

REQUEST FOR PROPOSAL NO: RC25MM06

PROVISION OF CLIENT MANAGEMENT SYSTEM FOR REN CI SENIOR CARE CENTRES

Ren Ci Hospital operates four (4) Senior Care Centres that offer full-day programmes for seniors who require supervision while their caregivers are at work. These centres are co-located with our Community Hospital in Novena and our three Nursing Homes in Ang Mo Kio, Bukit Batok, and Woodlands.

The selected vendor will be responsible for implementing a cloud-based integrated information system to support client management, clinical documentation, and patient billing/payment processes across all four centres. Following system commissioning, the vendor will also provide maintenance support for a period of 36 months, with the option to extend for two additional periods of 12 months each.

PRE-QUALIFICATION CRITERIA

I. Established System

1. The vendor is expected to propose a mature and ready-to-deploy system that supports Senior Care Centre operations, including but not limited to services aligned with AIC ILTC compliance requirements.
 - Day Rehabilitation
 - Maintenance Day Care
 - Dementia Day Care
 - Centre-based Nursing
 - Walk-in Outpatient Rehabilitation Cases
2. The system must be capable of seamlessly accommodating fluctuations in active client administration to meet evolving service demands.
3. It should include provisions for data exchange capabilities, either via SFTP or Open API.
4. The vendor shall engage **no more than one** subcontractor or third-party provider in delivering the three core services.

II. Security Requirements

The vendor must comply with **all** IT and security requirements outlined below:

1. **Cybersecurity** - The system must be hosted in a secure environment, safeguarded by a network firewall with integrated intrusion detection and prevention capabilities. It should also include an application firewall to defend against unauthorized access, data leakage, and DDoS attacks. All associated software must be regularly updated with antivirus definitions and subjected to consistent software and security patch management.

2. **Data Protection** - The vendor must ensure compliance with the Personal Data Protection Act (PDPA). Sensitive data stored within the system must be encrypted both in transit and at rest and protected using Data Loss Prevention (DLP) mechanisms. The system must support user authentication via two-factor authentication (2FA).
3. **System Availability & Data Backup** - The system must maintain a minimum annual availability of 99.5%. To safeguard against database corruption and potential hosting-related disasters, system must be backed up or replicated daily.
4. **Security Audit** - The system must include data audit and logging capabilities to support the investigation of security incidents and post-incident analysis. It must undergo an annual security audit conducted by an independent auditor, such as through the provision of an ISO/IEC 27001 certification report.

III. Free from Debarment

Vendors who are debarred by any Singapore Government Ministry or Statutory Board shall be disqualified from participating in the RFP and will not be considered for award.

IV. Attendance of Compulsory RFP Briefing

Vendors who do not attend the mandatory RFP briefing will be disqualified from participating in the RFP process and will not be considered for contract award.

You will be required to provide the following information after registration:

- Non-disclosure agreement form

Only shortlisted vendor will be invited to the RFP briefing.

Interested vendors may email to both: Ms Krystal Ng at krystal_ng@renci.org.sg and Mr Jason Chua at jason_chua@renci.org.sg to register your interest.

Registration Closing date: 28 Oct 2025, Tuesday, 12pm

Please indicate your Registered Company Name, Liaison Person and Contact Details in your email.

Any updates and/or changes to this notice will be communicated via email.