

# **SATS TECHNOLOGY**

## **Request for Proposal (Prequalification)**

**Project Title: Workshop Inventory Asset Management 2.0**

**RFP Number: CT2202C0010**

**Co. Regn No.: 198500561R**

**Confidentiality:**

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## EXECUTIVE SUMMARY

### 1. ABOUT SATS

- 1.1. SATS is Asia's leading provider of gateway services and food solutions.
- 1.2. Our comprehensive Gateway Services encompass airfreight handling, passenger services, ramp handling, baggage handling, aviation security services, aircraft interior and exterior cleaning as well as cruise handling and terminal management. Our Food Solutions include airline catering, institutional and remote catering, aviation laundry as well as food distribution and logistics.

### 2. BACKGROUND

- 2.1. The existing WIAM (IBM Maximo) system was implemented in 2006 and has now reached end of support and has not been upgraded since. It is also running on Windows 7 which has already reached the end-of-life, thus posing a potential IT security risks. The system is used to support the workshop Ground Support Equipment (GSE) maintenance records as well as inventory and assets management for SATS Maintenance Centre (SMC).

There is pressing need to either replace or upgrade the system, whichever involves a shorter implementation time, so that the daily operations in SMC would not be affected if the system fails without any backup in place.

The addition benefit that this replacement or upgrade brings about would be to make some process or workflow more efficient for the end users. With the new upgrade, interface with other systems should be established.

### 3. PROJECT OVERVIEW

- 3.1. The vendor shall propose a system or solution for the new Workshop Inventory Asset Management (WIAM) based on the proposed workflows.
- 3.2. The system shall be able to interface with SATS internal systems such as SAP, iFleet or DataLake etc.
- 3.3. The vendor shall provide full support for the implementation of the new system as well as maintenance and future incremental upgrades or enhancements.
- 3.4. Software-as-a-Service (SaaS) solution is preferred but open for Vendor to propose other models.
- 3.5. The system shall have a capability to allow future integration with SATS Finance and Procurement systems on SAP S4 HANA platform

**4. PROJECT OBJECTIVES**

- 4.1. To replace or upgrade the existing Workshop Inventory Asset Management (WIAM) system to utilize the new functionalities, reports and data analytics to improve the operational efficiency.
- 4.2. To achieve seamless interface with SATS internal systems e.g. SAP S4 HANA, SAP Ariba for end-to-end procurement processes, iFleet or DataLake for engine hours and vehicle location.
- 4.3. The new system will have full vendor support to maintain the system after implementation and future updates.
- 4.4. To increase the serviceability of the equipment by monitoring the unplanned downtime and timely schedule the fleet for preventive maintenance.
- 4.5. To leverage on the new system to minimize the inventory holding cost via monitoring the stock item consumption pattern.
- 4.6. The project shall be kicking off upon being awarded.
  - i. Expected start date: By July 2022
  - ii. Expected Go-live date: By the end of Nov 2022

## INSTRUCTIONS FOR VENDORS

### SECTION 1: DEFINITION OF TENDER DOCUMENTS

Tender Documents shall include items listed in the RFP as well as all other documents issued prior and after the deadline for Submission of Proposal (tender bid).

The Tender Documents and additional materials that may modify or interpret, including drawings and specifications, by additions, deletions, clarifications or corrections will become part of the Contract when executed.

All Tender documents and clarifications shall form an integral part of a Contract that is to be entered into between SATS and/or its subsidiaries and Vendors. Until a Contract is executed, the Tender Documents and clarifications shall be binding on Vendors.

All Annexes listed within, which form part of this RFP, will be issued accordingly as stated below:

(1) Annexes within this Main document are (“**Prequalification**”):

- Annex 1 - Scope of Work (Summary)
- Annex 2 - Vendor Profile Matrix

Do note that the Non-Disclosure Agreement (NDA) will be provided as a separate document.

