



**TENDER FOR THE SUPPLY OF FARE FILING AND DISTRIBUTION SERVICES
FOR SIA SALES OFFICES AND HEAD OFFICE DEPARTMENTS
FOR PERIOD *23 DECEMBER 2016 TO 23 DECEMBER 2018
REFERENCE NO: 1158**

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

1. INSTRUCTIONS

- 1.1 Singapore Airlines Limited (SIA) is sourcing for a vendor to provide fare filing and distribution services for SIA Sales Offices. The contract will also encompass fare filing service for SIA Head Office departments and can be extended to SIA subsidiaries and affiliates.
- 1.2 All Vendors [except those from European Monetary Union (EMU) Member countries] are required to quote in Singapore Dollars and the local currency of their home country. Tenderers from EMU Member countries must quote in Singapore Dollars and Euro only. Tenderers in Singapore are required to quote in Singapore Dollars only. **SIA reserves the right to award the contract in any of the currencies quoted.**
- 1.3 SIA reserves the right to make changes to the tender process and shall inform vendors accordingly.
- 1.4 The tender award is for a period of 24 months (two years) with an option for SIA to extend the contract on the same terms and conditions including the prices. The expected volume is only an estimate and will not entitle the Vendor to any claims whatsoever against SIA.
- 1.5 The specifications of the services required are listed in this Annex B. Vendors must be able to provide the service from 23 December 2016. If Vendor is unable to commence the service from 23 December 2016, please indicate the earliest date of commencement.
- 1.6 Vendors are required to declare and show proof of past experiences in providing services of similar nature for other clients.
- 1.7 Vendors are required to complete and endorse, with company stamp and authorized signatures, Annex C (Interested Party Transaction Form, Declaration Form and Vendor Profile Form), Annex D (Suppliers' Code of Conduct) and Annex E (Non-Disclosure Agreement), and submit them along with a Bid Proposal in a sealed envelope addressed to:

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

by 12 noon, 13 October 2016 (Singapore time). Please seal the envelope and mark "Reference No: TR1158 – Tender for the Supply of Fare Filing and Distribution Services for SIA Sales Offices and Head Office Departments" on the top left hand front corner of the envelope. **Faxed submissions will not be accepted and late submissions will be rejected.**

- 1.8 If you have any questions or need any assistance with this tender, please liaise with the following person:
Ms. Joyce Goh (Email: joyce_gohbc@singaporeair.com.sg)

2. SERVICE SPECIFICATIONS

- 2.1 The scope of services sought in this tender includes the filing of SIA's published and private airfares, and their related terms and conditions, into the specified electronic databases, in a timely and accurate manner, for onward distribution to Global Distribution Systems (GDS) subscribers, travel agents, airline and travel agent websites, corporate booking tools etc. Although ATPCO is the main industry electronic airfare database used by SIA, this may be replaced or supplemented by other types of electronic databases, in SIA's sole discretion, in the future but SIA will engage the Vendor early and provide sufficient lead time for the necessary adjustments to work processes to be made.
- 2.2 The fare filing workflow from the Vendor's perspective is as follows:
- Receive fare filing instructions from SIA sales offices and Head Office departments;
 - Analyze the instructions and clarify with the originator, if required;
 - File and Distribute the fares and their rules to the selected channels;
 - Report completion to originator.
- 2.3 SIA sales offices and Head Office departments currently use a fares management and distribution system, New Generation Airfare Insight (SITA NGAI), supplied by SITA. All filing instructions will be received by the Vendor through SITA NGAI. SIA reserves the right to use a different fares management and distribution system in future but will engage the Vendor early and provide sufficient lead time for the necessary adjustments to work processes to be made.

The Vendor should make use of SITA NGAI to improve productivity and factor any resulting cost savings in their proposal. Functionalities provided by SITA NGAI includes but not limited to the following:

- Management of fare filing instructions through work packages;
- Automated upload of specified fares and add-ons batches to ATPCO;
- Data input validation to minimize fare filing errors;
- Inspect "in progress" work packages before they arrive at the vendor's work queue so that the vendor can pre-plan their resource allocation.

- 2.4 The estimated fare filing volumes per month* are as follows (c.f. para 1.4);

Fare records	306,000
Rule Segments	34,000
Footnotes	1,800
Route maps	100
Fare Class Segments	1,800

* Vendor should factor in yearly growth in fare filing volume that are estimated to be in the range of 5% to 10%.

2.5 Month-to-month volumes will vary according to SIA business activities and market conditions. SIA will endeavor to provide as much advanced notice to the Vendor as is practicable if it envisages a spike in fare filing volumes and the Vendor is required to plan its resources adequately.

2.6 Historical peaks and troughs of SIA's fare-filing volume are provided below for reference:

Monthly Volume	Peak Period	Trough Period
Fare records	550,000	84,000
Rule segments	48,000	18,000
Fare Class Segments	7,000	850
Footnotes	4,000	800
Route maps	300	40

2.7 The Vendor is requested to propose a Pricing Model that best meets SIA's fare-filing and Service Standards (refer Section 3) requirements.

