



INVITATION TO TENDER FOR TRANSPORT SERVICES FOR THE CEREBRAL PALSY ALLIANCE SINGAPORE (“CPAS”)

SECTION C – REQUIREMENT SPECIFICATIONS

A. Background

- 1.1 The Cerebral Palsy Alliance Singapore (hereinafter referred to as “CPAS”) is inviting Tender for the provision of transport services for a period of one (1) year from 1 January 2025 to 31 December 2025, with an option to renew for a further period of twelve (12) months.
- 1.2 Formerly known as Spastic Children’s Association of Singapore, the Cerebral Palsy Alliance Singapore (CPAS), was established in 1957 to provide persons with Cerebral Palsy and multiple disabilities with early intervention, special education, rehabilitation services, day activity centre programmes, vocational training and gainful employment in Singapore. At present, we look after about 800 clients ranging in age from a few months to 55 years old. Our vision is to empower all persons with Cerebral Palsy to realise their full potential and lead fulfilled, dignified lives.
- 1.3 The Contractor is required to provide transport services to support the following programmes under CPAS:
 - (a) EIPIC - Early Intervention Programme for Infants and Children
 - (b) CPASS - Cerebral Palsy Alliance Singapore School
 - (c) Adult Services: DAC - Day Activity Centre
 - (d) Adult Services: GROW - Goodwill, Rehabilitation and Occupational Workshop

B. Scope of Services

1. Type of Transportation Service (Refer to Annex A) The

type of transportation services shall be as follows:

- (a) EIPIC (Refer to Annex AA and AB)
 - (i) The Contractor shall ensure that the EIPIC children are transported to and/or from the scheduled venue from Mondays to Thursdays (except Public Holidays and School Holidays).
 - (ii) There are two (2) locations for EIPIC; CP Centre and EIPIC Cove. Refer to the Conditions of Contract for the relevant definitions.

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(iii) **Commencement and Dismissal time:**
3 HRS X 2 TIMES/ WEEK Programme

- Monday & Tuesday
- Wednesday & Thursday
- 1.30pm to 4.30pm

2HRS X 3 TIMES/ WEEK Programme

- Tuesday, Wednesday & Thursday
- 8am to 10am
- 10.15am to 12.15pm

- (iv) With the approval from the Head of EIPIC, caregiver may accompany the child during the transport. The caregiver shall pay the same amount of Transport Fee as the EIPIC child the caregiver is accompanying.

(b) **CPASS (Refer to Annex AC and AD)**

- (i) The Contractor shall ensure that the SCHOOL children are transported to and/or from the scheduled venue from Mondays to Fridays (except Public Holidays and School Holidays).

(ii) **Commencement and Dismissal time:**

Mondays to Thursdays

| Sessions | Commencement | Dismissal |
|------------|--------------|------------|
| AM Session | 7.45 a.m. | 12.40 p.m. |
| PM Session | 12.30 p.m. | 5.00 p.m. |

Fridays

| Sessions | Commencement | Dismissal |
|------------|--------------|------------|
| AM Session | 7.45 a.m. | 11.30 a.m. |
| PM Session | 1.30 p.m. | 5.00 p.m. |

- (iii) The Contractor shall make the necessary contingent bus transport and pick-up arrangements in the event that the SCHOOL requires both SCHOOL sessions to be combined into one. Examples of such SCHOOL events include; eve of Chinese New Year and eve of National Day.

| Sessions | Commencement | Dismissal |
|-------------------|--------------|------------|
| Combined Sessions | 7.45 a.m. | 10.30 a.m. |

- (iv) With the approval from the School Principal, caregiver may accompany the child during the transport. The caregiver shall pay the same amount of Transport Fee as the SCHOOL child the caregiver is accompanying.
- (v) The Contractor shall provide buses equipped with hydraulic lifts to cater for SCHOOL children with special needs.

- (c) **Adult Services (DAC & GROW) (Refer to Annex AE and AF)**
- (i) The Contractor shall ensure that the DAC and GROW clients are transported to and/or from the scheduled venue from Mondays to Fridays (except Public Holidays).
- (ii) **Commencement and Dismissal time:**
- | Commencement | Dismissal |
|--------------|-----------|
| 9.00 a.m. | 4.00 p.m. |
- (iii) With the approval from the Head of Adult Services, caregiver may accompany the client during the transport. The caregiver shall pay the same amount of Transport Fee as the DAC/GROW client the caregiver is accompanying.
- (iv) The Contractor shall provide buses equipped with hydraulic lifts to cater for DAC and GROW clients with special needs.

2. Travelling Time and New Enrolment

- (a) The Contractor's buses should not arrive at the scheduled venue more than 15 minutes before the commencement time and 15 minutes after the dismissal time of the respective programmes.
- (b) The children and clients shall not have to travel for more than one (1) hour on either journey to or from the scheduled venue unless the same is due to an unforeseen traffic hold up or a bus breakdown.
- (c) The Contractor shall provide bus transport for newly enrolled children and clients within two (2) weeks after the Contractor has been notified in writing by CPAS of the respective children and/or client's acceptance for admission into the respective programmes.
- EIPIC has three (3) confirmed intakes in a year; January, March and July. Ad-hoc intakes could occur in other months.
- (d) The Contractor shall plan the bus transport route for all journeys pursuant to this Contract efficiently although the planned route and time schedules may be subject to changes by the Contractor whenever necessary to accommodate newly enrolled children and/or clients.

