

RFP No.: 20241003

REQUEST FOR PROPOSAL FOR MANAGED IT INFRASTRUCTURE SUPPORT SERVICES

REQUIREMENT SPECIFICATIONS

1. Introduction

- 1.1 The National Kidney Foundation (**NKF**) is calling for a Request For Proposal (**RFP**) for the contract of Managed IT Infrastructure Support Services with a competent managed service provider (**Contractor**). The coverage of service includes our NKF HQ and all Dialysis Centres (**DC**) including all upcoming centres. There will be a transition from our existing Managed Infrastructure Support provider to the Contractor.

2. Scope of Service

- 2.1 The Contractor shall perform the Services according to the requirements specified in Annexure A to D, as according to their submission of bid(s) in the Price Schedule.
- 2.2 Sufficiency is determined by NKF. NKF's decision is final.

3. Term of Contract

- 3.1 The Contractor shall provide the Services over a period of **twelve (12) months**, from **16 March 2025 to 15 March 2026**, with the NKF having an option to extend for further periods of **twelve (12) months** each on the same terms and conditions as stated in the Contract (as may be amended, varied, supplemented and/or replaced from time to time).
- 3.2 Unless otherwise stipulated by the NKF, all purchases for the 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.

4. Vendor's Briefing (Compulsory)

- 4.1 Tendering vendors are required to attend a compulsory briefing session on the date and time specified below:

Date: 25 November 2024, Monday

Time: 1.30 pm – 3:30pm

Venue: NKF Centre, 81 Kim Keat Road, Singapore 328836

- 4.2 To join in this briefing session, tendering vendors have to email to Mr. Ivan Lee at rentang.lee@nkfs.org with details on the company's name, attendee's name and email address by 21 November, Thursday, 6:00pm. The meeting details would be emailed to tendering vendors who have expressed their interest to attend.

5. Submission of RFP Bids

- 5.1 The quotation submitted by the tendering vendor shall be as per **Price Schedule**.
- 5.2 The tendering vendor is also required to provide the following information and/or documents to NKF:
- 5.2.1 Latest annual report or published accounts;
 - 5.2.2 Original copy of the information of the latest business profile by the Accounting and Corporate Regulatory Authority (ACRA). The date of the business profile should be no more than ninety (90) days from the date of submission;
 - 5.2.3 Any other documents relevant to the tender of service.

RFP No.: 20241003**SCOPE OF SERVICE****Project Scope of Work**

The Contractor shall conform and quote based on the scope of service as defined below:

1. Managed IT Account Management Services
2. Managed IT Server Management Services
3. Managed IT Network Management Services
4. Managed IT Security Management Services
5. Managed IT Endpoint Management Services
6. Managed IT Infrastructure Support Services Team Lead
7. Managed IT Infrastructure Support Service Hours
8. Managed IT Emergency Hotline (Option)
9. Managed IT Infrastructure Support Services transition

1. Managed IT Account Management Services – 1 Dedicated Headcount

- 1.1. Administer all aspects of account management for all applications including but not limited to the below:
 - 1.1.1. Windows Active Directory
 - 1.1.2. Entra ID/ Azure AD
 - 1.1.3. Clinical System
 - 1.1.4. Finance ERP System
 - 1.1.5. Biomedical System
 - 1.1.6. CRM System
 - 1.1.7. IRIS System
- 1.2. Maintain proper documentation for all access creations, modifications & deletion.
- 1.3. Maintain proper documentation for all SOPs (e.g. onboarding, offboarding).
- 1.4. Maintain User Access Matrix and liaise with respective stakeholders to ensure validity.
- 1.5. Conduct User Access Matrix review with respective stakeholders.
- 1.6. Adhere to SOPs for all procedures.
- 1.7. Assist in account/access management audits (Provide supporting documentation, audit log tracing).
- 1.8. Conduct access review twice-a-year for various systems.
- 1.9. Troubleshooting of permission issues of various systems and escalation to system owner if required.
- 1.10. Other ad-hoc duties, IT administrative duties.
- 1.11. The IT Account Management Team should have the following capabilities:
 - 1.11.1. Basic understanding of Microsoft Active Directory.
 - 1.11.2. Basic understanding of user account management.
 - 1.11.3. Basic level of permission troubleshooting skills.
 - 1.11.4. Intermediate level of communication skills, willingness to approach respective stakeholders where required.
 - 1.11.5. Must be meticulous in their work.

