REQUEST FOR PROPOSAL (RFP)

Project Title: Navigation Data Services

Tender Number: TR880

Type of Document: Main (PART 1)

Organization: SIA

Co. Regn. Number: 197200078R

Confidentiality:
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EXECUTIVE SUMMARY

Singapore Airlines Limited ("SIA") and/or its subsidiaries, Singapore Airlines Cargo Pte Ltd ("SIAC") and Silkair (Singapore) Private Limited ("SLK") are in the business of air transportation of passengers and cargo.

Presently, during flight operations, the pilots use navigational charts (en-route and terminal charts) that provide aeronautical information for air navigation during various phases of flight. The charts are provided in paper and electronic form.

For the aircraft fitted with Airbus and Boeing Class 3 Electronic Flight Bag, the navigational charts are distributed in electronic format, which complies with ARINC 665 data packaging standard. In addition, the pilots and supporting ground staff are provided with navigational charts via an app running on tablet device (e.g. iPad).

For aircraft performance computation, airport runway obstacle data is used. This data is kept current and meets the criteria laid down by the respective authorities such as ICAO, FAA, EASA, etc.

The purpose of this RFP is to solicit proposal from vendors to provide the following services and support.

1. Navigational charts in paper format
2. Navigational charts in electronic format
3. Navigational charts on EFB
4. Navigational charts on tablet device
5. Airport Obstacles data in paper & electronic formats

The selected vendor must provide the service for a period of three (3) years, commencing 1st February 2014, with the option, exercisable by either SIA and/or its subsidiaries, to extend the services for another two (2) years thereafter.
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 SIA and Vendors. Until a Contract is executed, the Tender Documents and clarifications 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
- Annex 2 - Tender Application Form
- Annex 3 - IPT Declaration by Vendor/Contracting Party
- Annex 4 - Declaration of Participation by Relatives/Associated Companies
- Annex 5 - Non-Disclosure Agreement

(2) Confidential Annexes ("Part 2") to be released to eligible vendors after SIA’s acceptance of the Vendors’ Intent-to-Bid which comprise the Vendor Profile Matrix and Non-Disclosure Agreement are listed below:
- Annex 6 - Scope of Work (Detailed)
- Annex 7 - Coverage Specification
- Annex 8 - Pricing Table
- Annex 9 - Terms and Conditions of Tender
## SECTION 2: SCHEDULE OF EVENTS

<table>
<thead>
<tr>
<th>EVENT</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tender Publication</td>
<td>10 Sep 2013</td>
</tr>
<tr>
<td>Submission for Pre-Qualification</td>
<td>17 Sep 2013</td>
</tr>
<tr>
<td></td>
<td>12 Noon, Singapore Time</td>
</tr>
<tr>
<td>Notification of Pre-qualification and release of confidential Annexes</td>
<td>20 Sep 2013</td>
</tr>
<tr>
<td>Questions from Vendors</td>
<td>27 Sep 2013</td>
</tr>
<tr>
<td>SIA’s Responses to Questions</td>
<td>03 Oct 2013</td>
</tr>
<tr>
<td>Submission of Proposal</td>
<td>15 Oct 2013</td>
</tr>
<tr>
<td></td>
<td>12 Noon, Singapore Time</td>
</tr>
<tr>
<td>Appointment of Vendor(s)</td>
<td>Expected to be no later than 2 months after Submission of Proposal</td>
</tr>
</tbody>
</table>

1 Refer to 3.2 Intent to Bid  
2 Refer to 3.4 Tender Submission
SECTION 3: TENDER PROCEDURES

3.1 Pre-Qualification Criteria

Annex 1 (Vendor Profile Matrix) should be completed with sufficient information for SIA and/or its subsidiaries 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.

The following criteria will be used to pre qualify the vendors for participation in this RFP.

