



SCDF SUPPLIER HANDBOOK



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FOREWORD

The Singapore Civil Defence Force (SCDF) is an emergency service provider, entrusted with the mission of ***protecting and saving lives and property for a safe and secure Singapore.***

The SCDF takes pride in saving lives and property, and cares for its officers and those it serves. We recognise that strategic partnerships with our suppliers are critical to achieving our goal of delivering life-saving emergency services to the public.

This Handbook is specially prepared for you, our valued suppliers. Its purpose is to provide important information and tips on doing business with the SCDF. We trust that you will find it useful in your dealings with us and hope to make every experience of doing business with the SCDF a pleasant and delightful one.

Above all, we look forward to your unwavering support and strong commitment, as we seek to realise our vision of being a ***World Class Organisation providing fire fighting, rescue and emergency ambulance services through professionalism, operational excellence and service quality.***

LTC CHONG HOI HUNG
DIRECTOR
LOGISTICS DEPARTMENT
HQ SINGAPORE CIVIL DEFENCE FORCE

ABOUT SCDF



Brief History

The SCDF is a uniformed organisation under the purview of the Ministry of Home Affairs that provides emergency services to the population during peacetime and national emergency. The roots of the organisation date back to the war years when the Advisory Civil Defence Committee comprising the Auxiliary Fire Service and Medical Auxiliary Service were formed in 1941. Since then, the Civil Defence setup in Singapore saw a series of strategic and organisational transformation that culminated in the inception of the National Civil Defence Plan in 1982. This paved the way for the birth of the SCDF in 1986.

Mission

The mission of the SCDF is ***“To protect and save lives and property for a safe and secure Singapore.”***

Shared Vision

Our shared vision is ***“To be a World Class organisation providing fire fighting, rescue and emergency ambulance services through professionalism, operational excellence and service quality.”***

Shared Values

Our shared values are ***“PRIDE & CARE.”***

PRIDE - We take pride in saving lives and property.

CARE - We care for our people and those we serve.

SCDF BUSINESS OPPORTUNITIES

Depending on the estimated value of procurement requirements, SCDF business opportunities to suppliers can come in either one of three modes:

- Small Value Purchase;
- Quotation; or
- Tender.

Small Value Purchase

A **Small Value Purchase** is generally for low-value goods or services that may be carried out directly by SCDF by buying off-the-shelf or by direct purchase from known suppliers or sources.

Quotation

For intermediate-value goods or services, **Quotations** will be invited. In this process, interested suppliers are invited to quote for the goods or services required by SCDF by a certain closing date and time. Upon closure, SCDF will retrieve all the quotes received, evaluate and recommend a supplier for approval by the relevant internal authority.

Tender

For high-value goods or services, **Tenders** will be invited. Tenders are invited via the **Open**, **Selective** or **Limited** modes.

Open Tender

Under an **Open Tender**, all suppliers may participate by responding to Tender Notices.

Selective Tender

Under a **Selective Tender**, a qualification of interested suppliers, based on their capabilities, is first carried out so as to exclude suppliers who do not meet the minimum requirements. Suppliers qualified in this first stage are then invited to submit tenders.

Limited Tender

In a **Limited Tender**, tenders are invited from only a few suppliers, or from one pre-identified supplier. Some instances where a Limited Tender may be used are when no response is received from an earlier Open or Selective Tender, when it concerns national security, or when it is not feasible or practical to call for Open Tenders (e.g. because of intellectual property rights or for works of art).

ABOUT GeBIZ

If you are interested in doing business with the Singapore Government (including SCDF, various Ministries, Organs of State and Statutory Boards), it is necessary for you to be conversant with GeBIZ.

