

ISLAND
AVIATION SERVICES LIMITED



ISLAND AVIATIONS SERVICES LTD
MALE'

REQUEST FOR PROPOSALS
ENGINEERING MANAGEMENT SOFTWARE

10 May 2015

Prepared by IASL Procurement Committee

Schedule of Critical Dates Activity	Action Date
1. Announcement Bid Invitation	18th May
2. Release of RFP	21st May
3. Last day to submit queries (by proponents)	12th June
4. Deadline to Submit Proposals	15th June 1500hrs to IASL Head Office
5. Short Listing of Proposals	19th July
6. Demo by the short listed	20th to 30th July
7. Selection of Software	10th August

1. INTRODUCTION

Island Aviation Services Limited (IASL) invites bids for selection of a vendor to provide an MRO and Maintenance Management software and its implementation for controlling the day to day operations of IASL's CAMO and AMO.

This RFP sets out criteria and the procedures for the bidding process to facilitate a transparent and fair evaluation of all proposals in order to select a vendor for the software that will best meet Engineering and Maintenance Management requirements.

Main objectives for opting for new Software are:

- To standardize the operations of CAMO and AMO by optimizing the utilization of resources including manpower
- To move towards automating maintenance, planning and scheduling processes to enhance cost reduction
- To improve the overall work efficiency and productivity of the engineering department
- To opt for a state of the art technology towards paperless and smart maintenance with easy integration into other systems used by other departments of IASL.

The bid proposals submitted will be evaluated based on the terms, conditions and the criteria which will be communicated with the respective parties.

2. BACKGROUND INFORMATION

Started only 15 years ago, with a 50 seater DHC8-200, and Do228 aircraft IASL Engineering Department presently maintains seven DHC-8's ,two A320 and 6 DHC-6 aircraft under its CAMO& AMO approvals issued by Civil Aviation Authority of the Maldives. Due to the heavy demand placed on engineering department with changes in regulatory standards as well as increase in fleet size, the existing software is inadequate and lacks the proper functionalities necessary to comply with the

requirements of aircraft maintenance and engineering. The company is being forced to slow down its expansion process due to the shortcomings of the maintenance control system presently in use. Therefore IASL has been working on the acquisition of new Engineering Management software to replace the existing software

3. Specific Features and Requirements

In addition to the basic features and functionalities necessary for operation of CAMO and AMO of, IASL the following are the specific features that will be considered when selecting the software.

1. Capable of compliance with various maintenance programs, Control of AD,SB including revision control; Status of Aircraft considering technical events including MEL, DD in the form of a report or by any other means.
2. Publication management tool which can be used to register , archive and distribute different kinds of publications such as SBs and manufacture requirements
3. Modification, Repairs, and Engineering Orders management applications
4. Reliability and structural damage monitoring tool (graphical representation of aircraft with all its structural damage would be an added advantage)
5. Reliability tool should contain but not be limited to number of unscheduled removals over a period of time Planning/scheduling
6. Adequate functionality to efficiently manage the preparation of schedule and unscheduled , short and long term maintenance events;
7. Features/tools to forecast expected maintenance events in which information required for the accurate and efficient creation of forecast should readily be available.
8. Provision for long term planning, resource/facility allocation in which future events can be simulated and allowing reservation of locations, aircraft, tools etc. work time tracking for a specific task card and work time progress; rostering staff management applications

9. Functionality to manage maintenance, and repair activities in a shop environment including shop planning; ability to manage all works of a shop including current repairs, status of planned and performed work.
10. Stock information providing available parts including alternate or interchangeable part numbers and locations.
11. Parts tracking tool which can provide history of components and part consumption forecasting feature showing all parts requested.
12. Purchase / Repair generation with a comprehensive authorization procedure; Customizable order reports/printouts for all class of material
13. Repair order management tool in which information such as open component modification, requirements falling due etc can easily be accessible
14. Tracks manufacturer or vendor warranty on airframe, components, assemblies and tools and should easily create warranty claims.
15. Monitor shelf-life limits of rotables or batch-limited consumables by sorting on due- or expiry-dates
16. Inventory control features with identification of slow or nonmoving parts; Pick tickets generation.
17. A platform for pilots, crews, engineers to exchange feedback on technical problems and to ask for support ,help and advice;
18. Tool which can monitor and manage training, personal qualification and staff administration works. and financial management tool
19. Tools for Financial Human resource Management including warranty control, invoice generation, stock value determination with easy integration to IASL financial accounting system
20. Contract managing provision with the ability to highlight contract clauses with respect to required maintenance on certain aircrafts / components.

