

## Open Call for Proposals to Provide Early Childhood Relief Staff

### Instructions to Service Providers

1. Early Childhood (EC) educators are the bloodline of the EC sector. ECDA is committed to support EC educators and give them time and space for their professional and personal development to enable them to do their jobs well. As part of ECDA's ongoing efforts to improve the educators' working conditions, **we are inviting eligible service providers to submit proposals to provide affordable relief staff services which can be accessed by the EC sector.** Preschools can tap on the relief staff for continuity of services as their educators take time off for development and other purposes.
2. Recognising the rich experience and capabilities of service providers in the manpower and EC sectors, ECDA wishes to tap on these strengths to help our preschools access affordable relief staff. Specifically, to help appointed service providers grow their pool of relief staff, ECDA will share leads on educators and programme staff who have left the EC sector but are open<sup>1</sup> to be contacted on opportunities to be a relief staff.
3. Service providers must meet the following pre-requisites to submit a proposal:
  - a. **Track record:** Service provider should have (i) at least 2 years of experience in providing manpower/staffing services or (ii) at least 2 years of experience in providing and managing products or other services for the EC sector.
  - b. **Type of entity:** Service provider shall be a business, society or association registered in Singapore.
  - c. **Governance and accountability:** Service provider must also declare any past insolvency or bankruptcy episodes over the past 5 years.
4. The service provider shall submit the documents listed in Table 1 to ECDA, together with any other supporting documents deemed necessary. These shall be submitted via email to [tang\\_wing\\_sze@ecda.gov.sg](mailto:tang_wing_sze@ecda.gov.sg) and [ong\\_zee\\_yun@ecda.gov.sg](mailto:ong_zee_yun@ecda.gov.sg). The deadline for submission is **10 May 2024 (Friday) at 5:00pm sharp.**

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<sup>1</sup> These are educators and programme staff who have consented to being contacted by ECDA, other Government agencies, and ECDA-authorized non-Government entities (including recruitment agencies) for job opportunities (e.g. relief staff).

Table 1: Documents to be submitted in the proposal

<b>Documents</b>
Part 1: Details of Proposal, including supporting documents (see Proposal Guidelines in Pages 3 and 4)
Part 2: Particulars of Service Provider (see Pages 5 and 6)
Part 3: Declaration of Criminal & Insolvency Records (see Pages 7 to 10)

5. ECDA reserves the right to appoint more than one service provider in accordance with the requirements stated in this open call for proposal to provide early childhood relief staff. ECDA will inform the service providers on the final assessment and offer appointment to the selected service provider(s) by August 2024.

6. ECDA reserves the right to withdraw the open call at any point in time and/or not appoint any service provider without assigning any reason and without being liable for any costs, damages, losses and/or expenses whatsoever.

## **PART 1: PROPOSAL GUIDELINES**

### **Background**

1. ECDA is seeking to appoint service provider(s) to provide relief staff for the Early Childhood (EC) sector (comprising about 1,900 licensed preschools) for three years. This effort aims to ensure our preschools have access to a ready pool of relief staff at reasonable charges and reliable service standards.

2. ECDA does not intend for this scheme to be an exclusive arrangement, i.e. it will not mandate preschools to only tap on appointed service provider(s) to meet their needs for relief staff. Preschools will still have the discretion to maintain their own pool of relief staff and/or engage other service providers for their needs. Instead, ECDA shall support appointed service provider(s)' efforts to grow its relief staff pool by sharing leads on educators and programme staff who have left the EC sector but are open<sup>2</sup> to be relief staff.

### **General Obligations**

3. Appointed service provider(s) shall endeavour to fulfil the following obligations:

- a. Provide relief staff services that are accessible to the entire EC sector.
- b. Make its pricing model available on its own and ECDA's websites.
- c. Maintain the pricing for 3 years from the time of its appointment.
- d. Report to ECDA quarterly via an ECDA prescribed reporting template on:
  - (1) The utilisation of relief staff by preschools
  - (2) Follow-up on ECDA's leads to grow relief staff pool
  - (3) Feedback from operators
  - (4) Relief staff with adverse records or involved in incidents or events (both within the scope of work or outside) that require them to be suspended.

### **Proposal**

4. The proposal shall address the following and provide relevant supporting documents where applicable:

#### **4.1. Track Record of Service Provider**

4.1.1. The service provider shall provide information on its particulars (see Part 2 below), including its ACRA report, supporting documents proving its track record in the provision of its services (e.g. testimonials and feedback from clients/ operators on management and/or provision of manpower services/ product/ service delivery for EC sector).

