

REQUEST FOR PROPOSAL
RFP REF NO: RFQ/NKF/RT/2024/343
DATE: 17 DECEMBER 2024

REQUEST FOR PROPOSAL FOR THE OPERATION OF A CAFE AND THE PROVISION OF TRAINING TO NKF PATIENTS UNDER KAKI CORNER (TRAINING AND INTERNSHIP) PROGRAMME

1. Introduction

- 1.1 The National Kidney Foundation (“NKF”) wishes to appoint a Social Enterprise (“SE”) to operate a fully functioning cafe at NKF’s Headquarters (“81 Kim Keat Road, Singapore 328836”) and provide quality basic training to patients who are enrolled under the Kaki Corner (Training and Internship) Programme (“KCTIP”).
- 1.2 This Request for Quotation incorporates the following documents:
- Scope of Service for Cafe Operations (Annex A)
 - Scope of Service for Training of Patients under KCTIP (Annex B)
 - Proposed Café Layout (Annex C)
 - Proposed Equipment and Fixtures Provided Under Café Tenancy Agreement (Annex D)
 - Price Schedule (Annex E)
 - Information about Social Enterprise (Annex F)

2. Scope of Service

- 2.1 The Social Enterprise are required to propose the services labelled as “**Standard**” as stated in **Annex A and Annex B**. The Social Enterprise may choose to offer additional service(s) not listed in **Annex A and Annex B**, as part of their intended proposal.
- 2.2 The Social Enterprise shall perform the services according to the requirements specified in **Annex A and Annex B**, and any additional service(s) they choose to include according to their proposal.
- 2.3 Social Enterprise must be ACRA registered. In addition, the Social Enterprise are required to be in strict compliance with the following:
- Food Shop and Supermarket License from Singapore Food Agency (SFA)
 - Any other licensing requirements as deemed necessary by the relevant agency or authority
- 2.4 The Social Enterprise must commit to a lease period of at least 24 months. Any early termination would require a minimum notice of 6 months, excluding the month in which notice is given.
- 2.5 The Social Enterprise must have sufficient service liability coverage of at least **\$1,000,000.00**. These insurance(s) will cover liability arising from services rendered from the start to the end of the lease period. Service liability coverage can include but is not limited to, public liability insurance, and third-party vehicle insurance which include coverage for the patients and all patrons.
- 2.6 Sufficiency is determined by NKF. NKF’s decision is final.
- 2.7 If you wish to submit a proposal for the above requirement, you must complete and submit the documents mentioned in paragraph 1.2 above and supporting documents and materials (if any) referred to in the above documents (e.g., brochures, catalogues, handbooks, artwork and samples).

2.8 All submissions should be received no later than **20 January 2025, Monday before 12pm** (the "Closing Date"). RFP received after this deadline shall not be considered. Submissions are to email to the following persons:

- Raymond Thong at raymond.thong@nkfs.org, and
- Tiffany Yong at tiffany.yong@nkfs.org.

2.9 The submitted quotation shall be irrevocable and open for acceptance by NKF for **60 days** from the date of this document.

3. Terms of Lease

3.1 The Social Enterprise shall bear the cost of the Urban Redevelopment Authority (URA) Land Betterment Charge (LBC), which is included in the monthly lease payment of \$1,500. Utility charges, including but not limited to electricity and water will be borne by the Social Enterprise.

3.2 The Social Enterprise will be responsible for engaging and managing routine cleaning services, pest control or any special facility requirements at their own cost.

3.3 The Social Enterprise shall provide the Services over a period of **24 months**, starting from **01 July 2025 to 30 June 2027** with the option to extend for further periods of **12 months** each on the same terms and conditions as stated in the Lease (as may be amended, varied, supplemented and/or replaced from time to time).

3.4 NKF has the option to terminate in accordance with the **Conditions of Lease** by giving a written notice of termination to the Social Enterprise at any time prior to the end of the current term. The Social Enterprise will have a period of **1 month** to move out of the café upon receiving the notice of termination.

