

**REQUEST FOR PROPOSAL (RFP) – PROVISION OF AIRCON
MAINTENANCE AT NKF PREMISES FOR A TERM CONTRACT OF THIRTY-
SIX (36) MONTHS WITH AN OPTION FOR ANOTHER TWENTY-FOUR
MONTHS**

1. Introduction

The National Kidney Foundation (“**NKF**”) is seeking to engage a service provider (“**Vendor**”) for the Aircon Maintenance at NKF premises, including the NKF Centre, described in the Requirement Specifications (the “**Services**”).

1.1 This Request for Proposal incorporates the following documents:

- Price Schedule (Annex A)
- Schedule of Rates (Annex B)
- Liquidated Damages (Annex C)
- Requirement Specifications (Annex D)
- Information About Vendor (Annex E)
- Equipment Schedule (Annex F)
- Conditions of Contract
- Agreement to Terms and Conditions
- Specimen of Banker’s Guarantee (Annex 1)
- Specimen of Performance Bond (Annex 2)
- Specimen of Performance Guarantee (Annex 3)

2. Specification Requirements

- 2.1 The Vendor shall perform the Services according to the requirements specified in **Annex D**, as according to their submission of bid(s).

3. Contractual Period

- 3.1 This is a contract for a period of **Thirty-Six (36) months**, effect from 1 January 2025 with an **option to extend for another Twenty-Four (24) months** on the same terms and conditions as stated in the Contract.

- 3.2 Unless otherwise stipulated by the NKF, the services engaged during the extended period of this contract shall be subject to the terms and conditions hereof (as may be amended, varied, supplemented and/or replaced from time to time), and the Services engaged during such extended period shall be deemed to be Services as defined in this contract.

4. Compulsory Briefing

- 4.1 A briefing will be conducted at the date, time and place (**3 venues**) specified below:

Date: 7 June 2024, Friday

Time: 1030hrs

Venue: NKF Centre (Level 1)
81 Kim Keat Road
Singapore 328836

Time: 1400hrs
Venue: Integrated Renal Centre (Level 1)
500 Corporation Road
Singapore 649801

Time: 1530hrs
Venue: 744 Jurong West Street 91, #01-441
Singapore 640744

Contact: Mr Andy Ong (HP: 9147 4936), or Mr Lee Kok Kuan (HP: 9047 8712)

- 4.2 Interested Vendors must attend all briefing sessions. RFP bids would not be considered for non-attendance for any of the briefing sessions.

5. Submission of Request for Proposal (RFP)

- 5.1 The quotation submitted by the Vendor shall be as in “**Price Schedule**” - **Annex A** and **Annex B**. Two (2) copies of the documents referred to in paragraph 5.3 below that is, one original copy, one duplicate copy accompany with a digital copy that must be submitted with Vendor’s stamp on all pages. The proposal must be submitted in a sealed envelope and endorsed with the words “**Request for Proposal Ref No: 20240501 – Aircon Maintenance At NKF Premises with a Term Contract of Thirty-Six (36) months with an option of another Twenty-Four (24) months**”. All submissions must be delivered by NKF before **24 June 2024, Monday, 3.00pm** (the “**Closing Date**”) to the following address by Hand:

Deposit to: RFP Box B
Security Counter
National Kidney Foundation
81 Kim Keat Road
Singapore 328836
Attn: Ms Cheryl Tan/ Ms Vera Koh

- 5.2 The submitted quotation shall be irrevocable and open for acceptance by NKF for **180 days** from the Closing Date.
- 5.3 The Vendor, at the point of submission of its bids, is required to provide the following information and/ or documents to NKF bundled as a set:
- (a) **Annex A to F**
 - (b) **Conditions of Contract**
 - (c) **Agreement to Terms and Conditions**
 - (d) **Extract of company/business registration from the Accounting & Corporate Regulatory Authority (ACRA), showing a full list of directors/partners of the Vendor (ACRA should not be more than 3 months from the point of submission);**
 - (e) **Latest audited financial report or published accounts**
 - (f) **Maintenance Project reference for the past 10 years**
 - (g) **BCA Contractor’s registration under ME01 workhead – Air-Conditioning, Refrigeration & Ventilation Works with financial grade of L2 or above**
 - (h) **Any other documents relevant to the Request for Proposal (RFP)**

5.4 If you have any inquiries regarding this request for proposal, please contact the following staff members:

- Ms Cheryl Tan at telephone no. 6506 2153 or email to cheryl.tan@nkfs.org
- Ms Vera Koh at telephone no. 6506 2151 or email to vera.koh@nkfs.org

6. Terms and Conditions

- 6.1 The terms and conditions set out in the **Conditions of Contract** shall form part of the binding contract between the successful Contractor and the NKF.
- 6.2 The NKF is not obliged to accept and reserves the right to reject the lowest or any quotation bid, or part or all of any quotation bid or assign any reason for rejecting any quotation bid.
- 6.3 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.
- 6.4 The NKF reserved the rights to award the contract in whole or in part.

7 Price Quotations

- 7.1 All prices quoted by the Vendor shall be in the lawful currency of the Republic of Singapore and exclusive of GST.
- 7.2 All prices quoted by the Vendor shall represent the total cost to NKF.
- 7.3 The price shall extend to cover any new or upcoming Dialysis Centers that is established within the contract period.

Annex C

LIQUIDATED DAMAGES

S/No.	Nature of Irregularity	Liquidated Damages/Deduction per occasion (S\$)
1	Work not in compliance with Authority Requirements	S\$100.00 per occasion
2	Staff without uniform/name tag	S\$50.00 per occasion
3	Failure to respond within the stipulated response time (Routine and non-urgent)	S\$100 per occasion
	Failure to respond within the stipulated response time (Urgent)	S\$200 per occasion
	Failure to respond within the stipulated response time (Critical)	S\$500 per occasion
4	Failure to complete works within the stipulated down time (Routine and non-urgent)	S\$100.00 per occasion
	Failure to complete works within the stipulated down time (Urgent)	S\$150.00 per occasion
	Failure to complete works within the stipulated down time (Critical)	S\$200.00 per occasion
5	Failure to complete works within the stipulated time in Works Order	0.1% of Works Order, minimum of \$50 per Works Order
6	No. of cases of outstanding defect/fault exceeding the maximum allowable cases per month	\$100.00 per exceeding case per month
7	Failure to submit report/ any other documents within stipulated time	\$50.00 per occasion
8	Failure to comply with safety requirements under Workplace Safety and Health Act Safety	S\$50.00 per occasion
		S\$150.00 Second occurrence for the same fault
		S\$200.00 Third occurrence
9	Smoking on site/within working premises	S\$50.00 Per person per occasion
10	Failure to provide Qualified Supervise/inspect the works in a diligent manner	S\$100.00 per occasion

Annex C

S/No.	Nature of Irregularity	Liquidated Damages/Deduction per occasion (\$\$)
11	Fail to clear debris regularly	S\$50 per occasion
12	Failure to provide the workmen with proper/ defective equipment	S\$50.00 per occasion
13	Failure to provide quotation to the respective in charge with 7 working days	S\$50 per occasion
14	Failure to deploy workers for emergency works	S\$100.00 per occasion per day
15	Delaying any approved operation works as instructed by NKF	S\$100.00 per occasion per day
16	Failure to inspect or service according to the required frequency or schedule time as instructed by NKF	S\$100.00 per occasion per day
17	Leave unattended tools and materials at the public areas	S\$100.00 per occasion per day
18	Failure to provide Personal Protective Equipment	S\$100.00 per occasion

REQUIREMENT SPECIFICATIONS

The specifications below describe in general, the frequency and work standards required for the provision of ACMV and pump servicing to NKF Building, Integrated Rental Centre and Dialysis Centres.

1. ELIGIBILITY CRITERIA

The participating Contractor must be a registered company with the Building and Construction Authority (BCA) under ME01 – Air-Conditioning, Refrigeration & Ventilation Works with a financial grade of L2 or higher.

