

REQUIREMENT SPECIFICATIONS

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

1. Introduction

- 1.1 The National Kidney Foundation (“NKF”) wishes to appoint a contractor (the “**Contractor**”) for the provision of **IT HELPDESK SUPPORT SERVICES FOR NKF** as described in these Requirement Specifications (the “**Services**”).

2. Requirement Specifications

- 2.1 The **Services** shall conform to the detail in Requirement Specifications, Annex A.

3. Term of Contract

- 3.1 The contract shall commence on the date stated in the Letter of Acceptance and shall remain in force for a period of **Twenty-Four (24) months** from **March 2024 to Feb 2026**, with the NKF having an option to extend for a further period of twelve (12) months plus twelve (12) months, each on the same terms and conditions as stated in the Contract (as may be amended, varied, supplemented and/or replaced from time to time).
- 3.2 Unless otherwise stipulated by the NKF, all purchases for the Goods made during the extended period of this Contract shall be subject to the terms and conditions hereof (as may be amended, varied, supplemented and/or replaced from time to time), and the Goods purchased during such extended period shall be deemed to be Goods as defined in this Contract.

4. Submission of RFP Bids

- 4.1 Each Contractor should provide the price quote in the Price Schedule as according to the RFP.
- 4.2 All quotations submitted by the Contractor must indicate the prices applicable for the Requirement Specifications specified in paragraphs 2.1 above.
- 4.3 The Contractor, at the point of submission of its bids, is required to provide the following information and/or documents to NKF:
- 4.3.1. Hard and soft copy Annexes A-F including attachment(s) – softcopy is to be stored in a thumb drive and labelled with Company’s name and RFP No.
- 4.3.2. Hard copy of the Price Schedule (do not include this into the thumb drive). Price is to be separated from the softcopy submissions.
- 4.3.3. Duly completed “Information About Vendor” including documents mentioned thereunder Point 7.
- 4.3.4. Any other documents relevant to the RFP.

Annex A**SCOPE OF WORK****1. INTRODUCTION**

- 1.1 Contractors are invited to submit a complete proposal for the provisioning of Information Technology (IT) Helpdesk Support Services for The National Kidney Foundation.
- 1.2 NKF is calling an RFP for the IT Helpdesk Support Services with a competent service provider. The coverage of service includes our NKF HQ, all other NKF premises and upcoming dialysis centres.

We are opening this RFP to interested Contractors for submission of proposals. Price proposals should be based on monthly charge and should include all support costs valid for a duration of 2 years (24-months) with the option for a 1 + 1 year extension (12-months + 12-months). It should include AD-HOC man-day unit rate for additional engineering support, if NKF requires. Man-day unit rates quoted shall be valid throughout the term of contract and extension period.

Refer to the following Appendices for more information.

Annex A for SCOPE OF WORK
Annex B for NKF DIALYSIS CENTRE'S LOCATION
Annex C for CONTRACTOR'S SUPPORT EXPERIENCE IN SIMILAR PROJECTS
Annex D for TEAM COMPOSITION
Annex E for CUSTOMER'S REFERENCES IN SIMILAR PROJECTS
Annex F for TABLE OF COMPLIANCE

2. OBJECTIVE OF RFP

- 2.1 The objectives of this RFP are to allow NKF to
- (a) Select the right partner that is cost effective and of high service quality.
 - (b) Achieve operation efficiency and improve internal customer satisfaction by implementing a centralised IT helpdesk to serve as the first point of contact for IT related cases.
 - (c) Offload IT routine operational tasks so that the IT Department can focus on Strategic functions.

3. DEFINITION OF TERMS

- 3.1 Unless otherwise stated, all requirements shall be treated as mandatory.
- 3.2 Clauses denoted by the word "shall" indicates compulsory tasks to be delivered by the Contractor.
- 3.3 The term "Support Hours" refers to the hours where support from the Contractor is required.
- 3.4 EUCD refers to End User Computing Devices.

4. CONTRACT PERIOD

- 4.1 The IT helpdesk Support Service Contract Period shall be Two (2) Years.

The NKF will have the exclusive option to renew the contract for another Two (2) Years, on a yearly basis (2+1+1).

- 4.2 All rates quoted under the Price Schedule shall be fixed pricing, not subjected to price adjustment and remain valid throughout the Term of Contract including extension period and additional purchases beyond the quantity units.

5. REQUIREMENTS FOR CONTRACTORS

- 5.1 Contractors shall require to be financially strong and stable, with relevant industry track records of providing similar IT Support Services in other organizations with at least 500 end users. Provide details in Annex C below.