- Financial stability and viability
- Product maturity, years in market and market share
- Prior experience in industry and with SIA
- Possess current operational EFB charts solution on Airbus and Boeing Class 2 and 3 EFBs
- Ability to provide charts solution on tablet device
- Total/Local staff strength and support

3.2 Intent to Bid

To participate in this RFP, the following are required:

(a) Email to FLTOPS_QUOTATION@singaporeair.com.sg by the submission deadline:
- Annex 1 (Vendor Profile Matrix)
- Non-Disclosure Agreement (NDA-CP*) duly signed by your authorized signatory

AND

(b) Post or courier to reach SIA within 3 business days of the submission deadline:
- Two (2) original sets of the Non-Disclosure Agreement (NDA-CP) duly signed by your authorized signatory

The NDA-CP should be sent to:

Mr. Subramanian Rajappa
Manager Flt Ops Technical
Singapore Airlines Limited
SIA Training Centre 02-C
720 Upper Changi Road East
Singapore 486852

*Vendors who already have an executed Non-Disclosure Agreement (NDA-CP) with SIA just need to quote the NDA-CP reference as fulfillment of SIA’s non-disclosure requirement for this RFP.

*Note: For identification purposes, the cover of the documents (including the envelopes) MUST be clearly marked with 'INTENT TO BID' and the tender reference number.

Vendors will be informed of SIA’s and/or its subsidiaries acceptance of their Intent to Bid and will be given the Confidential Annexes via email. Fulfillment of all the criteria above does not imply SIA’s and/or its subsidiaries 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, requests should be sent as an attachment in Microsoft Word document to email

**Project Manager:**

Subramanian Rajappa
“FLTOPS_QUOTATION@singaporeair.com.sg”

ALL communication between the Vendors and SIA and its subsidiaries shall be through the above email address.

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, DD MMM YYYY, 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 SIA and/or its subsidiaries before the deadline indicated in Section 2: Schedule of Events. SIA and/or its subsidiaries will respond to the questions by email. 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 SIA and/or its subsidiaries during the Tender process.

3.4 Tender Submission

Three (3) sets of the Tender Submission, i.e. one (1) original and two (2) copies, are required. For identification purposes, the cover of the Tender Submission (including the envelopes) MUST be clearly marked with either ‘ORIGINAL’ or ‘COPY’ and the **tender reference number**.

In addition, prepare two (2) sets of CDs containing the soft copy of your Tender Submission. Label the CDs with "**Tender Ref TR880: Navigation Data Services**" and your organisation’s name; and put them in an envelope marked "**Softcopy of tender reference number XXXX**".

The Tender Submission, comprising the proposal(s) and CDs, should be submitted in sealed envelopes to:

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

Vendors should take into account the time required to reach the venue for submission of tender. The time specified in Section 2: Schedule of Events under Submission of Proposal must be strictly adhered to.

Overseas Vendors may fax Tender Submission to (65) 6543-1369 but the original Tender Submission must reach the Tenders Committee within three (3) days starting from the Submission of Proposal date; otherwise, the Tender Submission will not be valid. Vendors are required to verify receipt of their fax with SIA Legal Department by calling (65) 6541-4045. When sending by fax, ONLY the ‘Tender Application Form’ and ‘all pages with costing’ are required.

**Strictly no online or e-mail submission is permitted. Late submissions will not be accepted.**
3.5 Evaluation Criteria

The proposals will be evaluated based on the following factors (including but not limited to):

- Overall value; i.e. cost versus benefit to SIA and/or its subsidiaries
- Point-by-point responses to the Scope of Work
- Completeness of solution
- Ease of integration/implementation with current SIA and/or its subsidiaries systems
- Prior Experience
- Service Level/Support

The evaluation process may include telephone calls to your referees (clients) to verify claims made by your company. Reference sites with the closest match to SIA’s and/or its subsidiaries network will be preferred.

The short listed candidates may be asked to present their Tender Submission on-site at SIA and/or its subsidiaries. SIA and/or its subsidiaries will provide the necessary facilities for the presentation but all other expenses incurred by the Vendors in making the presentations will be borne by Vendors.

3.6 Conditions for Tender

The responses (including clarifications) to this RFP are expected to be included in the Contract should the Tender bid be successful.

3.6.1 General Conditions

SIA and/or its subsidiaries reserve the right to discontinue with the RFP process at any time and make no commitment, implied or otherwise, that the RFP will result in a business transaction with one (1) or more Vendors.

