

**ADHOC REPAIR AND PREVENTIVE MAINTENANCE OF HI-LIFT
AIR-CONDITIONING SYSTEMS FOR PERIOD FROM 1 JUL 2021 TO 30 JUN 2024
(WITH AN OPTION FOR TWO MORE YEARS)**

1 GENERAL

- 1.1 The contract will be for the period 1 Jul 2021 to 30 Jun 2024 and, subject to satisfactory performance and reasonable rates may be extended for two years to 30 Jun 2026.
- 1.2 The contract is for the adhoc repair and preventive maintenance of the air-conditioning systems of catering hi-lifts, ambulance lifts, currently totaling estimated at 110 and details of which are in Annex C2 and C3. (Due to economic exigencies on aviation and an uncertain business climate; a portion of the fleet have been kept in a "mothballed" state and the current servicing frequency is one-third of pre-COVID era in 2019. Hence, there will be significant variation in work volume in accordance to Changi Airport outlook).
- 1.3 A high serviceability rate of at least **99%** must be achieved in respect of the availability of these vehicles for use for aircraft handling operations.
- 1.4 The contractor is responsible for providing workers knowledgeable, skilled and experienced in the repair and maintenance of the air-conditioning systems of such or similar vehicles.
- 1.5 Favourable consideration would be given to firms with ISO certifications.
- 1.6 Rear cabin temperature shall lower to 16 degree from ambience temperature within 30 minutes.

2 SCOPE OF WORKS

- 2.1 The contractor is to provide labour, spares and materials for 6-monthly preventive maintenance programs for the air-conditioning systems of the vehicles listed in Annex C2 and C3 and for the repair of these systems.
- 2.2 The contractor shall guarantee that all spares and components supplied are new, genuine and approved by SAS. It is the contractor's responsibility to stock the spares and components in sufficient quantity to minimize vehicle downtime.
- 2.3 SAS will have the sole discretion to decide whether a part should be repaired or replaced.
- 2.4 The contractor must submit a report to SAS at the end of each working day detailing the status of work completed and in progress.
- 2.5 The Contractor is to provide a regular billing report in an SAS defined format for SAS representatives; Workshop supervisor and SAS Engineer to endorse on a regular basis. The Contractor shall submit these reports together with the

respective invoices, service reports and supporting documents to SATS Finance. The Contractor shall in every way facilitate the processing of these paperwork and match all charges to fixed contractual price rates (schedule of rates) in the Tax Invoices, in conjunction with a regularly compiled soft copy excel file submitted to SAS (the Company), or to SATS (Company) appointed third parties who would facilitate invoice processing with SAS (the Company).

- 2.6 The Contractor shall also provide to SAS (the Company) the corresponding matching endorsed hardcopy documents in softcopy format (pdf files) for archival and audit purposes.

3 WORKSHOP OPERATIONS

- 3.1 The works are to be carried out at SATS Maintenance Centre (SMC) at 34 Changi North Crescent.
- 3.2 The services are to be provided from 0830 hours to 1730 hours from Mondays to Fridays and 0830 hrs to 1300 hrs on Saturdays, excluding Sundays and public holidays.
- 3.3 The contractor will provide his own working tools and gases.
- 3.4 The contractor is responsible for the safety and good housekeeping of workshop operations and for ensuring that work is carried out according to the requirements of ISO14001 and OHS 18001 standards.
- 3.5 The contractor shall complete necessary details in the preventive maintenance checklist for each type of air-conditioning system.
- 3.6 The contractor shall coordinate with SAS on the scheduling of vehicles for their maintenance.
- 3.7 The contractor shall ensure that an air-conditioning system is free from defects or poor workmanship for at least six months after undergoing a preventive maintenance job.
- 3.8 The contractor shall provide a thorough service report to SAS for each vehicle after it has undergone a preventive maintenance job.
- 3.9 The contractor shall submit a monthly report on all jobs done to SAS representatives in a format defined by SAS.

4 BREAKDOWN REPAIRS AND ADHOC WORKS

- 4.1 The contractor shall attend to all breakdown repairs within 24 hours of receipt of SAS's notification.

5 WARRANTY

- 5.1 The contractor is expected to carry out the repair and maintenance services based on good engineering practices. SAS reserves the right to reject any of the repairs or maintenance works which are inferior in quality, workmanship or spare parts, and the contractor shall, at his own cost, make good such defects within a day of such rejection.
- 5.2 The following warranty periods are applicable, all from date of completion of work:
- a) workmanship : 6 months
 - b) new spare parts : 6 months

6 SUPERVISION

- 6.1 The contractor shall provide a competent supervisor during working hours, to be stationed at SMC, to coordinate all works under the contract. He must be contactable by hand-phone. 2 technicians shall be stationed in SAS workshop.

7 LIQUIDATED DAMAGES

- 7.1 Unless proven conclusively that the inability to meet the serviceability rate of **99%** was due to the unavailability of spare parts in Singapore or other unforeseen circumstances beyond the control of the contractor, liquidated damages of \$150 per equipment per day will be charged for each day the target is not met.
- 7.2 The \$150 per day per equipment penalty will be applied when more than 2 catering hi-lifts/Ambulift are down at 1700 hours each day.

8 COMPANY BACKGROUND

- 8.1 Attach as Annex E background information on company tendering for the project. Include details such as location(s) and size of workshop(s), years of experience in work relevant to the job under tender, size of workforce by skills, ISO certifications awarded, if any, and any other relevant information.

9 TENDER SUBMISSIONS

- 9.1 Tenderers are to submit the following:
- .1 rates for 6-monthly preventive maintenance for the 3 years from 1 Jul 2021 to 30 Jun 2024 with prices for the two option years (complete Annex C2 and C3).
 - .2 labour rates for each of the 3 years and for the two option years (complete Annex C2).

- .3 a comprehensive price list for spares (complete Annex C4).

10 DISQUALIFIER

- .1 Failures to comply with **clause 9** will be subjected to disqualify for submission of this tender.