- 5.2 Contractors shall quote for:

- (a) The effort and resources (minimum three (3) dedicated onsite headcounts) required to support the IT Helpdesk Support Service for The NKF on an annual basis with the following scope of work:

IT Helpdesk Support Services Scope of Work

Base scope

- a. IT Helpdesk Service.
 - b. End User Computing Support
- 5.3 The NKF may require ad-hoc resources for support during the Contract Period. Contractors shall provide a standard man-day unit rate for Non-Standard Ad-hoc Service Request. The NKF is not obligated to order any or any minimum amount or value of Services.
- 5.4 The NKF may require extended IT Helpdesk Support Service operating hours during NKF Office hours Mon – Sat from 7.00pm to 11pm. Contractor shall provide a quotation for option to purchase. The NKF is not obligated to order any or any minimum amount or value of Services.
- 5.5 The Contractor shall provide an organization chart for the project, showing names, reporting lines and responsibilities. The details shall also include a schedule of the key personnel indicating duties to be performed. The organization chart shall include the project team members as specified in the specification.
- 5.6 The Contractor shall submit the curriculum vitae (CV) and particulars of the project team members including name, designation, appointment, qualification like industry certifications, relevant experience and track records and ensure that they possess the relevant technical knowledge to carry out their role and function.
- 5.7 The NKF reserve the rights to request for change of personnel after award of RFP if the personnel are unable to perform the role to the required service level.
- 5.8 The successful RFP contractor shall not change the personnel in the project team without approval from NKF appointed representative.
- 5.9 The successful RFP contractor may also propose other value-added services that NKF may benefit from by engaging its services over and above the requirements mentioned in the specifications. Provide details in Price Schedule.
- 5.10 In the event of resignation of any key site staff, it shall be the responsibility of the successful RFP contractor to provide a suitable interim replacement while sourcing for a full-time replacement.
- 5.11 All personnel will need to sign a non-disclosure agreement with NKF. By signing the agreement, the Recipient agrees to keep secret and confidential and not to copy,

reproduce, disseminate, transmit, distribute, publish or otherwise disclose to any third parties, whether before or after the completion of the purpose described, any Confidential Information except in accordance with the terms of this Agreement. The Recipient shall only be permitted to use the Confidential Information exclusively for the Purpose. Any disclosure of the Confidential Information must be strictly limited to those employees, agents, advisers and sub-contractors who reasonably have a need to know such Confidential Information to enable them to carry out their duties in NKF.

- 5.12 The taking over from The NKF incumbent IT support services vendor will be implemented in 3 phases.

(1) Information Gathering Phase

During the information gathering phase, the Contractor shall work with the incumbent IT support services vendor on knowledge transfer of IT infrastructure and systems such as Standard Operating Procedure, System configurations that within the scope of this RFP.

(2) Transition Phase

The Transition phase will be implemented in 2 stages:

(i) Shadowing Stage

During the shadowing stage, the Contractor shall observe and shadow the incumbent IT support services vendor on daily IT operations to get familiarise with the environment.

(ii) Reverse Shadowing Stage

During the reverse shadowing stage, the Contractor and incumbent IT support vendor will jointly share the responsibility of running the daily IT operation. However daily IT tasks will be performed by solely the Contractor in consultation with incumbent IT support services vendor.

(3) BAU (Business as Usual) Phase

In this phase, the incumbent IT support services vendor will hand over to the Contractor. The Contractor shall officially take over the responsibility of running daily IT operations from the incumbent IT support services vendor.

The Contractor will provide and maintain up to date documentation for all Standard Operating Procedure, System configurations, hardware asset and software licenses that within scope of this RFP.

All documentation shall be made available in English language in both hard and soft copy according to the NKF approved document control format for future reference and changes when required.

The NKF shall be property owner of these documents and reserve the rights to reproduce at no cost for the NKF own use.

- 5.13 The Contractor shall designate a Project Manager and the Project Manager shall be primarily responsible for directing and coordinating all the Contractor's obligations under this Contract. The Project Manager shall be deemed to be the Contractor's agent in all dealings with NKF and all actions of the Project Manager shall be binding on the Contractor.

6. IT Helpdesk Service

- 6.1 The Contractor shall set up the first level helpdesk in NKF HQ Premises (NKF Centre).

6.2 The Contractor shall provide, maintain, and manage the IT helpdesk services with a centralised ticketing system to serve as a single point of contact for end users to log all problem cases, service requests, incidents, configuration changes to support the NKF on all IT systems and applications.

6.3 The Helpdesk operating hours shall be aligned with the NKF's office hours. During the NKF Office Hours, the helpdesk shall perform first level troubleshooting of incidents, including root cause diagnosis of hardware/software failures or issues. The incident shall then be resolved by the helpdesk or escalated to the appropriate Level 2 or next level onsite engineering support.

The National Kidney Foundation Singapore Office hours
Mon - Sat: 7am – 7pm

6.4 The Contractor shall ensure that there will be sufficient resources to support and achieve the agreed service level for the duration of the contract period at no additional cost to the NKF.

6.5 The helpdesk shall provide the first level support to collect detailed information from end users and if possible, to resolve the problem case to achieve first call resolution based on FAQs, knowledge base, documentation or previous known solutions.

6.6 For Service request such as standard Install, Move, Add and Change (IMAC) there should not be additional charges.

- (a) Install refers to setup, installation and configuration of new hardware and software.
- (b) Move refers to the relocating of computing devices from one location to another within the NKF premises which include proper transportation, functional testing after relocating. It also refers to the transfer of user's existing software from one computing device to another in an event of hardware refresh or break fix.
Add refers to the addition or upgrade of computing devices including accessories and also encompasses of addition of software to the computing devices.
- (c) Change refers to modifications to computing device (e.g. adding of RAM etc.) or software configuration, version upgrade (e.g. Operating System refresh etc.).