SIA and/or its subsidiaries are not under any obligation to pay Vendors for information received. This RFP does not commit SIA and/or its subsidiaries to pay for any costs incurred by Vendors in responding to this RFP, nor does it commit SIA and/or its subsidiaries to procure products and/or contract for services.

3.6.2 Terms of Application

Application of Tender by Vendors constitutes acceptance by Vendors of all terms and conditions printed on this form and all other attachments hereto.

Upon acceptance of the Tender Documents, Vendors undertake to submit their proposal by the allotted time unless the Vendor(s) declares in writing, prior to the Submission of Proposal date, their intention not to bid for the Tender.

If the Vendor is a corporation, the Annex 2 (Tender Application Form) must be signed by an authorized officer of the corporation and stamped with the name of the corporation. No alteration in the Annex 2 (Tender Application Form) is allowed.

Vendors shall undertake the preparation of their Tender Submission at their own cost including travel to Singapore, if any, during the Tender process.

3.6.3 Tender Amount

Numbers shall be stated in writing and in figures.

The pricing for the products to be supplied or services to be rendered shall be exclusive of any Goods and Service Tax (“GST”), i.e. prices quoted shall not include any GST component.
The amount tendered by the Vendor and filled in the space "TOTAL AMOUNT TENDERED" on the Annex 2 (Tender Application Form) shall be the amount agreed to upon appointment of the successful Vendors. The amount shall not be varied in any way, unless mutually agreed to in writing.

Unless otherwise provided in any supplement to these instructions, Vendors shall not modify their Tender Submission after the Submission of Proposal date. The price quoted shall be treated as the last price the Vendor is prepared to offer. Vendors should therefore quote their best and last price.

Notwithstanding the above, should a change in specifications occur after the Tender has been called and such change may have an effect on price, SIA and/or its subsidiaries may, under such circumstances, negotiate the price.

Vendors shall not amend their bid price during the Contract period. Any increase in costs of production or in any other aspect shall not be passed on to SIA and/or its subsidiaries by way of an increase in the awarded price or a change in the products and/or services to be provided.

Without limitation all permits, licenses, royalties and fees whatsoever claimable by or payable to any person, firm or corporation or government or in connection with an invention or patent used or required to be used in connection with Vendors obligations under this Tender are for the account of Vendors and shall not be charged to SIA and/or its subsidiaries.

3.6.4 Vendors’ Responsibility

Vendors shall undertake the preparation of their Tender Submission at their own cost including travel to Singapore, if any, during the Tender process. The Submission of Proposal represents that the Vendors have read and understood the Tender Documents.

3.6.5 SIA’s Obligations to Vendors

SIA and/or its subsidiaries will assist Vendors whenever and wherever possible in determining local conditions and clarification of the Tender Documents.

SIA and/or its subsidiaries may reject any, part of, or all Tender Submission and waive any informality or irregularity in any Tender Submission received. No reason shall be given to any unsuccessful Vendors for not being awarded the Tender.

3.6.6 Compliance to Requirements, Standards and Guides

Vendors shall comply with all business and technical requirements, standards and guides specified in the RFP unless otherwise stated in accordance with Section 4: Format of Proposal, Part 5: Proposed Solution.

3.6.7 Acceptance of Tender

SIA and/or its subsidiaries shall not be bound to accept the lowest of any Tender Submission nor shall it be liable for any claim for whatever costs that may be incurred in the preparation of the Tender. SIA and/or its subsidiaries reserve the right to accept the whole or part of the Tender Submission.

3.6.8 Notification of Vendors

All Vendors will be notified of the award as soon as approval by the relevant committee has been given.

3.6.9 Award of Tender

Any sub-contractors or assigned Vendors shall be named within the proposal. SIA and/or its subsidiaries reserve the right to reject sub-contractors or assigned Vendors without giving reasons, whereby the Vendors will have no right to make changes to the final price in terms of compensation and/or replacement.
SIA and/or its subsidiaries may, at their discretion, award part of the products and/or services to other Vendors. Vendors are obliged to co-operate with each other including working with SIA's and/or its subsidiaries' vendors to deliver a solution that complies fully with the overall system (business and technical) specifications as specified in the RFP.