1.11.6. Required to perform user access modifications on Sundays for staff transfer cases.

2. Managed IT Server Management Services – 2 Dedicated Headcount

- 2.1. Maintain, monitor and administer all aspects of NKF Server Infrastructure.
- 2.2. Act as the point of contact for Level 2 escalation for Server Infrastructure.
- 2.3. Managed all aspects of Active Directory Domain Services.
- 2.4. Manage all service request from internal customers (NKF Application Team, respective stakeholders, etc.).
- 2.5. Manage all Microsoft 365 Suite applications including but not limited to:
 - 2.5.1. Microsoft Exchange Online
 - 2.5.2. Microsoft SharePoint Online
 - 2.5.3. Entra ID
 - 2.5.4. Microsoft Teams
- 2.6. Manage NKF Server Virtualisation Infrastructure
 - 2.6.1. Provisioning, decommissioning of virtual machines.
 - 2.6.2. Fine-tuning, modification of virtual machines.
 - 2.6.3. Manage DR replication.
- 2.7. Manage file share services:
 - 2.7.1. Distributed File System
 - 2.7.2. Network Attached Storage (NAS)
 - 2.7.3. SFTP services
- 2.8. Manage Backup services:
 - 2.8.1. Daily monitoring/tracking of backup job status.
 - 2.8.2. Update daily checklist and submit for review.
 - 2.8.3. Troubleshooting of backup job errors and timely follow-up for resolution.
 - 2.8.4. Backup job configuration and modification according to backup policy.
 - 2.8.5. Perform routine restoration testing from tape and/or disk.
 - 2.8.6. Manage restoration test result and prepare Backup restoration report for review.
 - 2.8.7. Manage tape rotation and weekly dispatch to offsite storage.
- 2.9. Manage Print services for HQ and offsite offices.
- 2.10. Manage Privileged Access Management solution
 - 2.10.1. Maintain overall PAM solution
 - 2.10.2. Configure and maintain privileged secrets.
 - 2.10.3. Ensure privileged secrets compliance (Secret rotation, heartbeat, password compliance, etc.)
 - 2.10.4. Perform troubleshooting and liaison with vendor as required.
 - 2.10.5. Patch management for the solution.
 - 2.10.6. Manage secret access approval workflow in conjunction with ticketing system approval.
- 2.11. Patch Management for NKF Server Infrastructure
 - 2.11.1. Maintain patch schedule and inform respective stakeholders.
 - 2.11.2. Execute monthly/quarterly patches during non-operation hours.
 - 2.11.3. Ensure patches are tested in UAT/DEV environment before staging to production environment.
 - 2.11.4. Maintain all OS security patches, firmware and third-party software patches.
- 2.12. Maintain server inventory list and software inventory list.
- 2.13. Maintain proper documentation of all services related to server infrastructure.
- 2.14. Manage OS-level firewall/ Micro-segmentation solutions.

- 2.15. Manage anti-malware solution for server infrastructure.
- 2.16. Manage vulnerability mitigations for server infrastructure.
- 2.17. Assist NKF IT Security team in incident investigations and ensure proper resolution.
- 2.18. Assist in managing all NKF Cloud Infrastructure.
- 2.19. Update management monthly report on server infrastructure statistics.
- 2.20. Provide support for NKF IT Projects.
- 2.21. Act as a cover for Managed IT Account Management duties.
- 2.22. Provide remote session support for external vendors where required.
- 2.23. Manage and execute annual Disaster Recovery exercise.
- 2.24. Manage Business Continuity Plan components and procedures.
- 2.25. Assist in all IT audits.
- 2.26. Conduct yearly/bi-yearly access review for all systems.
- 2.27. Other ad-hoc duties, IT administrative duties.
- 2.28. The IT Server Management Team should have the following capabilities:
 - 2.28.1. Intermediate level of knowledge in managing Microsoft Active Directory Services.
 - 2.28.2. Intermediate level of troubleshooting/ RCA skills.
 - 2.28.3. Intermediate level of communication skills, willingness to approach respective stakeholders where required.
 - 2.28.4. Intermediate level of knowledge in managing backup solutions.
 - 2.28.5. Basic level of knowledge of DR and BCP.
 - 2.28.6. Must be meticulous in their work.
 - 2.28.7. Required to provide ad-hoc support after office hours. (*Man-day rate basis)
 - 2.28.8. Minimum 1 year of experience in managing Microsoft 365 suite.
 - 2.28.9. Minimum 1 year of experience in managing server virtualisation solutions.

