

INVITATION TO QUOTE
ITQ REF NO: NKF/LC/2026/013
Date: 4 September 2026

Invitation to Quote (ITQ) for the Provision of NKF Website Revamp Services

1. Introduction

- 1.1. The National Kidney Foundation ("NKF") wishes to invite web, digital and technology providers or creative agencies to propose for the redesign of NKF's website and the migration of its current web content to a new content management system (CMS) hosted in the Cloud/Window Server.
- 1.2. This **INVITATION TO QUOTE** incorporates the following documents:
- Annex A: Project Overview and Scope of Work
 - Annex B: Price Schedule
 - Annex C: Confidentiality and Non-Disclosure
 - Annex D: Information About Vendor
 - Annex E: Conditions of Contract
 - Annex F: Agreement to Terms and Conditions
 - Annex G: Environmental, Social and Governance (ESG)
 - Annex H: NKF Code of Conduct

2. Requirement Specification

- 2.1 Please refer to **Annex A**.

3. Compulsory Briefing Session on Proposal Bids

- 3.1 There will be a **compulsory** briefing conducted at the specific time and location below:

Date: **10 September 2026 (Thursday)**
Time: **2pm**
Venue: **NKF Centre (HQ)**
81 Kim Keat Road, Singapore 328836

Interested Vendors are required to register their contact with The National Kidney Foundation, via email attention to **Joshua Ng @ Joshua.Ng@nkfs.org** and **Marcus Tang @ Marcus.Tang@nkfs.org** before 10:00hrs on 8 September 2026 (Tuesday).

4. Submission of ITQ

- 4.1 If you wish to submit the ITQ for the above requirement, you must complete and submit the documents mentioned in paragraph 1.2 above. All supporting documents and materials (if any) referred to in the above documents (e.g. brochures, catalogues, handbooks, artwork and samples).
- 4.2 NKF requires:
- **two (2)** copies of the documents, referred to in paragraph 1.2 that is, one original copy and one duplicate copy.
 - **One (1) thumbdrive** containing the same documents.
- 4.3 Full set of quotations / proposal must be submitted with Vendor's stamp on all pages stipulated in the ITQ. These are to be delivered in a sealed envelope which is not to bear any mark of identification of the Vendor (defined in the Conditions of Contract). The envelope is to be endorsed with the words **"Invitation to Quote Ref No: NKF/LC/2026/013 Invitation to Quote (ITQ) for the Provision of NKF Website Revamp Services"** and hand delivered:

Company Stamp & Signature:

Giving Life & Hope 

To deposit to : ITQ Box A (near Security Counter)
National Kidney Foundation
81 Kim Keat Road
Singapore 328836
Attn: Ms Lynette Chong

- 4.4 All ITQ must be received at the location specified above, no later than **30 September 2026, Wednesday, 1500 hours (the “Closing Date”)**. ITQ received after this deadline shall not be considered.
- 4.5 Your ITQ bid shall be irrevocable and open for acceptance by NKF for **180 days** from the Closing Date.
- 4.6 The Vendor, at the point of submission of its bid, is required to provide the following information and/or documents to NKF:
- 4.6.1 All documents stated in paragraph 1.2.
 - 4.6.2 Extract of company/business registration from the Accounting & Corporate Regulatory Authority (ACRA), showing a full list of directors/partners of the Vendor. The date of the business profile should be no more than 3 months from the point of submission.
 - 4.6.3 Latest audited financial reports or published accounts.
 - 4.6.4 Any other documents relevant to the ITQ.

5. Terms and Conditions

- 5.1 The Terms and Conditions as set out in the Conditions of Contract shall form part of the binding contract between the successful Vendor and NKF. The Vendor shall perform the Services according to the requirements specified in Annexes A to H.
- 5.2 The successful Vendor may be required to submit further documentation with NKF and shall do so, if ever required by NKF.
- 5.3 NKF is not obliged to accept and reserves the right to reject the lowest or any quotation, part or all of any quotation or assign any reason for rejecting any quotation.
- 5.4 Where any of the Terms and Conditions of the Scope of Services conflicts or at variance with Conditions of Contract, the Terms and Conditions of the Scope of Services shall prevail. Please refer to applicable annexures listed in Para 1.2.
- 5.5 NKF reserves the right to award the project in part or full.

6. Price Quotations

- 6.1 The Vendor should provide the price(s) quoted as per the format in Price Schedule (Annex B).
- 6.2 All prices quoted by the Vendor shall be in the lawful currency of the Republic of Singapore.
- 6.3 All prices quoted by the Vendor shall represent the total cost to NKF.

7. Clarifications or Enquiries

- 7.1 For clarification or enquiries pertaining to:-
- Specification Requirements, please contact: **Joshua Ng @ Joshua.Ng@nkfs.org** and **Marcus Tang @ Marcus.Tang@nkfs.org**
 - Other enquiries: please contact: Lynette Chong at Lynette.Chong@nkfs.org.

Annex A: Project Overview and Scope of Work

Contents

Annex A: Project Overview and Scope of Work	1
1. Project Overview	2
2. Scope of Work	2
3. Options	7
4. General Requirement	7
5. Tentative Timeline for Deliverables	7
Information to be Submitted by Vendor	7
Appendix A — NKF Branding and Identity Guidelines	9
1. Background colours when using Corporate Logo	9
2. Isolation of corporate logo	10
3. Colour control	10
4. NKF colour palette	11
Appendix B — IT Requirements	14
5. Security Governance	14
6. Access Control	14
7. Infrastructure and Hosting Security	14
8. Application Security	15
9. Encryption and Data Protection	15
10. Security Monitoring and Logging	16
11. Vulnerability Management	16
12. Backup and Recovery	17
13. Security Testing	17
14. Third-Party and Supply Chain Security	17
15. Incident Management	17
16. Business Continuity	18
17. Compliance	18

1. Project Overview

1.1 The National Kidney Foundation (NKF) wishes to invite web, digital and technology providers or creative agencies to propose for the redesign of NKF's website and the migration of its current web content to a new content management system (CMS) hosted in the cloud/Windows server.

1.2 The new public-facing website will serve as NKF's primary tool in delivering renal care information, prevention, donation and volunteer programmes and driving recruitment.

1.3 NKF mission and vision

Giving Life and Hope through affordable, sustainable and quality renal care and prevention of kidney disease in partnership with the community.

1.4 NKF target audience

Our primary target audience for the new NKF website are our patients, caregivers, patients' family members and members of the public with early stages of kidney disease who are seeking information on kidney failure treatments and management at different phases of their journey. Healthcare professionals, government agencies, external organisations, educational institutions, and current or prospective donors and volunteers seeking the latest updates on renal health statistics, NKF initiatives and collaboration opportunities.

Our secondary target audience includes NKF staff.

Our tertiary target audience includes members of the media and prospective NKF staff and practitioners.

1.5 NKF website redesign goals:

1.5.1 To position NKF as the subject matter expert for quality renal care, dialysis services and kidney disease prevention in Singapore and Southeast Asia.

1.6 The new NKF website shall fulfil the following objectives (but not limited to):

1.6.1 Create and develop a new public facing site for NKF that is user-oriented and content-focused.

1.6.2 Clear and targeted web users' navigation that creates a highly relevant individual experience to suit the users' needs.

1.6.3 Compelling website display that better integrates our series of NKF renal care management materials, prevention programme, events, donor and volunteer programmes, and collaborative renal research journals/projects.

1.6.4 To bear in mind the wide range of content types, the website page designs should remain consistent. Everything should be themed to make the design coherent among all pages.

1.7 Adhere to NKF's branding guidelines (refer to Appendix A), and is reflective of current best practices and standards for a professional organisation's website.

2. Scope of Work

2.1 The successful vendor shall fulfil the scope of work outlined in Table A below:

Table A

Item	Requirements
1)	<u>Website Hosting Service</u> a) The vendor shall propose at least two (02) website hosting servers that comply with NKF's rules and regulations. The existing NKF website is currently using Amazon Web Services website hosting. b) The vendor shall list down the expected cost for each proposed website hosting service per year for one (01) year.
2)	<u>Content Management System (CMS)</u> a) The vendor shall propose and implement one (01) cloud/Windows server-based CMS system to publish and manage content on NKF's new website. b) Essential features of the CMS include: - Able to work on a variety of computer systems and platforms. This includes but is not limited to Microsoft Windows, Microsoft Windows CE, Apple Mac OS, Apple iOS and commonly used internet browsers (e.g. Safari, Firefox, Chrome etc.) - Support the creation of content types in all four languages — English, Mandarin, Bahasa Melayu and Tamil. By extension, also allowing the input of simplified Chinese characters and Tamil Sanskrit alphabets. - Support NKF web administrator to be able to create, modify, maintain and apply page templates and types to individual pages/microsites. - Permit version tracking and editorial oversight. - Allow for the creation of dynamic, time-sensitive posts, as well as static, long-term pages. - Support the assignment of individual content items on multiple pages and components (e.g. placing individual links on multiple pages). - Easily extensible to allow for future growth or changes in site functionality. - Support the creation and modification of user roles, content and approval permissions. - Allow NKF web administrator to be able to add and delete users, modify their permissions in the CMS and reset users' passwords. c) NKF shall be the main administrator for the CMS system and reserve the right to grant/restrict any third-party access to the system.
3)	<u>Open-Source Framework</u> a) The vendor shall propose a well-supported open-source framework that fulfils NKF's new website goals, objectives and requirements. b) The successful vendor shall ensure that the proposed open-source framework must be the most current version and all security patches/updates have been applied.

4)	<u>Information Architecture</u> a) The vendor shall conduct an internal Design Thinking workshop in collaboration with NKF Communications team, involving all relevant departments and stakeholders of the NKF website, to determine the essential components and content of the revamped website. b) The vendor shall propose a new site map, detailed information architecture and wireframes that achieve NKF's goal and objectives outlined in points 1.5 and 1.6. c) The new site map, detailed information architecture and wireframes shall take into account the various key target audiences' (outlined in point 1.4) navigating experience.
5)	<u>Content Migration Strategy</u> a) The successful vendor shall propose a detailed content migration/implementation strategy and appropriate timeline which eliminates downtime or operation interruptions and meet the project timeline outlined by NKF in Table B below.
6)	<u>Website Design</u> a) The vendor shall propose at least three (03) website design options that fulfil all requirement specifications outlined in Table A under Scope of Work. b) The proposed website design options shall adhere to NKF's corporate branding and identity guidelines, as well as, (refer to Appendix A) the additional criteria below: <u>User Experience</u> • Desirability • Navigation • Accessibility <u>Consider the Target Audience Personas</u> • Our target audiences must be able to locate their respective information efficiently. <u>Creative Considerations</u> • Professional and clean slate design that appeals to our target audiences and public. • Tied back to NKF's mission and vision of Giving Life & Hope to kidney failure patients and the community through quality holistic care, education and prevention of kidney diseases.
7)	<u>Social Media Requirement</u> a) The website shall support social media sharing on platforms such as Facebook, Instagram, LinkedIn, YouTube and other social media networks. b) The page design and page meta-structure should support social sharing (e.g. Allow web users to "like", "share" unique page URLs)
8)	<u>Mobile Presentation</u> a) The new NKF website shall utilise responsive web design to optimise web users' experience regardless of the device they use to access our site.

9)	<u>Interactive Applications</u> a) The following interactive applications have to be incorporated into the new revamped NKF website: i. Interactive map of Singapore Healthcare Clusters zone with ability to zoom in on clusters and click markers to access respective cluster pages ii. Locations of all NKF dialysis centres iii. Web banners iv. Flash animation on the homepage v. Chat bot navigation vi. FAQ (Patient self-care, admissions, donation, volunteering) vii. Site-wide search viii. Homepage language options (English to Simplified Chinese, Bahasa Melayu and Tamil) ix. Photo gallery x. Event calendar xi. Data Protection and Privacy Policy xii. Website forms — for Contact Us and sign-ups for our e-newsletter (to include security feature to detect and prevent abusive traffic) xiii. Donation button xiv. Volunteer button xv. Procurement and tender forms (downloadable PDF document) xvi. Web application for Kidney Discovery Centre b) The applications developed/installed shall be secured and tested (e.g. Source Code Analysis) from internal and external unauthorised intrusion that may compromise the integrity of data and information hosted by the applications (refer to Appendix B — IT Requirements for full details).
10)	<u>Google Analytics</u> a) The new NKF website shall continue to use Google Analytics for web metrics reporting. b) Allow web metrics report to be generated in PDF document and for print.
11)	<u>Search Engine Optimisation and Future Query Optimisations</u> a) The successful vendor shall propose and implement a suitable SEO tool that enables NKF to improve our web presence. b) The successful vendor shall work with NKF to assess and list current relevant keywords for optimisation. c) The successful vendor shall propose future optimisations in the digital age, such as Answer Engine Optimisation (AEO) and Generative Engine Optimisation (GEO).

12)	<u>User Acceptance Test (UAT) and Training(s)</u> a) The successful vendor shall conduct the UAT accordingly and demonstrate that the delivered website has adequately met all specified requirements. b) The successful vendor shall conduct user training session(s) with NKF on-site. c) The training session(s), at minimum, should cover the following (but not limited to): i. Content creation and editing ii. Page creation iii. Navigation across pages iv. Image library v. Document linking vi. Permission controls
13)	<u>IT Requirements</u> a) For IT requirements, please refer to Appendix B.
14)	<u>Support and Maintenance</u> a) The successful vendor shall provide maintenance for NKF website and its applications upon launch of the revamped NKF website for a period of twelve (12) calendar months. b) The successful vendor shall provide support and maintenance services from 0830 hrs to 1830 hrs from Mondays to Fridays except Saturdays, Sundays and Public Holidays upon written request from NKF. c) The successful vendor shall ensure that the website is available 24 hours from Monday to Saturdays with Sundays and Public Holidays included. d) The successful vendor shall provide support on ad-hoc generation of statistical reports related to the website. e) At the end of the one (01) year maintenance period, NKF shall have the option to extend the maintenance service for up to an additional one (01) year, subject to annual review at the end of each maintenance year. f) The vendor shall provide a detailed itemisation of what the one (01) year support and maintenance encompassed in the quotation. g) For support and maintenance, vendor to quote service(s) based on man-hour rate.

2.2 The website redesign proposal must include all the details as stated in Table A above.

2.3 The vendor shall use existing content available on NKF website (<https://www.nkfs.org/>) to develop mock-up visuals of items 6, 7, 8 and 9 outlined in Scope of Work (Table A) to illustrate the actual look and feel of the new NKF website.

2.4 The vendor shall provide a detailed quotation based on the following assumptions:

- 2.4.1 The successful vendor will not subcontract any part of this project out to another organisation or individual without any written agreement from NKF.
- 2.4.2 The NKF website traffic reports for the past year will be provided by NKF.
- 2.4.3 Existing website content, images, corporate logo and its accompanying guidelines will be provided by NKF.
- 2.4.4 New content for the revamped NKF website will be provided by NKF.

- 2.5 Deliverables for this Scope of Work shall be successfully completed and delivered to NKF within the agreed timeline.
- 2.6 NKF reserves the right to make minor changes to the project developments and design concept within reasonable limits after the award of proposal.
- 2.7 The vendor may propose other additional value-added services and/or website design-related deliverables in the quotation.

3. Options

- 3.1 The vendor shall quote the man-day rate to provide service request(s) for the modifications or enhancements to the website.
- 3.2 Upon each service request, the successful vendor shall advise NKF on the cost and implications. The implementation of the service request(s) shall be subject to NKF's approval. The cost is only incurred when the vendor's services to the service request(s) are engaged.

4. General Requirement

- 4.1 The successful vendor shall appoint a core team, and they are required to attend regular meetings at NKF Headquarters as required for the purposes of discussions/providing updates and doing presentations on matters related to the preparation of NKF's website redesign project.
- 4.2 The core team shall consist of a designated Project Manager and nominated team member(s). The personnel stated in the proposal should ideally be the same individuals to fulfil the scope of work if awarded.
- 4.3 NKF reserves the right to accept or reject any proposed change in Project Manager and/or team member(s) at its sole discretion, for any reason, and at any time and this decision will be made in written notice to the successful vendor.
- 4.4 The successful vendor shall consult and obtain NKF's approval before making any changes to any part of the scope of work as specified in the Contract during the Contract Period.

5. Tentative Timeline for Deliverables

- 5.1 The successful vendor shall start working on the project as early as 6 November 2026. This is the tentative date, and any changes will be subject to the mutual agreement between NKF and the successful vendor.
- 5.2 The tentative timeline is as listed in Table B and may be subject to changes:

Table B

Tentative Timeline	Deliverables
4 Sep 2026	Invitation to quote
10 Sep 2026	Invitation to quote briefing
23 Sep 2026	Closing date of ITQ/Submission of proposal/quote
23 Sep – 26 Oct 2026	Evaluation of proposals and clarifications with vendors
6 Nov 2026	Award of proposal/quote
11 Nov 2026	Kick-start first project meeting
1 Oct – 31 Dec 2026	Internal stakeholder management exercise — design thinking and understanding departmental needs for the website
End Jun 2027	Launch of newly revamped NKF website in English, translations to Chinese, Bahasa Melayu and Tamil to be underway.

Information to be Submitted by Vendor

- 5.3 The vendor shall submit the following information in his/her proposal:

- 5.3.1 A short description/history of company.
- 5.3.2 Information of the Project Team, including:
 - a. Full name and designations of project manager and team members.
 - b. Email address and mobile number.
 - c. Track record(s) of managing website revamp of similar scale for the past two years (if applicable).
- 5.3.3 A detailed conceptual proposal, including:
 - a. The website design concept and detailed descriptions of proposed website hosting services and CMS systems.
 - b. The visual mock-ups of items 6, 7, 8 and 9 outlined in Scope of Work, Table A (in PDF format).
 - c. Proposed website design layouts.
 - d. Proposed new site map, detailed information architecture and wireframes.
 - e. Brief content migration strategy plan and timelines.

Appendix A — NKF Branding and Identity Guidelines

1. Background colours when using Corporate Logo

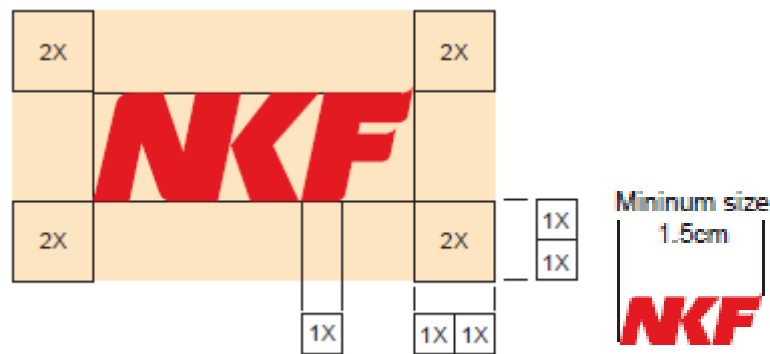
The basic background colour for the display of the Corporate Logo is white including pale colours similar to white. However, if a stronger background is required, priority should be given to the corporate colour so that the Corporate Logo is the stronger element than the background.

The Corporate Logo can be displayed in either black or white, depending on the background. Extra care should be given to ensure the Corporate Logo is the stronger element than the background.



2. Isolation of corporate logo

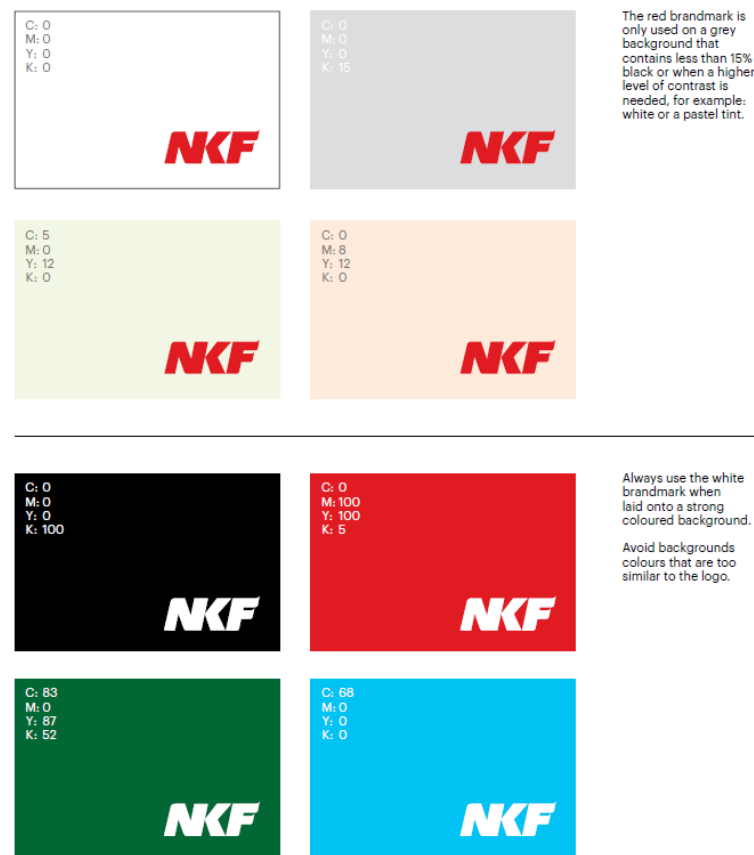
When displaying the Corporate Logo, it should be displayed without any other letters or figures placed around it. This enhances the logo and strengthens the corporate brand. The minimum margins to be kept around the Corporate Logo are shown here. These margins are the absolute minimum and where possible, the values should be exceeded for better effect of the background.



3. Colour control

The *NKF Red* is the preferred choice of colour for our brandmark.

As much as possible, we strive to present it only in *NKF Red*. The brandmark can also appear in black, but only when reproduced as a monotone, for example, on newsprints. This is the only exception.



4. NKF colour palette

The NKF colour palette enables us to better communicate our brand personality and vary our tone of voice. The colours are divided into three main components:

- Black & White
- Neutral Palette
- Accents



Black & White

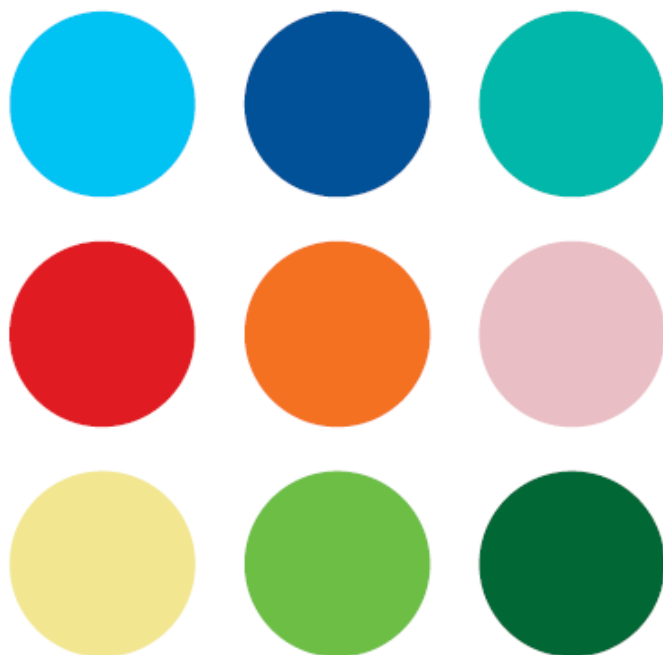
White serves as the primary background colour of NKF and should be treated as an essential design element.

Black will be frequently used, for example, in long running text.



Neutral Palette

This palette provides a set of warm tones to complement the accents. Their neutrality ensures that photographic and graphic elements will work harmoniously together.

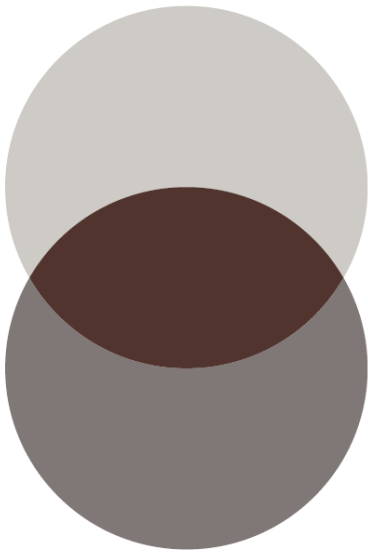


Accents

Accents are used to bring about energy and dynamism to our applications.

These colours are expressive in nature and they represent the bright future ahead.

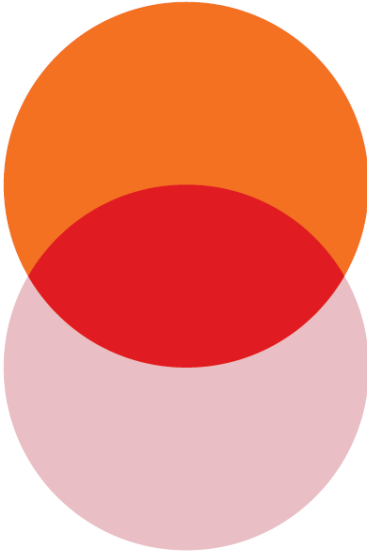
They should be used with utmost consideration.



Light Grey
Pantone Warm Grey 1
C: 19 R: 212
M: 16 G: 209
Y: 19 B: 204
K: 0

Brown
Pantone 4695c
C: 42 R: 83
M: 65 G: 60
Y: 64 B: 51
K: 60

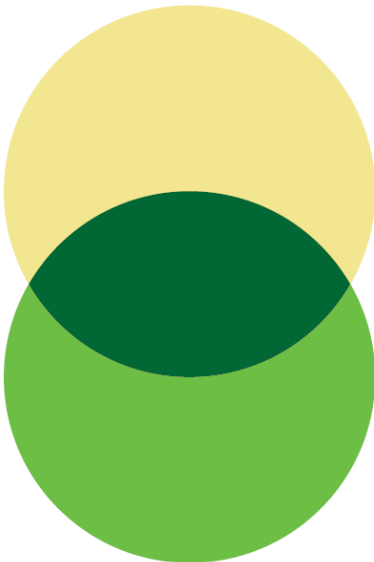
Dark Grey
Pantone Warm Grey 9
C: 58 R: 126
M: 54 G: 117
Y: 54 B: 114
K: 0



Orange
Pantone 1585c
C: 0 R: 208
M: 69 G: 104
Y: 100 B: 28
K: 0

NKF RED
Pantone 1795c
C: 0 R: 210
M: 100 G: 0
Y: 100 B: 25
K: 5

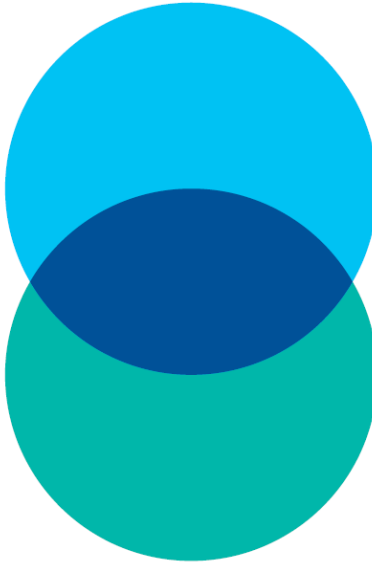
Pink
Pantone 496c
C: 24 R: 227
M: 8 G: 200
Y: 7 B: 206
K: 0



Yellow
Pantone 600c
C: 0 R: 242
M: 0 G: 232
Y: 50 B: 151
K: 7

Dark Green
Pantone 7483c
C: 83 R: 54
M: 0 G: 100
Y: 87 B: 54
K: 52

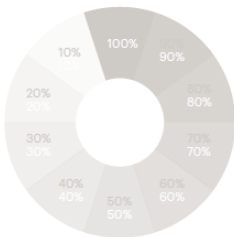
Green
Pantone 368c
C: 62 R: 135
M: 0 G: 180
Y: 100 B: 61
K: 0



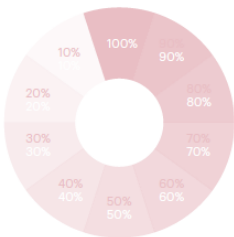
Blue
Pantone 2985c
C: 68 R: 111
M: 0 G: 188
Y: 0 B: 237
K: 0

Dark Blue
Pantone 2736c
C: 100 R: 34
M: 0 G: 75
Y: 68 B: 142
K: 14

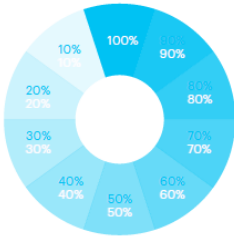
Turquoise
Pantone 326c
C: 78 R: 92
M: 0 G: 172
Y: 42 B: 164
K: 0



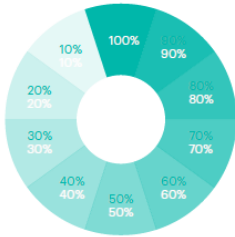
Light Grey



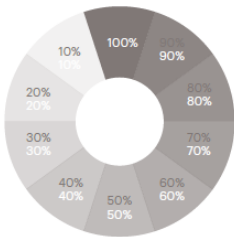
Pink



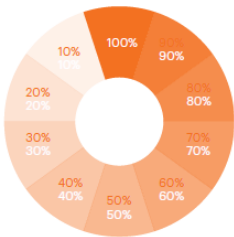
Blue



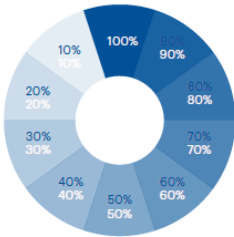
Turquoise



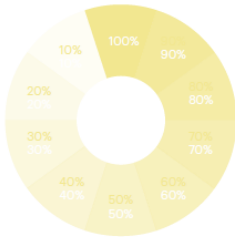
Dark Grey



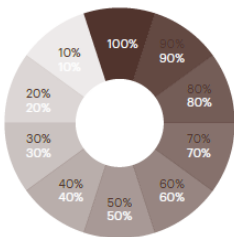
Orange



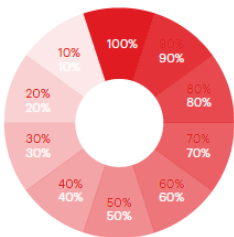
Dark Blue



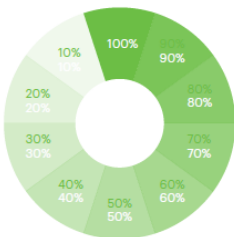
Yellow



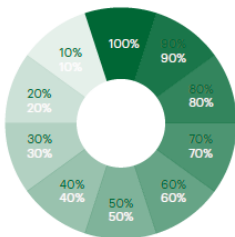
Brown



NKF Red



Green



Dark Green

Appendix B — IT Requirements

5. Security Governance

- 5.1 The vendor shall implement and maintain documented information security policies, procedures, and controls to protect NKF systems and data.
- 5.2 The vendor shall promptly notify NKF of any security incident affecting systems supporting NKF services within two (2) hours of becoming aware of the incident.
- 5.3 Where the System stores, processes, transmits, or provides access to NKF personal data or sensitive information, the system shall be hosted on infrastructure located in Singapore. Any proposed hosting outside Singapore shall be subject to NKF's prior written approval. The Vendor shall remain fully responsible for safeguarding NKF data and shall ensure equivalent or higher levels of security, privacy protection, and regulatory compliance, irrespective of the hosting location.
- 5.4 The Vendor shall ensure personnel supporting NKF services receive regular information security and data protection awareness training.
- 5.5 For SaaS services, the Vendor shall not relocate, replicate, back up, process, or store NKF data in a different country or region without obtaining NKF's prior written approval.

6. Access Control

- 6.1 All user and administrator accounts shall be uniquely assigned to an individual and must not be shared.
- 6.2 Administrative accounts shall be protected with Multi-Factor Authentication (MFA) and strong passwords.
- 6.3 Access rights shall be granted based on the principle of least privilege and reviewed periodically.
- 6.4 Access privileges shall be revoked immediately when no longer required.
- 6.5 The application shall enforce role-based access control (RBAC) and the principle of least privilege. Users shall only be granted access to functions, data, and administrative features necessary for their job responsibilities. Access control mechanisms shall prevent privilege escalation, unauthorized access to resources, and bypassing of access restrictions.
- 6.6 The Vendor shall maintain password management controls, including password complexity requirements, protection against password reuse, and password changes following suspected or confirmed compromise.
- 6.7 For SaaS services, the Vendor shall maintain logging and monitoring of all privileged administrative access performed by Vendor personnel on systems supporting NKF services. Records shall be retained and provided to NKF upon request.

7. Infrastructure and Hosting Security

- 7.1 The hosting environment shall be securely configured and hardened following recognised industry standards (e.g., CIS Benchmarks, NIST guidelines, or equivalent).
- 7.2 Only required services, ports, and protocols shall be enabled.
- 7.3 The vendor shall ensure all operating systems, web servers, databases, and supporting components are maintained with current security patches.
- 7.4 Anti-malware protection, Web Application Firewall (WAF), and DDoS protection shall be implemented and maintained.
- 7.5 Malware definitions and detection engines shall be kept up to date.
- 7.6 The hosted environment shall be logically isolated from other customers to prevent unauthorised access or cross-tenant data exposure.

- 7.7 The Vendor shall implement anti-defacement controls to detect, prevent, and alert on unauthorised modifications to the website. Where feasible, unauthorised changes shall be automatically restored or promptly remediated.
- 7.8 The vendor must seek prior written approval from NKF before opening any network ports for the application. This includes, but is not limited to, ports necessary for communication, data transfer, or integration with other systems. The vendor shall provide a detailed justification for the request, including security considerations and potential impacts on the overall system architecture.
- 7.9 For SaaS services, the Vendor shall implement and maintain tenant isolation controls to ensure that NKF data, configurations, and resources are logically segregated from those of other customers. The effectiveness of tenant isolation controls shall be periodically tested and validated.
- 7.10 The Vendor shall implement processes to continuously monitor and remediate security misconfigurations within the cloud hosting environment, including storage services, identity services, network security controls, and access permissions.
- 7.11 The Vendor shall perform regular security configuration reviews and maintain documented evidence of remediation activities. Security configuration baselines shall be established and reviewed at least annually.

8. Application Security

- 8.1 The Vendor shall implement secure software development practices aligned with the OWASP Secure Coding Guidelines (OWASP Top 10:2025) and ensure that the web application is designed, developed, tested, and maintained to protect against vulnerabilities identified in the latest OWASP Top 10.
- 8.2 The web application shall implement appropriate HTTP security headers, including but not limited to Content-Security-Policy (CSP), HTTP Strict Transport Security (HSTS), X-Frame-Options (or equivalent), X-Content-Type-Options, Referrer-Policy, and Permissions-Policy, where applicable.
- 8.3 Unused plugins, themes, modules, and services shall be removed or disabled.
- 8.4 The application shall implement secure session management controls, including session timeout, secure cookie settings, and session invalidation upon logout.
- 8.5 The application shall validate and sanitise all user-supplied input and implement appropriate output encoding to prevent unauthorised code execution and data manipulation.
- 8.6 The Vendor shall establish and maintain separate development, testing, and production environments to prevent unauthorised changes to the production environment.
- 8.7 Where the application interfaces with internal or external systems, the Vendor shall implement appropriate security controls to protect the confidentiality, integrity, and availability of data exchanged through such integrations. Security controls shall include, where applicable, authentication, authorisation, encryption, logging, monitoring, and access restrictions to prevent unauthorised access, data leakage, data tampering, and misuse of integration services.
- 8.8 Changes to the production environment shall follow documented change management procedures and be reviewed, tested, and approved prior to implementation. Production deployments shall be traceable to approved change requests, and rollback procedures shall be documented and tested.
- 8.9 For SaaS services, where APIs are provided or used by the application, the Vendor shall implement secure API controls including authentication, authorisation, input validation, rate limiting, protection against abuse, and regular API security testing.
- 8.10 Source code repositories shall be protected through role-based access control, multi-factor authentication, version control, audit logging, and secure backup procedures.

9. Encryption and Data Protection

- 9.1 HTTPS shall be enforced for all website communications using valid TLS 1.3 certificates.

- 9.2 All sensitive data, databases, files, and backups at rest shall be protected using industry-standard encryption (e.g. AES-256 or equivalent).
- 9.3 Encryption keys shall be secured against unauthorised access.
- 9.4 The Vendor shall securely sanitise or destroy NKF data upon contract termination in accordance with recognised data sanitisation standards with proof of sanitisation.
- 9.5 NKF retains complete ownership of all data stored within the SaaS platform.
- 9.6 Upon termination of the contract, the Vendor shall provide mechanisms for secure data export in a standard, readable, and documented format and provide reasonable assistance to facilitate migration of NKF data to an alternative platform.

10. Security Monitoring and Logging

- 10.1 The Vendor shall continuously monitor the hosting environment and web application and maintain 24x7 monitoring capabilities for security threats, vulnerabilities, and unauthorised activities.
- 10.2 Audit logs shall record administrative activities, authentication events, access to sensitive data, and security-related events.
- 10.3 Logs shall be protected from unauthorised access, alteration, or deletion and retained for a minimum of 3 months, or such other retention period as agreed by NKF.
- 10.4 The Vendor shall provide mandatory integration with NKF's SIEM platform and support the export, forwarding, and transmission of all relevant security, audit, and system logs to NKF's SIEM in a timely manner. Such integration shall be maintained throughout the contract term and implemented in accordance with NKF's security and technical requirements. Exceptions shall only be permitted with prior written approval from NKF where technical limitations can be demonstrably justified.
- 10.5 Relevant logs shall be provided to NKF upon request for investigation or audit purposes.
- 10.6 NKF reserves the right to perform continuous external security monitoring and risk assessments of internet-facing assets supporting NKF services using third-party assessment tools. The Vendor shall review and remediate identified findings according to their severity.
- 10.7 The Vendor shall provide NKF with a monthly security monitoring report summarising security threats detected, unauthorised access attempts, suspicious activities, security incidents, and the corresponding investigation, remediation, and preventive actions taken during the reporting period.

11. Vulnerability Management

- 11.1 The Vendor shall conduct at least one annual penetration testing and must have a vulnerability management program in place to web application and hosting environment to quickly identify, mitigate, and patch any security weaknesses.
- 11.2 The Vendor shall apply security patches in accordance with the following minimum timelines:
 - Critical vulnerabilities: within 48 hours
 - High severity vulnerabilities: within 14 days
 - Medium severity vulnerabilities: within 30 days
 - Low severity vulnerabilities: within 90 days

Where immediate remediation is not feasible, compensating controls and risk mitigation measures shall be implemented and documented.

- 11.3 The final assessment report, remediation evidence, and periodic status updates shall be provided to NKF upon request.
- 11.4 Where practical, the Vendor's annual penetration assessment shall be scheduled approximately six (6) months apart from NKF's penetration testing activities.

11.5 End-of-Support (EOS) or End-of-Life (EOL) software shall not be used unless formally approved by NKF through a documented risk acceptance process.

12. Backup and Recovery

12.1 The Vendor shall perform regular backups of website content, databases, and system configurations.

12.2 Backups shall be encrypted, securely stored, and protected against unauthorised access.

12.3 Backup restoration procedures shall be tested periodically.

12.4 Recovery procedures shall be available to restore services in the event of data loss or system failure.

12.5 The Vendor shall ensure that backups are retained for a minimum period of six (6) months to support data recovery and business continuity requirements.

12.6 For SaaS services, the Vendor shall maintain documented service level agreements (SLAs), including minimum service availability, recovery timeframes, incident response commitments, data integrity requirements, and compensatory measures for SLA breaches.

12.7 Recovery Time Objective (RTO): 8 hours. Recovery Point Objective (RPO): 4 hours.

13. Security Testing

13.1 NKF reserves the right to conduct its own security assessment or penetration testing of the website.

13.2 The Vendor shall remediate identified findings arising from security assessments, vulnerability assessments, penetration testing, or security monitoring activities at no additional cost to NKF.

13.3 Security testing, including vulnerability scanning and penetration testing, shall be conducted before production deployment and after significant system changes.

14. Third-Party and Supply Chain Security

14.1 The vendor shall ensure that all subcontractors and third-party service providers supporting NKF services implement equivalent security controls. Additionally, the vendor must ensure that all third-party vendors sign a non-disclosure agreement (NDA) to protect sensitive data and prevent data leaks.

14.2 The vendor shall assess and manage security risks associated with third-party components, plugins, libraries, and hosting services.

14.3 The Vendor shall maintain a list of subcontractors and subprocessors that process or store NKF data and shall notify NKF of any material changes to such arrangements.

14.4 The Vendor shall maintain an inventory of open-source and third-party software components used within the application and ensure such components are monitored for security vulnerabilities and maintained at supported versions.

15. Incident Management

15.1 The Vendor shall maintain documented security incident response procedures.

15.2 NKF shall be notified in accordance with the incident notification requirements defined under Section 1(b).

15.3 The Vendor shall support incident investigation and provide relevant logs, forensic information, and technical assistance upon request.

15.4 For SaaS services, following a security incident affecting NKF services or data, the Vendor shall provide a Root Cause Analysis (RCA) report, including the incident timeline, affected systems,

impact assessment, corrective actions taken, and measures implemented to prevent recurrence.

16. Business Continuity

16.1 The Vendor shall maintain documented Business Continuity and Disaster Recovery plans.

16.2 The Vendor shall test these plans periodically and address identified gaps.

17. Compliance

17.1 The Vendor shall comply with all applicable legal, regulatory and contractual requirements relating to information security and personal data protection.

17.2 NKF reserves the right to request evidence of compliance, security certifications, audit reports, or security assessment results where applicable.

17.3 For SaaS services: The Vendor shall provide evidence of independent security assurance reports (e.g. SOC 2 Type II, ISO 27001 certification, or equivalent), where available, upon request.

17.4 The Vendor shall notify NKF within thirty (30) days of any suspension, revocation or material reduction in scope of applicable security certifications or assurance reports.

Price Schedule

Annex B

Price Schedule

Milestone	% of Contract Sum	Proposed Payment Trigger (short form)
1. Project Kick-off	10%	Contract signed, kick-off meeting held, foundational proposals confirmed
2. Design Approval	20%	Final design direction approved in writing by NKF
3. Completion of Development	30%	Build functionally complete in the staging environment and accepted by NKF for commencement of UAT.
4. Go-Live	30%	UAT passed, training delivered, site publicly live
5. Post-Launch	10%	Website has operated successfully in production for thirty (30) consecutive calendar days following Go-Live, with no unresolved Critical Severity defects attributable to the delivered solution.
Total	100%	

Notes:

- For milestones (2) to (5), NKF shall have up to ten (10) working days to review and either accept the deliverables or provide a consolidated list of defects, gaps, or clarifications requiring rectification prior to milestone acceptance.
- For each milestone, the vendor shall submit a formal milestone completion report together with all supporting deliverables. Payment shall become due only after NKF has reviewed and provided written acceptance of the milestone deliverables. Where deficiencies are identified, the vendor shall rectify them at no additional cost before milestone acceptance is granted.
- NKF reserves the right to withhold payment where contractual deliverables, security requirements, testing obligations, or acceptance criteria have not been satisfactorily met.
- Any deviation from the proposed pricing, scope, deliverables or assumptions must be clearly stated and accompanied by a counterproposal for NKF's consideration.

Accepted By:

Authorized Signature: _____

Date: _____

Signatory Name: _____

Signatory Title: _____

Telephone Number: _____

Vendor's Name: _____

Email Address: _____

Vendor's Stamp: _____

Confidentiality and Non-Disclosure (Third Party Providers)

1. _____ (*Company*) (“the Contractor”/“you”), being the successful vendor who has been awarded the Contract by NKF to provide the services, may receive information which is confidential to NKF in the course of the engagement relationship.
2. With reference to the Conditions of Contract (“COC”) signed on _____ (date), you are reminded to comply with the following:
 - a. Maintaining Confidentiality of information as per Clause 21 of the COC;
 - b. Personal Data protection measures as per Clause 41, such as but not limited to:
 - i. Against loss, unauthorised access, modification, disclosure or other misuse;
 - ii. Personal data is not retained beyond the legal or business purposes, and is securely destroyed or re-delivered to NKF;
 - iii. Alert NKF in writing upon receiving request from individual pertaining to their personal data;
 - iv. Any transfer or use of personal data by any third parties is not allowed without written consent from NKF.
 - c. Information Security measures as per Clause 42.
3. In the event of any loss, leakage, unauthorised access or suspected breach involving NKF data, you are to notify NKF immediately via phone call and in writing.

Acknowledgement

I have read and understood the entire document. I, and by extension, my staff, will abide by and comply with all the policies and rules.

Name: _____ NRIC/ FIN No.: (Sxxxx _____)

Company & Designation: _____

Signature & Date: _____

INFORMATION ABOUT VENDOR**Annex D****ITQ REF NO. NKF/LC/2026/013****Invitation to Quote (ITQ) for the Provision of NKF Website Revamp Services**

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 Vendor is not related¹ to any person in NKF who is involved in this ITQ howsoever and whatsoever.
8. The above-named Vendor 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: _____

Vendor's name: _____ Vendor'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.

Conditions of Contract

Annex E

1. Definitions

1.1 For the purposes of this Contract (defined below), the following words and phrases shall have the following meanings unless the context otherwise requires:

- (a) **"NKF"** means The National Kidney Foundation and includes any officer or other person authorized by NKF to act on its behalf.
- (b) **"Contractor"** means a party who or which has offered to supply Goods / Services in accordance with the terms of this Contract and/or the party who has been awarded this Contract by NKF to supply the Goods / Services.
- (c) **"Contract"** means this contract between NKF and the Contractor for the supply of the Goods / Services in accordance with the RFQ Information (if applicable) and Order (if applicable) as well as all documents referred to therein together with the Contractor's formal acceptance thereof, or where a separate formal agreement is entered into, such agreement between NKF and the Contractor, with any authorized variations if executed between NKF and the Contractor.
- (d) **"Contract Price"** means the total price payable to the Contractor under this Contract for the supply of Goods / Services.
- (e) **"Goods / Services"** means all Goods / Services, including parts and units thereof, in such quantities and with such specifications as may be stipulated under this Contract, which the Contractor is required to supply under the Contract.
- (f) **"Infectious Disease"** means any disease specified in the Infectious Diseases Act (Cap. 137) and includes any other disease that is caused or suspected to be caused by a micro-organism or any agent of disease; and/or that is capable or is suspected to be capable of transmission by any means to human beings.
- (g) **"RFQ Cover Letter"** means the cover letter issued by NKF in respect of a request-to-quote.
- (h) **"Letter of Acceptance"** means the letter in a form prescribed by NKF executed by the Contractor upon being offered the Contract.
- (i) **"Order"** has the meaning as set out under Clause 3.1 below.
- (j) **"Price Schedule"** means the form setting out the agreed price(s) of the Goods / Services.
- (k) **"Product Specifications"** means the specifications issued by NKF for the purpose of inviting the Contractor to submit its tender for the Goods / Services, with any authorized variations, if executed between NKF and the Contractor.

1.2 In this Contract:

- (a) References to words incorporating the masculine gender only shall where the context so admits include the feminine and/or neuter genders and vice versa and references in this Contract to words incorporating the singular meaning shall include the plural meaning and vice versa and words denoting natural persons shall include bodies corporate, incorporate, associated partnerships, firms, trusts, associations, joint

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ventures, governments, governmental agencies or departments or any other entity, and all such words shall be construed interchangeably in that manner.

- (b) The clauses, paragraph or clause headings and marginal notes in this Contract have been inserted for ease of reference and convenience only and shall not affect the construction or interpretation of this Contract.
- (c) References to clauses and schedules shall be references to Clauses of and the Schedule(s) to this Contract. The Schedule(s) are to have effect and be construed as an integral part of, and shall be deemed to be incorporated into this Contract.
- (d) References to statutory provisions shall be construed as references to those provisions as respectively amended, consolidated, extended or re-enacted from time to time and all statutory instruments or orders made pursuant to it.
- (e) In the event of a conflict between any of the terms of this Contract, including its Schedule(s), the conflict will be resolved in the following order or priority:
 - (1) the RFQ Cover Letter;
 - (2) the Product/Services Specifications;
 - (3) the Price Schedule;
 - (4) the RFQ Terms;
 - (5) the Letter of Acceptance;
 - (6) and Order;

2. Introduction

- 2.1 This is an invitation to quote for the provision of Goods / Services to NKF. The invitation to quote, the Contractor's quote (if any), the acceptance by NKF of a Contractor's quote (if any) and subsequent provision of Goods / Services by the Contractor (if any) is subject to and upon the terms and conditions of the Contract.
- 2.2 The invitation to quote may be revoked by NKF at any time prior to NKF's written acceptance of a quote received from a Contractor.
- 2.3 A Contractor's quote is conditional upon such Contractor complying with the terms and conditions of the Contract and in submitting a quote to NKF, such Contractor signifies their agreement to be bound by the terms and conditions of the Contract.
- 2.4 Provided that the invitation to quote has not been revoked by NKF, a quote submitted by a Contractor may not be modified or revoked unless requested by NKF.
- 2.5 If and when accepted by NKF, the Contract between NKF and the Contractor may only be varied and/or modified or only by the written agreement of both NKF and the Contractor.

3. Orders

- 3.1 The Goods / Services shall be provided by the Contractor to the NKF as and when ordered by the NKF via a purchase order and/or works order (including an email from NKF to the Contractor requesting for such Goods / Services making reference to the relevant subject matter) (collectively, "**Order**") submitted by NKF to the Contractor. Where the Contractor receives any Order, the Contractor shall proceed to supply the Goods / Services in accordance with the delivery dates and other details of the Order and in accordance with such Product Specifications as already stipulated by NKF.

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- 3.2 The Contractor shall submit an invoice to the NKF for the Goods / Services ordered upon completion of the supply thereof and acceptance by NKF.

4. Provision and delivery

- 4.1 All Goods / Services shall be suitably packed, marked and transported to such address as may be specified by NKF, provided in such manner as may be specified by NKF and/or in accordance with timelines as may be specified by NKF. NKF reserves the right to make reasonable changes to these from time to time. No additional charge shall apply for packing, transportation and/or delivery.
- 4.2 If applicable, the Contractor shall forward the original Bill of Lading and other shipping/transportation documents promptly to NKF.
- 4.3 NKF shall have no liability to pay for Goods / Services delivered in excess of the quantities specified. The Contractor shall be responsible for any loss or damage occurring during the transit. Where applicable, title and/or lien passes to NKF only upon delivery. If the Goods / Services or any portion thereof are not delivered within the timelines specified, NKF shall be entitled to determine the Contract forthwith.
- 4.4 Where applicable, Goods / Services having an expiry date of three hundred and sixty five (365) days or less from the date of delivery by the Contractor to NKF shall be deemed non-compliant and/or defective, and the NKF shall be entitled to require the removal, replacement and/or rectification of such Goods / Services.

5. Inspection, testing and rejection

- 5.1 NKF reserves the right to count and/or inspect all of the Goods / Services in terms of quality and/or quantity and to reject defective and/or non-conforming Goods / Services without any obligation to pay for such. In such an event, the Contractor shall also be liable for all storage charges. If the Goods / Services involve manufacture, a sample shall be produced for approval prior to production of the whole order. Acknowledgement of delivery or payments for Goods / Services shall not be deemed to constitute an acceptance of the Goods / Services or waiver of NKF's right to reject them.

6. Prices

- 6.1 Prices quoted by the Contractor, to the extent possible, are to be FIXED prices which should clearly set out any taxes as may be applicable. Such prices quoted shall include the cost of delivery to NKF's dialysis centre(s) and/or warehouse(s) as may be set out in the Order.
- 6.2 NKF reserves the right to make reasonable alterations/changes to the specification of the Goods / Services. The prices and timelines for of the Goods / Services in respect of such changes shall in good faith be equitably adjusted between NKF and the Contractor.

7. Payment

- 7.1 Unless otherwise agreed between NKF and the Contractor, NKF's obligation to pay is conditional upon its receiving an invoice from the Contractor for the amount payable, giving NKF no less than thirty (30) days from receipt of such invoice to make payment.
- 7.2 If any invoice is not submitted to NKF within six (6) months upon completion and/or acceptance by NKF of the Goods / Services, NKF shall be released and discharged from any liability to make any payment of the debt in relation to such invoice.
- 7.3 Payment by NKF of an invoice shall not affect NKF's right to reject any of the Goods / Services or the Contractor's responsibility to remedy, replace and/or re-perform Goods / Services which

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are defective or do not conform to NKF's requirements under the Contract. NKF shall have no obligation to pay any additional amount for any such Goods / Services which have been remedied, replaced and/or re-performed.

- 7.4 NKF shall not pay for expenses or cost of whatever nature other than those expressly set forth in the Contract with the Contractor.
- 7.5 NKF expressly disclaims any late payment charge(s) and/or default interest charge(s) of any kind whatsoever.
- 7.6 Without prejudice to any other rights and remedies of NKF, the amount of any payment or debt owed by the Contractor to NKF under this Contract may be deducted by NKF from any monies payable by NKF to the Contractor under this Contract.

8. Guarantee

- 8.1 The Contractor guarantees and it is a condition to the submission of a quote by the Contractor that all Goods / Services will conform to the specifications and/or requirements stipulated by NKF and that the Goods / Services are of good quality, free from all defects and fit and sufficient for the use intended.
- 8.2 The Contractor undertakes to promptly remedy and/or replace any defect howsoever arising for a period of twelve (12) months from the NKF's written advice of the acceptance of the Goods / Services without any cost to NKF. NKF shall, as soon as reasonably practicable, after discovering any such defect, inform the Contractor in writing, and the means of remedy and/or replacement shall in good faith be equitable discussed and agreed to between NKF and the Contractor.

9. Indemnity

- 9.1 The Contractor shall indemnify NKF (and its agents, officers and/or employees) in respect of all damages and/or injuries to any person or any property and against all actions, suits, claims, demands, costs, charges or expenses arising in connection therewith that have been caused howsoever by the Contractor, its agents, officers and/or employees in the performance of the Contract or by the Contractor's breach of the Contract.

10. Limitation of liability

- 10.1 Without prejudice to the remaining provisions of this Clause, the Contractor acknowledges and agrees that the provision of Goods / Services and/or performance of their obligations under this Contract is entirely at the Contractor's own risk.
- 10.2 Neither NKF nor any of its personnel shall be liable for any direct, indirect and/or consequential damage, loss, expense and/or injury suffered by the Contractor, the Contractor's personnel and/or any other third party, arising out of the Contractor's provision of Goods / Services and/or the Contractor's performance of their obligations under this Contract. For the avoidance of doubt, this exclusion of liability shall apply to and include instances where the Contractor, the Contractor's personnel and/or any other third party contracts an Infectious Disease arising out of the Contractor's provision of Goods / Services and/or the Contractor's performance of their obligations under this Contract.
- 10.3 If, in spite of Clauses 10.1 and 10.2, NKF is held liable by a court of competent jurisdiction, the Contractor acknowledges and agrees that NKF's liability shall in any event be limited to the sum of payments which NKF has made to the Contractor in the six (6) month period preceding the date on which the claim arose or the aggregate amount of S\$100,000 (Singapore Dollars One Hundred Thousand Only), whichever is lesser.

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11. Compliance with law, rules and regulations

- 11.1 The Contractor shall, at its own cost and expense, obtain and maintain all licences, authorisations, permits, and certifications required without any restrictions or qualifications whatsoever so as to enable the Contractor to fulfil all its obligations under this Contract.

12. Delay in delivery or performance

- 12.1 If the Contractor fails to deliver any item of Goods / Services by the date(s) specified in this Contract or otherwise in accordance with the requirements of this Contract, NKF shall, in addition to any other remedies which it may have under this Contract or otherwise, have the right to:

- (a) cancel all or any such items of Goods / Services from this Contract without being liable therefore in damages, obtain them from other sources and deduct all increased costs thereby incurred from any moneys due or to become due to the Contractor or recover such increased costs from the Contractor as damages; or
- (b) deduct from any moneys due or to become due to the Contractor or require the Contractor to pay, as and for liquidated damages a sum to be calculated at the rate of one-half percent (1/2%) of the Contract Price in relation to such Goods / Services that are delayed for each day (including Sundays and Public Holidays) which may elapse between the date of delivery of such Goods / Services specified in this Contract and the actual date of delivery, provided that the maximum liquidated damages payable by the Contractor in respect of all incidents of delay or failure described in this Clause shall not exceed fifteen percent (15%) of the Contract Price. The Contractor agrees that the amount of payable under this Clause 12.1(b) is a genuine pre-estimate of the loss suffered or incurred by NKF and not a penalty.

- 12.2 Notwithstanding Clause 12.1 above, in the event the Contractor fails to comply with its obligations under Clause 4 and such failure has not been remedied to NKF's satisfaction within thirty (30) days of it being called to the Contractor's attention by written notice from NKF, and notwithstanding that the maximum amount of total liquidated damages may have been paid by the Contractor to NKF, NKF shall have the right to terminate this Contract forthwith without compensation and without any liability whatsoever in respect of the Contractor. Clause 9 shall survive any such termination of this Contract by NKF.

13. Remedies for intellectual property infringement

- 13.1 The Contractor shall fully indemnify NKF against any action, claim, demand, cost, charge and expenses arising from or incurred by reason of any infringement or alleged infringement of any intellectual property rights including but not limited to letters patent, registered design, trade mark or trade name by NKF's use or sale of the Goods / Services provided by the Contractor pursuant to the Contract and against all costs incurred thereto.

14. Drawings and technical documents

- 14.1 The Contractor shall furnish free of charge to NKF drawings and technical information as may pertain to the Goods / Services purchased by NKF.

15. Confidentiality

- 15.1 The Contractor shall treat as strictly confidential the business or affairs of NKF obtained in connection with the provision of a quote and/or provision of Goods / Services pursuant to such quote, and the Contractor shall not at any time thereafter make use of or disclose or divulge to any person any such information and shall use its best endeavours to prevent the publication or disclosure of any such information.

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15.2 This Clause 15 shall continue to apply after the expiration or termination of the Contract without limit in time.

16. Personal data

16.1 If, where and when the provision of Goods / Services by the Contractor necessitates the receipt of personal data from NKF, the Contractor represents and warrants that it shall, in addition to its confidentiality obligations under Clause 15 above, comply with the provisions of the Personal Data Protection Act 2012 (and associated regulations) ("**PDPA**") in respect of such personal data.

16.2 In particular, the Contractor agrees and undertakes that when dealing with any personal data received from NKF, it shall:

- (a) only use personal data in accordance with NKF's instructions and the purposes for which the personal data was disclosed;
- (b) protect the personal data in its possession or under its control by making reasonable security arrangements to prevent any accidental loss or unauthorized access, disclosure, destruction, disposal, copying and modification of the personal data;
- (c) put in place adequate measures to ensure that the personal data in its possession or under its control is otherwise accurate and complete. In any case, the Contractor shall take steps to correct any personal data related errors, as soon as practicable upon NKF's written request;
- (d) immediately notify NKF in the event of any known unauthorised, unlawful, and/or unintended use, access, disclosure, alteration, loss, or destruction of personal data received from NKF and cooperate with NKF's requests to investigate and remediate such incidents and provide appropriate response and redress;
- (e) not retain any personal data for any period longer than is necessary for the purposes for which the personal data was disclosed by NKF;
- (f) limit disclosure of such personal data to its employees on a need to know basis and only for the purposes for which such personal data was disclosed by NKF; and
- (g) shall not transfer the personal data outside Singapore, without NKF's prior written consent.

16.3 The Contractor agrees and undertakes to indemnify NKF and its officers, employees and agents against all actions, claims, demands, losses, damages, statutory penalties, expenses and cost (including legal costs on an indemnity basis) in respect of any breach by the Contractor of the provisions of the PDPA and/or of this Clause 16.

16.4 This Clause 16 shall continue to apply after the expiration or termination of the Contract without limit in time.

17. Force Majeure

17.1 Neither party shall be liable for any loss, damage or penalty resulting from delays or failures in performance of their obligations under this Contract if the delay or failure results from events beyond the reasonable control of either Party (each a "**Force Majeure Event**").

17.2 For the purposes of this Contract, force majeure events include, but are not limited to, acts of God, war, hostility, invasion, act of foreign enemies, rebellion, revolution, riots, civil war, disturbances, requisitioning or other acts of civil or military authority, laws, regulations, acts or orders of any governmental authority, body, agency or official, fires, inclement weather, rain or

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floods (however caused), strikes, lock-outs or other labour disputes, embargoes or other catastrophes affecting the availability of materials or labour necessary for the performance of this Contract.

- 17.3 For the avoidance of doubt, the failure to obtain the approval or the withdrawal of approval from the relevant government authorities or other governing bodies shall not be considered a Force Majeure Event and the provisions of this clause shall not apply to such an event.
- 17.4 For the further avoidance of doubt, and due to the nature of NKF's business, the occurrence of an outbreak, epidemic and/or Infectious Disease shall not be considered a Force Majeure Event and the provisions of this clause shall not apply to such an event.
- 17.5 The parties hereto agree to notify the other party promptly of any such circumstances delaying its performance and to resume performance as soon thereafter as is reasonably practicable.
- 17.6 If any Force Majeure Event shall continue for a period exceeding one hundred and twenty (120) days, then either Party may at any time thereafter, upon giving notice to the other, elect to terminate this Contract.
- 17.7 The parties shall for the duration of a Force Majeure Event be relieved of any obligation under this Contract as is affected by the event except that the provisions of this Contract shall remain in force with regard to all other obligations under this Contract which are not affected by the event.

18. Termination

- 18.1 In addition to NKF's rights under Clause 12, NKF shall be entitled to terminate the Contract, giving the Contractor not less than one (1) months' notice in writing and thereupon the Contract shall come to end but without prejudice to any right of action of either party against the other in respect of any antecedent breach of the terms and conditions of the Contract by the other. For the avoidance of doubt, no reason needs to be given for the said notice and any Goods / Services which have been scheduled for performance or delivery after the date of termination shall be deemed to have cancelled without payment due on the part of NKF.
- 18.2 In addition to NKF's rights under Clause 12 and 18.1, NKF may, without prejudice to any other rights it may have, by written notice, forthwith terminate this Contract or suspend the Contractor's performance of all or any of its obligations under it immediately (including, cancelling all or any part of the undelivered portion of the Contract by notice in writing without compensation to the Contractor) and without liability on the part of NKF for any compensation and/or damages and to recover from the Contractor the amount of any damages or losses suffered, if:
- (a) it is established that the Contractor has offered or given or agreed to give any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or having done or forborne to do any action to the obtaining or execution of the Contract with NKF or for showing or forbearing to show favour to any person in relation to any other Contract(s) with NKF, or if the like acts shall have been done by any person employed by the Contractor or acting on its behalf (whether with or without the knowledge of the Contractor) or if the Contractor or any person employed by it or acting on its behalf shall have committed any offence under the Penal Code (Cap 224) or the Prevention of Corruption Act (Cap 241) or shall have given any fee or reward the receipt of which is an offence under the said Penal Code or the said Prevention of Corruption Act of the Republic of Singapore;
 - (b) any circumstances arise which give reasonable grounds in NKF's opinion for its belief that the Contractor has obtained any unfair advantage or conducted itself in a way is improper, unfair, unethical, unscrupulous and/or fraudulent in obtaining its Contract with NKF;

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- (c) any circumstances arise which give reasonable grounds in NKF's opinion for its belief that the Contractor has acted in a manner incompatible, inconsistent and/or prejudicial to the image and/or public perception of NKF;
- (d) the Contractor breaches the delivery schedules or any other terms of the Contract or is in breach of any other obligations to NKF;
- (e) any distress or execution shall be levied upon the Contractor's property or assets;
- (f) the Contractor being an individual (or, when the Contractor is a firm, any partner in that firm) shall at any time have any bankruptcy proceedings commenced against him, or a bankruptcy order made against him, or shall have a receiving order made against him or shall make any composition or arrangement with, or for the benefit of his creditors, or shall made any conveyance or assignment for the benefit of his creditors or shall purport to do so; and/or
- (g) the Contractor being a corporation, is wound up (whether voluntarily or otherwise), or an resolution or petition to wind up such corporation's business (other than for the purpose of amalgamation or reconstruction) is passed or presented, or a judicial management order is made against the Contractor or if a Receiver, or a manager on behalf of a creditor, is appointed or if circumstances shall arise which entitle the Court or creditor to appoint a receiver or manager of such corporation's undertaking, property or assets or any part thereof.

In the event of Clauses 18.2(e),(f) and/or (g) above, NKF may also elect to give any such receiver or liquidator or other person the option of carrying out the Contract.

- 18.3 Notwithstanding any confidentiality provisions, NKF further reserves the right to report any matters related to Clauses 18.2(a),(b) and/or (c) above to the Singapore authorities.

19. Notices

- 19.1 Except as otherwise provided in this Contract, notices which are required to be given in or under this Contract shall be in writing (unless expressly stated otherwise) and sent to the address of the recipient set out in this Contract or to the e-mail address of the recipient as notified in writing to the sending party. All notices may be sent by hand or by AR Registered post or certified mail, return receipt requested, postage prepaid and properly addressed to the offices of the parties as specified in this Contract or to such other address as the receiving party may later specify. All notices sent by e-mail must be sent to the e-mail of the recipient as notified to the sending party in writing or to such other e-mail address as the receiving party may later specify.
- 19.2 Every notice or communication so sent shall be deemed to have been properly served and validly made, if by hand when delivered to the recipient's address and if sent by AR Registered post, two (2) days after posting if posted to an address within Singapore and eight (8) days after posting, if posted to an address outside Singapore, notwithstanding the fact that the letter may be returned by the Post Office undelivered. An email is deemed to be received 2 hours after the time sent (as recorded on the device from which the sender sent the email), unless the sender receives an automated message that the email has not been delivered.

20. General

- 20.1 The Contract (including any terms incorporated by reference) constitutes the entire agreement between NKF and the Contractor in relation to the Contractor's quote and subsequent provision of Goods / Services (if any) and supersedes all prior agreements, negotiations and discussions between NKF and the Contractor relating to the same.

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- 20.2 Headings in these RFQ Terms are solely for convenience, and shall have no legal meaning or effect.
- 20.3 An entity who is not a party to the Contract has no right under the Contracts (Rights of Third Parties) Act (Chapter 53B) of Singapore to enforce and/or enjoy the benefit of any provision and/or term of the Contract.
- 20.4 The Contract is governed by and construed in accordance with the laws of the Republic of Singapore. Any dispute concerning the Contract shall be subject to the exclusive jurisdiction of the Courts of Singapore.
- 20.5 If any provision of the Contract is found to be invalid by any court having competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of the Contract, which shall remain in full force and effect.
- 20.6 Neither NKF nor the Contractor may transfer, assign, sub-license and/or transfer any of its rights or obligations under the Contract to another party, save with the other party's prior written consent.
- 20.7 Failure or neglect by NKF to enforce at any time any of the provisions in the Contract shall not be construed or deemed to be a waiver of NKF's rights hereunder, nor in any way affect the validity of the whole or any part of the Contract or prejudice NKF's right to take subsequent action.

21. Information Security

- 21.1 NKF regards its systems, applications and all information and data as highly valuable and critical assets to its business that need to be protected appropriately. "Information" include all documents and/or information received from NKF and in any form whether electronic or otherwise, such as:
- (a) Any information in connection with the RFQ, including any specifications, plans, drawings, samples issued by NKF and any documents prepared by the Contractor in connection with the RFQ; and
 - (b) Any other information it may acquire in relation to NKF at any point, as stated in Clause 15.1 of the accompanying RFQ Terms.
- 21.2 Accordingly, the Contractor shall agree to comply with NKF's information security requirements including but not limited to access controls, safeguard and encryption of sensitive and personally identifiable information (PII), sharing them securely and with permitted recipients only, and carrying out security patches promptly for servers or devices holding NKF data.
- 21.3 The Contractor shall also ensure that cybersecurity, incident response, disaster recovery procedures and insurance are put in place where NKF data is withheld by the Contractor.

Accepted By:

Authorised Signature and Date: _____

Signatory's name: _____ Signatory's title: _____

Contractor's name: _____ Contractor's stamp: _____

AGREEMENT TO TERMS AND CONDITIONS

INVITATION TO QUOTE (ITQ) FOR THE PROVISION OF NKF WEBSITE REVAMP SERVICES

Please indicate clearly below your agreement to each clause of the Terms and Conditions. Where you are not in agreement, you should give your counter-proposal in the "Remarks" column or in a separate sheet to be attached to this form. Where you fail to expressly indicate disagreement against any clause, it shall be deemed that you agree to the same and the Request for Proposal shall be evaluated accordingly.

Title of Document: **Conditions of Contract**

S/N	Heading of Clause	Please tick to confirm having read and agreed to the same	Remarks
1	Definitions		
2	Introduction		
3	Orders		
4	Provision and delivery		
5	Inspection, testing and rejection		
6	Prices		
7	Payment		
8	Guarantee		
9	Indemnity		
10	Limitation of liability		
11	Compliance with law, rules and regulations		
12	Delay in delivery or performance		
13	Remedies for intellectual property infringement		
14	Drawings and technical documents		
15	Confidentiality		
16	Personal data		
17	Force Majeure		
18	Termination		
19	Notices		
20	General		
21	Information Security		

Title of Document: **Conditions of Contract - Termination**

S/N	Heading of Clause	Please tick to confirm having read and agreed to	Remarks
1	Clause 18.2 (b)		
2	Clause 18.2 (c)		

Vendor's name: _____ Vendor's stamp: _____

Declarations:

S/N	Heading of Clause	Please input "Yes" if comply, "No" if not comply & "N/A" if not applicable	Remarks
1	Meeting relevant regulatory requirements (HSA, BCA, NEA, MOM, FDA, EC, etc) in line with the nature of the supplies		
2	No qualification on auditor's statement on going concern or insolvent as shown in ACRA report		
3	Not under investigation or conviction for bribery or corruption for the last 3 years		
4	Employment practices are in line with local regulations		
5	Should products or services be sourced from overseas, to declare that no knowledge of bribery issues or employment issues at the source countries		
6	Any past rejections by NKF due to poor performance from internal records over 3 years		

Vendor's name: _____ Vendor's stamp: _____

Annex G

ENVIRONMENTAL SOCIAL AND GOVERNANCE (ESG)

S/N	Item Description	Tenderer's Input	Remarks/Comments (if any)
1	Environmental Social and Governance (ESG)		
1.1	Does your company and/or your products/services adopt on ESG framework? Examples of ESG initiatives include efficient resource use, reducing carbon emission and minimising environmental impact.		
1.1.1	If yes, please elaborate your ESG efforts and kindly share any relevant material such as certificates, brochures or reports.		

Authorised Signature: _____ Vendor's Stamp: _____

NKF Vendor Code of Conduct

Annex H

At The National Kidney Foundation (NKF), we are committed to upholding the highest standards of integrity, transparency, and ethical behaviour in all our operations.

This Vendor Code of Conduct outlines the principles and expectations we have for all our vendors, suppliers, and partners. It is designed to ensure that our values are reflected in every aspect of our supply chain and that we work together to promote a culture of respect, and sustainability.

We expect our vendors to adhere to the following guidelines and to conduct their business in a manner that aligns with our commitment to ethical practices, legal compliance, and social responsibility. By working with us, you agree to uphold these standards and contribute to our mission of making a positive impact on the communities we serve.

1.0. Labour and Human Rights

- 1.1. Vendors must not engage in or support the use of forced or involuntary labour.
- 1.2. Vendors must comply with the applicable child labour laws and the minimum age for employment requirements in the country in which they operate.
- 1.3. Vendors must treat their employees with dignity and respect, including prohibiting harassment, abuse or any form of inhumane treatment.

2.0. Workplace, Safety and Health (WSH)

- 2.1. Vendors must ensure that employees can work in a safe and healthy environment, including adopting measures to prevent workplace accidents and injuries.

3.0. Protection of Personal Data

- 3.1. Vendors are expected to comply with all data security and data protection laws and legislation of the Republic of Singapore and/or the countries in which they operate.

4.0. Anti-Corruption & Anti-Bribery

- 4.1. NKF has zero-tolerance for any form of corruption or bribery and is committed to conducting business fairly and ethically.
- 4.2. Vendors must disclose any actual or potential conflict of interest as soon as they arise.
- 4.3. Vendors are prohibited from offering anything of value to NKF or any external parties for the purpose of directly or indirectly advancing their business interests with NKF.
- 4.4. Vendors must comply with all requirements on applicable laws and regulations for anti-corruption, anti-bribery and fraud in the country in which they operate.

5.0. Anti-Money Laundering & Counter Terrorist Financing

- 5.1. Vendors are not to engage or attempt to engage in any transaction involving proceeds derived from unlawful activities and/or dealings with individuals/entities who are the subject of international sanctions.
- 5.2. Vendors must comply with all applicable Anti-Money Laundering (AML) and Terrorist-Financing (TF) laws of the Republic of Singapore and/or the countries in which they operate.

6.0. Commitment to Sustainability Efforts

- 6.1. Vendors should strive to use resources efficiently, reduce carbon emissions and minimise environmental impact.
- 6.2. Vendors must comply with the applicable environmental laws, regulations and standards in the countries in which they operate.

Company's Stamp & Signature:

Version: 1 Feb 2025

Page 1 of 1