



Date: 11 October 2021

To The Tenderer

**INVITATION TO TENDER FOR THE PROVISION OF ENRICHMENT PROGRAM
TO BE CONDUCTED FROM JANUARY 2022 TO DECEMBER 2023 AT
DOWN SYNDROME ASSOCIATION (SINGAPORE)**

Patron
Mr. Tan Soo Khoon

Advisors
Assoc Prof S. Vasoo
Dr. Balbir Singh

Dear Sir / Mdm,

Down Syndrome Association (Singapore) (Henceforth referred to as DSA) invites Tender Offers for the goods and/ or services described in detail in the Requirement Specifications and on the terms set out in the Tender Documents as a whole.

This Invitation to Tender comprises the following Tender Documents:

Member:

 National Council
of Social Service
Asia-Pacific
Down Syndrome
Federation

IASSID International
Association for the
Scientific Study of
Intellectual Disabilities

 **Down
Syndrome
International**

- (a) This Covering Letter
- (b) Section A Tender Guidelines
- (c) Section B Conditions of Contract
- (d) Section C Award of Tender
- (e) Section D Scope of Services
- (f) Section E Forms A - H

Please refer to the Tender Guidelines and Tender Forms (A – H) for the submission process and the forms to be used. Tenderers must submit their Tender Offers by the closing date, 27 October 2021, 11.59pm.

The Tender Offer will be evaluated based on the Award of Tender set out in Section C.

Tenderers who wish to seek clarifications on the Tender can submit their request no later than 5 working days prior to the close of the Tender to Ms Amelia Sim, amelia@downsyndrome-singapore.org

Thank you.

Kind Regards,



Mdm Premalatha d/o Parasuraman
Manager (Services)
Down Syndrome Association (Singapore)

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UEN Registration No.: S96SSO170K

**Invitation to Tender for the Provision of
Enrichment Program to be conducted from
January 2022 to December 2023 at
Down Syndrome Association (Singapore)**

SECTION A

TENDER GUIDELINES

1 DEFINITIONS

- 1.1 All terms used in the Tender Guidelines, which are defined under clause 1 of the Conditions of Contract, shall have the meaning described to them.

2 SUBMISSION OF TENDER

- 2.1 The Tenderer shall complete and sign the Tender's Offer and complete all parts of this Tender Document required.
- 2.2 The Tenderer shall submit the complete Tender Document inclusive of supporting documents (if any) in word/ PDF format by 27 October 2021, 11.59pm to https://bit.ly/DSA_Tender2021.
- 2.3 Tenders submitted after the stipulated date and time will not be accepted.
- 2.4 All expenses incurred in the preparation of this tender shall be borne by the Tenderer.

3 QUERIES

- 3.1 The Tenderer who wish to seek clarifications on the Tender can submit their request by email no later than 5 working days prior to the close of the Tender to Ms Amelia Sim, amelia@downsyndrome-singapore.org.

4 PRESENTATION

- 4.1 At the request of DSA, the Tenderer may be required to prepare a presentation on the aspects of the tender submitted after the Tender closing date.

5 VALIDITY PERIOD

- 5.1 Tenders submitted shall remain valid for 90 days from the closing date.

6 AWARD

- 6.1 DSA shall be under no obligation to accept the lowest or any Tender Offers.
- 6.2 DSA is not under any obligation to inform Tenderer of the reason(s) for non-acceptance of an Offer.
- 6.3 DSA reserves the right to accept a portion of each tender as DSA may decide.
- 6.4 The Contract shall be governed by the Conditions of Contract.
- 6.5 DSA shall notify the successful Tenderer of its acceptance of his tender, whether in whole or in part, by sending a Letter of Acceptance.
- 6.6 The Letter of Acceptance by DSA shall create a binding contract of the part of the Tenderer on the provision of services offered in the tender.
- 6.7 DSA may make awards to more than one Tenderer.