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<sup>2</sup> These are educators and programme staff who have consented to being contacted by ECDA, other Government agencies, and ECDA-authorized non-Government entities (including recruitment agencies) for job opportunities (e.g. relief staff).

#### 4.2. **Current Relief Staff Strength**

4.2.1 The service provider shall provide information of its current EC relief staff supply pool (include number of staff by EC qualifications and nationality).

#### 4.3. **Proposed Service Model (Pricing, Operations and Business Unit)**

4.3.1. The service provider shall propose a detailed pricing model for provision of different categories of relief staff (e.g. EY1, EY2, L1, L2 and untrained). In particular, the proposal must include charges for (a) L2 educator hourly rate, (b) L2 educator monthly rate and (c) untrained staff hourly rate.

4.3.2. The proposal shall also include packages with preferential rates catering to minimum usage commitment by preschools (i.e. state minimum commitment per month to enjoy stipulated preferential rates).

4.3.3. The service provider is required to provide detailed workflows with service level timelines on:

- a. **[Critical]**<sup>3</sup> Ensuring its relief staff can be deployed efficiently (e.g. relief staff are medically cleared prior to deployment).
- b. **[Critical]**<sup>4</sup> Meeting service timeline/request from preschools to provide relief staff (e.g. provide evidence of match rate and response time to match relief staff to preschools).
- c. Managing feedback on performance of relief staff from preschools.
- d. Resolving any disputes between relief staff and preschools.

4.3.4. The service provider shall provide information on initiatives to retain its existing relief staff and plans to expand its relief staff pool.

4.3.5. The service provider shall provide an organisation chart on the business unit overseeing the provision of relief staff to the EC sector and descriptions of each role (e.g. operations, customer service, etc.).

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<sup>3</sup> The service provider must score points for these criteria to be considered for appointment.

<sup>4</sup> The service provider must score points for these criteria to be considered for appointment.

## **PART 2: PARTICULARS OF SERVICE PROVIDER**

### **A. AUTHORISED REPRESENTATIVE**

<b>Name:</b>		<b>Designation:</b>	
<b>Email</b>			
<b>Tel (O):</b>		<b>Mobile:</b>	

### **B. ORGANISATIONAL DETAILS**

<b>Name of Business/ Society/ Association*:</b>	
<b>Organisation Type<sup>5</sup>:</b>	Single Legal Entity/ Consortium/ Franchise*

\*: To delete where necessary

### **C. DECLARATION BY SERVICE PROVIDER'S AUTHORISED REPRESENTATIVE**

I declare that I have been duly authorised by the organisation (as per Section B above) to act on their behalf to submit this proposal to ECDA for purposes of being considered as service provider to provide early childhood relief staff.

I declare that I have submitted all information related to the following eligibility criteria as stated in the open call for proposals to provide early childhood relief staff (*please check the checkbox below*):

- |                    |                          |                                   |                          |
|--------------------|--------------------------|-----------------------------------|--------------------------|
| (a) Track Record   | <input type="checkbox"/> | (c) Governance and accountability | <input type="checkbox"/> |
| (b) Type of Entity | <input type="checkbox"/> |                                   |                          |

I declare that the facts stated in this proposal and the accompanying information and documents submitted are true and correct to the best of my knowledge and I furnish them knowing that I may be liable to prosecution if I have wilfully stated any information or submitted any documents which I know to be false or misleading or do not believe to be true. I also declare that the business/company is currently not involved in any pending or anticipated litigation. I understand that ECDA may request for information as and when required.

I understand that ECDA reserves the right to reject my proposal and is under no obligation to disclose the reason(s) for which this proposal is rejected.

<sup>5</sup> Organisation types include: (i) Single Legal Entity or (ii) Consortium. A single legal entity means all the centres are under one legal entity, while a consortium means an unincorporated joint venture through the medium of a consortium or partnership.

