



**QUOTATION FOR MAINTENANCE AND REPAIR SERVICES
FOR CSD FORKLIFT AND REACH TRUCK
FOR PERIOD 01 OCTOBER 2013 TO 30 SEPTEMBER 2015 *
REFERENCE NO: GS 009/13**

(*Estimated dates. Exact dates will be confirmed at the time of the quotation award)

A. INSTRUCTIONS

- 1 Singapore Airlines Ltd (SIA) is sourcing for a supplier to provide the following services for CSD Forklift And Reach Truck:
 - 1.1 Routine Maintenance Services
 - 1.2 Adhoc Repair Services
- 2 Overseas suppliers [except those from European Monetary Union (EMU) Member countries] are required to bid in Singapore Dollars and the local currency of their home country. Suppliers from EMU Member countries must bid in Singapore Dollars and Euro only. Singapore suppliers are required to bid in Singapore Dollars only. **SIA reserves the right to award the contract in any of the currencies quoted.**
- 3 The specifications of the services required are listed in this Annex. Contractors must be able to provide the services from 01 October 2013. If you are unable to commence the service from 01 October 2013, please indicate the earliest date of commencement.
- 4 The supply of this service will be for a period of 24 months (2 years) with an option for SIA to further extend the contract on the same terms and conditions of the contract including the prices.
- 5 Supplier is required to complete the Quotation Bid Form (Annex C) accurately. No amendments are allowed on the Bid Form. Please complete and endorse with Company stamp and authorized signatures the Quotation Bid Form and the other documents in Annex D (Declaration Form and Vendor profile Form) marked "Quotation Reference No: GS 009/13" on the top left hand corner of the front of the envelope and submit them in sealed envelope to:

Vice President Commercial Supplies
Singapore Airlines Ltd
Commercial Supplies Department
SIA Supplies Centre
60 Loyang Way
Singapore 508751

by **12 noon, 28 August 2013 (Singapore time)**. Please note that late submission will be rejected.
- 6 The successful supplier if required will have to perform electronic data interchange (EDI) transactions with us by signing up with our service provider (SESAMI). All costs will be borne by the supplier.
- 7 If you have any questions or need any assistance, please liaise with the following persons:

Ms. Toh Li Pei at tel: +65 6541 4228 or email her at lpei_toh@singaporeair.com.sg

Ms. R. Parameswari at tel: +65 6541 4246 or email her at paramasi_ramalingam@singaporeair.com.sg

B. SERVICE SPECIFICATIONS1 Equipment For Maintenance and Repair ServiceFORKLIFTS - 1 unit each

No	Brand	Model	Capacity (Ton)	Engine Type	Serial No.	Date Purchase	Location
1	Hyundai	15BR-7 2011	3	Battery	HB0000403	August 2011	Loyang
2	Nichiyu	FB25PN-75C-400	2.5	Battery	241C00130	August 2012	Loyang
3	Komatsu	15BR-7 0400	3	Diesel	M229-719887	May 2007	Loyang
4	Komatsu	15BR-7 0401	3	Diesel	M229-719815	May 2007	AFT5

REACH TRUCKS - 1 unit each

No	Brand	Model	Capacity (Ton)	Engine Type	Serial No.	Date Purchase	Location
1	Nichiyu	FBR 15-75C-350	1.5	Battery	131AG0311	December 2009	Loyang
2	Nichiyu	FBR 15-75C-350	1.5	Battery	131AG0312	December 2009	Loyang
3	Hyundai	15BR-7 0400	1.5	Battery		October 2012	Loyang
4	Hyundai	15BR-7 0401	1.5	Battery		October 2012	Loyang
5	Hyundai	15BR-7 0402	1.5	Battery		October 2012	Loyang
6	Hyundai	15BR-7 2011	1.5	Battery	KB0000089	August 2011	Loyang
7	Hyundai	15BR-7 2011	1.5	Battery	PB0000088	August 2011	Loyang

Location: AFT5 - Airfreight Terminal 5, 30 Airline Road, Singapore 819830
 SICC 1 - SATS Inflight Catering Centre, 20 Airport Boulevard, Singapore 819659 (if any)
 SSC - SIA Supplies Centre, 60 Loyang Way, Singapore 508751

2 Scope of Services and Coverage2.1 Routine Maintenance Services

The successful supplier is required to render the following services:

- a) Provide qualified technical personnel / engineers to carry out the maintenance and repair service or make good the material handling equipment according to SIA requirements.
- b) There shall be four (4) routine servicing carried out per year per equipment. The proposed servicing schedule must be submitted to SIA before commencement of the maintenance services. The servicing shall include change of filters and cost of consumables e.g. lubricant oil, grease, battery water etc. as shown in Routine Maintenance Checklist in Attachment I, excluding spare parts.
- c) Provide all necessary tools, equipment and consumables for the maintenance and repair service.
- d) The maintenance and repair service shall be carried out during SIA's normal office hours. SIA Supplies Centre operational hours are from Monday to Friday, 0800 to 1730 hours.
- e) The successful supplier, during the maintenance and repair service, is required to replace any defective parts, costs of which will be as per spare parts price list provided. Labour cost for each spare part replacement should be included in the cost of the spare part. The successful supplier is to be responsible for quality control of services and spare parts provided.
- f) The successful supplier will provide within one (1) week after each maintenance/repair service, a maintenance/ repair service report. The maintenance/ repair service report is a comprehensive report describing the details of the maintenance/ repair service that was carried out, actions taken to minimize failure from recurrence, details on parts replacement and cost of the parts replaced.

2.2 Adhoc Repair Service

The successful Supplier is required to:

- a) Attend to any number of calls or email for repair in the event of breakdown of the equipment or in any emergency situations.
- b) Upon notification by SIA (by phone or email) deploy a competent technician to the designated location within 24 hours from notification.
- c) For any replacement of spare parts within **3 months** from the date of routine servicing, the spare parts shall be replaced at cost based on the spare part price list. There shall not be any additional costs charged.

2.3 Spare Parts List

2.3.1 Suppliers are required to provide a list of commonly used spare parts with prices for our evaluation. Labour cost for each spare part replacement should be included in the cost of the spare part.

2.2.2 All parts replaced will be charged accordingly.

2.2.3 The successful supplier must ensure that all parts supplied are the original components.

2.4 Safety Requirements

2.4.1 The successful supplier will be required at all times to observe and comply with all prevailing laws and regulations relating to safety now and thereafter in force and will bear all costs connected with the compliance of the same.

2.5 Payment Terms

2.5.1 Advance payment for the full annual maintenance service fee shall be made to the successful supplier within 45 days on the service agreement's effective date.

2.5.2 Charges for on call service and replacement of spare parts shall be made payable to the successful supplier within 45 days after receipt of the invoices.