3. Managed IT Network Management Services – 1 Dedicated Headcount

- 3.1. To manage network BAU and projects.
- 3.2. Carry out the day-to-day monitoring of the organization network.
- 3.3. Performing level 1 network troubleshooting.
- 3.4. Assisting with inventory check.
- 3.5. Configure/Set up/install network equipment and UPS.
- 3.6. Maintain procedures/documentation of the network infrastructure.
- 3.7. Perform after office hours support occasionally.
- 3.8. Other ad-hoc duties, IT administrative duties.
- 3.9. The IT Network Management Team should have the following capabilities:
 - 3.9.1. Hands-on knowledge of firewalls, networking devices will be an added advantage.
 - 3.9.2. Excellent customer service skills, including the ability and willingness to communicate effectively and appropriately.
 - 3.9.3. There will be occasional requirement to travel to sites around Singapore.

4. Managed IT Security Management Services – 1 Dedicated Headcount

- 4.1. Participate in cyber and IT security compliance for new and existing systems while collaborating with business units to verify necessary controls are in place.
- 4.2. Support cybersecurity project activities for Infrastructure systems.
- 4.3. Respond to first-level security alerts from our Managed Security Service Provider (MSSP).

- 4.4. Manage incidents and try to resolve them with respective vendor and restore the infra services with minimum down time for the user.
- 4.5. Continuously monitor cyber alerts and identify security vulnerabilities in the staging/production environment.
- 4.6. Respond to phishing alerts reported by staff.
- 4.7. Identify and escalate risk according to standard operation procedures.
- 4.8. Other ad-hoc duties, IT administrative duties.
- 4.9. The IT Security Management Team should have the following capabilities:
 - 4.9.1. Basic understanding of networking systems, security vulnerabilities, exploits and attacks.
 - 4.9.2. Excellent customer service skills, including the ability and willingness to communicate effectively and appropriately.

5. Managed IT Endpoint Management Services – 1 Dedicated Headcount

- 5.1. Lead cross functional IT projects and be accountable for all resources.
- 5.2. Deputise the Endpoint Team Lead during his absence.
- 5.3. Manage IT vendors.
- 5.4. Review, recommend and upgrade IT processes, where applicable.
- 5.5. Day-to-day management, administration, and support of all NKF EUCDs and backend management tools.
- 5.6. Participate in the design and architecture of NKF infrastructure and systems.
- 5.7. Manage IT projects on a daily basis, to ensure that projects produce the required results. It includes planning, monitoring, and implementing the project deliverables.
- 5.8. Evaluate emerging technologies and recommend purchase, development, or enhancement of hardware and software.
- 5.9. Provide technical support for all EUCDs and render support to other teams when needs arise.
- 5.10. Monitor EUCD performance and troubleshoot problem areas proactively and reactively as needed.
- 5.11. Create and maintain up-to-date documentation and asset inventory.
- 5.12. Assures knowledge transfer for new systems introduced and installed.
- 5.13. Coordinate with other members of the team for business continuity and disaster avoidance/recovery program.
- 5.14. Take charge of EUCD software licence management, video conferencing system & software deployment.
- 5.15. Maintain up-to-date patching & hardening of all EUCDs.
- 5.16. Other ad-hoc duties, IT administrative duties.

6. Managed IT Infrastructure Support Services Team Lead

- 6.1. Lead and manage the Managed IT Infrastructure Support services team.
- 6.2. Assigned Team Lead does not need to be an additional headcount on top of requirements 1 – 5.
- 6.3. Plan and allocate resources as required.
- 6.4. Provide guidance and manage knowledge transfer in the event of manpower replacement.
- 6.5. Oversee daily operations of the team, ensuring high availability and performance.
- 6.6. Lead incident response efforts, coordinating resolution and root cause analysis for critical infrastructure issues.

6.7. Prepare and present monthly reports on team performance, service tickets, incidents and other matters of concern.

7. Managed IT Infrastructure Support Services Hours

7.1. The service hours for the managed IT infrastructure services are as follow:

Monday to Thursday,
From 0830hrs to 1800hrs
Friday,
From 0830hrs to 1700hrs

Saturday to Sunday, Public Holidays, after support hours, when required.

7.2. Upon request from NKF, after hours support may be required. Personnel activated will be compensated with Off-In-Lieu (OIL) in accordance with NKF practice.

7.3. No replacement headcount is required during the absence of an engineer due to leave entitlements (Up to 14 Days Annual Leave, 14 Medical Leave).

7.4. Replacement headcount is required for the duration of any long-term absence of an engineer not covered under 7.3.

7.5. Leave of absence should be communicated through the Team Lead and approval sought from the respective NKF IT Infrastructure function representative.

