



REQUEST FOR PROPOSAL

INTERIOR DESIGN AND RENOVATION OF
HOME NURSING FOUNDATION SENIOR CARE CENTRE AT
35 HOUGANG AVENUE 3, #04-01, HOUGANG COMMUNITY CLUB
SINGAPORE 538840

Table of Contents

1. Executive Summary	1
2. General Information	1
2.1 Purpose	1
2.2 Definitions	1
3. Schedule of Events	2
4. Instructions to Bidders.....	3
4.1 Tender and Proposal	3
4.1.1 Tender Documents	3
4.1.2 Non-Transferable Tender Documents	3
4.1.3 Due Diligence	3
4.1.6 Validity of Proposal	3
4.1.7 Amendment of Tender Documents	3
4.1.8 No Hidden Cost	3
4.1.9 No Obligation to Contract	4
4.1.10 Withdrawal of Tender Invitation	4
4.1.11 Original Form of Tender Documents	4
4.1.12 Clarifications	4
4.1.13 Best Personnel and Final Offer	4
4.1.14 Corrupt Practices	4
4.1.15 Conflict of Interest	4
4.1.16 Clarifications of Proposal	5
4.1.17 Errors in the Proposal	5
4.1.18 Confidentiality	5
4.1.19 Ownership of Proposal	5
4.2 Submission of Proposal	5
4.2.1 Proposal Guideline	5
4.2.2 Copies of Proposal Submission:	6
4.2.3 Solution	6
4.2.4 Compliance of Proposal	6
4.3 Communication.....	6
4.3.1 Effective Communication	6
4.3.2 Bidders' Inquiries	6

4.3.3	Formal Communications	7
4.3.4	Informal Communications	7
4.3.5	Written Response	7
4.4	Award and Contract	7
4.4.1	Evaluation Criteria	7
4.4.2	Evaluation Process	7
4.4.3	Presentation	8
4.4.4	Acceptance of Proposal	8
4.4.5	Notification of Acceptance	8
4.4.6	Written Contract	8
4.5	Payment Milestones	8
5.	Statement of Work	8
5.1	Background	8
5.2	Work Specifications	9
5.3	Project Management	9

1. Executive Summary

Founded in 1976, Home Nursing Foundation (HNF) is one of the oldest and most established charities that provides home healthcare services in Singapore. We deliver comprehensive and patient-centric programmes that address patients' clinical, financial and psychosocial needs, via a multi-disciplinary team approach. The intent is to care and support them in the comfort of their own homes for as long as possible.

The Ministry of Health has appointed HNF as the operator of the senior care centre at #04-01, Hougang Community Club with a floor area of 673sqm. The senior care centre will operate from Monday to Saturday (excluding Public Holiday), 7am to 7pm and attend to 65 seniors who require maintenance day care and dementia day care. There will be about 20 staff working in the centre.

Services offered in the centre include maintenance day care, dementia day care, community rehabilitation and centre based nursing.

The overall centre design is required to be dementia-friendly, elder-friendly and spacious. The area should also include an activity area for intergenerational activities for about 20 schoolchildren.

2. General Information

2.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal for the following:

1. Proposal of thematic concept and interior design of Senior Care Centre at 35 Hougang Avenue 3, #04-01, Hougang Community Club Singapore 538840
2. Renovate Senior Care Centre at 35 Hougang Avenue 3, #04-01, Hougang Community Club Singapore 538840
3. Recommend and provide dementia-friendly thematic furniture & fittings for the Senior Care Centre
4. Provide additional mechanical ventilation system
5. Ensure Electrical & Fire Protection System complies with governing authorities
6. Submission and follow up of plans and approvals with relevant authorities

2.2 Definitions

Throughout this RFP and any resultant Contract, unless the context otherwise requires, the following definitions shall apply:

- 2.2.1 "HNF" means Home Nursing Foundation and/or its authorized representatives;

- 2.2.2 “Tender” means the invitation to any potential vendors to participate in this tender and comprises all relevant documents forwarded to such potential vendor inclusive of the functional requirements and any other documents and forms enclosed;
- 2.2.3 “Bidder” means a subject (any individual, entity or consortium that has the technological, analytical and/or operational research expertise) which submits a Proposal;
- 2.2.4 “Contractor” means the successful Bidder;
- 2.2.5 “Contract” means any resultant contract and its annexes entered into between HNF and the Contractor;
- 2.2.6 “Proposal means a proposal, quotation, offer or bid submitted to HNF in response to this Tender;
- 2.2.7 “SCC” means the Senior Care Centre at Level 4, Hougang Community Club;
- 2.2.8 All terms, expressions and words used in this RFP shall have the same meaning as defined in other documents and forms enclosed.