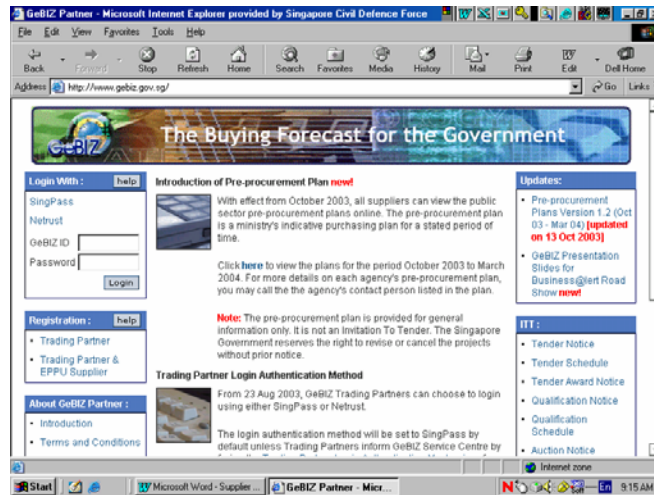
What is GeBIZ?

GeBIZ stands for Government Electronic Business. It is an integrated online business centre where GeBIZ-registered suppliers (known as Trading Partners) can conduct e-commerce with the Singapore Government.

GeBIZ Partner is the Internet portal for the supplier community. Here is where Trading Partners will be able to source for Government-wide business opportunities. At this Web site, Quotation and Tender Notices of all Government Agencies, Ministries, Organs of State and Statutory Boards are published. Through assigned passwords, Trading Partners can enter the system to respond to these Quotations and Tenders electronically.

What is the URL of GeBIZ Partner?

You can access the GeBIZ Partner Web site at <http://www.gebiz.gov.sg>.



DOING BUSINESS IN GeBIZ PARTNER: GETTING STARTED

Pre-requisites

To start doing business with SCDF and other Government Agencies in GeBIZ Partner, you need to do the following:

- Register as GeBIZ Trading Partner; and
- Register as EPPU Supplier.

Registration as GeBIZ Trading Partner

Why register as Trading Partner?

Trading Partner registration enables you to source for Government-wide business opportunities posted on the GeBIZ Partner and to respond electronically to Invitation-To-Quotes (ITQs), Request-For-Quotations (RFQs) and Invitation-To-Tenders (ITTs).

How to register as Trading Partner?

You can register online by clicking on the link “Trading Partner” on the GeBIZ Partner homepage at <http://www.gebiz.gov.sg>. You will then be guided step-by-step on how to fill the online registration form.

After completing and submitting the registration, please remember to follow up with the GeBIZ Service Centre with the supporting documents specified during the registration process.

Is there any cost to register as Trading Partner?

As of now, Trading Partner registration is **free**.

Registration as EPPU Supplier

What is EPPU?

The Expenditure and Procurement Policies Unit (EPPU) is one of the two Government Registration Authorities in Singapore. The other one is the Building and Construction Authority (BCA).

EPPU registers suppliers for goods and services, including pharmaceutical/medical supplies and equipment.

Why register as EPPU Supplier?

As an EPPU Supplier, you can participate in Government Tenders, thus giving you access to more business opportunities.

How to register as EPPU Supplier?

If you are not a Trading Partner yet, please click on the “Trading Partner & EPPU Supplier” link on the GeBIZ Partner homepage at <http://www.gebiz.gov.sg> to register as a Trading Partner and EPPU Supplier.

If you are already a Trading Partner and wish to register as an EPPU Supplier, login to GeBIZ Partner first. Then, from the “Supplier Administration” tab, select “EPPU” and then click on the “Application” link.

Is there any cost to register as EPPU Supplier?

As of now, the processing fee is S\$50.00 per Head registration, subjected to a maximum of S\$500.00 (for 10 Supply Heads or more) for new applications and upgrading.

As of now, for renewals, the processing fee is S\$50.00 per Head, subjected to a maximum of S\$90.00 (for 2 Supply Heads or more).

PARTICIPATING IN SCDF QUOTATIONS

After you have registered as a GeBIZ Trading Partner and preferably as an EPPU Supplier (not mandatory for Quotations), you can participate not just in SCDF Quotations, but also in the Quotations of all other Government Agencies.

Who to approach for assistance on SCDF Quotations?