3.5 Unless otherwise stipulated by the NKF, all purchases for the Services made during the extended period of this Lease 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 Lease.

4. RFP Briefing

4.1 Social Enterprises are required to attend a **compulsory briefing** (either personally or through a company's representative) which will be conducted as follows:

Date: 20 December 2024, Friday

Time: 9.00 am

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

4.2 To participate in the briefing session, Social Enterprises are required to email to raymond.thong@nkfs.org with details on the company's name, attendee's name and email address by **18 December 2024, Wednesday, 5pm**. The meeting details would be emailed to Social Enterprises who had expressed their interest to attend.

5. Submission of Proposals

5.1 The proposal submitted by the Social Enterprise shall include all items labelled '**Standard**' in **Annex A and Annex B**. Each Social Enterprise may provide a counterproposal of the suggested leasing package as listed in the **Lease Pricing Schedule**.

- 5.2 The proposed **Cafe Layout in Annex C** and **Equipment & Fixtures in Annex D** have been indicated as a reference for interested Social Enterprise. NKF reserves the right to vary and/or change the layout and equipment & fixtures of this cafe at any time without prior notice.
- 5.3 The Social Enterprise is required to provide the following information and/or documents to NKF:
- 5.3.1 Original copy of the information on the latest business profile as provided 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;
 - 5.3.2 Write-up of current business mode(s) and track record;
 - 5.3.3 Relevant service liability insurance(s);
 - 5.3.4 Statement summary of social objectives and beneficiaries;
 - 5.3.5 Latest annual report or published accounts;
 - 5.3.6 Name and contact details of at least one (1) reference associate;
 - 5.3.7 Any accreditation certificates/testimonials/track records;
 - 5.3.8 Any other documents relevant to the proposal.

6. Price Schedule

- 6.1 All prices quoted by the Social Enterprise shall be in the lawful currency of the Republic of Singapore.
- 6.2 All prices quoted by the Social Enterprise shall represent the total cost.

7. Social Enterprise Introduction and Presentation (Compulsory)

- 7.1 Each Social Enterprise shall provide company introduction and presentation for the submitted proposal upon request through email. Social Enterprise will be given 3 days advance notice for preparation.
- 7.2 Second round of presentation may be required upon request.

ANNEX A**SCOPE OF SERVICE FOR CAFE OPERATIONS****1. Daily Operations**

- i. To operate the cafe daily from 9:00am – 5:00pm (weekdays and weekends, including public holidays)
- ii. To develop checklists for daily opening and closing tasks
- iii. To ensure all staff adheres to these procedures for consistency and efficiency
- iv. **Customer Service:**
 - a. Maintain a high standard of customer service through regular training and feedback
 - b. Implement a system for handling customer complaints and feedback
- v. **Inventory Management:**
 - a. Monitor stock levels and reorder supplies as needed
 - b. Conduct regular inventory audits

2. Staff Recruitment and Training

- i. **Hiring:**
 - a. Selected Social Enterprise (SE) to hire at least 2 patient graduates who have completed the Kaki Corner (Training and Internship) programme, at any given time.
 - b. Selected SE to include possible job opportunities for all baristas, kitchen staff, and managers if any.
- ii. **Training:**
 - a. Selected SE to provide comprehensive staff and trainee training on customer service, coffee brewing techniques, and food preparation.
 - b. Selected SE to conduct safety and hygiene training sessions.

3. Marketing and Promotion

- i. **Brand Development:**
 - a. Selected SE to design a logo, signage, and branded materials (e.g., cups, and napkins) with the inclusion of NKF's Kaki Corner branding.
- ii. **Marketing Strategy:**
 - a. Selected SE to develop a social media presence on platforms like Instagram and Facebook throughout the duration of operations.
 - b. Selected SE to plan a grand opening event with special promotions and local partnerships.

4. Menu Development

i. **Menu Creation:**

- a. Selected SE to develop a menu featuring specialty coffees, teas, pastries, and light lunch options (note to SEs: no open-fire cooking allowed)
- b. Selected SE to ensure that the menu also includes healthier options (i.e. lower sugar etc).

ii. **Supplier Selection:**

- a. Selected SE to establish direct relationships with local suppliers for coffee beans, dairy needs, bakery items, fresh produce and other raw materials required.
- b. Selected SE to ensure that most food and beverage supplies cater to various dietary requirements and to be as inclusive as possible.