3. Failure to Pick-Up Children and/or Clients

- (a) The Contractor shall reimburse the transportation cost incurred by the children and/or clients, including but not limited to taxi fares, when the children and/or clients have waited for the Contractor's scheduled bus for at least twenty (20) minutes and the Contractor has failed to provide the scheduled bus or any bus for transportation of the said children and/or clients to and/or from the scheduled venue due to a bus breakdown or for any reason not acceptable to CPAS.

Cerebral Palsy Alliance Singapore

Cerebral Palsy Centre

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- (b) The Contractor shall inform the caregivers of the children and/or clients in the event of a bus breakdown or any other circumstances which would result in the scheduled bus not being available to transport the children and/or clients to and/or from the scheduled venue, according to the respective programme's time schedule. CPAS shall provide the Contractor with the caregivers' contact phone numbers.

4. Type and Conditions of Buses

- (a) The buses provided shall be air-conditioned and comes with licensed drivers and licensed bus attendants.
- (b) As per point one (1) above, the Contractor shall provide buses equipped with hydraulic lifts to cater for children and clients with special needs.
- (c) All buses supplied by the Contractor shall be properly licensed by the Land Transport Authority ("LTA") and shall meet the LTA's safety requirements for the operations of Private Buses.
- (d) The Contractor shall take out and maintain adequate insurance coverage for all passengers including third party liability insurance and shall provide copies of the said insurance policies to CPAS.
- (e) All the Contractor's buses supplied under the Contract must be kept cleaned, swept, disinfected daily and in good running road worthy condition, including the regular servicing and maintenance of all air-conditioners in all the buses.
- (f) Seat belts that are required under the relevant LTA safety requirements, regulations, codes and guidelines shall be provided for all seats in all the Contractor's buses supplied under the Contract.
- (g) The Contractor shall discourage their bus drivers from using the facilities at CPAS to wash and/or maintain its buses.

5. In the Event of Accident

- (a) The Programme Heads and the caregivers of the children and/or clients shall be notified by the bus driver and/or bus attendant of any accidents that occurred within or with any bus supplied by the Contractor while any child and/or client is on board the said bus within one (1) hour of the accident.
- (b) If a child and/or client suffer any mishap due to the negligence and mishandling by the bus driver and/or attendant while in the Contractor's bus, the Contractor is responsible to make good relevant financial and/or legal claims by the parents of the child and/or client. This includes an accident due to negligence and mishandling of a child and/or client by the bus driver and/or attendant during the hand-over of the child and/or client from bus to and/or from the CP Centre or EIPIC Cove.

Cerebral Palsy Alliance Singapore

Cerebral Palsy Centre

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- (c) The Contractor shall suspend the employment of the any bus driver and/or attendant who is being investigated for any negligence and mishandling of a child and/or client.

6. Responsibilities of Contractor

- (a) The Contractor shall establish a procedure for its respective bus drivers of the buses supplied by the Contractor under the Contract to collect the Transport Fees and to keep proper record of the same. The said bus drivers are responsible for collecting the Transport Fees, and any arrears, within the first week of each month from the caregivers of the children and/or clients.
- (b) The Contractor shall ensure and be responsible for the conduct of the bus drivers and bus attendants at all times while providing the bus transport services under the Contract and shall comply with the duties specified in Annex B.
- (c) The Contractor shall discontinue the services of any bus driver and/or the bus attendant immediately should the said bus driver and/or bus attendant be found, by the Programme Heads and/or the Contractor, to have breached or neglected his or her duties more than three (3) times.
- (d) The Contractor shall ensure that the bus drivers and bus attendants supplied by the Contractor under the Contract are properly licensed and go for annual health checks and that they are physically fit to carry out their respective duties.

7. Responsibilities of Programme Heads

- (a) The Programme Heads shall pay the Contractor the relevant approved subsidies for the children and/or clients on the fifteenth (15th) day of each month by cheque.

8. Termination of Contract

- (a) If the Contractor is in breach of the Contract, CPAS shall within one (1) month initiate a meeting between the Contractor and CPAS to resolve the matter amicably. If the matter cannot be resolved amicably, CPAS may terminate the Contract by giving three (3) months' notice in writing to the Contractor.
- (b) Either the Contractor or CPAS may terminate the Contract by giving three (3) months' notice in writing to the other party or payment in lieu of such notice.

C. Ad-Hoc Bus Services

- (a) The Contractor shall provide bus services for transportation of children and clients for other CPAS events or other purpose, as and when required. Example of such events are; Sports Day, Outings and School Graduation.
- (b) If the ad-hoc bus services are not included in the "Contract Price", Tenderer would have to expressly indicate this in the Tender/Price Schedule.

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