**1. GENERAL REQUIREMENTS**

1.1 The contract period will be from \_\_\_\_\_ to \_\_\_\_\_\_ and could be extended for another two years thereafter subject to satisfactory performance and reasonable rates

1.2 The Contractor is to provide preventive and corrective maintenance services (“Work”) to SAS’s fleet of Container Pallet Loaders (referred to as “JCPL & MDL”). The existing fleet of JCPL & MDL is listed in Annex A (The number of JCPL & MDL may change from time to time depending on business conditions.)

1.3 A 98% Serviceability Rate of JCPL & MDL must be achieved daily by 1600 hours of each day. And the calculation for the equipment that are down due to non-Availability of spares or badly damaged in the accident can be calculated using the formulae shown below:

#No. of Equipment down days (due to Breakdown only)

FORMULA = -------------------------------------------------------------------------- X 100

\*Total No. of Equipment days (Calendar)

# - Based on Breakdown repairs only

\*- Equipment strength X Number of calendar days in the month.

Serviceability Rate = 100% - Unserviceability Rate (%)

1.4 The Work must be carried out at the SATS Maintenance Center Main and Sub workshop including tarmac area located near Cargo Complex Area (next to Fire Station 2).

**2. TECHNICAL QUALIFICATION**

2.1 **Technicians**

2.1.1 All technicians employed by the contractor shall be Singaporean/PR or work permit holder with relevant skills in automotive and hydraulics with a minimum 3 years of working experience.

**3.** **OBLIGATION OF CONTRACTOR**

3.1 **Insurance Coverage**

The contractor shall be responsible for all forms of insurance coverage for the purpose of performing all the required services. They include, but not limited to:

3.1.1 Workmen’s compensation

3.1.2 Public and aviation liability insurance

3.2 **Damage to SATS’s vehicle/Equipment**

The contractor shall be responsible for all damages incurred out of negligence by the technicians. For such incident, the repair shall be performed at no cost to SATS.

3.3 **Discipline**

The contractor shall be responsible for all disciplinary matters arising from the technicians. SATS shall have the right to demand for change of technician (s) as a result of disciplinary problem, poor attitude, non-compliance to safety standards, etc.

3.4 **Medical Benefit**

The contractor shall be responsible for the medical claims for all the technicians.

3.5 **Leave/MC**

For the comprehensive labour package where a fixed number of technicians are employed, the contractor shall be responsible to ensure that all the technical labour are available at any one time or day at the workshops.

3.6 **Uniform**

In order to provide proper identification, all technicians shall put on a standard uniform bearing the company’s name. They are to wear appropriate safety gears and observe good workshop safety practices. SATS technician leave the company or when he is no longer employed to support the contract.

3.7 **Nominal Roll**

The contractor shall be responsible to provide SATS with a list of the technicians ‘names (inclusive of supervisors) within two (2) weeks from the date of the contract signature. This list shall be re-submitted as and when changes are effected. This list shall consist of the name, NRIC number qualification number and number of years of working experience. A photocopy of the qualification shall be attached. For those technicians without the academic qualification and only working experience, it shall be supported with proper document (testimonials, etc.) from the company or their previous employers.

3.8 **Management/Training of Technicians**

The management of the commercial technicians shall be solely the responsibility of the contractor. This shall include but not limited to areas such as adhering to safety regulations, motivating the technicians, providing the technicians, providing of initial continual trainings, discipline, etc. Additional management staff to perform the added shall be provided at no extra cost to SATS. To use any SATS software, relevant training will be provided to the technicians from SATS.

3.9 **Any Other Miscellaneous Costs**

Airport pass application, Airside driving permit etc. fees to be borne by the Contractor.

**4.** **WORKDAYS AND TIMINGS**

4.1 The contractor has to provide the required technicians daily, including weekends and public holidays. For timings, please refer to the table below:

|  |  |
| --- | --- |
| Technician | Working Timings |
| Workshop Technician | 0800 hrs to 2000 hrs |
| Tarmac Technician | 0800 hrs to 1700 hrs |

**5. REQUIREMENT**

5.1 **The Services**

The contractor is required to provide competent labour to undertake all forms of maintenance   
 services and repair works dictated by SAS. This includes, but not limited to:

5.1.1 provide technically competent an experienced technician (at least 2 Electricians and 10 Mechanics daily, out of which 2 must be holders of Class 3 or above 4 driving license and 1 must be 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.

