

PROCEDURES FOR REPAIR AND MAINTENANCE OF COMMERCIAL VEHICLES

1 Daily Procedures for PM Jobs (Includes New Vehicles under Warranty).

- 1.1 SMC control room will issue job card for each job. The contractor will collect job cards from control room and distribute to his staff.
- 1.2 All PM jobs shall include the functional checks on all safety features (includes in-vehicle-cam) installed on the commercial vehicles.
- 1.3 The contractor will appoint an independent QCI to conduct quality checks on jobs done before releasing of commercial vehicles; record all jobs done in SAS system and history cards. Both odometer and hour meter readings will be recorded. QC records are to be documented and maintained in hardcopy.
- 1.4 Upon completion of a job, vehicle to be washed, tyre pressure checked and vehicle refueled.
- 1.5 In case of “no show” of a vehicle, the contractor will inform the SATS Technical Officer to relay the message to Clerical Officer (Production Planning) for follow up action.

2 Procedures for CM for Drive-in Vehicles (Includes New Vehicles Under Warranty)

- 2.1 SMC control room will issue job card for each repair job and the contractor will collect the cards from the control room and distribute to his staff.
- 2.2 The contractor will appoint an independent QCI to conduct quality checks on repairs done; record all repairs done in the job and history cards. Both odometer and hour meter readings will be recorded. Any additional works (including damages not reported) deemed required would be verified with the SATS Technical Officer before proceeding with the repair. QC records are to be documented and maintained in hardcopy.
- 2.3 Upon completion of a job, the contractor will wash vehicle, check its tyre pressure and refuel the vehicle.
- 2.4 The contractor will provide the spares for all jobs except those items to be supplied by SAS. The contractor will provide stocks of bulbs, hoses, fuses

and belts for quick repair jobs to be carried out by SAS staff if necessary during breakdown at the tarmac. These stocks will be replenished based on accounting of the vehicles repaired and job numbers.

3 Procedures for Field Breakdown of Vehicles

- 3.1 SMC control room will issue a job card upon receiving report of a breakdown of a vehicle from user departments.
- 3.2 Control room will communicate the report to breakdown team to proceed with the repair.
- 3.3 The contractor will provide spares for all such jobs except for those items to be supplied by SAS. The contractor will provide some stocks of bulbs, hoses, fuses and belts for quick repairs for which the jobs will be carried out by SAS breakdown team (for jobs where repairs can be completed within 30 minutes). The stocks will be replenished based on accounting of the vehicles repaired and job numbers.
- 3.4 Tyre and battery may be drawn from SAS Stock.
- 3.5 SAS breakdown teams will drive/tow vehicles back to SMC for contractor to repair, other than those minor defects that can be rectified in the field. If need to, the contractor is required to attend to the breakdown on site.
- 3.6 Upon completion of a job, the contractor will wash vehicle, check tyre pressure and refuel vehicle.
- 3.7 SAS or the contractor will close the job card depending who has done the job.

4 Daily report and clearance of repair

- 4.1 The Contractor is required to report any delay in carrying out of the servicing and maintenance work to SAS Technical Officer.
- 4.2 The Contractor is required to conduct functional check and ensure that each vehicle is in good working condition before passing it out for operation.
- 4.3 The Contractor is to report to SAS Technical Officer once the repair jobs are completed.
- 4.4 Status of work done and report on equipment serviceability status (units serviceable or unserviceable) must be submitted to SAS Technical Officer at 1630 hours (Monday to Saturday).

5 Status and Serviceability Reports

- 5.1 The contractor will provide SAS with daily and monthly reports on the status and serviceability by vehicles type (format of the report will be discuss upon award).
- 5.2 The contractor is to provide daily status report of vehicles, which are not serviceable as at 1700 hours in softcopy. Vehicles that are serviceable and passed out before 1700 hours need not be recorded in the daily status report.
- 5.3 The format for the monthly equipment status and serviceability report will be discussed before the commencement of the contract.

6 Procedures for Billing

- 6.1 The contractor will consolidate PM services done in monthly invoices and forward to SAS Finance for payment.
- 6.2 SAS will update the contractor monthly on the fleet strength of the vehicles under the contract and the contractor will use these figures to monthly invoice SAS.
- 6.3 Charges for additional repairs or adhoc works are to be consolidated weekly by the contractor and sent to SAS for certification before invoicing.

7 Annual LTA / CAG Inspection (Roadworthiness Tests)

- 7.1 The procedures for LTA / CAG inspection are as follows:

A) New Equipment

- .1 SAS will co-ordinate with the appointed inspection contractor to include the new vehicles for inspection (conducted every Wednesday and Friday morning).
- .2 On the day of inspection, the contractor will carry out the inspection together with the inspection officer. The contractor will hand the inspection certificate to Clerical Officer (Production Planning) ("COPP") once the vehicles pass the inspection. (Note: The contractor's representative must be present at all inspections.)

B) Procedures for Existing Equipment

- .1 Three days prior to the inspection date by the appointed inspection contractor, SAS will co-ordinate with the user department to send the vehicles to SMC so that the contractor could prepare the vehicles for inspection (eg. prepare bodywork, touch-up, logo, etc).
- .2 On the day of inspection, the contractor will carry out the inspection together with the inspection officer. The contractor will hand the inspection certificate to Clerical Officer (Production Planning) ("COPP") once the vehicles pass the inspection. (Note: The contractor's representative must be present at all inspections.)

C) Procedures for Roadworthiness Tests

- .1 For the roadworthiness tests, which is carried out every Wednesday morning, the contractor will carry out the inspection with the appointed inspection contractor (currently STA Inspection Pte Ltd). A copy of the log card must be given to the STA inspector on the day of the inspection. The contractor's representative must be present during all inspections.
- .2 The inspection form will be handed over to Control Room after the inspection is completed. If the vehicle passes the inspection, the inspection form will be handed to COPP who will process payments to STA.
- .3 The contractor shall drive to the nearest inspection centre for inspection for on-the-road vehicles.

D) Failure of RT/LTA Inspections

- .1 If the vehicles fail the inspection as a result of the failure of the contractor to prepare the vehicles adequately for the inspection, the contractor will bear the costs for the re-inspection and the delay in passing out the equipment to operations.

E) Safety Check

- .1 The contractor must carry out functional checks on the Overhead crane before use and they must report to SAS Technical Officer any defects or malfunction found. This is to comply with the requirement of the Ministry of Manpower.

F) Manpower; contractor to specify.

- .1 The contractor must provide a name list and photocopy of work permits / valid driving license of staff doing repair in SMC and the person who is liaising with SAS staff.