

REQUEST FOR PROPOSAL (RFP) SPECIFICATIONS

Programme Title: Top Executive Workplace Safety and Health Programme (TEWP)

Requesting Agency: Workplace Safety and Health Council (WSHC)

RFP Number: WSHC-FY23-RFP-001

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EXECUTIVE SUMMARY

The Workplace Safety and Health Council (WSHC) is a tripartite body which leads and works with the industry in Workplace Safety and Health (WSH) engagement and capability building. It works closely with the Ministry of Manpower (MOM), industry, unions, professionals, trade associations and other government agencies to raise WSH standards in Singapore.

WSHC is currently accepting proposals from interested and qualified training providers (hereinafter referred to as the “Bidders”) to deliver the “Top Executive Workplace Safety and Health Programme” (hereinafter referred to as “the Programme” or “TEWP”).

The proposal will require successful Bidders to develop and conduct either an e-learning course or in-person training, or both, on topics related to workplace safety and health targeted at Chief Executive Officers (CEOs) and/or Board Directors. The term of appointment for successful Bidders will be for a period of three (3) years with effect from 2 October 2023, with the option by WSHC to renew the appointment [at WSHC’s sole and absolute discretion] for a further two (2) years.

BACKGROUND

1. The MOM announced on 23 May 2023 that the Chief Executive Officer (CEO) or a Board Director of all companies in the Construction, Manufacturing, Transport & Storage and Marine industries shall be required to attend a half-day “Top Executive WSH Programme” by March 2024. The Programme shall replace the existing bizSAFE Level 1 training course and shall be recognised for bizSAFE Level 1 application.
2. The Programme is designed for CEOs and/or Board Directors to build their understanding and knowledge of workplace safety and health, with special focus on the Approved Code of Practice on Chief Executives’ and Board of Directors’ Workplace Safety and Health Duties (ACOP). It will help corporate leaders in guiding the development of their companies’ WSH capabilities.

OBJECTIVES

3. The objective of this Request for Proposal (RFP) is to solicit proposals from interested and qualified training providers (hereinafter referred to as the “Bidders”) to deliver the Programme. The successful Bidders shall develop and conduct either an asynchronous e-learning course or in-person training course, or both, on workplace safety and health (WSH) based on the Scope of Work as stipulated in paragraphs 11 and 12 for WSHC.
4. The Programme covers, but is not limited to, the following modules:

Module Number	Module Title
1	The importance of WSH for businesses
2	Your legal responsibilities for WSH as CEO or Board Member
3	Fulfilling legal responsibilities under the ACOP
4	Preparing a WSH policy

5. The intended learning outcomes of the Programme for participants are as follows:
 - i. Understand why their businesses should be interested in WSH;
 - ii. Know what resources or information their companies can tap on to build its WSH capabilities; and
 - iii. Know what actions they can take to improve the WSH processes in their company.
6. The Programme requires companies in selected industries to have either their CEO or a Board Director overseeing WSH to attend. Nonetheless, we will encourage companies to send other officers involved in WSH to attend, if they feel it is relevant for them. Bidders’ proposals may be for a Programme that is targeted at both CEOs and Board Directors, or either of those groups.

PRE-QUALIFICATION CRITERIA

7. Interested Bidders shall meet the following pre-qualification criteria for their submission proposals to be considered (Please attach these supporting documents together with Annex A):
 - i. Have registered as a trade union under the Trade Unions Act 1940, or with the Accounting and Corporate Regulatory Authority or Registry of Societies as a continuing education and training organisation or an institute of higher learning under the Ministry of Education;
 - ii. Demonstrate sound financial health status;
 - iii. Does not have a disciplinary track record with any regulatory bodies due to fraudulent practices or non-compliance to date; and
 - iv. Demonstrate a track record in conducting training for at least 200 trainees in 2022 in either (a) training meant for senior management or (b) Workforce Skills Qualifications (WSQ) accredited WSH training programmes.
8. For Bidders that intend to offer the e-learning version of the course, they are also expected to be readily equipped with a Learning Management System (LMS) for e-learning. For Bidders who intend to offer the in-person version of the course, they are expected to have appropriate facilities and resources for in-person training as part of their proposals.
9. The LMS should minimally comprise of these 5 core functionality components:
 - i. Learning Content Management System;
 - ii. Learning Delivery System;
 - iii. Learning Administration;
 - iv. Team Learning Environment; and
 - v. Learning Records System.
10. Be able to demonstrate a strong governance system to deliver quality training and assessment, for example being certified to SkillsFuture Singapore's WSQ System or ISO 29993:2017.