3.6.10 Contract

The successful Vendor(s) shall submit a draft Contract within one (1) week of request by SIA, failing which SIA may award the Contract to another Vendor. The draft Contract shall incorporate all terms and conditions specified in the Contract plus all other terms and conditions specified in the RFP. Upon signing of the Contract by both SIA and the Vendor shall the Tender be deemed awarded to the Vendor.

3.6.11 Conformance with Agreed Specifications

All works must be carried out in accordance with the Tender Documents that have been agreed to by SIA and/or its subsidiaries and Vendors.

3.6.12 Gifts, Inducements and Rewards

Vendors are advised that they cannot offer gifts and rewards in any form or manner to any employees of SIA and/or its subsidiaries in relation to the obtaining or execution of any contract with SIA, whether or not the like acts are performed by the Vendors or persons acting on his/their behalf with or without the knowledge of the Vendors.

SIA shall terminate the Contract, forfeit the deposits and debar the Vendors for an appropriate period of time if it is proven that the Vendor/s has/have offered and/or given gifts and rewards in obtaining or in execution of any contract.

3.6.13 Date Compliance

The Services and/or Hardware and/or Software are and will be free from date compliance problems and the performance or the functionality of the Services or obligations to be performed under the Tender and Contract shall not be affected, impeded or interrupted by the entry or processing of any data value or date dependant function, whether such date is past, current or future.

3.6.14 Payment Terms/Scheme

Vendors will follow the Payment Terms/Scheme as stated below:

The vendor will invoice the customer for the usage of services at the end of each month, with SIA and/or its subsidiaries paying towards the invoice within thirty (30) days of the receipt of such invoice.

SIA and/or its subsidiaries have the right to terminate the Contract signed between SIA and/or its subsidiaries and the Vendors at any time giving ninety (90) days prior written notice. Should this occur, SIA and/or its subsidiaries will pay for work rendered up to date of termination.
SECTION 4: FORMAT OF PROPOSAL

Each proposal should be structured in a clear, concise manner and in accordance with the outline of the respective sections herein. Vendors should exercise care to present only realistic, attainable commitments in their proposal.

Vendors shall provide explicit responses of compliance or non-compliance to any requirements set out in the Tender Documents. In the event of any non-compliance with the Tender Documents, Vendor shall satisfy SIA the extent of its non-compliance with reasons. Where Vendors fail to satisfy SIA in the manner above, the proposal is liable to be rejected.

Notwithstanding the above, by submitting the proposal, Vendors agree to fully comply with the following RFP documents:

- Section 3: Tender Procedures
- Annex 5: Non-Disclosure Agreement

SIA reserves the right to exclude a proposal if it contains any ambiguities or lacks clarity.

Part 1: Tender Forms

All Forms stated below must be presented in the format listed herewith and signed by an authorized signatory.

Enclose within:

1. Annex 3 (IPT Declaration Form)
2. Annex 4 (Declaration of Participation by Relatives/Associated Companies)

The Forms stated above, to comply with Chapter 9A of the Listing Manual of the Stock Exchange of Singapore – Interested Person Transactions (IPT), declare whether your company is affiliated with Temasek Holdings Pte Ltd (owned by the Government of Singapore) or any of its subsidiary/associated companies.

Part 2: Non-Disclosure Agreement (NDA)

Enclose a copy of the duly signed NDA in this part.

SIA and/or its subsidiaries reserve the right to share your response to the RFP with its advisors (legal or otherwise), if required.

Note: Vendors must have Non-Disclosure Agreement(s) with their contractors, if applicable.

Part 3: Vendor Profile Matrix

Enclose the completed Annex 1 (Vendor Profile Matrix) in this part. 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.

Part 4: Executive Summary

Summarise the salient points of your proposal in no more than two (2) pages. Briefly describe your proposal and how it will meet the requirements of this RFP.

