



REQUEST FOR PROPOSAL (RFP)

Project Title: Passenger Meal Selection System (PMSS)

Tender Number: TR 502

Type of Document: Main (PART 1)

Organization: SIA

Co. Regn. Number: 197200078R

Confidentiality:

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EXECUTIVE SUMMARY

Singapore Airlines seeks potential vendors with proven airline system development experience and service oriented architecture (SOA) integration capabilities to develop a new Passenger Meal Selection System (**PMSS**) to retain leadership and product differentiation in the area of in-flight services provided to our customers.

The potential vendor must demonstrate SOA know-how, good knowledge of airline business and make suitable recommendations to meet the requirements stipulated within this document. Also, the vendor must display strong project management and fast turn-around development capabilities so as to manage the complexities of large-scale system integrations and multiple-vendor environment to achieve success in this implementation.

PMSS system will be a replacement of the KRISCOM Meal Selection System (KMSS), a module in KRISCOM system. Under a separate **PBSS** (Passenger Booking and Servicing System) project, the entire KRISCOM system will be progressively migrated to Altea system hosted in Erding by Amadeus.

Altea is a suite of products provided by Amadeus for an airline Reservation and Departure Control functions. PMSS will be positioned as the back-end system providing support to Altea for meal service catalogue and meal booking requests.

The selected vendor would need to develop similar capabilities currently available in KMSS as well as support the integration to Altea system according to PBSS project timeline.

PMSS scope to be delivered according to PBSS project phases as follows:

PBSS Phase 1 – Jun 2012

Scope includes:

- Daily loading of meal catering schedule from IMPCS system
- One time set up of Kitchen info, Meal info and Meal Booking rules with data exported from KRISCOM
- Maintenance of Kitchen info, Meal info and Meal Booking rules
- Meal service catalogue and meal booking requests from Altea RES

Timeline will be aligned to that of PBSS phase 1 (RES & INV cutover).

PBSS Phase 2 – Dec 2012

Scope includes:

- Meal service catalogue and meal booking requests from Altea DCS
- Retrieval of meal catering list
- Finalization of meal catering list to kitchen at about 6 hours before flight departure
- List of meal changes since finalization to kitchen at 3 hours before flight departure
- Last minute meal request to kitchen
- Retrieval of Cabin Crew meal list from W@ves System
- Printing of Special Meal list at the gate
- Sending of Transit Meal list to kitchen at transit station
- Daily sending of Passenger loads and special meal info to SAP Catering System for flights departing in the coming days
- Sending of Passenger loads and special meal info to SAP Catering System at various intervals for flights nearer departure

Timeline will be aligned to that of PBSS phase 2 (DCS cutover).

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INSTRUCTIONS FOR VENDORS

SECTION 1: DEFINITION OF TENDER DOCUMENTS

Tender Documents shall include items listed in the RFP (Part 1 and Part 2 as listed below) 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 SIA 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 the Main document are (**"Part 1"**):

Annex 1	-	Vendor Profile Matrix
Annex 2	-	Tender Application Form
Annex 3	-	IPT Declaration by Vendor/Contracting Party
Annex 4	-	Declaration of Participation by Relatives/Associated Companies
Annex 5	-	Individual Non-Disclosure Agreement
Annex 6	-	Terms and Conditions on Usage of SIA IT Resources

(2) Confidential Annexes (**"Part 2"**) to be released to eligible vendors after SIA's acceptance of the Vendors' Intent-to-Bid which comprise the Vendor Profile Matrix and Non-Disclosure Agreement are listed below:

Annex 7.1	-	Service Level Agreement
Annex 7.2	-	Service Level Agreement – Incident Management
Annex 8	-	Information Security Requirements
Annex 9	-	Infrastructure and Architecture Standards
Annex 10	-	Application Maintenance Services (AMS)
Annex 11	-	Guides
Annex 12	-	eCourseware Standard Requirements
Annex 13	-	Scope of Work (Detailed)
Annex 14	-	Glossary
Annex 15	-	Pricing Table
Annex 16	-	Standard Contract ("Contract")

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SECTION 2: SCHEDULE OF EVENTS

EVENT	DATE
Tender Publication	3 June 2009
¹ Submission for Pre-Qualification	8 June 2009, 12 Noon, Singapore Time
Notification of Pre-qualification and release of confidential Annexes	12 June 2009
² Project Briefing	16 June 2009 09:30AM – 11:00AM SIA Computer Centre - Room 1 722, Upper Changi Road East, Singapore 486854
Questions from Vendors	By 24 June 2009
SIA's Responses to Questions	By 26 Jun 2009
³ Submission of Proposal	30 June 2009, 12 Noon, Singapore Time
Vendor presentation	6 to 10 July 2009 to be confirmed
Appointment of Vendor(s)	Expected to be no later than 3 months after Submission of Proposal

¹ Refer to 3.2 Intent to Bid

² Refer to 3.4 Project Briefing

³ Refer to 3.5 Tender Submission

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SECTION 3: TENDER PROCEDURES

3.1 Pre-Qualification Criteria

Annex 1 (Vendor Profile Matrix) should be completed with sufficient information for SIA 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 1** (Vendor Profile Matrix) could be grounds for disqualification.

