

7 November 2024

## INVITATION TO BID FOR PREMISES TO RUN UNFUNDED SOCIAL AND HEALTH SERVICES/PROGRAMMES

### 1.1 Introduction

1.1.1 The Ministry of Social and Family Development (MSF) and the Ministry of Health (MOH) invite Social Service Agencies (SSAs) to submit proposals for the use of various pre-identified premises to run social and health related services/programmes that are not funded by the government.

1.1.2 The agency must be a SSA which is registered as a non-profit organisation and offers social and/or health related services/programmes such as:

Supervising Ministry	Services/programmes for:
Ministry of Social and Family Development	<ul style="list-style-type: none"> <li>• Lower-income families</li> <li>• Youth-at-risk</li> <li>• Persons with disabilities</li> <li>• Social Enterprise</li> <li>• Homeless shelter</li> </ul>
Ministry of Health	<ul style="list-style-type: none"> <li>• Traditional Chinese Medicine (TCM)</li> </ul>

1.1.3 For other programmes/services not listed in para 1.1.2, e.g. healthcare services, services for seniors please approach MOH or the relevant supervising agency for assistance.

### 1.2 Proposal submission

1.2.1 SSAs are invited to submit their proposal to set-up and operate unfunded programmes/services at various pre-identified premises.

1.2.2 SSAs are advised to thoroughly read all information provided and visit the pre-identified premises during the site visit before submitting their proposals.

1.2.3 This is a fully electronic process. All proposals shall be electronically submitted to [Facilities\\_Support@msf.gov.sg](mailto:Facilities_Support@msf.gov.sg). Proposals not submitted through this email will not be considered. SSAs are to include the following information:

- Indicate “**Invitation to Bid for Premises (Batch 4)**” as the email subject;
- Proposal in the required format;
- Testimonials from Community partners and Clients, if any;
- Copies of the SSA’s registration with the Commissioner of Charities and/or acquired institution of Public Character (IPC) status; and
- Any other required information as per proposal format.

1.2.4 For a soft copy of the proposal format, please download the file from <https://www.msf.gov.sg/what-we-do/strengthen-the-social-service-sector/article/programmes/premises-for-ssas>

1.2.5 SSAs are allowed to bid for a maximum of 2 sites but will only be awarded 1 site per bidding exercise. A separate proposal will be required for each site.

### **1.3 Site Visits**

1.3.1 Site visits to the pre-identified premises will be made available to interested SSAs. The details of the visits are in Annex A. Applicants are to note that the premises will only be available for viewing on the date/time as stipulated in Annex A.

1.3.2 Other than the specified date(s) of visit stated in Clause 1.3.1, there will not be any further visits conducted.

### **1.4 Closing Date for Submission**

1.4.1 SSAs are to submit their proposals by 6 January 2025, 04:00 pm.

1.4.2 Incomplete proposals and information received after the closing date and time may not be accepted.

### **1.5 Confidentiality**

1.5.1 Except with the written consent of the Government, the SSA shall not disclose the information made in this bidding exercise or any provisions thereof or any information issued or furnished by or on behalf of the MSF in connection therewith to any person.

1.5.2 In addition to the foregoing, the SSA shall not make use of any information obtained directly or indirectly from the MSF/MOH or compiled or generated by the SSA in the course of this bidding exercise which pertains to or is derived from such information, other than use for the purposes of this bidding exercise, without the prior written consent of MSF.

1.5.3 This clause 1.5 will not apply to information that is or becomes publicly available without breach of agreement or other legal obligations on the part of the SSA.

### **1.6 Evaluation Criteria**

1.6.1 The proposals will be evaluated by an Evaluation Panel and SSAs may be required to present or clarify their proposals to the Evaluation Panel. In the event MSF/MOH seeks clarification on any aspect of the proposal, the SSA shall provide full and comprehensive responses within seven (7) days of notification.

