



## INVITATION TO REQUEST FOR PROPOSAL

Date: 06 October 2023

Dear Sirs

**RFP NO. 20231002**

### **REQUEST FOR PROPOSAL FOR THE PROVISION OF IT HELPDESK SUPPORT SERVICES FOR NKF**

1. The National Kidney Foundation (NKF) invites vendors for the above requirement.
2. This invitation to Request for Proposal (RFP) incorporates the following documents enclosed herewith:
  - a) Conditions of Request for Proposal;
  - b) Conditions of Contract for Services;
  - c) Agreement to Terms and Conditions;
  - d) Requirement Specifications;
  - e) Price Schedule;
  - f) Form of Request for Proposal;
  - g) Information about Vendor and
  - h) Other requirements/documents, if any: Specimen of Banker's Guarantee, Performance Bond & Performance Guarantee
3. If you wish to submit a proposal for the above requirement, you must complete and submit the documents mentioned in paragraph 2 above, and supporting documents and materials (if any) referred to in the above documents (e.g. brochures, catalogues, handbooks, artwork and samples).
4. NKF requires **two (2)** copies of the documents referred to in paragraph 2 above that is, one original copy and one duplicate copy. These are to be delivered in a sealed envelope which is not to bear any mark of identification of the Vendor (defined in the Conditions of Contract). The envelope is to be endorsed with the words "**RFP No. 20231002: RFP For The Provision of IT Helpdesk Support Services For NKF**" and hand delivered to:

RFP Box A  
Security Counter  
National Kidney Foundation  
81 Kim Keat Road  
Singapore 328836  
Attn: Ms Cheh Seok Kheng
5. All RFP bids must be received at the location specified above, no later than **1500 hours on 3 November 2023, Friday** (the "**Closing Date**"). RFP bids received after this deadline shall not be considered.
6. Your RFP bid shall be irrevocable and open for acceptance by NKF for **180 days** from the Closing Date.



7. Please note that your RFP bid is subject to the terms of the Conditions of Request for Proposal.
8. If you have any inquiries relating to this RFP, please contact:
  - a) Ms Cheh Seok Kheng at telephone no. 6506 2152 or email [seokkheng.cheh@nkfs.org](mailto:seokkheng.cheh@nkfs.org) or
  - b) Mr Julian Teoh at telephone no. 6506 2151 or email [julian.teoh@nkfs.org](mailto:julian.teoh@nkfs.org).

Yours faithfully

A handwritten signature in black ink, appearing to read 'J. Hoo', with a horizontal line extending to the right.

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Ms Jacqueline Hoo  
Director, Finance & Risk Management