3.2 Intent to Bid

To participate in this RFP, the following is required:

(a) Email to ITAdmin_RFP6@singaporeair.com.sg or fax to (65) 6490 0761 by the submission deadline:

- **Annex 1** (Vendor Profile Matrix)
- Non-Disclosure Agreement (NDA) duly signed by your authorized signatory

(b) Post or courier to reach SIA within 3 business days of the submission deadline::

- Two (2) original sets of the Non-Disclosure Agreement (NDA) duly signed by your authorized signatory

The NDA should be sent to:

Senior Manager, IT Corporate Services
Singapore Airlines Limited
IT Tender Box
Pass Office
SIA Training Centre
720 Upper Changi Road East
Singapore 486852

****Note: For identification purposes, the cover of the documents (including the envelopes) MUST be clearly marked with 'INTENT TO BID' and the tender reference number 502.***

Vendors will be informed of SIA's and/or its subsidiaries acceptance of their Intent to Bid and will be given the Confidential Annexes via email. Fulfillment of all the criteria above does not imply SIA's and/or its subsidiaries acceptance of your intention to bid. No reasons will be given to the unsuccessful Vendors.

3.3 Contact Person

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

ITAdmin_RFP6@singaporeair.com.sg

ALL communication between the Vendors and SIA and its subsidiaries shall be through the above email address.

When submitting questions, the identity of the Vendors' representative must be clearly indicated. The email shall in such cases, follow the format as stated below:

- (1) Name of vendor;
- (2) Date of submission; and
- (3) Document Number e.g. Vendor XXX, 06 May 2005, Document 1 of 1 etc...

as to clearly specify how many email(s) and attachment(s) constitute the full proposal. All questions must be sent to SIA and/or its subsidiaries before the deadline indicated in *Section 2: Schedule of Events*. SIA and/or its subsidiaries will respond to the questions in writing. All the questions and the

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corresponding responses prior to the Submission of Proposal date will be made known to all Vendors (where possible) without revealing the identity of the source of the questions.

If the solution includes a partnership of service providers, the Prime Vendor will be the sole party that communicates with SIA and/or its subsidiaries during the Tender process.

3.4 Project Briefing

Each Vendor is allowed to send a maximum of three (3) representatives to attend the project briefing.

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

Please state the attendees' details in the **Annex 1** (Vendor Profile Matrix).

Attendees are required to exchange their NRIC or Passport for the Visitor Pass at Pass Office of the meeting venue.

3.5 Tender Submission

Three (3) sets of the Tender Submission, i.e. one (1) original and two (2) copies, are required. For identification purposes, the cover of the Tender Submission (including the envelopes) MUST be clearly marked with either 'ORIGINAL' or 'COPY' and the **tender reference number 502**.

In addition, prepare two (2) sets of CDs containing the soft copy of your Tender Submission. Label the CDs with "**Tender Ref 502: Passenger Meal Selection System (PMSS)**" and **your organisation's name**; and put them in an envelope marked "**Softcopy of TR502**".

The Tender Submission, comprising the proposal(s) and CDs, should be submitted in sealed envelopes to:

**The Secretary
Tenders Committee
Singapore Airlines Limited
No. 4 Airline Road
SIA Pass Office
Changi Airfreight Complex (CAC)
Singapore 819825**

Vendors should take into account the time required to reach the venue for submission of tender.

The time specified in *Section 2: Schedule of Events* under Submission of Proposal must be strictly adhered to.

Overseas Vendors may fax Tender Submission to (65) 6543-1369 but the original Tender Submission must reach the Tenders Committee within three (3) days starting from the Submission of Proposal date; otherwise, the Tender Submission will not be valid. Vendors are required to verify receipt of their fax with SIA Legal Department by calling (65) 6541-4045. When faxing, ONLY the 'Tender Application Form' and 'all pages with costing' are required.

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

3.6 Evaluation Criteria

The proposals will be evaluated based on the following factors (including but not limited):

- Overall value; i.e. cost versus benefit to SIA and/or its subsidiaries
- Point-by-point responses to the Scope of Work
- Completeness of your solution
- Technical architecture and considerations of performance needs

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- Ease of integration with current SIA and/or its subsidiaries systems as well as third party systems
- Technical Expertise
- Prior Experience
- Project management and development capabilities

The evaluation process may include telephone calls to your referees (clients) to verify claims made by your company. Reference sites with the closest match to SIA's and/or its subsidiaries network will be preferred.

The short listed candidates may be asked to present their Tender Submission on-site at SIA and/or its subsidiaries. SIA and/or its subsidiaries will provide the necessary facilities for the presentation but all other expenses incurred by the Vendors in making the presentations will be borne by Vendors.

3.7 Conditions for Tender

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

3.7.1 General Conditions

SIA 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.

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

3.7.2 Terms of Application

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 2** (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 2** (Tender Application Form) is allowed.

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

3.7.3 Tender Amount

Numbers shall be stated in writing and in figures.

The pricing for the products to be supplied or services to be rendered shall be exclusive of any Goods and Service Tax ("GST"), i.e. prices quoted shall not include any GST component.