1.6.2 Components of the evaluation criteria for the application are as follows:

### Critical criteria

The SSA shall comply with the following critical criteria for further consideration:

Criteria / Type of Premises	HDB	SLA
SSA's registration	Must be registered with the Commissioner of Charities or acquired Institution of Public Character (IPC) status	Non-profit organisation or Social Enterprise
Disallow usage of premises	Residential purpose / Social Enterprise / profit-making purpose	NA
Approved usage of premises	To refer to Annex A.  Generally, premises should provide direct social and/or health services/ programmes to the community and falls under an approved use by the Landlord.	
Distribution of usage of space	The space should predominantly be used for the approved direct social and/or health services which includes community engagement activities such as outreach, and any space for ancillary use (e.g. office space) should be kept to a maximum of 40% of the total site area.	

**Non-compliance with any of the above-mentioned critical criteria shall preclude the Application from further evaluation.**

### Other criteria

- a) Relevance of Programmes/Services (50%)
- b) Track record of SSA (25%)
- c) Sustainability of Programme (25%)

1.6.3 The outcome of the bid will be released tentatively in May 2025.

1.6.4 Results will be published on <https://www.msf.gov.sg/what-we-do/strengthen-the-social-service-sector/article/programmes/premises-for-ssas>. All SSAs that submitted proposals will receive an email informing them of the results. The Evaluation Panel's decision is final. MSF/MOH shall not enter into correspondence with any unsuccessful SSA regarding the reasons for non-acceptance of their application.

1.6.5 Successful SSAs will be offered a "Letter of Support" from MSF/MOH to use the premises for their programmes/services. The support will be for 3-year at the first instance, with an option to renew support for another 3+3 years (up to 9 years).

1.6.6 Successful SSAs would have to fulfil conditions and deliverables related to the utilisation and/or relevance of the programmes/services. Before the end of each 3-year tranche, MSF/MOH will assess if the SSA has met these conditions and deliverables before deciding if support for the premises will be renewed for the next 3 years. Before the end of the 9 years support period, SSA will have to submit a fresh proposal if they wish to continue running their programmes/services at the same premises.

1.6.7 With the Letter of Support, successful SSAs will be offered tenancy by the Premises Landlord (i.e. HDB or SLA). The lease agreement will be signed between SSA and the Landlord.

## **1.7 Lease Agreement & Rental Rate**

1.7.1 The successful SSA shall sign the tenancy agreement of the premises directly with the Landlord.

1.7.2 The rental rate of the premises shall be determined by the Landlord and made known to the successful SSA. The successful SSA may be charged Service and Conservancy Charges (S&CC), or maintenance charges subjected to the Landlord tenancy agreement.

1.7.3 The space will be provided to the successful SSA in as-is condition. The successful SSA may carry out renovation works subject to the Landlord's approval and assessment by relevant authorities.

1.7.4 MSF/MOH will not provide any rental subsidy for the premises.

## **1.8 Conditions and Deliverables**

1.8.1 The SSA under MSF's purview shall comply with the following MSF's conditions for the use of the premises:

- a) The proposed programmes/services meet the needs of the community and there is no duplication of programmes/services;
- b) The SSA maintains a good track record and continues to demonstrate capability to run the programmes/services adequately;
- c) The programme/service is sustainable (i.e. sustainable demand, SSA's manpower and funding support);
- d) To participate in ComLink (where applicable) and the annual SG Cares Community Network Sessions; and for Charity Food SSAs to participate in the Charity Food Workgroup (CFWG) and CFWG initiatives (for e.g. contribute data to the food database)
- e) To not collaborate, engage in any activity or be involved with a Political Party, or conduct, engage or participate in any activity that could be construed as being political in nature; accept any donation or sponsorship from any Political Party; and/or make or provide any donation or sponsorship to any Political Party, or for any activity that could be construed as being political in nature.
- f) To use the supported premises for the purposes as set out in the proposal/letter of support by MSF (i.e. ensure utilisation of programme space for said purpose);
- g) To agree to adhere to any additional conditions, advisories and/or guidelines issued by MSF including Safe Management Measures (SMMs);
- h) To seek MSF's concurrence at least three months in advance on any changes to the proposed service model or provision of any new programmes/services that the SSA intends to provide at the premises; and
- i) To establish referral workflows and share data (after obtaining the necessary consent) with MSF and/or other community agencies, upon MSF's request, for the purposes of integrating interventions and coordinating the provision of assistance and services to the residents.