6.7 For Service Request that is outside the scope of standard Install, Move, Add and Change (IMAC), the contractor shall propose the charges-based man day unit effort in their RFP bid submission as a standard rate for NKF to exercise.

6.8 The Contractor shall provide, maintain and operate a ticketing system with all the necessary tools, process and make available real-time helpdesk performance statistics for NKF IT to review.

The helpdesk statistic shall include detail information and status of all tickets logged through the helpdesk such as:

- a) Date, time of tickets logged
- b) Number of tickets open, closed, work-in -progress, pending closure from requester
- c) Duration taken to resolve each ticket
- d) SLA Classification of each ticket
- e) Helpdesk/ Engineer assigned to each ticket
- f) Description of every troubleshooting steps till resolution of each ticket

6.9 The helpdesk shall follow up and update all requesters and stakeholders on the status of the helpdesk tickets and ensure that incidents, problems and/or requests shall be deemed closed only after the requester has acknowledged that no further follow up action is required.

- 6.10 For Commercial off-the-shelf (COTS) products, such as operating systems and standard application software, the helpdesk shall acquire the necessary skills and knowledge through commercially available documentation or training materials at the expense of the Contractor.
- 6.11 For new IT applications deployed at NKF, the helpdesk shall obtain the necessary documentation on system set-up, configuration, support contact list and first-level problem identification and resolution guides from the respective suppliers appointed by the NKF. In addition, whenever applicable, one briefing session will be organized by the NKF representative to explain and describe the system to the Contractor. Relevant templates shall be developed by the Contractor to facilitate the provision of information by the suppliers.
- 6.12 The Contractor shall subsequently be responsible for ensuring that the knowledge of the software system is properly handed over when there is a change of personnel. The NKF expects the Contractor's teams to become familiar and conversant with the NKF's application systems. As such, the Contractor must demonstrate that the number of escalations to the Level 2 support personnel is reduced over time.
- 6.13 The Contractor is advised that a space for the helpdesk has been provided in the NKF's premises.
- 6.14 The helpdesk shall liaise with third party suppliers for replacement parts/components and rectification of faults if the equipment is under warranty or under some form of maintenance contract. The Contractor shall maintain all warranty/contract information on behalf of the NKF.
- 6.15 The helpdesk shall escalate the cases to the relevant parties for action and track the status of cases periodically until closure. The helpdesk shall coordinate all activities by working with the suppliers appointed by the NKF to ensure that all escalated cases are resolved according to established service level agreements.
- 6.16 The Contractor shall adhere to the following Service Level Agreement (SLA) for Incident/Problem Resolution:

Severity	Description	Response Time	Resolution Time
High Severity (Serv-1)	<ul style="list-style-type: none"> Critical impact to Business Operation or total loss of IT services to end user. Incident affecting more than 50% of end users in entire HQ/DC NKF wide service outage that affect mission critical systems such that the NKF is unable to perform its critical business functions. 	Respond by voice or email within 30 min	Resolution or workaround within 4 hours (inclusive of public holiday and weekends)
Medium Severity (Serv-2)	<ul style="list-style-type: none"> Significant impact to Business Operation or partial loss of IT services to end user. Incidents that affect a particular process, system or service that in a way has impact to the NKF's ability to perform some of its business functions. 	Respond by voice or email within 30min	Resolution or workaround within 8 hours (inclusive of public holiday and weekends)
Low Severity (Serv-3)	<ul style="list-style-type: none"> Minimal impact to Business Operation or IT services to end user. The incident has minimal impact to the NKF 's ability to perform the business functions but causes some form of degrade of service or required suboptimal workaround solution. "How to" and General FAQs, 	Respond by voice or email within 1 hour	Resolution or workaround within 1 Business Day

- 6.17 The Contractor shall ensure that all Helpdesk personnel possess the relevant technical support knowledge with minimally 2 years of Helpdesk support experience. The NKF reserve the rights to request for change of Helpdesk personnel if the personnel unable to perform the Helpdesk role to the required service level.
- 6.18 The Contractor shall submit monthly progress report the services covered in this Contract to show the Contractor's compliance to the stated Service Level requirements. The main report will be a consolidated report to update on:

- (a) Problem and Incident Summary & Trends.
- (b) Report on problems status (such as issues/problems resolved/outstanding in the month);
- (c) Monthly analysis of trends (analysis of major and common problems encountered and recommendations for improvement);
- (d) Progress report on tasks, service requests and works order;
- (e) Any other details as requested by NKF.

Incident ticket counts history

Descriptions	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Total nos of case	<u>739</u>	<u>997</u>	<u>855</u>	<u>878</u>	<u>711</u>	<u>801</u>

7. END USER COMPUTING SUPPORT

- 7.1 The Contractor shall provide permanent onsite (NKF Centre) helpdesk services including end user computing support services to NKF Staff, in-house vendors and partners by means of dedicated in-house onsite engineers, as well as remote troubleshooting such as phone call, Microsoft Teams or remote desktop service.

- (a) Image build management;
- (b) Administration and configuration;
- (c) End-user device hardening and lockdown; and
- (d) Trouble-shooting and problem resolution.

- 7.2 The IT support onsite operating hours shall be aligned with the NKF's office hours.

The National Kidney Foundation Singapore Office hours

Mon - Sat: 7am – 7pm

- 7.3 The Contractor shall ensure that there will be sufficient resources to support and achieve the agreed service level for the duration of the contract period at no additional cost to the NKF. The projected number of end users for the NKF as shown below. The numbers are projected figures and is subjected to an estimated 10% increased on the following years.

National Kidney Foundation	Description	2023 Estimate
End User	Number of Staff	1200
Asset	Number of Desktops and Laptops	900
Asset	Number of iMac and Mac Books	10
Asset	Number of Printers	100

- 7.4 The Contractor shall ensure that all the in-house onsite engineers possess the relevant technical support knowledge with minimally 2 years of engineering support experience. NKF reserve the rights to request for change of onsite engineer if the personnel are unable to perform the engineer role to the required service level.

- 7.5 The hardware/software maintenance 1st level support for all the IT assets will be under the scope of this RFP. 1st level support includes the administration of the maintenance (i.e. liaison with the respective vendors on the hardware/software issues, notification of maintenance expiration, etc.)
- 7.6 The Contractor shall provide all the necessary resources, tools and processes that needed to support and perform troubleshooting for the following:
- (a) End user Computing Devices including but not limiting to Apple Mac, Desktops, Laptops and Kiosk
 - (b) Handheld Computing Devices including but not limiting to iPad, Tablets, Smart Phones
 - (c) Accessories for Computing Devices including but not limiting to Port Replicators, Docking Stations, Web Cams, DVD Burners, Kensington locks, Card Readers, Power Adaptors, Input Devices such as Keyboards, Mouse, Digital Pen, Handheld Scanners
 - (d) External LCD Monitors
 - (e) Personal and network Printers, Label Printers, Document Scanners
 - (f) Video Conferencing Systems
- 7.7 The Contractor shall provide all the necessary tools and processes required to perform first-level troubleshooting on networking devices, optics terminal, routers, serial server, hubs and switches (Layer 2 network troubleshooting). Escalate to NKF's designated ISP and follow through till the problem is resolved for any WAN related issues.
- 7.8 The Contractor shall provide all the necessary tools and processes required to perform media sanitisation (e.g. disk wipe) for both internal and external storage media of computing devices such as Hard Disk, Flash Storage containing data whenever the storage media needs to be replaced and taken out of NKF premises.
- 7.9 The Contractor shall be responsible for installation and configuration of operating systems (e.g. Microsoft Windows 10, Apple mac OS), office productivity software (e.g. Microsoft Office, Adobe Acrobat Reader), security software (e.g. Antivirus, desktop firewall) and perform ad hoc software installation request that is approved by the NKF IT department.
- 7.10 The Contractor shall ensure that the end user computing devices assigned to the users are aligned with the NKF approved baseline operating system configuration, up-to-date level of security patches, application version, including hardware device drivers and firmware.
- 7.11 The Contractor may make use of the existing patch management software including Manage Engine Endpoint Central and Microsoft Endpoint Manager to execute the application and patch deployment for the NKF.
- 7.12 The Contractor shall provide regular progress report to NKF on the outstanding computing devices that are not updated with the latest updates during patch deployment.
- 7.13 The Contractor shall maintain, operate and manage existing security software to implement proactive security checks and ensure all computing devices are installed with security software (e.g. antivirus, end-point protection firewall) with their virus definition and policies automatically updated when connected to the NKF network.
- 7.14 The Contractor shall work with the IT Department to provide the necessary communication message to broadcast to all end users while supporting the service.
- 7.15 The Contractor shall assist in setting up desktops / laptops in auditoriums and meeting rooms for video conferencing or presentations. This includes connecting the computing device to the network and projectors.

- 7.16 The Contractor shall coordinate with external hardware or software vendors to troubleshoot and perform configuration change, reinstallation of software application or device drivers and includes the escorting of Third-party vendors within NKF premises. The remediation procedure and resolution shall be documented as part of Helpdesk ticket closure and make available to NKF.
- 7.17 The Contractor shall be responsible for the setting up and issuing of computing devices to end users. The setup includes connecting and the configuration of all the accessories such as external keyboard, mouse, port replicators, monitors and the securing of Kensington lock.
- 7.18 The Contractor shall be responsible for the setting up and issuing of computing devices to end users upon hardware tech refresh schedule of all computing device (e.g. Desktops, Laptops, Tablet) and work with the NKF IT department to plan for hardware refresh and deployment. The setup includes connecting and the configuration of all the accessories such as external keyboard, mouse, port replicators, monitors and the securing of Kensington lock.
- 7.19 Installation and setup of desktop / portable computers shall include the packing / unpacking of all equipment to / from boxes, the installation of necessary hardware (such as network cards, peripherals etc.) and software components, the configuration of the hardware and software required, and the setup of the equipment at the designated location.
- 7.20 The Contractor shall be responsible for retrieval and storage of computing device in a situation that the NKF staff resigns or due to whatever reason that the computing device is no longer be required by the end user. The storage area will be provided by NKF.
- 7.21 The Contractor shall assist in the setup of Intune Management for mobile computing devices (e.g. iPhone, Android Phones, iPads, Tablets, etc.) of the end users within NKF premises.
- 7.22 The Contractor shall perform a Wall-To-Wall inventory audit once every service year.