The amount tendered by the Vendor and filled in the space "TOTAL AMOUNT TENDERED" on the **Annex 2** (Tender Application Form) shall be the amount agreed to upon appointment of the successful Vendors. The amount shall not be varied in any way, unless mutually agreed in writing.

Unless otherwise provided in any supplement to these instructions, Vendors shall not modify their Tender Submission after the Submission of Proposal date. The price quoted shall be treated as the last price the Vendor is prepared to offer. Vendors should therefore quote their best and last price.

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Notwithstanding the above, should a change in specifications occur after a Tender has been called and such change may have an effect on price, SIA and/or its subsidiaries may under such circumstances negotiate the price.

Vendors may not amend their bid price during the Contract period. Any increase in costs of production or in any other aspect may not be passed on to SIA and/or its subsidiaries by way of an increase in the awarded price or a change in the products and/or services to be provided.

Without limitation all permits, licenses, royalties and fees whatsoever claimable by or payable to any person, firm or corporation or government or in connection with an invention or patent used or required to be used in connection with Vendors obligations under this Tender are for the account of Vendors and shall not be charged to SIA and/or its subsidiaries.

3.7.4 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.

3.7.5 SIA's Obligations to Vendors

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

SIA 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.

3.7.6 Compliance to Requirements, Standards and Guides

Vendors shall comply with all business and technical requirements, standards and guides specified in the RFP unless otherwise stated in accordance with *Section 4: Format of Proposal, Part 5: Proposed Solution*. Vendors are to comply with industry software development best practices.

3.7.7 Acceptance of Tender

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

3.7.8 Notification of Vendors

All Vendors will be notified of the award as soon as approval by the relevant committee has been given.

3.7.9 Award of Tender

Any sub-contractors or assigned Vendors shall be named within the proposal. SIA 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.

SIA 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 SIA'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.

3.7.10 Contract

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The successful Vendor(s) shall submit a draft Contract (using the **Annex 16** (Standard Contract)) within one (1) week of request by SIA, failing which SIA may award the Contract to another Vendor. The draft Contract shall incorporate all terms and conditions specified in the Contract plus all other terms and conditions specified in the RFP. Upon signing of the Contract by both SIA and the Vendor shall the Tender be deemed awarded to the Vendor.

3.7.11 Security Deposit

Upon award of the Tender, Vendors shall furnish a security deposit in Singapore currency equivalent to five percent (5%) of the value of the Contract. If the deposit is below S\$2,000.00, the amount shall be paid by a crossed cheque (for local contractors/ suppliers only) or bank draft (for local and overseas contractors/suppliers) in favour of "Singapore Airlines Limited". Should the deposit be S\$2,000.00 and above, a banker's guarantee in SIA's standard format will be acceptable, provided such guarantee undertakes to meet all claims arising during the period of the Contract. This deposit shall be retained for the duration of the Contract and shall, after damages, if any, have been deducted, be refunded in Singapore currency to the Vendors at the end of the Contract by way of a cheque drawn on a bank in Singapore or by way of return of the banker's guarantee, as the case may be. No interest shall be paid on the deposit and any gain or loss resulting from currency exchange shall be borne by the Vendors.

Security deposit is mandatory for award over SGD300,000 only.

3.7.12 Specimen for Banker's Guarantee

BANKER'S GUARANTEE (FOR TENDER SECURITY DEPOSIT)

1 In consideration of Singapore Airlines Limited awarding Tender No. _____ to _____ of _____ (hereinafter referred to as the 'Contractor') and Singapore Airlines Limited not insisting on the full cash security deposit being paid by the Contractor, we the Guarantor hereby guarantees Singapore Airlines Limited the sum of S\$ _____ ("Guaranteed Sum") being the amount of the Security Deposit required for the due and faithful performance of the said Contract.

2 In the event of the Contractor failing to fulfil any of the terms and conditions of the said Contract, the Guarantor shall indemnify Singapore Airlines Limited against all losses, damages, costs, expenses sustained by Singapore Airlines Limited up to the sum of Guaranteed Sum. The guaranteed sum shall be payable to Singapore Airlines Limited immediately upon demand.

3 The liability of the Guarantor under this Guarantee shall continue for the duration of the Contract period from _____ ('Commencement Date') to _____ ('Expiry Date') and the Guarantor undertakes to meet all claims arising during the period of the Contract, provided that any claim hereunder should be made not later than three months after the Expiry Date.

3.7.13 Conformance with Agreed Specifications

All works must be carried out in accordance with the Tender Documents that have been agreed to by SIA 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 SIA.

By submitting the Tender, Vendors agrees to assign to SIA 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.

3.7.14 Gifts, Inducements and Rewards

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Vendors are advised to refrain from offering gifts and rewards in any form or manner to any SIA employee in relation to the obtaining or execution of any contract with SIA, 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.

SIA 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.

3.7.15 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.

3.7.16 Payment Terms/Scheme

Vendors will follow the Payment Terms/Scheme as stated below:

Upon signing of Formal Contract	10% of Tender Amount
Upon signoff of Deliverables/Milestones	30% of Tender Amount
Upon acceptance of User Acceptance Tests (UAT) – PBSS Phase 1	20% of Tender Amount
Upon end of Warranty Period – Phase 1	10% of Tender Amount
Upon acceptance of User Acceptance Tests (UAT) – PBSS Phase 2	20% of Tender Amount
Upon end of Warranty Period – Phase 2	10% of Tender Amount

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

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SECTION 4: FORMAT OF PROPOSAL

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.

