

## REQUIREMENT SPECIFICATION

### PROVISION OF TRANSPORTATION SERVICE FOR PATIENT'S DIALYSIS SESSION (PARTNERSHIP)

#### 1. Introduction

- 1.1 The National Kidney Foundation (“NKF”) wishes to appoint service provider (the “**Contractor**”) for the provision of transport 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 2 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
- 2.2 The Contractor can quote for service(s) in **Annex A and/or B**.
- 2.3 The Contractor shall perform the Services according to the requirements specified in **Annex A and/or B**, as according to their submission of bid(s)
- 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:
- 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)
- 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 E** 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 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.

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-11:30 am  
**Mode:** Microsoft Teams

- 5.2 To participate in the online briefing session, Vendors have to email to [hwaboon.tan@nkfs.org](mailto:hwaboon.tan@nkfs.org) with details on the company's name, attendee's name and email address by 21 November 2023, 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
- 6.2 The address of all the dialysis centres have been indicated for Contractor's reference only.
- 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 C** – 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 (PARTNERSHIP)

#### 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. Strategic Partners are required to **fulfil** and **accept** all slots requests from NKF in accordance with the committed slots as stipulated in 'The Price Schedule' at (RFP No: 20231101)
- v. Strategic Partner shall only be paid the monthly guaranteed sum, in accordance to the committed slots as stipulated in 'The Price Schedule' at (RFP No:20231101) with trips rendered with endorsed slips IF condition (iv.) is fulfilled.
- vi. Failure in complying with part (iv.) above will result in the Strategic Partner only being paid based on the number of slots fulfilled, instead of the guaranteed committed slots.
- vii. Additionally, failure in complying with (iv.) above may also result in the strategic partner reimbursing NKF on demand for any cost and expense incurred during NKF's attempt(s) to provide alternative services to affected patients.
- viii. Monthly guaranteed sum is payable based on the actual number of trips rendered in a month, together with the total number of slots committed in 'The Price Schedule' (RFP No:20231101), regardless of day and shift. The total number of slots committed is including hospitalized patients without official email from NKF to release the slots.
- ix. In the event whereby the total number of patients given to the Strategic partner is less than the total number of committed slots in a month, given the condition stated in (iv.) is fulfilled, NKF shall pay the difference with standard 13 trips for the month.
- x. Strategic Partner can accept more than the number of guaranteed slots committed in 'The Price Schedule' (RFP No:20231101). In this scenario, NKF shall pay for all the trips rendered with endorsed slips from the Dialysis Centres.
- xi. Installation of In-Vehicle cameras in all vehicles that are conveying NKF patients is encouraged but not mandatory.
- xii. 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.

- xiii. 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.
- xiv. 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 to the return trip from dialysis centre to home. The stair chair used should be capable of carrying patients weighing up to 120Kg.
- xv. 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.
- xvi. 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.
- xvii. The Contractor shall inform the respective Dialysis Centres of any delays in ferrying patients.
- xviii. 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.
- xix. 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.
- xx. For the avoidance of doubt, item (xix.) 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.
- xxi. 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.
- xxii. 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 the price schedule regardless of scheduled or unscheduled trip.
- xxiii. 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.

- xxiv. 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.
- xxv. 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.
- xxvi. 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 is detailed below:

Dialysis Shift	Shift Start Time	Specifications	Stipulated Time
<b>Morning</b>	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
<b>Noon</b>	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
<b>Evening</b>	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

- xxvii. 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.
- xxviii. 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.
- xxix. 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.
- xxx. 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 license to provide or any aspect of the transport service.
- xxxi. 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 D**.
- 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 that 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 (PARTNERSHIP)**

#### **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 ought to decline such service by not proceed with the transportation arrangement, unless otherwise requested by NKF.
- v. Strategic Partners are required to **fulfill** and **accept** all slots requests from NKF in accordance with the committed slots as stipulated in 'The Price Schedule' at (RFP No:20231101)
- vi. Strategic Partner shall only be paid the monthly guaranteed sum, in accordance to the committed slots as stipulated in 'The Price Schedule' at (RFP No:20231101) with trips rendered with endorsed slips IF condition (v.) is fulfilled.
- vii. Failure in complying with part (v.) above will result in the Strategic Partner only being paid based on the number of slots fulfilled, instead of the guaranteed committed slots.
- viii. Additionally, failure in complying with (v.) above may also result in the strategic partner reimbursing NKF on demand for any cost and expense incurred during NKF's attempt(s) to provide alternative services to affected patients.
- ix. Monthly guaranteed sum is payable based on the actual number of trips rendered in a month, together with the total number of slots committed in 'The Price Schedule (RFP No:20231101), in regardless of day and shift. The total number of slots committed is including hospitalized patients without official email from NKF to release the slots.
- x. In the event whereby the total number of patients given to the Strategic partner is less than the total number of committed slots in a month, given the condition stated in (v.) is fulfilled, NKF shall pay the difference with standard 13 trips for the month.
- xi. Strategic Partner can accept more than the number of guaranteed slots committed in 'The Price Schedule' (RFP No:20231101). In this scenario, NKF shall pay for all the trips rendered with endorsed slips from the Dialysis Centres.
- xii. The Contractor must be able to provide door to door service instead of kerb to kerb upon request from NKF.