SCOPE OF WORK

11. The mandatory scope of work for e-learning comprises the following:
 - i. Development of E-learning Courseware;
 - a) Project Management;
 - b) Requirement Study;
 - c) Prototype Design;
 - d) Content Analysis;
 - e) Content Design and Development;
 - f) Storyboard Development;
 - g) Scripting;
 - h) Voice Over;
 - i) Subtitles;
 - j) Development of Courseware;
 - k) User Acceptance Test (UAT);
 - l) Documentation; and
 - m) Problem Resolution and Technical Maintenance Support Services.
 - ii. Translating, proofreading and subtitling of approved E-learning courseware into Mandarin, Malay and Tamil languages using MOM-approved translators unless otherwise advised;
 - iii. Incorporation of an online declaration by participants into the online registration process;

- iv. Adoption of Singpass Authentication for programme registration and participation (including multiple logins); and
 - v. Uploading of training records via MOM's Training Record System (TRS).
12. The scope of work for in-person training consists of the following:
- i. Translating, proofreading and subtitling of WSHC training guidance material into Mandarin, Malay and Tamil languages using MOM-approved translators unless otherwise advised;
 - ii. Identifying qualified and competent facilitators to deliver the Programme and nominate them for interviews conducted by WSHC to qualify as approved facilitators;
 - iii. Incorporation of an online declaration by participants into the online registration process;
 - iv. Adoption of Singpass Authentication for programme registration;
 - v. System to verify in-person attendance and establish identity match with registrants;
 - vi. Injection of learning activities to promote discussion and sharing amongst learners; and
 - vii. Uploading of training records via MOM's TRS.

E-LEARNING REQUIREMENTS

13. WSHC shall provide the content guidance material for the successful Bidders to propose how to present the content and incorporate activities that are suitable for engaging the target learners. The content shall support interactive and meaningful learning to achieve the desired learning outcomes. Bidders are encouraged to propose additional content (e.g., industry-specific case examples) to augment the WSHC content, but shall not omit any of the WSHC content guidance material.
14. The expected total duration of the entire e-learning courseware is between 120 to 180 mins.
15. A variety of multimedia such as animation, graphic, clip art, video and audio clips with voiceovers and subtitles shall be applied to illustrate the content.
16. Activities shall be adopted in the development of the courseware where learners are able to complete knowledge checks to validate knowledge retention for the modules stated in paragraph 4.
17. There shall be user-friendly features such as flexibility to return to any page, navigation icons and buttons, downloading of contents for reference and showing proof of completion of modules.
18. The modules shall adopt a sequential learning path where learners are not allowed to skip or fast-forward any segment to ensure learners go through the whole module for complete learning. After completion of all the modules, the courseware shall allow for learners to re-visit any previous modules should they require to.
19. While the successful Bidders shall propose the storyboard for the courseware, WSHC reserves the right to modify it to achieve the desired learning outcomes.
20. The successful Bidders shall provide a variety of local voiceovers and graphic options for WSHC to consider.
21. The format and resolution of any multimedia used shall be suitable for the contents.
22. The e-learning content shall include, but is not limited to, the following:
- i. Value of WSH
Participants shall view videos of top business executives explaining how investing in WSH had benefitted their businesses. Bidders may propose for WSHC or other partners to work with to develop the videos to be used in the LMS.

- ii. ACOP
Participants shall view a short video developed by WSHC, which focuses on the ACOP, followed by an explanation of the four core principles of the ACOP. There shall be a recap of at least 5 questions to reinstate and reinforce participants' understanding on the key points covered. The correct answers shall be shown to participants for learning purposes. Case studies with recommended answers shall also be shared with participants to trigger reflective learning.
 - iii. Root Cause Analysis
Besides summarising root causes of accidents in the various industries, there shall also be case studies with key learning points. Participants have the option to select the cases from any industry for learning purposes.
 - iv. Commitment to WSH through a WSH Policy
Participants shall be shown samples of WSH policies and a checklist of what a WSH policy should encompass.
23. The successful Bidders shall issue each participant a Certificate of Completion using a template to be provided by the WSHC.
24. The successful Bidders shall ensure that the e-learning courseware is designed, developed, tested and implemented in accordance with WSHC's requirements.
25. Notwithstanding the above requirements listed above, WSHC reserves the right to consider and appoint Bidders who can establish a robust implementation plan and deliver the Programme effectively.