8 IMAGE BUILD MANAGEMENT

- 8.1 The Contractor shall ensure that all EUCD which are joined to the domain of the NKF comply with the policies, standards, SOPs and guidelines issued by NKF Representative. The Contractor shall incorporate the hardening, patches, and the necessary scheduling and monitoring agents as well as anti-virus software.

9 ADMINISTRATION AND CONFIGURATION

- 9.1 The Contractor shall provide administration and configuration services for EUCD shall minimally include:
- (a) Install, un-install or re-install operating systems, standard desktop software and applications and drivers for EUCD;
 - (b) Apply EUCD patches;
 - (c) Configure all EUCDs with the standard operating system and all NKF-approved software (including end-point protection software) before deployment;
 - (d) Configure existing and new EUCDs to allow authorised end-users to access all of the NKF's standard desktop software, applications and network resources;
 - (e) Configure and assemble EUCD peripherals or any external attached devices, for example smart card reader, mouse, keyboard, monitor, printer, scanner and portable external storage for end-users;

- (f) Disposal of EUCD and any related peripherals, in accordance with the NKF's written instructions;
- (g) Relocate EUCD or peripherals within the same building or across buildings within the same premises or to another NKF location according to the NKF's written instructions; and
- (h) Set up EUCDs or peripherals in the Customer's meeting rooms or auditorium for briefings or presentations.

9.2 In carrying out the works specified in Clause 9.1, the Contractor shall perform the following when required:

- (a) Pack and unpack the EUCD, its components and related peripherals (collectively referred to as "EUCD Equipment");
- (b) Physically inspect the EUCD Equipment for any shipping damages;
- (c) Remove and dispose packaging materials to the designated location in the NKF's premises or as directed by the NKF representative;
- (d) Conduct acceptance testing of new EUCD Equipment delivered;
- (e) Conduct compatibility testing with the end-user's current devices;

9.3 For disposal of EUCD, the Contractor shall minimally perform the following:

- (a) Make arrangement with the end-user and physically remove the EUCD and related peripherals from the end-user's workspace to a holding area to be determined by the NKF;
- (b) Provide NKF with a standard report comprising minimally information such as Make, Model, Serial Number, Asset Tag and action taken for such EUCD and related peripherals;
- (c) Remove storage media e.g. hard disk(s) and label it with information such as date of removal, serial number and asset number of the EUCD which the storage media belongs to before it was removed; and
- (d) Dispose the storage media in accordance with the Customer's media sanitization process.

10 TROUBLE-SHOOTING AND INCIDENT RESOLUTION

10.1 The Contractor shall support all approved EUCD used in the NKF's environment and trouble-shoot to resolve incidents in accordance with the incident management and expected service level as specified in Clause 6.16.

10.2 The Contractor shall minimally provide support and trouble-shoot incidents relating to the following:

- (a) Hardware;
- (b) Operating systems;
- (c) Operating systems components/service packs;
- (d) Registry settings;
- (e) Device drivers;
- (f) Compatibility testing;
- (g) Connectivity (network and peripherals); and
- (h) All components (hardware and software) that make up the EUCD.

10.3 The Contractor shall also perform basic diagnostic testing to confirm the fault and escalate it to the 3rd Party Resolver Group where appropriate (e.g. if the incident is not related to the Contractor's scope of work). Where the incident is escalated to the 3rd Party Resolver Group, the Contractor shall track the incident until it is resolved.

10.4 If necessary, the Contractor shall co-ordinate with the 3rd Party Resolver Group to resolve all incidents affecting the availability of the NKF's IT services, escort the equipment contractors to carry out repairs or to assist in the replacement of equipment.

- 10.5 The Contractor shall monitor all incidents escalated to the 3rd Party Resolver Group to track if they are closed within the service level agreed between the Customer and the 3rd Party Resolver Group. If they are not closed within the service level, the Contractor shall alert NKF at the frequency specified by NKF.
- 10.6 In cases of hard disk failure, the Contractor shall arrange for the 3rd Party Resolver Group to replace the faulty hard disk. The Contractor shall retain the old hard disk and sanitise it in accordance with the Customer's media sanitisation process. The Contractor shall ensure that the EUCD is re-configured to its original operational state for the end-user, including all software installed before the hard disk failure.
- 10.7 In cases where the incident relates to network connectivity from the EUCD, the Contractor shall troubleshoot the connectivity from the EUCD to the network point. This shall include cable patching and verification for data to the end-user's Service Outlet Box or end-user network port faceplate.
- 10.8 In providing the EUCD Support Services, the Contractor shall create and maintain up-to-date documentation which include the following:
- (a) User Manual;
 - (b) Quick User Guide;
 - (c) Installation Guide;
 - (d) Troubleshooting Guide;
 - (e) Frequently Asked Questions;
 - (f) Escalation Procedures and Contact; and
 - (g) Configuration Guide;
- 10.9 The Contractor shall also refer to documentation provided by NKF-appointed Suppliers appropriate.
- 10.10 The Contractor shall note that troubleshooting, testing and incident resolutions are not considered as changes and therefore, change requests need not be raised.
- 10.11 The Contractor shall not perform changes to components and peripherals that will void the warranty of the EUCD.

