



**QUOTATION FOR SUPPLY OF FOOD AND BEVERAGE TROLLEY SERVICE
DURING FLIGHT DISRUPTIONS
*FOR PERIOD 01 JANUARY 2013 TO 31 DECEMBER 2014
QUOTATION REFERENCE NO: GS 011/12**

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

INSTRUCTIONS

1. Singapore Airlines Ltd (SIA) is sourcing for a supplier to provide Food And Beverage Trolley Service During Flight Disruptions.
2. All suppliers (except those from EMU Member countries) are required to quote in Singapore Dollars and the local currency of their home country. **Suppliers from EMU Member countries must quote in Singapore Dollars and Euro only. Vendors in Singapore are required to quote in Singapore Dollars only.** SIA reserves the right to award the contract in any of the currencies quoted.
3. 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.
4. The specifications of the services required are listed in this Annex. Suppliers must be able to provide the service estimated from 01 January 2013. If you are unable to commence the service from 01 January 2013, please indicate the earliest date of commencement.
5. Suppliers are required to complete the Bid Form in Annex C accurately, sign, affix your company stamp and submit it together with the other documents in Annex D also duly completed to:

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

by 12 noon, **25 October 2012 (Singapore time)**. Please seal the envelope and mark "Quotation Reference No: GS 011/12 - Quotation for Supply of Food And Beverage Trolley Service During Flight Disruptions" on the top left hand corner of the front of the envelope (see drawing below). No amendments are allowed on the Bid Form and late submission will be rejected.

A diagram showing the layout of a quotation envelope. A speech bubble points to the top left corner, stating "This Quotation Ref No must be clearly indicated". The envelope itself is a rectangle with a box at the top left containing the text "Quotation Ref No: GS 011/12" and "Quotation For Supply of Food And Beverage Trolley Service During Flight Disruptions". To the right of this box is a smaller box labeled "Stamp". Below the top-left box, centered, is the address: "VP Commercial Supplies", "Singapore Airlines Ltd", "SIA Supplies Centre", "60 Loyang Way", "Singapore 508751".

This Quotation Ref No must be clearly indicated

Quotation Ref No: GS 011/12
Quotation For Supply of Food And Beverage Trolley Service
During Flight Disruptions

Stamp

VP Commercial Supplies
Singapore Airlines Ltd
SIA Supplies Centre
60 Loyang Way
Singapore 508751

6. Suppliers should possess a valid NEA License for catering of ready-to-serve food items/meals to third party. A copy of the licence must be provided to SIA as part of the bid submission.
7. Successful supplier if required will have to perform electronic data interchange (EDI) transaction with us by signing up with our service provider (SESAMi). All costs will be borne by the supplier.
8. If you have any questions or need assistance, please liaise with the following persons during office hours:
 - Ms Toh Li Pei at telephone +65 65414228 or email: lipei_toh@singaporeair.com.sg
 - Ms R. Parameswari at telephone +65 6 5414246 or email: paramasi_ramalingam@singaporeair.com.sg

SERVICE SPECIFICATIONS**1. Operational Requirements**

- 1.1 After receiving order from SIA or their appointed agency, the successful vendor must be able to deliver and set up the food within 40 mins to any gatehold room within the transit area in Changi Airport. All administration including security clearance should be settled by the vendor.
- 1.2 Vendor must be able to set up a table at the gatehold room. Table must be presentable with the necessary dressings.
- 1.3 Vendor must be able to pack up the equipment and remaining food / trash from the gatehold room after passengers have finished eating.
- 1.4 Vendor must be able to provide the above services 24-hours a day, 7 days a week. If unable to do, please indicate accordingly in the bid form in Annex C.
- 1.5 While the orders will be based on an ad-hoc basis (trolley service will be activated at the discretion of SIA or their appointed agency as part of delay handling), the estimated annual quantity would be to cater for approximately 15,000 passengers.
- 1.6 SIA or their appointed agency will have the discretion on the types of trolley service to be activated based on the delivery lead time and the time of day.

