

REQUIREMENT SPECIFICATION

REQUEST FOR PROPOSAL FOR THE PROVISION OF TRANSPORTATION AND DIALYSIS ESCORT SERVICE FOR PATIENT'S DIALYSIS SESSION

1. Introduction

- 1.1 The National Kidney Foundation (“**NKF**”) wishes to appoint service provider (the “**Contractor**”) for the provision of transport and dialysis escort service for patient’s dialysis session, such service as described in Scope of Service (the “**Services**”) to all NKF dialysis centres in Singapore.

2. Scope of Service

- 2.1 There are 5 different scopes of services in this Request for Proposal (RFP):
- **Annex A** - Scope of Service for Medical Transport
 - **Annex B** - Scope of Service for Wheelchair Accessible Transport
 - **Annex C** - Scope of Service for Dialysis Escort
 - **Annex D** - Scope of Service for Group Pick up for Wheelchair Accessible Transport and/or regular van (optional rate).
 - **Annex E** – Scope of Service for Patients’ Occupational Therapy Session Wheelchair Accessible Transport (optional rate).
- 2.2 The Contractor can quote for one or more of the service(s) stated in **Annex A, B, C, D and E**.
- 2.3 The Contractor shall perform the Services according to the requirements specified in **Annex A, B, C, D and/or E**, as according to their submission of bid(s) in the **Price Schedule**.
- 2.4 Medical Transport (MT) service provider must be registered with the Ministry of Health (MOH) and Land Transport Authority (LTA) and in compliance with the following:
- Healthcare Services Act (HCSA);
 - Healthcare Services (Emergency Ambulance Service & Medical Transport Service) Regulations;
 - MOH License Conditions for Medical Transport Service; and
 - All other applicable regulations as stipulated by the relevant authorities.
- 2.5 The Contractor must have sufficient service liability coverage of at least **\$1 million**. These insurance(s) will cover liability arising from services rendered from starting point to end point. Service liability coverage can include but is not limited to, public liability insurance, valid comprehensive motor insurance, third-party vehicle insurance which include coverage for the patients and all passengers.
- 2.6 Starting Point to End Point is define as:
- Chair/Bed to Chair (Service for Medical Transport)
 - Kerb to Kerb (Service for Wheelchair Accessible Transport)
 - Door to Door (Service for Dialysis Escort)
- 2.7 Sufficiency is determined by NKF. NKF’s decision is final.

3. Quantity Requirement and Delivery Schedule

- 3.1 The Services shall be delivered to such of NKF's dialysis centres as NKF shall stipulate from time to time. Please refer to **Annex H** for the detailed listing of NKF's dialysis 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 dialysis centres.
- 3.2 As of date of this Request for Proposal (RFP), the estimated current number of patients requiring the services over a period of **twenty four (24)** months is:
- **189** for medical transport, with an expected growth of **2** patients per month over the contract period.
 - **402** for wheelchair accessible transport with an expected growth of **3** patients per month over the contract period.
 - **166** for dialysis escort service, with an expected growth of **2** patients per month over the over the contract period.

This number is subject to changes due to patient hospitalization, deceased or out of the dialysis programme.

- 3.3 The estimated number of services required per patient is about 3 times per week.

4. Term of Contract

- 4.1 The Contractor shall provide the Services over a period of **twenty-four (24)** months, with the NKF having an option to extend for further periods of **twenty-four (24)** 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).

Base Period	Options
1 Sept 2024 to 31 Aug 2026	Two (2) years

- 4.2 NKF has the option to terminate in accordance to the Conditions of Contract by giving a written notice of termination to the Contractor at any time prior to the end of the current term.
- 4.3 Unless otherwise stipulated by the NKF, all purchases for the Services made during the extended period of this Contract shall be subjected to the terms and conditions hereof (as may be amended, varied, supplemented and/or replaced from time to time), and the Services purchased during such extended period shall be deemed to be Services as defined in this Contract.

5. RFP Briefing

- 5.1 Vendors are encouraged to attend an online briefing session on the date and time specified below:

Date: 22 November 2023, Wednesday
Time: 10.30 am – 11:30am
Mode: Microsoft Teams

- 5.2 To participate in the online briefing session, Vendors have to email to hwaboon.tan@nkfs.org with details on the company's name, attendee's name and email address by 21 November, Tuesday, 10.00am. The meeting details would be emailed to Vendors who had expressed their interest to attend.

6. Submission of RFP Bids

- 6.1 The quotation submitted by the Contractor shall be as in **Price Schedule**. Each Contractor shall provide the price quote for:
- Single, Round and Adhoc trip for Medical Transport and Wheelchair Accessible Transport
 - Single, Round, Group and vehicle for wheelchair accessible transport for patient's Occupational Therapy (optional rate)
 - Per Trip basis based on distance and lease of vehicle for whole day for wheelchair accessible transport and/or regular van for group pick up (optional rate)
 - Single, Round trip (with / or Without Transport) for Dialysis Escort Service
- 6.2 The address of all the dialysis centres have been indicated for Contractor's reference only. 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 dialysis centres.
- 6.3 The Contractor is required to provide the following information and/or documents to NKF:
- 6.3.1 Letter of Accreditation from MOH (in accordance to year 2017 standards for MT service or emergency ambulance service)
 - 6.3.2 Vehicle registration with MOH and/or LTA;
 - 6.3.3 **Annex F** – vehicle requirement (for wheelchair accessible transport service);
 - 6.3.4 In-house training records of drivers on how to handle wheelchair bound patients (for wheelchair accessible transport service);
 - 6.3.5 Insurance document covering both vehicle and passenger;
 - 6.3.6 Relevant Service Liability Insurance(s)
 - 6.3.7 Accredited Certificates
 - 6.3.8 Testimonials from clients
- 6.4 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 MEDICAL TRANSPORT