IN-PERSON TRAINING REQUIREMENTS

26. WSHC shall provide the content guidance material for the successful Bidders to propose how to present the contents and incorporate activities such as discussions and role plays that are suitable for engaging the target learners. The content shall support interactive and meaningful learning to achieve the desired learning outcomes. Bidders are encouraged to propose additional content (e.g., industry-specific case examples) to augment the WSHC content, but shall not omit any of the WSHC content guidance material.
27. The total duration of the in-person training should not exceed 180 mins.
28. The Bidders should suggest learning activities to engage the learners in discussion and sharing (e.g., case discussions, role plays).
29. The in-person training shall occur in a conducive and safe training venue, with adequate facilities to support interaction and learning suitable for the CEOs and/or board directors;
30. The in-person training shall have facilitators who meet the following criteria:
- i. Competent with relevant WSH competencies and adept at communicating with and engaging top management; AND
 - ii. Preferably have relevant qualifications in WSH (e.g., WSQ Specialist Diploma in WSH) and in training and assessment [e.g., WSQ Advanced Certificate in Training and Assessment (ACTA)/WSQ Advanced Certificate in Learning and Performance (ACLP)], with at least 5 years of industry experience, OR possesses corporate experience at managerial level and demonstrate the competency in delivering WSH contents. Recommended facilitators would be required to attend a selection interview conducted by the WSHC;

31. Successful Bidders shall identify qualified and competent facilitators to deliver the Programme and nominate them for interviews conducted by WSHC to qualify as approved facilitators;
32. The successful Bidders shall issue each participant a Certificate of Completion using a template to be provided by the WSHC.

ADDITIONAL REQUIREMENTS

33. The successful Bidders are expected to meet the following conditions, failing which WSHC may terminate the appointment:
 - i. To be certified to ISO 29993:2017 for the Top Executive WSH Programme within one year from the appointment date;
 - ii. To ensure the course developer(s) possess the Diploma in Adult Continuing Education (DACE) or Diploma in Design and Development of Learning for Performance (DDDLP);
 - iii. To acquire the necessary Information Technology (IT) infrastructure to support the MOM TRS and other IT systems specified by MOM/WSHC from time to time. Specifically, the successful Bidders must have the hardware and the latest version of Automated Marking System (AMS) software to facilitate the uploading of training records.
 - iv. To upload the training records to MOM TRS within 5 working days of the completion of the training;
 - v. To publicise and conduct regular course runs to meet industry demand;
 - vi. To have a computerised administrative system to maintain and backup proper records of all trainings, including trainee particulars, for submission to WSHC;
 - vii. To support the WSHC in driving and promoting the Programme, including media feature of success stories;
 - viii. To support the WSHC in any data studies and surveys, if any; and
 - ix. Be subjected to regular checks and audits by MOM and/or the WSHC, or agents appointed by them.

TERMS OF APPOINTMENT

34. Successful Bidders shall be appointed for a period of up to three (3) years with effect from 2 October 2023, with the option to renew said appointment [at WSHC's sole and absolute discretion] for a further two (2) years. The WSHC may review the contract and reserves the right to amend the terms and conditions of the appointment period.
35. WSHC will provide content guidance and material updates, teaching resources including videos to be used, and marketing of the TEWP to the industry. Successful Bidders shall undertake the costs to implement the Programme, including IT system development and maintenance charges, rental of space, staff costs and salaries, curriculum enhancement costs, training materials, marketing costs, and any other related costs to be used for the delivery of the training programme. Successful Bidders can recoup their investment costs through the collection of the course fees.
36. The appointment of Bidders shall be enforceable and valid for the whole duration of the Programme from the time of award to the full and satisfactory completion of the Programme as stated in this RFP specifications.

PROPOSAL SUBMISSION FORMAT

37. The proposal submission should provide comprehensive coverage, but is not limited to the following:
- i. Company Background
Provide the corporate philosophy, description of capabilities, capital resources, manpower resource, staff strength, client list, records of significant achievements and awards, portfolio of past similar projects, etc;
 - ii. Relevant Experience/ Track Record of Similar Projects
Furnish the curriculum vitae of team members (including their names, designations, academic and WSH qualifications, work experience, involvement in relevant projects) involved in this project and the roles they will perform. This includes facilitators who will be delivering the training programme.
 - iii. Full Implementation Plan
List and explain the methodology and capabilities to meet the Scope of Work and requirements set out in this RFP specifications, including (a) a detailed milestone timeline for the proposed execution of the Programme (Refer to Annex B), (b) developing an e-learning storyboard based on the topic "The Importance of WSH for businesses" for proposal presentation as stipulated in paragraph 42, and (c) proposed pricing with clear itemised breakdowns for e-learning and in-person training.
 - iv. Learning Management System (LMS)
Describe and explain the characteristics, technical aspects and features of your LMS for the administration and execution of the Programme as stipulated in paragraph 8.
 - v. Training Capacity and Curriculum
Indicate the capacity you could deliver in terms of: (a) number of trainees to complete the online training per month and per year; and/or (b) number of trainees to complete the in-person training per month and per year.
Also indicate your plans for pedagogical innovation to improve the efficiency and effectiveness of training and assessment.
 - vi. Financial practices and business viability
Explain your company's marketing strategies and abilities for the Programme.
 - vii. Any Other Information/ Optional Services
Provide any other information or highlight any services that may support the Programme.
38. The proposal must be submitted in the format as indicated in Annex C and includes a declaration from an authorised representative of the company.
39. Any work in this proposal that is outsourced or contracted must be clearly disclosed and stated. Description of the companies and/or individuals contracted for the work must be listed clearly.

SHORTLISTING CRITERIA

40. The proposals will be shortlisted based on the following criteria:
- i. Annex A: Bidder Information Form
 - ii. Completeness of Proposal Submission (Annex C), including compliance to pre-requisites as stipulated in paragraphs 7 to 10; and

- iii. Compulsory attendance of RFP clarification briefing
- 41. Bidders who follow and comply with the pre-qualification criteria and proposal submission format will be considered for further evaluation.
- 42. Shortlisted Bidders will be invited to present their proposal to representatives of WSHC between 28 August to 30 September 2023. More administrative details of the presentation will be furnished closer to these dates.

EVALUATION CRITERIA

- 43. All valid proposal submissions shall be evaluated based on:
 - i. Company and project team credentials, experience and track record of similar projects;
 - ii. Robustness of implementation plan;
 - iii. Quality of programme content and delivery, such as the extent and mode of interactivity, industry-specific case examples, appropriateness of content to, and ability of content to engage, CEOs and/or Board Directors; and
 - iv. Proposal Presentation as stipulated in paragraph 42.
- 44. WSHC will evaluate all RFP submissions and reserve the rights to appoint all or some of the bidders to run the Programme. Any decision made by WSHC shall be final.

RFP CLARIFICATION BRIEFING

- 45. There will be a briefing for interested Bidders on the overview of the Programme and to address any clarifications on this Programme.
- 46. Attendance for the briefing is compulsory for the award of this RFP. The briefing will be conducted virtually online, and each Bidder can nominate up to 2 persons to attend this briefing.
- 47. Details of the briefing are as follows:

Date: **14 Aug 2023, Mon**
Time: **10.00 to 11.00am**
Venue: **MS Teams**
- 48. Interested Bidders can register their attendance for the briefing by scanning the QR code below. Registration ends on **11 Aug 2023, Friday at 10.00 am**.



SUBMISSION DEADLINE

49. Closing date for submission is on **21 Aug 2023, 10.00am** (Singapore Time, GMT 8+). Any proposal received after this date and time will not be considered and reviewed by WSHC.

50. Bidders are to submit their proposals:

- i. in a sealed envelope containing hard copies of the submission and depositing it to the mail room at:

Workplace Safety and Health Council
1500 Bendemeer Road #04-01
Singapore, 339946
Attention: Mr Muhamad Hafiz Bin Abdul Rahim

AND

- ii. electronically by uploading to WSHC OneDrive. The link will be shared after the RFP Clarification briefing. Please title your submission <company's name>.

51. The sealed envelope shall clearly indicate the following:

- i. RFP Name and No.;
- ii. Name and address of Bidder; and
- iii. Attention to:

Affixed with your company's official stamp.