(2) **Confidential Annexes** to be released to ONLY eligible vendors after SATS’s acceptance of the Vendors’ Intent-to-Bid which comprise of the Vendor Profile Matrix and Non-Disclosure Agreement. The **Confidential Annexes** are as follows (subjected to changes by SATS):

- Annex 3 - Tender Application Form
- Annex 4 - IPT Declaration by Vendor/Contracting Party
- Annex 5 - Individual Non-Disclosure Agreement
- Annex 6 - Terms and Conditions on Usage of SATS IT Resources
- Annex 7 - Sample Banker’s Guarantee
- Annex 8 - WSH Rules and Regulations
- Annex 9.1 - Service Level Agreement
- Annex 9.2 - Service Level Agreement - Incident Management
- Annex 10 - Information Security Requirements
- Annex 11 - Infrastructure and Architecture Standards
- Annex 12 - IT Operations Standards and Guidelines
- Annex 13 - SATS Coding Practices
- Annex 14 - Application Maintenance Services
- Annex 15 - Scope of Work (Detailed)
- Annex 16 - Pricing Table
- Annex 17 - Standard Contract (“Contract”)

**SECTION 2: SCHEDULE OF EVENTS**

EVENT	DATE
Tender Publication	18 Feb 2022
<sup>1</sup> Submission for Pre-Qualification	4 Mar 2022
Notification of Pre-qualification and release of Confidential Annexes	6 April 2022
<sup>2</sup> Project Briefing	Date: 11 Apr 2022, Monday Time: 1400hrs (Singapore Time) Venue: via MS Teams  Contact Person: <u>Rowena</u> Email address of POC will be provided later
Questions from Vendors	11 Apr 2022 to 20 Apr 2022
SATS's Responses to Questions	13 Apr 2022 to 22 Apr 2022
<sup>3</sup> Submission of Proposal	29 Apr 2022, 12 noon (Singapore Time)
Vendor Presentation	9 May 2022 to 13 May 2022 Venue: via MS Teams or on-site
Appointment of Vendor(s)	Three (3) months from Submission of Proposal

<sup>1</sup> Refer to 3.2 Intent to Bid

<sup>2</sup> Refer to 3.4 Project Briefing

<sup>3</sup> Refer to 3.5 Tender Submission

## SECTION 3: TENDER PROCEDURES

### 3.1. Pre-Qualification Criteria

**Annex 2** (Vendor Profile Matrix) should be completed with sufficient information for SATS and/or its subsidiaries to have a good understanding of the Vendor. Please note that it is not acceptable to reference the relevant sections to e.g. websites, financial reports etc. Kindly fill in the required details. Any false or misleading statements found within **Annex 2** (Vendor Profile Matrix) could be grounds for disqualification.

All Vendors must meet the following criteria to be eligible:

- a) Exhibit strong financial stability and viability;
  - o Ongoing concern for the three most current year-end periods
  - o Positive net profit in two of the three most current year-end periods
  - o Positive net cash flow in two of the three most current year-end periods
- b) Have a minimum of 5 years of experience in Workshop Inventory Asset Management with integration or interface with external systems and two (2) customer references of similar size, within or out of Singapore;
- c) Have prior experience in similar projects, especially in Gateway Services and/or Food Solutions. Experience with SATS shall be a bonus but shall not be similar to the two (2) customer references provided in response to item (b) above;
- d) Have a sound service delivery framework, project management framework and software development methodology; and
- e) Have a significant presence in Singapore.

### 3.2. **Intent to Bid (Submission for Pre-Qualification)**

To participate in this RFP, the following is required

Send the following documents via SAP Ariba

- **ONE (1)** set of **Non-Disclosure Agreement** (NDA) duly signed by your authorized signatory
- **TWO (2)** sets of **Annex 2** (Vendor Profile Matrix)

All application documents must be signed and company-stamped before they are submitted.

Fulfilment of all the criteria above does not imply SATS's and/or its subsidiaries acceptance of your intention to bid. No reasons will be given to the unsuccessful Vendors.

The time specified in *Section 2: Schedule of Events* under Submission of Proposal must be strictly adhered to. Any documents delivered after the Submission for Pre-Qualification for whatever reason shall not be considered.

**Strictly no hardcopy or e-mail submission is permitted. Late submissions will not be accepted.**

### 3.3. Contact Person

If there is a need to seek clarifications, requests should be sent as an attachment in Microsoft Word document to:

Contact Person: Rowena  
Email Address: Email address of POC will be provided later

### 3.4. Project Briefing

Each Vendor is only allowed to send a maximum of three (3) representatives to attend the project briefing. Vendor primary contact to share the email address of the representatives.