1. Scope of Work for Medical Transport

- i. To provide medical transport services only for NKF patients who have been granted the assistance within the approved effective period.
- ii. The service required by each patient consist of either a single trip or a round trip that includes transferring from the bed or chair of the patient's place of residence to the dialysis chair of the appointed NKF dialysis centre and/or vice versa.
- iii. Chair to chair is defined as providing transfer service from the starting point which is defined as the bed or chair of the patient's place of residence to the end point which is defined as the dialysis chair of the appointed NKF dialysis centre and/or vice versa. The process of transfer will only involve the use of stretcher to ensure patient's safety. The Contractor must ensure proper handover to the respective nurse in charge before leaving patient.
- iv. Installation of In-Vehicle cameras in all vehicles that are conveying NKF patients is encouraged but not mandatory.
- v. All patients are to be conveyed via medical transport stretcher whilst on enroute and need to be transported safely. Contractor to ensure that there shall be measures and protocols in place to ensure adequate infection control.
- vi. The Contractor shall ensure that patients are conveyed in an appropriate and safe manner in accordance with the requirements of the License Condition on Medical Transport Services. For instance, in the event that the health condition warrants a patient to be conveyed via stretcher but he/ she refuses to do so, the Contractor shall not proceed with the transportation arrangement.
- vii. For patient staying on a non-lift landing block - medical transport provider will have to carry the patient using stair chair from home down the flight of stairs and then transfer a patient from stair chair to stretcher or wheelchair onto the medical transport vehicle, the same applies on the return trip from dialysis centre to home. The stair chair used should be capable of carrying patients weighing up to 120Kg.
- viii. For patients staying on lift landing block – the medical transport providers will have to convey the patient by using a stretcher or wheelchair from home and onto the medical transport, the same applies for the return trip from dialysis centre to home.
- ix. In the event of any resistance from the patient in coming for dialysis on their scheduled dialysis day, the Contractor shall inform Medical Social Work Department. The contractor will still have to make a trip to the dialysis centre to stamp the acknowledgement slip even if the patient refuses to go for dialysis. Such trip would be considered as a single trip.
- x. The Contractor shall inform the respective Dialysis Centres of any delays in ferrying patients.
- xi. To assist our patients in taking their weight at the dialysis centres and thereafter a proper handover of the patient to the dialysis centres' nurses.
- xii. In the case of an emergency, where a patient is required to be sent to the A&E of a restructured hospital from the dialysis centre, the trip to the restructured hospital's A&E department is considered a replacement of the trip back to the place of residence and therefore also considered as a round trip.

- xiii. For the avoidance of doubt, item (xii.) is only applicable when the request is made by a NKF nurse of the patient's dialysis centre to the A&E department of a restructured hospital. A proof of stamp, signature and date of request by the requesting NKF nurse is required.
- xiv. In cases where patients are ferried from the dialysis centres to the hospitals for their follow up appointments etc, such cases are not considered as within the appointed scope of service and the patients will bear the costs in such cases. For the avoidance of doubt, NKF shall not in anyway be responsible for the costs of services not within this Scope of Work. 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/wellbeing for this part of the trip. Such trip would be considered as a single trip if the Contractor was scheduled to bring the patient to the dialysis centre.
- xv. The Contractor must be able to accommodate shift changes due to medical appointments or any other unforeseen circumstances, including Sunday and Public holidays. Sunday and Public Holiday should be charged as the price quoted in price schedule regardless of scheduled or unscheduled trip.
- xvi. The Contractor will give 2 weeks written notice to the SWK (Social Worker) for termination of service due to any negative attitude/behaviour of patients to the Contractor. However, an investigation will be carried out upon receiving such case.
- xvii. The Contractor shall give 1 month written notice for termination of service for any reason whatsoever. Failure of which will result in the Contractor reimbursing NKF on demand for any costs and expenses incurred during NKF's attempt to provide alternative services.
- xviii. The Contractor would be informed of any cancellation not lesser than 30 minutes before the appointed collection time. If such a situation arise, the trip would be considered a single trip for patients even though they are scheduled for round trips.
- xix. The Contractor shall adhere to the stipulated time on ferrying patients to and fro of the dialysis centre. The stipulated time for the different shifts are detailed below:

Dialysis Shift	Shift Start Time	Specifications	Stipulated Time
Morning	7.30 am	- Earliest pickup from patient's place of Residence	6.00 am
		- Patient to reach DC latest by	7.30 am
		- Latest pickup from dialysis centre	1 hr after dialysis ends
Noon	12.00 nn	- Earliest pickup from patient's place of residence	10.30 am
		- Patient to reach DC latest by	12.00 noon
		- Latest pickup from dialysis centre	1 hr after dialysis ends
Evening	6.00 pm	- Earliest pickup from patient's place of residence	4.30 pm
		- Patient to reach DC latest by	6.00 pm
		- Latest pickup from dialysis centre	1 hr after dialysis ends

- xx. The Contractor is required to collect co-payment from the patient at the end of the month. The Contractor will be informed of the co-payment amount by the Social Worker (SWK). The contractor is to advise their policy on cut off service should the patient not make payment after service is rendered. NKF is not liable for the collection of co-payment on behalf of The Contractor. The Contractor will give one month written notice to the SWK for termination of service to the patient due to no collection of co-payment from the patient.
- xxi. The Contractor is required to inform the respective Dialysis Centres at the soonest possible, or within 24 hours at the latest, should any incident happen to a patient during their care. Subsequently, Contractor is required to submit a report of this incident to the NKF Purchasing department and SWK/ AC (Admission Counsellor) department within 48 hours
- xxii. Allow NKF to appoint in-house and external auditors periodically to perform a compliance audit to ensure that all vehicles conveying NKF patients are in line with the critical service requirements.
- xxiii. The Contractor must not appoint any other vendor to provide, on the Contractor's behalf, the applicable transport service that the Contractor is authorized under a licence to provide or any aspect of the transport service.
- xxiv. The Contractor is to submit all invoices and log sheet via sharepoint portal.

2. Lapse of service

- i. The NKF will not tolerate any negative attitude lodged against the Contractor with evidence and such negative attitude shall be considered as a service lapse.
- ii. Other service lapses include (but are not limited to) delay in picking patients to and fro the dialysis centre and non-compliance to the defined Scope of Work stated in paragraph 1 above.

3. Demerit points

- i. NKF reserve the right to issue Demerit point for each item stated in **Annex G**.
- ii. NKF's decision is final and irrevocable.
- iii. For every **three (3)** demerit points incurred by the Contractor within a calendar month, a charge of **\$1,000** will be levied. This is in addition to any other remedies which NKF may have under this Contract.
- iv. The penalty shall be deducted from any payment due or becoming due to the Contractor. Alternatively, NKF also has the sole discretion and right to require the Contractor to pay the charge so imposed.
- v. The Contractor agrees and acknowledges that the charge is not a penalty but an incentive for the Contractor to provide good service to NKF.
- vi. Additionally, NKF reserve the right to terminate the service contract after the Contractor is issued demerit points, depending on the severity of the offence.

4. Payment

- i. A receipt shall be issued by the Contractor to the dialysis centre upon completion of safe transfer of our patient to the dialysis centre. The receipt should be duly signed and stamped by the staff at the dialysis centre after each service rendered and the Contractor is not allowed to consolidate the receipt and obtain endorsement for service delivery on monthly basis.

- ii. All duplicate copies of the signed and stamped receipts along with the invoices should be provided and marked to the attention of the NKF Finance Department for processing of payment.
- iii. Upon the receipt of the invoice from the Contractor, the Contractor 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 conflicts or at variance with the Conditions of Contract, the Terms and Conditions of this Scope of Service shall prevail.

Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

Contractor's Name: _____

Email Address: _____

Contractor's Stamp: _____

ANNEX B

SCOPE OF SERVICE FOR WHEELCHAIR ACCESSIBLE TRANSPORT

1. Scope of Work for Wheelchair Accessible Transport

- i. To provide transport service only for NKF patients who have been granted assistance within the approved effective period.
- ii. The service required by each patient consist of either a single trip or a round trip from the kerb of patient's place of residence to the kerb of appointed NKF dialysis centre and/or vice versa.
- iii. Kerb to kerb is defined as providing transfer service from the starting point which is the raised edged between pavement and the road of the patient's place of residence to the end point, which is defined as the raised edged between pavement and the road in front of the appointed NKF dialysis centre and/or vice versa.
- iv. In the event of any additional service outside the boundary (boundary as defined in (iii.) requested by patient, the Contractor should decline such service by not proceed with the transportation arrangement.
- v. Installation of In-Vehicle cameras in all vehicles that are conveying NKF patients is encouraged but not mandatory.
- vi. For patients conveying on the wheelchair, they must be secured by harness onto the wheelchair. Belt restraint must fit over the pelvis and shoulder for effective protection. The wheelchair must be well secured by the docking system, a bolt underneath the wheelchair locks securely into the base to prevent it from stirring/moving. Patients need to be transported safely. Contractor to ensure that there shall be measures and protocols in place to ensure adequate infection control.
- vii. In the event of any resistance from the patient in coming for dialysis on their scheduled dialysis day, the Contractor shall inform Medical Social Work Department. Contractor will still have to make a trip to the dialysis centre to stamp the acknowledgement slip even if the patient refuses to go for dialysis. Such trip would be considered as a single trip.
- viii. The contractor shall inform the respective Dialysis Centres of any delays in ferrying patients.
- ix. In cases where patients are required to be sent to a restructured hospital for further assessment, NKF nurse will inform the Contractor at least 30 minutes before the scheduled time on the cancellation of the return trip for the patient. Such trip would be considered as a single trip for patients even though they are scheduled for a round trip.
- x. For the avoidance of doubt, item (ix.) is only applicable when the request is made by a NKF nurse of the patient's dialysis centre to the A&E department of a restructured hospital. A proof of stamp, signature and date of request by the requesting NKF nurse is required.
- xi. In cases where patients are ferried from the dialysis centres to the hospitals for their follow up appointments etc, such cases are not considered as within the appointed scope of service and the patients will bear the costs in such cases. For the avoidance of doubt, NKF shall not in anyway be responsible for the costs of services not within this Scope of Work. 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/wellbeing for this part of the trip. Such trip would

be considered as single trip if the Contractor was scheduled to bring patient to the dialysis centre.

- xii. The Contractor would be informed of any cancellation not lesser than 30 minutes before the appointed collection time. If such a situation arise, the trip would be considered a single trip for patients even though they are scheduled for round trips.
- xiii. The Contractor must be able to accommodate shift changes due to medical appointments or any other unforeseen circumstances, including Sunday and Public holidays. Sunday and Public Holiday should be charged as the price quoted in price schedule regardless of scheduled or unscheduled trip.
- xiv. The Contractor shall adhere to the stipulated time on ferrying patients to and from the dialysis centre. The stipulated time for the different shifts are detailed below:

Dialysis Shift	Shift Start Time	Specifications	Stipulated Time
Morning	7.30 am	- Earliest pickup from patient's place of residence	6.00 am
		- Patient to reach DC latest by	7.30 am
		- Latest pickup from DC	1 hr after dialysis ends
Noon	12.00 nn	- Earliest pickup from patient's place of residence	10.30 am
		- Patient to reach DC latest by	12.00 nn
		- Latest pickup from DC	1 hr after dialysis ends
Evening	6.00 pm	- Earliest pickup from patient's place of residence	4.30 pm
		- Patient to reach DC latest by	6.00 pm
		- Latest pickup from DC	1 hr after dialysis ends

- xv. Contractor is required to accommodate up to 2 pickups per trip.
- xvi. The Contractor will give 2 weeks written notice to the SWK for termination of service due to any negative attitude / behaviour of patients to the Contractor. However, an investigation will be carried out upon receiving such case.
- xvii. The Contractor shall give 1 month written notice for termination of service for any reason whatsoever. Failure of which will result in the Contractor reimbursing NKF on demand for any costs and expenses incurred during NKF's attempt to provide alternative services.
- xviii. The Contractor is required to collect co-payment from the patient at the end of the month. The contractor will be informed of the co-payment amount by the Social Worker (SWK). The contractor is to advise their policy on cut off service should the patient not make payment after service is rendered. NKF is not liable for the collection of co-payment on behalf of The Contractor. The Contractor will give one month written notice to the SWK for termination of service to the patient due to no collection of co- payment from the patient.
- xix. The Contractor is required to inform the respective Dialysis Centres at the soonest possible, or within 24 hours at the latest, should any incident happen to a patient during their care. Subsequently, Contractor is required to submit a report of this incident to the NKF Purchasing department and SWK/ AC department within 48 hours.
- xx. Allow NKF to appoint in-house and external auditors periodically to perform a compliance audit to ensure that all vehicles conveying NKF patients are in line with the critical service requirements.
- xxi. The Contractor must not appoint any other vendor to provide, on the Contractor's behalf, the applicable transport service that the Contractor is authorized under a licence to provide or any aspect of the transport service.

- xxii. The Contractor is to submit all invoices and log sheet via sharepoint portal.

2. Lapse of service

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

3. Demerit points

- i. NKF reserve the right to issue Demerit point for each item stated in **Annex G**.
- ii. NKF's decision is final and irrevocable.
- iii. For every **three (3)** demerit points incurred by the Contractor within a calendar month, a charge of **\$1,000** will be levied.
- iv. The penalty shall be deducted from any payment due or becoming due to the Contractor. Alternatively, NKF also has the sole discretion and right to require the Contractor to pay the charge so imposed.
- v. The Contractor agrees and acknowledges that the charge is not a penalty but an incentive for the Contractor to provide good service to NKF.
- vi. Additionally, NKF reserve the right to terminate the service contract after the Contractor is issued demerit points, depending on the severity of the offence.

4. Payment

- i. A receipt shall be issued by the Contractor to the dialysis centre upon completion of the transfer of our patient to the dialysis centre. The receipt should be duly signed and stamped by the staff at the dialysis centre after each service rendered and the Contractor is not allowed to consolidate the receipt and obtain endorsement on monthly basis.
- ii. All duplicate copies of the signed and stamped receipts along with the invoices should be provided and marked to the attention of the NKF Finance Department for processing of payment.
- iii. Upon the receipt of the invoice from the Contractor, the Contractor 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 conflicts or at variance with the Conditions of Contract, the Terms and Conditions of this Scope of Service shall prevail.



Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

Contractor's Name: _____

Email Address: _____

Contractor's Stamp: _____

ANNEX C**SCOPE OF SERVICE FOR DIALYSIS ESCORT****1. Scope of work for Dialysis Escort:**

- i. To provide dialysis escort service only for NKF patients who have been granted the assistance within the approved effective period.
- ii. The service required by each patient consist of either a single trip or a round trip from door of patient's place of residence to door of appointed NKF dialysis centre and/vice versa.
- iii. The door of patient's place is further defined as the starting point and door of appointed NKF dialysis centre as end point. Patient must be accompanied by an escort from starting to end point, and vice versa. Dialysis escort must ensure proper handover to nurses in charge before leaving patient.
- iv. The Contractor shall ensure that patients are conveyed in an appropriate and safe manner. For instance, in the event that the health condition warrant a patient to be conveyed in wheelchair but he/she refuse to do so, the Contractor shall not proceed with the transport arrangement.
- v. Dialysis Escort service provided by the Contractor should be on a one-to-one basis (1 patient to 1 dialysis escort or to 1 vehicle if the assistance granted is Dialysis escort with transport).
- vi. The Contractor should adhere on stipulated time on taking patients to and fro the dialysis centre as below:

Shifts of dialysis	Arrival time at DC (or 15mins before dialysis start time)	Pick-up Time at DC (or latest ½hr after dialysis end time)
7am – 11am	6.30am	11.30am
12nn – 4pm	11.30am	4.30pm
6pm – 10pm	5.30pm	10.30pm

- vii. The Contractor is responsible for providing replacement or alternative dialysis escort services on time, should the designated dialysis escort be unavailable.
- viii. Failure in complying with (vii.) above will result in the Contractor reimbursing NKF on demand for any cost and expense incurred during NKF's attempt(s) to provide alternative services to affected patients.
- ix. The Contractor will give 2 weeks written notice to the SWK for termination of service due to any negative attitude/ behaviour of patients to the Contractor. However, an investigation will be carried out upon receiving such case.
- x. The Contractor shall give 1 month written notice for termination of service for any reason whatsoever. Failure of which will result in the Contractor reimbursing NKF on demand for any costs and expenses incurred during NKF's attempt to provide alternative services.

- xi. The Contractor shall inform the respective Dialysis Centres of any delay in ferrying patients.
- xii. In the event of any resistance from the patient in coming for dialysis, the Contractor shall inform Social Worker Department/ Admissions Counsellors (AC). The Contractor will still be required to make a trip to the dialysis centre to stamp the acknowledgement slip even if the patient refuses to go for dialysis. Such trip would be considered as single trip.
- xiii. In cases where patients are ferried from the dialysis 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 costs 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 Work. 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/wellbeing for this part of the trip. Such trip would be considered as single trip if the Contractor was scheduled to bring patient to the dialysis centre.
- xiv. The Contractor must be able to accommodate shift changes due to medical appointments or any other unforeseen circumstances, including Sunday and Public Holidays, regardless scheduled or unscheduled trip.
- xv. The Contractor would be informed of any cancellations not lesser than 60 minutes before the appointed collection time for dialysis escort who travel by public transport (e.g. mrt, public bus, taxi) and 30 minutes before the appointed collection time for dialysis escort with company's transport. If such a situation arise, the trip would be considered a single trip for patients even though they are scheduled for round trips.
- xvi. For cases where the subsidy does not cover the entire charge of service, the Contractor is required to collect co-payment from patient at the end of the month. The Contractor will be informed of the co-payment amount by Social Worker (SWK) / Admission Counsellor (AC). The Contractor will give one month written notice to the SWK for termination of service to patient due to no collection of co-payment from patient.
- xvii. The Contractor must not appoint any other vendor to provide, on the Contractor's behalf, the applicable dialysis escort service that the Contractor is authorized to provide or any aspect of the dialysis escort service without prior notice and consent from NKF.

2. Proper Handover

- i. The Contractor must assist patients to take their weight pre- and post-dialysis in the presence of NKF nurses. A proper handover to DC staff is considered complete only after the above actions are performed.

3. Patient Safety

- i. The Contractor is required to inform the respective Dialysis Centres at the soonest possible, or within 24 hours at the latest, should any incident happen to patient during their care. Subsequently, the Contractor is required to submit a report of this incident to NKF Purchasing department and SWK/ Admission Counsellor (AC) within 48 hours.

4. Transportation

- i. The Contractor should render service in accordance with the type of assistance approved (with or without transport) as below:

- Dialysis Escort **without** transport: The Contractor should provide a dialysis escort and accompany patient from starting to end point without transport. The Contractor can opt to push patient via wheelchair to the dialysis centre upon agreement with the patient.
 - Dialysis Escort **with** transport: The Contractor should provide a dialysis escort and a transport (sedan car, van, or ambulance) from starting to end point. The cost of transportation should be covered in the quoted pricing under “With Transport” in the Price Schedule.
- ii. For patients that require travelling via taxis, NKF will work with patient on his/her transport assistance if required.

5. Confidentiality of Patients

- i. The Contractor must not release any information, e.g. name or photograph etc, of escorted patients to any external parties beyond NKF, without NKF’s consent.

6. Collaboration with Social Workers (SWKs)

- i. The Contractor to inform and work closely with the designated SWKs with regards to any challenges or unforeseen situations when providing the service.

7. Dialysis Escort to ensure proper conduct in provision of escort service

- i. The Contractor shall not provide any other services, including but it is not limited to:
- Providing health related advice;
 - Giving of personal loans to patients or from patients;
 - No other contractual arrangements in addition to the dialysis escort service.
 - Grocery run with patient
- ii. The Contractor are prohibited from providing any service other than the services prescribed above in this contract. NKF will not be responsible howsoever and whatsoever if any other service is provided or agreed to between the Contractor and the patient. For the avoidance of doubt, the Contractor should decline any request other than the services prescribed above in this contract.

8. Qualitative Requirement for Dialysis Escort

- i. Must have valid First Aid Certification.
- ii. Patient must be accompanied at all times and if the patient is unstable or very disturbed. The Contractor should remain with the patient until the transfer/ hand over procedure is completed.
- iii. The Contractor is to remain focused on the continuing care and safety of the patient throughout the process of transfer. Reasonable communication regarding the method and mode of transfer, changes in position and use of appropriate handling equipment will lessen the patient’s anxiety and concern.

9. Lapse of Service

- i. The NKF will not tolerate any negative attitude lodged against the Contractor 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 fro the dialysis centre and non-compliance to the defined Scope of Work stated in paragraph 1 above.
- iii. In the event that the assigned dialysis escort has exhibited a lapse of service or any requirement, NKF reserves the right to request for a change of dialysis escort with immediate effect.

10. Payment for Services

- i. NKF to be invoiced by the month and payment to the Contractor will be on monthly basis.
- ii. Service will be in "Payment by Usage" mode. Should no service be rendered due to unforeseen circumstances, then the Contractor shall not bill for that trip. Example, patients may be sent to hospitals from the dialysis centres due to medical emergencies. Effort will be made by the dialysis centres to contact Dialysis Escorts in advance as circumstance permits.
- iii. A receipt shall be issued by the Contractor to the dialysis centre upon completion of safe transfer of our patient to the dialysis centre. The receipt should be duly signed and stamped by the staff at the dialysis centre after each service rendered and the Contractor is not allowed to consolidate the receipt and obtain endorsement for service delivery on monthly basis.
- iv. Upon the receipt of the invoice from the Contractor, the Contractor 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.
- v. The Contractor is to submit all invoices and log sheet via sharepoint portal.

11. 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.

Accepted By:

Authorized Signature: _____	Date: _____
Signatory Name: _____	Signatory Title: _____
Telephone Number: _____	Contractor's Name: _____
Email Address: _____	Contractor's Stamp: _____

ANNEX D

SCOPE OF GROUP PICK-UP SERVICE FOR WHEELCHAIR ACCESSIBLE TRANSPORT AND /OR REGULAR VAN (OPTIONAL RATE)

1.Scope of work for Group Pick-Up for Wheelchair Accessible Transport and/or regular van

- i. To provide transport service only for NKF patients who have been granted assistance within the approved effective period.
- ii. The service required by each patient consist of either a single trip or a round trip from the kerb of the agreed pick-up point (it can be 1 or multiple pick-up points) to the kerb of NKF dialysis centre and/or vice versa.
- iii. Kerb to kerb is defined as providing transfer service from the starting point which is the raised edged between pavement and the road of the agreed pick-up point to the end point, which is defined as the raised edged between pavement and the road in front of the NKF dialysis centre and/or vice versa.
- iv. In the event of any additional service outside the boundary (boundary as defined in (iii.)) requested by patient, the Contractor should decline such service by not proceed with the transportation arrangement.
- v. The “distance” in the “Price Schedule” means the shortest travel route between the start point and the end point as calculated using “Google Map” (currently found at <https://maps.google.com>).
- vi. For all trips, the service required will need to allow 1 caregiver to travel with the patient.
- vii. Installation of In-Vehicle cameras in all vehicles that are conveying NKF patients is encouraged but not mandatory.
- viii. For patients conveying on the wheelchair, they must be secured by harness onto the wheelchair. Belt restraint must fit over the pelvis and shoulder for effective protection. The wheelchair must be well secured by the docking system, a bolt underneath the wheelchair locks securely into the base to prevent it from stirring/moving. Patients need to be transported safely.
- ix. Seating arrangement for caregiver(s) must be equipped with safety belts.
- x. The Contractor shall ensure that every vehicle that is used to provide services conforms to or exceeds all the requirements in **Annex F** (including during times of emergency or pandemic) and from authorities such as Ministry of Health (MOH) or Land Transport Authority of Singapore (LTA).
- xi. The Contractor shall ensure that all vehicles that are used to provide the services are air conditioned, maintain in a good working condition and there shall be measures and protocols in place to ensure adequate infection control, clean and free from litter and pests.
- xii. The contractor shall inform the respective Dialysis Centres of any delays in ferrying patients.
- xiii. In cases where patients are ferried from the dialysis centres to the hospitals for their follow up appointments etc, such cases are not considered as within the appointed scope of service and the patients will bear the costs in such cases. For the avoidance of doubt, NKF shall not in anyway be responsible for the costs of

services not within this Scope of Work. 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/wellbeing for this part of the trip.