2. Menu Requirements

- 2.1 Vendor should be able to provide a menu of options for SIA or their appointed agency to be able to choose from. Menu should include halal and vegetarian options.
- 2.2 Vendor should be able to deliver Refreshment and/or Ready-to-serve hot meals.
 - a. Refreshments should have at least the following types of food:
 - i. Sandwiches
 - ii. Fried rice (vegetarian)
 - iii. Fried noodles (vegetarian)
 - iv. Chicken nuggets
 - v. Samosas
 - vi. Spring RollsThe above list is not exhaustive and vendors can offer additional options if available.
 - b. Ready-to-serve hot meals such as curry rice, pastas etc should be served in a tray/box set with dessert.
- 2.3 Food is not required to be Halal certified, but there should be strictly no pork.
- 2.3 The necessary utensils (forks, spoons, knives, chopsticks, napkins, plates, bowls) should be provided.
- 2.4 In addition, vendor must be able to provide and deliver drinks
 - a. Must include coffee, tea, water, and at least one juice/fruit drinks from drink dispensers
 - b. Must include condiments (sugar, milk, creamer), cups, stirrers
- 2.5 Food & Beverage orders must be prepared and charged on a per person basis. The charge should encompass the entire menu selected by SIA or their appointed agency.

3. Eligibility Requirements

- 3.1 The vendor should possess a valid NEA License for catering of ready-to-serve food items/meals to third party. A copy of the licence must be provided to SIA as part of the bid submission.
- 3.2 Vendors may be required to arrange for a food tasting session for SIA as part of the bid submission. All costs will be borne by the vendors.

4. Food Quality and Service Standards

- 4.1 The successful vendor is to ensure taste and visual appeal of food supplied each day remains consistent and similar to those agreed during food tasting session or other occasions.
- 4.2 Where the food delivered is found to be unsatisfactory after tasting, the supplier will, with SIA's concurrence, provide a comparable and suitable alternative for future service runs, at no additional cost to SIA.
- 4.3 The vendor has to inform SIA or their appointed agency at the time of order if the vendor is unable to deliver the food within 40 minutes from the time the order was received to the delivery time to the gatehold room. In that scenario, the vendor is to advise the extended delivery lead time, and SIA or their appointed agency has the discretion whether to accept and continue with the order, or to find other alternatives.
- 4.4 Liquidated damages payable will be applied if the vendor is unable to deliver the food within 40 minutes or the extended delivery lead time advised at the time of order. This would entail a waiver of 15% of the charges (for that particular service run) every 10 minutes above the 40 minute timeline or the extended delivery lead time, up to maximum of 30% of the charges, in which the food is delivered late.
- 4.5 Liquidated damages payable will be applied if the food and beverage does not meet the ordered quantity of food, as verified by SIA's appointed Duty Manager. This would entail a waiver of 20% of the charges for the particular service run.
- 4.6 Liquidated damages payable will be applied if it can be reasonably proven that the food and beverage delivered had adversely affected the health of the consumer(s), and/or foreign objects are discovered in the food. This would entail a waiver of 100% of the charges for the particular service run.

5. Health, Hygiene And Quarantine Requirements

- 5.1 The successful vendor shall observe the health, sanitary and food handling legal requirements in force in Singapore in relation to the premises whereon the vendor prepares or cooks food under the terms of this quotation and in relation to persons, raw materials, food, beverage, equipment and other catering supplies used or engaged in the performance of the Services..
- 5.2 The vendor shall observe the customs quarantine or other regulations in force in Singapore in relation to the services performed.
- 5.3 In the event of any purported breach being observed during inspection or upon investigation, a written notice hereof may be given to the vendor who shall be permitted no more than seven (7) working days or within a mutually agreed timeframe from the date of receipt of such

notice to rectify the purported breach, taking into account the circumstances beyond the vendor's control.

- 5.4 As and when required by SIA, the vendor shall provide evidence to show that the vendor's employees and staff who are in any way involved in the handling of the food & beverage meet the health standards specified in this quotation.
- 5.5 The vendor shall ensure that all vendor's employees and staff who are in anyway involved in the handling of food & beverage provided to passengers, wear suitable protective clothing in the performance of their duties so as to ensure that strict hygiene standards are met.
- 5.6 The vendor shall ensure that catering supplies delivered to the boarding gate and the utensils or vessels used for the services shall be free from both living organisms of disease and toxic substances of any origin to the extent required by Singapore laws, regulations, procedures and requirements, and that the provision of utensils or vessels shall comply with Singapore safety and security regulations. Where the vendor is aware of any other applicable regulations, procedures and requirements, the vendor shall inform SIA at the earliest opportunity, including such measures, if any, taken by the vendor in response to such applicable regulations, procedures and requirements.
- 5.7 If food poisoning or contamination is alleged, the vendor shall submit to SIA, no later than forty-eight (48) hours or within a mutually agreed timeframe from the vendor's receipt of the written notice by SIA, taking into account the circumstances beyond the vendor's control, and samples provided, laboratory microbiological test results that indicate the nature of any relevant living organisms of disease and/or toxic substances of any origin that may be present in the Catering Supplies that the vendor supplied for the affected flight.