11 END USER DEVICE HARDENING AND LOCKDOWN

- 11.1 The Contractor shall minimally provide the following services upon requests from NKF or the Representative:
- (a) Confirm with NKF the lockdown rules and settings that the NKF requires to be applied to EUCD;
 - (b) Assist the NKF to perform testing to ensure the lockdown rules and settings are functioning in accordance with the NKF's requirements;
 - (c) Implement the lockdown rules and settings and push out the rules and settings to all end-users or to selected end-users based on the NKF's or the Representative's requirements; and
 - (d) To provide first level technical support to NKF's end-users on all issues encountered after the enforcement of the lockdown rules and settings.

12 AD-HOC Service Request

- 12.1 The scope of the Ad-hoc Services includes:

- (a) Packing of IT assets such as desktop, portable computers and IT network equipment, and the setting up of the equipment at the designated location during Dialysis centres / Office relocation. The Contractor shall provide physical standby on the next working day to ensure that the equipment is fully functional after the relocation.
- (b) Providing the technical support for the NKF's events.
- (c) Configuration and installation of standalone printers and software.
- (d) Other IT support services not included in this RFP.

12.2 The Contractor's scope of work for such services shall include:

- (a) Provision of resources, expertise and solutions in information technology to ensure that the existing computer systems continue to meet the intended functionalities and objectives of the NKF;
- (b) Provision of appropriate services and solutions to ensure continued improvements in the efficiency of existing computer systems; and
- (c) Effective management of the resources of the NKF and any third party, which may be involved with the services provided by the Contractor.

12.3 The Contractor shall review the requirements provided by the NKF and shall clarify with the NKF and state the assumptions clearly. The Contractor shall be and remain solely responsible for the correct configuration of the Services. All amendments shall be agreed by the NKF.

The quotation should include per man-day unit rate for following AD-HOC service services based on the below listed timing: -

- (a) Office hours Deskside Engineer support (from 0700hrs till 1900hrs Mondays to Fridays)
- (b) Office hours Deskside Engineer support (from 0700hrs till 1900hrs Saturdays)
- (c) After-office hours Deskside Engineer support (from 1900hrs till 0700hrs Mondays to Fridays)
- (d) After-office hours Deskside Engineer support (from 1900hrs till 2359hrs Saturdays)
- (e) After-office hours Deskside Engineer support (from 0000hrs till 2359hrs Sundays)
- (f) Office hours Network / System support (from 0700hrs till 1900hrs Mondays to Fridays)
- (g) Office hours Network / System support (from 0700hrs till 1900hrs Saturdays)
- (h) After-office hours Network / System support (from 1900hrs till 0700hrs Mondays to Fridays)
- (i) After-office hours Network / System support (from 1900hrs till 2359hrs Saturdays)
- (j) After-office hours Network / System support (from 0000hrs till 2359hrs Sundays)

13 TRANSITION PLAN

13.1 The objective of the transition management is to enable takeover of the Services from the incumbent service provider(s).

13.2 The Contractor shall have a due diligence period of one (1) month following the award of the RFP. At the end of the due diligence period, the Contractor shall submit a Transition Plan. The transition period shall be at most two (2) calendar months prior to the start of the Contract and shall be at no additional cost to NKF.

- 13.3 The Transition Plan shall include all Services in the RFP requirements highlighting how it intends to manage and conduct the transition, leading to eventual takeover of the systems and in meeting the Service Levels.

The Transition Plan to be prepared shall include:

- (a) Definition of an overall schedule of activities for the transition;
 - (b) Identification and documentation of the NKF's resources in the scope of the Services;
 - (c) Identification and documentation of the Contractor's resources that will be added to the NKF's environment;
 - (d) Identification of the training materials, documented common error messages and other necessary information for operations;
 - (e) Definition of the roles and responsibilities of all parties;
 - (f) Definition of the work-in-progress items (e.g. ongoing tasks, other pending tasks and problems) that have not been resolved or followed up by the existing service provider.
- 13.4 The Contractor shall propose Communications Plan, indicating the details of the approach to ensure regular communication to the different stakeholders on progress of the implementation and how to manage the change involving people, process and technology during the Transition Phase.
- 13.5 The Contractor shall anticipate possible interfacing issues and undertake to work with and ensure that the third-party suppliers are sufficiently briefed on the scope of services and that their roles and responsibilities are clearly defined.
- 13.6 Upon acceptance by the NKF, the Contractor shall implement the Transition Plan to take over the responsibilities of providing Services from the existing service provider and forge or establish an appropriate working relationship with the existing third party suppliers.
- 13.7 The Transition Plan shall be managed by the Contractor's Project Manager or Transition Manager, as proposed in the RFP, and accepted by the NKF.
- 13.8 The Contractor shall work closely with the incumbent service providers to ensure that the entire transition is as transparent as possible to the NKF and that users shall not experience any degradation in current service levels or disruption in services.
- 13.9 The Contractor is advised that the purpose of the Transition Plan is to ensure and achieve a smooth hand over of responsibilities. The Contractor shall ensure that the entire transition phase is as transparent as possible to the NKF's users, that is, the users shall not experience any disruption of Services.
- 13.10 The Contractor shall include in the Transition Plan a period of familiarization with the existing the NKF's maintenance suppliers. This may include having the Contractor to "shadow" the existing service provider for the resolution of problems. This period of knowledge acquisition shall be within the transition period and at no additional cost to the NKF. During this period, the Contractor shall seek to understand the existing the NKF's procedures. The Contractor shall also make use of this opportunity to create the documents and make necessary recommendations to the NKF for any possible improvement that can be made to the existing procedures, and these recommendations will be reviewed at the end of the transition period.
- 13.11 The Contractor shall conduct regular progress meeting with the NKF to track the progress of the implementation.
- 13.12 During the Transition Phase, the Contractor shall:

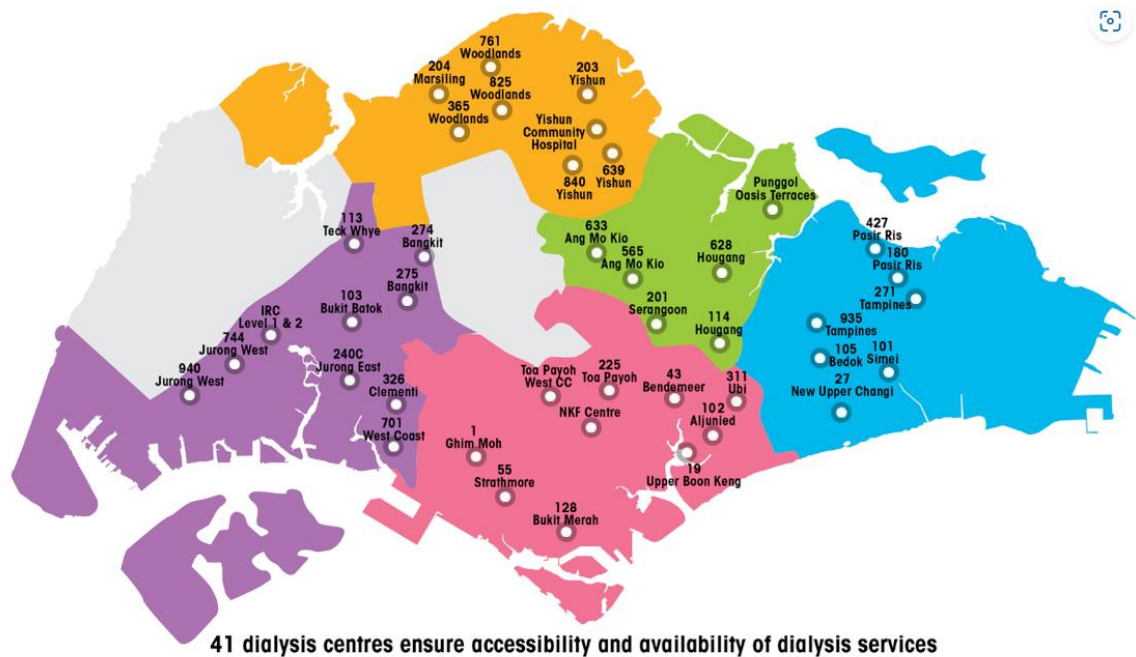
- (a) Seek to understand the existing NKF's procedures, and update existing documentation;
- (b) Make recommendations, for any possible improvement to the existing procedures or system documentations, when requested by the NKF;
- (c) Co-maintain the Systems with the incumbent suppliers and to implement enhancements;
- (d) Manage other third-party suppliers appointed by the NKF, as and when required, for the expedient delivery of certain works and services; and
- (e) Report on the progress, operational issues and other problems that may be encountered in the provision of the services.

14 HAND-OVER / EXIT PLAN

- 14.1 The purpose of the exit plan is to ensure a smooth and seamless transition of services from the Contractor to the NKF or the NKF's supplier.
- 14.2 The Contractor shall propose an exit plan to ensure that a clear end-to-end service management is outlined.
- 14.3 The exit plan shall define the criteria for termination and the scope of the exit plan shall include the following:
 - (a) Processes and procedures of the current operations;
 - (b) Roles and responsibilities of each project personnel;
 - (c) Definition of major milestones of the transition;
 - (d) Schedule for hand-over of outstanding tasks;
 - (e) Contact list of suppliers providing 2nd level escalation support;
 - (f) Application/Systems documentation;
 - (g) Operation Manuals;
- 14.4 The Exit Transition period shall be managed and supervised by the NKF. The NKF will ensure that the exit plan is developed, the Exit Transition Team is appropriately staffed, and the plan is executed in an orderly manner to achieve its business objectives. The NKF will also ensure that the termination process progresses in a timely manner and warrants the quality of the deliverables.
- 14.5 The Contractor's Service Delivery Manager (SDM) will provide support to the NKF during the Exit Transition period. The SDM shall contribute information to accelerate and/or improve the process of termination / transition and assure that the plans developed are realistic. The Contractor shall continue to provide assistance in terms of termination / transition consulting and related services, as the NKF deems necessary.

Annex B

NKF DIALYSIS CENTRE'S LOCATION



For More Information.

<https://nkfs.org/contact-us/dialysis-centre-locations/>

Annex C

CONTRACTOR'S SUPPORT EXPERIENCE IN SIMILAR PROJECTS

S/N	Item	Response
1	Maximum number of similar equipment supported in last 3 years for a single customer.	
2	Total number of companies supported in the last 5 years (Users > 500) List the companies names and total contract sum.	
3	Total number of years providing this service in similar projects.	