- **Basic Features**

- Absence of any one these features will automatically disqualify the parties.
- User Login and security management
- Customized work package and task card generation
- Task cards for routine maintenance or recurring non-routine tasks.
- Task Cards may be added as a group or individually.
- Task Cards may be added automatically from a maintenance .
- Task Cards can reference the servicing procedure, estimated labor, required tools, scanned images, parts requirements and sign-off requirement
- Labor can be recorded for each card using bar code devices or from time cards.
- Task Card sequence numbers can be automatically assigned, indicating routine, non-routine,
- Task Cards may be deferred to a later date or moved to another work package.
- Each Task Card can have an individual sign-off
- Sign-off may be password protected and is tracked in the Task Card.
- All costs such as labor, outside services, and parts issued can be tracked by individual Task Card.
- Quoting and billing may be processed by individual Task Card.
- Reparable parts can be routed out to shops for repair or upgrades and remain linked to the original Task Card. When necessary, the exchange process is supported.
- Labor can be manually, or scanned on to each Task Card using wireless recording devices.
- Users can generate individual Task Cards or a complete Job Listing,
- Multiple mechanics can log on to the same Task Card.
- Mechanic 'skills' are tracked and associated with their user log on code. The Task Card skill requirement can be validated against the qualifications of the employee recording labor.
- Mechanics can scan on and off of a "batch" of Task Cards to improve labor capture efficiency.
- Labor collection on work packages integrates with the Quantum's optional Time & Attendance module.
- Labor recorded against a job may be edited by the appropriate supervisors to correct erroneous scans.
- Parts may be imported from pre-defined templates for routine work.
- Parts may be added to the work package as needed at any time

- Stock may be allocated automatically based upon condition and/or levels defined by the user.
- Pick tickets may be generated automatically and routed directly to Stores.
- Quantities available are clearly visible when adding parts to the work package.
- Parts may be scanned into a work package so that they are added, reserved and issued in one process.
- If quantities are not available, parts are automatically put into a purchase management status.
- Priorities may be attached to parts as well as need dates.
- Alternates may be reserved and issued easily Requisitions may be printed if necessary for shortages.
- Part serial numbers are stored and maintained for every part removed and installed in the aircraft.
- Exchanges are tracked by the part removed from the aircraft to the part installed on the aircraft.
- Time life data can be recorded for each part.
- A complete history of each part is maintained and remains on the work package and in part history.
- Loaner parts can easily be tracked.
- Purchase requests may be created for a part that may need to be approved prior to purchase.
- Costs may be entered for parts removed and turned into stock from an aircraft.
- Any part installed on an aircraft may be located through a convenient BOM Inquiry search.
- Repair Orders may be linked to parts removed from the aircraft.
- Costs of the repair are captured and recorded on the Task Card.
- The repair order is linked to the Task Card and easily accessed
- Requests for Quotes to vendor may be linked to parts for pricing and quoting purposes.
- Costs are captured for all parts issued, services rendered and labor recorded.
- Quotes can be prepared for an entire work package, groups of Task Cards or single Task Cards. Quotes can detail labor, parts, servicing and special charges.
- Flexible pricing formulas are available to suit your business needs. This includes flat-rate, cost-plus markup for labor and parts or actuals.
- New versions of existing quotes may be added.
- Searching for quotes may be independent of work packages and tracked by status.