3. Schedule of Events

The following is a tentative schedule of this Tender, but may change in accordance with HNF’s needs or unforeseen circumstances. Changes will be communicated by email to all participating Bidders.

Event	Date
Tender Notice	11 March 2019
RFP Briefing at 35 Hougang Avenue 3, #04-01, Hougang Community Club Singapore 538840	18 March 2019 9.30AM
Notification to Submit Non-Disclosure Agreement	25 March 2019
Final Clarifications/Requests/Questions	29 March 2019
Closing of Tender	10 April 2019
Presentation by Shortlisted Bidders	18 April 2019, 2.00PM
Selection of Contractor and Notification (via email)	25 April 2019
Contract Negotiation, Letter of Acceptance and Final Award	29 April 2019

It is compulsory to attend the briefing on RFP. Failure to do so will render the Proposal invalid.

4. Instructions to Bidders

4.1 Tender and Proposal

- 4.1.1 **Tender Documents:** All the annexes listed below, which form part of this RFP, will be issued by HNF:
- ANNEX 1: Declaration of Participation
 - ANNEX 2: Eligibility Matrix
 - ANNEX 3: Pricing Template
 - ANNEX 4: Building Plans of Senior Care Centre
 - ANNEX 5: Program schedule of the Senior Care Centre
 - ANNEX 6: Scope of Work
 - ANNEX 7: Non-Disclosure Agreement
- 4.1.2 **Non-Transferable Tender Documents:** The Tender documents issued to the Bidder are non-transferable unless HNF agrees otherwise. The Bidder shall satisfy itself on the contents of all Tender documents including those incorporated by reference.
- 4.1.3 **Due Diligence:** The Bidders are expected to examine all instructions, forms, contract conditions, terms and specifications contained in the Tender documents. Failure to do so will be at the Bidder's own risk and responsibility, with no rights to modify or withdraw a Proposal after the closing date set out in Clause 4.1.5.
- 4.1.4 **Withdrawal or Modification of Proposal:** The Bidders may withdraw, replace or modify their Proposal before the closing date set out in Clause 4.1.5, provided that HNF is informed in writing. Any modification or replacement of a Proposal must be done in accordance with the provisions of this RFP.
- 4.1.5 **Closing Date:** All Proposals must be submitted by **10th April 2019, 5pm**. Any Proposals received after that WILL NOT BE CONSIDERED.
- 4.1.6 **Validity of Proposal:** A Proposal shall remain valid for acceptance for a period of at least 180 days from the closing date indicated in Clause 4.1.5, unless otherwise stated by HNF. Any extension of the closing date may afterwards be agreed to in writing by HNF at the Bidder's request.
- 4.1.7 **Amendment of Tender Documents:** HNF may, for any reason, whether at its own initiative or in response to a Bidder's clarification, modify the Tender documents by the issuance of a corrigendum, which will be sent via email to all Bidders. The Bidders shall promptly acknowledge receipt of the corrigendum to HNF in writing. A Bidder who does not acknowledge receipt of any corrigendum will not be permitted to submit its Proposal.
- 4.1.8 **No Hidden Cost:** The Tender price shall include all relevant costs including but not limited to incidental or contingent expenses. No adjustment shall be made to the tender sum for any error after the closing date, unless otherwise agreed in writing between HNF and the Bidder.

- 4.1.9 **No Obligation to Contract:** The issue of this RFP does not commit HNF to award a Contract as a result of the Tender process. HNF will not pay any costs incurred in the preparation or submission of a Proposal. Any Proposal submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by HNF.
- 4.1.10 **Withdrawal of Tender Invitation:** HNF reserves the right at any time to withdraw the invitation to tender without being liable for any costs, damages, losses and/or expenses whatsoever.
- 4.1.11 **Original Form of Tender Documents:** HNF retains the RFP and all related terms and conditions, exhibits, and other attachments in original form in an archival copy. Any modification of its original contents, contexts or intends in the Bidder's submission shall be treated as immediate disqualification.
- 4.1.12 **Clarifications:** In response to this RFP, the Bidder accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to HNF as may be necessary to gain such understanding. HNF reserves the right to disqualify any Bidder who demonstrates less than such understanding. Further, HNF reserves the right to determine, at its sole discretion, whether the Bidder has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to HNF.
- 4.1.13 **Best Personnel and Final Offer:** The Bidder shall act as if it is the last and final chance to win the Contract. The Bidder shall have all necessary decision makers and skilled personnel available during the negotiation in order to conclude the deal. The personnel's curriculum vitae provided in this Tender should be the staff that HNF expects in the project team. HNF reserves the right to interview the personnel to ascertain their capability and suitability for this project, and expects the Bidder to replace the disqualified personnel within a reasonable timeframe when necessary. Bidder shall not hold the features in reserve in the proposed solution. Failure to comply with any aforesaid condition will be considered as a breach of Contract, and subject to the termination for a cause.
- 4.1.14 **Corrupt Practices:** The Bidder shall not at any time in the course of the procurement process, be it before or after the award of the Contract, grant or promise any direct or indirect benefit, whether of financial or other nature, to any officer, agent or employee of, or any person otherwise engaged by HNF.
- 4.1.15 **Conflict of Interest:** The Bidder must ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does give rise to an actual, potential or perceived conflict of interest between HNF's and the Bidder's interests during the Tender process. *Conflict of interest* means having an interest (whether personal, financial or otherwise), which

interferes or may be perceived as interfering with the Bidder's ability to submit a fair and objective Proposal.

4.1.16 Clarifications of Proposal: To assist in the examination, evaluation and comparison of Proposals, HNF may at its discretion, ask the Bidder for clarification about the Proposal's content. The request for clarification and response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or accepted after the closing date, unless otherwise agreed in writing between HNF and the Bidder.

4.1.17 Errors in the Proposal: Arithmetical errors that are discovered during the examination of a Proposal will be corrected by HNF. If the correction affects the Tender price, the Bidder will be informed of such correction. If there is a discrepancy between words and figures, the amount in words will prevail. If the Bidder does not accept the correction of arithmetical errors, its Proposal will be rejected.

4.1.18 Confidentiality: Subject to applicable laws and any disclosure made to HNF's employees, officers, advisers or agents, all Proposals and any communications with the Bidders will be kept strictly confidential by HNF before, during and after the award. All Tender documentation is proprietary to HNF; no part thereof, or any information contained therein may be published, used or copied without the prior written consent of HNF. The Non-Disclosure Agreement (NDA), in the form as set out in Annex 7, shall be signed and returned to HNF by **25th March 2019**.

4.1.19 Ownership of Proposal: By submitting a Proposal, you agree that your Proposal becomes the property of HNF and will not be returned. HNF reserves the right to utilize all Proposals, including, but not limited to: any ideas, information, and/or concepts found therein, for any purpose. HNF may disclose all or parts of the Proposals to those consultants and professional advisors who will assist us with the Proposals' evaluation.

4.2 Submission of Proposal

The Proposal shall be structured in a clear and straightforward manner to prevent unnecessary confusion in the evaluation and comparison of the Proposals. The Bidders shall exercise care to present only realistic and attainable commitments in their Proposal.

4.2.1 Proposal Guideline: The Proposal submitted by the Bidder shall comply with the format as listed below. The details to be included in each section are also described under the respective headings:

Section 1 : Cover Letter (Introduction/Summary)

Section 2 : Proposed design concept

Section 3 : Proposed Layouts with Architectural, Technical and Functional Details which are drawn to scale. Layouts should also include detailed measurements

- Section 4 : Response to Pricing Template
- Section 5 : Statement of Work
- Section 6 : Project Management Methodology, Timeline and Deliverables
- Section 7 : Curriculum Vitae or CVs of Intended Project Personnel
- Section 8 : Two Relevant Customers Detailed Write-ups
- Section 6 : Declaration of Participation as specified in **ANNEX 1**
- Section 7 : Eligibility Matrix as specified in **ANNEX 2**

- 4.2.2 **Copies of Proposal Submission:** 3 hardcopy sets and 1 softcopy set (in thumbdrive) of the Proposal must be delivered in a single seal envelope to Tender Box A not later than **10th April 2019, 5pm** at

Home Nursing Foundation - Reception Area
93 Toa Payoh Central
Toa Payoh Central Community Building #07-01
Singapore 319194

- 4.2.3 **Solution:** The Bidder must describe how the requirements of this RFP are being met in its Proposal.
- 4.2.4 **Compliance of Proposal:** This RFP and the Proposal, if accepted, will become part of the executed Contract. The Proposal will only be considered if submitted according to the instructions contained in this RFP. Non-compliance with any conditions in this RFP will render the Proposal liable to non-compliance and possible rejection.

4.3 Communication

- 4.3.1 **Effective Communication:** Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this Tender process.
- 4.3.2 **Bidders' Inquiries:** Applicable terms and conditions herein shall govern communications and inquiries between HNF and Bidders as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Name: Ms Geraldine Cheong, Email: geraldine.cheong@hnf.org.sg, Tel: 6854 7728

Name: Mr Lee Soo How, Email: soohow.lee@hnf.org.sg, Tel: 6854 5556

4.3.3 **Formal Communications:**

4.3.3.1 Questions concerning this RFP shall be submitted in writing and be received prior to **29th March 2019**.

4.3.3.2 Bidders shall raise with HNF any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, Bidders shall recommend to HNF any enhancements that might be in the best interests of HNF. These recommendations must be submitted in writing and be received by HNF prior to **29th March 2019**.

