

TENDER NO: **NAFA/OSC/00008**



UEN Registration No.: 201006523 M
Edutrust Cert No.: EDU-2-2020 (Validity: 16/10/2023 – 15/10/2027)

**Appointment of Insurance company to provide Group Hospital and
Surgical with Personal Accident plan for students of Nanyang
Academy of Fine Arts, University of the Arts Singapore
(Fixed term of 2 years, from 1 July 2025 to 30 June 2027, at fixed
premium rates, with an option to extend for an additional year)**

INVITATION TO TENDER

1. Nanyang Academy of Fine Arts (NAFA), University of the Arts Singapore (UAS), invites tender for the appointment of insurance company to provide group hospitalisation and surgical with personal accident insurance plan to students of NAFA (fixed term of 2 years, from 1 July 2025 to 30 June 2027, at fixed premium rates, with an option to extend for an additional year.)
2. The following documents that form part of this Tender Document have been prepared to enable prospective vendors to tender for the above-mentioned works that would meet the NAFA's requirements and specifications. These forms may be obtained from <https://www.nafa.edu.sg/contact-us/tenders>.
 - Tender Guidelines
 - Conditions of Contract
 - Draft Banker's Guarantee -Not applicable
 - Technical Specification
 - Tenderer's Offer (FORM A)
 - Tenderer's Profile (FORM B)
 - Price Schedule of Tenderer's Offer (FORM C)
 - Tenderer's Proposal – Equipment Specifications (FORM D) -Not applicable
 - Tenderer's Proposal – Equipment Support and Maintenance (FORM E)- Not applicable
 - Tenderer's Proposal – Software Support (FORM F)- Not applicable
 - Tenderer's Proposal – Training (FORM G)- Not applicable
 - Major Projects completed by Tenderer's Company within the 3 years (FORM H)
 - Current Projects undertaken by Tenderer's Company (FORM I)
 - Profile of Tenderer's Project Team (FORM J)
3. The Tenderer is required to complete and submit the following documents with password protection to nafatender@nafa.edu.sg before the closing date of tender:
 - Tenderer's Offer (FORM A)
 - Tenderer's Profile (FORM B)
 - Price Schedule of Tenderer's Offer (FORM C)
 - Tenderer's Proposal – Equipment Specifications (FORM D) - Not applicable
 - Tenderer's Proposal – Equipment Support and Maintenance (FORM E) - Not applicable
 - Tenderer's Proposal – Software Support (FORM F) - Not applicable
 - Tenderer's Proposal – Training (FORM G) - Not applicable
 - Major Projects completed by Tenderer's Company within the 3 years (FORM H)
 - Current Projects undertaken by Tenderer's Company (FORM I)
 - Profile of Tenderer's Project Team (FORM J)
4. The closing date for submission of tender is **27 May 2025 (Tuesday), 2.00pm**
5. Tender submitted will be posted in <https://www.nafa.edu.sg/contact-us/tenders>
6. Liquidated damages will be charged at **1%** of tender award per week for each week's delay (and a proportionate part of this amount for delay for any period of less than a week).

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 meanings so 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 to be completed by a tenderer.
- 2.2 The following for your strict compliance:
- a) Tender submissions will be accepted for evaluation via email. Hardcopies of the tenders will not be accepted.
 - b) Please submit your tender with password protected to nafatender@nafa.edu.sg before the specified closing date and time.
 - c) Please allow ample time for document transmission and avoid last-minute submissions.
 - d) Max file size for attachment is **100MB** only. If the file is too big, please zip the files or use file sharing like OneDrive, Dropbox.
 - e) Please do not send the password to NAFA before the closing date/time.
 - f) The password should only be provided upon NAFA's request after the closing date and time.

The measures outlined above are implemented to safeguard the confidentiality of your tender prior to the specified closing date and time. NAFA will not be held liable for any issues arising from non-compliance with these requirements.

- 2.3 All expenses incurred in the preparation of this tender shall be borne by the Tenderer.

3. GOODS AND SERVICES TAX (GST)

- 3.1 The tenderer shall not include any Goods and Services Tax (GST) in the Price Schedule of Tender's Offer.
- 3.2 The tenderer shall declare his GST status in his tender. He shall clearly indicate whether he is, or whether he will be a taxable person under the GST Act. He shall, if available, furnish the GST registration number to NAFA.
- 3.3 If the Tenderer is a taxable person under the Singapore GST Act, NAFA will pay the Tenderer, in addition to the rates and prices proposed, the GST chargeable on the supply of Goods and Services provided pursuant to this tender.
- 3.4 A Tenderer who declares himself to be a non-taxable person under the GST Act but who becomes a taxable person after the award of the tender shall forthwith inform NAFA of his change in GST status. He shall be entitled to claim from NAFA any GST charged on the supply of the Goods or Services made by him after his change in GST status.