- xiii. Installation of In-Vehicle cameras in all vehicles that are conveying NKF patients is encouraged but not mandatory.
- xiv. 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.
- xv. In the event of any resistance from the patient in coming for dialysis on their scheduled dialysis day, the Contractor shall inform 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.
- xvi. The contractor shall inform the respective Dialysis Centres of any delays in ferrying patients.
- xvii. 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.
- xviii. For the avoidance of doubt, item (xvii.) 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.
- xix. 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.
- xx. The Contractor would be informed of any cancellation not lesser than 30 minutes before the appointed collection time. If such a situation arises, the trip would be considered a single trip for patients even though they are scheduled for round trips.
- xxi. 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 the price schedule regardless of scheduled or unscheduled trip.
- xxii. The Contractor shall adhere 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
<b>Morning</b>	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
<b>Noon</b>	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
<b>Evening</b>	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

- xxiii. Contractor is required to accommodate up to 2 pickups per trip.
- xxiv. 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.
- xxv. 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.
- xxvi. 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 (SWW). 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.
- xxvii. 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.
- xxviii. 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.
- xxix. 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 license to provide or any aspect of the transport service.
- xxx. 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 D**.
- 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 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 C****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.			
<b>3</b>	<b>Wheelchair Platform</b>			
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.			
<b>4</b>	<b>Vehicle Interior</b>			
a	Passenger seats must be easily foldable or remove when required.			
b	Space for at least 1 patient seated on wheelchair: Length: 1130 mm (minimum) Width: 690 mm (minimum) Height: 1340 mm (minimum) (If not please state allocated space dimensions)			
c	Wheelchair must be secured facing towards the front or rear of the vehicle.			
d	Handrails or handholds installed at wheelchair area should not be extended into the wheelchair space.			
e	Wheelchair space must be fitted with wheelchair tie-down system or wheelchair restraint system.			
f	Patient travelling on wheelchair is secured with restraint system such as seat belt and/or shoulder harness.			
g	Padded head and back restraint was installed for patient on wheelchair.			

SNo	Description of Requirement	Comply Yes/No		Remarks
		Yes	No	
h	Seat belts are installed for seated patients.			
i	Inside cabin camera for monitoring of patient safety.			
<b>5 Safety Equipment</b>				
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.			
<b>6 Other safety requirements</b>				
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 D****DEMERIT POINTS**

<b>SNo</b>	<b>Description</b>	<b>Demerit Point</b>
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 patients 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 E - LIST OF DIALYSIS CENTRES (DC)**

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

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

<u>S/No</u>	<u>Name &amp; Address of DC</u>
21	43 BENDEMEER Kwan Im Thong Hood Cho Temple-NKF Dialysis Centre (Kolam Ayer Branch) Blk 43 Bendemeer Road, #01-1018, S(330043) <b>Tel: 62913946 / Fax: 62913969</b> <b>KLA</b>
22	825 WOOLANDS Thong Teck Sian Tong Lian Sin Sia-NKF Dialysis Centre 825 Woodlands St 81, #01-30, S (730825) <b>Tel: 6365 1810/ Fax: 6365 4179</b> <b>WD1</b>
23	365 WOODLANDS SCAL-NKF Dialysis Centre (Woodlands Branch) 365 Woodlands Ave 5, #01-490, S (730365) <b>Tel: 6362 4905 / 63623956 / Fax: 6362 5849</b> <b>WD2</b>
24	203 YISHUN Toa Payoh Seu Teck Sean Tong-NKF Dialysis Centre 203 Yishun St 21, #01-239 S (760203) <b>Tel: 6759 4002 / Fax: 6759 4003</b> <b>YS1</b>
25	639 YISHUN Le Champ-NKF Dialysis Centre (Yishun Branch) 639 Yishun Street 61, #01-168, S(760639) <b>Tel : 6257 1860 / Fax : 6257 1650</b> <b>YS2</b>
26	840 YISHUN SCAL-NKF Dialysis Centre (Yishun Branch) 840 Yishun Street 81, #01-382, S(760840) <b>Tel: 64813006 / Fax: 64813076</b> <b>YS3</b>
27	935 TAMPINES National Trades Union Congress/Singapore Pools-NKF Dialysis Centre 935 Tampines St 91, #01-333, S (520935) <b>Tel: 6789 8534/ Fax: 6784 5244</b> <b>TM1</b>
28	271 TAMPINES Wong Sui Ha Edna-NKF Dialysis Centre 271 Tampines Street 21, #01-99 S (520271) <b>Tel: 67899878 /67896965 Fax: 67897336</b> <b>TM2</b>
29	128 BUKIT MERAH The Singapore Buddhist Lodge-NKF Dialysis Centre 128 Bukit Merah View, #01-22 S(150128) <b>Tel: 68780552/ Fax: 68780021</b> <b>BM2</b>
30	326 CLEMENTI Lew Foundation-NKF Dialysis Centre 326 Clementi Ave 5, #01-175, S (120326) <b>Tel: 6775 0668/ Fax: 6775 0891</b> <b>CLE</b>

<u>S/No</u>	<u>Name &amp; Address of DC</u>
31	IRC LEVEL 2 NKF IRC Supported by The Sirivadhanabhakdi Foundation 500 Corporation Road S(649808) <b>Tel: 63593610/ Fax : 62514175</b> <b>CP2</b>
32	761 WOODLANDS The Hour Glass-NKF Dialysis Centre (Admiralty Branch) Blk 761 Woodlands Ave 6 #01-108, S(730761) <b>Tel: 63622153/ Fax: 63622360</b> <b>ADT</b>
33	311 UBI Foo Hai-NKF Dialysis Centre Blk 311 Ubi Ave 1 S(400311) <b>Tel: 67648864/ Fax: 67478823</b> <b>URD</b>
34	701 WEST COAST The Hour Glass-NKF Dialysis Centre (West Coast Branch) Blk 701 West Coast Road S(120701) <b>Tel: 65601184 / Fax: 67750891</b> <b>WCR</b>
35	204 MARSILING Jo & Gerry Essery-NKF Dialysis Centre Blk 204 Marsiling Drive S(730204) <b>Tel: 63680291 / Fax: 63680267</b> <b>MSD</b>
36	IRC LEVEL 1 NKF IRC Supported by The Sirivadhanabhakdi Foundation 500 Corporation Road S(649808) <b>Tel: 63593610/ Fax : 62514174</b> <b>CP1</b>
37	PUNGGOL OASIS TERRACE NKF Dialysis Centre Supported by Ngiam Kia Hum & Family 681, Punggol Drive, #02-02 S(820681) <b>Tel: 62437020/ Fax : 62437022</b> <b>PNG</b>
38	55 STRATHMORE NKF Dialysis Centre Supported by San Wang Wu Ti Religious Society 55, Strathmore Avenue #01-145 S(140055) <b>Tel: 67780330/ Fax : 67776155</b> <b>QT1</b>
39	YISHUN COMMUNITY HOSPITAL NKF Dialysis Centre Supportered by Keppel 2 Yishun Central 2 #03-01 Yishun Community Hospital , S(768024) <b>Tel : 69704213/ Fax : 69704216</b> <b>YS4</b>
40	TOA PAYOH WEST CC Seck Hong Choon – NKF Dialysis Centre Blk 200 Toa Payoh Lorong 2 ,#03-01 S(310225) <b>Tel: 69704190/ Fax: 69704195</b> <b>TP2</b>

<u>S/No</u>	<u>Name &amp; Address of DC</u>
41	105 BEDOK NKF Dialysis Centre Supported by Man Fatt Lam Buddhist Temple BLK 105 Bedok North Ave 4. #01-2168 , S(460105) <b>Tel : 6243 7349 / Fax : 6214 0210</b> <b>BD2</b>
42	427 PASIR RIS NKF Dialysis Centre Supported by TL Whang Foundation BLK 427 Pasir Ris Drive 6 #01-35/43, S(510427) <b>Tel: 6243 1008 / Fax: 6243 4332</b> <b>PR2</b>

**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.