1.8.2 The SSA under MOH's purview shall comply with the following MOH's conditions for the use of the premises:

**TCM:**

- a) Majority of the programmes/services must be TCM-related service.
- b) All TCM treatment, including therapeutic tuina treatment, must be performed by registered Traditional Chinese Medicine Practitioners with valid Practicing Certificates.

Applicant must be able to provide clinical data on service utilisation at intervals required by MOH.

- c) To not collaborate, engage in any activity or be involved with a Political Party, or conduct, engage or participate in any activity that could be construed as being political in nature; accept any donation or sponsorship from any Political Party; and/or make or provide any donation or sponsorship to any Political Party, or for any activity that could be construed as being political in nature.

1.8.3 MSF and MOH reserves the rights to amend and include additional conditions where necessary.

## **1.9 Enquiries**

1.9.1 SSAs may refer to Annex B for Frequently Asked Questions.

1.9.2 This document may not contain all information which SSA(s) may require. SSA(s) should therefore make their own inquiries and seek such clarifications by 10 December 2024. MSF/MOH shall not be liable to any SSA(s) for any information which is incomplete.

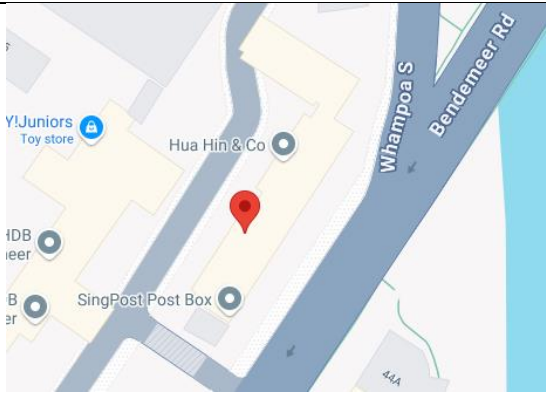
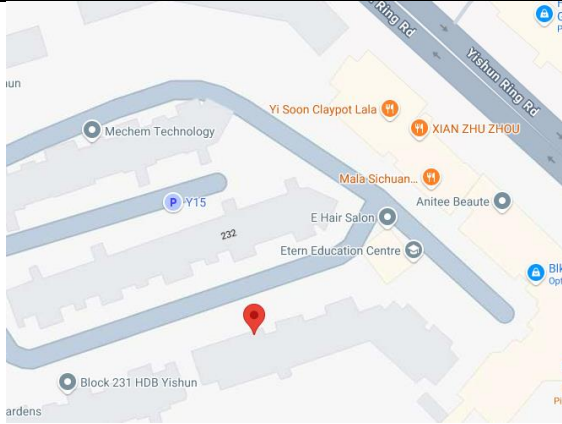
1.9.3 Clarifications and queries pertaining to the bidding exercise and information about the premises shall be made in writing via e-mail to:

<b>Premises under MSF</b>	<b>Officer 1</b>	
	Officer:	Nicholas Kang
	E-mail:	Nicholas_KANG@msf.gov.sg
<b>Premises under MOH</b>	<b>Officer 2:</b>	
	Officer:	See Wanhan
	E-mail:	See_wanhan@moh.gov.sg

1.9.4 All queries shall be directed to the above officers. HDB, SLA, SSO and grassroots organisations reserve the right not to entertain individual enquires from SSAs.