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Signature  
(DD/MM/YYYY)

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Date of Application

Name:

Designation:

### **PART 3: DECLARATION OF CRIMINAL & INSOLVENCY RECORDS**

#### **DECLARATION TO THE EARLY CHILDHOOD DEVELOPMENT AGENCY OF THE REPUBLIC OF SINGAPORE**

**Name of Business/ Society/ Association:**

**Name(s) of Proposer(s)<sup>6</sup>:**

**Proposer's Designation:**

**Accounting and Corporate Regulatory Authority (ACRA) Number (No.)/  
Unique Entity Number (UEN) (if applicable):**

**I do solemnly and sincerely declare that:**

**[\*Note: Please circle the correct description that applies to you]**

1. **I/We\* [have / have not]**, in the country of my residence or elsewhere, been convicted of, made any admission of guilt, or been found guilty by a court for any criminal offence<sup>7</sup>, whether or not a conviction is recorded for the criminal offence<sup>8</sup>.
2. **I [am facing / am not facing] / We [are facing / are not facing]\*** any criminal charges or prosecution for any criminal offence in any court of law, whether in the country of my residence or elsewhere.
3. **I [am / am not]/ We [ are / are not]\*** being investigated for any criminal offence, whether in the country of my residence or elsewhere.
4. **I [am / am not]/ We [are / are not]\*** aware of any intent by any authority to commence investigations into my affairs for any criminal offence, whether in the country of my residence or elsewhere.
5. **I/We\* [have / have not been]** adjudged bankrupt within the last 5 years.
6. **I/We\* [have / have not been]** subject to any forms of insolvency-related administration within the last 5 years.
7. **I/We\* [have / have not been]** a Director or Chief Executive Officer of a company or other body corporate, or a President, Secretary, Committee Member or other officer of a society or association ("key appointment holder") that was:-

<sup>6</sup> If the proposal is submitted by a consortium, each member of the consortium shall be named.

<sup>7</sup> The criminal offence(s) referred to in clauses 1 – 4 of this declaration refer to any offence implying such defect in character or moral turpitude which makes a person unfit to be involved in the ownership or control of an early childhood development centre. These include offences against children and young persons (such as, child abuse, child exploitation or child pornography), offences involving dishonesty or a finding that the person had acted dishonestly (such as theft, cheating, criminal breach of trust, corruption, bribery), offences involving injury to persons, drug-related offences, trafficking-related offences, sexual offences, cybercrime, and money laundering.

<sup>8</sup> For instance, an offence may have been compounded.

- (a) declared insolvent; or
- (b) subject to external forms of insolvency-related administration,

while I was a key appointment holder of such a body corporate, society or association (as the case may be), or within 3 years of my ceasing to act as such.

8. \_\_\_\_\_ [has / has not been]\* convicted of,  
(Company)  
made any admission of guilt or been found guilty by a court for any criminal offence<sup>9</sup>.
9. Where the answer to any of the above is in the affirmative, I have provided details of the event(s) in Annex A, which shall form part of this declaration.
10. If there are any doubts as to whether:
- (a) a previous record falls within the meaning of clause 1;
  - (b) an offence is a criminal offence within the meaning of clauses 1, 2, 3, 4 or 8;  
or
  - (c) whether any previous incident relating to insolvency should be declared,

I/ We\* understand that it is my responsibility to clarify my doubts with the Early Childhood Development Agency of Singapore (ECDA).

10. I am/ We are\* fully aware that if I make any false declaration on the above, any approval made by ECDA arising out of this declaration is liable to be rescinded.
11. I/We\* further undertake to give you any further information which you may require.
12. I/We\* warrant, represent and declare that we are duly authorised to submit, sign the proposal, receive instruction, give any information, accept any contract and act for and on behalf of \_\_\_\_\_<sup>10</sup> (Insert Name of Business/ Society/ Association).

**And I make this solemn declaration conscientiously believing the statements contained in this declaration to be true in every particular knowing that I may be liable to prosecution if I have willfully stated any information which I know to be false or misleading or do not believe to be true.**

Dated this \_\_\_\_\_ day and \_\_\_\_\_ month of 2024.

<sup>9</sup> These are offences for which the corporate body has been found to be criminally liable. Examples include falsification of accounts, corruption, bribery, cybercrime, money laundering and terrorist financing, tax-related offences, employment offences, environmental offences, and health and safety offences.

<sup>10</sup> If the proposal is submitted by a consortium, each member of the consortium shall be listed. The proposal shall be submitted by the Lead Member on behalf of all members of the consortium, it should read "... one part and (Name of Lead Member), acting for and on behalf of (Name of 1st Member), (Name of 2nd Member) and (etc – List out Names of remaining Members) ("Consultant") of the other part."



Proposer's (as \*Principal/Agent)  
Business / Society / Association

Proposer's official  
Stamp:

ACRA/UEN No.: \_\_\_\_\_

\_\_\_\_\_

Authorised Signature

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

(\*Circle whichever applicable)