4. QUERIES

- 4.1 Any queries in respect of this Tender Document or any matter related thereto may be submitted in writing to Mr Ivan Chan at khchan@nafa.edu.sg or Ms Sharifah at sharifah@nafa.edu.sg before **23 May 2025, 12.00pm**.
- 4.2 NAFA reserves the absolute right not to entertain or respond to any query, which, in the NAFA's opinion, is inappropriate or improper.
- 4.3 On submitting his tender, the Tenderer shall be deemed to have examined this Tender Document and site conditions and satisfied himself with regard to any query on this Tender Document.

5. PRESENTATION

- 5.1 The Tenderer shall, on the request of NAFA, make a presentation on such aspects of his tender as may be required by NAFA.

6. VALIDITY PERIOD

- 6.1 Tenders submitted shall remain valid for acceptance for a period of **120 days** commencing on the closing date. This validity period may be extended by mutual consent in writing of NAFA and the Tenderer.

7. AWARD

- 7.1 NAFA shall be under no obligation to accept the lowest or any tender.
- 7.2 NAFA shall normally not enter into correspondence with any tenderer regarding the reasons for non-acceptance of a tender.
- 7.3 NAFA reserves the right to accept portion of each tender as NAFA may decide.
- 7.4 The Letter of Acceptance issued by NAFA shall create a binding contract on the part of the tenderer to supply to NAFA the goods and/or services offered in the tender.
- 7.5 The Contract shall be governed by the Conditions of Contract.
- 7.6 NAFA shall notify a successful tenderer of its acceptance of his tender, whether in whole or in part, by sending a purchase order or letter of acceptance to the tenderer and the purchase order or the letter of acceptance shall be deemed good service of such notice.
- 7.7 NAFA may at its discretion require the tenderer to sign a written agreement.
- 7.8 NAFA may make awards to more than one tenderer.

8. DEBARMENT

- 8.1 NAFA reserves the right to debar tenderer from participating in future NAFA tenders if they withdraw after the closing date.

9. VARIATIONS

- 9.1 NAFA reserves the right to negotiate with the tenderer, where exceptional circumstances so necessitate, to vary any provision or part of this Tender Document without reference to any other party. Any such variation shall be subject to the mutual consent in writing of NAFA and the Tenderer.

10. EVALUATION CRITERIA

- 10.1 NAFA shall evaluate the tender proposal based on the following criteria:

- a) Compliance to specifications
- b) Price competitiveness
- c) Quality of products and services
- d) Experience and track records
- e) Other value added services

CONDITIONS OF CONTRACT

1. DEFINITIONS

NAFA:	Nanyang Academy of Fine Arts
Tenderer:	The company who submits this Tender Document
Contractor:	The Tenderer whose tender has been accepted in whole or in part
Contract Price:	The sum stated in the Form of Tender by the contractor as the price for carrying out and completion of the works
Works:	The supply and services in conformance and accordance with the Specifications.
Site:	The premises on NAFA, (80, 38 & 151 Bencoolen Street) and UAS (111 Middle Rd, #02-01 National Design Centre) or any other site designated by NAFA

2. SCOPE OF CONTRACT

- 2.1 The contractor shall carry out and complete the supply of all items of services in accordance with the contract in every respect and to the directions and satisfaction of NAFA. Unless otherwise stated in the contract, all goods shall be newly manufactured goods.
- 2.2 The contractor shall do or supply all things, free of charge, which are not expressly specified in this Tender Document but which may be necessary for the proper completion of the Works, or obviously required to be done or supplied in the context of this Tender Document and/or in view of the conditions on the Site.

3. DOCUMENTATION

- 3.1 The contractor shall undertake to supply NAFA with one (1) complete set of comprehensive documentation on all aspects of the equipment/services including documentation to be used for planning, design, installation, operation, maintenance, administration and training purposes. All sets of such documentation shall be of the latest version.
- 3.2 In the event of any conflict between the provisions of any documentation or information or data supplied by the contractor including the supporting data, and the provisions of this tender document exclusive of the supporting data, the provisions of this Tender Document shall prevail unless NAFA agrees otherwise in writing.