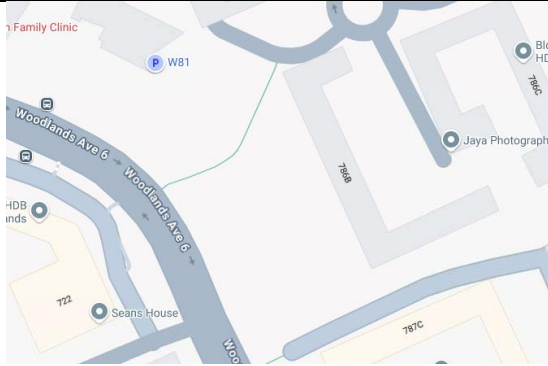

**Annex A**

**Site Location and information sheet**

Location Map	Address	Unit Number	Estimated Floor Area (sqm)	Type of Premises	Town	Allowed Use	Details of Site Visit
	Blk 47 Bendemeer Road	01-1479	244	HDB Vacant Unit	Jalan Besar	<ul style="list-style-type: none"> <li>• Lower-income families</li> <li>• Youth-at-risk</li> <li>• Persons with disabilities</li> </ul>	03 Dec 2025, 10am to 12pm
	Blk 234 Yishun St 21	01-418	249	HDB Vacant Unit	Yishun	<ul style="list-style-type: none"> <li>• Lower-income families</li> <li>• Youth-at-risk</li> <li>• Persons with disabilities</li> </ul>	03 Dec 2025, 10am to 12pm


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Location Map	Address	Unit Number	Estimated Floor Area (sqm)	Type of Premises	Town	Allowed Use	Details of Site Visit
	Blk 786B Woodlands Drive 60	01-99	153	HDB Vacant Unit	Bukit Batok	<ul style="list-style-type: none"> <li>• Lower-income families</li> <li>• Youth-at-risk</li> <li>• Persons with disabilities</li> </ul>	03 Dec 2025, 10am to 12pm
	Blk 13 Bedok South Road	01-605	432.54	HDB Vacant Unit	Bedok	<ul style="list-style-type: none"> <li>• Lower-income families</li> <li>• Youth-at-risk</li> <li>• Persons with disabilities</li> </ul>	03 Dec 2025, 10am to 12pm

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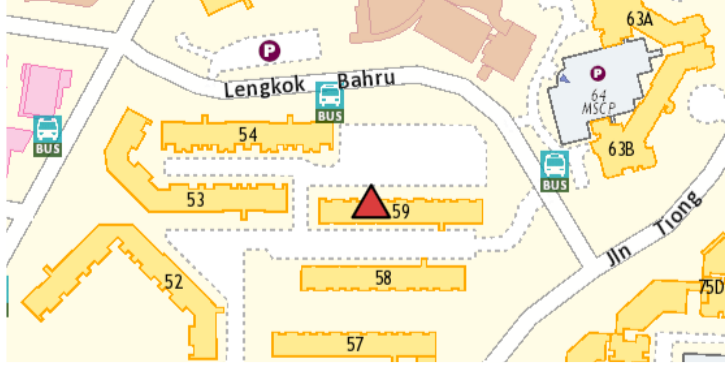
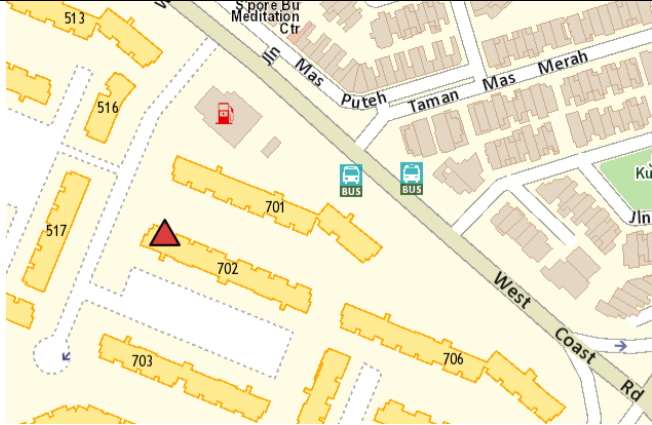
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Location Map	Address	Unit Number	Estimated Floor Area (sqm)	Type of Premises	Town	Allowed Use	Details of Site Visit
	Blk 462A Yishun Ave 6	01-1157	150.3	Existing RN Centre (Note: to take over centre as-it-is condition. There would be a transfer of lease to the awarded SSA)	Yishun	<ul style="list-style-type: none"> <li>• Lower-income families</li> <li>• Youth-at-risk</li> <li>• Persons with disabilities</li> </ul>	03 Dec 2025, 10am to 12pm



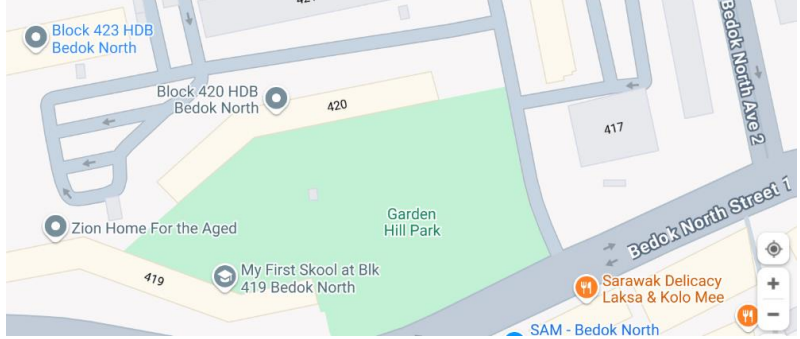
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Location Map	Address	Unit Number	Estimated Floor Area (sqm)	Type of Premises	Town	Allowed Use	Details of Site Visit
	Blk 59 Lengkok Bahru	01-549	83	HDB Vacant Unit	Bukit Merah	<ul style="list-style-type: none"> <li>Lower-income families</li> <li>Youth-at-risk</li> <li>Persons with disabilities</li> </ul>	03 Dec 2025, 10am to 12pm
	702 West Coast Road	01-341	110.9	HDB Vacant Unit	Clementi	<ul style="list-style-type: none"> <li>Lower-income families</li> <li>Youth-at-risk</li> <li>Persons with disabilities</li> </ul>	03 Dec 2025, 10am to 12pm

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Location Map	Address	Unit Number	Estimated Floor Area (sqm)	Type of Premises	Town	Allowed Use	Details of Site Visit
 <p>The map shows the location of Block 420 HDB in Bedok North. It is situated near Garden Hill Park and Bedok North Street 1. Other nearby landmarks include Block 423 HDB, Zion Home For the Aged, My First Skool at Blk 419, and Sarawak Delicacy. The map also shows Bedok North Ave 2 and SAM - Bedok North.</p>	420 Bedok North Street 1	Nil	200sqm	Empty HDB Void Deck Space	Bedok	<ul style="list-style-type: none"> <li>Traditional Chinese Medicine (TCM)</li> </ul>	03 Dec 2025, 10am to 12pm

**Frequently Asked Questions (FAQs)**

**Q1: Who should submit their bids?**

Ans.: SSAs planning to run funded/unfunded social and/or health related services/programmes as specified in item 1.1.2 in an unfunded premises that best meets the needs of the community.

**Q2: What are the parameters for selection, and what is the weightage?**

Ans.: Please refer to the Cover Letter item 1.6.2 for the evaluation criteria and weightage.

**Q3: Will the financial status of the agency be a determinant for selection?**

Ans.: Financial status will be taken into consideration under item 1.6.2 (c) Sustainability of Programme.

**Q4: Does the size of an agency and the length of its existence matter? E.g. Agencies who are still in its developmental stage**

Ans.: We accept applications regardless of SSA's developmental stage, size and length of SSA existence.

**Q5: Will agencies who have services that serve the community in the neighbourhood have higher weightage in the selection criteria?**

Ans.: All agencies applying will be given equal priority during the assessment.

**Q6: Will there be yearly reviews for the use of the space if we were to successfully secure the space?**

Ans.: Please refer to Cover level item 1.6.6, reviews will be conducted before the end of the 3-year tranche. MSF/MOH will assess if the SSA has met these conditions and deliverables before deciding if support for the premises will be renewed for the next 3 years