5. Compliance and Safety

i. **Health and Safety:**

- a. Selected SE to ensure compliance with local health and safety regulations.
- b. Selected SE to implement safety protocols and provide regular training to staff and trainees.

ii. **Regulatory Compliance:**

- a. SEs to stay updated on changes in Food and Beverages regulations.
- b. SEs to ensure all licenses and permits are renewed and up to date.

iii. **Food Hygiene and General Cleanliness:**

- a. Selected SE to hire a cleaning contractor for intensive cleaning of the cafe (at least twice a year).
- b. Selected SE to ensure the general cleanliness and hygiene of the cafe, including the upkeep of kitchen and storeroom under their purview.
- c. Selected SE to ensure that all food and beverages are of excellent hygiene standards and follow the guidelines of relevant food authorities and agencies.
- d. Selected SE to ensure that SE possesses the Food Shop and Supermarket License from the Singapore Food Agency (SFA).

6. Cafe Design and Setup

i. **Interior Design:**

- a. SEs may refer to **Annex C** for the proposed cafe layout.
- b. SEs may refer to **Annex D** for the equipment and fixtures provided under the cafe tenancy agreement.



- c. Selected SE are not allowed to repurpose or renovate the existing cafe without approval from NKF.
- d. Selected SE may purchase additional furniture, equipment and décor items for use in the cafe at their own cost, provided that these fixtures are not permanent.

ii. **Technology Installation:**

- a. Selected SE to implement a POS system with integrated inventory management.

7. Pricing Guidelines

- i. Selected SE to ensure that prices are reasonable and competitive in accordance with the guidelines provided by the Competition and Consumer Commission Singapore.
- ii. Selected SE to provide at least 1-month notice to patrons before the commencement of any price revisions.

8. Leasing Guidelines

- i. To commit to a lease period of at least 24 months. Any early termination would require a minimum notice of 3 months, not including the month of notice.
- ii. To ensure payment of monthly lease is done in time, in accordance with agreed deadlines agreed by both parties.
- iii. NKF reserve the right to terminate the contract with SE (in view of missed payments or arrears etc) in accordance with the Conditions of Lease by giving a written notice of termination to the Social Enterprise at any time prior to the end of the current term.

9. Conflict

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

Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

SE's Name: _____

Email Address: _____

SE's Stamp: _____

Company's Stamp & Signature:

ANNEX B

SCOPE OF SERVICE FOR TRAINING OF PATIENTS UNDER KAKI CORNER (TRAINING AND INTERNSHIP) PROGRAMME

1. ABOUT KAKI CORNER (TRAINING AND INTERNSHIP) PROGRAMME

- i. Kaki Corner Cafe is a patient-run set-up, previously located at Level 1 NKF HQ.
- ii. It has been in operation since March 2022, as part of a pilot initiative to train patients with industry-relevant skills that can uplift their sense of efficacy and confidence, as well as employability in the job market.
- iii. In January 2023, Kaki Corner Cafe was extended to the Kaki Corner (Training and Internship) Programme.
- iv. Kaki Corner (Training and Internship) Programme is a community integration initiative with the intention to:
 - Improve patients' employability via industrial skills training;
 - Provide job opportunities and trials to patients via on-job-training and internship
 - Work with community and industry partners for patient training and upgrading of skills