- xiv. The Contractor 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.
- xv. The Contractor must be able to accommodate shift changes due to medical appointments or any other unforeseen circumstances, including Sunday and Public holidays. Sunday and Public Holiday should be charged as the price quoted in price schedule regardless of scheduled or unscheduled trip.
- xvi. The Contractor shall adhere strictly to the stipulated time on ferrying patients to and fro the dialysis centre. The stipulated time for the different shifts is detailed below:

Dialysis Shift	Shift Start Time	Specifications	Stipulated Time
Morning	7.30 am	- Earliest pickup from agreed pick up point (1 or multiple pick-up points)	6.00 am
		- Patient to reach DC latest by	7.30 am
		- Latest pickup from DC	1 hr after dialysis ends
Noon	12.00 nn	- Earliest pickup from agreed pick up point (1 or multiple pick-up points)	10.30 am
		- Patient to reach DC latest by	12.00 nn
		- Latest pickup from DC	1 hr after dialysis ends
Evening	6.00 pm	- Earliest pickup from agreed pick up point (1 or multiple pick-up points)	4.30 pm
		- Patient to reach DC latest by	6.00 pm
		- Latest pickup from DC	1hr after dialysis ends

- xvii. The Contractor will give 2 weeks written notice to the MSW for termination of service due to any negative attitude / behaviour of patients to the Contractor. However, an investigation will be carried out upon receiving such case.
- xviii. The Contractor shall give 1 month written notice for termination of service for any reason whatsoever. Failure of which will result in the Contractor reimbursing NKF on demand for any costs and expenses incurred during NKF's attempt to provide alternative services.
- xix. The Contractor is required to inform the respective Dialysis Centres at the soonest possible, or within 24 hours at the latest, should any incident happen to a patient during their care. Subsequently, Contractor is required to submit a report of this incident to the NKF Purchasing department and SWK/ AC department within 48 hours.
- xx. Allow NKF to appoint in-house and external auditors periodically to perform a compliance audit to ensure that all vehicles conveying NKF patients are in line with the critical service requirements.
- xxi. The Contractor must not appoint any other vendor to provide, on the Contractor's behalf, the applicable transport service that the Contractor is authorized under a licence to provide or any aspect of the transport service.
- xxii. The Contractor is to submit all invoices and log sheet via sharepoint portal.

2. Lapse of service

- iii. The NKF will not tolerate any negative attitude lodged against the Contractor with evidence and such negative attitude shall be considered as a service lapse.
- iv. Other service lapses include (but are not limited to) delay in picking patients to and fro the dialysis centre and non-compliance to the defined scope of service stated in paragraph 1 above.

3. Demerit points

- vii. NKF reserve the right to issue Demerit point for each item stated in **Annex G**.
- viii. NKF's decision is final and irrevocable.
- ix. For every **three (3)** demerit points incurred by the Contractor within a calendar month, a charge of **\$1,000** will be levied.
- x. The penalty shall be deducted from any payment due or becoming due to the Contractor. Alternatively, NKF also has the sole discretion and right to require the Contractor to pay the charge so imposed.
- xi. The Contractor agrees and acknowledges that the charge is not a penalty but an incentive for the Contractor to provide good service to NKF.
- xii. Additionally, NKF reserve the right to terminate the service contract after the Contractor is issued demerit points, depending on the severity of the offence.

4. Payment

- i. A receipt shall be issued by the Contractor to the dialysis centre upon completion of the transfer of our patient to the dialysis centre. The receipt should be duly signed and stamped by the staff at the dialysis centre after each service rendered and the Contractor is not allowed to consolidate the receipt and obtain endorsement on monthly basis.
- ii. All duplicate copies of the signed and stamped receipts along with the invoices should be provided and marked to the attention of the NKF Finance Department for processing of payment.
- iii. Upon the receipt of the invoice from the Contractor, the Contractor 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

- ii. Where any of the Terms and Conditions of this Scope of Service conflicts or at variance with the Conditions of Contract, the Terms and Conditions of this Scope of Service shall prevail.



Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

Contractor's Name: _____

Email Address: _____

Contractor's Stamp: _____

ANNEX E

SCOPE OF SERVICES FOR PATIENT'S OCCUPATIONAL THERAPY SESSION (WHEELCHAIR ACCESSIBLE TRANSPORT) (OPTIONAL RATE)

The following rates shall be used for optional service for wheelchair accessible transportation service for patient's occupational therapy session as and when requested by the NKF throughout the duration of the Contract.

The rates shall include all cost for the requirement in this section. The vehicle requirement would be as per **Annex F** of the RFP Requirement Specification document.

This service shall be carried out as per the requirement in this section.

1. Delivery Schedule

- 1.1 The Services shall be delivered to the NKF's Occupational Therapy (OT) centres as stipulated from time to time in the table below. 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.

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 Integrated Renal Centre 500 Corporation Road S(649808) Tel : 6359 3604

- 1.2 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.
- 1.3 The patient appointment schedule will be sent to the Vendor approximately 1 week in advance. Vendor will inform the Occupational Therapist the pickup time for patient.
- 1.4 Vendors 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.
- 1.5 Vendors to inform Therapy Department if patient/family contacted Vendor(s) of any cancellation (just in case that patient/family forgot to inform Therapy Department)

2. Requirement

- 2.1 To provide transport service only for NKF patients receiving Occupational Therapy Services.
- 2.2 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).
- 2.3 The service required will also have to include option for Group pickups (multiple pickups from patients' homes to NKF Occupational Therapy centre and back). Each group pick up will cater for up to 4 patients.
- 2.4 For all trips, be it individual or group pickups, the service required will need to allow one caregiver to travel with the patient.
- 2.5 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).
- 2.6 For Group trips where a patient requires pick up from his home unit to the vehicle, the Vendor 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.
- 2.7 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.
- 2.8 In the event of any resistance from the patient with regards to the arrangement, the Vendor shall inform the Occupational Therapist of NKF. Vendor 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.
- 2.9 Vendor shall inform the respective Occupational Therapy Centre of any delays in ferrying patients.
- 2.10 Vendors to inform Therapy Department in the event of any delay or early pick up of patients (from home or IRC/HQ). Delay in pickup of patients should not be more than hour (with the understanding to factor in traffic conditions).
- 2.11 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. Please also inform Occupational Therapy Centre if patients have such requests. 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 Vendor was scheduled to bring patient to the Occupational Therapy centre.

- 2.12 Must be able to accommodate changes due to medical appointments or any other unforeseen circumstances.
- 2.13 The Vendor shall adhere to the stipulated time on ferrying patients to and from 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	

- 2.14 Vendor to understand that above are projected therapy time slots and requests will be based on needs.
- 2.15 Vendor 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, Vendor is required to submit a report of this incident to NKF Purchasing department and Occupational Therapy department within 48 hours.