2.8 The Vendor is required to provide two (2) dedicated persons who are situated at SIA Head Office. These 2 persons will provide technical expertise to SIA to carry out fare-filing projects and fare-filing improvement initiatives, including but not limited to, performing quality checks on fare-filing instructions, prioritization and allocation of fare filing instructions, identifying gaps and recommending improvements to existing fare-filing process and knowledge transfers on fare-filing. SIA and the Vendor will mutually agree on the selection of these 2 persons.

2.9 As private fares are confidential information, the Vendor is required to sign a non-disclosure agreement with SIA which forms a part of the main appointment agreement. The Vendor also has to demonstrate how they maintain strict confidentiality of such private fares in the course of their work.

2.10 SIA will provide the Vendor with the requisite user IDs for SITA NGAI and any other systems/ databases to perform the work required. The non-disclosure agreement referred to in the previous paragraph 2.9 will also cover these system user IDs and passwords.

3. SERVICE STANDARDS

3.1 The Vendor shall ensure accurate and timely fare filing and distribution upon receiving the filing instructions per paragraph 2.3 above. The Vendor is required to complete the fare-filing instructions received on a first-in-first-out basis.

3.2 The Vendor is required to take note of the following guidelines and requirements with respect to turnaround times (TAT). For clarity, "working days" shall mean Mondays to Fridays, excluding all gazetted public holidays.

3.2.1 The 2 levels of TAT of the various fare types can be found in the table below, and the Vendor is requested to submit a fee quotation for both (c.f. para 3.2.2) in its proposal.

Fare Type	Level 1 TAT required	Level 2 TAT required
Promotional Fares (Fares with short sales and travel periods)	1 Working Day	1 Working Day
Corporate Fares (Private Fares for a corporate account)	1 Working Day	2 Working Days
Published/ Seasonal Fares	2 Working Days	1 Week
Complex fares and Other Year Round Fares (e.g. Redemption Fares)	1 Week	2 Weeks

3.2.2 The Vendor can also propose TAT that are based on other variables, such as volume of fare rule segments, number of tariffs rules to be updated etc. If alternative models are proposed, Vendor is requested to submit the fees and pricing model, if applicable, separately for each TAT model.

3.2.4 The calculation of TAT will begin when the fares instructions reach the Vendor for filing, and will end when the filing is completed. Please refer to point 3.4.3 under Tracking for more details.

3.3 Coverage Hours

3.3.1 The minimal coverage hours required are 0930 – 0030 Singapore Time, Mondays to Fridays.

3.3.2 Vendor can propose other working hour arrangements. If alternatives are proposed, the Vendor is to submit the fees and pricing model, if applicable, separately for each working hour arrangement.

3.4 Tracking of Key Performance Indicators (KPIs)

3.4.1 Applicable KPIs and the corresponding Service Level Agreements shall be negotiated between SIA and the successful Vendor after the award of the contract.

3.4.2 For tracking of KPIs, SITA NGAI is the preferred mode, but Vendor is welcomed to propose alternative modes. Vendor should clearly state in the proposal their computation methodology for tracking of KPIs using the mode chosen.

3.4.3 Specifically, with regards to the tracking of TAT, the following stages within SITA NGAI workflow shall be used as a reference:

- (i) Start point of TAT tracking: Work Package review level in SITA NGAI updated to 'Distribution'
- (ii) End point of TAT tracking: Work Package status in SITA NGAI updated to 'Complete'

4 COMPENSATION FOR SERVICE LAPSE

- 4.1 SIA reserves the right to impose compensation charges for any errors made by the appointed Vendor during the provision of the services under this tender and for any lapses to the Service Standards specified above.
- 4.2 The appointed Vendor shall also indemnify SIA against any additional costs incurred by SIA as a result of these errors.
- 4.3 If there is a data entry error which is attributable to the Vendor, and a ticket is priced and sold based on the erroneous fare, the vendor will be debited the difference in the amount between the actual fare and the erroneous fare if the erroneous fare is lower than the actual fare.
- 4.4 For any errors found (e.g. during fare audit checks), the Vendor shall correct those errors promptly at its own costs.

5 CONFIDENTIALITY, EXCLUSIVITY AND ACCESS

- 5.1 c.f. para 2.9, the appointed Vendor must undertake to sign a non-disclosure agreement with SIA to maintain strict confidentiality of SIA's airfares and any assigned system user IDs.
- 5.2 The Vendor must also agree to allow SIA personnel to visit their work premises for verification and audit checks with reasonable notice. All SIA related records must be made accessible to SIA.

6 REPORTS & BILLING

- 6.1 SIA requires all billings to be submitted on a monthly basis. All billings are to be itemized and accompanied by copies of original documents, if applicable, for verification purposes.