8. Managed IT Emergency Hotline (Option)

8.1. Manage the IT Emergency hotline during after-office hours

8.1.1. After-office hours:

Mondays to Saturdays, 0000hrs to 0700hrs & 1900hrs to 2359hrs
Sundays, 0000hrs to 2359hrs

8.2. Responsibilities (Limited to Answering & Routing of Calls):

8.2.1. Basic troubleshooting

8.2.2. Categorization of issue (Severity level, nature of issue, etc.)

8.2.3. Routing & escalation of critical time-sensitive issues to relevant support teams (both NKF and contractor).

8.3. SLA of IT Emergency hotline is 99.99%

8.3.1. Missed calls must be returned in a timely manner.

8.4. Coverage of IT Emergency hotline:

8.4.1. Disruption of major IT Services (e.g. CRM, RPOC, etc.)

8.4.2. Any other issues resulting in disruption of patient care.

9. Managed IT Infrastructure Support Services Transition

9.1. To cater for proper handover and transition, the tendering vendor should cater for an additional month (From 16 February 2025 to 15 March 2025) before the contract start date, at no additional cost.

9.2. It is the duty of the tendering vendor to ensure proper handover during the transition period and to ensure there are no disruptions to the service quality at the start of the contract term.

10. Service level and performance review

- 10.1. The vendor should maintain satisfactory service level throughout the contract period.
- 10.2. Routine performance review should be conducted with the respective function representative at the end of the 1-month, 3-month, 6-month, 12-month period.
- 10.3. NKF reserves the right to request for replacement engineers in the event of unsatisfactory performance.
- 10.4. NKF reserves the right to terminate this SOW in writing at any time, if satisfactory service level is not met for 3 months within this service period with a notice period of 30 days.

ANNEX B

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VENDOR'S EXPERIENCE IN SIMILAR PROJECTS

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

S/N	Item	Numbers / Description
1	Total number of relevant Managed IT Infrastructure Support Service projects in last 2 years with minimum project value of \$300k per annum.	
2	Provide list of local client references of successful implementation of similar projects (at least 2 local client references)	
3	Provide client and project information of successful implementations of similar projects (at least 2 local client references; Clients must be informed beforehand, that they may be contacted for reference check.) Client Information 1.1 Customer Name 1.2 Company Address 1.3 Company Description 1.4 Contact Person 1.5 Contact Person Telephone Number 1.6 Contact Person Email Address Project Information 2.1 Estimated Project Value (S\$) 2.2 Project / Scope Description 2.3 Duration of Project	

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BUSINESS AND COMPLIANCE REQUIREMENTS

Professional Customer Service, Configuration, Testing, and Technical Support

*All requirement mentioned herewith are mandatory

S/N	Requirement	Comply (Yes / No)	Remarks
1	<u>Managed IT Account Management Services</u> As specified in Requirement 1.		
2	<u>Managed IT Server Management Services</u> As specified in Requirement 2.		
3	<u>Managed IT Network Management Services</u> As specified in Requirement 3.		
4	<u>Managed IT Security Management Services</u> As specified in Requirement 4.		
5	<u>Managed IT Endpoint Management Services</u> As specified in Requirement 5.		
6	<u>Managed IT Infrastructure Support Services Team Lead</u> As specified in Requirement 6.		
7	<u>Managed IT Infrastructure Support Services hours</u> As specified in Requirement 7. The vendor agrees to provide ad-hoc after-hours support when required for the entire duration of service.		
8	<u>Managed IT Emergency Hotline (Option)</u> As specified in Requirement 8. The vendor agrees to provide the specified support option as specified, in accordance to the expected Service Level as stated, for the entire duration of service. It is up to NKF discretion whether to proceed with the service.		
9	<u>Managed IT Infrastructure Support Services Transition</u> As specified in Requirement 9. The vendor agrees to provide the services before the start of contract term for proper knowledge transfer and transition.		
10	<u>Service Level Agreement</u> As specified in Requirement 10. NKF reserves the right to terminate this SOW in writing at any time, if satisfactory service level is not met for 3 months within this service period with a notice period of 30 days.		



ANNEX D

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VENDOR SUPPORT DOCUMENTS REQUIREMENTS

S/N	Requirement	Comply (Yes / No)	Remarks
1	<u>Project Track Record Portfolio</u> Please provide details and supporting documents listed in Annex B.		
2	<u>Support Team Portfolio</u> Please provide details listed in Requirements 1 – 5, including engineers' resume and other relevant supporting documents.		
3	<u>Team Lead Portfolio</u> Please provide details listed in Requirements 6, including engineers' resume and other relevant supporting documents.		
4	<u>Single Point-Of-Contact</u> Please provide a Single Point-Of-Contact with relevant decision-making ability for this service.		

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Vendor's Name: _____

Email Address: _____ Vendor's Stamp: _____