provided and marked to the attention of NKF Finance Department for processing of payment.
- iii. Upon the receipt of the invoice from the Tenderer, the Tenderer shall give NKF no less than thirty (30) days to make payment. If any invoice is not submitted to NKF within six (6) months upon the completion of the Services, NKF shall be released and discharged from any liability to make any payment of the debt in relation to such invoice.

5. Conflict

- i. Where any of the Terms and Conditions of this Scope of Service is in conflict or at variance with the Conditions of Contract, the Terms and Conditions of this Scope of Service shall prevail.

ANNEX B

REQUIREMENT OF VEHICLE

SNo	Description of Requirement	Comply Yes/No		Remarks
		Yes	No	
1	Vehicle must be installed with wheelchair lift designed to raise and lower a patient on wheelchair to enter and exit a vehicle.			
2	Capable of taking on minimum of 1 patient on wheelchair and up to 4 wheelchairs and caregivers.			
3	Wheelchair Platform			
a	Platform size for 1 wheelchair patient: Width: 700 mm (minimum) Length: 1200 mm (minimum) (If not please state platform dimensions)			
b	Lifting capacity: minimum 140 kg			
c	Operated with hand-held control or fully automatic			
d	With manual back-up system for raising and lowering the platform in case of electric failure.			
e	Patient and wheelchair is secured when platform is in operation with locking mechanism such as platform installed with inner roll stop and outboard roll stop to secure wheelchair etc.			
f	Minimum doorway height of 1230 mm to ensure overhead clearance between the door opening and raised lift platform. (If not please state doorway height)			
g	Reflective tape to be placed at the edge of wheelchair platform to enable objects to become visible at night or in low light situations.			
4	Vehicle Interior			
a	Passenger seats must be easily foldable or remove when required.			
b	Space for at least 1 patient seated on wheelchair: Length: 1130 mm (minimum) Width: 690 mm (minimum) Height: 1340 mm (minimum) (If not please state allocated space dimensions)			
c	Wheelchair must be secured facing towards the front or rear of the vehicle.			
d	Handrails or handholds installed at wheelchair area should not be extended into the wheelchair space.			
e	Wheelchair space must be fitted with wheelchair tie-down system or wheelchair restraint system.			
f	Patient travelling on wheelchair is secured with restraint system such as seat belt and/or shoulder harness.			
g	Padded head and back restraint was installed for patient on wheelchair.			

SNo	Description of Requirement	Comply Yes/No		Remarks
		Yes	No	
h	Seat belts are installed for seated patients.			
i	Inside cabin camera for monitoring of patient safety.			
5	Safety Equipment			
a	Fire extinguisher that complies with EN3 standard and stowed safely in the vehicle.			
b	First Aid Kit installed and complies with the authority's recommendation.			
c	Warning signage - an advance warning triangle that complies with the approved standard by LTA.			
d	Automatic activation of hazard warning lights when the entrance or exit door is opened.			
6	Other Safety Requirements			
a	Vehicle with signage to indicate that the vehicle is wheelchair accessible.			
b	Provided signage to wheelchair user and driver on positioning of wheelchair and the use of seat belts / restraint system for all passengers.			
c	Installed handrails and stanchions at the entrance of vehicle to assist patient in boarding the vehicle.			
d	Surface of vehicle floor area must be slip-resistant.			
e	Lights should be fitted in the vehicle to allow both wheelchair users and other passengers to board and alight vehicle safely.			
f	Reflective tape on the exterior of the vehicle to ensure visibility of vehicle in low light situations.			

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Tenderer's Name: _____

Email Address: _____ Tenderer's Stamp: _____

ANNEX C

LIST OF OCCUPATIONAL THERAPY CENTRES

SNo	Name & Address of centre
1	Occupational Therapy Level 3, NKF HQ 81 Kim Keat Rd, S (328836) Tel: 6506 2285
2	Occupational Therapy NKF Peritoneal Dialysis Activity Centre #01-09, 109 Whampoa Road, S(321109) Tel : 6253 2025
3	Occupational Therapy NKF Integrated Renal Centre 500 Corporation Road S(649808) Tel : 6359 3604

ANNEX D

DEMERIT POINTS

SNo	Description	Demerit Point
1	Staffs are reported to be rude and non-conforming to the required competencies.	1
2	Fail to adhere to the stipulated time on ferrying patient to and fro of the Occupational Therapy center and non compliance to the defined Scope of Work stated in paragraph 1 above. No delay of more than 1 hour of fetching/pick up.	1
3	More than 2 complaints from Occupational Therapist in a month.	1
4	Fail to report incident happen within 24 hours to Occupational Therapist within their care.	1
5	Medical transport provided is not clean and free from pests, fail to ensure infection control is adequately performed.	1
6	Adverse incident on patients that is found to be a direct result of the Tenderer's deficiency or negligence in service provision.	1
7	Patients are found unattended while in the vehicle.	1
8	Drivers are found leaving the vehicle running and unattended.	1
9	Drivers fail to enforce the use of seat belts by all vehicle occupants.	2
10	Drivers exceed speed limits while ferrying patients.	2
11	Tenderers fail to ensure that the vehicle is in good condition by conducting daily inspection according to checklist and require to do wipe down after every patient has been dispatched.	2

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Tenderer's Name: _____

Email Address: _____ Tenderer's Stamp: _____