Non-compliance to meeting any requirements must be specifically stated with reasons by the Vendors.

Part 1: Tender Forms

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

Enclose within:

1. **Annex 2** (Tender Application Form),
2. **Annex 3** (IPT Declaration Form)
3. **Annex 4** (Declaration of Participation by Relatives/Associated Companies)

For Forms 2 and 3 stated above, to comply with Chapter 9A of the Listing Manual of the Stock Exchange of Singapore – Interested Person Transactions (IPT), declare whether your company is affiliated with Temasek Holdings Pte Ltd (owned by the Government of Singapore) or any of its subsidiary/associated companies.

Part 2: Non-Disclosure Agreement (NDA)

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

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

*Before commencing work for SIA and/or its subsidiaries, employees/subcontractors of appointed Vendors will also be required to sign “**Annex 5** (Individual Non-Disclosure Agreement)” and undertake to abide the “**Annex 6** (Terms And Conditions on Usage of SIA IT Resources)” if such employees/subcontractors of the appointed Vendor(s) are required to use SIA equipment.*

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

Part 3: Vendor Profile Matrix

Enclose the completed **Annex 1** (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.

Part 4: Executive Summary

Summarise the salient points of your proposal in no more than two (2) pages. Briefly describe your proposal and how it will meet the requirements of the RFP.

Part 5: Proposed Solution

The proposal should reflect the full understanding of all sections within the RFP.

Provide a complete point-by-point response in ALL sections within (i) Part 1 and (ii) Part 2. Include any additional information you deemed necessary to support your proposal, explaining how the proposed system would handle each requirement.

This complete point-by-point response shall be done in a form of a Compliance Table as shown below, for the following RFP documents:

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Section 3:	Tender Procedures
Annex 5:	Individual Non-Disclosure Agreement
Annex 6:	Terms and Conditions on Usage of SIA IT Resources
Annex 7.1:	Service Level Agreement
Annex 7.2:	Service Level Agreement – Incident Management
Annex 8:	Information Security Requirements
Annex 9.1:	Infrastructure and Architecture Standards
Annex 9.2:	IT Operations Standards and Guides
Annex 10:	Application Maintenance Services (AMS)
Annex 11:	Guides
Annex 12:	eCourseware Standard Requirements
Annex 13:	Scope of Work (Detailed)
Annex 14:	Glossary
Annex 15:	Pricing Table
Annex 16:	** Standard Contract

Para. No.	SIA Requirements	Compliance	Remarks
2.14	Award of Tender		
2.14.1	Any subcontractors or assigned Vendors shall be named with the Tender Submission. [SIA] reserve the right to reject subcontractors or assigned Vendors without giving reasons, where Vendors will have no right to make changes to the final price in terms of compensation and/or replacement.	Y	

Vendors should enter a "Y" (Yes) or "N" (No) to indicate if it complies with the RFP requirement as written.

Vendors who do not comply with an RFP requirement exactly as written must enter an "N" in the "Comply (Y/N)" column and propose changes to the original RFP Requirements to clearly indicate the changes to the original RFP Requirement.

**** Compliance with the T & Cs of the Contract will mean no change to the wordings of the clauses stated therein.**

Describe how other Vendors or Vendors products, if any, will be integrated into your solution processes.

Describe the approach, processes and methodologies that you will be using in the system you are proposing.

Proposal could include:

- Functional Hierarchy Diagram (FHD)
- Product overview or technical specifications (including scalability – tpmC, specInt etc., availability – MTBF, MTTF etc.)
- Detailed description of each component or module
- Screen shots of key components or module
- Table of major data fields
- Architecture (functional and technical) diagrams and description

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- Security implementation, if necessary
- Solution on interfacing with existing/new systems as defined in the Scope of Work
- Hardware configuration and sizing to meet performance requirements
- Product upgrade path (e.g. details on new functionality/features/architecture and expected date)
- Project management process/methodology, deliverables (e.g. project status etc.) and schedule
- Project organization structure and profile of key project team members (e.g. Management oversight, Project manager, Project leader, Architect, Systems analyst, Main developers, Testers, System administrators, Database analyst, Quality assurance etc), including development team composition i.e. either on-site, off-shore, hybrid model
- Quality management plan
- Risk list and mitigation plan
- Details on how and the process to provide warranty and maintenance/support to comply with the stipulated SLA (including composition of team, escalation process etc.)
- Other details on provision of various environment, testing methodology, development/testing tools to be used, training, transfer of knowledge/skill, secondment of SIA and/or its subsidiaries staff to project team etc.

State:

- the required configuration of your proposed product,
- whether customization of your product is required, keeping in mind that customization must be kept to a minimum and,
- whether integration with SIA's other systems is required and if so, how this is proposed.
- If proposed system is a package, Vendors should highlight the salient features and describe the functionalities/features that would meet the functional and technical requirements (e.g. basic, mandatory, optional, value added etc.)
- All assumptions and constraints explicitly

State the time frame and schedule, from initiation till completion, for delivery of each (where possible) of the requirements.

