

**SERVICING AND MAINTENANCE OF TECH RAMP EQUIPMENT FOR THE
PERIOD 1 NOVEMBER 2019 TO 31 OCTOBER 2022
[WITH OPTION FOR EXTENSION OF UP TO 3 YEARS]**

1 GENERAL REQUIREMENTS

- 1.1 The contract period will be from 1 November 2019 to 31 October 2022 and could be extended for another three years thereafter subject to satisfactory performance.
- 1.2 The Contractor is to provide preventive and corrective maintenance services (“Work”) to SAS’ fleet of Tech Ramp Equipment. The existing fleet of Tech Ramp Equipment is listed in Appendix C3 Annex A (The number of Tech Ramp Equipment may change from time to time depending on business conditions.)
- 1.3 A high Serviceability Rate for Tech Ramp Equipment must be achieved daily. By 1700 hours of each day (Monday to Friday), not more than 3 Tech Ramp Equipment should be down in the workshop unless it is due to valid reasons such as preventive maintenance, adhoc works (eg. accident / damage repairs, approved modification and refurbishment works, corrosion repair) or awaiting overseas spares, which has to be verified by SAS Engineering staff.
- 1.4 Separate quotations are to be provided for adhoc works not listed in the Scope of Work. These may include accident / damage repair, overhaul of major components and systems, corrosion repair, modification and refurbishment jobs.
- 1.5 The Works must be carried out at the SATS Maintenance Centre (“SMC”) located at 34, Changi North Crescent.
- 1.6 There shall be regular contract performance reviews. The Contractor shall prepare the required performance reports in the format required by SAS in Appendix H. The Contractor shall also identify, categorize and report all service delays or operational issues or supply disruptions or warranty claims, and any other matters which may have been raised by SAS representatives, in a formal report to SAS. The Contractor’s performance report shall be subjected to review by SATS for acceptance.
- 1.7 The Contractor shall provide an annual equipment condition assessment report (Appendix H) to SAS representatives for mutual review and alignment. This condition report shall also provide a recommendation of the major component assemblies, Spare parts, sub-systems to be replaced, overhauled or refurbished within the awarded contract duration. This condition report shall include a recommendation on the projected remaining service life of the equipment and also a schedule of rates for other recommended ad hoc repair works to upkeep the equipment. While the above price list will not be exhaustive, it should endeavor to cover more than 60% of the value of such repair works annually. This condition report shall also be provided by the Contractor at the end of the contract period to SAS for review.

2 SCOPE OF WORK FOR PREVENTIVE AND CORRECTIVE MAINTENANCE

- 2.1 The Contractor is to provide preventive and corrective maintenance services to the SAS’ fleet of Tech Ramp Equipment.

- 2.2 The Contractor must:
- 2.2.1 carry out preventive maintenance servicing for each Tech Ramp Equipment based on OEM manufacturer recommendation. The scope of work for preventive maintenance work is specified in Appendix C3 Annex C;
 - 2.2.2 carry out all corrective maintenance work (excluding adhoc works overhaul of major components and system) & provide a team of 1 technician to conduct daily functional checks of Tech Ramp Equipment at the tarmac;
 - 2.2.3 prepare the equipment adequately to pass the annual LTA and CAG inspections. Fees for re-inspections shall be borne by the contractor; and
 - 2.2.4 provide technically competent and experienced technicians (at least 1 Electrician and 1 Mechanic daily, out of which 1 must be holders of Class 4 driving license and 1 must be a qualified welder), tools and equipment to carry out the works as detailed in the Scope of Works. The list of manpower shall be approved by SAS prior to the commencement of the contract.
- 2.3 SAS will have the sole discretion to decide whether a part should be repaired or replaced.
- 2.4 The following are not included in the contract:
- a) accident / damage repairs;
 - b) repair of bodywork due to corrosion or accident / damage;
 - c) overhaul of engine, alternator and generator, and repair/refurbishment of power cables (please refer to details in Appendix C3 Annex E);
 - d) repair and replace fire extinguishers and communication equipment; and
 - e) tow of unserviceable Tech Ramp Equipment back to workshop.

Contractor could be requested to quote separately for the above work as and when required.

- 2.5 The Contractor shall identify and list all Spare parts information in an updated excel file report with the specific SAS equipment identity, Spare part number, line item description, quantity used, date of installation/use/replacement and service report number (Job card no.) and engine hour recorded. This report shall be provided upon demand, or annually, or automatically at the end of each contract period and shall be subject to review by SAS for acceptance.

3 WORKSHOP OPERATIONS

- 3.1 All servicing and maintenance works are to be carried out in SMC.
- 3.2 The Works are to be provided from 0800 to 1730 hours from Mondays to Fridays. If there were high breakdown of Tech Ramp Equipment, the Contractor would be expected to work beyond 1730 hours on weekdays and to work on Saturdays and Sundays at no additional costs to SAS.

- 3.3 The Contractor is responsible for the safety and housekeeping of their allocated workshop space. A total of 1 bay (144sqm/bay) shall be allocated to the contractor at no cost to the contractor.
- 3.4 The Contractor is ensure that all servicing and maintenance works are carried out according to best engineering practices and meeting the requirements of ISO14001, OHSAS18001 and the Workplace Safety & Health Act.
- 3.4 The Contractor must provide uniform approved by SAS to their employees.
- 3.5 The Contractor is to take care and maintain the garage equipment provided by SAS (eg. 4 post hoist, safety stands, etc.) in good working condition at all times. All repair and maintenance costs for the garage equipment will be borne by the Contractor.

4 PROCEDURES

- 4.1 The procedures for servicing and maintenance of Tech Ramp Equipment are specified in Appendix C3 Annex C and Appendix C3 Annex D.

5 WARRANTY

- 5.1 The contractor is expected to carry out all works under the contract based on good engineering practices. SAS reserves the right to reject any work, workmanship or spare part, which is inferior in quality, and the contractor shall at his own cost, make good such defects immediately.
- 5.2 The following warranty periods are applicable from date of completion of the servicing and maintenance works:
 - .1 for workmanship - six months

6 LIQUIDATED DAMAGES

- 6.1 Unless proven conclusively that the inability to meet the expected Serviceability Rate stated in Para 1.3, was due to unforeseen circumstances beyond the control of the Contractor, liquidated damages of \$50 per day will be charged for every additional unit that is unserviceable at the end of the each day at 1700 hours.
- 6.2 With reference to Para 2.2.4, the Contractor must provide a minimum of 2 technicians daily to carry out the Works. Liquidated damages of \$100 per technician will be charged per day, if there is a shortfall of technician.
- 6.3 Liquidated damages of \$50 per incident will be levied on the Contractor, if a Tech Ramp Equipment has similar or repeated defect within 7 days of a repair work.
- 6.4 If the Contractor fails to meet the serviceability required or to supply the required experienced technicians, SAS has the right to engage another contractor to repair the Tech Ramp Equipment and the Contractor shall bear the full cost of repair.

7 TERMINATION

- 7.1 SAS may terminate the contract by giving three months' notice in writing on the grounds of default set out in 7.2 below. The Contractor shall, however, be bound to complete all outstanding services until the expiry of the notice period. All orders received during the notice period must be completed by the Contractor in accordance with the provisions of the contract.
- 7.2 Default in performance shall include the following circumstances:
- a) whole or partial suspension of works for any duration, and without reasonable cause, by the Contractor;
 - b) failure by the Contractor to carry out the works to the satisfaction of SAS;
 - c) breach by the Contractor of any of the terms and/or conditions of the contract; and
 - d) the Contractor files for bankruptcy or the Contractor becoming insolvent or the Contractor making any assignment for the benefit of his creditors or entering into an agreement for the composition, extension, or readjustment of substantially all of its obligations.

8 TENDER SUBMISSIONS

8.1 Tenderers are to submit the following:

8.1.1 Provision of Labour

Quote for the provision of technicians specified in Para 2.2.4 to carry out preventive and corrective maintenance, accident / damage repair and body repair works. In this Option, SAS shall provide all the necessary expendables, spare parts, lubricants and oils as required, eg. engine oil, gearbox oil, axle oil, auto-transmission oil and power steering oil, bearing grease, paints, hydraulic oil, radiator coolants, batteries and tyres.

- 8.1.2 Man-hour rate (\$ per man-hour) for adhoc works (in Appendix C3 (Annex E)).
- 8.1.3 Labour rate for additional technician (\$ per month) (in Appendix C3 (Annex E)).
- 8.1.4 Rates and turnaround time for overhaul of engine, alternator and generator, and repair/refurbishment of power cables based on scope of works detailed in Appendix C3 (Annex E);
- 8.1.5 Background information of the Tenderer (Appendix G);
- 8.1.6 A softcopy of all price submission tables on a Thumb Drive or an SD card.
- 8.1.7 Pdf softcopies of all other submissions on the same Thumb Drive or an SD card in Clause 8.1.6 and the media device shall be appropriately labeled with the Contractor's name. The media device containing the softcopies shall be placed in its own envelop among the rest of the hardcopy submissions, to secure it properly.