REQUEST FOR PROPOSAL (RFP)

Project Title: Robotics Process Automation (RPA)

Tender Number: TR1259

Type of Document: Main (PART 1)

Organization: SIA

Co. Regn. Number: 197200078R

Confidentiality:
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# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TABLE OF CONTENTS</td>
<td>2</td>
</tr>
<tr>
<td>EXECUTIVE SUMMARY</td>
<td>3</td>
</tr>
<tr>
<td>INSTRUCTIONS FOR VENDORS</td>
<td>4</td>
</tr>
<tr>
<td>ANNEX 1: VENDOR PROFILE MATRIX FOR TR1259</td>
<td>16</td>
</tr>
<tr>
<td>ANNEX 2: TENDER APPLICATION FORM</td>
<td>19</td>
</tr>
<tr>
<td>ANNEX 3: IPT DECLARATION BY VENDOR/CONTRACTING PARTY</td>
<td>20</td>
</tr>
<tr>
<td>ANNEX 5: INDIVIDUAL NON-DISCLOSURE AGREEMENT</td>
<td>23</td>
</tr>
<tr>
<td>ANNEX 6: TERMS AND CONDITIONS ON USAGE OF SIA IT RESOURCES</td>
<td>26</td>
</tr>
</tbody>
</table>
EXECUTIVE SUMMARY

SIA invites proposals to implement Robotics Process Automation (RPA) solution to support automation of tasks and processes with the following capabilities:

- A RPA platform with an easy-to-use process definition function to record/configure the process automation in a non-invasive manner (mimicking end users)
- Support multiple automation run options (unattended, attended, scheduled etc) ensuring security and audit compliance.
- Maintenance of RPA configuration (including RPA process, user administration) and scheduler of the bots
- Operationalization of the Bot and automated processes including monitoring and load balancing
- Reporting and analytics
- Governance and, Training and skills transfer to SIA staff on bot development, maintenance and operations

Fifteen (15) use cases have been identified as part of the initial implementation. The proposed solution must be scalable and flexible to automate other processes within SIA Group both at Singapore and overseas stations in future.

When it is implemented, it should meet the following objectives:

- Eliminate/reduce the time and effort needed by our staff for repetitive tasks required for various business processes across the organization. This enable our employees to be freed up and focus on value add and strategic work.
- Increase productivity and improve turnaround time with the enabling of scaling up and down the volume of work to be done base on requirement of tasks and hence increase throughput of work done.
- Reduce errors in tasks and improve compliance
- Enabling analytics with data captured in process execution.

The Vendor is not allowed to bid in parts for this RFP. The Vendor may propose to implement the proposed system in phases with the first phase no later than two (2) months from the time this RFP is awarded. Vendors may propose an alternative implementation timeline.

Vendors may be required to maintain and support the application/product for an initial contract term of one (1) year, thereafter, with an option to extend it each year for the next three (3) years.

Vendors are required to carry out Engineering Study to validate feasibility and extent of automation for key use cases. This will be carried out after RFP proposal submission but before RFP award and would involve shortlisted vendors.

Scope of Prototyping / Engineering Study.

(a) The duration of the Engineering study will be 2 weeks
(b) Deliverables should include documentation of what was done for the use case(including analysis and feasibility study done, automation of the process, evidence/demonstration of actual process automated)
(c) It should be at no cost to SIA
INSTRUCTIONS FOR VENDORS

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/or its subsidiaries 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
Annex 2 - Tender Application Form
Annex 3 - IPT Declaration by Vendor/Contracting Party
Annex 4 - Declaration of Participation by Relatives/Associated Companies
Annex 5 - Individual Non-Disclosure Agreement
Annex 6 - Terms and Conditions on Usage of SIA IT Resources

(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 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 13.1 - Engineering Study
Annex 14 - Glossary
Annex 15 - Pricing Table
Annex 16 - Standard Contract (“Contract”)
## SECTION 2: SCHEDULE OF EVENTS

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tender Publication</td>
<td>08 Dec 2017</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>¹ Submission of Intent to Bid</td>
<td>By 15 Dec 2017</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>¹ Notification of Pre-qualification and release of confidential Annexes</td>
<td>By 18 Dec 2017</td>
</tr>
<tr>
<td>Questions from Vendors</td>
<td>By 29 Dec 2017</td>
</tr>
<tr>
<td>SIA’s Responses to Questions</td>
<td>By 31 Dec 2017</td>
</tr>
<tr>
<td>² Submission of Proposal</td>
<td>By 8 Jan 2018</td>
</tr>
<tr>
<td>² Subject to SIA confirmation</td>
<td>12 Noon, Singapore Time</td>
</tr>
<tr>
<td>Vendor Presentations</td>
<td>12 Jan to 31 Jan 2018</td>
</tr>
<tr>
<td>Appointment of Vendor(s)</td>
<td>2 to 6 months from submission of proposal</td>
</tr>
</tbody>
</table>

¹ Refer to 3.2 Intent to Bid
² Refer to 3.5 Tender Submission
SECTION 3: TENDER PROCEDURES

3.1 Pre-Qualification Criteria

To qualify for the RFP, the Vendor must have had experience implementing RPA solutions in front end office, operations and backoffice. The Vendor must also demonstrate financial stability and viability. Vendor/Product/System integrator) can choose to partner with another vendor (System integrator/Product).

