

REQUIREMENT SPECIFICATION

REQUEST FOR PROPOSAL FOR THE PROVISION OF LABORATORY SERVICES TO NKF

1. Introduction

- 1.1 The National Kidney Foundation (“**NKF**”) wishes to appoint a contractor (the “**Contractor**”) for the provision of laboratory services to NKF as described in these Requirement Specifications (the “**Services**”) to all its dialysis centres in Singapore.

2. Requirement Specifications

- 2.1 The participating Contractor must be licensed by the Ministry Of Health (MOH) and in compliance to the prevailing MOH regulations and Act.
- 2.2 The **Services** shall conform to the detail requirement specifications in:
- 2.2.1 **Annex A: Requirement Specifications**
 - 2.2.2 **Annex B: Other Additional Requirements**
 - 2.2.3 **Annex C: Data Integration Requirements**
 - 2.2.4 **Annex D: List of NKF’s Dialysis Centres**
 - 2.2.5 **Annex E: Penalty**
- 2.3 The participating Contractor must have relevant experience in the collection of samples and the performance of laboratory tests for hospital, medical centres, dialysis centres or healthcare institutions.

3. Quantity requirements and delivery requirements

- 3.1 The Contractor shall supply the Services over a period of **thirty-six (36) months, from 1 February 2027 to 31 January 2030** subject to such extensions of the period of appointment by NKF in accordance with the Conditions of Contract.
- 3.2 NKF’s estimated requirement for the Services over a period of thirty-six (36) months is set out below:
- 3.2.1 **Services detailed in Annex A:** Based on average patient number of 5,683 (first year), 5,782 (second year) and 5,878 (third year) and frequency detailed in Annex A.
 - 3.2.2 **Other Additional Requirements detailed in Annex B:** Collection schedule, test requirements, consumables, supports, etc are clearly indicated in Annex B.
 - 3.2.3 **Data Integration Requirements detailed in Annex C:** Data integration system and requirements are detailed in Annex C.
- 3.3 Please refer to **Annex D** for the detail list of NKF’s Dialysis Centres (as at date of this tender). For the avoidance of doubt, NKF reserves the right at any time

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to increase or decrease the number of and to vary and / or change the location of any or all of the listed Dialysis Centres.

4. Penalty

- 4.1 The Contractor is required to inform the respective DCs and assigned NKF Point-Of-Contact (NKF POC) for laboratory services at the soonest possible, or within 24 hours at the latest, should there be any incident.
- 4.2 Subsequently, The Contractor is required to submit a report of this incident to the NKF Purchasing department and assigned NKF POC within 48 hours, indicating the reason for the incident and the follow up action to ensure that the same incident do not recur.
- 4.3 NKF reserves the right to impose penalty for items stated in **Annex E**.
- 4.4 NKF's decision is final and irrevocable.
- 4.5 For every three (3) demerit points incurred by the Contractor within a calendar month, a charge of \$1,000 will be levied. This is in addition to any other remedies which NKF may have under this Contract.
- 4.6 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.
- 4.7 The Contractor agrees and acknowledges that the charge is not a penalty but an incentive for the Contractor to provide good service to NKF.
- 4.8 Additionally, NKF reserves the right to adjust the number of DCs allocated to the laboratory service provider at its discretion following penalties imposed, depending on the severity of the offence, or in the event of repeated incidents, termination of the service contract may be carried out.

5. Term of Contract

- 5.1 The contract shall commence on the date stated in the Letter of Acceptance and shall remain in force for a period of **thirty-six (36) 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).
- 5.2 Unless otherwise stipulated by NKF, all purchases for the Services made 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 purchased during such extended period shall be deemed to be Services as defined in this Contract.

6. Submission of RFP bids

- 6.1 Each Vendor should provide the price quote in the **Price Schedule**.

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- 6.2 All quotations submitted by the Vendor must indicate the prices applicable for the Requirement Specifications specified in paragraphs 2.1 above.
- 6.3 The Vendor, at the point of submission of its bids, is required to provide the following information and documents to NKF:
- 6.3.1 Copy of MOH license
 - 6.3.2 Documents stated in the "Information About Vendor" (point 7)
 - 6.3.3 List of laboratory equipment used for running the test
 - 6.3.4 List of blood tests done and the price
 - 6.3.5 Any other relevant certification to demonstrate the competency of the clinical laboratory
 - 6.3.6 Track record stating the length of service, description of service, contract value and contact details of the customer (Reference check may be conducted on the references)
 - 6.3.7 Business Continuity Plan on collection service during crisis period

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Vendor's Name: _____

Email Address: _____ Vendor's Stamp: _____

ANNEX A**REQUIREMENT SPECIFICATIONS****Laboratory Service – Routine**

Requirement based on:

- **5,683** (first year), **5,782** (second year) and **5,878** (third year) number of patients
- **3,808** diabetic patients (first year), **3,874** diabetic patients (second year) and **3,938** diabetic patients (third year)
- **1875** non- diabetic patients (first year), **1,908** non-diabetic patients (second year) and **1940** non- diabetic patients (third year)
- **155** transplant patients (first year), **160** transplant patients (second year) and **165** transplant patients (third year)

Routine Test Panel	2 Monthly Pre- dialysis Test	2 monthly Post- dialysis Test	3 Monthly Test	4 Monthly Test		6 Monthly Test	Yearly Test
				Non- Diabetic	Diabetic		
Haematology							
Haemoglobin	✓						
Iron	✓						
TIBC	✓						
Ferritin				✓	✓		
iPTH				✓	✓		
Coronary Risk							
Total Cholesterol							
HDL							
LDL							
Triglyceride							
Cholesterol/HDL Ratio							
Diabetic Panel							
Glucose							
HbA1c					✓		
Kidney Profile							
Urea	✓	✓					
Creatinine	✓	✓					
Sodium	✓						
Potassium	✓						
Bicarbonate	✓						
Chloride							
Bone/Joint Profile							
Calcium	✓						
Phosphate	✓						
Liver Profile							
Bilirubin							
Protein							

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Routine Test Panel	2 Monthly Pre- dialysis Test	2 monthly Post- dialysis Test	3 Monthly Test	4 Monthly Test		6 Monthly Test	Yearly Test
				Non- Diabetic	Diabetic		
Albumin	✓						
Globulin							
A/G Ratio							
ALT/SGPT	✓						
AST/SGOT	✓						
Alkaline Phosphate	✓						
Gamma GT							
Flow PRA (HLA AB SCN FLOW)			✓				
Hepatitis/Serology Panels							
Hep Bs Antigen				✓	✓		
Hep Bs Antibody				✓	✓		
Hep C Antibody				✓	✓		
STD Screen							
VDRL (titre if reactive)							
HIV I & II Antibody Screen						✓	
Platelets	✓						
HBV DNA							✓

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Vendor's Name: _____

Email Address: _____ Vendor's Stamp: _____

ANNEX B

OTHER ADDITIONAL REQUIREMENTS

1. Routine Blood Test Collection Schedule

Collection will be mid-week over a period of 2 weeks for all the dialysis centres, approximately 22 to 24 centres per week. Please refer to the below for schedule day and time for the respective routine test samples collection.

Schedule Day and Time		Remarks
Wednesday	Morning - 9.00 to 9.30 am	Pre-test samples for morning shift
	Afternoon - 2.00 to 2.30 pm	Post-test samples for morning shift Pre-test samples for afternoon shift
	Evening - 7.00 to 7.30 pm	Post-test samples for afternoon shift Pre-test samples for evening shift
	*Night - 11.00 to 11.30pm	Pre-test samples for night shift
Thursday	Morning - 9.00 to 9.30 am	Post-test samples for evening shift Post-test samples for night shift Pre-test samples for morning shift
	Afternoon - 2.00 to 2.30 pm	Post-test samples for morning shift Pre-test samples for afternoon shift
	Evening - 7.00 to 7.30 pm	Post-test samples for afternoon shift Pre-test samples for evening shift
	*Night - 11.00 to 11.30pm	Pre-test samples for night shift
Friday	Morning - 9.00 to 9.30 am	Post-test samples for evening shift Post-test samples for night shift

*Night collection is required at HG2, CLE, WD2 dialysis centres and any additional dialysis centres should the needs arise.

2. Ad Hoc Blood Test (For patients who missed the scheduled routine test dates)

Arrangement will be made via phone followed by test request form.

3. Random Blood Test

Arrangement will be made via phone followed by test request form. These are blood tests that are not part of the routine blood test.
Collection time: 9am to 7pm, 11pm for night dialysis.

4. Reporting of results

Results are reported in both International System of Units (SI Units) and Conventional units

5. Timeline and mode for lab test report delivery

For routine / ad hoc and random blood test report – within next working day via online platform

6. Test Request Form

Laboratory test request form shall be provided by the service provider.

7. Consumables

Specimen tubes, biohazard kangaroo plastic bags, back flash needle for patients with permanent catheter and vacutainer adapter and holder shall be provided by the service provider.

8. Support and Ease of Communications

a) During Peace Times

- i. Laboratory should be contactable to provide support for any queries or issues from 8.30am to 12mn from Monday to Friday, excluding Public Holidays.
- ii. Support personnel with contact numbers should be provided to dialysis centres for ease of communications

b) During Crisis

- i. To support the increased frequency of the collection of specimen during a crisis situation.
- ii. To submit Business Continuity Plan on the collection service during a crisis situation.

9. Allocation of Dialysis Centre's will be decided by NKF

10. Ability to submit lab data to NEHR

11. Informing NKF prior to any notification of results to MOH

12. Promptly notify NKF of any updates to key contacts after hotline closes

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ANNEX C

DATA INTEGRATION REQUIREMENTS

1. Completed blood test result files to be integrated into NKF. Note: NKF is in progress of upgrading our Clinical System and we will be adopting the HL7 standards via API connection hosted at NKF. New Clinical System is scheduled for go-live around late/end 2026. Incumbent will continue to upload daily via existing SFTP server hosted by vendor until the new system is up.
2. Pre-dialysis and Post-dialysis test result to be send in the same file. If this cannot be achieved, the Post-dialysis test result must be the same specimen date.
3. Pre and Post data will be consolidated by using NRIC and specimen date.
4. (Existing XML format) Files in XML format have to follow xml file format standard and well-formed i.e. root element, prolog, properly nested, entity reference, etc. Test data with "<" or ">" need to be encoded accordingly.
(New HL7 format) Interface will be via API hosted at NKF. Detail specification will be provided to selected lab partner(s).
5. (Existing XML format) File naming convention:

Routine Blood Test

File Type	File Naming Conversion	File Name	Format
Lab 1	BIMONTHLY_YYYYMMDDHHMM.xml	BIMONTHLY_201509050600.xml	XML
Lab 2	VIROLOGY_YYYYMMDDHHMM.xml	VIROLOGY_201509050600.xml	XML
Lipid	LIPIDS_YYYYMMDDHHMM.xml	LIPIDS_201509050600.xml	XML

Random Blood Test

File Type	File Naming Conversion	File Name	Format
PRA	NKF_PRA_YYYYMMDDHHMM.xml	NKF_PRA_201508311759.xml	XML

Note: HL7 specification has been harmonized between incumbents. New lab partner will follow the established format. In the event this is not possible, new lab partner to include HL7 documentation in submission.

6. Status value should be 0 (zero) when blood test order is other than NKF form 1 to 6 which are routine blood tests.

Status Value	Order Type
1	NKF Form No. 1, 2, 3, 4, 5, 6
0	Others

7. Form No. is blood test order number for NKF and Lab Number is vendor internal reference number for tracking purpose.
8. (Existing XML format) Test data field should be left empty if the specific test was not done. For example, if CA0 was not tested, test data to reflect as <CA0></CA0>.
(New HL7 format) To follow HL7 specification provided upon selection.

Sample A – Lab 1 (Bimonthly) - (for Existing XML format)

```
<?xml version="1.0" encoding="utf-8"?>
<ArrayOfBiMonthly xmlns:xsi="
http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="
http://www.w3.org/2001/XMLSchema">
  <BiMonthly>
    <Status>1</Status>
    <Id>147</Id>
    <NRIC>S[REDACTED]A</NRIC>
    <DCCode>ALJ DC</DCCode>
    <Testdate>31/01/18</Testdate>
    <FormNo>18-3129672</FormNo>
    <LabNumber>18-3131049</LabNumber>
    <PreUrea>104</PreUrea>
    <PostUrea>20</PostUrea>
    <PreC>7.84</PreC>
    <PostC>2.04</PostC>
    <NA0>141</NA0>
    <K00>5.2</K00>
    <TC02>22</TC02>
    <CA0>10.8</CA0>
    <PO4>5.9</PO4>
    <ALB>40</ALB>
    <SAP>364</SAP>
    <AST>23</AST>
    <ALT>21</ALT>
    <FE0>99</FE0>
    <TIBC>178</TIBC>
    <HB0>10.2</HB0>
    <IPTH>38.1</IPTH>
    <FRTN>3252</FRTN>
    <HBA1C>5.2</HBA1C>
  </BiMonthly>
</ArrayOfBiMonthly>
```

Sample B – Lab 2 (Virology) - (for Existing XML format)

```
<?xml version="1.0" encoding="utf-16"?>
<ArrayOfViroSero xmlns:xsi="
http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="
http://www.w3.org/2001/XMLSchema">
  <ViroSero>
    <Status>1</Status>
    <Id>1</Id>
    <NRIC>G■■■■■W</NRIC>
    <DCCode>CLE DC</DCCode>
    <Testdate>05/07/17</Testdate>
    <FormNo>17-4457485</FormNo>
    <LabNumber>17-4457485</LabNumber>
    <HBSAG>NEG</HBSAG>
    <HBSAB>724</HBSAB>
    <HCRIBA></HCRIBA>
    <HCVAB>NEG</HCVAB>
    <HIVAB>NEG</HIVAB>
    <CMVAB></CMVAB>
    <CYTOA></CYTOA>
  </ViroSero>
</ArrayOfViroSero>
```

Sample C – Lipid - (for Existing XML format)

```
<?xml version="1.0" encoding="utf-16"?>
<ArrayOfBiMonthly xmlns:xsi="
http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="
http://www.w3.org/2001/XMLSchema">
  <Lipid>
    <Status>1</Status>
    <Id>1</Id>
    <NRIC>S■■■■■H</NRIC>
    <DCCode>TM1 DC</DCCode>
    <Testdate>31/10/17</Testdate>
    <FormNo>17-4770155</FormNo>
    <LabNumber>17-4770155</LabNumber>
    <Cholesterol>3.47</Cholesterol>
    <HDL>0.81</HDL>
    <TGL>1.94</TGL>
    <LDL>1.78</LDL>
    <CholHDL>4.28</CholHDL>
  </Lipid>
</ArrayOfBiMonthly>
```

Sample D – PRA (XML Format) - (for Existing XML format)

```
<?xml version="1.0" encoding="utf-16"?>
<ArrayOfPRA xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <PRA>
    <Status>1</Status>
    <Id>1</Id>
    <NRIC>S■■■■■B</NRIC>
    <DCCode>AM2 DC</DCCode>
    <Testdate>17/10/19</Testdate>
    <FormNo>19-3214684</FormNo>
    <LabNumber>19-3214684</LabNumber>
    <PRAResult></PRAResult>
    <PRAC1Result>66</PRAC1Result>
    <PRAC2Result>27</PRAC2Result>
  </PRA>
</ArrayOfPRA>
```

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Vendor's Name: _____

Email Address: _____ Vendor's Stamp: _____

ANNEX D

LIST OF NKF DIALYSIS CENTRES

Code	Naming Convention	Dialysis Centre	Telephone
ALJ	102 Aljunied	Hong Leong Blk 102 Aljunied Crescent #01-265 S(380102)	6743-3572
ADT	761 Admiralty	The Hour Glass NKF Dialysis Centre Blk 761 Woodlands Ave 6 #01-108 S(730761)	6362-2153
AM2	633 Ang Mo Kio	Western Digital Blk 633 Ang Mo Kio Ave 6 #01-5155 S(560633)	6459-0113
AM3	565 Ang Mo Kio	Pei-Hwa Foundation Blk 565 Ang Mo Kio Ave 3 #01-3401 S(560565)	6552-6569
BB2	113A Bukit Batok	NKF Dialysis Centre supported by Singapore Buddhist Youth Mission Blk 113A Bt Batok West Ave 6 #01-01 S(651113)	6513-6873
BED	27 New Upper Changi	Singapore Pools Blk 27 New Upper Changi Rd #01-694 S(462027)	6444-4278
BD2	105 Bedok	NKF Dialysis Centre Supported by Man Fatt Lam Buddhist Temple Blk 105 Bedok North Ave 4 #01-2168 S(460105)	62437349
BDR	213 Bidadari	NKF Dialysis Centre Supported by Lorong Koo Chye Sheng Hong Temple Blk 213 Bidadari Park Drive #03-14 S(360213)	6550-4459
BM2	128 Bukit Merah	The Singapore Buddhist Lodge Blk 128 Bukit Merah View, #01-22 S(150128)	6878-0552
BPJ	274 Bangkit	New Creation Church Blk 274 Bangkit Rd #01-54 S(670274)	6764-6400
BP2	275 Bangkit	NKF Dialysis Centre Supported by Le Champ (S.E.A) Blk 275 Bangkit Rd #01-96 S(670275)	6891-2782
CLE	326 Clementi	Lew Foundation-NKF Dialysis Centre Blk 326 Clementi Ave 5 #01-175 S(120326)	6775-0668
FNV	465 Fernvale	Supported by Christopher Heng Tiaw Boon Memorial Fund Blk 465 Fernvale Road #01-07 S(790465)	6550-4439
GMH	1 Ghim Moh	Woh-Hup NKF Dialysis Centre Blk 1 Ghim Moh Rd #01-358 S(270001)	6467-9200
HG1	114 Hougang	Singapore Buddhist Welfare Services Blk 114 Hougang Ave 1 #01-1298 S(530114)	6382-6332
HG2	628 Hougang	NKF Hougang-Punggol Blk 628 Hougang Ave 8 #01-108 S(530628)	6284-1877

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Code	Naming Convention	Dialysis Centre	Telephone
CP1	IRC - Level 1	500 Corporation Road S(649801) Level 1	6359-3610
CP2	IRC - Level 2	500 Corporation Road S(649801) Level 2	6359-3620
JE1	240C Jurong East	NKF Dialysis Centre Supported by Yuhua Grassroots Organisations Blk 240C Jurong East Avenue 1 #01-01 S(603240)	6970-1847
JW1	744 Jurong West	Sheng Hong Temple Blk 744 Jurong West St 73 #01-19 S(640744)	6794-1061
JW2	940 Jurong West	The Sirivadhanabhakdi Foundation Blk 940 Jurong West St 91 #01-441 S(640940)	6316-6246
KKT	NKF Centre	Supported by Tay Choon Hye 81 Kim Keat Rd S(328836)	6506-2291
KLA	43 Bendemeer	Kwan Im Thong Hood Cho Temple Blk 43 Bendemeer Road #01-1018 S(330043)	6291-3946
MSD	204 Marsiling	Jo & Gerry Essery - NKF Dialysis Centre Blk 204 Marsiling Drive #01-188 S(730204)	6368-0291
PSR	180 Pasir Ris	Tampines Chinese Temple Blk 180 Pasir Ris St 11 #01-06 S(510180)	6583-9500
PR2	427 Pasir Ris	Supported by TL Whang Foundation Blk 427 Pasir Ris Drive 6 #01-35/43 S(510427)	6243-1008
PNG	Punggol Oasis Terrace	NKF Dialysis Centre supported by Ngiam Kia Hum Blk 681 Punggol Drive #02-02 S(820681)	6243-7020
PN2	One Punggol	Supported by Kwan Im Thong Hood Cho Temple 1 Punggol Drive #04-08 S(828629)	6970-8130
QT1	55 Strathmore	Supported by San Wang Wu Ti Religious Society Blk 55 Strathmore Avenue #01-145 S(140055)	6778-0330
SKG	Sengkang Community Hospital	Supported by San Wang Wu Ti Religious Society Blk 1 Anchorvale St #01-26 S(544835)	6908-4501
SRG	201 Serangoon	IFPAS Blk 201 Serangoon Central #01-30 S(550201)	6285-4113
SMI	101 Simei	Kwan Im Thong Hood Cho Temple Blk 101 Simei St 1 #01-892 S(520101)	6785-9882
TM1	935 Tampines	National Trades Union Congress Singapore Pools Blk 935 Tampines St 91 #01-333 S(520935)	6789-8534

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Code	Naming Convention	Dialysis Centre	Telephone
TM2	271 Tampines	Wong Sui Ha Edha NKF Dialysis Centre Blk 271 Tampines St 21 #01-99 S(520271)	6789-9878
TWY	113 Teck Whye	Leong Hwa Chan Si Temple Blk 113 Teck Whye Lane #01-666 S(680113)	6769-0178
TPH	225 Toa Payoh	Supported by Toa Payoh Seu Teck Sean Tong Blk 225 Toa Payoh Lor 8 #01-54 S(310225)	6254-2066
TP2	Toa Payoh West CC	Seck Hong Choon-NKF Dialysis Centre Blk 200 Toa Payoh Lorong 2 #03-01 S(319642)	69704190
URD	311 Ubi	FOO HAI – NKF DIALYSIS CENTRE Blk 311 Ubi Avenue 1 #01-383 S(400311)	6747-8864
UBK	19 Upper Boon Keng	Sakyadhita Blk 19 Upper Boon Keng Rd #01-1220 S(380019)	6743-1278
WCR	701 West Coast	The Hour Glass NKF Dialysis Centre Blk 701 West Coast Rd #01-323 S(120701)	6560-1184
WD1	825 Woodlands	Thong Teck Sian Tong Lian Sin Sia Blk 825 Woodlands St 81 #01-30 S(730825)	6365-1810
WD2	365 Woodlands	NKF Woodlands Blk 365 Woodlands Ave 5 #01-490 S(730365)	6362-4905
YS1	203 Yishun	Toa Payoh Seu Teck Sean Tong Blk 203 Yishun St 21 #01-239 S(760203)	6759-4002
YS2	639 Yishun	Le Champ - NKF Dialysis Centre Blk 639 Yishun St 61 #01-168 S(760639)	6257-1860
YS3	840 Yishun	SCAL - NKF DC (Yishun Branch) Blk 840 Yishun St 81 #01-382 S(760840)	6481-3006
YS4	Yishun Community Hospital	NKF Dialysis Centre supported by Keppel 2 Yishun Central 2 #03-01 Yishun Community Hospital S(768024)	6970-4213
Yew Tee	Upcoming		

ANNEX E

PENALTY

S/No	Description	Penalty
1	Loss of samples	3
2	Failed to collect samples as scheduled, or collection was delayed	3
3	Incorrect data entries such as, wrong patient date, wrong ID, wrong patient name, wrong form no. etc	3
4	Laboratory test results are not captured in EMR due to data issues. Eg. Wrong data entry of patient ID	3
5	Persistent non-compliance	3
6	Discrepancy in results uploaded	3
7	Missed or delayed transmission of lab results (Transmission of lab results must be within 12 hours upon completion)	2
8	Uncontactable despite reasonable number of attempts (3 attempts)	2
9	Email did not include required NKF personnel	1

Note:

Blood test for the affected sample or re-submit sample for the above incident will be waive.

Accepted By:

Authorized Signature: _____ Date: _____

Signatory Name: _____ Signatory Title: _____

Telephone Number: _____ Vendor's Name: _____

Email Address: _____ Vendor's Stamp: _____