REQUIREMENT SPECIFICATIONS

REQUEST FOR PROPOSAL FOR CONTRACTUAL CLEANING SERVICE WITH THE PROVISION OF TOILETRIES CONSUMABLES & SANITARY ITEMS FOR NKF CENTRE, NKF INTEGRATED RENAL CENTRE & NKF DIALYSIS CENTRES FOR A PERIOD OF 36 MONTHS FROM JULY 2027 TO JUNE 2030 WITH AN OPTION OF ANOTHER THIRTY-SIX MONTHS

1. Introduction

1.1 The National Kidney Foundation ("**NKF**") wishes to appoint a service provider (the "**Contractor**") to provide cleaning services with the provision of toiletries consumables & sanitary items for NKF premises which includes the NKF Centre, its forty-five (45) dialysis centres and the NKF Stores, as described in these Requirement Specifications (the "**Services**").

2. Compulsory Requirement

2.1 The participating Contractor must be registered with the Building and Construction Authority (BCA) under workhead "MW02" – Housekeeping, Cleansing, Desilting & Conservancy Services with tender limit of L6 and above.

2.2 The participating Contractor is to obtain NEA – Enhanced Clean Mark Accreditation.

2.3 The participating Contractor must use the recommended disinfectants for environment in the healthcare setting e.g. Alcohol, Quarternery Ammonium Compound and Sodium Hypochlorite.

2.4 Training to cleaners must be provided during the transition period.

2.5 The Services shall conform to the detail specifications in **Annex A, E, F, F1, G, H, H1, H2, H3, H4, H5, I, J AND K.**

3. Contractual Period

3.1 The Contractor shall supply the Services over a period of thirty-six (36) months, **from JULY 2027 TO JUNE 2030 with an option to extend for another thirty-six (36 months,** subject to such extension of the period of appointment by NKF in accordance with the Conditions of Contract.

4. Compulsory Briefing Session

4.1 Vendors are invited to attend a briefing session at the date, time and venue specified below. Please indicate your interest via email to Ms Tan Siew Tuan and Ms Lynn Chan at siewtuan.tan@nkfs.org & lynn.chan@nkfs.org before 12:00pm on 20 November 2026, Friday.

Date: 24 November 2026, Tuesday
Time: 9.30am
Venue: NKF Centre, 81 Kim Keat Road Singapore 328836, Level 1

Date: 24 November 2026, Tuesday
Time: 11am
Venue: Integrated Renal Centre, 500 Corporation Road Singapore 649801, Level 1

4.3 RFP bids submitted by Vendors who did not attend the sessions would not be considered.

5. Submission of RFP bids

5.1 Each Vendor shall provide the price quote in the **Price Schedule; C and D** - Zone A (East), Zone B (Central), Zone C (North), Zone D (North-East) and Zone E (West) and Standard of Rate (SOR).

5.2 All quotations submitted by the Vendor must indicate the prices applicable for the Scope of Services specified in paragraphs 2.5 above.

5.3 The Vendor, at the point of submission of its bids, is required to provide the following documents to NKF:

5.3.1 Document proving that the Tenderer is registered with the Building and Construction Authority (BCA) under workhead "MW02" – Housekeeping, Cleansing, Desilting & Conservancy Services with tender limit of L6 and above
5.3.2 NEA – Enhanced Clean Mark Accreditation certification
5.3.3 Similar and hospitality track records from current and previous clients stating the contract value per year, length of service and contact details (state which companies are government linked companies/healthcare companies)
5.3.4 Testimonials from previous and/or current clients
5.3.5 Any relevant certification to demonstrate the competencies and capabilities of the workers including staff-retention strategy
5.3.6 Quality assurance plan, including manpower deployment / supervisors monitoring
5.3.7 Accredited Certificates/Progressive Wage Mark
5.3.8 Required and/or relevant certifications of operatives e.g. WSQ Certificate in Environmental Cleaning etc.
5.3.9 List of proposed technologies used/deployment to NKF's site if awarded
5.3.10 Document stating the type of cleaning agent/disinfectant and any other chemical that would be used and to include their accompanying MSDS
5.3.11 To specify the types of cleaning tools and mechanization used for cleaning.
5.3.12 To indicate any reportable incident(s) lodged with MOM for the past 3 years
5.3.13 To indicate the turnover rate for the past 2 years
5.3.14 To propose how relief cleaners would be activated
5.3.15 Business Continuity Plan
5.3.16 Transition & deployment Plan
5.3.17 Customer Satisfaction Rating
5.3.18 Latest audited financial reports or published accounts.

5.3.19 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.

5.3.20 Any other documents relevant to the RFP.

ACCEPTED BY

AUTHORISED SIGNATURE : _____

SIGNATORY'S NAME : _____

SIGNATORY'S DESIGNATION : _____

CONTACT NO. : _____

TENDERER'S NAME : _____

TENDERER'S STAMP : _____