For **technical** issues, problems or questions relating to the use of the GeBIZ Partner, you can contact:

GeBIZ Service Centre Helpdesk
Tel: 6235-3833

For issues, problems or questions relating to **specifications** of specific ITQs, you can contact the SCDF officer-in-charge at the telephone number indicated in the “Instructions to Suppliers” section of the ITQ Notice.

For issues, problems or questions relating to ***purchasing procedures or administration***, you can contact:

**Assistant Director Logistics Department
(Purchasing)
HQ SCDF
Tel: 6848-3605**

or

**Staff Officer (Quotation Management)
Logistics Department
HQ SCDF
Tel: 6848-3632**

Some Useful Tips on Responding to SCDF ITQs in GeBIZ Partner

- Use separate lines for alternative offers.
- Attach electronic catalogues to your GeBIZ price quotes wherever necessary. If the electronic catalogues are too large to be attached, please make arrangement to deliver the hardcopy catalogues to us physically.
- When required by SCDF in the ITQ Notice, attach itemised cost breakdown together with your price quotes.
- Check your price quotes to make sure that they are correct before submitting. GeBIZ Partner does not allow corrections after Quotation closure.

- Submit your price quotes early to avoid last-minute rush. GeBIZ Partner forbids submissions after the closing date and time. We also do not accept late submissions.
- To ensure that GeBIZ Partner accepts your submission, make sure that you receive a system-generated Response Number. Print out the Response Number as evidence that you have successfully submitted your quotes.

PARTICIPATING IN SCDF TENDERS

After you have registered as a GeBIZ Trading Partner and as an EPPU Supplier (mandatory for Tenders), you can participate not just in SCDF Tenders, but also in the Tenders of all other Government Agencies.

Who to approach for assistance on SCDF Tenders?

For ***technical*** issues, problems or questions relating to the use of the GeBIZ Partner, you can contact:

GeBIZ Service Centre Helpdesk

Tel: 6235-3833

For issues, problems or questions relating to ***specifications*** of specific ITTs, you can contact the SCDF officer-in-charge at the telephone number indicated under the "Contact Person" section of the ITT Notice.

For issues, problems or questions relating to ***purchasing procedures or administration***, you can contact:

Assistant Director Logistics Department (Purchasing)

HQ SCDF

Tel: 6848-3605

or

Staff Officer (Tender Management) Logistics Department

HQ SCDF

Tel: 6848-3630

Where to obtain SCDF Tender Documents?

All SCDF Tender Documents are attached in softcopy at the end of the ITT Notices. You can electronically download the Documents or click on the hyperlinks and print. Hardcopy versions will not be available.

Modes of Tender Invitation and Response

Under the GeBIZ Partner, Tenders can be invited and responded through one of three different modes:

- “Manual” mode;
- “Electronic” mode; or
- “Both” mode.

“Manual” Mode

This mode requires that you submit your Tender proposals completely in hardcopy through the designated Tender Box at the Customer Service Centre, HQ SCDF.

“Electronic” Mode

This mode requires you to submit your Tender proposals electronically via the GeBIZ Partner. All catalogues and supporting documents are to be attached electronically.

“Both” Mode

This mode requires you to submit your Tender prices electronically via the GeBIZ Partner. However, should you have catalogues and supporting documents that are too large to be attached electronically, you may submit them in hardcopy through the designated Tender Box at the Customer Service Centre, HQ SCDF.

Some Useful Tips on Responding to SCDF ITTs in GeBIZ Partner

“Manual” Mode

- Ensure that the following mandatory Tender Documents are duly completed, signed (where required), stamped with your Company chop (where required) and submitted to us:
 1. Invitation To Tender Form;
 2. Form of Tender;
 3. Additional Clauses;
 4. Additional Requirements; and
 5. Declaration of Government Equity Participation.
- When required by us in the Tender specifications, attach catalogues, itemised cost breakdown and compliance statement together with your Tender prices.

- Check your Tender prices to make sure they are correct before submitting. Corrections are not allowed after Tender closure.
- Submit your Tender proposals early to avoid last-minute rush. We do not accept late submissions.
- At the point of submission, ensure that:
 1. Your Tender proposals are properly sealed in envelopes with the Tender labels visibly pasted at the top right corner;
 2. The date and time of your submission are visibly printed by the clocking machine at the Customer Service Centre, HQ SCDF; and
 3. Your Tender proposals are dropped into the correct designated Tender Box at the Customer Service Centre, HQ SCDF.

“Electronic” Mode

- When required by us in the Tender specifications, attach catalogues, itemised cost breakdown and compliance statement together with your Tender prices.
- Check your Tender prices to make sure they are correct before submitting. GeBIZ Partner does not allow corrections after Tender closure.
- Submit your Tender proposals early to avoid last-minute rush. GeBIZ Partner forbids submissions after the closing date and time. We also do not accept late submissions.

- To ensure that GeBIZ Partner accepts your submission, make sure that you receive a system-generated Response Number. Print out the Response Number as evidence that you have successfully submitted your Tender prices.

“Both” Mode

- As far as possible, submit your Tender prices (mandatory) and your supporting documents (optional) electronically through GeBIZ Partner.
- When required by us in the Tender specifications, attach catalogues, itemised cost breakdown and compliance statement together with your Tender prices.
- Check your Tender prices to make sure they are correct before submitting. GeBIZ Partner does not allow corrections after Tender closure.
- Submit your Tender proposals early to avoid last-minute rush. GeBIZ Partner forbids submissions after the closing date and time. We also do not accept late submissions.
- To ensure that GeBIZ Partner accepts your submission, make sure that you receive a system-generated Response Number. Print out the Response Number as evidence that you have successfully submitted your Tender prices.

- Should the supporting documents be too large to be submitted electronically through GeBIZ Partner, you may physically submit them through the designated Tender box at the Customer Service Centre, HQ SCDF, before the closing date and time. At the point of submission, ensure that:
 1. Your supporting documents are properly sealed in envelopes with the Tender Reference Number and your Company name visibly indicated at the top right corner;
 2. The date and time of your submission are visibly printed by the clocking machine at the Customer Service Centre, HQ SCDF; and
 3. Your supporting documents are dropped into the correct designated Tender Box at the Customer Service Centre, HQ SCDF.

NOTIFICATION OF AWARD

All successful suppliers shall be notified after the decision to award is made. Depending on whether you participated in a Small Value Purchase, Quotation or Tender, the mode of notification may differ.

Small Value Purchases and Quotations

For Small Value Purchases and Quotations, notification of award often takes the following forms:

- A Purchase/Works Order shall be faxed to you as order placement; or
- A Letter of Acceptance shall be faxed to you to proceed with the delivery of the goods or services.

Tenders

For Tenders, you will be notified as follows:

- You will receive a telephone call from us to come down to HQ SCDF to collect the hardcopy Letter of Acceptance in duplicate.
- You are to sign the Letter of Acceptance and impress your official Company Stamp on one of the copies and return it to us before the deadline stipulated.
- Thereafter, a Purchase/Works Order shall be faxed to you as order placement.

Unsuccessful Suppliers

Although you will not be individually notified if you were unsuccessful, you can still view the results of Quotations (if invited via the GeBIZ) and Tenders at the GeBIZ Partner Web site at **www.gebiz.gov.sg**.

SECURITY DEPOSITS FOR TENDERS AWARDED

Rationale

For Tenders with actual value exceeding a certain limit, the SCDF may require the successful Tenderer to place a Security Deposit as a safeguard to ensure that the goods or services required are delivered promptly in accordance with the Terms and Conditions of the Tender.

In the event the successful Tenderer does not fulfil his obligations under the Terms and Conditions of the Tender, we reserve the right to approach other suppliers to rectify the problem or to obtain outstanding quantities. The additional cost involved would be charged against the Security Deposit held.

Placement Modes

If it is indicated in the Letter of Acceptance that you are required to place a Security Deposit with us, please note that we only accept the following placement modes:

- Banker's Guarantee; or
- Insurance Performance Bond.