Part 5: Proposal

The proposal shall reflect the full understanding of all sections within this RFP.
In respect of the following RFP documents, Vendor shall provide explicit point-by-point responses of compliance or non-compliance in the form of a compliance table as set out below:

Annex 6: Scope of Work (Detailed)
Annex 9: Terms & Conditions of Tender

**FORMAT OF VENDOR’S COMPLIANCE TABLE**

<table>
<thead>
<tr>
<th>Para. No.</th>
<th>SIA Requirements</th>
<th>Compliance (Y/N)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>NAVIGATIONAL CHARTS: TABLET APPLICATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1</td>
<td>The vendor shall provide SIA and/or its subsidiaries with a chart viewer application that can be deployed on tablet devices, supported by iOS/Android/Windows.</td>
<td>Y</td>
<td></td>
</tr>
</tbody>
</table>

Vendors who do not comply with an RFP requirement exactly as written must enter an “N” in the “Compliance (Y/N)” column. Vendors must accordingly give their counter-proposal in the “Remarks” column to clearly indicate the changes to the original RFP requirement.

For each of the RFP requirements which a Vendor has indicated non-compliance, the Vendor is to state in the “Remarks” column and Pricing Table, the additional cost, if any, for the Vendor’s full compliance with the RFP requirements.

If the Vendor does not state the additional cost, it will be deemed that the Vendor’s response is non-negotiable, and the Vendor’s proposal shall be evaluated accordingly.

Vendor(s) may include any additional information deemed necessary to support their proposal, and explain how the proposed additional system would handle each requirement.

For the avoidance of doubt, SIA and/or its subsidiaries reserve the right to refer to the compliance table for the purposes of interpreting Annex 6: Scope of Work (Detailed) or any other compliance table (hereinafter collectively referred to as “Compliance Tables” submitted by the Vendor(s) pursuant to the RFP.

References to the Contract shall include a reference to the Compliance Tables and the Contract shall be construed and interpreted accordingly.

For the avoidance of doubt, “compliance with the RFP requirements” shall mean strict adherence to the clause with no amendments.
Part 6: Prior Experience

Vendors must provide extensive details of their prior experience with airlines that have similar network coverage as SIA. These must be similar to the nature of this Tender.

Part 7: Pricing/ Payment Terms and Tender Application Form

For work covered in this RFP, Vendors must submit the following documents as separate documentation from the other parts of the proposal:

   a. Annex 2 (Tender Application Form),
   b. Annex 7 (Pricing Table) – please provide price breakdown where possible

As far as possible, all prices shall be quoted in Singapore Dollars (SGD).

Provide a validity period of six (6) months from the deadline for Submission of Proposal.

Vendors shall bear any withholding tax, if applicable.

SIA and/or its subsidiaries reserve the right to award the RFP in whole, part or not at all.

SIA shall, on the agreed Terms & Conditions, be allowed, in future, to extend the contracted services to its other wholly owned subsidiaries.
SCOPE OF WORK (SUMMARY)

[Note: This section provides a brief overview of deliverables to SIA. Detailed Scope of Work including specifications will be provided to the eligible vendors after SIA’s acceptance of the vendors’ Intent-to-Bid]

1. NAVIGATIONAL CHARTS: PAPER FORMAT
   1.1 The vendor shall hold EASA or FAA TYPE 1 Letter of Acceptance (LOA).
   1.2 The vendor shall provide its current list of airports with charts coverage together with this Intent-to-Bid.
   1.3 The vendor shall be responsible for the accuracy of information provided in the standard and customized charts.

2. NAVIGATIONAL CHARTS: ELECTRONIC FORMAT
   2.1 The vendor shall provide and host an internet-based system for flight crew and ground staff to refer and print the electronic version of the navigational charts.
   2.2 The proposed system shall be integrated by vendor with SIA corporate IT network for seamless access with necessary pre-authentication via internet.
   2.3 Coverage of contents for web site will be provided to eligible vendors after SIA’s acceptance of the vendors’ Intent-to-Bid.
   2.4 The vendor, without intervention by SIA, shall update data in the system.