2. KAKI CORNER (TRAINING AND INTERNSHIP) PROCESS FLOW

- i. **Recruitment**
 - a. To recruit up to 30 new patient trainees per year.
 - b. Recruitment of patients will include the following:
 - i. Referral of Patients
 - ii. Medical/Social/Emotional Screening
 - iii. Suitability Assessment
 - iv. Signing of Training Agreement
 - c. **Selected SE** will be invited to participate in the **Suitability Assessment Exercise** for identified candidates.
- ii. **Training**
 - a. As part of the Kaki Corner (Training and Internship) Programme, patient trainees are expected to undergo the following:
 - i. Food Safety and Hygiene Course (certified by Singapore Food Agency)
 - ii. Foundational Coffee Making Course (certified by Speciality Coffee Association)
 - iii. At least 50 hours of on-job-training by **Selected SE** at the cafe
 - iv. At least 100 hours of completed internship at partnering cafes
 - b. **Selected SE** are expected to provide on-job-training to the patient trainees for at least 50 hours.
 - c. **Selected SE** are encouraged to provide a suggested curriculum for the on-job-training.
 - d. As part of the training agreement, patient trainees will receive hourly-rated stipends from the programme.



- e. **Selected SE** are excluded from providing any form of remuneration to the patient trainees while they are performing the on-job-training.

iii. **Internship at Partnering Cafes**

- a. Patient Trainees are to start internships at partnering cafes upon the receipt of **Internship Readiness** from the **Selected SE** via email.
- b. Patient Trainees who are not able to complete the internship at partnering cafes for reasons not accountable to them may continue to complete the internship hours at the Kaki Corner Café, under the supervision of the **Selected SE**.

iv. **Liability and Claims**

- a. **Selected SE** are not required to provide insurance coverage to Patient Trainees who are undergoing on-job-training at the Kaki Corner Cafe.
- b. All Patient Trainees are required to sign an indemnity form that excludes both NKF and **Selected SE** from any liability claims during the period of on-job-training.

Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

SE's Name: _____

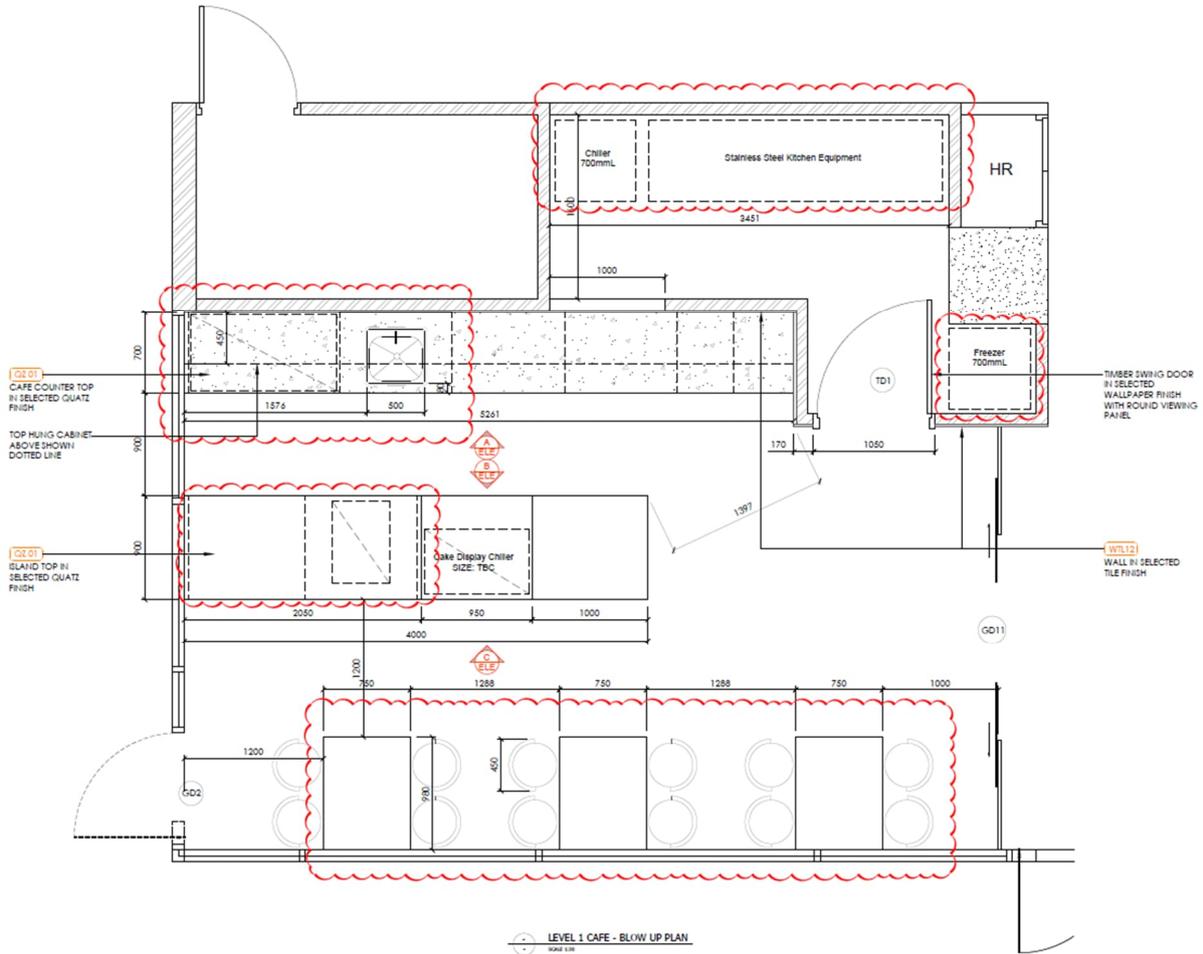
Email Address: _____

SE's Stamp: _____

Company's Stamp & Signature:

ANNEX C

PROPOSED CAFE LAYOUT



Disclaimer: NKF reserves the right at any time to vary and/or change the layout and equipment & fixtures of this cafe at any time without prior notice.

Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

SE's Name: _____

Email Address: _____

SE's Stamp: _____

Company's Stamp & Signature:



ANNEX D

**PROPOSED EQUIPMENT AND FIXTURES PROVIDED
UNDER CAFE TENANCY AGREEMENT**

1) EQUIPMENT AND FIXTURES

1.1 NKF will provide basic equipment and fixtures in the café for operational needs to ensure the success of café operations.

i. List of Equipment and Fixtures Provided:

- 1. Convection Oven
- 2. Confectionary Display
- 3. Counter Chiller
- 4. Dish Washer
- 5. Ice Maker
- 6. Refrigerated Cake Display
- 7. Single Standing Chiller
- 8. Tables, Chairs/Benches
- 9. Top-hung LED TV
- 10. Upright Chiller/Freezer

1.2 The details and specifications mentioned above may be subject to changes without prior notice. Final items may vary based on further assessments, availability and unforeseen circumstances.

1.3 The Social Enterprise may bring in additional equipment and/or fixtures. To ensure compliance with safety regulations and industry standards, any additional equipment or substitutions from the specified list of equipment and fixtures must be approved by NKF before installation.

1.4 NKF will provide servicing and maintenance for all provided equipment and fixtures throughout the term of the lease to ensure optimal functionality. NKF will not be responsible for repairs or servicing required as a result of negligence, misuse, tampering, or any form of foul play. In such cases, any necessary repairs or replacements will be the sole responsibility of the lessee.

1.5 Servicing and maintenance coverage will be not extended to the equipment that is not part of the provided equipment and fixtures list mentioned above.

Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

SE's Name: _____

Email Address: _____

SE's Stamp: _____

Company's Stamp & Signature:



ANNEX E

PRICE SCHEDULE

Proposed Rental (Nett): SGD _____

Proposed Operating Hours:

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

Public Holiday operating hours:

Remain Unchanged Adjusted Timing: _____

Company Details		Contact Person's Details	
Registered Company Name:		Name :	
UEN Number:		Contact No.:	
Name of Cafe:		Email :	

Company's Stamp & Signature:



ANNEX F

INFORMATION ABOUT Social Enterprise

RFQ REF NO. RFQ/NKF/RT/2024/343

RFQ FOR _____

1. Social Enterprise'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 Social Enterprise is not related¹ to any person in NKF who is involved in this RFP howsoever and whatsoever.**

8. The above-named Social Enterprise 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: _____

Social Enterprise's name: _____

Social Enterprise'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.

Company's Stamp & Signature: