

This list of Frequently Asked Questions (FAQs) is meant to help with your transition towards the new Changi eProcure (powered by Zycus).

**General:**

**1. Who is Zycus?**

Zycus is the vendor that CAG has engaged to host and maintain Changi eProcure, our e-procurement platform for publication of quotations and tenders. All suppliers who are interested to submit a bid for any tender or quotation on Changi eProcure will have to be registered with Zycus as a CAG supplier.

**Transition:**

**2. When will CAG start using the new Changi eProcure (powered by Zycus)?**

CAG will be publishing new tenders and quotations through the new Changi eProcure (powered by Zycus) from 2<sup>nd</sup> April 2018.

During the transition period, you will still be allowed to submit responses for on-going tenders and quotations published prior to 2<sup>nd</sup> April 2018, as well as receive Purchase Orders via the existing portal (powered by SESAMi).

**Registering for Zycus Supplier Network (ZSN) Account:**

**3. I am a registered supplier with SESAMi, do I need to register again on the new portal powered by Zycus?**

Yes, you will need to register again on the new portal.

- For existing suppliers with an ongoing contract with CAG or CAG has made payment to since Sep 2016 till now, you will receive a registration link from [system@zycus.com](mailto:system@zycus.com) via email.
- For potential suppliers registered with SESAMi, you will receive an email from [changieprocure@changiairport.com](mailto:changieprocure@changiairport.com) with a registration link to Zycus Supplier Network (ZSN).

**4. When will we receive the registration email for the new Changi eProcure?**

Suppliers can expect to receive the email with the registration link by Fri, 30 Mar 2018.

**5. What should I do if I did not receive any email for registration 2<sup>nd</sup> Apr 2018?**

Suppliers can drop an email to the CAG procurement team at [changieprocure@changiairport.com](mailto:changieprocure@changiairport.com) for assistance.

**6. Can I register as a supplier if I did not attend the Supplier workshop?**

Yes, you can register via the registration details mentioned in S/N 5. There will not be any registration booth set up for the Supplier workshops. The intent of the Supplier workshops is to provide more detail and walkthrough of the new Changi eProcure.

**7. Do I have to pay any license or registration fee to use the new Changi eProcure?**

No annual subscription and transaction fee is required for the new Changi eProcure.

- 8. Are there any criteria for a company to be registered on the new Changi eProcure?**  
All suppliers are welcomed to register and participate in CAG's tenders and quotations.
- 9. What browser should I use to log in to ZSN?**  
ZSN is compatible with Firefox, Chrome, Safari and Internet Explorer (Version 11 and above).
- 10. Is there a limit to the number of accounts we can create for 1 company?**  
There is no limit to the number of accounts that can be registered by one Supplier Company.
- 11. Are additional accounts chargeable?**  
No charges will be imposed for additional accounts.
- 12. I have registered with SESAMi recently. Will there be any refund on the annual subscription fees?**  
Based on the terms & conditions set by SESAMi, there will be no refund for early termination.

**Listing of New Events and Submission of Proposal:**

- 13. Will CAG still be publishing a listing of new tenders and quotations?**  
Yes, new tenders and quotations published from 2<sup>nd</sup> April 2018 will be listed on CAG's corporate website (<http://www.changiairport.com/corporate/partner-us/procurement.html>).
- 14. Will we receive business alerts for new tenders or quotations based on my related category?**  
Currently this is not possible. However, CAG will be working with Zycus on the enhancements to trigger business alerts based on category. For a start, suppliers will need to log in to check on new opportunities.
- 15. Is there a search function for suppliers to search for tenders or quotations listings?**  
Yes, suppliers may search for tenders or quotations based on the Event Title.
- 16. Does CAG still follow the same list of product categories?**  
In the new Changi eProcure (powered by Zycus), suppliers will see a customised list of product / service categories based on CAG's nature of buy, and you may choose more than one product / service category. You may refer to Annex A of this FAQ for the list of categories.  
For any clarifications on the categories, please contact CAG at [changieprocure@changiairport.com](mailto:changieprocure@changiairport.com).
- 17. What is the maximum file size per attachment?**  
The maximum file size per attachment is 20MB
- 18. Will suppliers still need to do paper submissions for tenders?**  
Some tenders may still require hardcopy submissions, e.g. drawings, mock-ups, samples, etc.

**19. Will there be email notification for changes made to published tenders and quotations?**

Yes, email notifications will be triggered for changes made to published tenders and quotations. The changed events will also be updated on the opportunities listing available on CAG's corporate website.

**Bid Outcome:**

**20. How will I be notified on the outcome of tenders and quotations?**

For tenders and quotations published prior to 2<sup>nd</sup> April 2018, you will receive the outcome via the existing portal (powered by SESAMi).

For tenders and quotations published from 2<sup>nd</sup> April 2018, you will be notified via the new portal (powered by Zycus).

**21. Will CAG show the bid price of the final winner?**

No, CAG will not publish any information on the final winner as this is commercially sensitive information which should not be made public.

**Upcoming Features – Contract Management, Procure-to-Pay (including eCatalogue & eInvoicing)**

**22. When will the new features be available?**

The new features will be rolled out in July 2018. More information will be shared at a later date.

**23. When can I upload items through the catalogue?**

Awarded suppliers can upload contracted items directly in the new portal, subject to CAG's approval. Training will be provided by Zycus at a later date to teach suppliers how to upload their catalogue in the new portal.

**24. If my catalogue is already on SESAMi, do I need to upload it again in Zycus?**

Yes, you will need to upload it again. The catalogue listing in the existing Changi eProcure (powered by SESAMi) will be available only till July. Training will be provided by Zycus at a later date to teach suppliers how to upload their catalogue in the new portal.

**Support and Contact:**

**25. Who should I contact if I am facing some issues with the new portal?**

For technical difficulties, you may either email [tech-support@zycus.com](mailto:tech-support@zycus.com) or call the toll-free number 800-492-2340 / 001+800-9928-7111 from 2<sup>nd</sup> April 2018.

Otherwise, you may also contact CAG at [changi.eprocure@changiairport.com](mailto:changi.eprocure@changiairport.com).

**Changi Airport Group – Changi eProcure (Powered by Zycus)**  
**Frequently Asked Questions for Suppliers Version 2.0**



**Annex A**

<b>Main Category</b>	<b>Sub-Category</b>	<b>Code</b>
Airport Specialised Systems	Aircraft Docking Guidance System (ADGS)	1010100000
	Airfield Ground Lighting Control Monitoring System (ALGCMS)	1011101010
	Airfield Lighting System (AFL)	1012100000
	Automated Passenger Clearance System (FAST)	1013100000
	Baggage Handling System (BHS)	1014100000
	Fixed Gangway	1015100000
	Flight Information Central System Upgrade (FCSU)	1016100000
	Integrated Information Display System (IIDS)	1017100000
	Passenger Loading Bridge	1018100000
	Skytrain	1019100000
Business & Professional Services	Business Advisory & Accreditation	1110100000
	Finance, Banking & Insurance	1111100000
	Healthcare Services and Supplies	1112000000
	HR Services	1113101000
	Legal	1114101000
	Professional Services	1115100000
	Real Estate & Surveying	1116100000
	Tax & Audit	1117100000
Construction & Development	Construction, Additions & Alterations works	1210100000
	Construction-related consultancy	1211100000
	Construction-related Services	1212100000
Facility Maintenance & Repair (Hard Services)	Airconditioning & Mechanical Ventilation (ACMV) System	1310100000
	Aircraft Pavement	1311100000
	Building Maintenance	1312100000
	Building Management System	1313100000
	Carpark System & Management	1314101000
	Central Clock System	1315100000
	Drainage System	1316100000
	Emergency Generator System	1317100000
	Fault Management Center	1318100000
	Fire Alarm System	1319100000
	Fire Fighting Equipment & Supplies	1320100000
	Fire Protection System	1321100000
	General Lighting System	1322100000
	General Mechanical System	1323100000
	HT Electrical Distribution System	1324100000
	Kinetic Artwork	1325100000
	Lift / Escalator / Moving Sidewalk System	1326100000
	LT Switchboard & Distribution System	1327100000

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Main Category	Sub-Category	Code
	Maintenance of Land	1328000000
	Other Plant & Equipment	1329100000
	Public Address System	1330100000
	Roadway System	1331100000
	Structure	1332100000
	Taxi Queue/Management System	1333100000
	Terminal Furniture and Furnishings	1334100000
	Trolley Retrieval	1335100000
	Turf Maintenance	1336101000
	Watermain & Hydrant System	1337100000
Facility Management (Soft Services)	Aquatic Care	1410101000
	Cleaning	1411101000
	Landscaping	1412100000
	Nursery	1413101010
	Pest Control	1414101010
	Signage Programme	1415100000
	Waste Management	1416101010
	Wildlife Control	1417101010
Fleet Management	Shuttle Bus	1510100000
	Specialised Vehicle & Vessel	1511100000
	Utility Vehicle	1512100000
	Vehicle Buy & Maintenance	1513100000
	Vehicle Rental	1514000000
General Services & Supplies	Catering & Refreshments	1610000000
	General Services	1611100000
	General Supplies	1612100000
	Safety & Protection	1613100000
IT & Telecom	IT Cloud Solution	1710101000
	IT Consultancy & Professional services	1711100000
	IT Equipment	1712100000
	IT Maintenance	1713100000
	IT Security System	1714101000
	IT Spares & Accessories	1715100000
	IT Systems	1716101000
	Telecom	1717101000
Labour Hire & Services	Customer Service	1810100000
	General Manpower	1811100000
	Taxi/Vehicles Co-ordinators Labour	1812100000
	Trolley Retrieval Services Labour	1813100000
Marketing Communications	Collateral, Guides and Brochures	1910100000
	Content Creation And Social Media	1911100000
	Corporate Gifts	1912000000
	Creative And Digital	1913100000

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Main Category	Sub-Category	Code
	Event Management	1914100000
	Marketing Premiums	1915000000
	Media Buying	1916100000
	Public relations	1917100000
Security Systems & Services	Access Control System	2110100000
	Body Scanners	2111100000
	CCTV	2112100000
	Explosive Trace Detectors	2113100000
	Foreign Object Detection (FOD)	2114100000
	Handheld Metal Detectors	2115100000
	Hold Baggage Screening	2116100000
	Perimeter Intrusion Detection System (PIDS)	2117100000
	Security Doors, Barriers, Fences and Gates	2118100000
	Security Services	2119101010
	Thermal Scanners	2120100000
	Threat Containment Vehicle	2121100000
	Walkthrough Metal Detectors	2122100000
	X-Rays	2123100000
Travel & Accommodation	Accommodation	2210000000
	Travel Services	2211101000
Utilities & Fuel	Electricity	2310000000
	Fuel	2311100000
	Oil & Lubricants	2312000000
	Water & Sewage	2313100000