3. NAVIGATIONAL CHARTS: ELECTRONIC FLIGHT BAG (EFB)
   3.1 The vendor shall provide and support the electronic charts data (enroute and terminal charts) and charts viewer on the Airbus and Boeing EFB systems (Class 2 & Class 3) installed on aircraft operated by SIA and/or its subsidiaries.
   3.2 The proposed EFB solution shall be deployable immediately for operational use.
   3.3 The vendor shall be responsible for integration of their charts viewer on Airbus and Boeing EFB platforms.
   3.4 The vendor shall provide the electronic charts in ARINC 665 format to support data loading on EFB.
   3.5 The vendor shall provide corresponding ground viewer software to allow viewing of Charts as on EFB for necessary Quality checks.
   3.6 The vendor shall provide the necessary ground tools for data packaging and support distribution to EFB using the respective air-ground data communication channels (e.g. Gatelink) prescribed by Airbus/Boeing.

4. NAVIGATIONAL CHARTS: TABLET APPLICATION
   4.1 The vendor shall provide SIA and its subsidiaries with a chart viewer application that can be deployed on tablet devices, supported by iOS/Android/Windows.
   4.2 The vendor shall provide a hosted solution for administration and management of data to a tablet device.
4.3 The data updates shall be pushed to tablet devices via vendor hosted server through internet.

5. AIRPORT OBSTACLES DATA: PAPER AND ELECTRONIC FORMATS

5.1 The vendor shall provide worldwide runway data and obstacles information for specific airports. Specifications will be provided to eligible vendors after SIA’s acceptance of the vendors’ Intent-to-Bid.

5.2 The vendor shall provide a standard straight-out departure analysis. If circumstances do not allow straight-out departures, the vendor shall then recommend special ‘engine-out’ procedures.

5.3 All obstacles calculation shall be based on criteria laid down by respective authorities (ICAO, FAA, EASA, etc)

5.4 The vendor shall provide, on a one time basis, for each request unless at SIA request for the airport obstacle data to be placed on airport surveillance watch.

5.5 When airport obstacle data are placed on surveillance, vendor shall send, on a monthly basis, a report on the listed airports.

5.6 The vendor shall provide obstacle data surveillance service on all airports identified by SIA for such service.

5.7 The surveillance service shall consist of monitoring changes in airport obstacle data. All changes shall be reported to SIA promptly by vendor to SIA.

5.8 The vendor shall provide all requested obstacle data in PDF, Boeing Laptop Tool/Onboard Performance Tool (Boeing) and Less Paper Cockpit (Airbus) formats.

5.9 SIA shall be allowed to use this data on Airbus and Boeing EFB or any other aircraft type to support aircraft performance calculations.

5.10 The vendor shall provide all obstacle data in a standard format that suits SIA requirement.

5.11 Upon request by SIA, the vendor must be prepared to render services in the fields of performance engineering related services.

5.12 During an emergency situation, the vendor shall provide any airport data (that are not in standard coverage subscribed by airlines) within 1 hour of its request by the SIA and/or its subsidiaries. Alternatively, the vendor shall allow SIA and/or its subsidiaries to extract airport data directly from the airport database hosted by the vendor.

6 TRANSITION SUPPORT

6.1 The vendor shall provide the necessary training materials, documents and support for transition from current system.

6.2 The vendor shall ensure seamless transition for continuity in SIA and/or its subsidiaries’ operations.
7 HELP DESK

7.1 The vendor shall provide online helpdesk support for SIA users on 24X7 basis for all services rendered to SIA and/or its subsidiaries.

7.2.1 There shall be an email address and contact phones provided to SIA administrator.

END OF SCOPE OF WORK (SUMMARY)
ANNEX 1: VENDOR PROFILE MATRIX FOR TR880

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.

<table>
<thead>
<tr>
<th>Category/Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Corporate Information</strong></td>
<td></td>
</tr>
<tr>
<td>Company’s Name and Address</td>
<td></td>
</tr>
<tr>
<td>Year of Incorporation</td>
<td></td>
</tr>
<tr>
<td>Parent Company Name and Address (if any)</td>
<td></td>
</tr>
<tr>
<td>Mission and Direction</td>
<td></td>
</tr>
<tr>
<td>Core Competencies / Business</td>
<td></td>
</tr>
<tr>
<td>Revenue for the 3 most current year-end periods</td>
<td></td>
</tr>
<tr>
<td>Net Profit for the 3 most current year-end periods</td>
<td></td>
</tr>
<tr>
<td>Technology / Business Partners (if applicable)</td>
<td></td>
</tr>
<tr>
<td>Contact Person’s Name, Job Title, email address, mobile &amp; DID contact no., fax no.</td>
<td></td>
</tr>
<tr>
<td><strong>Navigational Charts</strong></td>
<td></td>
</tr>
<tr>
<td>Paper &amp; Electronic Navigational Charts</td>
<td></td>
</tr>
<tr>
<td>- FAA/EASA LOA Certification Details</td>
<td></td>
</tr>
<tr>
<td>- Number of years in market</td>
<td></td>
</tr>
<tr>
<td>- state the product overview (a brief description can be given as attachment)</td>
<td></td>
</tr>
<tr>
<td>Airline Project Experience</td>
<td></td>
</tr>
<tr>
<td>- state the projects title (a brief description can be given as attachment)</td>
<td></td>
</tr>
<tr>
<td>SIA Project Experience</td>
<td></td>
</tr>
<tr>
<td>- state the projects title (a brief description can be given as attachment)</td>
<td></td>
</tr>
<tr>
<td>Relevant Customer Reference</td>
<td></td>
</tr>
<tr>
<td>- list three (3) references</td>
<td></td>
</tr>
<tr>
<td><strong>EFB Charts Product</strong></td>
<td></td>
</tr>
<tr>
<td>Product Overview on Airbus and Boeing Class 2/3 EFB</td>
<td></td>
</tr>
<tr>
<td>Customer Reference</td>
<td></td>
</tr>
<tr>
<td>Years in Market</td>
<td></td>
</tr>
<tr>
<td>Estimated Market Share</td>
<td></td>
</tr>
<tr>
<td><strong>Resources</strong></td>
<td></td>
</tr>
<tr>
<td>Number of Staff Worldwide</td>
<td></td>
</tr>
<tr>
<td>- Total</td>
<td></td>
</tr>
<tr>
<td>- Technical</td>
<td></td>
</tr>
<tr>
<td>- Help Desk Support (24X7)</td>
<td></td>
</tr>
<tr>
<td>Number of Staff in Singapore</td>
<td></td>
</tr>
<tr>
<td>- Total</td>
<td></td>
</tr>
<tr>
<td>- Technical</td>
<td></td>
</tr>
<tr>
<td>- Help Desk Support (24X7)</td>
<td></td>
</tr>
<tr>
<td><strong>Information Security and Quality Assurance</strong></td>
<td></td>
</tr>
<tr>
<td>State whether your organisation has a series of documented Information Security policies and Quality Assurance policies.</td>
<td></td>
</tr>
<tr>
<td>Existing Information Security policies (Yes / No)</td>
<td></td>
</tr>
<tr>
<td>Existing Quality Assurance policies (Yes / No)</td>
<td></td>
</tr>
</tbody>
</table>
**REQUEST FOR PROPOSAL**

**ANNEX 2: TENDER APPLICATION FORM**

<table>
<thead>
<tr>
<th>DESCRIPTION / SPECIFICATION</th>
<th>Navigation Data Services</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>TENDER CLOSING DATE &amp; TIME</th>
<th>The Vendor/Contractor shall upon election be deemed to accept the terms and conditions printed on the RFP and all other attachments herewith.</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 October 2013, 1200 Noon Singapore time</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ESTIMATED DELIVERY COMPLETION TIME</th>
<th>To be agreed upon contract</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>LIQUIDATED DAMAGES PER DAY</th>
<th>for SINGAPORE AIRLINES LIMITED</th>
</tr>
</thead>
<tbody>
<tr>
<td>See “Terms And Conditions”</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPANY NAME AND ADDRESS</th>
<th>CONTACT PERSON:</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME, JOB TITLE AND EMAIL ADDRESS</td>
<td></td>
</tr>
</tbody>
</table>

We accept the terms and conditions as laid down in the RFP and all attachments herewith.