4. VARIATIONS

- 4.1 Any variation of the provisions of this contract shall be subject to the mutual consent on writing of NAFA and the Contractor.

5. ASSIGNMENT

- 5.1 The contractor shall not transfer or assign the contract or any part, share or interests therein.

6. PAYMENTS

- 6.1 Payment shall be made by NAFA within **thirty (30) days** from the date of invoice issuance.

7. INDEMNITIES

- 7.1 The Contractor shall indemnify and keep NAFA indemnified against all claims, demands, actions, judgements, damages, costs and expenses in respect of any infringement or alleged infringement of any patent, copyright, trade secret or other property right which infringement or alleged infringement arise directly or indirectly from the performance of this Contract or any matter relating thereto unless such infringement or alleged infringement is due solely to the use of any specifications or drawings provided by NAFA.
- 7.2 None of the indemnities shall be defeated or reduced by reason of the fact that NAFA may have neglected or omitted to exercise any powers of supervision or control whatsoever that may have under this contract.

8. WAIVER

- 8.1 The failure by NAFA to enforce at any time or any period any one or more of the terms or conditions of this contract shall not be a waiver of them or of the right at any time subsequently to enforce all terms or conditions of this Contract.

9. NOTICE

- 9.1 Any notice to be served on the Contractor under this contract may be sent by post or via email addressed to the Contractor at his place of business or residence last known to NAFA or at the Contractor's registered office, as the case may be, and any notice so posted shall be deemed to have been given at the time when the same would normally be delivered in the ordinary course of post.

10. ARBITRATION

- 10.1 Any dispute or difference between the parties in connection with this Tender Document or this Contract or any matter related thereto shall be referred to arbitration in Singapore in accordance with the Arbitration Act with any amendments, modifications thereto or re-enactments thereof.

11. APPLICABLE LAW

- 11.1 This Tender Document and this Contract shall be construed in accordance with and governed by the Laws of Singapore.

DRAFT BANKER'S GUARANTEE (NOT APPLICABLE)

To : Nanyang Academy of Fine Arts
80 Bencoolen Street
S(189655)

RE : << WORKS>>

WHEREAS << Name and Address of Contractor>> ("the contractor") has entered into a contract ("the Contract") with you on the terms of the Form of Tender dated the ____ day of ____ in a Tender Document ("the Tender Document") submitted by the Contractor to you for the above Works which are more particularly described in the Tender Document;

AND WHEREAS by the provisions of the Conditions of Contract ("the Conditions of Contract") in the Tender Document the Contractor is required to make a deposit with you in cash in the amount S\$ ____ ("the Security Deposit") as a security deposit for the due performance and observance of the Contractor's obligations under the Contract;

AND WHEREAS we [name and address of banker] have requested you to accept an unconditional guarantee in lieu of the security deposit and you have agreed to accept the same.

NOW IN CONSIDERATION OF THE PREMISES :

1. We guarantee to pay to you forthwith upon demand made to us in writing a sum or sums not exceeding in the aggregate the sum of Singapore Dollars (S\$.....) ("the Guaranteed Sum"). We will pay you the Guaranteed Sum or part thereof as may be requested by you without any proof that you are entitled to reimburse yourself with or utilise such sum or that the Contractor is in default or is in breach of any agreement with you. We will however accept for the account of the guarantee any sum returned by you to us.
2. We expressly agree and declare that this guarantee shall not be prejudiced diminished or affected in any way nor shall we be released or otherwise exonerated by any act omission fact circumstance matter or thing which but for this provision might operate too or otherwise exonerate us including without limitation any arrangement whatsoever made between yourself and the Contractor with or without our consent or knowledge including any alteration in the obligations undertaken by the Contractor or any forbearance by you in respect of those obligations.
3. The Guarantee shall take effect immediately and shall continue until (expiry date of warranty period) and thereafter shall be extended from year to year without request until the Contractor shall have discharged all his obligations under the Contract or the Contract is terminated by NAFA, whichever shall first occur.
4. You may make more than one claim under this Guarantee provided that the claims in aggregate do not exceed the Guaranteed Sum.
5. All claims made by you under this Guarantee must be in writing to us not later than six months from the expiry of this Guarantee or any extension thereof.