Pre-qualification criteria are:
- Proposed RPA solution is flexible (can work on variety of front ends and applications), easy to use, integrated solution and scalable.
- Product vendor and System integrator (if any) financial stability and viability
- Product maturity, years in market and market share (number of clients using the product)
- Prior experience in implementing similar projects, industry, or/and with SIA

3.2 Intent to Bid

To participate in this RFP, the following is required:

(a) Email to ITAdmin_RFP2@singaporeair.com.sg by the submission deadline:
   - Annex 1 (Vendor Profile Matrix)
   - Non-Disclosure Agreement (NDA-CP*) duly signed by your authorized signatory

(b) Post or courier to reach SIA within 3 business days of the submission deadline:
   - One (1) original set of the Non-Disclosure Agreement (NDA-CP) duly signed by your authorized signatory

The NDA-CP should be sent to:

   IT Procurement & Admin  
   Singapore Airlines Limited  
   SIA Computer Centre  
   722 Upper Changi Road East  
   Singapore 486854  
   Attention: Mr Jason Yong or Ms. Nirmala Rajakrishnan (Mimi)

*Vendors who already have a signed Non-Disclosure Agreement (NDA-CP) Version 2.0, 4 August 2016 with SIA will only need to quote the NDA-CP reference.

*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:

   Attn: Jannes Tan / Leah Wan Chin / Jason Yong  
   Email address: ITAdmin_RFP2@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, 06 May 2005, 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 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 SIA and/or its subsidiaries during the Tender process.

### 3.4 Project Briefing

Not applicable for this RFP.

### 3.5 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 TR1259.

In addition, prepare two (2) sets of CDs containing the soft copy of your Tender Submission. Label the CDs with “TR1259: Robotics Process Automation(RPA)” and your organisation’s name; and put them in an envelope marked “Softcopy of tender reference number TR1259”.

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  
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 as otherwise the Submission will not be valid. Vendors are required to verify receipt of their fax with SIA Legal Department by calling (65) 6541-4045 during Singapore office hour. Overseas Vendors must ensure that ONLY the ‘Tender Application Form’ and all pricing information be faxed.

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

### 3.6 Evaluation Criteria

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

- Overall value; i.e. cost versus benefit to SIA Group
REQUEST FOR PROPOSAL

- Point-by-point responses to the Scope of Work
- Product capability
- Completeness of your solution
- Ease of integration with current SIA and/or its subsidiaries systems
- Technical Expertise
- Prior Experience

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.

3.7 Conditions for Tender

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

3.7.1 General Conditions

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

3.7.2 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.

3.7.3 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 in writing.
REQUEST FOR PROPOSAL

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 a 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 may not amend their tender price during the Contract period. Any increase in costs of production or in any other aspect may 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.

3.7.4 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.

3.7.5 SIA’s Obligations to Vendors

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

SIA 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.

3.7.6 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. Vendors are to comply with industry software development best practices.

3.7.7 Acceptance of Tender

SIA and/or its subsidiaries shall not be bound to accept the lowest of any Tender Submission nor is it 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.

3.7.8 Notification of Vendors

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

3.7.9 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.
3.7.10 Contract

The successful Vendor(s) shall submit a draft Contract (using the Annex 16 (Standard 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.

3.7.11 Security Deposit

Note: Security deposit is mandatory only if the award is over SGD600,000.

Upon award of the Tender, Vendors shall furnish a security deposit in Singapore currency equivalent to five percent (5%) of the value of the Contract. If the deposit is below S$2,000.00, the amount shall be paid by a crossed cheque (for local contractors/suppliers only) or bank draft (for local and overseas contractors/suppliers) in favour of “Singapore Airlines Limited”. Should the deposit be S$2,000.00 and above, a banker’s guarantee in SIA’s standard format will be acceptable, provided such guarantee undertakes to meet all claims arising during the period of the Contract. This deposit shall be retained for the duration of the Contract and shall, after damages, if any, have been deducted, be refunded in Singapore currency to the Vendors at the end of the Contract by way of a cheque drawn on a bank in Singapore or by way of return of the banker’s guarantee, as the case may be. No interest shall be paid on the deposit and any gain or loss resulting from currency exchange shall be borne by the Vendors. Upon project delay, Vendors shall extend the security deposit for the duration of the extension.

3.7.12 Specimen for Banker’s Guarantee

BANKER’S GUARANTEE
( FOR TENDER SECURITY DEPOSIT)

1 In consideration of Singapore Airlines Limited awarding Tender No.________ to_______________ of ________________ (hereinafter referred to as the `Contractor`) and Singapore Airlines Limited not insisting on the full cash security deposit being paid by the Contractor, we the Guarantor hereby guarantees Singapore Airlines Limited the sum of S$__________ ("Guaranteed Sum") being the amount of the Security Deposit required for the due and faithful performance of the said Contract.

2 In the event of the Contractor failing to fulfil any of the terms and conditions of the said Contract, the Guarantor shall indemnify Singapore Airlines Limited against all losses, damages, costs, expenses sustained by Singapore Airlines Limited up to the sum of Guaranteed Sum. The guaranteed sum shall be payable to Singapore Airlines Limited immediately upon demand.

3 The liability of the Guarantor under this Guarantee shall continue for the duration of the Contract period from _______ (‘Commencement Date’) to ______ (‘Expiry Date’) and the Guarantor undertakes to meet all claims arising during the period of the Contract, provided that any claim hereunder should be made not later than three months after the Expiry Date.

3.7.13 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.

All title, ownership and other intellectual property rights in any software customization and related documentation created or otherwise developed pursuant to this Tender vest in SIA.
By submitting the Tender, Vendors agrees to assign to SIA any intellectual property rights that subsist in or arise from the deliverables of any software customization and related documentation created or otherwise developed pursuant to this Tender.

3.7.14 Gifts, Inducements and Rewards

Vendors are advised to refrain from offering gifts and rewards in any form or manner to any SIA employee 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 any appropriate period of time if it is proven that the Vendors has offered and/or given gifts and rewards in obtaining or in execution of any contract.

3.7.15 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.

3.7.16 Payment Terms/Scheme

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

- Upon signing of Formal Contract: 10% of Tender Amount
- Upon operation cutover of 1st batch of 5 use cases: 25% of Tender Amount
- Upon operation cutover of 2nd batch of 5 use cases: 25% of Tender Amount
- Upon operation cutover of 3rd batch of 5 use cases: 25% of Tender Amount
- Upon end of Warranty Period: 15% of Tender Amount

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 thirty (30) 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, straightforward 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 ("Non-negotiable RFP"):

- Section 3: Tender Procedures
- Annex 5: Individual Non-Disclosure Agreement
- Annex 6: Terms and Conditions on Usage of SIA IT Resources
- Annex 8: Information Security Requirements
- Annex 9.1: Infrastructure and Architecture Standards
- Annex 9.2: IT Operations Standards and Guides
- Annex 11: Guides
- Annex 12: eCourseware Standards

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, if required.

Before commencing work for SIA and/or its subsidiaries, employees/subcontractors of appointed Vendors will also be required to sign “Annex 5 (Individual Non-Disclosure Agreement)” and undertake to abide the “Annex 6 (Terms And Conditions on Usage of SIA IT Resources)” if such employees/subcontractors of the appointed Vendor(s) are required to use SIA equipment.

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

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 the RFP.

**Part 5: Proposed Solution**

The proposal should reflect the full understanding of all sections within the 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 7: Service Level Agreement
- Annex 10: Application Maintenance Services (AMS)
- Annex 13: Scope of Work (Detailed)
- Annex 13.1 Engineering Study
- Annex 16: Contract

**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>2.14</td>
<td>Award of Tender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.14.1</td>
<td>Any subcontractors or assigned Vendors shall be named with the Tender Submission. [SIA] reserve the right to reject subcontractors or assigned Vendors without giving reasons, where Vendors will have no right to make changes to the final price in terms of compensation and/or replacement.</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. Where a Vendor fails to indicate compliance against any RFP requirement, it shall be deemed that the Vendor complies with the RFP requirement exactly as written and the Vendor’s proposal shall be evaluated accordingly.

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 addition cost, if any, for the Vendor’s full compliance with the RFP requirements. If the Vendor does not provide the respective cost statement, 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 system would handle each requirement.

For the avoidance of doubt, SIA reserves the right to refer to the compliance table for the purposes of interpreting Annex 13: Scope of Work (Detail) 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.

Describe how other Vendors or Vendors products, if any, will be integrated into your solution processes.

Describe the approach, processes and methodologies that you will be using in the system you are proposing.

Proposal could include:
- Functional Hierarchy Diagram (FHD)
- Product overview or technical specifications (including scalability – tpmC, specInt etc., availability – MTBF, MTTF etc.)
- Detailed description of each component or module
- Screen shots of key components or module
- Table of major data fields
- Architecture (functional and technical) diagrams and description
- Security implementation, if necessary
- Solution on interfacing with existing/new systems as defined in the Scope of Work
- Hardware configuration and sizing to meet performance requirements
- Product upgrade path (e.g. details on new functionality/features/architecture and expected date)
- Project management process/methodology, deliverables (e.g. project status etc.) and schedule
- Project organization structure and profile of key project team members (e.g. Management oversight, Project manager, Project leader, Architect, Systems analyst, Main developers, Testers, System administrators, Database analyst, Quality assurance etc), including development team composition i.e. either on-site, off-shore, hybrid model
- Quality management plan
- Risk list and mitigation plan
- Details on how and the process to provide warranty and maintenance/support to comply with the stipulated SLA (including composition of team, escalation process etc.)
- Other details on provision of various environment, testing methodology, development/testing tools to be used, training, transfer of knowledge/skill, secondment of SIA and/or its subsidiaries staff to project team etc.

State:
- the required configuration of your proposed product,
- whether customization of your product is required, keeping in mind that customization must be kept to a minimum and,
- whether integration with SIA’s other systems is required and if so, how this is proposed.
- If proposed system is a package, Vendors should highlight the salient features and describe the functionalities/features that would meet the functional and technical requirements (e.g. basic, mandatory, optional, value added etc.)
- All assumptions and constraints explicitly
State the time frame and schedule, from initiation till completion, for delivery of each (where possible) of the requirements.

Software warranty will be for a 3 months period, commencing from the date of system operational launch.

Specify the notification period for commencement of any future development work.

**Part 6: Prior Experience**

Vendors must provide extensive details of a minimum of three (3) projects, which they have relevant experience in. These must be similar to the nature of this Tender.

**Part 7: Pricing/ Payment Terms and Tender Application Form**

1. 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 15 (Pricing Table) – please provide price breakdown where possible

Software licenses and maintenance must be fixed for five (5) years and subsequent annual increase pegged to the CPI in Singapore subject to a maximum increase of one percent (1%), whichever is lower.

Vendors may be required to maintain and support the application/product for an initial contract term of one (1) year with an option to extend each year for the next three (3) years. The yearly renewal will be subject to the same terms and conditions, after which there will be a handover to the SIA Support team. Please quote up to a timeframe of four (4) years. Please quote for other options (as per Annex 15 – Pricing Table).

Provide a standard man-day rate to be used in the commercial proposal for all future application development work. This standard man-day rate will be effective for the duration of the Contract. Any assessment of Change Requests effort must be made free-of-charge to SIA and/or its subsidiaries.

All prices should be quoted in Singapore Dollars (SGD) with validity period of twelve (12) months from the deadline for Submission of Proposal. If there is re-quote, the 12-month validity shall be from the date of re-submission of quote.

Vendors shall bear any withholding tax, if applicable.

SIA reserves the right to award the RFP in whole, part or not at all.
ANNEX 1: VENDOR PROFILE MATRIX FOR TR1259

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>
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<tr>
<td></td>
<td></td>
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<tr>
<td><strong>Proposed RPA solution (RPA Partner)</strong></td>
<td></td>
</tr>
<tr>
<td>Partner’s Revenue for the 3 most current year-end periods (In SGD)</td>
<td></td>
</tr>
<tr>
<td>Partner’s Profit for the 3 most current year-end periods (In SGD)</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td><strong>Contact Person’s Name, Job Title, email address, mobile &amp; DID contact no., fax no.</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Relevant RPA Project Experience (by vendor) | - number of years  
- state the projects title (a brief description can be given as attachment) and business domain  
- RPA tool used  
- State details on technology that RPA integrated with eg Browser, Java client, Microsoft office, SAP GUI, applications etc  
- Number/range of numbers of robots implemented  
- Overview of processes automated by the RPA  
- Duration/range of duration each project took  
- Implementation year |
| Relevant RPA Experience for an airline (by vendor) | - number of years  
- state the projects title (a brief description can be given as attachment)  
- RPA tool used  
- State details on technology that RPA integrated with eg Browser, Java client, Microsoft office, SAP GUI, applications etc  
- Number/range of numbers of robots implemented  
- Overview of processes automated by the RPA  
- Duration/range of duration each project took  
- Implementation year |
<p>| SIA Project Experience (by vendor) | state the projects title (a brief description can be given as attachment) |</p>
<table>
<thead>
<tr>
<th>Category/Section</th>
<th>Description</th>
</tr>
</thead>
</table>
| Relevant Customer Reference            | - list three (3) references  
- stating technology that the current RPA works with eg Browser type, Java client, Microsoft office etc  
- Number/range of numbers of robots implemented  
- Duration/range of duration each project took |
| Relevant proposed RPA implementations  | - state the projects title (a brief description can be given as attachment) and business domain  
- State details on technology that RPA integrated with eg Browser, Java client, Microsoft office, SAP GUI, applications etc  
- Number/range of numbers of robots implemented  
- Overview of processes automated by the RPA  
- Implementation year |
| RPA Product Features                   | Product Overview  
UI supported (e.g. browser(with/without Java plugins, Java client, SAP GUI, Microsoft Office, Sharepoint, Opentext Exceed etc)  
On premise/Cloud based installation  
Years in Market  
Estimated Market Share |
| Resources                               | Number of RPA staff in vendor Company  
- In Singapore  
- Worldwide  
- Post Implementation Support  
Number of Staff in RPA Product company  
- In Singapore  
- Total  
State the number of staff and the total number of years for each technology skill set / design standard in: RPA |
| 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) |
<table>
<thead>
<tr>
<th>Category/Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing Quality Assurance policies (Yes / No)</td>
<td></td>
</tr>
</tbody>
</table>
## ANNEX 2: TENDER APPLICATION FORM

<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>8 Jan 2018, 1200 Noon Singapore time</td>
<td></td>
</tr>
</tbody>
</table>
| ESTIMATED DELIVERY COMPLETION TIME | Senior Manager  
IT Procurement & Admin  
for SINGAPORE AIRLINES LIMITED |
| To be agreed upon contract |                                                                                                                                 |
| LIQUIDATED DAMAGES PER DAY | We accept the terms and conditions as laid down in the RFP and all attachments herewith. |
| See “Terms And Conditions” | TOTAL AMOUNT TENDERED |
| COMPANY NAME AND ADDRESS | S$ |
| CONTACT PERSON: NAME, JOB TITLE AND EMAIL ADDRESS | |
| Signature, Name, Job Title, and Date | Company Stamp |
ANNEX 3: IPT DECLARATION BY VENDOR/CONTRACTING PARTY

TR1259 Robotics Process Automation (RPA)
(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

Tender No. (TR1259 Robotics Process Automation(RPA))

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>
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<tr>
<td>2</td>
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<td>3</td>
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<table>
<thead>
<tr>
<th>Signature</th>
<th>Name &amp; Designation</th>
<th>Company Stamp</th>
</tr>
</thead>
</table>
ANNEX 5: INDIVIDUAL NON-DISCLOSURE AGREEMENT

To be signed by the appointed vendor only after award of tender

THIS AGREEMENT is made this _________________ ("Effective Date") between:

Singapore Airlines Limited (UEN 197200078R), a company incorporated in Singapore with its registered office at 25 Airline Road, Airline House, Singapore 819829 (which may where the context allows include any or all of its Affiliates) ("SIA"),

and

Name of Individual: ________________________________ ____________________________ (NRIC/Passport No. ______________________) of address: __________________________________________________________________________________________ of address: __________________________________________________________________________________________

hereinafter referred individually as "a Party" or collectively as "the Parties".

WHEREAS:

A. Vendor Personnel is a/an employee, servant, officer, agent, consultant and/or contractor (as may be applicable) of

Name of Vendor: __________________________________________ (Business Registration No. ________________) ("the Vendor").

B. As between SIA and the Vendor, for the purposes of facilitating the business dealings, operations, cooperation or discussions, or for the purposes of performance of obligations under any agreement, or for the purposes of discussions concerning a potential business relationship, or the evaluation or establishment of a potential business relationship, in respect of the procurement, development, implementation and/or maintenance of existing and/or new IT solutions and/or systems for SIA (each a "Purpose"), SIA may from time to time disclose Confidential Information (as hereinafter defined) to the Vendor. In connection with the foregoing, SIA may from time to time also disclose Confidential Information (as hereinafter defined) to the Vendor Personnel.

C. The Parties agree to the disclosure and use of such Confidential Information on and subject to the terms of this Agreement.

THE PARTIES AGREE as follows:

1. The Vendor Personnel acknowledges that SIA operates in a highly competitive industry and that any and all information relating to a Purpose, if disclosed (whether directly or indirectly) to a third party without the express authorisation of SIA would have a detrimental effect on the business of SIA. In consideration of being made privy to the Confidential Information (as hereinafter defined), the Vendor Personnel hereby agrees to observe and be bound by the terms of this Agreement.

2. In this Agreement, "Confidential Information" means any non-public information which, under the circumstances surrounding the disclosure, ought to be regarded as proprietary or confidential to SIA, however recorded, preserved or disclosed and whether or not marked as confidential or private, of SIA that SIA discloses to Vendor and/or Vendor Personnel, and shall include but is not limited to:

   a. information, Personal Data, knowledge and data, whether or not in relation to a Purpose and however obtained or disclosed or accessed, including copies and reproductions thereof in which SIA has a business, proprietary or ownership interest or has a legal duty to protect, which SIA considers to be confidential and/or which is identified by SIA as confidential and/or any information which a reasonable third party acting in good faith would recognise as being confidential in nature;
   
   b. SIA Data;
   
   c. any information relating to SIA’s business, affairs, customers, clients, suppliers, plans, intentions, or market opportunities;
   
   d. SIA’s operations, processes, product information, know-how, designs, trade secrets or software;
   
   e. the fact that discussions and negotiations are taking place concerning the Purpose and the status of those discussions and negotiations; and
   
   f. any information or analysis derived from the foregoing.

   "SIA Data" includes any information belonging to SIA or provided by SIA for a Purpose which includes but is not limited to all data, information and computer programs provided by or derived from third parties whether concerning flight schedules, customers, suppliers, operational data, billing information or otherwise, and Personal Data (of passengers or otherwise), as well as all compilations or databases containing such data and information. "Affiliate" in relation to SIA means SIA’s related or associated companies and such entities which SIA controls, directly or indirectly. For the purposes of this Agreement: (a) "associated company" shall mean any entity in which at least 20% but not more than 50% of its shares are held by SIA or the Singapore Airlines Group, and (b) the expression "control" in the relevant context shall mean either (i) control of at least 50% of the issued share capital of an entity; (ii) control of at least 50% of the voting rights attached to the shares of the issued share capital of an entity, (iii) control of the composition of the board of directors of an entity, or (iv) undertaking or control of the management and/or operation of the business of an entity.

3. The Vendor Personnel hereby agrees to use the Confidential Information only for a Purpose and for no other purpose whatsoever and hereby undertakes that the Confidential Information shall only be disclosed to Vendor’s employees, servants, officers, agents, consultants and contractors on a need-to-know basis for a Purpose.

4. The Vendor Personnel further agrees to keep the Confidential Information in strictest confidence and treat with the same degree of care it extends to Vendor’s own Confidential Information (such care not being less than a reasonable degree of care), agrees to protect the Confidential Information from unauthorised or inadvertent use, disclosure, dissemination or publication, and shall not, directly or indirectly, use for himself or on behalf of or disclose to any third party except as provided in this Agreement any Confidential Information received from SIA. To the extent that the Confidential Information contains any Personal Data (as hereinafter defined), the Vendor Personnel shall comply with all applicable Data Protection Laws in respect of the collection, use, disclosure or processing of such Personal Data. "Data Protection Laws" shall refer to Singapore's Personal Data Protection Act 2012 (Act 26 of 2012), whether in force now or to be enacted in the future and as the same may be modified, adapted or supplemented from time to time.
and all other applicable laws, regulations, and official interpretations thereof pertaining to Personal Data, personally identifiable data or privacy. “Personal Data” means all information (including for the avoidance of doubt opinions) which identifies an individual, in any form, whether true or not, about an individual who can be identified from that data or from that data and other information to which the organisation has or is likely to have access, and shall include: (a) all data which is defined to be “personal data” or equivalent under the applicable Data Protection Laws; and (b) all information the collection, disclosure, use or processing of which is subject to Data Protection Laws.

5. The Vendor Personnel expressly understands that the Confidential Information disclosed by SIA under this Agreement is of a commercially valuable and highly sensitive nature. Vendor Personnel shall inform SIA immediately on becoming aware of any unauthorised use or disclosure of the Confidential Information, and co-operate in every reasonable way to help SIA regain the Confidential Information and use its best efforts to prevent further unauthorised use or disclosure of the Confidential Information. The Vendor Personnel acknowledges that damages alone would not be an adequate remedy for the breach of any of the provisions of this Agreement. Accordingly, without prejudice to any other rights and remedies it may have, SIA shall be entitled to seek the granting of equitable relief (including without limitation injunctive relief) concerning any threatened or actual breach of any of the provisions of this Agreement.

6. The provisions of this Agreement relating to Confidential information shall not apply to:
   a. Information which at the time of disclosure is in the public domain.
   b. Information which becomes part of or enters the public domain other than in breach of this Agreement or other than due to any default, wrongful, unlawful, wilful or negligent act or omission of the Vendor Personnel and/or Vendor or any of its employees, servants, officers, agents, consultants and contractors involved for a Purpose.
   c. Information which was known to the Vendor Personnel and/or Vendor prior to receipt from SIA provided such prior knowledge can be adequately substantiated by documentary evidence antedating the disclosure by SIA.
   d. Information which has been independently developed or obtained by the Vendor Personnel and/or Vendor, or obtained by the Vendor Personnel and/or Vendor from a third party other than in breach of either of their respective obligations to maintain confidentiality.
   e. Information which is required to be used or disclosed by reason of any law, governmental or other regulations or the requirements, orders, directions, instructions or notices of any regulatory authority including any stock exchange, provided however that the Vendor Personnel shall promptly notify SIA of such requirements and shall use its best efforts to limit the scope of the use or disclosure.

7. All Confidential Information is delivered “as is”. Vendor Personnel acknowledges that except as expressly set forth herein, (a) SIA has not made any promise to the Vendor Personnel, express or implied, upon which the Vendor Personnel is entitled to rely in any way; and (b) the Vendor Personnel specifically waives and disclaims any reliance, dependence or action based on any written or verbal statement or promise made by SIA to the Vendor Personnel and/or Vendor. The Parties understand that SIA does not have any obligation to provide Confidential Information to the Vendor Personnel, that SIA does not make any representation or warranty with respect to the accuracy or completeness of the Confidential Information, and that SIA shall not be liable to the Vendor Personnel for any loss or damage resulting from the use of or reliance on any of the Confidential Information, except as otherwise provided in a formal written agreement executed between the Parties for a Purpose.

8. Upon termination, abandonment or completion of any Purpose for whatever reason or upon termination of this Agreement, the Vendor Personnel shall not make further use of the Confidential Information related to such Purpose and shall return all of the Confidential Information to SIA, including all copies or reproductions, extracts, summaries or notes, or destroy the same in accordance with the directions of SIA and certify the same have been destroyed. SIA may at its sole discretion notify Vendor Personnel that a Purpose has been terminated, abandoned or completed.

9. SIA may, at any time direct the Vendor Personnel to return all Confidential Information to SIA, or part thereof, and not to make further use of the Confidential Information to be returned. Upon receipt of such directions, the Vendor Personnel shall promptly deliver the requested Confidential Information without retaining any copies or excerpts thereof to SIA. If the requested Confidential Information are still required by the Vendor Personnel to perform their services for the project, then in such event, both Parties shall endeavour to obtain alternative information from other sources so that the Vendor Personnel can proceed with the performance of their services.

10. Subject to Clause 11, unless expressly assigned to the other Party, whether in this Agreement or in some other document made between the Parties, all Intellectual Property Rights (as hereinafter defined) belonging to the respective Parties shall remain vested in the Party concerned. Except as expressly provided for under Clause 11, the Parties do not intend for this Agreement to grant any right (license or otherwise) to any Party for any Confidential Information. Vendor does not acquire any rights in any Confidential Information, except the limited right to use Confidential Information for the Purpose. SIA has no obligation to purchase any products or services from the Vendor. “Intellectual Property Rights” includes in Singapore and throughout the world and for the duration of the rights (a) any patents, utility models, copyrights, registered or unregistered trade marks or service marks, trade names, brand names, layout-design rights, registered designs and commercial names and designations; (b) any invention, discovery, trade secret, know how, or confidential, business, scientific, technical or product information; (c) any other rights resulting from intellectual activity in the commercial, industrial, scientific, literary and artistic fields and whether dealing with manufactured products or services; and (d) any letters patent, deed of grant, certificate or document of title for any thing referred to in paragraphs (a), (b) or (c) of this definition.

11. All Intellectual Property Rights comprised in any and all materials (including software, source code, documentation, data, concepts and ideas) or any part thereof created or developed (whether jointly or independently by either Party) in connection with any Purpose(s) (collectively, the “Foreground IP”) shall, unless otherwise expressly agreed between the Parties, be deemed to be irrevocably assigned to and shall vest in SIA upon creation without further charge. If required by SIA, Vendor Personnel shall do all things and sign all documents necessary to vest all such Intellectual Property Rights assigned or otherwise transferred or granted to SIA under this Agreement.

12. Vendor Personnel shall indemnify and hold harmless SIA and its related and associated companies in full from and against all actions, proceedings, claims, damages, liabilities, settlement sums, charges, losses, costs and expenses (including without limitation, legal costs and expenses and costs of other professionals and any penalties or other amounts levied, imposed or charged by any regulator or regulatory authority) arising out of or in connection with any claim or action by any third party against SIA for actual or alleged infringement of the Intellectual Property Rights in connection with the Foreground IP. This Clause 12 shall survive the termination of this Agreement.
13. The Vendor Personnel shall not assign his benefits, rights and obligations under this Agreement to any third party without the prior written consent of SIA. Subject to the above limitation, this Agreement will inure to the benefit of and be binding upon the Parties, their successors and assigns.

14. If for any reason any provision or part thereof of this Agreement is found to be unenforceable, such provision or part thereof shall be deemed to be severed from this Agreement and the remainder of the Agreement shall remain in full force and effect and may be enforced to the fullest extent possible.

15. This Agreement shall not be modified except by a written agreement dated subsequent to the date of this Agreement and signed by both Parties. None of the provisions or part thereof of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of SIA, its agents or employees, unless by an instrument in writing signed by both Parties. No waiver of any provision of this Agreement shall constitute a waiver of the same or any other provision(s) in this Agreement on another occasion.

16. The provisions of this Agreement shall be governed by and construed in accordance with the laws of the Republic of Singapore and the Parties hereby submit to the exclusive jurisdiction of the Courts of the Republic of Singapore.

17. This Agreement shall come into effect on the Effective Date and shall remain in full force and effect in perpetuity (notwithstanding the completion, abandonment or termination of any Purpose) unless earlier lawfully terminated, provided that any provision of this Agreement which expressly or by implication is intended to come into or continue in force on or after termination of this Agreement shall survive and continue to be binding on Vendor Personnel indefinitely following termination. This Agreement may be terminated by mutual agreement of the Parties.

SIGNED
For and on behalf of Singapore Airlines Limited

SIA Project Manager
Name of Project:

Signature: ______________________________
Name: _________________________________
Job Title: _______________________________

Name of Vendor Personnel

Signature: ______________________________
Name: _________________________________
Job Title: _______________________________
ANNEX 6: TERMS AND CONDITIONS ON USAGE OF SIA IT RESOURCES

To be signed by the appointed vendor only after award of tender

Pursuant to ___________________________ Agreement dated
(“Agreement”) between ___________________________ and SIA, this letter is to
confirm your said engagement by SIA will be subject to the terms and conditions of the Non-Disclosure Agreement dated
signed between ___________________________ and SIA, this letter is to
confirm your said engagement by SIA will be subject to the terms and conditions of the Non-Disclosure Agreement dated
signed between ___________________________ and SIA, this letter is to
confirm your said engagement by SIA will be subject to the terms and conditions of the Non-Disclosure Agreement dated

In the performance of the services set out in the Agreement and to any and all other IT resources that SIA may have in future,
you are advised and you agree and undertake to strictly adhere to the following terms and conditions (“T&Cs”):

(A) GENERAL

1. You agree and shall:
   a. endeavour to strictly comply with SIA’s security policies when using or accessing SIA’s IT resources including but not limited to, e-mail, intranet, and applications.
   b. protect the confidentiality of the PIN(s) or password(s) assigned to him/her at all times, and ensure that the same is not revealed or disclosed in any manner whatsoever to any person or persons whomsoever, within SIA or outside.
   c. use the IT resources strictly for official company business only, and will be responsible to ensure that resources will be used for the purpose intended for.
   d. acquire, install and use licensed and authorised software by SIA only, and in a manner permitted by the license.
   e. be responsible for the data accessed, retrieved, changed, stored or transmitted through any of the company’s IT resources.
   f. inform SIA (SIA_CIRT@singaporeair.com.sg) as soon as possible if they suspect that there is an IT security breach or when they experience an IT security breach.
   g. return to SIA all documents, papers, memoranda, software, hardware and any other property that you obtained from or prepared for SIA during the course of your engagement in SIA. You further undertake not to retain or make a copy such material or any part thereof, nor will you reconstruct such material based upon any confidential information known to you during your engagement with SIA.

2. You shall under no circumstances:
   a. use SIA’s IT resources for
      i. private purpose, social or any unlawful purposes such as, but not limited to, vice, gambling or other criminal purposes;
      ii. sending to or receiving from any person any messages which is offensive on moral, religious, communal or political grounds, or is abusive or of an indecent or menacing character;
      iii. making defamatory statements about any person, party or organisation;
      iv. circulating "chain letters" or spreading rumours;
      v. distributing third party copyright materials;
      vi. distributing trade secrets or sensitive corporate information which may cause damage to the organisation, financially or otherwise;
      vii. persistently sending messages without reasonable cause or for causing any threat, harassment, annoyance, inconvenience or needless anxiety to any person whatever.
   b. engage in system activities that may in any way, result in inconvenience to other users of the system, or compromise the security of SIA’s systems and network. Any attempts to crash the system, introduce malicious codes including but not limited to viruses and trojan horse, gain unauthorised access, sabotage other systems using account or resources on SIA’s system and network, or any other malicious attempts that cause any form of system damage to SIA’s systems and network are all acts deemed as violations of these T&Cs.
   c. attempt to or break the security mechanism which has been installed on SIA’s computer equipment.
   d. gain access or attempt to gain access to any computer system, information or resources without authorisation by the owners or holders of the right to such systems, resources and/or information.
   e. violate intellectual property rights to the information or resources available.
   f. make any copy or copies of any program/software that has been installed on your computer other than for backup or archival purposes.
   g. download to the desktop or server any software that is subject to distribution limits.
   h. transmit or remove confidential systems, applications or information/data from SIA premises without SIA’s approval.
      i. prohibited material as defined by the Broadcasting Act (Chapter 28).
      j. attach any unauthorised computer equipment, e.g., modem, to SIA’s PC/workstation.
      k. connect to an external network using computer equipment, e.g., a modem, while your PC, notebook or similar computer equipment is logged onto the SIA network.
   i. bring in to SIA premises personal or <Company> computer equipment such as notebooks with the intention of connecting on to SIA’s network, without prior authorisation by SIA. In the event such permission is granted, you shall:
      i. ensure that the notebook is free of malicious codes such as viruses, worms or other harmful components by installing the latest updated version of an acceptable anti-virus software with its latest signature file on the notebook. Anti-virus software from the following companies are acceptable: McAfee, Symantec, and Trend Micro.
      ii. undertake that you will not, under any circumstances, connect to an external network, e.g., through a modem, while you are logged on to the SIA network.
(B) MISUSE OF SIA IT RESOURCES

SIA’s systems are subjected to audit and users should therefore not expect a right to privacy.

Any unauthorised access or attempted access may be an offence under the Computer Misuse and Cybersecurity Act and/or any relevant applicable law within and outside Singapore.

[For employers only] You undertake that you will ensure that any personnel under your employment and all others under your employment, including any sub-contractors or agents, having access to any of the confidential information and documents or such matters are subject to the same obligations as set out in the abovementioned T&Cs.

[For employers only] SIA reserves the right to request the removal of any of your employee from the Project team forthwith and/or terminate the Agreement forthwith if you or any employee or subcontractors or agents commits a breach of or is in non compliance with any provision of these T&Cs. Should SIA request the removal of such employee, you will endeavour to procure a replacement. Any such replacement offered by you shall be subject to SIA’s prior written consent, which consent shall not be unreasonably withheld.

I acknowledge and agree that any act or omission which in any way is in contravention with the terms and conditions set out herein is expressly prohibited by law, may result in civil and criminal penalties to which I will be liable.

[For employers only] I further agree that I will at my expense, indemnify, defend and hold harmless SIA from any claim brought or filed by a third party against SIA due to my aforesaid act or omission.

[For employers only] I undertake to pay liquidated damages of a minimum of S$10,000 to SIA if it is established that malicious code has been introduced into SIA’s network or a security breach has occurred, arising from an infringement of these T&Cs. SIA reserves the right to terminate the contract in the event of a serious security breach.

The terms set out are acceptable to me, and are hereby agreed to:

(PRIVATE)

___________________________________
AUTHORISED SIGNATURE

NAME: __________________________________________

DESIGNATION: ______________________________________

COMPANY: __________________________________________

DATE: _____________________________________________