Attendees whose organization has not submitted the completed documents stated in *Section 3: Tender Procedures, paragraph 3.2* will not allowed to attend the project briefing.

Do note that any changes to the attendees list must be submitted to SATS at least three (3) working days prior to the vendor briefing.

### **3.5. Terms and Conditions of Tender**

The responses (including clarifications) to this RFP are expected to be included in the Contract should the Tender bid be successful.

#### **3.5.1 General Conditions**

SATS and its subsidiaries reserve the right to discontinue with the RFP process at any time and make no commitment, implied or otherwise, that the RFP will result in a business transaction with one (1) or more Vendors.

SATS and its subsidiaries are not under any obligation to pay Vendors for information received. This RFP does not commit SATS and its subsidiaries to pay for any costs incurred by Vendors in responding to this RFP, nor does it commit SATS and its subsidiaries to procure products and/or contract for services.

#### **3.5.2 Terms of Applications**

Application of Tender by Vendors constitutes acceptance by Vendors of all terms and conditions printed on this form and all other attachments hereto.

Upon acceptance of the Tender Documents, Vendors undertake to submit their proposal by the allotted time unless the Vendor(s) declares in writing, prior to the Submission of Proposal date, their intention not to bid for the Tender.

If the Vendor is a corporation, the Annex 3 (Tender Application Form) must be signed by an authorized officer of the corporation and stamped with the name of the corporation. No alteration in the Annex 3 (Tender Application Form) is allowed. Do note that Annex 3 (Tender Application Form) will be provided under the Confidential Annexes and released only upon prequalification.

Vendors shall undertake the preparation of their Tender Submission at their own cost including travel to Singapore, if any, during the Tender process.

#### **3.5.3 Vendors' Responsibility**

Vendors shall undertake the preparation of their Tender Submission at their own cost including travel to Singapore, if any, during the Tender process. The Submission of Proposal represents that the Vendors have read and understood the Tender Documents.

Whenever possible, the appointed Vendor shall identify sources of government grants (i.e. funding) for SATS' consideration. In the event SATS is awarded a government's grant (i.e. funding) for this project, the appointed Vendor shall provide all necessary supporting documents, including but not limited to, technical, functional, and commercial documentation for the purpose of the funding. The appointed Vendor shall be required to comply with all terms and conditions of the government grant. The appointed Vendor shall be required to attend and prepare for ad hoc on-site reviews and audits arising in accordance to the government grant for this project.

#### **3.5.4 SATS's Obligations to Vendors**

SATS or its subsidiaries will assist Vendors whenever and wherever possible in determining local conditions and clarification of the Tender Documents.



SATS may reject any, part of, or all Tender Submission and waive any informality or irregularity in any Tender Submission received. No reason shall be given to any unsuccessful Vendors for not being awarded the Tender.

### **3.5.5 Acceptance of Tender**

SATS and/or its subsidiaries shall not be bound to accept the lowest of any Tender Submission nor is it liable for any claim for whatever costs that may be incurred in the preparation of the Tender.

SATS and/or its subsidiaries reserve the right to accept and award the whole or part of the Tender Submission.

### **3.5.6 Notification of Vendors**

All Vendors will be notified of the award as soon as approvals by the relevant committees have been given.

Vendors shall be notified in accordance to the timeline stated in Section 2: Schedule of Events (subjected to changes by SATS). Do note that Confidential Annexes shall only be released to shortlisted vendors.

### **3.5.7 Award of Tender**

All sub-contractors or assigned Vendors shall be named within the proposal. SATS and/or its subsidiaries reserve the right to reject sub-contractors or assigned Vendors without giving reasons, whereby the Vendors will have no right to make changes to the final price in terms of compensation and/or replacement.

SATS and/or its subsidiaries may, at their discretion, award part of the products and/or services to other Vendors. Vendors are obliged to co-operate with each other including working with SATS's and/or its subsidiaries' vendors to deliver a solution that complies fully with the overall system (business and technical) specifications as specified in the RFP.

### **3.5.8 Communications**

After the tender publication date, the vendors shall not communicate directly or indirectly with SATS or any of the employees of SATS in regard to the progress of the Tender (unless otherwise specifically stated within the Tender documents), other than through the official channel (refer to Section 3.3: Contact Person).