- Vendor RFQs may be linked to parts on the customer quote and pricing from the vendor applied to the customer quote at your discretion.
- Notes and clauses may be included in the printing of the quote.
- Once the final quote is approved, it may be rolled into a billing eliminating any need for repetitive data entry.
- Invoices can be generated directly from quotes, or directly from the elements of the work package.
- Multiple pricing formulas may be stored in a table by customer allowing for automatic pricing. Various pricing formulas include markups defined from a table by customer or by Task Card.
- Costs and prices clearly displayed on the header in the billing window.
- Multiple invoices can be created from one work package, for one or more customers.
- Consumable charges may be applied based on the labor total.
- Freight stored with parts issued to the job may be applied to the billing.
- Completely integrated with the core invoice module and accounting module.
- Currency and currency exchange rate may be selected at the time of billing.
- Aircraft follows the ATA structure.
- Model Templates (Logical Structures) can be adapted to any Aircraft type.
- Maintenance Recording will use the Model Templates to validate Removes, Installs and control Maintenance Schedules.
- Aircraft Configurations identify valid positions and part numbers. Positions and Parts can be Serially Effective against specific tail numbers.
- Supports the End Item Model concept where main item positions (such as Engines) are validated against the Engine Model structures.
- Maintenance Policy capability will manage the Maintenance Plan for the Aircraft and major assemblies. Includes Routine Maintenance, AD's and Bulletins. Can Scheduling can be by Hours, Cycles, Days, Months or Date, or combinations thereof.
- Part of the Maintenance Policy functionality includes "Program" management. This capability allows for the management of AD's and other special engineering projects.
- Maintenance Policy can be configured to be automatically recurring.
- Maintenance Policy can be linked and grouped together. Example: 100 hour inspection is part of the Annual inspection.
- Maintenance Policy can be Serial Effective against specific tail numbers.
- Maintenance Planning capability by Aircraft or Fleet. Tells you what Tasks are coming due and when to perform.

- Flight Recording will automatically update Maintenance Schedule and Lifting parameters real time.
- Maintenance Recording of Scheduled Maintenance or Unplanned Maintenance.
- Maintenance Recording records Hours, Cycles, Parts, Labor, Sign Off details.
- Maintenance Recording tracks Symptom, Discrepancy, Faults and Corrective Action.
- Maintenance Recording will automatically update the Aircraft Structure with Removes and Installs, and re-set any recurring Policy.
- Maintenance Recording can feed Reliability database.
- Web access to Maintenance Recording for remote updates.
- Planning and scheduling of maintenance on aircraft and components
- Deferred Defect Management
- Quality assurance features including auditing services, staff qualification and approvals monitoring
- Planning and controlling works and special projects
- Reliability monitoring to meet the regulatory requirements
- Managing resources and times
- Statistical data mining and analysis
- Managing contracts and warranty claims

8. LETTER OF INVITATION

Dear Proponent,

Island Aviations Services Limited invites you to respond to our Request for Proposal (RFP) for the purchase of an Engineering Management Software. We would like to request you to strictly adhere to the guidelines outlined in this document.

Submit Proposals to	Head of Procurement Island Aviations Services Limited 26, Ameer Ahmed Magu Male', 20026 Republic of Maldives Tel: +960 333 1255 Fax: +960 331 4806 Email: procurement@iasl.aero
Please Submit	One (1) Printed Signed Original Proposal. One (1) Copy of the Original Proposal. One (1) CD-ROM containing electronic version of proposal and any supporting document.
Delivery of Proposals	Proposals shall be submitted on 15 June 2015, 1500hrs to IASL Head Office in the presence of all interested parties. Late submissions will not be accepted or reviewed.

a. COMPLIANCE STATEMENT

Parties shall state that the offer is made in accordance with the Request for Proposal. Bidders who offer additional or alternative conditions shall clearly state those in their proposals.

b. GUIDELINES FOR SUBMITTING A COMPLIANT PROPOSAL

As a direct response to this document, proponents must provide their detailed proposals. Parties should note that the delivery/configuration/installation/after sales services standards and other statements on such provision and legislative compliance made by the bidder as part of their proposals will form a binding part of the final contract for the project.

This Request for Proposal should not be construed as a commitment by the Client to contract with any particular bidder.

Any expenditure, work or effort undertaken during the tendering process is a commercial judgment for the proponent and is at the proponent's own risk and expense. The Client will not be liable for any costs incurred by any of the proponents.

The Client reserves the right not to accept any tender and to terminate the tendering process without awarding a contract. Proponents should be aware that it is unlikely that the Client will be in a position to go forward with any proposals that fails to meet the statutory and minimum requirements, set out in Section 3.

The Client also reserves the right to issue supplementary documentation at any time during the tender process to clarify an issue or amend any aspect of this Request for Proposal.

Any additional documentation issued by the Client during the tender process shall be deemed to form part of this Request for Proposal and shall supersede any part of the Request for Proposal where indicated. The Client may also exercise the option to extend the tendering period and/or postpone the proposal submission date in the event that subsequent documentation is issued.

c. EVALUATION OF PROPOSAL

The Proposal will be evaluated by the procurement committee of the Client. Points will be given to proposals according to the evaluation criteria in Section 7. Proposals will be disqualified if **any** of the requirements specified in Section 3 of this RFP are not met.

d. LANGUAGE OF PROPOSAL

The proposal must be written in English.

e. CLARIFICATIONS ABOUT RFP

All clarifications about the RFP must be directed to:

Ahmed Hussain
Head of CAMO
Island Aviations Services Limited
26, Ameer Ahmed Magu
Male',20026
Tel: +960 333 1383
Fax: +960 331 4806
Email: ahmed.hussain@iasl.aero

Sincerely,

Ali Nashath Hameed
Head of Administration

9. THE PROPOSAL

The Proposal must contain the following. Failure to do so may lead to disqualification from the bid.

1. COVER LETTER

The cover letter for the proposal must be signed by an authorized person who has the authority to bind the Proponent to a Contract.

2. EXECUTIVE SUMMARY

An executive summary of the proposal.

3. FINANCIAL PLAN

The financial plan and or the financial arrangements.

4. IMPLEMENTATION PLAN

Project implementation plan and schedule.

5. SOFTWARE COSTING DETAILS

- a. Initial payment
- b. Implementation cost
- c. Customization cost
- d. Maintenance and Support
- e. Payment Schedule
- f. Annual fee

6. QUALITY PLAN

Proponents should provide details of provisions that will be put in place to maintain quality and how they intend to manage quality aspects of the project plan.

7. INFORMATION ABOUT PROPONENTS TECHNICAL AND FINANCIAL CAPACITY, RELEVANT EXPERIENCE, AFTER SALES SERVICES

- No. of clients that uses the Proponent's software with details of clients.
- No. of projects handled. All similar IT related projects with letter of completion.
- After sales services - Time taken to respond to issues.
- Free Trainings Offered - Number of staff to be offered training.

10. EVALUATION CRITERIA FOR ASSESSMENT OF PROPOSALS

The proposals will be evaluated based on the technical and financial evaluations.

CRITERIA	SUB-CRITERIA	WEIGHT BREAK-DOWN (%)	WEIGHT OUT 100%
Cost			45
	1. Initial payment	10	
	2. Annual fee per login user	10	
	3. Implementation & Customization	10	
	4. Maintenance & Support	5	
	5. Flexibility in payment schedule	5	
	5. Training cost in-house, abroad and online.	5	
Software specifications			
	1. Specific Requirements		20
Special features			10
	Web-based, remote access	3	
	Extent of automation	3	
	Latest developments, and rate of application of new technology / new features	4	
Customer base			5
	1. No. of customers	2.5	
	2. No of similar customers to IASL (aircraft type, fleet size, type of operation)	2.5	
Staff Familiarity Level and user friendliness			5
	1 User friendliness	2.5	
	2. No. of staff already familiar with the software	2.5	

After sales service/ support received			5
	1. Online and round the clock support. Location of base/offices		
Duration for implementation			5
	1. Time taken to implement the software		
FOC			5
	1. Number of staff to be offered training.	05	
TOTAL			100

END OF DOCUMENT