SECTION B

CONDITIONS OF CONTRACT

1 TERMINOLOGY

DSA:	Down Syndrome Association (Singapore)
Tenderer:	The company/ individual submitting this Tender Document
Instructor:	The person conducting the service
Services:	The provision of the Enrichment Program for Down Syndrome Association (Singapore)
Contract Price:	The sum stated in this Tender Document by the Tenderer as the price for carrying out and completing the services

2 ORGANISATION BACKGROUND

- 2.1 Early in 1995, a group of parents of children with Down syndrome recognized that a great need existed in Singapore to support and educate families, professionals and the public about Down syndrome. Out of a meeting held on 1 October 1995, the Down syndrome Support Group was formed. Subsequently, Down Syndrome Association (Singapore) (DSA) was registered in September 1996 and was awarded official recognition by the National Council of Social Services on 4 July 1997.

DSA is a primarily self-funding, non-profit Social Service Agency (SSA), which works closely and regularly with healthcare and educational professionals, and other SSAs. The Association is affiliated with international bodies such as Down Syndrome International (DSI), the Asia-Pacific Down Syndrome Federation (APDSF), Asian Federation on Intellectual Disabilities (AFID) and the International Association of Scientific Studies for the Intellectual Disabilities (IASSID).

3 PURPOSE AND OBJECTIVES OF ENRICHMENT PROGRAMS

- 3.1 At DSA every individual talent is valued, and we seek to develop individuals by providing suitable platforms. Enrichment Programs such as Arts, Sports and Life skills are organised to identify, nurture and support members' talents and abilities.

DSA Enrichment Program provides our members with highly organized, well-structured programs that can provide many benefits for members of all ages. The program seeks to provide an active lifestyle, lifelong learning and social integration which plays an important role in a person's life and maturity. It should enable members to become a confident self-assured individual who plays an active role for themselves and their communities. Our Enrichment team works on building our member's resilience and strength through the physical domains to stimulate the domains of cognitive, emotional, moral and language.

3.2 DSA Enrichment program objectives

- The activities are designed to work on sensory, movement, creative stimuli, memory, language, and other domains to stimulate development.
- Platform designed for persons with Down syndrome to acquire new skills, grow their interest and talent which then is honed to potential.
- Provide the opportunity for the building of lifetime friendships.
- To build the self-esteem and confidence of our participants and give them platforms to showcase their talents.

4 **TENDER REQUIREMENT SPECIFICATIONS**

- 4.1 The Tenderer shall carry out the provision of service in accordance with the contract as stipulated in the Scope of Services in Section D.

5 **TERMINATION**

- 5.1 Either party may terminate the contract upon giving the other party thirty (30) days' notice in writing.
- 5.2 If evidence of any grave misconduct is found, the contract may be terminated by either party with immediate effect. Written notice must still be provided.
- 5.3 Upon termination, the instructor shall return all documents, records, items, and materials in possession or custody belonging to DSA or her members and shall not retain any copies (including electronic or soft copies) thereof.

SECTION C

AWARD OF TENDER

1 TENDERER EVALUATION CRITERIA AND PROCESS

In no order of importance

- Tenderer service capability and reputation
- Service delivery experience
- Competitive price
- Price clarity
- Management information provisions
- Contractual compliance
- Service delivery models (including business continuity)
 - Quality of model
 - Compliance with DSA
 - Culture and ability to work with DSA
 - Ability to adapt to changing business requirements
 - Adherence to Safe Management Measures (SMM)
 - Adaptability of program on alternate platforms (e.g. virtual)
- Provision of sustainable improvement plans
- Long term roadmap proposals
 - Innovation and added value
 - Strategic fit
- The financial health of the tenderer

2 SERVICE LEVEL AGREEMENT METRICS

2.1 This appendix “Service Level Agreements” or SLA is intended to form the basis of the service level negotiations. This appendix defines the service levels that need to be agreed upon with the vendor and will be the foundation of the core SLA’s during the term of the agreement. This appendix also highlights some of the roles and responsibilities of the participant, DSA and other third parties.