3. Lapse of Service

- 3.1 The NKF will not tolerate any negative attitude lodged against the Vendor with evidence and such negative attitude shall be considered as a service lapse.
- 3.2 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.

4. Demerit points

4.1 Demerit point will be issued for each item stated in below:

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 Vendor'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	Vendors 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

4.2 For every **three (3)** demerit points incurred by the Vendor within a calendar month, a charge of **\$1000** will be levied.

4.3 The penalty shall be deducted from any payment due or becoming due to the Vendor. Alternatively, NKF also has the sole discretion and right to require the Vendor to pay the charge so imposed.

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

5. Payment

- 5.1 A receipt shall be issued by the Vendor 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.
- 5.2 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.
- 5.3 Upon the receipt of the invoice from the Vendor, the Vendor 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.

Accepted By:

Authorized Signature: _____	Date: _____
Signatory Name: _____	Signatory Title: _____
Telephone Number: _____	Vendor's Name: _____
Email Address: _____	Vendor's Stamp: _____

ANNEX F**REQUIREMENT OF VEHICLE**

SNo	Description of Requirement	Comply Yes/No		Remarks
		Yes	No	
1	Vehicle must be installed with the wheelchair lift designed to raise and lower a patient on wheelchair to enter and exit a vehicle.			
2	Capable of taking on a minimum of 1 patient on wheelchair.			
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 a manual backup 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.			
h	Seat belts are installed for seated patients.			
i	Inside cabin camera for monitoring of patient safety.			

SNo	Description of Requirement	Comply Yes/No		Remarks
		Yes	No	
5	Safety Equipment			
a	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	A vehicle with signage to indicate that the vehicle is wheelchair accessible.			
b	Provided signage to the wheelchair user and driver on the 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	The 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 the vehicle safely.			
f	Reflective tape on the exterior of the vehicle to ensure visibility of the vehicle in low light situations.			

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Contractor's Name: _____

Email Address: _____ Contractor's Stamp: _____

ANNEX G**DEMERIT POINTS**

SNo	Description	Demerit Point
1	Staffs do not conform to either the required safety requirements or competencies.	3
2	Drivers fail to enforce the use of seat belts by all vehicle occupants.	3
3	Drivers exceed speed limits while ferrying patients.	3
4	Patients are found unattended while in a vehicle or/and before patient handover to DC at no time.	3
5	Adverse incident on patients that is found to be a direct result of the Contractor's deficiency or negligence in service provision.	3
6	Failure to report incidents happen within 24 hours to MSW / ACs within their care.	3
7	Inappropriate management of the patient, including the determination of the appropriate mode of transport, manpower and equipment requirements when conveying patients	3
8	Outsource the transport service to another vendor, on The Contractor's behalf	3
9	Inappropriate transferring of wheelchair-bound patient from a vehicle without using a hydraulic lift.	3
10	Contractors fail to ensure that the vehicle is in good condition by conducting daily inspection according to the checklist and require to do wipe down after every patient has been dispatched.	2
11	Failure to adhere to the stipulated time on ferrying patient to and fro of the dialysis center and non-compliance to the defined Scope of Work stated in paragraph 1 above.	2
12	Medical transport provided is not clean and free from pests, fail to ensure infection control is adequately performed.	1
13	More than 2 complaints from nurses in a month.	1
14	Staffs are reported and verified to be rude.	1

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Contractor's Name: _____

Email Address: _____ Contractor's Stamp: _____

ANNEX H**LIST OF DIALYSIS CENTRES (DC)**

<u>S/No</u>	<u>Name & Address of DC</u>
1	114 HOUGANG Singapore Buddhist Welfare Services-NKF Dialysis Centre 114 Hougang Ave 1, #01-1298, S (530114) Tel: 6382 6332/ Fax: 6383 0203 HG1
2	628 HOUGANG NKF Hougang-Punggol Dialysis Centre 628, Hougang Ave 8, #01-108, S (530628) Tel : 6284 1877 / Fax : 6284 0867 HG2
3	633 ANG MO KIO Western Digital-NKF Dialysis Centre 633 Ang Mo Kio Ave 6, #01-5155, S (560633) Tel: 6459 0113 / Fax: 6552 1697 AM2
4	565 ANG MO KIO Pei Hwa Foundation-NKF Dialysis Centre 565 Ang Mo Kio Ave 3, #01-3401, S (560565) Tel: 6552 6569 / Fax: 6552 6539 AM3
5	225 TOA PAYOH Singapore Airlines- NKF Dialysis Centre 225 Toa Payoh Lor 8 #01-54 S (310225) Tel: 62542 066 / Fax: 6251 9484 TPH
6	744 JURONG WEST Sheng Hong Temple-NKF Dialysis Centre 744 Jurong West St 73, #01-19, S (640744) Tel: 6794 1061/ Fax: 6794 1071 JW1
7	940 JURONG WEST NKF Dialysis Centre Supported by The Sirivadhanabhakdi Foundation 940 Jurong West Street 91, #01-441, S(640940) Tel: 6316 6246 / Fax: 6316 6194 JW2
8	113 TECK WHYE Leong Hwa Chan Si Temple-NKF Dialysis Centre 113 Teck Whye Lane, #01-666, S (680113) Tel: 6769 0178 / Fax: 6769 9231 TWY
9	27 NEW UPPER CHANGI Singapore Pools-NKF Dialysis Center 27 New Upper Changi Rd #01-694 S (462027) Tel: 6444 4278 / Fax: 6444 4978 BED
10	240 JURONG EAST NKF Dialysis Centre Supported by Yuhua Grassroots Organisations 240C Jurong East Ave 1, #01-01 S(603240) Tel : 69704847 / Fax : 69701849 JE1