ENQUIRIES

52. For clarification on this RFP document, please reach out to the following officer:

Muhamad Hafiz Bin Abdul Rahim
Manager (Competency and Leadership Development)
Workplace Safety and Health Council
Email address: hafiz_abdul_rahim@wshc.sg

ANNEX A: BIDDER INFORMATION FORM**Instruction**

Please complete all sections by filling up **ALL** fields. Additional information can be provided as references to this form by attaching them together. Do not provide external links for your references.

Section A: Corporate Information			
Company's Name		Contact Person's Name	
Company's Address		Contact Person's Email Address	
Company's UEN		Contact Person's Mobile Contact No.	
Company's Business Profile & Track Record in E-learning Projects			

By submitting this form, you (i) consent to the collection, use and disclosure of any personal data (as defined in Section 2(1) of the Personal Data Protection Act 2012) contained in this form by the WSHC (or its agents) for the purpose of the processing, administration and analysis by the WSHC (or its agents) of your proposal, and in order for the WSHC (or its agents) to comply with any applicable laws, regulations and/or guidelines (collectively, the "**Purposes**"); (ii) warrant that where personal data of another individual(s) has been disclosed to the WSHC (or its agents), you have obtained the prior consent of such individual(s) for the collection, use and disclosure by the WSHC (or its agents) of the personal data of such individual(s) for the Purposes; and (iii) agree that you will indemnify the WSHC in respect of any penalties, liabilities, claims, demands, losses and damages as a result of your breach of warranty.

I declare that my company as listed above is free from financial embarrassment and does not have any disciplinary record with any regulatory bodies due to fraudulent practice or non-compliance. I understand that my proposal submission may be void if my declaration is not in accordance with the requirements.

Name, Designation & Signature

Date

ANNEX B: PROJECT SCHEDULE

Bidders are to propose a detailed schedule to meet the following milestones for e-learning delivery.

SN	Milestones	Start Date	End Date
1	Signing of Appointment Agreement	2 Oct 2023 ¹	2 Oct 2023 ¹
2	E-learning storyboard and prototype presentation to WSHC		
3	Adoption of Singpass Authentication for programme registration and attendance-taking		
4	Incorporation of an online declaration by participants into the online registration process		
5	Translating, proofreading and subtitling of E-learning Programme into Malay, Tamil and Mandarin		
6	Final product of TEWP presentation to WSHC		
7	Full integration into LMS and User Acceptance Test		
8	Submission of information to WSHC on the Programme website and collaterals for approval		
9	Resolving technical issues of e-learning and LMS		
10	Expected launch of E-learning programme		

AND/ OR

Bidders are to propose a detailed schedule to meet the following milestones for in-person training.

SN	Milestones	Start Date	End Date
1	Signing of Appointment Agreement	2 Oct 2023 ¹	2 Oct 2023 ¹
2	Furnishing facilitator(s) nominations and their CVs for TEWP interview by WSHC		31 Oct 2023
3	Submission to WSHC on the in-person training capabilities (e.g., training venue, suggestions of learning aids to promote learners' interaction)		
4	Adoption of Singpass Authentication and declaration form for programme registration		
5	Incorporation of an online declaration by participant into the online registration process		
6	Translating, proofreading and subtitling of E-learning Programme into Malay, Tamil and Mandarin		
7	Submission of information to WSHC on the Programme website and collaterals for approval		
8	Train the trainer session		
9	Expected launch of in-person training		

Note:

¹ Signing of Appointment on 2 Oct 2023 or a later date as notified by WSHC.

ANNEX C: PROPOSAL TEMPLATE

Instruction:

Please complete all sections. Additional information can be provided as references to this proposal form by attaching them together. Do not provide external links for your references.

Indicate your interest of the mode of TEWP delivery¹
<input type="checkbox"/> e-learning <input type="checkbox"/> in-person <input type="checkbox"/> e-learning & in-person
Indicate your target participants
<input type="checkbox"/> CEO <input type="checkbox"/> Board Director <input type="checkbox"/> Both
Company Background
Relevant Experience/ Track Record of Similar Projects
Full Implementation Plan
Learning Management System (LMS)
Training Capacity and Curriculum
Financial practices and business viability
Any Other Information/ Optional Services

¹Bidders are allowed to apply to change modes of TEWP delivery subject to WSHC approval.