Dated the ____ day of ____ 20____

SIGNED BY
[NAME]
AS
[DESIGNATION]
FOR AND ON BEHALF OF
[NAME OF GUARANTOR]

in the presence of
[NAME]
[DESIGNATION]
SIGNATURE
ADDRESS

TECHNICAL SPECIFICATIONS	
Provision of Group Hospital and Surgical with Personal Accident plan to NAFA students for a fixed term of two years, from 1 July 2025 to 30 June 2027, at fixed premium rates, with an option to extend for an additional year	
1	<u>Type:</u> Group Hospital and Surgical Insurance with Personal Accident Plan
2	<u>Insured:</u> Nanyang Academy of Fine Arts, University of the Arts Singapore
3	<u>Business:</u> Private Education Institution
4	Estimated number of students to be insured: <ul style="list-style-type: none"> • 2,900 full-time students • 12 part-time students (8 students less than 35 years old; 4 students more than 35 years old) <u>Note:</u> Nationality: 55% Singaporean/ SPR; 45% International
5	<u>Contract period:</u> The contract shall be for a fixed term of 2 years, from 1 July 2025 to 30 June 2027, at fixed premium rates, with an option to extend for an additional year
6	<u>Coverage:</u> <ul style="list-style-type: none"> • On the lives of local and international students • Annual benefit limit per student: S\$30,000 • Cover at least B2 ward in government and restructured hospitals • 24 hours worldwide coverage • To provide the schedule of compensation coverage for sum insured specified • Any additional benefits
7	<u>Coverage Extension:</u> <ul style="list-style-type: none"> • Provide at least four sets of Letter of Guarantee to the Institution • State clearly the extensions and exclusions in the plan • During the policy period the Institution may request quotation for extensions to provide additional coverage when required.
8	<u>Claims Processing:</u> <ul style="list-style-type: none"> • Availability of online claim portal for student • Information on claim procedure, checklist and schedule of compensation coverage for reference are to be provided for distribution to all students covered by the policy. Information is to be concise and comprehensive. • The insurer shall acknowledge receipt of the claims made within 14 days from the date of claim made. • The insurer shall pay the claims within 30 days upon verification and inform the Institution on the payment. • The insurer shall provide contact person's details for enquiry. The insurer shall notify the Institution in writing, at least 3 weeks in advance, of any change to the contact person or claim procedures.

	<ul style="list-style-type: none">Where an accident occurs during the policy contract period, the insurer shall be responsible for follow-up medical claims even after their contract has expired and subsequent contract has not been awarded to the same insurer.
9	<u>Claim Statements</u> A final cumulative summary of claims and settlement shall be provided 1 month before the end of annual coverage period.
10	<u>Submission by broker</u> You are allowed to submit only the most competitive quote for this tender.
11	<u>Termination of Contract</u> If any of the contract party / company cannot fulfil or wish to terminate the contract early, the company must give a written notice three months in advance.

TENDERER'S OFFER		FORM A
To: Nanyang Academy of Fine Arts 80 Bencoolen Street, Singapore 189655		Tender No: NAFA/OSC/00008
Name of Tenderer:		
Tenderer Address & Telephone No:		
<p>We, _____ (name in block letters) hereby offer and undertake on the acceptance of this tender to supply, deliver, install, test, commission and maintain all the works and items as mentioned in the Technical Specifications and subject to the Conditions of Contract.</p> <p>Our tender is made to subject to the Conditions of Tender and we agree that our tender remains open for consideration for a period of 120 days commencing on the closing date for the submission of tenders i.e., on 27 May 2025 (Tuesday), 2.00pm.</p> <p>We understand that you are not bound to accept the lowest or any tender you may receive and that you reserve the right to and we agree that you may accept our tender in whole or in part in accordance with of Tender Guidelines.</p> <p>Unless and until a formal agreement is executed, as may be required by you in the Tender Guidelines, our offer with any authorised Variations and your written acceptance thereof shall constitute a binding agreement between us.</p> <p>We agree that as and when requested by NAFA, we shall extend the validity of this offer for one or more periods not exceeding in total _____ calendar months.</p> <p>Our price (herein referred to as the "Contract Price") for the equipment and services to be supplied, installed and provided by us is: S\$_____, excluding GST.</p> <p>A breakdown of the Contract Price for the equipment and services is given in the Priced Schedule attached hereto.</p> <p>We further undertake to give you any further information, which you may require.</p> <p>Dated this _____ day of _____, 2025.</p>		
Tenderer's Company or Business Registration No:		Tenderer's official Stamp:
Authorised Signature:		
Name:		Telephone/Handphone No:
		Fax:
Designation:		Email:
<p>NOTICE : This Form must be duly completed and signed. Any change to its wordings may render the Tender liable to DISQUALIFICATION.</p>		

TENDERER'S PROFILE		FORM B
Company's Name:		
Address:		
Country of Incorporation:		
Year of Establishment:		
Ownership:		
EPPU/BCA/NPA No. (State Financial Category)		
GST Registration No.		
Total Paid-up Capital:		
<p>Please attach copy of the following:</p> <ul style="list-style-type: none"> • Organisation Chart • Latest Audited Balance Sheet and P&L Statement • List of Reference Customers 		

PRICE SCHEDULE OF TENDERER'S OFFER							FORM C
<i>Item No.</i>	<i>Name/Model of item</i>	<i>Quantity (No. of units) (a)</i>	<i>Tender Quotation Per Unit(Including Freight, Delivery and Installation (b)</i>	<i>Tender Quotation Per Item (a) x (b) = (c)</i>	<i>Discount (d)</i>	<i>Net Tender Quotation (c) – (d) = (e)</i>	<i>Any other Relevant Remarks</i>
Total Value							

TENDERER'S PROPOSAL – EQUIPMENT SPECIFICATION (NOT APPLICABLE)		FORM D
Item Name & Description	Compliance with Technical Specifications (Yes/No)	Information & Specifications

NOTE : Fill in column for Item Name & Description as specified under “ Technical Specifications”

TENDERER'S PROPOSAL - EQUIPMENT SUPPORT AND MAINTENANCE (NOT APPLICABLE)	FORM E
<p>1. Please provide detailed information / description including the following:</p> <ul style="list-style-type: none"> a) Number and qualifications of engineers directly responsible for maintenance b) Preventive maintenance policy c) Response time for unscheduled maintenance d) Availability of parts and limits to price escalation e) Maximum length of downtime before replacement equipment is supplied 	
<p>2.1 Please state the Warranty Period for all equipment supplied in the contract</p> <p>2.2 Please state in detail the maintenance services that are free of charge during the period of warranty stated in para 2.1 above.</p>	
<p>3. Please state the annual maintenance charges for the subsequent three (3) years.</p>	

TENDERER'S PROPOSAL – SOFTWARE SUPPORT ((NOT APPLICABLE))	FORM F
<p>1. Please provide detailed information / description including the following:</p> <ul style="list-style-type: none"> a) Number and qualifications of software personnel directly responsible for servicing the system b) Details of local software support operations c) List current clients that will substantiate software support claims d) Response time of unscheduled software maintenance e) Policy for distribution of software new releases, enhancements and accompanying documents f) Availability of software personnel for occasional consultation 	
<p>2.1 Please state the Warranty Period for all equipment supplied in the contract</p> <p>2.2 Please state in detail the maintenance services that are free of charge during the period of warranty stated in para 2.1 above.</p>	
<p>3. Please state the annual maintenance charges for the subsequent three (3) years.</p>	

TENDERER'S PROPOSAL – TRAINING ((NOT APPLICABLE))	FORM G
<p>1. Please provide detailed information / description of the training you intend to provide, including the following:</p> <ul style="list-style-type: none">a) Typeb) Frequency and durationc) Venued) Coste) Training documentsf) Number of attendance if free of charge	
<p>2. Willingness to prepare and conduct special courses for specific user requirements.</p>	

MAJOR PROJECTS COMPLETED BY TENDERER’S COMPANY WITHIN THE LAST 3 YEARS					FORM H	
Govt Bodies/Stat Boards/Other Clients	Title	Description of Project	Contract Value	Start Date	End Date	

CURRENT PROJECTS UNDERTAKEN BY TENDERER'S COMPANY							FORM I
<i>Govt Bodies/Stat Boards/Other Clients</i>	<i>Title</i>	<i>Description of Project</i>	<i>Contract Value</i>	<i>Start Date</i>	<i>End Date</i>	<i>Percentage now completed</i>	

PROFILE OF TENDERER'S PROJECT TEAM

FORM J

(Please complete below and state clearly the qualifications and experience of the staff in your team who would be assigned to this project, if awarded.)

<i>Name</i>	<i>Designation</i>	<i>Yrs of experience</i>	<i>Qualification</i>	<i>Experience(Past & current projects)</i>	<i>Awards</i>