Software warranty will be for a 2 and 2 months respectively period, commencing from the date of system operational phase 1 and phase 2 launch.

Specify the notification period for commencement of any future development work.

Part 6: Prior Experience

Vendors must provide extensive details of a minimum of three (3) projects, which they have relevant experience in. These must be similar to the nature of this Tender.

Part 7: Pricing/ Payment Terms

For work covered in this RFP, Vendors must submit a fixed fee proposal (provide price breakdown where possible) within the **Annex 15** (Pricing Table).

Software licenses and maintenance must be fixed for five (5) years and subsequent annual increase pegged to the CPI in Singapore subject to a maximum increase of one percent (1%), whichever is lower.

Vendors may be required to maintain and support the application/product for an initial contract term one (1) year with an option to extend it each year for the next two (2) years, after which there will be a handover to the SIA AMS team. Please quote up to a timeframe of three (3) years (individually).

Provide a standard man-day rate to be used in the commercial proposal for all future application development work. This standard man-day rate will be effective for the duration of the Contract. Any assessment of Change Requests effort must be made free-of-charge to SIA and/or its subsidiaries.

All prices should be quoted in Singapore Dollars (SGD).

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Provide a validity period of twelve (12) months from the deadline for Submission of Proposal.

Vendors shall bear any withholding tax*, if applicable.

SIA reserves the right to award the RFP in whole, part or not at all.

* Please note that the payment of withholding tax must be complied with.

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SCOPE OF WORK (SUMMARY)

The detailed functional descriptions are in Annex 13, which will only be released to pre-qualified vendors.

The responses should demonstrate the ability of current and future products and/or services available. This should include those, which will be provided by partner Vendors, in order to meet the requirements within the RFP.

Responses must include a detailed description as to how the requirements will be met, a proposed timeline for when the proposed solution will be readily available etc.

Background

Currently, all meal requests made in Kriscom (RES and DCS) consult the KMSS database, which is also residing in Kriscom for validation. Once the KMSS has been consulted, the meal request will be automatically added to the pax reservation or DCS with the appropriate status code. The catering kitchen will then retrieve the LT/K Catering list from Kriscom on the number and types of special meals that the kitchen is required to uplift for the flight.

However, in view of the PBSS, we need to build a new meal database system to replace KMSS to continue serving and uplifting the meal requests booked on all SQ and MI flights.

This project thus aims to position PMSS as the backend system providing support to Altea to automate the process of requesting a specific meal for a Singapore Airlines or SilkAir flight. PMSS together with Altea is intended to replace the current KMSS system residing in Kriscom that will be decommissioned in the PBSS project.

Project Requirements

This project must be ready for integration testing with Altea by Oct 2010 for PBSS phase 1 functionality with operational cutover by Jun 2012 followed by 2 months of warranty. The date for PBSS phase 2 integration testing with Altea will be confirmed at a later date with operational cutover by Dec 2012 followed by 2 months of warranty. Vendor is to comply with the specified Service Level Agreement that is applicable for the warranty period. Database maintenance functions can be cutover prior to phase 1.

Vendor support is required for the duration between integration testing till operational cutover, followed by warranty for both phase 1 and 2. Support is required but not limited to activities including UAT, regression test, stress test, business process testing, etc.

Vendor is to support all interface mapping between PMSS and Altea system, delivers interface and mapping documents and any other document as required by Amadeus. A set of interface requirements documents will be provided to vendor for this purpose.

The selected vendor will be provided with KMSS documents/programs for their reference in their technical solutioning.

Vendor must follow SIA web service policy and guideline in the design and development of web services coded by PMSS. Web services will be exposed via SIA Middleware running on TIBCO platform.

High response time performance will be required for meal request management and meal listing services provided to the Altea and other front-end systems.

User base of PMSS is widespread spreading across the globe to about 70 locations.

Existing KMSS interfaces with IMPCS and SAP Catering System will also be migrated to the PMSS system.

**Maintenance Support and Service Level Agreement**

- 1 Vendor is to provide 24 hours x 7 days maintenance support and helpdesk from Asia to all users and the SIA technical team.
- 2 Maintenance for phase 1 scope will commence from the date of completion of phase 1 warranty. At the completion of phase 2 warranty, maintenance for both the scope of both phase 1 and 2 will commence.
- 3 For the highest severity problems:
 - Vendor is expected to respond within 60 minutes when a problem is reported.
 - 95% of the problems must be resolved within 4 hours, with the residual resolved within 24 hours.

Further details on the various severity levels and expected resolution time will be provided in **Annex 7.1**.