4.3.4 **Informal Communications:** The informal communications shall include, but are not limited to the requests from Bidders or Bidders' representatives, to any HNF employee or representative for information, comments, speculation, etc.

4.3.5 **Written Response:** HNF will make a good-faith effort to provide a written response to each question or request for clarification within 5 business days. Bidders are highly recommended to consolidate all requests or questions and send them to the persons in charge of this RFP as stated in Clause 4.3.2. HNF will not respond to any questions or requests for clarification after **29th March 2019**.

4.4 Award and Contract

4.4.1 **Evaluation Criteria:** The evaluation process will consider how completely and concisely the Bidder addresses each requirement, as an indication of the Bidder's capabilities and "know-how". The Proposals will be evaluated based on the following factors (including but not limited to):

- Overall value, i.e. cost versus benefit to the company;
- Interest (responsiveness, commitment to proposed duration etc.) to provide the solution based on the specified **Statement of Work**;
- Capability (Past completed projects, technical experience, resources etc.) to provide the solution based on the specified **Statement of Work**;
- Aesthetics, creativity and functionality of solution

4.4.2 **Evaluation Process:** The evaluation process may include telephone calls, meeting or onsite visits to the Bidder's clients to verify the claims made by the Bidder. References with the closest match to HNF's requirements will be preferred.

- 4.4.3 **Presentation:** Only shortlisted Bidders may be requested to provide a detailed and comprehensive presentation of their Proposal, within seven (7) days after the closing of this Tender. The Bidders who are not shortlisted for the presentation will not be notified.
- 4.4.4 **Acceptance of Proposal:** HNF is not obliged to accept a Proposal with the lowest quotation or explain to any Bidder the reasons for non-acceptance of a Proposal. HNF reserves the right not to award the Tender for any reason and reserves the right not to disclose such reason(s).
- 4.4.5 **Notification of Acceptance:** The issue of the Letter of Acceptance (LOA) by HNF to the whole or part of the Proposal shall create a binding contract on the part of the Bidder to supply the goods and services offered in the relevant part(s) of its Proposal to HNF. The LOA will be handed to or posted to the successful Bidder's address as given in the Proposal and such handing or posting shall be deemed good service of such notice. HNF reserves the right to conduct price negotiations until the Contract is executed.
- 4.4.6 **Written Contract:** No contractual relationship with HNF is established until a final written Contract is duly signed by HNF's and the selected Bidder's authorized representatives. Any activity undertaken or expenses incurred in preparation of a Contract before an actual Contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered a Contract.

4.5 Payment Milestones

- 4.5.1 **Payment Schedule:** Bidder must propose the payment schedule for this RFP aligning to key milestones as per proposed project plan. HNF reserves the right to negotiate and/or decide the payment schedule.
- 4.5.2 **Price Breakdown:** All Proposal submissions shall have an itemized price breakdown for equipment and services. Any expenses incurred by the Bidder in preparation of the Proposal shall be borne by the Bidder.

5. Statement of Work

5.1 Background

Senior care centres provide maintenance day care, general dementia care and enhanced dementia care for frail and dependent elderly living in the community without full time caregivers.

We envision the design of the Hougang senior care centre to provide a deep sense of space, tranquility and wellness to the seniors attending the centre. Seniors would look forward to coming to the centre on a daily basis and the furniture and fittings provided must be safe and secure for elderly with dementia.

The design and layout of the centre should incorporate sufficient space for wheelchair access all around the centre and facilitate support staff to assist the seniors with ease and comfort.

The space should also be inviting and conducive for intergenerational activities to take place between the seniors and young children as well as volunteers of all ages.

Please refer to Annex 5 for the program schedule for the seniors.

5.2 Work Specifications

Please refer to Annex 4 for the layout plan of the centre and Annex 6 for the scope of work.

5.3 Project Management

Provision of an experienced Project Manager and Project Management team to oversee the project's implementation

The project is expected to be implemented over a 2-month period. The Bidder is expected to put together a project management team, helmed by an experienced Project Manager to oversee, coordinate and guide the entire project management. This person is expected to be Contractor's main point of contact and should report to HNF's appointed staff throughout the project period. The appointed Project Manager should have at least more than 5 years of relevant Project Management experience at customer environment.