2.2 Key components of the SLA will include:

- A set of key requirements around timeliness and accuracy of the major service elements.
- A number and frequency of timely program reports and program attendance log.
- Key performance indicators (KPIs) which accurately measure adherence to the SLA.
- A service credit process that serves to encourage performance in line with the service standards.
- The service level requirement should be specified in accordance with the contractual agreement.
- The service level agreement requirements are not targets; they are minimum requirements that should always be achieved by vendors.
- DSA has the exclusive right to audit the service level statistics at any time.
- The Tenderer must provide all program statistics when required by DSA.
- Consequences of non-performance to the SLA are listed in the contractual agreement.

SECTION D **SCOPE OF SERVICES**

Contract/ Program implementation date: 1 January 2022 – 31 December 2023 (Two Years)

Minimum and Maximum capacity of Enrichment Program: Minimum – 8 participants
Maximum – 20 participants

Location of Enrichment Program: DSA Centre @ Junction 8

	Enrichment Program	Day of the week	Time	Session duration	Age of participants (flexible)*
1	Speech & Drama (Senior)	Tuesday	6.30pm – 8.00pm	1.5 hours	18 years and above
2	Speech & Drama (Junior)	Saturday	2.30pm – 4.00pm	1.5 hours	6 – 12 years
3	Speech & Drama (Senior)	Saturday	4.30pm – 6.00pm	1.5 hours	13 – 18 years

**Note that age categorisation is indicated as a guide. Participants will be enrolled in the program in consultation with DSA, the Instructors and Caregivers.*

SCOPE OF SERVICES

- 1.1 The above-mentioned programs will run weekly on the listed day(s) and timing(s) unless the session falls on a Public Holiday or otherwise advised by the Government concerning the Covid-19 pandemic.
- 1.2 In consultation with DSA on the participants to instructor's ratio, Tenderer will provide up to 2 instructors for each session of the above-mentioned programs.
- 1.3 To conceptualize and conduct weekly sessions with participants of the above-mentioned programs using drama activities, role-playing and other tools with the objective to improve speech, language, creativity, self-expression, gain confidence, social skills etc.
- 1.4 The instructor may be required to work with the participants to produce a performance item twice a year (mid and end year). This performance will be recorded and shared with their caregivers to update them on their child's progress in the program.
- 1.5 To provide DSA the objectives and details of the lessons and prepare all materials (if any) related to lesson development before the sessions.

- 1.6 Prepare, sanitize and clear up the activity space used before and after each session in adherence to the Safe Management Measures (SMM) as and when applicable.
- 1.7 To work with DSA on the documentation of the sessions and each participant, which includes reports, discussion notes, photographs and videos where necessary.
- 1.8 DSA will make the discretion to suspend Enrichment Programs based on the pandemic updates provided by the Government. In the event of a suspension, DSA may explore the possibility of conducting the program virtually. Commencement of virtual classes will be subjected to the feasibility of having the activity conducted online with a minimum number of students.
- 1.9 Where necessary, DSA may reduce the duration of the program, number of instructors and review the cost per session for the virtual classes. This decision will be mutually agreed upon between DSA and the Tenderer before the commencement of virtual classes.
- 2.0 To mitigate the risk of Covid-19, instructors may be required to undergo Antigen-Rapid Test or similar regular test regimes in compliance with prevailing Safe Management Measures (SMM) at their own expense.
- 2.1 The instructor may be required to provide services related to the above-mentioned programs such as preparing participants for performances, exhibitions, or special events.
- 2.2 Should there be a need for instructors to provide their services beyond the stipulated program timing (for example additional rehearsal sessions/ accompanying participants to invited events), DSA will discuss with the instructors on a mutually agreeable cost basis before the engagement.
- 2.3 While all classes are conducted at DSA Bishan Centre, the Instructor may be called upon to provide services at alternate venues when the planned activities are conducted externally.

Others

- 2.4 Where possible, DSA will like to explore the option to offer certification to a group of participants in the program. Kindly state in Tender Form G (Part 1) if Tenderer can make such provision and which organisation will the certification be accredited from.