REQUEST FOR PROPOSAL

ANNEX 1: VENDOR PROFILE MATRIX FOR TR502

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
Corporate Information	
Company's Name and Address	
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	
Net Profit for the 3 most current year-end periods	
Technology / Business Partner	
Contact Person's Name, Job Title, email address, mobile & DID contact no., fax no.	
Attendees to Project Briefing A maximum of three (3) representatives are allowed to attend the project briefing. Each organisation being represented must submit the Non-Disclosure Agreement (NDA). List the attendees' name, job title, NRIC / Passport No., nationality, vehicle no. (if any) and organisation name	
Experience	
Relevant Project Experience - number of years - state the projects title (a brief description can be given as attachment)	
Airline Project Experience - state the projects title (a brief description can be given as attachment)	
SIA Project Experience - state the projects title (a brief description can be given as attachment)	
Relevant Customer Reference - list three (3) references	
Product Features	
Product Overview	
Technology Platform	
Client (e.g. browser-based, Java client, etc)	
Server (e.g. J2EE, Unix, etc)	
DBMS (e.g. Oracle, DB2, SQL*Server, etc)	
Interfaces Supported (e.g. MQ-Series, JCA, RMI/IIOP, etc)	
Years in Market	

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Category/Section	Description
Estimated Market Share	
Resources	
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: J2EE XML Web Services (SOA) Weblogic MQ-Series Oracle 8 and above Others (please specify)	
Project Management	
Development Methodology Adopted	
Rational Unified Process (RUP) Experience using IBM Rational Suite of Tools	
Number of projects using RUP	
Development Model (on-site/off-shore/ hybrid)	
CMM, ISO or equivalent Certification	
Information Security and Quality Assurance	
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)	

REQUEST FOR PROPOSAL

	ANNEX 2 TENDER APPLICATION FORM	Tender No: 502
		Application No:
ANNEX 2: TENDER APPLICATION FORM DESCRIPTION / SPECIFICATION Passenger Meal Selection System (PMSS)		
TENDER CLOSING DATE & TIME 30 June 2009, 1200 Noon Singapore time	The Vendor/Contractor shall upon election be deemed to accept the terms and conditions printed on the RFP and all other attachments herewith. Senior Manager IT Corporate Services for SINGAPORE AIRLINES LIMITED	
ESTIMATED DELIVERY COMPLETION TIME <i>To be agreed upon contract</i>		
LIQUIDATED DAMAGES PER DAY <i>See "Terms And Conditions"</i>		
COMPANY NAME AND ADDRESS	CONTACT PERSON: NAME, JOB TITLE AND EMAIL ADDRESS	
We accept the terms and conditions as laid down in the RFP and all attachments herewith. TOTAL AMOUNT TENDERED S\$ _____ Signature, Name, Job Title, and Date _____ Company Stamp		

REQUEST FOR PROPOSAL

ANNEX 3: IPT DECLARATION BY VENDOR/CONTRACTING PARTY TR502: Passenger Meal Selection System (PMSS)

(To be completed by a Corporation)

To: **Singapore Airlines Limited**

We, hereby declare as follows:
(Name of Vendor/Contracting Party)

- | | YES | NO |
|--|--------------------------|--------------------------|
| 1 We are a company in which the CEO of SIA and/or *his/her Immediate Family (directly or indirectly) have an interest of 30% or more. | ☐ | ☐ |
| 2 We are a company in which a Director of SIA and/or *his/her Immediate Family (directly or indirectly) have an interest of 30% or more. | ☐ | ☐ |
| 3 We are a company in which Temasek and/or its subsidiaries when taken together (directly or indirectly) have an interest of 30% or more. | ☐ | ☐ |

If answer to paragraph 3 is yes, please also indicate below:

- 3.1 Whether the shares in your company are held directly by Temasek and/or by Temasek subsidiaries/associates, and name such subsidiaries/associates, if any.

- 3.2 Whether you are listed, or you are a member of a group of companies listed (name the company which is listed), on the Singapore Exchange Securities Trading Limited or any other exchange (name such exchange, if applicable). If you are, please state the names of the directors and audit committee members of the listed company.

- 3.3 If the above answer is positive, please provide a list of your directors and the members of your audit committee (if you are listed) or (if you are a member of a listed group) a list of the directors and members of the audit committee of the group committee which is listed.

4. We are none of the above. ☐ ☐

We confirm that the above information is true and correct. We understand that you require the information to comply with Chapter 9 of the Listing Manual of the Singapore Exchange Securities Trading Limited.

Name:

Signature:

Designation:

Date:

Note: * Delete as appropriate

REQUEST FOR PROPOSAL

DEFINITIONS

- “Associate”** : (a) In the case of a Director or the CEO of SIA:
- (i) his immediate Family;
 - (ii) the trustees of any trust of which he or his Immediate Family is a beneficiary or, in the case of a discretionary trust, is a discretionary object; and
 - (iii) any company in which he and his Immediate Family together (directly or indirectly) have an interest of 30% or more; or
- (b) In relation to Temasek:
- (i) its subsidiaries; or
 - (ii) any company in which Temasek and/or its subsidiaries when taken together (directly or indirectly) have an interest of 30% or more.
- “Immediate Family”** : In relation to a Director or the CEO of SIA:
- (a) his spouse;
 - (b) his child, adopted child or step-child;
 - (c) his sibling; and
 - (d) his parent.
- “SIA”** : Singapore Airlines Limited.
- “Temasek”** : Temasek Holdings (Private) Limited, a company incorporated in Singapore.