Note: Please use separate sheet if the space provided is insufficient.

CONTRACTOR'S SUPPORT RESOURCE CAPABILITY

S/N	Item	Response
1	Quantity of dedicated onsite headcount allocated. (Minimum 3)	
2	Year of experience of team lead (Please refer to Clause 5.6 to attach resume and supporting document separately)	

Note: Please use separate sheet if the space provided is insufficient.

Annex D**TEAM COMPOSITION**

Team composition shall include Project/Transition Manager, designated Team Lead, and engineers.

Proposed key personnel for this project (one name for each key person):

Name of person:	
Staff position for this project:	
Total years of experience:	
Education (background and Specialization):	
Other Professional Qualifications:	

(Complete this section for each key person)

1	Project Name: Location: Years of experiences in the project: Brief Description (scope, size, cost, etc) and specific role:
2	Project Name: Location: Years of experiences in the project: Brief Description (scope, size, cost, etc) and specific role:

Note: Please use separate sheet if the space provided is insufficient.

Annex E**CUSTOMER'S REFERENCES IN SIMILAR PROJECTS**

*All requirement mentioned herewith are mandatory, sufficient details must be provided to demonstrate relevance to this project.

A short questionnaire will be sent and to be completed by the contact person at each reference site.

S/N	Item	Numbers / Description
1	Client Information 1.0 Customer Company Name 1.1 Company Address 1.2 Company Description 1.3 Contact Person 1.4 Contact Person Telephone Number 1.5 Contact Person Email Address Project Information 1.6 Estimated Project Value (S\$) 1.7 Project / Scope Description 1.8 Duration of Project 1.9 Number of Users	
S/N	Item	Numbers / Description
1	Client Information 1.0 Customer Company Name 1.1 Company Address 1.2 Company Description 1.3 Contact Person 1.4 Contact Person Telephone Number 1.5 Contact Person Email Address Project Information 1.6 Estimated Project Value (S\$) 1.7 Project / Scope Description 1.8 Duration of Project 1.9 Number of Users	

Please use separate sheet if the space is insufficient.

Annex F

TABLE OF COMPLIANCE

The Contractor shall fill in the Table of Compliance with the following responses to all the clauses in Section B Requirement Specification:

"C" for Compliant	Able to fully comply with the requirements. The Contractor shall not add comments against the clause that vary the meaning of full compliance to the clause. However, comments indicating references to literature to substantiate the response is permissible. Any other comments which will vary the meaning of full compliance will be ignored.
"NC" for Non-Compliant	Unable to comply with the requirements at all. Explanatory note must be provided under the column "Remarks" for cases where the compliance are "NC". Vague responses such as "Refer to brochure attached" are not acceptable.
"V" for Variation	The proposed system will meet the requirements with some customization, modification, development and/or another alternative. The Contractor shall provide details of the proposed system, the cost for such variation and highlight it. An explanatory note must be provided under the "Remark" column for cases where the compliance is "V". The contractor may use additional pages to furnish all the necessary information. However, NKF is not liable to take this variation for further consideration as it deems fit.
"ND" for Noted	When the statement is made in the RFP documents which do not call for the Contractor to meet a specific requirement but merely informs the Contractor of a fact, then the term "Noted" will be accepted as acknowledgement that the Contractor has read and understood the information. Where "Noted" is used against clauses requiring response other than "Noted", the Contractor's response will be classified as "Compliance".

IT Helpdesk Support Services for NKF – Table of Compliance

All requirement mentioned herewith are mandatory.

S/N	Requirement	Compliance (C / NC / V / ND)	Remarks
1	<u>CONTRACT PERIOD</u> As specified in Requirement 4.		
2	<u>REQUIREMENT FOR CONTRACTORS</u> As specified in Requirement 5.		
3	<u>IT HELPDESK SERVICE</u> As specified in Requirement 6.		
4	<u>END USER COMPUTING SUPPORT</u> As specified in Requirement 7.		
5	<u>IMAGE BUILD MANAGEMENT</u> As specified in Requirement 8.		
6	<u>ADMINISTRATION AND CONFIGURATION</u> As specified in Requirement 9.		
7	<u>TROUBLE-SHOOTING AND INCIDENT RESOLUTION</u> As specified in Requirement 10.		
8	<u>END USER DEVICE HARDENING AND LOCKDOWN</u> As specified in Requirement 11.		
9	<u>AD-HOC Service Request</u> As specified in Requirement 12.		
10	<u>TRANSITION PLAN</u> specified in Requirement 13.		
11	<u>HAND-OVER / EXIT PLAN</u> As specified in Requirement 14.		
12	<u>CONTRACTOR'S SUPPORT EXPERIENCE IN SIMILAR PROJECTS & RESOURCE CAPABILITY</u> Please provide details listed in Annex C.		
13	<u>TEAM COMPOSITION</u> Please provide details listed in Annex D.		
14	<u>CUSTOMER'S REFERENCES IN SIMILAR PROJECTS</u> Please provide details listed in Annex E.		
15	<u>PRICE SCHEDULE</u> Please provide details listed in Price Schedule.		

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Contractor's Name: _____

Email Address: _____ Contractor's Stamp: _____