We do not accept cash or NETS payment modes.

Discharge of Security Deposit Obligation

The Security Deposit shall be retained until:

- The goods or services required are satisfactorily delivered; or
- The period contract established by the Tender expires and there are no outstanding performance-related issues to be resolved.

In such cases, we shall promptly notify the Bank or Insurance Company concerned to immediately discharge you of the Security Deposit obligation.

DELIVERY OF GOODS AND SERVICES

Where and When?

Upon order, the goods or services must be delivered according to the terms specified in the Purchase/Works Order raised to you.

Specifically, the goods or services must be delivered to the **Receiving Officer (RO)** at the **delivery address stated** by the **due date specified** in the Purchase/Works Order.

Consequence of Late Delivery

We expect all suppliers to faithfully deliver the goods or services required punctually by the due date specified.

- In the event that you fail to deliver any goods or services by the due date specified, we reserve the discretionary right to execute the actions stipulated in the contract terms and conditions.

INVOICING AND PAYMENTS

Who to send Invoices to?

After the delivery of goods or services, all invoices must be sent promptly to:

**Staff Officer (Invoicing)
Purchasing Branch
Logistics Department
HQ SCDF
91 Ubi Avenue 4
Singapore 408827**

General Terms of Payment

As a Government Agency, we subscribe to the following Terms of Payment:

- Unless otherwise stated, payments for goods or services will generally be made only after the delivery of the goods or services and certification by the Receiving Officer (RO).
- Progress or milestone payments are generally not practised, except for construction projects. For construction projects, progress or milestone payments are made only upon satisfactory completion of measurable milestones mutually agreed by the SCDF Project Manager and the Contractor.

Mode of Payment

The mode of payment is by Inter-Bank GIRO (IBG). Before IBG payments can be made, you must open an IBG Account with the Government. The IBG Application Form is available at Logistics Department, HQ SCDF.

Who to approach for assistance on Invoicing and Payments?

For issues, problems or questions relating to ***invoicing***, you can contact:

**Assistant Director Logistics Department
(Purchasing)
HQ SCDF
Tel: 6848-3605**

or

**Staff Officer (Invoicing)
Logistics Department
HQ SCDF
Tel: 6848-3628**

For issues, problems or questions on ***payments***, you can contact:

**Assistant Director Finance Department
(Accounts & Revenue)
HQ SCDF
Tel: 6848-1604**

Some Useful Tips on Invoicing and Payments

- Quote the SCDF Quotation or Tender Reference Numbers in your invoices.
- Check the item descriptions, quantities and prices in your invoices to ensure complete accuracy.
- Despatch your invoices to us immediately after delivery.

WHAT SCDF VALUES IN SUPPLIERS

As an emergency service provider, the SCDF often operates under demanding conditions.

We therefore value the following in our suppliers:

- Goods or services provided must be in accordance to our specified requirements and be of good quality and/or workmanship.
- Goods or service delivery must be on time as committed in the Letter of Acceptance and/or Purchase/Works Order.
- Suppliers should respond to our queries promptly.

SCDF SUPPLIER PARTNERSHIP PROGRAMME

The SCDF recognises that strategic partnerships with our valued suppliers are critical to achieving our goal of delivering life-saving emergency services to the general public both in peacetime and national emergency.

We have therefore institutionalised a Supplier Partnership Programme to nurture closer working relationships and partnerships with our valued suppliers.

Under this Programme, all suppliers doing business with the SCDF would be rated in terms of timeliness of goods or service delivery as well as acceptance of goods or services delivered.

Suppliers who have consistently achieved good ratings over the years can expect to see further business opportunities with us. Depending on the nature of our procurement requirements, these could take the form of Memoranda of Understanding or Joint Ventures in new product development with promising commercial value. For instance, the SCDF has successfully developed and patented the Water Mist Gun with one of our valued suppliers.

We are always ready to forge strong partnerships with you, our valued suppliers, to achieve mutual benefits in a win-win fashion.