REQUEST FOR PROPOSAL

ANNEX 4 DECLARATION OF PARTICIPATION BY RELATIVES/ASSOCIATED COMPANIES														
ANNEX 4: DECLARATION OF PARTICIPATION BY RELATIVES/ASSOCIATED COMPANIES														
<b style="color: blue;">TR502: Passenger Meal Selection System (PMSS)														
Vendor must declare whether any associated company, business partner or relatives are bidding in this tender exercise. Vendors who make false declarations will be disqualified. Please complete the Section which is applicable.														
Section 1 I declare that I have no associated company, business partner or relative taking part in the tender. Signature Name & Designation Company Stamp														
Section 2 <i>(Please use new page if space is insufficient.)</i> I declare that the following person/company is also bidding in the tender: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">No.</th> <th style="width: 40%;">Name of Person/Company</th> <th style="width: 50%;">Relationship to Vendor</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td></td> <td></td> </tr> </tbody> </table> Signature Name & Designation Company Stamp			No.	Name of Person/Company	Relationship to Vendor	1			2			3		
No.	Name of Person/Company	Relationship to Vendor												
1														
2														
3														

REQUEST FOR PROPOSAL

ANNEX 5: INDIVIDUAL NON-DISCLOSURE AGREEMENT

To be signed by the appointed vendor only after award of tender

1.1 Recognition of Singapore Airlines' Rights

At all times during my employment with _____ <vendor name> and thereafter, I will hold in strictest confidence and will not disclose, use, lecture upon or publish any of the Singapore Airlines' Proprietary Information (defined below), except as such disclosure, use or publication may be required in connection with my work for the Singapore Airlines, or unless an officer of Singapore Airlines expressly authorizes such in writing. I will obtain Singapore Airlines' written approval before publishing or submitting for publication any material (written, verbal, or otherwise) that relates to my work at Singapore Airlines and/or incorporates any Proprietary Information. I hereby assign to Singapore Airlines any rights I may have or acquire in such Proprietary Information and recognize that all Proprietary Information shall be the sole property of Singapore Airlines and its assigns.

1.2 Proprietary Information

The term "Proprietary Information" shall mean any and all confidential and/or proprietary knowledge, data or information of Singapore Airlines. By way of illustration but not limitation, "Proprietary Information" includes

- (a) trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know-how, improvements, discoveries, developments, designs and techniques (hereinafter collectively referred to as "Inventions"); and
- (b) information regarding plans for research, development, new products, marketing and selling, business plans, budgets and unpublished financial statements, licenses, prices and costs, suppliers and customers; and
- (c) information regarding the skills and compensation of other employees of Singapore Airlines.

Notwithstanding the foregoing, it is understood that, at all such times, I am free to use information which is generally known in the trade or industry, which is not gained as result of a breach of this Agreement, and my own, skill, knowledge, know-how and experience to whatever extent and in whichever way I wish.

1.3 Third Party Information

I understand, in addition, that Singapore Airlines has received and in the future will receive from third parties confidential or proprietary information ("Third Party Information") subject to a duty on Singapore Airlines' part to maintain the confidentiality of such information and to use it only for certain limited purposes. During the term of my employment with _____ <vendor name> and thereafter, or when I leave my employer, I will hold Third Party Information in strictest confidence and will not disclose to anyone (other than Singapore Airlines personnel who need to know such information in connection with their work) or use, except in connection with my work for Singapore Airlines, Third Party Information unless expressly authorized by an officer of Singapore Airlines in writing.

1.4 No Improper Use of Information of Prior Employers and Others

During my employment, I will not improperly use or disclose any confidential information or trade secrets, if any, of any former employer or any other person to whom I have an obligation of confidentiality, and I will not bring onto the premises of Singapore Airlines any unpublished documents or any property belonging to any former employer or any other person to whom I have an obligation of confidentiality unless consented to in writing by that former employer or person. I will use in the performance of my duties only information which is generally known and used by persons with training and experience comparable to my own, which is common knowledge in the industry or otherwise legally in the public domain, or which is otherwise provided or developed by Singapore Airlines.

I hereby sign this Non Disclosure Agreement as an addendum to the contract agreement signed between _____ <vendor name> and Singapore Airlines Ltd. with regards to

_____ <project name>.

IN WITNESS WHEREOF, the following parties hereto have executed this Non-Disclosure Agreement as of the date stated below.

Team Member

Signature _____
Name _____

Title _____

Date _____

Project Manager

Signature _____
Name _____

Title _____

Date _____

REQUEST FOR PROPOSAL

ANNEX 6: TERMS AND CONDITIONS ON USAGE OF SIA IT RESOURCES

To be signed by the appointed vendor only after award of tender

Pursuant to _____ Agreement dated _____
 ("Agreement") between _____ < Company > and SIA, this letter is to
 confirm your said engagement by SIA will be subject to the terms and conditions of the Non-Disclosure Agreement dated
 _____ signed between _____
 < Company > and SIA, and the following terms and conditions (which is not exhaustive).

