



**TENDER FOR SUPPLY BIDT AUDIT SERVICES FOR SIA SALES OFFICES
FOR PERIOD *02 JANUARY 2017 TO 02 JANUARY 2020
REFERENCE NO: TR 1160**

(*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 Booking Information Data Tape (BIDT) Audit services for SIA Sales Offices.
- 1.2 All tenderers [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 The tender award is for a period of 36 months (three years) with the option of extending twice thereafter for a period of one year each on the same terms and conditions including the prices.
- 1.4 The specifications of the services required are listed in this Annex B. Suppliers must be able to provide the services from 02 January 2017. If you are unable to commence the services from 02 January 2017, please indicate the earliest date of commencement.
- 1.5 Suppliers are required to declare and show proof of past experiences in providing services of similar nature for other clients.
- 1.6 Tenderers are required to complete the Tender Bid Form (Annex C) accurately. **No modifications are permitted to the format of the Bid Form.** Please complete and endorse, with company stamp and authorized signatures, Annex C (Tender Bid Form), Annex D (Interested Party Transaction Form, Declaration Form and Vendor Profile Form) and Annex E (SIA Suppliers' Code of Conduct), and submit them 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, 25 October 2016 (Singapore time). Please seal the envelope and mark "Reference No: TR 1160 – Tender for the Supply of BIDT Audit Services for SIA Sales Offices" on the top left hand front corner of the envelope. **Submissions in any other forms and late submissions are regrettably not acceptable and will be rejected.**

- 1.7 If you have any questions or need any assistance with this tender, please contact the following person:

Mr Imran Adnan (Email: imran_adnan@singaporeair.com.sg)

2. SERVICE SPECIFICATIONS

- 2.1 The services sought in this tender are (i) processing of BIDT and generating Agency Debit Memo (ADM) based on a pre-established set of criteria, (ii) recovering the ADMs primarily through Bank Settlement Plan (BSP) / Airline Reporting Company (ARC) (USA market) / ASD (China Market) for IATA agents and may also include other means to be proposed by the vendor for non-IATA agents, and (iii) handling disputes from agents.
- 2.2 We want to identify through BIDT and recover the additional booking fees incurred by us as a result of abusive agency booking behaviours related to “Churning” and “Duplicates” and are open to additional inputs from suppliers based on industry best practices.
- 2.3 SIA distributes through the following Global Distribution Systems (GDS) today: Amadeus, Sabre (including Abacus), Travelport, Travelsky, Infini, and Axess. The appointed vendor will receive the monthly BIDT through SIA or directly from these GDS on a monthly basis. The BIDT will be supplied in the standard formats of the respective GDS.
- 2.4 We require monthly reports on the ADMs generated to include the following details:
- i Identify the specific abuse
 - ii Breakdown by GDS
 - iii Summarize the abuse at a sub-agent / agent / city / country / region level
 - iv Segregate IATA from non-IATA agent
 - v Amount to be recovered through ARC, ASD or BSP
 - vi Outcome and actual recovered amount
- 2.5 We require the appointed vendor to manage disputes with the agents globally, including in non English speaking markets. The vendor may be required to produce details of the alleged abusive behaviours to support the cost recoveries actions.
- 2.6 Our SIA Sales offices are empowered to apply specific waivers if the agents are able to justify their booking behaviours. These waivers will comply with a set of criteria to be agreed beforehand between SIA and the appointed vendor and may differ across SIA Sales offices. In addition, specific SIA Sales offices may:
- i. Exclude a sub-agent / agent / corporate / PCC from all ADMs.
 - ii. Exclude an RBD from all ADMs.
- 2.7 Individual SIA Sales offices can determine whether the ADMs should be issued through the vendor, through the sales office, or through the vendor only after clearance is given by the respective sales office.
- 2.8 Integration to our Amadeus Revenue Integrity (ARI) tool, or any of our revenue management tools that we currently or in future may subscribe to, may be required in order to understand and read our “Duplicates” logic.
- 2.9 We require a monthly hand back file from the vendor comprising details specified in para 2.4 above that integrates with and reconciles with the data in our internal systems.

3. SERVICE STANDARDS

- 3.1 The vendor shall ensure generation of accurate and timely ADMs upon receiving the BIDT.
- 3.2 Vendors are invited to propose the service levels that they are able to provide.

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 agreed Service Standards.
- 4.2 The appointed vendor shall also indemnify SIA against any additional costs incurred by SIA as a result of these errors.
- 4.3 For any errors found, the vendor shall correct those errors promptly at its own costs.