2. GENERAL REQUIREMENTS

a. Precedence of Specifications

If and to the extent that there is an inconsistency between this Scope of Works and any current statutory requirements or standards, the standards and statutory requirements shall prevail as a minimum.

b. Minimum Maintenance Requirements

- The maintenance specifications stated below are provided to the Contractor to identify the minimum maintenance program required in addition to any statutory requirements or code of practice. If, due to the equipment configuration, these specifications are inappropriate or unworkable, the Contractor shall make recommendations to the NKF for approval of suitable alternative maintenance procedures.
- Where additional instrumentation is fitted and the configuration of the equipment permits, additional checks and records that accord with good engineering practice shall be carried out to the extent that such instrumentation and configuration permit.
- Equipment not identified in Clause 6 requiring maintenance under this Contract shall be maintained in accordance with the manufacturer's recommendations and any statutory requirements. The Contractor shall advise the NKF in writing of any such omissions.

c. CFCs and HCFCs

The Contractor shall observe all legal obligations regarding the recovery and recycling of CFC and HCFC refrigerants. All refrigerant work shall be carried out in accordance with the local Authority Requirement.

d. Lubricants

Any oils or other lubricants used in the provision of the Services shall be in accordance with manufacturer's recommendations.

3. SERVICE REPORTING

The Contractor shall complete a detailed service report recording the inspections and services completed at each attendance.

- a. Corrective maintenance shall be reported in writing to the NKF. The report shall address the diagnosis of failure, the corrective action taken and any recommendations for prevention of a recurrence and/or for system improvement.
- b. Attendance for scheduled services, inspections results and instrumentation readings shall be recorded in a log book on the Site in a location approved by the NKF. These data shall also be submitted to the NKF in a form acceptable to the NKF and in a timely manner following each scheduled service visit.

4 SPECIFICATIONS

- a. The Contractor is responsible for completing the tasks outlined in this specification. The Contractor is required to attend to the following locations once a month during NKF's regular office hours.
 - Integrated Renal Centre
 - NKF Centre
 - Peritoneal Dialysis Centre
 - NKF Medical Store

Whereas for Dialysis Centres only Sundays (8:30am to 2:00pm) to clean all the equipment and to check, inspect and adjust, if necessary, and will exercise all responsible care to maintain the equipment in proper and safe operating condition. The Contractor shall record all inspection and maintenance works carried out and a copy of the report shall be submitted to the NKF.

- b. In the event of a breakdown, the Contractor shall send skilled staff immediately to rectify the breakdown at the NKF's request.
- c. The Contractor shall examine and test periodically all machinery and equipment, including all safety and control equipment, to ensure that the installation is in safe condition at all times.
- d. The Contractor shall provide 24-hour emergency call back service for adjustment and repair to the equipment during and after office hours. The Contractor shall ensure that service technicians reach the site on the call up as per the stipulated time below. Notwithstanding, the contractor will be penalised if he fails to respond within the given time.
 - Routine and non-urgent: 4 hours
 - Urgent: 2 hours
 - Critical: 1 hour
- e. The Contractor shall exercise reasonable care and take all protective/preventive measures during the course of the rectification works so as to prevent unnecessary loss, damage, delay or injury of any nature whatsoever that may occur.
- f. Service and maintenance of the air-conditioning system shall comply with all relevant regulations in particular the following: -
 - Building Control (Space, Light and Ventilation) Regulation, 1989.
 - SISIR Code CP 13: 1980 Mechanical Ventilation and Air-conditioning in building.

- g. Costs of spare parts and items may be required for repair and to replace defective components not covered by this contract will be paid by the NKF. The price for such spare parts and items shall be clearly stated in the schedule of rates per Annex B.
- h. All defective parts replaced are to be returned to the NKF for inspection and disposal. Further, the Contractor is also obliged to open air-conditioner for inspection before and after repair as and when required by the NKF or its representative at no extra charge.
- i. The Contractor shall replace the defective parts using the spare parts from the original manufacturer as far as possible. However, if the original spare parts are obsolete, other equivalent parts shall be allowed for usage subject to the approval of the NKF.

Note: The Contractor shall provide a free guarantee period of three months for the above repair works.

5 SCHEDULE OF ACMV AND PUMP MAINTENANCE AND SERVICING WORKS

The Contractor shall provide the services of experienced maintenance in-charge of attendance and reporting. The Contractor shall provide and record all data, date, time and details of each maintenance service in a proper log sheet.

Works Program

The Contractor shall after one (1) week of the commencement of this Contract submit a Works Program to NKF for its approval. Any subsequent change(s) of this Works Program or any part(s) thereof shall be made only with the sanction of the NKF.

The minimum maintenance works to be carried out to the ACMV and pump equipment shall include the following services: -

A. Ducted Fan Coil Unit/Cassette Fan Coil Unit (FCU)

i. Monthly

- Clean external casing and fan blades
- Inspect and adjust fan and pulley drives
- Examine and adjust fan belts
- Inspect and clean cooling coils and aluminium fins
- Inspect and test all valves
- General clean of filters
- Inspect and clean fan housing, fan scroll, drain pans and secondary drains
- Check and purge air from coils
- Check the operation of isolator and starter, inspect the condition against corrosion
- Check all water coils, seals and pipelines for leaks
- Cleaning of drain pan
- Blow out all dirt pockets, drip legs, strainers, and other points arrange for blow-off of water from the system

B. Split Unit and VRV System

i. Monthly (Air-Cool Split Units)

- Wash filter and clean the unit.
- Check compressor and condenser operation components.

- Check and adjust motor fan and speed.
- Check pipe works and secure them where necessary.
- Check insulation for any leaks or condensation.
- Top up refrigerant if inadequate.

ii. Monthly (Air-Cooled Packaged Condensing Unit)

- Cleaning and washing of air filters.
- Ensure proper functioning of airtight sealing of air filter to prevent leakage of unfiltered air.
- Clean evaporator coil and drip tray and flush drainpipe.

iii. Yearly (Air-Cooled Packaged Condensing Unit and VRV System)

- Infra-Red Scan.
- Checking of safety device
- Checking of electric circuit
- Checking of drain piping

C. Supply, Exhaust and Pressurisation Mechanical Ventilation Fans and Their Controls

i. Half Yearly (Every 6 Months)

- Check all fan bearings and lubricate with grease
- Check tension of all belt drives if applicable
- Check all bolts and nuts for tightness
- Check control panels of all fans – tighten any loose wires, clean parts and replace any blown bulbs for indicators
- Check to ensure proper operation of the mechanical ventilation fans and its motor

The Contractor shall also provide back up support, guidance and coaching and direction to these technicians to enable them to effectively carry out their duties and responsibilities and/or as recommended based on Manufacturer's Operation Maintenance Manual.

INFORMATION ABOUT VENDOR

RFP REF NO. _____

RFP FOR _____

1. Vendor's name: _____
2. Company/Business registration no.: _____
3. Registered address: _____

4. GST registration no. (if applicable): _____
5. Type of business (please select)

() Sole proprietorship () Private company (limited by shares)
() Partnership () Public company (limited by shares)
() Others (please specify): _____

6. Contact person
Name: _____
Title: _____
Tel No.: _____
Fax No.: _____
Email: _____

7. **I declare that I/the Contractor is not related¹ to any person in NKF who is involved in this RFP howsoever and whatsoever.**
8. The above named Contractor certifies and declares that all information, documents and materials provided in connection with its quotation bid are true and accurate to the best of its knowledge.

Authorised Signature: _____

Signatory's Name: _____ Signatory's Title: _____

Contractor's Name: _____ Contractor's Stamp: _____

¹Related refers to the following: Spouse, domestic partner, child, mother, father, brother or sister or close associates; any corporation, business or non-profit organization of which you are serving as staff, officer, board member, partner, participate in management or are employed by; any trust or other estate in which you have a substantial interest or as to which you serve as a trustee or in a similar capacity.