

## **REQUEST FOR INFORMATION on ASRS System Upgrade and Overhaul**

### **1. INTRODUCTION**

SATS is the chief ground-handling and in-flight catering service provider at Singapore Changi Airport, controlling about 80% of Changi Airport's ground handling and catering business.

SATS Catering is seeking competitive proposals from logistics automation suppliers to undertake the design, build of automatic pallet storage and retrieval systems and conveyor automation systems for our ICC1 warehouse of estimate footprint 70,000 sqft. Product storage condition ranging from- 18°C (freezer storage) to 40 °C (ambient storage)

### **2. BACKGROUND**

SATS Catering is one of the main business pillars of SATS, focusing on providing in-flight catering mainly for Singapore Airlines. In-flight catering includes provision of meals and amenities for flight passengers. SATS Catering is committed to meet the requirement of ISO 22000:2018 standard and continuously improving the food management system.

SATS Catering operates out of two facilities, In-flight Catering Centre 1 @ Changi Airport – ICC1 and In-flight Catering Centre 2 @ Changi North – ICC2.

Due to Covid-19, flight demands have reduced significantly thus SATS Catering has consolidated all catering operations into In-flight Catering Centre 2 – ICC2. SATS Catering will be revamping ICC1 to cater for future increase in flight volume demands.

There are two automation storage system in ICC1 that was built in the Year 1996. One automation system is built to manage handling and storage of frozen/chilled items while the other automation system for dry items. These systems will be **revamped** to cater for future increase in flight volume demands.

### **3. PROJECT DELIVERABLES AND OBJECTIVES**

The supplier is required to develop a proposal that involves: -

- develop, simulate, install an automatic pallet storage and retrieval system for 8000 pallets in ICC1 that can handle at least 6000 SKU with an initial capacity of 600 order line per day, where the system will be integrated with in-house warehouse management system.
- Prepare a project timeline
- Estimate cost of the project (i.e. design, install, system integration, UAT, "hyper-care" User operations and on-site Maintenance support)