

**PART 3
REQUIREMENT SPECIFICATIONS**

SECTION A - OVERVIEW

1 The Singapore Sports School Ltd (hereinafter referred to as “the School”) hereby invites tenders for outcome-based non-comprehensive maintenance services for seven (7) units of lifts systems (hereinafter referred to as “the Services”) for contract period of three (3) years from the date of award with an option of three (3) years extensions (hereinafter referred to as “the Contract Period”).

2 As this is an Outcome-Based Contract, the Contractor shall conform with the scope and requirements of the Services mentioned in this tender. Key performance indicators and service levels shall be used to assess the Contractor’s performance and achievement of the key desired outcomes for the Contract.

3 The School shall have the sole rights and absolute discretion to exercise the option to extend this Contract, under the same terms and conditions set out in this invitation to Tender, subject to satisfactory contract performance by the Contractor.

4 The successful tenderer (hereinafter referred to as “the Contractor”) shall be deemed to have satisfied itself as to the extent and nature of the Services, and the materials and/or tools required for the completion of the Services in accordance with the Contract, the means of communication and access to the site, the accommodation it may require, all risks, contingencies and all other factors that will influence or affect its Tender Offer. No claim for extra in consequence of any alleged ignorance in any respect will be entertained by the School. Allowance for any or all of these provisions shall be made in its Tender Offer.

5 The Contractor shall deem to have full knowledge to the local conditions, site accessibility and satisfied itself as to all requirements in connection with the Contract before submitting its Tender Offer. No claims arising from neglect on the part of the Contractor to inspect all the physical locations, facilities and to obtain all the necessary information and conditions or from failure to provide such items in the Contract Price will be considered.

6 The Contractor will not be relieved of responsibility if it had inappropriately estimated the difficulties and the cost of performing the services/works herein because of its failure to investigate the conditions or to become acquainted with all information concerning the services/works to be performed.

7 The Contractor shall perform the Services to the reasonable satisfaction of the School, and shall ensure that its performance of the Services are also carried out in accordance and compliance with all applicable laws and regulations includes but not limited to Singapore Standard (SS) 550:2009 and (SS) 550:2020; Building Maintenance and Strata Management (BMSM) Act; BMSM (Lift, Escalator And Building Maintenance) Regulations and all relevant standards and codes of practice and their subsequent revisions, and any guidelines or requirements including but not limited to BCA or such other relevant local authorities constituted under any written law for the time being in force.

8 The Contractor shall be solely responsible for liaising, co-ordinating and making all necessary arrangements with any relevant authorities, specialists and subcontractors, to ensure

the satisfactory performance of all Services under the Contract.

9 The Tender Price shall deem to have taken into account full compliance with the entire Tender Documents and shall include labour, supervision, plant, tools, equipment, materials and any other preliminaries and everything necessary for the proper execution of the Services.

10 All matters not explicitly mentioned but are obviously necessary for the efficiency, stability and completion of the Services shall be included in the contract sum.

11 The Contractor shall notify the School in writing of any ambiguity, discrepancy, conflict, inconsistency or omission in or between any of the Tender Documents that may at any time be found. The School insofar as it may affect the execution or completion of the Services shall then explain and adjust it and may issue to the Contractor an instruction so as to resolve the ambiguity, discrepancy, conflict, inconsistency or omission and the School's decision will be final. Nothing in the Contract shall entitle the Contractor to seek for extra payments or any other compensation or remedy whatsoever (whether pursuant to the Contract or as damages or otherwise in law) for any ambiguity, discrepancy, conflict, inconsistency or omission in any of the documents which could have been found prior to the date of the Letter of Acceptance and the Contractor shall be deemed to have found it and to have entered into the Contract with full knowledge of it and of any resolution of it.

12 This Part 3 – Requirement Specifications shall be read in conjunction with the other documents, which together shall form the Contract Document. Notwithstanding the subdivision of the Requirement Specifications under different headings, every part of it shall be deemed supplementary to and complementary to every other part. The Contractor shall carefully study the Tender Documents, and satisfy itself to the full extent, character and nature of the Works and Services to be performed under the Contract.

13 The detailed scope, requirements, eligibility and evaluation criteria, and performance measurement of this Invitation to Tender are covered in below Sections and Annexes of this Part 3 – Requirement Specifications:

- 13.1 Section B – Scope of Services;
- 13.2 Section C – General Requirements;
- 13.3 Section D – Requirements of Services;
- 13.4 Section E – Performance Measurement;
- 13.5 Section F – Eligibility and Evaluation Criteria;
- 13.6 Annex A – Desired Outcome and Outcome Statement; and
- 13.7 Annex B – Key Performance Indicators and Service Levels.

SECTION B - SCOPE OF SERVICES

1 The Contractor shall provide the required skilled and competent manpower and transportation, together with the required materials, tools, equipment, services, etc. necessary to carry out the Services for the lifts during the Contract Period, meeting the Key Performance Indicators and service levels and achieving the performance outcomes (refer to Section E – Performance Measurement):

1.1 Predictive and Performance Monitoring:

- a. Regular inspections, monitoring, and data analysis through the adoption of Remote Monitoring and Diagnostic (RM&D) solution to identify potential issues before they occur; and
- b. Real-time tracking of lift performance, including uptime, downtime, and response times.

1.2 Preventive Maintenance:

- a. Scheduled maintenance tasks, such as cleaning, lubrication, and replacement of worn-out parts and faulty components.

1.3 Breakdown and Corrective Maintenance:

- a. Twenty-four (24) hour first line response to attend to breakdowns, emergencies and rectify faults reported by users; and
- b. Inspect and troubleshoot cause of breakdowns and propose for sustainable solution to prevent repeated breakdown.

1.4 Ad-hoc minor additions and alterations repair maintenance

- a. Plan and execute minor enhancement and repair works;
- b. Support for events to ensure related systems operate and function properly; and
- c. Provide professional and technical support and advice on site.

2 The School operates twenty-four hours on a daily basis (i.e. 24/7). The service for the lifts shall include the following lifts:

S/N	Lift	Location	Manufacturer	Most Recent No Load Test Date	Next Full Load Test Date	PTO Expiry Date
1	PL5 (Glass lift)	Near the drop-off point at main entrance	OTIS Gen2	30/4/2025	9/3/2026	30/4/2025
2	SL1 (Service Lift)	Sports Hall 1	OTIS Gen2	30/04/2025	9/3/2026	30/4/2025
3	FL1 (Fireman Lift)	Block 3 at Boarding	SIGMA Gen2	31/12/2025	27/11/2029	31/12/2025

4	PL1 (Passenger Lift)	Block 3 at Boarding	SIGMA Gen2	30/9/2025	23/9/2029	30/9/2025
5	PL3 (Passenger Lift)	Function Hall	SIGMA Gen2	30/9/2025	23/9/2029	30/9/2025
6	PL4 (Passenger Lift)	School Block	SIGMA Gen2	30/9/2025	23/9/2029	30/9/2025
7	PL2 (Passenger Lift)	Block 3 at Boarding	SIGMA Gen2	31/1/2026	8/1/2030	31/1/2025

SECTION C – GENERAL REQUIREMENTS

Mobilisation

1 The Contractor shall immediately familiarise itself with the school lifts and its surrounding, workflows and processes, the day-to-day operations and requirements, service standards and expectations, etc. upon award of the Contract. The Contractor shall conduct a pre-condition site assessment of the Lifts systems, other fixtures and equipment, and related documentation, spares, tools and peripherals, etc. in the process of taking over the lifts from the School. The scope of the taking-over exercise shall include, but not limited to, the following:

- 1.1 Thorough and complete physical examination of all the Lifts systems to ascertain their existing working and operational conditions.
- 1.2 Taking possession from the School all available documentation, e.g., drawing, manuals, etc. and to study and examine in details to detect all deficiencies in relation to such documentation and to make written recommendations for whatever amended actions if necessary. Such recommendations, if approved by the School, shall be implemented by the Contractor within six (6) months from the date of approval, at no additional cost to the School.
- 1.3 Making proposals and participating in standby and Emergency operation plans for the Lifts Systems. The Contractor shall take into consideration the essentials services, safety, statutory provisions, manpower, time and site restrictions, minor spares availability, user acceptability, etc.
- 1.4 Getting familiar with the Lifts systems so that provision of maintenance can commence effectively and efficiently with minimum disruption to the operations of the Contract Sites. The Contractor shall prepare the detailed take-over procedures, forms, schedule etc. for the proper execution of the taking-over exercise.

Communication Equipment and Devices

2 The Contractor shall provide and maintain at least two (2) communication numbers and at least one (1) email account for the administrative operations of the Contract.

3 The Contractor shall also provide its own digital cameras, computers, printer, photocopier and stationeries for the execution of the Contract.

4 The Contractor shall furnish the following to the School:

- 4.1 Main/Branch Office and Operation Office telephone numbers, email address;
- 4.2 Emergency Response Team (ERT) handphone(s) and telephone numbers (office and residence) where they can be contacted twenty-four (24) hours, seven (7) days a week for emergency instructions.

Avoidance of Interference with Daily Operations

5 The Contractor shall undertake to carry out the Services and perform any works in an orderly manner and to avoid inconvenience to the staff, student-athletes, public and also disruption to the flow of traffic.

6 The Contractor shall take care in ensuring that any disruption to normal function of the surrounding area of the areas affected by any works in the Contract Site to be kept to a minimum. The Contractor shall be entirely responsible for all safety of its workmen including the School and its representatives on site as well as the general public around the working areas. All necessary warning lights, signs and barricades, etc., are to be installed at conspicuous positions and operated as directed by the School.

7 The Contractor shall be responsible for ensuring that its tools and equipment, and its workmen do not at any time cause obstruction and interference to the operations of the School.

8 The Contractor shall take full responsibility for the adequacy, stability, safety of surrounding of the equipment and method of operations.

Protection of Works, Equipment, Materials and Personal Belongings

9 The Contractor shall provide everything necessary for the proper protection of materials and completed work and must also protect all existing work and property including the contents of buildings, etc. from damage during the carrying out of the works and service. Protection of the contents of buildings is particularly important and the Contractor shall allow for moving and stacking such contents as necessary, providing and completely covering them with tarpaulins or dust sheets as appropriate and cleaning and replacing them in the original positions on completion of the work. Any damage done to such existing work and property by the Contractor's lorries or workmen, or by operations under the Contract shall be made good to the satisfaction of the School and at the Contractor's own expense.

Protection of Public Utility Mains

10 The Contractor shall maintain and protect all electric cables, telephone cables and like in connection with the Services and shall make good all damages. The Contractor shall be subject to deductions under Annex A – Key Performance Indicators and Service Levels occasioned thereto during the execution of the Services and shall indemnify the School against any claims, fines or penalties arising therefrom.

Modifications by Contractor

11 If the Contractor proposes to modify the Systems in order to facilitate its maintenance and repair work such that the facilities or operating conditions are affected, the Contractor shall seek the School's approval for the proposed modifications in writing. If approval is given, the Contractor shall carry out the work at its own expense at a time to be agreed by the School. However, if the

modifications do not affect the facilities or operating conditions, they may be carried out at the Contractor's own schedule after consent to the proposal is obtained from the School.

Adherence to School Procedures and Control Processes

12 The Contractor shall ensure that its service team and its other employees deployed to perform the Services under the Contract adheres strictly to the procedures and control processes laid down by the School at all times.

Working Hours

13 If the Contractor for the purpose of expediting the works or for any other reasons shall arrange for the working of overtime or night work so that the work may be completed in every respect and ready for use within the times stated, then any extra costs thereby incurred shall be at its own expense.

14 If any systems need to be shut down for any works to be carried out, such works should only be done outside the School's normal office hours to avoid disruption to the school operations.

Workmanships and Materials

15 The Services under the Contract shall be performed by workmen skilled in the particular trades involved and shall include all work necessary to complete the installation in a workmanlike manner so as to present a neat and finished appearance.

16 All Services must be completed to the satisfaction of the School. If any portion of the Services is not properly carried out in accordance with the details specified herein and/or as shown on the drawings, the Contractor shall replace or make good where required in a manner entirely satisfactory to the School.

17 All materials shall be of new and unused quality. All equipment and materials previously installed or used shall be rejected. Materials and equipment shall be stored in such a manner as to be in a new condition when installed and to avoid damage from weather and site conditions. Damaged, deformed and cracked equipment or materials shall be rejected. Replacement shall be the responsibility of the Contractor at no addition cost to the School.

18 Materials shall comply in all respect with the relevant Singapore Standards or where these are not in existence to the relevant standards specified. Certificates of Origin for any material shall be produced on demand by the School.

19 Materials and equipment are required to meet the quality/testing, standards or designated institutes, societies and standards associations. However, equivalent materials, and equipment items meeting other authoritative standards, which ensure an equal or higher quality than the standards mentioned may also be accepted, if the School gives its approval.

20 Whenever in this specification any proprietary goods or materials are specified, materials and goods of other make but equivalent in quality and standard to those specified may be considered by the School.

21 Should the Contractor propose to furnish materials and equipment other than those specified, it shall submit a written request for any such substitution. The requests shall be accompanied by descriptive (manufacturers, brand name, catalogue number, etc.) and technical data for all items, samples of both the specified and the proposed substitutes items. Acceptance or rejection of the proposed substitutes shall be subject to the approval of the School. The expenses incurred by any such exercise shall be borne in full by the Contractor.

Original Equipment Manufacturer (OEM) Materials

22 Where any material required for the works are manufactured by the original equipment vendor, bearing the approved certification of quality or its equivalent and permitted to use in Singapore, the School will give preference to the use of that material in lieu of an equivalent imported material provided that, in the opinion of the School the material is considered satisfactory with regard to quality, etc. The Contractor shall seek the School's approval before using all OEM or equivalent imported manufactured material in the execution of the works in the Contract.

Repairs or replacement of faulty parts, components and equipment

23 Works involving repairs or replacement of faulty parts, components and equipment, etc. shall be charged separately from the monthly maintenance cost; in accordance with the submitted Tender Rates in Part 4 – Form of Tender as percentage adjustment (add or minus %) to Part 5 – Schedule of Rates, for the Contract Period. If the Tender Rates are equivalent to rates listed in Part 5 – Schedule of Rates, the Tenderer is to indicate "0". If left blank, it will be deemed to be equivalent to the rates listed in Part 5 – Schedule of Rates.

24 Where any repair or parts replacement is required but is not listed in the Part 5- Schedule of Rates, the unit rates for such items or works shall be termed as "Star Rates". The Contractor shall at all times refer to Part 5- Schedule of Rates for all repairs and parts replacement unless the items are not listed. Star Rates quoted shall include all incidental and contingent costs and expenses incurred in or connected with the supply and/or execution of the required Star Rates items/works.

25 If the Contractor is not supplying/performing the Star Rates items/works, the School reserves the right to request the Contractor to call at least three (3) quotations on the Star Rates items/works from suppliers who are not related to the Contractor, for the School's evaluation.

26 All repairs or replacement of any faulty parts shall be subjected to twelve (12) months warranty coverage for any manufacturing or workmanship defects and shall be rectified at no charge to the School, from the date of satisfactory completion.

Professional Services

27 The Contractor shall provide all professional services required for the proper operations and maintenance of the lifts system under the Contract. Any costs incurred for the provision of professional services under the Contract shall be borne by the contractor except for services required for tests under statutory requirement which is chargeable to the school. The Contractor shall submit quotation to the school for approval. The processing or other fees charged by the government authorities or statutory boards shall be reimbursed to the Contractor. The Contractor shall submit invoices showing the amount of fee paid to these departments.

Emergency Services

28 The Contractor shall provide assistance in the event of any emergency which arises in the School such as fire, water pipe burst, electrical outages, flooding etc. including any emergency exercises conducted by SCDF or any national bodies of the Republic of Singapore.

29 The Contractor shall be responsible for ascertaining with the School, SCDF or other national bodies the requirements and arrangements for joint action to ensure the smooth execution of the emergency works.

30 All costs incurred in relation to the provision of emergency services are deemed included in the Tender Price at no additional cost to School.

Operations and Site/Progress/Key Performance Indicators (KPI) Meetings

31 The Contractor and its senior management and relevant representatives shall regularly attend monthly operations meetings and site/progress meetings with the School and its representatives, or as and when directed by the School, for the purpose of reporting work status, receiving instructions, discussing contractual issues, identifying improvement works, etc.

32 At an agreed date during the first two (2) weeks of every month or as agreed by the School and the Contractor, a formal meeting shall be held between the School and the Contractor to address the monthly performance of the Contractor.

33 The Contractor shall record the minutes of the meetings. The draft minutes of meeting shall be submitted to the School within three (3) days after the meeting for vetting before circulation of the approved version of the minutes.

34 The Contractor shall submit a draft report prior to the monthly KPI meeting to enable the School to peruse the contents prior to the meeting. The content and format of these reports shall be proposed by the Contractor and subject to the approval of the School.

Reports Submission

35 The monthly reports to be submitted by the Contractor to the School shall include, but not limited to, the following:

- 35.1 Routine Preventive Lift Maintenance service report(s);
- 35.2 Breakdown maintenance report;
- 35.3 Service requests and faults status report including data from RM&D solution;
- 35.4 Monthly summary of faults and outstanding defects;
- 35.5 Half-yearly/yearly lift technical report (where applicable);
- 35.6 Any other reports not mentioned above but deemed necessary to improve the lifts systems' condition.

36 The Contractor shall fill and submit service report indicating the outcome of each inspection, servicing, response to faults after each attendance to the lifts. The contractor shall request the Estate staff incharge or authorized staff to sign off the service report.

Payment Terms

37 Payment shall be made within thirty (30) days upon receipt of the Contractor's invoice(s) for the following scope of services being satisfactorily performed and certified by the School. The Contractor shall ensure that all invoices presented must be accompanied by other documents such as works orders, bill of quantities, measurements, service reports etc. before these invoices can be processed for payment.

S/No.	Scope of Services	Frequency of Payment	Payment Due
1	Provision of monthly services.	Monthly	Thirty (30) days upon satisfactory completion of the monthly services
2	Ad-hoc minor A&A works, repairs or replacement of any faulty parts, components and equipment.	As and when required	Thirty (30) days upon the satisfactory completion of the ad-hoc minor A&A works, repairs or replacement of faulty parts, components and equipment.

38 For ad-hoc minor A&A works, repairs or replacement works that are unsatisfactory carried out and performed, the Contractor shall at its own cost conduct rectification work immediately form the earliest scheduled work performed to the reasonable standard by the School. The Contractor shall be subject to deductions under Annex B – Key Performance Indicators and Service Levels occasioned thereto during the execution of the Services and shall indemnify the School against any claims, fines or penalties arising therefrom.

Submission of Quotations

39 Where any minor A&A works or repairs or replacement of faulty parts, components and equipment, etc. is required for the Lifts systems and not to be supplied by the Contractor under the Contract, the Contractor shall provide a written quotation within five (5) working days from the time of receipt of the instruction with regard to such works and shall only proceed after obtaining the School's approval on the quoted cost.

40 The costs for the above said works shall be computed as follows:

40.1	For items listed in <u>Part 5 – Schedule of Rates</u>	The Contractor shall carry out the repair or parts replacement after obtaining the School’s approval on the quoted cost based on the Contractor’s percentage adjustment quoted in <u>Part 4 – Form of Tender to Part 5 – Schedule of Rates</u> .
40.2	For items <u>NOT</u> listed in <u>Part 5 – Schedule of Rates</u>	<p>Where any repair or parts replacement is required but is not listed in <u>Part 5 – Schedule of Rates</u>, the unit rates for such items or works shall be termed as “Star Rates”.</p> <p>The Contractor shall at all times refer to both stipulated Schedules for all repairs and parts replacement unless the items are not listed.</p> <p>Star Rates quoted shall include all incidental and contingent costs and expenses incurred in or connected with the supply and/or execution of the required Star Rates items/works.</p> <p>The School reserves the right to request the Contractor to call at least three (3) quotations on the <i>Star Rates</i> items/works from suppliers who are not related to the Contractor so as to verify that the <i>Star Rates</i> quoted by the Contractor are fair and reasonable.</p> <p>If the Contractor is not supplying/performing the <i>Star Rates</i> items/works, the Contractor shall assist the School to call and evaluate at least three (3) quotations, propose the award and coordinate the works required.</p>

Right to Invite Other Contractors

41 The School reserves the right to invite other contractors to carry out any repair or replacement work if it so wishes without vitiating the Contract. The School also reserves the right to purchase any replacement parts necessary for the repair of the equipment from other sources.

Discharge of Workmen

42 The Contractor shall take all reasonable precautions to prevent any nuisance or inconvenience to others from occurring on the premises upon which the Services are executed and to the public generally. If in the opinion of the School, any person employed by the Contractor misconducts itself, including smoking in the School, the Contractor, when so directed by the School, shall at once discharge such person from the Services.

Photo/Video Documentation

43 The Contractor shall submit digital photographs and videos as supporting documentation, at its own expense, as and when required by the School to cover incidents, inspections, maintenance, breakdown, servicing and any other works on the Lifts systems in the Contract Sites.

Compliance with Statutory Acts and Regulations

44 The Contractor including its service team and its other employees deployed to the School shall comply with any written law and bylaws, rules and regulations of any government authorities, statutory boards or other public authorities which are applicable or relevant to the execution of the Services.

45 The School shall not be responsible for the Contractor and its service team and its other employees deployed to the School failure to comply with the statutory Acts and Regulations. The Contractor shall indemnify the School for all consequences arising from any infringements in the course of supplying and performing the Services.

46 Any fines imposed by the relevant Authorities as a result of non-conformance by the Contractor with any rules and regulations set by the respective Authorities shall be borne by the Contractor. The Contractor shall also be subject to deductions under Annex B – Key Performance Indicators and Service Levels.

Workplace Safety and Health

47 The Contractor shall observe and comply with the Workplace Safety and Health (WSH) Act and its subsidiary legislations including all updates, and shall pay all fees, charges, etc., connected with the compliance of the same.

48 The Contractor shall conduct a Risk Assessment (RA) in relation to the safety and health risks posed to any person who may be affected by the works. The Contractor must take reasonably practicable measures to eliminate, or reduce to as low as reasonably practicable, the risk that may be posed by the works. The Contractor shall ensure that the workers and other persons exposed to the risks are fully informed on the nature of the risks involved in the works and any safety and health measure or safe work procedure which is implemented at the workplace.

49 Where RA experience or expertise is lacking, a WSH Officer, WSH Auditor or Approved Risk Consultant who is trained and has experience in conducting RA should be engaged to assist the RA team leader in the conduct of the RA. The RA team leader must be competent for the task before leading the RA team. The Contractor shall submit a copy of the RA and documentation to demonstrate the competency of the RA team leader to School before the commencement of the works.

Labour Legislation

50 The Contractor shall observe and comply with all regulations relating to the labour laws and the Industrial Relations Act, now and thereafter in force and shall pay all fees, charges etc., connected with the compliance of the same.

51 The Contractor shall ensure that its workers are Singapore Citizens or Permanent Residents or holders of valid Employment Pass or Work Permit. The Contractor shall also ensure that no illegal workers either employed by itself, or by any of its sub-contractors in the execution of any

part of the works are deployed in the School. If any illegal worker is found to be so deployed, the Contractor shall indemnify the School for any consequences arising from such infringements and shall be subject to deductions under Annex B – Key Performance Indicators and Service Levels.

Contractor's Employees

52 The Contractor shall employ only duly qualified and competent workmen who must be deemed acceptable by the School for the servicing of the lifts and shall be liable for any defective workmanship or the use of defective materials or parts.

52.1 The Contractor shall observe and comply with all regulations relating to the labour laws and the Industrial Relations Act, now and thereafter in force and shall pay all fees, charges etc., connected with the compliance of the same.

52.2 The Contractor shall ensure that their workmen are Singapore Citizens, Permanent Residents, holders of valid Employment Pass or Work Permit. The Contractor shall also ensure that no illegal workers either employed by him, or by any of his sub-contractors in the execution of any part of the works are deployed in the School. If any illegal worker is found to be so deployed, the Contractor shall indemnify the School for any consequences arising from such infringements.

52.3 The Contractor shall be responsible for the conduct and behaviour of his workmen. Upon arrival at the School for servicing or repair works, the workmen shall inform the officer-in charge of the School the purpose of their visits,

52.4 All workmen shall wear T-shirts or uniforms bearing the Contractor's company name and with identification passes. Personal identification cards with photograph, name and identification number or permit number must be exchanged for the School's identification pass obtainable at its main gate.

52.5 The Contractor shall take all reasonable precautions to prevent any nuisance or inconvenience to others from occurring on the premises upon which the Services are executed and to the public generally.

52.6 The Contractor and its workmen shall not do or permit or suffer to be done in or upon the School's premises anything which in the opinion of the School constitutes a nuisance or annoyance or may cause damage to the School or may be a breach of the law.

52.7 The Contractor and its workmen shall comply with any written law and bylaws, rules and regulations of any government authorities, statutory boards or other public authorities which are applicable or relevant to the execution of the Services. The Contractor shall indemnify the School for all consequences arising from any infringements in the course of supplying and performing the Services.

52.8 Any fines imposed by the relevant authorities as a result of non-conformance by the Contractor with any rules and regulations set by the respective authorities shall

be borne by the Contractor.

- 52.9 The School may at its discretion require the Contractor to remove any deployed workmen if he/she is unskilled or incompetent or in the opinion of the School, has misconducted himself/herself or is a security risk or is deemed unsuitable in any way, whose continued engagement and deployment is, in the opinion of the School, inconsistent with its interest.
- 52.10 The Contractor shall be responsible for the work safety of its workmen. The Contractor shall also deposit with the School copies of the Work Injury Compensation Insurance for all its employees assigned to the School before commencement of its Services.

Handing Over to New Contractors

53 The Contractor shall prepare detailed hand-over programme, procedures and testing specifications at least three (3) months prior to the expiry of the Contract or a duration which is mutually agreed between the Contractor and the School for early termination of the Contract so as to enable the incoming contractor to take over the Contract Sites and provision of the required Services.

54 The Contractor shall be required to afford all assistance, access to site and to hand over all documents, drawings, tracings, CD, etc. to the incoming contractor so that the latter can be familiarised with the Contract Sites and School's service requirements.

55 Two (2) weeks before the expiry or early termination of the Contract, a joint inspection shall be held with the Contractor and the School for final handover of the Contract Sites.

56 The Contractor shall be required to carry out all necessary reinstatement works for the Contract Sites which are found to be in adverse conditions due to the Contractor's improper handling, misuse, and/or negligence, fair wear and tear excepted, at its own expenses prior to the handing over of the Contract Sites.

57 If so required by the School, key personnel of the Contractor's service team may be required to extend for up to two (2) weeks after the expiry or early termination of the Contract to assist the incoming contractor, at no additional cost to the School.

Power to Take the Services out of the Contractor's Hands

58 Without prejudice to the School's other contractual right, if the Contractor's performance is consistently poor, the School reserves the right to employ other persons/ contractor to execute such equivalent Services and/or supply of goods in part or in whole. All such costs including any consequential incremental costs incurred by the School shall be recovered and deducted from the Contractor.

SECTION D – REQUIREMENTS OF SERVICES

Predictive and Performance Monitoring

1 During the Contract Period, the Contractor shall propose and adopt the implementation of Remote Monitoring & Diagnostics (RM&D) solution to track and log the usage and lift operations, detect and predict lift anomalies/potential lifts breakdowns/failure of lifts components, and provide information for diagnosis. The Contractor shall contact BCA for a consultation to evaluate their proposed RM&D solutions under the monthly maintenance regime within three (3) months after the award of the contract and subsequently follow the pre-approval and application process stipulated by BCA. The Contractor can seek approval from the school to reduce the routine servicing frequency from once monthly up to once quarterly should the RM&D solution been approved by BCA. The School will have the ultimate decision to allow the Contractor’s request.

2 The Contractor shall promptly advise the School if there is a need for any parts replacement to be carried out in order to ensure the lift(s) are in optimal working conditions at all times. The replacement parts to be supplied by the Contractor shall be paid by the School in accordance to paragraph 37 under Section C – General Requirements in Part 3 - Requirement Specifications.

3 The RM&D solution shall meet the requirements under the Code of Practice for Design and Performance of Remote Monitoring and Diagnostics Solution for Lifts (“COP”) in Singapore and shall be able to perform the following but not limited to:

Lift system and their sub-system	Deliverables
1. Traction Machine	To be able to monitor and analyse the performance of the lift and identify potential issues with the traction machine; and provide recommendation on possible rectification works and indicate when they are required.
2. Brakes	To be able to monitor and analyse the performance of the lift and identify potential issues with the brakes; and provide recommendation on possible rectification works and indicate when they are required.
3. Suspension Means	To be able to monitor and analyse the performance of the lift and identify potential issues with the suspension means; and provide recommendations on the possible rectifications for the guide system and indicate when they are required.
4. Guide system (i.e guide rail and guide shoes or rollers)	To be able to monitor and analyse the performance of the lift and identify potential issues with the guide system; and provide recommendations on the possible rectifications for the guide system and indicate when they are required.

5. Car and Landing Doors (including door protective devices)	To be able to monitor and analyse the performance of the lift and identify potential issues with the car and/or landing doors system; and provide recommendations on the possible rectifications for the guide system and indicate when they are required.
6. Levelling Devices	To be able to monitor and analyse the performance of the lift and identify potential occurrences and instances of mislevelling; and provide recommendations on the possible rectifications for the guide system and indicate when they are required.
7. Fault Diagnosis including the following components: a) Overspeed Governor b) Safety Gear c) Controller and Inverter Drive d) Buffer e) Compensation System	To be able to monitor and analyse the performance of the lift and indicate if one or more of the following fault(s) is/are possible cause(s) for the stoppage of the lift: <ul style="list-style-type: none"> • Overspeed Governor Activation • Safety Gear Activation • Controller and Inverter Drive Failure • Buffer Activation • Compensation System Activation • Ascending Car Overspeed Protection Activation • Unintended Car Movement Protection Activation • Fire Emergency • Power Failure
8. Other equipment	To be able to monitor and analyse the performance of the lift.

Preventive Maintenance

- 4 During the Contract Period, the Contractor shall undertake the Services as follows:
- 4.1 The Contractor shall maintain the listed seven (7) units of lifts in above paragraph 2 under Section B – Scope of Services to ensure they are in excellent working condition.
- 4.2 The Contractor shall send competent lift technician(s)/ mechanic(s) to carry out inspection and servicing of all the lifts on a monthly basis during normal office hours.
- 4.3 The monthly non- comprehensive maintenance shall include but not limited to inspection, cleaning, grease and oil and all necessary adjustments in accordance to the manufacturer’s recommendations, and relevant Singapore Standard Code of Practice and statutory requirements/ regulations. The scope of inspection and servicing of the lifts shall include but not limited to the following tasks:

- a) Check the component parts of the lifts for inadequate lubrication and rectify accordingly;
- b) Check and ensure that all wires of relays and contacts and their movement are within normal tolerances;
- c) Check brake action and lubricate movable parts;
- d) Check all indicator lamps and recommend replacement if necessary;
- e) Check all buzzers and recommend replacement if necessary;
- f) Check and adjust all call buttons and safety switches in working condition;
- g) Check operation of overload device;
- h) Check operation of load compensating device;
- i) Grease and lubricate speed governor and tension pulley;
- j) Check and lubricate selector or floor switches;
- k) Top up guide rail lubricators and gear box;
- l) Clean all ropes and apply preservatives to prevent corrosion;
- m) Clean main motor brush-holder, brush and inside of housing;
- n) Lubricate door operator;
- o) Clean loose waste in hoistway, all switches, parts and components installed in hoistway;
- p) Clean, lubricate and adjust door closer;
- q) Lubricate compensation pulley and compensating rope;
- r) Check and adjust main rope tension; and
- s) Check emergency power unit and top up battery water.

- 4.4 The Contractor shall, after completion of each service/work request, furnish to the School a service delivery report outlining all services/works performed. The School shall endorse such Service Delivery Report only if the services/works have been completed to the School's satisfaction. The report should include the recommendations for repairs and parts replacement (if any) and proceed with repairs and/or parts replacement only upon the School's approval.
- 4.5 Assist the School in conducting its yearly electrical shutdown servicing during one (1) of the weekends (usually at the end of the year) and fire certificate (FC) inspection during one (1) of the weekdays (usually at the end of the year), where the Contractor is required to be on-site to perform pre-shutdown and post-shutdown and/or operating for inspection on all the lifts. For the avoidance of doubt, the School's appointed contractor shall be responsible for the five (5) units of SIGMA lifts and two (2) units of OTIS lifts. All costs incurred shall be deemed included in the monthly maintenance services under Part 4 – Form of Tender.
- 4.6 The Contractor shall carry out replacement of parts as and when required after obtaining the School's approval to proceed with the parts replacement, based on the submitted spare parts rates under Part 5 – Schedule of Rates. The submitted rates shall be all-inclusive, which include but not limited to all materials, tools, equipment, transportation, labour charges, etc. All replaced parts shall be of original size, make and model. Any deviation to the original parts is not allowed and shall be subjected to the School's approval. Please refer to below paragraph 15 to

26 in Section C – General Requirements of the parts replacement.

- 4.7 The Contractor shall conduct full load test every fifth (5th) year from the date of BCA's approved Permit to Operate (PTO) date(s) of each lift, based on relevant authorities' requirements. For the avoidance of doubt, the cost for the full load test shall be charged separately from the Tender monthly maintenance services. The contractor shall submit a quotation based on Part 5 – Schedule of Rates for the full load test to the school, work shall proceed upon approval from the school.
- 4.8 The engagement of an independent Authorised Examiner (AE) to conduct the annual full commissioning inspection and tests to ensure compliance with all the relevant statutory requirements and issuance of the Certificate of Lift Maintenance and Testing upon successful testing and commissioning. The tests shall be carried out at least one month before the expiry of the Certificate. For the avoidance of doubt, the cost to engage the AE for the tests shall be charged separately from the Tender monthly maintenance services. The contractor shall submit a quotation based on Part 5 – Schedule of Rates for cost to engage the AE for the tests. Nevertheless, if the testing and commissioning is not successful, the Contractor shall rectify all the issues identified by the AE and the costs for engaging the AE for re-certification(s) is to be borne by the Contractor.
- 4.9 The School may at any time and from time to time issue Purchase Order(s) to the Contractor requiring lift technician(s) to be on standby in the School for any of its event(s), based on the rates under Part 5 – Schedule of Rates.
- 4.10 The Services for the two (2) OTIS lifts and five (5) SIGMA lifts shall commence from date of award. All seven (7) units of lifts shall have the same commencement date from date of award and payment shall be calculated based on the actual number of months that the Services are rendered, and the rates quoted under Part 4 – Form of Tender.

Breakdown and Corrective Maintenance

- 5 During the Contract Period, the Contractor shall undertake the Services as follows:
 - 5.1 Be the first line response to attend to service requests/faults on site, breakdowns and emergencies, complete repair/rectification of service/faults, record and submit status reports, and update progress of repair/rectification works;
 - 5.2 The Contractor shall inspect to identify the root cause of repeated breakdown(s) of the same lifts and propose for sustainable solutions.
 - 5.3 Take action to prevent repeated faults;
 - 5.4 Carry out all works as instructed by the School from time to time; and
 - 5.5 Execute and complete the works within the specified time stipulated in the Contract or as instructed and directed by the School.
- 6 As part of the scope of the Services, where any repairs or replacement of faulty parts is required, the Contractor shall provide a written quotation indicating the parts to be replaced (an

image of the existing worn out/defective parts to be furnished) within three (3) working days subjected to School's approval, from the time of receipt of the instruction with regard to such works and shall only proceed after obtaining the School's approval on the quoted cost.

7 Any faulty parts, components, fixtures and fittings that are beyond repairs are to be returned to the School for record before disposal.

Ad-hoc Minor A&A, Repairs and Parts Replacement Works

8 The Contractor is required to carry out modifications and/or minor A&A works to the Lifts systems as required by School and shall be paid accordance to the Contractor's percentage adjustment quoted in Part 4 – Form of Tender to Part 5 – Schedule of Rates and/or School's approved "Star Rates". Quotation(s) shall be approved by School before proceeding with the works and is to be submitted within five (5) working days from date of occurrence.

- 8.1 The Contractor shall provide professional and technical support and advice on site as and when required by the School.
- 8.2 For the avoidance of doubt, all works are to be based on Part 5 – Schedule of Rates even if the sourced quotations by the Contractor indicated higher costs. The School shall have the rights to use the Priced Schedule of Rates at the School's reasonable discretion as and when deemed applicable and appropriate to carry out the required works.
- 8.3 The Contractor shall update the existing drawings to reflect all minor A&A works carried out by them and is deemed included in its Tender Price, if applicable.

SECTION E – PERFORMANCE MEASUREMENT

Key Desired Outcomes and Outcome Statement

1 The Contractor shall deliver the Services based on the scope and requirements detailed in preceding Sections of this Part 3 – Requirement Specifications in achieving the following key desired performance outcomes for this Outcome-Based Contract (refer to Annex A – Desired Outcome):

- 1.1 Minimise disruption to lift operations in the building and
- 1.2 Improve customer satisfaction

Key Performance Indicators

2 A number of Key Performance Indicators (KPIs) and service levels (as set out in Annex B – Key Performance Indicators and Service Levels) will be attributed to the service to be provided and performed as specified. A percentage target for each KPI is set for the level of service required and a set of possible scores assigned according to the level of achievement against the target.

3 The KPIs and their associated weightages/ threshold may be changed during the term of the Contract by agreement between the Contractor and the School when it is deemed applicable.

4 The performance of the service shall be measured by both the Contractor and the School each month and shall be computed, declared and reported by the Contractor at the monthly review meetings. The performance score shall be computed and submitted no later than the agreed date of each calendar month and shall be agreed between the Contractor and the School prior to monthly meetings. In the event of any disagreement, the School's decision shall be final. Where possible, objective data and/or any other statistical information shall be used to measure the performance of each KPI. Where a KPI can only be monitored subjectively, a set of criteria may/shall be agreed by both the School and the Contractor for measurement to minimise the subjective issues.

5 The School shall monitor and audit the KPI scores declared by the Contractor as and when required. In the event that the Contractor is found to have declared untruthfully the KPI score, the agreed and correct KPI score for that month shall be adjusted retrospectively together with any other adjustment including reimbursement to the Contractor (for declaring a lower KPI score) or recovery of monies from the Contractor (for declaring a higher KPI score). This adjustment is allowed for three (3) time were wrongly declared, there shall be an adjustment of the KPI score to the agreed and correct KPI score for that Month, plus a deduction of one KPI point for that month. The School shall have the right to recover any overpayment as a result of the adjustment of any KPI for the pervious months.

6 The monthly KPI score computed based on deduction of KPI Points which is for failure to meet the service levels, shortcoming, non-compliance and non-performance of the specifications, from the full score (100%) to arrive at the Final Monthly KPI score for the purpose of computing the monthly payment amount under paragraph 12 below.

Performance Target

7 The Monthly Performance Target (PT) for the Contract is 85%.

8 The School reserves the right to review and revise the performance target based on the actual performance of the Contractor on a half-yearly or yearly basis.

9 The performance targets and the deduction for failing to meet the minimum target and other service standards are set out in Annex B – Key Performance Indicators and Service Levels.

10 For KPI deduction waiver requests, the Contractor shall put up with valid reason within three (3) working days from email notification on the deduction from the School. The School's decision shall be final for all waiver requests.

Method of Payment for Routine Work

11 The performance of the Contractor shall be measured monthly based on the Performance Targets set out in this Section E – Performance Measurement.

12 The monthly payment to the contractor shall be computed based on the Final KPI score obtained for the month as set out in the table below:

Monthly Payment Amount Based on Monthly KPI Score¹

KPI Score achieved by Contractor	Payment to Contractor (% of Monthly Contract Sum)
PT = 85%	100%
1% below PT	99%
2% below PT	98%
3% below PT	97%
4% below PT	96%
5% below PT	95%
6% below PT	94%
7% below PT	93%
8% below PT	92%
9% below PT	91%
10% or more below PT	90%

For example, if the Monthly Management Fee is S\$100,000 per month and the Contractor obtains a KPI score of 81% for the month during the first (1st) year of the Contract where the PT is 85%, the Contractor shall be paid S\$96,000 (i.e. S\$100,000 less off 4% fee) for that month.

Incentive Targets

¹ Note: The total maximum deduction for the monthly Contract Fee shall be capped at 10%.

13 The payment for incentives bonus shall be awarded to the Contractor if the following targets are met:

Tiers	Monthly/Quarterly Targets	Percentage of Incentive Payment to Lift Maintenance Services Provider
1	Achieve the Monthly Performance Target or better	3% of the monthly contract maintenance fee
2	Achieve the Monthly Performance Target or better for 3 consecutive months.	Additional 2% of the total quarterly contract maintenance fee

14 The School reserves the right to amend the annual incentive target during the Contract Period.

15 The Contractor shall fulfill all the following performance requirements for the Contract Period to be eligible for the incentives:

- 15.1 No major breach of the terms and conditions of the Contract subject to the School’s assessment of the seriousness of the breach for the purpose of definition of “major” and its decision shall be final;
- 15.2 No accidents or incidents within the Contract Sites that require any authorities’ investigations and such accident or incident could be or may be attributed to the Contractor’s negligence, failure to manage, perform or following up of any issue and is considered to be within the Contractor’s reasonable control;
- 15.3 No negative media publicity due to the Contractor’s negligence, failure to manage or poor handling of any issue for or within the Contractor Sites;
- 15.4 No claims on the School arising from the negligence, lack of management, poor performance or service failure by the Contractor; and
- 15.5 No fines by any authorities for false fire alarms, non-compliance of safety regulation, etc. where the situation giving rise to or causing the fines could be within the Contractor’s reasonable control.

16 The Contractor shall note that the Monthly/Quarterly Incentives do not form part of the Contract Sum. The School reserves the right to change the percentage amount or to withdraw the incentive totally at its sole discretion without giving any reason for its decision. The decision to remain at the same percentage at the first (1st) contract year or every year thereafter or to change the percentage or to withdraw the Monthly/Quarterly Incentive totally shall be made known in writing to the Contractor within the first six (6) months of each contract year unless otherwise stated and agreed by both parties. No written notice given to the Contractor on the monthly/quarterly incentive does not automatically mean that the monthly/quarterly incentive for the running contract year remains the same as the previous contract year or the first (1st) contract year. The Monthly/Quarterly Incentives must therefore be re-affirmed every year by way of a written notice by the School.

Contract Response Time and Service Levels

17 The Contractor shall operate and maintain a 24-hour a day, 7 days a week Contract and

Response Service for the School to contact the Contractor in the event of a breakdown or malfunctioning of the lift(s) anytime of the day. The cost incurred for attending the fault(s) at site is deemed included in the monthly maintenance services under Part 4 – Form of Tender, no additional claim will be entertained. Upon receipt of such calls, the Contractor shall arrive on site to troubleshoot the Lift(s) and rectify the issue(s) (including repair of the lift).

18 In the event that the Contractor fails to Respond within Call-Out Time/To Rectify Breakdown within Service Time, comply with the requirements stipulated in this part 3_requirement specifications of the tender document, time schedule for servicing and maintenance or instructions given by School or his representatives, the Contractor shall be subject to deductions under Annex B -Key Performance Indicators and Service Levels if he fails to respond within the call out time and/or rectify within service time or such further extended time deemed necessary by the School or his representatives. The details of the service levels including response time, rectification time and fault categories are stipulated in Annex B – Key Performance Indicators and Service Levels.

19 Non- Compliance with Requirement Specifications:

19.1 In consideration of the Contractor's breaches related to the Services outlined in the below tabulation, and due to its failure to adhere to the instructions provided by the School, the Contractor shall be liable to deductions as stipulated under Annex B – Key Performance Indicators and Service Levels. These deductions shall be applied as appropriate throughout the execution of the Services. Furthermore, the Contractor shall indemnify the School for any resulting damages, costs, or liabilities arising from the following breaches and non-compliance, ensuring that the School is protected against any adverse consequences caused by the Contractor’s performance issues.

Breaches of the Services	
1	Work Safety
	Failure to observe workplace safety precautions or measures during maintenance work and/or responding to service call.
2	Personnel Appearance
	Improper/incomplete uniform, footwear, attire.
	Abusive and rowdy when in the School premises.
3	Other Breaches
	Failure to supply required staff on site when requested as per contract requirement or mutually agreed.
	Failure to comply with standing instruction/verbal instruction.
	Failure to ensure good house-keeping after works done.

20 For the avoidance of doubt, the above requirements may not be exhaustive. The Contractor is required to comply with all prevailing laws and regulations from the relevant authorities with regards to the Services and all related costs are deemed included in the price(s) quoted under Part 4 – Form of Tender.

21 Upon completion of the repair and parts replacement, the School representative(s) and the Contractor shall conduct a joint functional test of the repair/replacement works (hereinafter referred to as "the Acceptance Tests"). The Contractor shall only be paid after the satisfactory completion of the Services. Payment shall be made thirty (30) days upon the satisfactory completion of the required Services (on monthly basis) and ad-hoc repairs or replacement of any faulty parts, components and equipment.

SECTION F - ELIGIBILITY AND EVALUATION CRITERIA

Eligibility Criteria

1 Tenderers must meet the following eligibility criteria in order to participate in this Invitation to Tender:

- 1.1 Tenderers shall comply with the Requirement Specifications and the Condition of Contract;
- 1.2 Tenderers shall attend the compulsory tender briefing conducted by the School;
- 1.3 Tenderers and their first-level sub-contractors (if any) shall not be debarred from participating in public sector tenders on or after close of the tender;
- 1.4 Tenderers must have Safety Certification in BizSAFE level 3 or higher, or Safety Management Certificate (SMC), or OHSAS 18001, or equivalent;
- 1.5 Tenderers shall be registered as a Contractors under BCA's ME09 – Lift & Escalator Installation work-head with a tendering limit of at least L1 (i.e. S\$0.65 million) & RW02 Lift Contractors Workhead (i.e. Single grade); and
- 1.6 Tenderers shall have at least three (3) year of relevant experience to provide maintenance services for SIGMA and OTIS lifts.

Evaluation Criteria

2 The Tenderer's proposal shall comply with requirement specifications and be evaluated based on the following criteria listed below:

- 2.1 **Price Evaluation (40%)²** will be performed using the lowest price submitted as comparison across all tender offers.
- 2.2 **Quality Criteria (60%)** will be performed using the following evaluation criteria listed in descending order of importance:
 - 2.2.1 Quality of the tenderer's proposal in the provision of lifts systems maintenance services for the Organisation covering but not limited to:
 - Proposed operational strategy in terms of:
 - Manpower and resource deployment plan,
 - Safety protocols,

² To discourage tenderers from quoting excessively low fees, a special scoring formula developed by BCA will be employed for the calculation of Fee Score where tenderers with fees which are more than 20% below the average fees quoted by all tenderers ("perceived price-diving") shall be awarded no further advantage than the score awarded to the fee at 20% below the average.

- Maintenance methodology and procedures,
- Technology adoption such as BCA approved Remote Monitoring and Diagnostics (RM&D) solutions,
- Emergency cases response plan,
- Organisation structure,
- Qualifications and experience of proposed site operation team,
- Past safety performance,

2.2.2 Relevant completed and on-going track records and project references for the last three (3) years displaying capabilities and experience in providing lift maintenance services for SIGMA and OTIS lifts in institutions or commercial establishment of similar nature, scale and complexity.

2.2.3 Relevant completed and on-going track records and project references with success RM&D solutions.