

Background

SATS-Creuers Cruise Services Pte. Ltd. (SCCS) as the terminal operator of the Marina Bay Cruise Centre Singapore (MBCCS) would like to appoint a vendor to provide services for MAINTENANCE OF SECURITY CAMERAS AND THE DEVELOPMENT, DELIVERY, COMMISSIONING, INSTALLATION AND COMPREHENSIVE MAINTENANCE OF NEW SMART TERMINAL SYSTEM.

The terminal receives more than 300 ship calls from cruise lines all over the world with a passenger throughput of more than 2 million passengers annually. Our peak period is between Oct till April whereby we can operate 2 ships simultaneously each time which adds up to around 12,000 passengers disembarking and embarking. We have 2 berths in our terminal (CM01 and CM02) in operation. As vessels are increasing in capacity, there is a need to have video analytics linked with our CCTVs at high passenger touch points to monitor and track passenger movement and behavior. This allows us to optimize our resources and terminal layout to facilitate a smooth embarkation and debarkation. There are also security features required such as detection of blacklisted passengers and vehicles at specific locations within the terminal. The information should be displayed into a dashboard for the operator to monitor and alerts to be triggered when necessary.

Business objectives:

Maintenance of Security Cameras

CCTVs will be refreshed throughout the maintenance period and the tenderer to ensure sufficient and comprehensive coverage.

Current estimated number of CCTVs deployed is at least 700 sets.

Tenderers need to ensure the following:

- Clarity is essential, with low light visibility.
- Ability to pan, tilt and zoom with high definition for some CCTVs.
- CCTVs deployed outside the terminal facing the sea should be air-tight, and waterproof and protected against saltwater corrosion, and rain.
- Selected cameras along MBCCS perimeter, wharf area and car park must be able to detect vehicles and read license plates, have capabilities for facial recognition and detect boats at a distance, i.e. up to 1 km away. Recognizing boat and vehicle license plates in the day is required, whereas in the night is preferable.
- Storage and review CCTV footages for all cameras for 90 days with 25 frames per second with minimum resolution of 1920x1080.
- Uninterruptible Power Supply (UPS) in place to cover at least 30 minutes.
- CCTV shall be fed real-time to ICA onsite via fibre optics and to Police Coast Guard remote office via interfacing to onsite servers in MBCCS.
- Perimeter firewall to be in place for integration to onsite servers belonging to Police Coast Guard.

Tech Refresh of Smart Terminal System

The Smart Terminal system shall be tech refreshed and maintained throughout the contract period and the tenderer to ensure comprehensive coverage with the below scope with information that can be presented via an easy-to-read dashboard or user interface. Alerts to be triggered when certain parameters exceed a pre-determined threshold for monitoring purposes. The vendor is to utilize video analytics for the required scope (except for toilets) using the existing CCTVs within the terminal. Should there be insufficient CCTV coverage for the required scope, the vendor is to provide additional hardware to supplement the existing CCTVs. The system should also be able to integrate with any additional installed CCTVs in the terminal throughout the contractual period. This system shall be self-hosted and on premise with a standalone connectivity independent of the IT backbone in MBCCS and private in nature.

Kindly submit your (1) signed NDA, (2) Ariba Registration form and interest **by 17th September 2025, 1200hrs** (Singapore Time) and email to yiwei_chua@sats.com.sg and nadia_mohdnoor@sats.com.sg

Tenderers should not communicate directly or indirectly with SATS or any of the employees of SATS regarding this submission other than through e-mail to the designated individuals above.

Please note that full tender documents will only be released to suppliers that have signed the Non-Disclosure Agreement

Tender document will be available for download in Ariba. Tenderers must ensure that their bids are submitted through the SAP ARIBA platform by the specified tender closing date and time. All tender documents submitted must be duly signed and stamped.

Submission of Interest deadline: 17 September 2025, 1200hrs (Singapore Time)

Tender Closing date: 15 October 2025, 1700hrs (Singapore Time)

For Vendors interested to participate in tender:

1. New to Ariba

Please fill in the attached "Ariba Registration Form" for Ariba onboarding purpose and send to the email above. You will receive a link from Ariba for submission of the bid after onboarding process to Ariba is completed.

2. Existing SATS-Ariba Vendors

Please email us your interest for you to receive link to submit proposal.

3. Non-Disclosure Agreement (NDA) and Vendor Profile Matrix

Please sign the NDA and provide completed Vendor Profile Matrix and attach it in the email