



REQUEST FOR PROPOSAL (RFP)

Project Title: Planning and Scheduling System (PAS)

Tender Number: SINPAS001

Type of Document: Main (PART 1)

Organization: Singapore Flying College

Co. Regn. Number: 198801211R

Confidentiality:

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VERSION CONTROL

| No. | | Version | Remarks | Date |
|-----|------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 77 | Jason Yong | V68 | Amended Section 2 Schedule of Events with Silent Period pertaining to SIA Procurement Policy requirements. Amended Section 3.7.11 Security Deposit; where Security Deposit is mandatory only if the award is over S\$1Million (instead of S\$600k) | 05.08.19 |
| 78 | Jason Yong | V69 | Amended Annex 9.1 Infrastructure and Architecture Standards (as requested by Peizhe & Naresh) | 08.10.19 |
| 79 | Jason Yong | V70 | Effective 1 November 2019 Security Deposit is no longer required for IT Projects purchases (ref. SIA Procurement Manual). Amended the relevant section with Withhold Payment. | 20.11.19 |
| 80 | Jason Yong | V71 | Amended Annex 1 VPM. Vendor to declare their Company Singapore Tax Residence Status | 13.1.20 |
| 81 | Jason Yong | V72 | Amended Tender Submission. Documents submitted via a link (ie Google Docs, Drop Box etc) will not be accepted. | 20.1.20 |
| 82 | Jason Yong | V73 | Reduced Part 1 of the RFP doc with ONLY relevant information for Vendors to submit Intent to Bid | 23.03.21 |
| 83 | Jason Yong | V74 | Updated Annex 6 to correct some sentences. | 14.10.21 |
| 84 | Jason Yong | V75 | Updated Annex 7 Section 5.1 Severity Level Table Section 5.1.1 Severity Level Definition - from Gladys Lim | 18.08.22 |
| 85 | Jason Yong | V76 | Updated Annex 9.1 Server Environment – from WoonFatt | 28.07.23 |
| 86 | Jason Yong | V77 | Updated Annex 12 eCourseware Standard – from Madeline Updated Annex 8 SIA Information Security Requirements – Corrected some bullets numbering into proper sequence – request from Madeline | 24.11.23 |
| 87 | Jason Yong | V78 | Updated Annex 1 Vendor Profile Matrix with 3 new items requested by LayLay (ITP): <ul style="list-style-type: none"> • Risk Management Framework • Regulatory compliance standards • Insurance coverage | 22.07.24 |

TABLE OF CONTENTS

| | |
|---------------------------------------------------------------------------------------------------------------------------|----|
| TABLE OF CONTENTS..... | 3 |
| EXECUTIVE SUMMARY..... | 4 |
| INSTRUCTIONS FOR VENDORS | 5 |
| ANNEX 1: VENDOR PROFILE MATRIX FOR SINPAS001 | 8 |
| ANNEX 2: TENDER APPLICATION FORM | 18 |
| ANNEX 3: IPT DECLARATION BY VENDOR/CONTRACTING PARTY | 19 |
| ANNEX 4: DECLARATION OF PARTICIPATION BY RELATIVES/ASSOCIATED COMPANIES ... | 21 |
| ANNEX 5: NOT USED..... | 22 |
| ANNEX 6: TERMS & CONDITIONS FOR USAGE OF SIA IT RESOURCES & NON-DISCLOSURE | 23 |
| ANNEX 7: SERVICE LEVEL AGREEMENT FOR WARRANTY PERIOD AND APPLICATION MAINTENANCE SERVICES (AFTER WARRANTY PERIOD)..... | 24 |
| ANNEX 8: INFORMATION SECURITY REQUIREMENTS | 29 |
| ANNEX 9.1: INFRASTRUCTURE AND ARCHITECTURE STANDARDS | 34 |
| ANNEX 9.2: IT OPERATIONS STANDARDS AND GUIDELINES | 37 |
| ANNEX 9.3: ACCESS MANAGEMENT GUIDELINES | 38 |
| ANNEX 10: APPLICATION MAINTENANCE SERVICES..... | 39 |
| ANNEX 11: GUIDES..... | 42 |
| ANNEX 12: ECOURSEWARE STANDARD | 43 |
| ANNEX 13: SCOPE OF WORK - DETAILED..... | 46 |
| ANNEX 14: AGILE REQUIREMENTS | 48 |
| ANNEX 15: PRICING TABLE | 49 |
| ANNEX 16: STANDARD CONTRACT..... | 52 |
| ANNEX 17: SECURITY-SELF ASSESSMENT..... | 53 |

