

REQUEST FOR PROPOSAL NO: RC26MM09

PROVISION OF AN EMPLOYEE REIMBURSEMENT CLAIMS SYSTEM FOR REN CI HOSPITAL

Introduction

Established since 1994, Ren Ci Hospital (“RCH”) is one of the few charity healthcare institutions in Singapore to provide high quality and affordable medical, nursing and rehabilitative care services for the community, based on the principles of loving kindness and compassion. RCH plays an integral role in supporting the healthcare needs of the elderly through adopting holistic way of delivering person-centred care and partners various community groups and social enterprises to enable the elderly to age with dignity.

RCH’s spectrum of care has expanded over the years to include a community hospital, long term care, three nursing homes, four senior care centres and home care services to support the growing healthcare needs of the silver generation.

Background

Ren Ci Hospital currently uses the Compensation and Benefits module within its Human Resource Management System (HRMS) to process employee reimbursement claims.

The existing system has several limitations, including:

- Inability to capture GST amounts.
- Inability to indicate funding codes.
- Inability to accurately assign expenditure general ledger (GL) codes.
- Inability to upload multiple receipts within a single claim submission.
- Limited reporting and analytics capabilities.
- Inability to detect or prevent duplicate receipt submissions.
- Restricted access for the Finance department to view supporting receipt attachments.

Employee reimbursements are currently processed through multiple channels, including petty cash, payroll reimbursements, and direct bank transfers.

The use of different reimbursement methods at different sites has resulted in inconsistent processes, increased administrative effort, and confusion among employees regarding the appropriate submission and payment procedures.

Objectives

As part of its ongoing digital transformation and process improvement initiatives, Ren Ci intends to procure a dedicated Employee Reimbursement Claims Management System to standardise and streamline reimbursement processes across all sites.

The proposed solution should support the following objectives:

- Establish a single, centralized platform for employee reimbursement claims submission, approval, processing, and tracking.
- Standardize reimbursement workflows across the Community Hospital and Nursing Homes.
- Improve financial governance through proper GST recognition, Grant funding code, and General Ledger coding controls.
- Enhance visibility and accessibility of claim supporting documents for authorized stakeholders.
- Improve claim validation through duplicate receipt detection and audit trail capabilities.
- Strengthen reporting, analytics, and management oversight.
- Improve employee experience through a simplified and transparent claims process.

- Support integration with existing Human Resource, Payroll, Finance and /or banking systems where required.
- Facilitate future scalability and process automation initiatives.

Pre-Qualification Criteria

Vendors shall meet the following minimum pre-qualification requirements:

- Minimum three (3) years of experience with two (2) successful implementations in providing and implementing employee reimbursement, claims management, workflow automation, or similar enterprise solutions.
- Demonstrated capability to integrate with Human Resource (HR), Payroll, Finance, and/or banking systems.
- Local team presence to provide implementation, maintenance, and support services, including compliance with applicable information security requirements, audit logging, backup and disaster recovery capabilities.

Registration of Interest

Interested Vendors are required to submit their expression of interest, together with documentation of the above-mentioned Pre-Qualification experience, via email to:

- **Ms Krystal Ng** – krystal_ng@renci.org.sg
- **Mr Jason Chua** – jason_chua@renci.org.sg

Please include the following details in your email:

- Registered Company Name
- Liaison Person
- Contact Details
- NDA (Non-Disclosure Agreement)

Registration Closing Date: 7 Oct 2026, 12pm

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