<u>S/No</u>	<u>Name & Address of DC</u>
11	101 SIMEI Kwan Im Thong Hood Cho Temple-NKF Dialysis Centre (Simei Branch) 101 Simei St 1, #01-892, S (520101) Tel: 6785 9882/ Fax: 6786 6268 SMI
12	274 BANGKIT New Creation Church-NKF Dialysis Centre 274 Bangkit Rd, #01-54, S (670274) Tel: 6764 6400/ Fax: 6764 2004 BPJ
13	1 GHIM MOH Woh Hup-NKF Dialysis Centre 1 Ghim Moh Road, #01-358 S(270001) Tel : 64679200 / Fax : 64679231 GMH
14	275 BANGKIT Le Champ-NKF Dialysis Centre (Bukit Panjang Branch) 275 Bangkit Road, #01-96, S(670275) Tel : 68912782 / Fax : 68912592 BP2
15	103 BUKIT BATOK NTUC Income-NKF Dialysis Centre 103 Bt Batok Central #01-237 S (650103) Tel: 6569 2370 / Fax: 6569 7359 BBK
16	102 ALJUNIED Hong Leong-NKF Dialysis Centre 102 Aljunied Cre, #01-265, S (380102) Tel: 6743 3572 / Fax: 6743 0817 ALJ
17	201 SERANGOON IFPAS-NKF Dialysis Centre 201 Serangoon Central, #01-30, S (550201) Tel: 6285 4113/ Fax: 6284 2553 SRG
18	19 UPPER BOON KENG Sakyadhita-NKF Dialysis Centre 19 Upper Boon Keng Road, #01-1220, S(380019) Tel: 6743 1278 / Fax: 6743 1237 UBK
19	NKF CENTRE Tay Choon Hye-NKF Dialysis Centre 81 Kim Keat Rd, S (328836) Tel: 6506 2291/ Fax: 6254 9947 KKT
20	180 PASIR RIS Tampines Chinese Temple-NKF Dialysis Centre 180 Pasir Ris St 11, #01-06, S (510180) Tel: 6583 9500 / Fax: 6583 0779 PSR
21	43 BENDEMEER Kwan Im Thong Hood Cho Temple-NKF Dialysis Centre (Kolam Ayer Branch) Blk 43 Bendemeer Road, #01-1018, S(330043) Tel: 62913946 / Fax: 62913969 KLA

<u>S/No</u>	<u>Name & Address of DC</u>
22	825 WOOLANDS Thong Teck Sian Tong Lian Sin Sia-NKF Dialysis Centre 825 Woodlands St 81, #01-30, S (730825) Tel: 6365 1810/ Fax: 6365 4179 WD1
23	365 WOODLANDS SCAL-NKF Dialysis Centre (Woodlands Branch) 365 Woodlands Ave 5, #01-490, S (730365) Tel: 6362 4905 / 63623956 / Fax: 6362 5849 WD2
24	203 YISHUN Toa Payoh Seu Teck Sean Tong-NKF Dialysis Centre 203 Yishun St 21, #01-239 S (760203) Tel: 6759 4002 / Fax: 6759 4003 YS1
25	639 YISHUN Le Champ-NKF Dialysis Centre (Yishun Branch) 639 Yishun Street 61, #01-168, S(760639) Tel : 6257 1860 / Fax : 6257 1650 YS2
26	840 YISHUN SCAL-NKF Dialysis Centre (Yishun Branch) 840 Yishun Street 81, #01-382, S(760840) Tel: 64813006 / Fax: 64813076 YS3
27	935 TAMPINES National Trades Union Congress/Singapore Pools-NKF Dialysis Centre 935 Tampines St 91, #01-333, S (520935) Tel: 6789 8534/ Fax: 6784 5244 TM1
28	271 TAMPINES Wong Sui Ha Edna-NKF Dialysis Centre 271 Tampines Street 21, #01-99 S (520271) Tel: 67899878 /67896965 Fax: 67897336 TM2
29	128 BUKIT MERAH The Singapore Buddhist Lodge-NKF Dialysis Centre 128 Bukit Merah View, #01-22 S(150128) Tel: 68780552/ Fax: 68780021 BM2
30	326 CLEMENTI Lew Foundation-NKF Dialysis Centre 326 Clementi Ave 5, #01-175, S (120326) Tel: 6775 0668/ Fax: 6775 0891 CLE
31	IRC LEVEL 2 NKF IRC Supported by The Sirivadhanabhakdi Foundation 500 Corporation Road S(649808) Tel: 63593610/ Fax : 62514175 CP2
32	761 WOODLANDS The Hour Glass-NKF Dialysis Centre (Admiralty Branch) Blk 761 Woodlands Ave 6 #01-108, S(730761) Tel: 63622153/ Fax: 63622360 ADT

<u>S/No</u>	<u>Name & Address of DC</u>
33	311 UBI Foo Hai-NKF Dialysis Centre Blk 311 Ubi Ave 1 S(400311) Tel: 67648864/ Fax: 67478823 URD
34	701 WEST COAST The Hour Glass-NKF Dialysis Centre (West Coast Branch) Blk 701 West Coast Road S(120701) Tel: 65601184 / Fax: 67750891 WCR
35	204 MARSILING Jo & Gerry Essery-NKF Dialysis Centre Blk 204 Marsiling Drive S(730204) Tel: 63680291 / Fax: 63680267 MSD
36	IRC LEVEL 1 NKF IRC Supported by The Sirivadhanabhakdi Foundation 500 Corporation Road S(649808) Tel: 63593610/ Fax : 62514174 CP1
37	PUNGGOL OASIS TERRACE NKF Dialysis Centre Supported by Ngiam Kia Hum & Family 681, Punggol Drive, #02-02 S(820681) Tel: 62437020/ Fax : 62437022 PNG
38	55 STRATHMORE NKF Dialysis Centre Supported by San Wang Wu Ti Religious Society 55, Strathmore Avenue #01-145 S(140055) Tel: 67780330/ Fax : 67776155 QT1
39	YISHUN COMMUNITY HOSPITAL NKF Dialysis Centre Supported by Keppel 2 Yishun Central 2 #03-01 Yishun Community Hospital , S(768024) Tel : 69704213/ Fax : 69704216 YS4
40	TOA PAYOH WEST CC Seck Hong Choon – NKF Dialysis Centre Blk 200 Toa Payoh Lorong 2 ,#03-01 S(310225) Tel: 69704190/ Fax: 69704195 TP2
41	105 BEDOK NKF Dialysis Centre Supported by Man Fatt Lam Buddhist Temple BLK 105 Bedok North Ave 4. #01-2168 , S(460105) Tel : 6243 7349 / Fax : 6214 0210 BD2
42	427 PASIR RIS NKF Dialysis Centre Supported by TL Whang Foundation BLK 427 Pasir Ris Drive 6 #01-35/43, S(510427) Tel: 6243 1008 / Fax: 6243 4332 PR2

Note: 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 Dialysis Centres.