REQUEST FOR PROPOSAL (RFP)

Project Title: Project Avenir

Tender Number: SFCFIN001

Type of Document: Main (PART 1)

Organization: Singapore Flying College

Co. Regn. Number: 198801211R

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EXECUTIVE SUMMARY

Background

Singapore Flying College ("SFC") leverages Project Avenir to implement a new financial accounting system. Project Avenir initiative seeks to:

    (a) have a more robust financial accounting system that can strengthen controls in work process and better manage financial risks.

    (b) Improves work efficiency and minimizes human error by automating key tasks.

    (c) Improve the cost and cash management of the organization and allow stakeholders to gain better financial visibility for better decision making.

    (d) Increase data safety, security, and privacy.

The current infrastructure within the organization is that the existing accounting system is installed on-premises for the client and server. The server includes live modules and testing modules. The finance staff are working remotely as clients. The existing accounting system and database use a cron to perform daily backup. A backup software will be running by schedule for daily server backup.
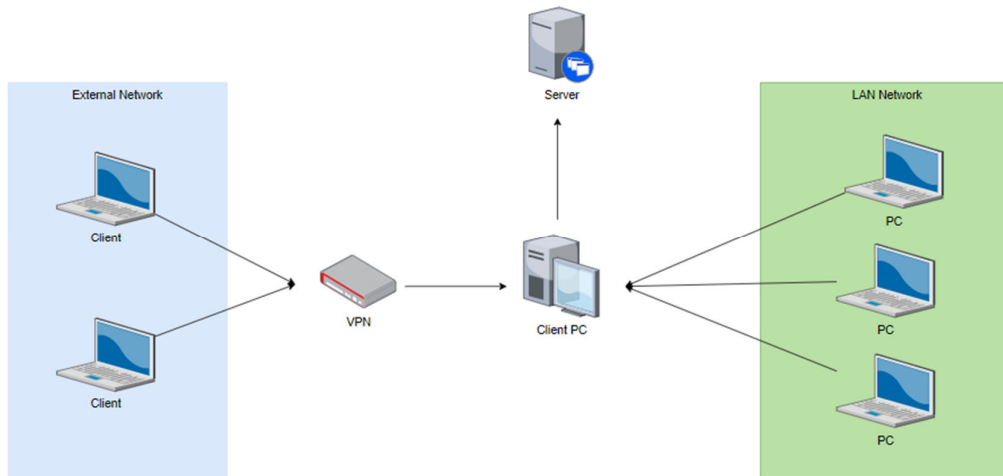
Functional Requirements

Logical modules to be provided in the Financial Accounting System are Financial Reports, General Ledger, Purchasing, Accounts Payable, Claims, Inventory, Fixed Assets, Banks, Accounts Receivable, Revenue Accounting, Taxes and Budgeting & Forecasting.

Below interfaces are to be created:

    (a) With Banks
    (b) With SFC Internal Systems
    (c) With Online Sales Website and Payment Gateway

Project Requirements

The new Financial Accounting System is expected to be delivered by 1 April 2025.

Other Information

Warranty, Maintenance & Support will be released to shortlisted vendors.

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INSTRUCTIONS FOR VENDORS (PART 1)

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 SFC and Vendors. Until a Contract is executed, the Tender Documents 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

(2)   Annexes including Confidential Annexes **("Part 2")** to be released to eligible vendors after SFC's acceptance of the Vendors' Intent-to-Bid listed below:

Annex 2   -   Tender Application Form
Annex 3   -   IPT Declaration by Vendor/Contracting Party
Annex 4   -   Declaration of Participation by Relatives/Associated Companies
Annex 5   -   Terms & Conditions for Usage of SFC IT Resources & Non-Disclosure
Annex 6   -   Service Level Agreement
Annex 7   -   Information Security Requirements
Annex 8   -   Infrastructure and Architecture Standards
Annex 9   -   Application Maintenance Services (AMS)
Annex 10   -   Guides
Annex 11   -   Scope of Work (Detailed)
Annex 12   -   Pricing Table
Annex 13   -   Term Sheet OR Standard Contract ("Contract")

SECTION 2:   SCHEDULE OF EVENTS

EVENT	DATE
Tender Publication	6 February 2024
[1] Submission of Intent to Bid and acceptance of SFC Non-Disclosure Agreement/Undertaking	20 February 2024
Notification of Pre-qualification and release of confidential Annexes	1 March 2024, tentatively
Questions from Vendors	By 15 March 2024
SFC's Responses to Questions	29 March 2024, tentatively
Silent Period	Please note that there will be no responses/answers to questions/queries pertaining to specification/scope of work from Vendor(s) during Silent Period.
[2] Submission of Proposal and draft contract by vendor(s)	By 19 April 2024
Demo and presentations by shortlisted vendors on their tender submission	Within 3 months
Appointment of Vendor(s)	Expected to be around 3-6 months after Submission of Proposal

[1] Refer to 3.2 Intent to Bid
[2] Refer to 3.5 Tender Submission (to be released to shortlisted vendor only)

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SECTION 3:   TENDER PROCEDURES (PART 1)

3.1 Pre-Qualification Criteria

Annex 1 (Vendor Profile Matrix) should be completed with sufficient information for SFC 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.

- Financial stability and viability
- Product maturity, years in market and market share
- Prior experience in similar projects, industry, and with Singapore Airlines ("SIA") or SFC
- Local technical staff strength (to support the application in Singapore)

3.2 Intent to Bid

To participate in this RFP, the following is required:

Submit to SFC tender email account accountingsystem.tender@sfcpl.com by 20 February 2024:
- **Annex 1 (Vendor Profile Matrix)**
- **Mutual Non-Disclosure Agreement**

Vendors will be informed of SFC's acceptance of their Intent to Bid. Confidential Annexes will be released to shortlisted vendors only. Fulfillment of all the criteria above does not imply SFC's 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, it should be addressed to SFC through email address avenir@sfcpl.com.

ALL communication between the Vendors and SFC shall be through email address avenir@sfcpl.com

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, Day Month 2024, 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 SFC before the deadline indicated in *Section 2: Schedule of Events*. SFC will respond to the questions in writing. All the questions and the 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 SFC during the Tender process.

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ANNEX 1: VENDOR PROFILE MATRIX FOR SFCFIN001

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	
Tax Residence Status of the Company (Singapore Non-Resident / Resident)	
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.	
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/SFC 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. MariaDB, Oracle, DB2, SQL*Server, etc)	
Interfaces Supported (e.g. MQ-Series, JCA, RMI/IIOP, etc)	
Years in Market	
Estimated Market Share	
Resources	
Number of Staff Worldwide - Total - Technical (Consultant, Engineer, etc) - Post Implementation Support	

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Category/Section	Description
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 Weblogic MQ-Series Oracle 8 and above MariaDB 10.2 and above RF Technology Others (please specify)	
Number of Staff in Singapore who will support SFC (for implementation and post implementation) - Total - Technical (Consultant, Engineer, etc) - Post Implementation Support	
Project Management	
Development Methodology Adopted	
Agile experience, including Agile engineering practices	
Number of projects using Agile methodologies	
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)	

SIGNED
For and on behalf of

Signature:

Name:

Job Title: