

**SPECIFICATIONS FOR TENDER FOR THE PROVISION OF TRANSPORT SERVICES
FOR SATS STAFF FROM 1 DECEMBER 2020 TO 30 NOVEMBER 2023 (WITH AN
OPTION TO EXTEND FOR 2 MORE YEARS)**

1 INTRODUCTION

- 1.1 The contract is for the period 1 December 2020 to 30 November 2023 with the possibility of extension for another two (2) years, subject to satisfactory performance and reasonable rates.
- 1.2 The contract is for the provision of the following transport services:-
- .1 Internal Shuttle Service – Inflight Catering Centre 1 (ICC1), Passenger Terminal Building 2 (PTB2), Passenger Terminal Building 1 (PTB1), Passenger Terminal Building 3 (PTB3), Air Freight Terminal (AFT), Airline House (ALH).
 - .2 Airport Building Shuttle Service - Inflight Catering Centre 1 (ICC1), SATS Maintenance Centre (SMC), Inflight Catering Centre 2 (ICC2), Passenger Terminal 3 Coach Stand (PTB 3).
 - .3 Inflight Catering Centre 2 - (ICC2) / Tampines Shuttle Service.
 - .4 Internal Midnight Shuttle from AFT to PTB.
 - .5 Ad-hoc Transport Service.

2 GENERAL REQUIREMENTS

- .1 The successful contractor must provide a contactable English speaking coordinator to manage and supervise all transport arrangements, and to liaise with SATS Management on any operational requirements;
- .2 Provide standby-buses in case of vehicular breakdowns;
- .3 Dry runs must be conducted after the award of the contract to establish pick-up timings. Contractor is to provide immediate coverage in cases of driver's shortage due to absenteeism. Contractor must conduct route familiarization and training for his staff prior to commencement of contract;
- .4 The contractor is to provide safe, efficient and courteous bus services to transport SATS staff between locations described in paragraph 1.2 above. The Contractor has to provide skilled drivers with safe driving habits and who are familiar with the road systems for the routes / services tendered.
- .5 The contractor is to provide drivers with safe driving habits and records and having the CAG Airfield Driving Permit to drive within Changi Airport restricted areas.

- .6 The contractor shall provide a hotline service throughout the transport operating hours to answer staff's queries and provide assistance required.
- .7 All drivers are to observe all traffic rules and regulations when ferrying staff to and from the Airport;
- .8 All drivers are to be properly attired while on duty;
- .9 All services for these buses must be air-conditioned; and
- .10 Parking fees at all coach's stand at the staff holding area or elsewhere if any will be borne by the Contractor(s).
- .11 In the event that a transport application or system is deployed by SATS, the contractor shall make every effort to assist in successful implementation of the system. In the event that iOS or Android based smart devices are required, the contractor shall ensure that their drivers own or are otherwise provided with such devices (at no additional cost to SATS) and ensure that such devices are in proper working order during operating hours.

3 SPECIFIC REQUIREMENT OF TRANSPORT SERVICES

3.1 INTERNAL SHUTTLE SERVICE

The contractor is to provide three (3) 14 seater bus and driver(s) to ferry staff to and from ICC1, PTB2, PTB1, PTB3, AFT and ALH within the airport internal roadway system, Mondays to Fridays between 0730hours to 1930hours, excluding weekends and public holidays. Please refer to Annex C for the schedule timings and pick up points.

3.2 AIRPORT BUILDINGS SHUTTLE SERVICE

The contractor is to provide a 19 seater bus and driver(s) to ferry staff to and from ICC1, SMC, ICC2 and PTB3 daily via public road between 0630hours to 2359hours including weekends and public holidays. Please refer to Annex B for the schedule timings and pick up points.

3.3 ICC2 TO TAMPINES AVENUE 7 SHUTTLE SERVICE

The contractor is to provide a 40-seater bus and driver(s) to ferry staff to and from SICC2 and Tampines Ave 7 daily via public road from 2000hrs to 2359hrs including weekends and public holidays. Please refer to Annex A for the schedule timings and pick up points.

3.4 INTERNAL MIDNIGHT SHUTTLE FROM AFT TO PTB

The contractor is to provide a 40-seater bus and driver(s) to ferry staff from AFT to PTB within the airport internal roadway system, daily from 2300hrs to 0100hrs including weekends and public holidays.

3.5 AD-HOC TRANSPORT SERVICE WITHIN SINGAPORE

The contractor is to provide a 45-seater bus within 120 minutes from the time of notification by SATS for staff to attend last-minutes events (e.g.- funeral services, AGM meetings, etc). The transport is to arrive at the requested address 15 minutes before the requested timing.

4 TERMS OF AGREEMENT

- 4.1 SATS reserves the right to award any one or a combination of those services listed to two or more different contractors as it deem necessary or appropriate;
- 4.2 SATS reserves the right to change its requirement for the routes / shuttle services as specified by giving one week's written notice to the Contractor(s) for any routes / shuttle timing adjustments, addition and deletion of routes / pick-up points and for increasing or decreasing bus seating's capacity and additional bus for a particular route (based on tendered unit rate);
- 4.3 Without prejudice, SATS shall have the right to employ workers from elsewhere and recharge the total cost or part thereof to the contractor, if the contractor fails to fill up positions that are left vacant by absenteeism or fails to improve on the service provided after being notified by SATS. Any complaints and / or feedback filed by SATS and its representative shall be attended to promptly and, in any case, a reply and action taken to improve shall be accorded within 5 days from the date of the complaint/ feedback.
- 4.4 The contractor must provide SATS with written particulars of his staff for the shuttle services and with written updates in the event of staff changes;
- 4.5 Attendance records of staff must be kept by the contractor and be made available to SATS for inspection upon request;
- 4.6 The contractor must monitor the work performance and conduct of his staff and remove those with poor medical and attendance records or whose work is not satisfactory to SATS for inspection for any reason;

- 4.7 The contractor will, at his own cost, be responsible for applying for and obtaining necessary passes and permits for his staff and vehicles for the purposes of operating the Services, including all necessary airport permits. Please also refer to the link below for any other requirements from the airport authority for vehicles to operate in the tarmac area of Changi Airport. (Note: the "Application for Airfield Vehicle Permit" form contains some of the vehicular requirements)

<https://www.changiairport.com/corporate/our-expertise/airport-operations/airside-safety-induction-briefing.html>

- 4.8 The contractor must ensure that the necessary insurance arrangements have been made to cover all possible eventualities;

5 LIQUIDATED DAMAGES

- 5.1 The following penalties will apply for the breach of contractual obligations:-

Internal Shuttle Service;

Airport Buildings Shuttle Service;

ICC2 to Tampines Ave 7 Shuttle Service

Internal Midnight Shuttle from AFT to PTB;

.1 Liquidated damages (LD) of \$50 will be payable by the contractor for failure to provide shuttle run up to a maximum of 5 shuttle runs per day. After which, liquidated damages (LD) of 200% of daily rate per day service will be payable by the contractor.

.2 Liquidated damages (LD) of \$50 will be payable by the contractor for each taxi claim put up by a staff for no show and in cases of failure by the drivers to stop at designated pick up point listed in the schedules

.3 In the case of only drivers provided for the internal shuttle run , Liquidated Damages of 200% on the daily rate of pay for the affected driver will be payable by the Contractor on each absenteeism during the day.

- 5.2 The following penalties will apply for the breach of contractual obligations:-

Ad-Hoc Transport Service Within Singapore

.1 Liquidated damages (LD) of 200% of trip rate will be payable by the contractor in the first case of non-availability of buses and 300% per bus trip for the second and subsequent cases in a month.

6 TERMINATION

- 6.1 SATS reserves the right to terminate the agreement in full or in part by giving 1 month's written notice to the contractor.
- 6.2 The contractor may terminate the agreement by giving 6 months written notice to SATS.

7 TENDER SUBMISSIONS

- 7.1 Tenderers are required to submit the following:-
- .1 Rates per month for Internal Shuttle Service and for Airport Building Shuttle Services (Appendix D, Annex 1 and 2); and
 - .2 Rates per month for ICC2/Tampines Ave 7 route in Appendix D, Annex 3.
 - .3 Internal Midnight Shuttle from AFT to PTB in Annex 4;
 - .4 Rates for Ad-hoc transport services (E.g. Funeral, AGM and etc) within Singapore as shown in Appendix D, Annex 5;
 - .5 Rates for changes to bus capacities as shown in Appendix D Annex 6;
 - .6 The Contractor should provide available background information of their organization, its fleet size and communication facilities, within a bus and within the organization, how they intend to manage this service (i.e.: manpower, administrative support, etc), track record in providing contract bus services and vehicles support facilities as in Annex 7.
 - .7 The contractor shall propose a suitable system for capturing actual passengers carried on board and to provide a monthly statistics for management reporting, using technology and equipment to implement such a system. Any additional costs involved in implementing such a system shall be provided in a separate sheet for consideration as an optional costs.

**TRANSPORT SCHEDULE FROM SICC2 TO TAMPINES EAST MRT BUS STOP TO
TAMPINES AVE 7 BUS STOP TO JAPANESE SCHOOL BUS STOP
AND VICE VERSA**

PICK-UP AT SICC2 BUS STOP	PICK-UP AT TAMPINES EAST MRT BUS STOP 76039	PICK-UP AT TAMPINES AVE 7 BUS STOP 76241	PICK-UP AT JAPANESE SCH BUS STOP 97011	REMARKS
2005	2020	2025	2028	
2045	2100	2105	2108	
2125	2140	2145	2148	
2205	2220	2225	2228	
2305	2320	2325	2328	
2355	(NO PICK UP)	(NO PICK UP)	(NO PICK UP)	LAST SHUTTLE

Driver must accommodate to some pick up / drop off schedules for staff in SMC

Airport Building Shuttle :- ICC1, SMC, ICC2, PTB 3

LEAVING SICC1	LEAVING SMC	Leaving SICC2	Leaving PTB3
0630	NIL	0645	0655
0645	NIL	0700	0710
0710	NIL	0725	0735
0725	0738	0740	0750
0745	0758	0800	0810
0800	0813	0815	0825
0825	0838	0840	0850
0840	0853	0855	0905
0910	0923	0925	0935
0920	0938	0940	NIL
0950	1003	1005	1015
1030	1043	1045	1055
1110	1123	1125	1135
1150	1203	1205	1215
1230	1243	1245	1255
1310	1323	1325	1335
1350	1403	1405	1415
1430	1443	1445	1455
1510	1523	1525	1535
1550	1603	1605	1615
1630	1643	1645	1655
1710	1723	1725	1735
1750	1803	1805	1815
1830	1843	1845	1855
1910	1923	1925	1935
1950	NIL	NIL	NIL
2030	NIL	2045	2055
2110	NIL	2125	NIL
2150	NIL	2205	NIL
2230	NIL	2245	NIL
2310	NIL	2325	NIL
2340	NIL	2350	NIL

Bus 1

Bus 2

Appendix I

Annex C

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Internal Shuttle Service - ICC1, PTB2, PTB1, PTB3, AFT, ALH

SERVICE	ICC1	BAY F56 T2	BAY F50 T2	BAY D40 T1	BAY C1 T1	Bay B5 T3	RQL AFT1	AIRSIDE AFT3	CORE K AFT5	ALH Core D
A	7:30	7:35	7:37	7:40	7:43	7:45	7:49	7:50	7:52	7:56
B	7:45	7:50	7:52	7:55	7:58	8:00	8:04	8:05	8:07	8:11
C	8:00	8:05	8:07	8:10	8:13	8:15	8:19	8:20	8:22	8:26
A	8:30	8:35	8:37	8:40	8:43	8:45	8:49	8:50	8:52	8:56
B	8:45	8:50	8:52	8:55	8:58	9:00	9:04	9:05	9:07	9:11
C	9:00	9:05	9:07	9:10	9:13	9:15	9:19	9:20	9:22	9:26
A	9:30	9:35	9:37	9:40	9:43	9:45	9:49	9:50	9:52	9:56
B	10:00	10:05	10:07	10:10	10:13	10:15	10:19	10:20	10:22	
C	10:30	10:35	10:37	10:40	10:43	10:45	10:49	10:50	10:52	10:56
A	11:00	11:05	11:07	11:10	11:13	11:15	11:19	11:20	11:22	
B	11:30	11:35	11:37	11:40	11:43	11:45	11:49	11:50	11:52	11:56
C	12:00	12:05	12:07	12:10	12:13	12:15	12:19	12:20	12:22	
A	12:30	12:35	12:37	12:40	12:43	12:45	12:49	12:50	12:52	12:56
B	13:30	13:35	13:37	13:40	13:43	13:45	13:49	13:50	13:52	13:56
C	14:00	14:05	14:07	14:10	14:13	14:15	14:19	14:20	14:22	
A	14:30	14:35	14:37	14:40	14:43	14:45	14:49	14:50	14:52	14:56
B	15:00	15:05	15:07	15:10	15:13	15:15	15:19	15:20	15:22	
C	15:30	15:35	15:37	15:40	15:43	15:45	15:49	15:50	15:52	15:56
A	16:00	16:05	16:07	16:10	16:13	16:15	16:19	16:20	16:22	
B	16:30	16:35	16:37	16:40	16:43	16:45	16:49	16:50	16:52	16:56
C	16:45	16:50	16:52	16:55	16:58	17:00	17:04	17:05	17:07	
A	17:00	17:05	17:07	17:10	17:13	17:15	17:19	17:20	17:22	17:26
B	17:30	17:35	17:37	17:40	17:43	17:45	17:49	17:50	17:52	17:56
C	18:00	18:05	18:07	18:10	18:13	18:15	18:19	18:20	18:22	18:26

Internal Shuttle Service - ALH, AFT, PTB3, PTB1, PTB2, ICC1

SERVICE	ALH Core D	CORE K AFT5	AIRSIDE AFT3	RQL AFT1	BAY C1 T1	BAY B10	BAY B5- T3	BAY F50 T2	BAY F56 T2	ICC1
A	8:00	8:05	8:08	8:09	8:13	8:14	8:16	8:21	8:23	8:28
B	8:15	8:20	8:23	8:24	8:28	8:29	8:31	8:36	8:38	8:43
C	8:30	8:35	8:38	8:39	8:43	8:44	8:46	8:51	8:53	8:58
A	9:00	9:05	9:08	9:09	9:13	9:14	9:16	9:21	9:23	9:28
B	9:15	9:20	9:23	9:24	9:28	9:29	9:31	9:36	9:38	9:43
C	9:30	9:35	9:38	9:39	9:43	9:44	9:46	9:51	9:53	9:58
A	10:00	10:05	10:08	10:09	10:13	10:14	10:16	10:21	10:23	10:28
B		10:30	10:33	10:34	10:38	10:39	10:41	10:46	10:48	10:53
C	11:00	11:05	11:08	11:09	11:13	11:14	11:16	11:21	11:23	11:28
A		11:30	11:33	11:34	11:38	11:39	11:41	11:46	11:48	11:53
B	12:00	12:05	12:08	12:09	12:13	12:14	12:16	12:21	12:23	12:28
C		12:30	12:33	12:34	12:38	12:39	12:41	12:46	12:48	12:53
A	13:00	13:05	13:08	13:09	13:13	13:14	13:16	13:21	13:23	13:28
B	14:00	14:05	14:08	14:09	14:13	14:14	14:16	14:21	14:23	14:28
C		14:30	14:33	14:34	14:38	14:39	14:41	14:46	14:48	14:53
A	15:00	15:05	15:08	15:09	15:13	15:14	15:16	15:21	15:23	15:28
B		15:30	15:33	15:34	15:38	15:39	15:41	15:46	15:48	15:53
C	16:00	16:05	16:08	16:09	16:13	16:14	16:16	16:21	16:23	16:28
A		16:30	16:33	16:34	16:38	16:39	16:41	16:46	16:48	16:53
B	17:00	17:05	17:08	17:09	17:13	17:14	17:16	17:21	17:23	17:28
C		17:30	17:33	17:34	17:38	17:39	17:41	17:46	17:48	17:53
A	17:30	NA	17:33	17:34	17:38	17:39	17:41	17:46	17:48	17:53
B	18:15	18:20	18:23	18:24	18:28	18:29	18:31	18:36	18:38	18:43
C	18:45	18:50	18:53	18:54	18:58	18:59	19:01	19:06	19:08	19:13