SATS shall communicate the results of the Tender to the vendors in writing.

The breach of this term and condition by the vendors, their employees or agents shall render the vendors to be disqualified from this Tender exercise or any future tender exercise.

### **3.5.9 Conformance with Agreed Specifications**

All works must be carried out in accordance with the Tender Documents that have been agreed to by SATS and/or its subsidiaries and Vendors.

All title, ownership and other intellectual property rights in any software customization and related documentation created or otherwise developed pursuant to this Tender vest in SATS.

By submitting the Tender, Vendors agrees to assign to SATS any intellectual property rights that subsist in or arise from the deliverables of any software customization and related documentation created or otherwise developed pursuant to this Tender.

If vendors do not agree to the assignment, they must explicitly specify the reasons in the RFP submission, subjected to approval by SATS.

### **3.5.10 Gifts, Inducements and Rewards**

Vendors are advised to refrain from offering gifts and rewards in any form or manner to any SATS employee in relation to the obtaining or execution of any contract with SATS, whether or not the like acts are performed by the Vendors or persons acting on his/their behalf with or without the knowledge of the Vendors.

SATS shall terminate the Contract, forfeit the deposits and debar the Vendors for any appropriate period of time if it is proven that the Vendors has offered and/or given gifts and rewards in obtaining or in execution of any contract.

### **3.5.11 Date Compliance**

The Services and/or Hardware and/or Software are and will be free from date compliance problems and the performance or the functionality of the Services or obligations to be performed under the Tender and Contract shall not be affected, impeded or interrupted by the entry or processing of any data value or date dependant function, whether such date is past, current or future.

### **3.5.12 Contract**

The successful vendor is required to enter into a Contract with SATS and/or its subsidiaries within fourteen (14) days from the award of the Contract, failing which SATS reserves the right to award the Contract to another vendor.

### **3.5.13 Security Deposit**

The successful vendor shall pay a deposit equivalent to five (5%) of the annual value of the Contract as Security Deposit.

If the security deposit is below \$2,000, the amount shall be paid by a crossed cheque drawn in favour of SATS Ltd, SATS Airport Services Pte Ltd or SATS Catering Pte Ltd or Singapore Food Industries Pte Ltd or any of its subsidiaries, as the case maybe.

If the security deposit is \$2,000 and above, a banker's guarantee valid for the period of Contract will be acceptable, provided such guarantee undertakes to meet all claims arising during the period of Contract.

This deposit shall be retained for the duration of the Contract and shall, after liquidated damages, if any, have been deducted, be refunded to the successful vendor at the end of the Contract. No Interest shall be paid on the deposit.

Note that security deposit is mandatory and vendors are to comply.

### **3.5.14 Payment Terms/Scheme**

Vendors will follow the Payment Terms/Scheme in accordance with the payment milestones stated by SATS under Annex 16 (Pricing Table).

SATS and/or its subsidiaries have the right to terminate the Contract signed between SATS and/or its subsidiaries and the Vendors at any time giving thirty (30) days prior written notice. Should this occur, SATS and/or its subsidiaries will pay for work rendered up to date of termination.

### **3.5.15 SATS Supplier Code of Conduct**

The Vendor shall at all times duly comply with the terms of the Supplier Code of Conduct as may be updated from time to time and which may be found at <https://www.sats.com.sg/Tenders/Notices/SATS-Supplier-Code-of-Conduct.pdf>.

#### **SECTION 4: FORMAT FOR SUBMISSION OF PRE-QUALIFICATION**

Each proposal should be structured in a clear, straightforward manner and in accordance with the outline of the respective sections herein. Vendors should exercise care to present only realistic, attainable commitments in their proposal.

All Forms stated below must be presented in the format listed herewith and signed by an authorized signatory.

Enclose within:

1. **Non-Disclosure Agreement (NDA)**
2. **Annex 2 (Vendor Profile Matrix)**

##### **Part 1: Non-Disclosure Agreement (NDA)**

Enclose a copy of the duly signed NDA in this part.

No changes are allowed on the terms and conditions of SATS Non-Disclosure Agreement.

SATS and/or its subsidiaries reserve the right to share your response to the RFP with its advisors, if required.

Note: Vendors must have Non-Disclosure Agreement(s) with their sub-contractors.

##### **Part 2: Vendor Profile Matrix**

Enclose the completed **Annex 2 (Vendor Profile Matrix)** in this part. Please note that it is not acceptable to reference the relevant sections to e.g. websites, financial reports etc. Kindly fill in the required details.

Any supporting information/documents shall be provided as attachments to the Vendor Profile Matrix.

Do note that incomplete information could lead to disqualification.

## ANNEX 1: SCOPE OF WORK - SUMMARY

### 1. Scope of Work

- 1.1 Provide a detailed design and solution for the new Workshop Inventory Asset Management (WIAM) system based on the proposed workflows.
- 1.2 Implementation of the new system and perform bug fix for issues during the project period.
- 1.3 Provide training for the key users and administrators.
- 1.4 Maintain and support the system after rolling out.
- 1.5 The proposed system or solution shall be able to provide the functions below:
  - 1.5.1 Work Order Management
  - 1.5.2 Preventive Maintenance (PM) Management
  - 1.5.3 Corrective Maintenance (CM) Management
  - 1.5.4 Emergency Maintenance (EM) Management
  - 1.5.5 Labor hours/Job Assignment Management
  - 1.5.6 Inventory Management (IM)
  - 1.5.7 Asset Management (AM)
  - 1.5.8 Purchase Requisition (PR) Management
  - 1.5.9 Purchase Order (PO) Management
  - 1.5.10 Creation of Request for Quotations (RFQ)
  - 1.5.11 Contract and Tender Management
  - 1.5.12 Reporting Requirements
  - 1.5.13 Dashboard
  - 1.5.14 Approval workflow

## ANNEX 2: VENDOR PROFILE MATRIX

Please complete the Matrix briefly (URLs are not acceptable). Additional information can be given as an attachment and / or in the relevant parts of your tender proposal.

Category/Section	Description
<b>Corporate Information</b>	
Company's Name and Address (i.e. company bidding for this tender)	
Year of Incorporation	
Parent Company Name and Address (if any)	
Mission and Direction	
Core Competencies / Business	
Revenue for the 3 most current year-end periods of company bidding for this RFP (in the currency of Singapore Dollars)	
Net Profit for the 3 most current year-end periods of company bidding for this RFP (in the currency of Singapore Dollars)	
Technology / Business Partner	
Contact Person's Name, Job Title, email address, mobile & DID contact no., fax no.	
<b>Experience</b>	
Relevant Project Experience - number of years - state the projects title (a brief description can be given as attachment)	
Gateway Services and/or Food Solutions Project Experience - state the projects title (a brief description can be given as attachment)	
SATS Project Experience - state the projects title (a brief description can be given as attachment)	
List three (3) relevant Customer References to this project, other than the references that have been stated above	

Category/Section	Description
(no duplicate customer references) - number of years - state the project title (a brief description can be given as attachment)	
<b>Product Features</b>	
Product Overview	
Technology Platform (e.g. DotNet, J2EE, C etc)	
Client (e.g. browser-based, Java client, etc)	
Server (e.g. Windows, Unix, etc)	
DBMS (e.g. Oracle, SQL*Server, etc)	
Interfaces Supported (e.g. MQ-Series, Web Services etc)	
Years in Market	
Estimated Market Share	
<b>Resources</b>	
Number of Staff Worldwide - Total - Technical (Consultant, Engineer, etc) - Post Implementation Support	
Number of Staff in Singapore - Total - Technical (Consultant, Engineer, etc) - Post Implementation Support	
State the number of staff and the total number of years for each technology skill set / design standard in: Web Design J2EE DotNet Web Services Weblogic MQ-Series or equivalent Oracle 10g and above SQL Server RF Technology Others (please specify)	

Category/Section	Description
<b>Project Management</b>	
Development Methodology Adopted	
Development Model (on-site/off-shore/ hybrid)	
CMM, ISO or equivalent Certification	
<b>Information Security and Quality Assurance</b>	
State whether your organisation has a series of documented Information Security policies and Quality Assurance policies.  Existing Information Security policies (Yes / No) Existing Quality Assurance policies (Yes / No)	

Please also provide the following information:

Company Name	Business Registered Address	Website	Salesperson's First Name	Salesperson's Last Name	Salesperson's Email Address	Salesperson's Contact No.