REQUEST FOR PROPOSAL

EXECUTIVE SUMMARY

Singapore Airlines Limited (SIA) will be acting as Project Manager on behalf of Singapore Flying College (SFC).

Background

Singapore Flying College ("SFC") is intending to implement a new rostering system. This initiative seeks to:

- 1) Have a more robust rostering system that can manage resources in a more efficient manner.
- 2) Improves work efficiency and minimizes potential human error.
- 3) Improves resource management and provides a better visibility on future planning.

The current infrastructure within the organization is manual and it is managed by SFC solely.

Functional Requirements

Logical modules to be provided in the rostering system are scheduling elements, resource management and optimizing of resources.

Project Requirements

The new rostering system is expected to be delivered by 1 July 2025.

Other Information

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

REQUEST FOR PROPOSAL

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 - Not used
Annex 6 - Terms & Conditions for Usage of SIA/SFC IT Resources & Non-Disclosure
Annex 7 - Service Level Agreement
Annex 8 - Information Security Requirements
Annex 9 - Infrastructure and Architecture Standards
Annex 10 - Application Maintenance Services (AMS)
Annex 11 - Guides
Annex 12 - eCourseware Standards
Annex 13 - Scope of Work (Detailed)
Annex 14 - Agile Requirements (Not Applicable)
Annex 15 - Pricing Table
Annex 16 - Standard Contract (“Contract”)

REQUEST FOR PROPOSAL

SECTION 2: SCHEDULE OF EVENTS

| EVENT | DATE |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tender Publication | 12 December 2024 |
| <ul style="list-style-type: none"> ¹ Submission of Intent to Bid | 26 December 2024 12 Noon, Singapore Time |
| Notification of Pre-qualification and release of confidential Annexes | 31 December 2024 |
| Questions from Vendors | By 15 January 2025 |
| SFC's Responses to Questions | By 17 January 2025 |
| Silent Period | 22 January 2025 to 24 January 2025 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 | 24 January 2025 12 Noon, Singapore Time |
| Vendor Presentation | 3 February 2025 to 5 February 2025 |
| 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

REQUEST FOR PROPOSAL

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.

3.2 Intent to Bid

To participate in this RFP, the following is required:

Submit to SFC tender email account planningsystem.tender@sfcpl.com by 26 December 2024:

- **Annex 1** (Vendor Profile Matrix)
- **Mutual Non-Disclosure Agreement**

Vendors will be informed of SFC 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 Sfc.planning@sfcpl.com

ALL communication between the vendors and SFC shall be through email address Sfc.planning@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.

REQUEST FOR PROPOSAL

ANNEX 1: VENDOR PROFILE MATRIX FOR SINPAS001

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 <ul style="list-style-type: none"> - number of years - state the projects title (a brief description can be given as attachment) | |
| Airline Project Experience <ul style="list-style-type: none"> - state the projects title (a brief description can be given as attachment) | |
| SIA/SFC Project Experience <ul style="list-style-type: none"> - state the projects title (a brief description can be given as attachment) | |
| Relevant Customer Reference <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - Total - Technical (Consultant, Engineer, etc) - Post Implementation Support | |
| Number of Staff in Singapore <ul style="list-style-type: none"> - Total - Technical (Consultant, Engineer, etc) | |

REQUEST FOR PROPOSAL

| Category/Section | Description |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| - 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 | |
| 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) | |
| Proposed Solution | |
| Relevant solution to meet our requirements | |

SIGNED
 For and on behalf of

Signature

Name

Job Title