5.1.2 Repair Works which may involve replacing faulty components, bodywork repairs and rectification of   
 system failures (e.g., brakes, electrical and hydraulic) less those mentioned in Para 5.1.4. This   
 inclusive of simple modification or fabrication job. The scope of work for   
 preventive maintenance work is specified in Annex B;

5.1.3 SAS will have the sole discretion to decide whether a part should be repaired or replaced.

5.1.4 The following are not included in the contract:

1. Major Accident/damage repairs;
2. Repair of bodywork due to corrosion or accident/damage for more than 4 hours;
3. Overhaul of engine;
4. Repair and replace fire extinguishers and communication equipment; and
5. Tow of unserviceable JCPL & MDL back to workshop

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

5.1.5 All forms of preventive maintenance and servicing tasks as recommended by the equipment  
 manufacturer. This includes providing a team of 2 technicians to conduct daily functional checks and   
 minor repairs of JCPL & MDL at the tarmac;

5.1.6 Conduct all forms of tests necessary for the diagnosis and “road worthiness” test such as road test or  
 workshop line inspection test.

5.1.7 Carry out diagnostic or troubleshooting and recommend the maintenance scope to be performed  
 (inclusive of identifying the correct spares to be used.).

5.1.8 prepare the equipment adequately to pass the annual Load Test, LTA and CAG inspections.

5.1.9 Perform on-site repair service as requested by SATS.

5.1.10 Documentation as required by SATS related to the maintenance and repair services provided,  
 inclusive of updating of computerized records.

5.1.11 Perform housekeeping of tools & equipment and workshop area.

5.1.12 Maintain records manhours committed for each job/task (inclusive of updating the SATS   
 computer system).

**6.** **QUALITY CONTROL**

The Contractor is to 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.

**7. WARRANTY**

7.1 The contractor shall warrant that the workmanship of all jobs for a period of at least six (6) months from the   
 date of passing out form workshops. In cases of damages incurred by the contractor during the course of   
 providing the services, the warranty shall be six (6) months for both materials and workmanship.

**8.** **SPARE PARTS AND MATERIAL SUPPORT**

8.1 All spare parts and maintenance materials (workshop expendable, POL etc.) shall be provided by SATS. All   
 replaced or faulty components shall be returned to SATS for repair or disposal.

**9. TOOLS. SPECIAL TEST EQUIPMENT (STE) AND WORKSHOP FACULTY**

9.1 All special tools and workshop facilities shall be provided by SATS as far as possible. Lost or damaged tools shall be replaced by the contractor, and it shall be of similar brands or quality provided by SATS. The contractor may also supplement other tools above what is supplied, however, at no additional cost to SATS.

9.2 Workshop facility shall be provided by SATS. The existing SATS procedure for reporting of damages to   
property shall apply. This procedure shall be administered by the respective workshops when the need arises. For damage of equipment due to negligence, the contractor shall make good that equipment at no cost to SATS. Similar brands or quality, in the case of replacement shall apply.

**10. LIQUIDATED DAMAGES**

10.1 With reference to Para 5.1.1 the Contractor must provide a minimum of 8 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.

10.2 Liquidated damages of $50 per incident will be levied on the Contractor, if a JCPL & MDL has similar defect within 7 days of a repair work (if this is found to be from poor workmanship).

10.3 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 JCPL & MDL and the Contractor must bear the full cost of repair.

**Annex (A)**

|  |  |  |
| --- | --- | --- |
| **JCPL** | **Model** | **Fleet Size** |
|  | Air Marrel | 30 units |
|  | Wei Hai | 34 units |
|  | JBT | 17 units |
| **MDLS** | **Model** | **Fleet Size** |
|  | Air Marrel | 11 units |

**Annex (B)**

The Equipment’s Checklist attach as PDF file.

|  |  |  |
| --- | --- | --- |
| **Annex (C)** |  |  |
| Manpower Rate |  |  |
| **Workshop Technician** |  |  |
| **Description** | **Per Month** | **Remark** |
| Manpower Rate for 10 Technician | S$ |  |
|  |  |  |
| Each Additional Manpower Rate | S$ |  |
|  |  |  |
| **Tarmac Technician** |  |  |
| **Description** | **Per Month** | **Remark** |
| Manpower Rate for 2 Technician | S$ |  |
|  |  |  |
| Each Additional Manpower Rate | S$ |  |