<table>
<thead>
<tr>
<th>TOTAL AMOUNT TENDERED</th>
<th>S$</th>
</tr>
</thead>
</table>

Signature, Name, Job Title, and Date

Company Stamp
ANNEX 3: IPT DECLARATION BY VENDOR/CONTRACTING PARTY

TR880 Navigation Data Services
(To be completed by a Corporation)

To: Singapore Airlines Limited

We, ………………………………………………………… hereby declare as follows:

(Name of Vendor/Contracting Party)

1. We are a company in which _____________________________________ the CEO of SIA and/or *his/her Immediate Family (directly or indirectly) have an interest of 30% or more.

2. We are a company in which ______________________________________ a Director of SIA and/or *his/her Immediate Family (directly or indirectly) have an interest of 30% or more.

3. We are a company in which Temasek and/or its subsidiaries when taken together (directly or indirectly) have an interest of 30% or more.

If answer to paragraph 3 is yes, please also indicate below:

3.1 Whether the shares in your company are held directly by Temasek and/or by Temasek subsidiaries/associates, and name such subsidiaries/associates, if any.

____________________________________________________________________

____________________________________________________________________

3.2 Whether you are listed, or you are a member of a group of companies listed (name the company which is listed), on the Singapore Exchange Securities Trading Limited or any other exchange (name such exchange, if applicable). If you are, please state the names of the directors and audit committee members of the listed company.

____________________________________________________________________

____________________________________________________________________

3.3 If the above answer is positive, please provide a list of your directors and the members of your audit committee (if you are listed) or (if you are a member of a listed group) a list of the directors and members of the audit committee of the group committee which is listed.

____________________________________________________________________

____________________________________________________________________

4. We are none of the above.

We confirm that the above information is true and correct. We understand that you require the information to comply with Chapter 9 of the Listing Manual of the Singapore Exchange Securities Trading Limited.

Name: …………………………………………… Signature: ………………………………………

Designation: …………………………………… Date: ………………………………………

Note:  * Delete as appropriate
DEFINITIONS

“Associate”: (a) In the case of a Director or the CEO if SIA:
   (i) his immediate Family;
   (ii) the trustees of any trust of which he or his Immediate Family is a beneficiary or, in the case of a discretionary trust, is a discretionary object; and
   (iii) any company in which he and his Immediate Family together (directly or indirectly) have an interest of 30% or more; or

(b) In relation to Temasek:
   (i) its subsidiaries; or
   (ii) any company in which Temasek and/or its subsidiaries when taken together (directly or indirectly) have an interest of 30% or more.

“Immediate Family”: In relation to a Director or the CEO of SIA:
   (a) his spouse;
   (b) his child, adopted child or step-child;
   (c) his sibling; and
   (d) his parent.

“SIA”: Singapore Airlines Limited.

“Temasek”: Temasek Holdings (Private) Limited, a company incorporated in Singapore.
ANNEX 4: DECLARATION OF PARTICIPATION BY RELATIVES/ASSOCIATED COMPANIES

TR 880 – Navigation Data Services

Vendor must declare whether any associated company, business partner or relatives are bidding in this tender exercise.

**Vendors who make false declarations will be disqualified.**

Please complete the Section which is applicable.

### Section 1

I declare that I have no associated company, business partner or relative taking part in the tender.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Name &amp; Designation</th>
<th>Company Stamp</th>
</tr>
</thead>
</table>

### Section 2 *(Please use new page if space is insufficient.)*

I declare that the following person/company is also bidding in the tender:

<table>
<thead>
<tr>
<th>No.</th>
<th>Name of Person/Company</th>
<th>Relationship to Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature</th>
<th>Name &amp; Designation</th>
<th>Company Stamp</th>
</tr>
</thead>
</table>
[Refer to attachment Non-Disclosure Agreement.PDF]

END OF ANNEX 5