In the performance of the services set out in the Agreement and to any and all other IT resources that SIA may have in future, you are advised and you agree and undertake to strictly adhere to the following terms and conditions ("T&Cs"):

(A) GENERAL

1. You agree and shall:
 - a. endeavour to strictly comply with SIA's security policies when using or accessing SIA's IT resources including but not limited to, e-mail, intranet, and applications.
 - b. protect the confidentiality of the PIN(s) or password(s) assigned to him/her at all times, and ensure that the same is not revealed or disclosed in any manner whatsoever to any person or persons whomsoever, within SIA or outside.
 - c. use the IT resources strictly for official company business only, and will be responsible to ensure that resources will be used for the purpose intended for.
 - d. acquire, install and use licensed and authorised software by SIA only, and in a manner permitted by the license.
 - e. be responsible for the data accessed, retrieved, changed, stored or transmitted through any of the company's IT resources.
 - f. inform SIA (SIA_CIRT@singaporeair.com.sg) as soon as possible if they suspect that there is an IT security breach or when they experience an IT security breach.
 - g. return to SIA all documents, papers, memoranda, software, hardware and any other property that you obtained from or prepared for SIA during the course of your engagement in SIA. You further undertake not to retain or make a copy such material or any part thereof, nor will you reconstruct such material based upon any confidential information known to you during your engagement with SIA.
2. You shall under no circumstances:
 - a. use SIA's IT resources for
 - i. private purpose, social or any unlawful purposes such as, but not limited to, vice, gambling or other criminal purposes;
 - ii. sending to or receiving from any person any messages which is offensive on moral, religious, communal or political grounds, or is abusive or of an indecent or menacing character;
 - iii. making defamatory statements about any person, party or organisation;
 - iv. circulating "chain letters" or spreading rumours;
 - v. distributing third party copyright materials;
 - vi. distributing trade secrets or sensitive corporate information which may cause damage to the organisation, financially or otherwise; or
 - vii. persistently sending messages without reasonable cause or for causing any threat, harassment, annoyance, inconvenience or needless anxiety to any person whatever.
 - b. engage in system activities that may in any way, result in inconvenience to other users of the system, or compromise the security of SIA's systems and network. Any attempts to crash the system, introduce malicious codes including but not limited to viruses and trojan horse, gain unauthorised access, sabotage other systems using account or resources on SIA's system and network, or any other malicious attempts that cause any form of system damage to SIA's systems and network are all acts deemed as violations of these T&Cs.
 - c. attempt to or break the security mechanism which has been installed on SIA's computer equipment.
 - d. gain access or attempt to gain access to any computer system, information or resources without authorisation by the owners or holders of the right to such systems, resources and/or information.
 - e. violate intellectual property rights to the information or resources available.
 - f. make any copy or copies of any program/software that has been installed on your computer other than for backup or archival purposes.
 - g. download to the desktop or server any software that is subject to distribution limits.
 - h. transmit or remove confidential systems, applications or information/data from SIA premises without SIA's approval.
 - i. port or transmit any information or software (into or out of SIA's network) which contains :
 - i. a virus, worm or other harmful component;
 - ii. prohibited material as defined by the Broadcasting Act (Chapter 28).
 - j. attach any unauthorised computer equipment, e.g., modem, to SIA's PC/workstation.
 - k. connect to an external network using computer equipment, e.g., a modem, while your PC, notebook or similar computer equipment is logged onto the SIA network.
 - l. bring in to SIA premises personal or <Company> computer equipment such as notebooks with the intention of connecting on to SIA's network, without prior authorisation by SIA. In the event such permission is granted, you shall:

REQUEST FOR PROPOSAL

- i. ensure that the notebook is free of malicious codes such as viruses, worms or other harmful components by installing the latest updated version of an acceptable anti-virus software with its latest signature file on the notebook. Anti-virus software from the following companies are acceptable : McAfee, Symantec, and Trend Micro.
- ii. undertake that you will not, under any circumstances, connect to an external network, e.g., through a modem, while you are logged on to the SIA network.

(B) MISUSE OF SIA IT RESOURCES

SIA's systems are subjected to audit and users should therefore not expect a right to privacy.

Any unauthorised access or attempted access may be an offence under the Computer Misuse Act and/or any relevant applicable law within and outside Singapore.

[For employers only] You undertake that you will ensure that any personnel under your employment and all others under your employment, including any sub-contractors or agents, having access to any of the confidential information and documents or such matters are subject to the same obligations as set out in the abovementioned T&Cs.

[For employers only] SIA reserves the right to request the removal of any of your employee from the Project team forthwith and/or terminate the Agreement forthwith if you or any employee or subcontractors or agents commits a breach of or is in non compliance with any provision of these T&Cs. Should SIA request the removal of such employee, you will endeavour to procure a replacement. Any such replacement offered by you shall be subject to SIA's prior written consent, which consent shall not be unreasonably withheld.

I acknowledge and agree that any act or omission which in any way is in contravention with the terms and conditions set out herein is expressly prohibited by law, may result in civil and criminal penalties to which I will be liable.

[For employers only] I further agree that I will at my expense, indemnify, defend and hold harmless SIA from any claim brought or filed by a third party against SIA due to my aforesaid act or omission.

[For employers only] I undertake to pay liquidated damages of a minimum of S\$10,000 to SIA if it is established that malicious code has been introduced into SIA's network or a security breach has occurred, arising from an infringement of these T&Cs. SIA reserves the right to terminate the contract in the event of a serious security breach.

The terms set out are acceptable to me, and are hereby agreed to:

{PRIVATE}

AUTHORISED SIGNATURE

NAME: _____

DESIGNATION: _____

COMPANY: _____

DATE: _____