

**CT2109P020
TENDER FOR THE PROVISION OF AIRCRAFT INTERIOR
CLEANING
FOR LOW COST CARRIER (LCC) FLIGHTS FROM 16 JAN
2022 TO 15 JAN 2025
(WITH AN OPTION FOR 2 MORE YEARS)**

QN	REFERENCE	QUESTIONS	SATS AIC REPLY																																																																																																																																																																																																				
1	<p>APPENDIX I</p> <p>3.1.1 All new Service Crew Drivers are required to undergo DIS test after recruitment.</p> <p>The cost of the test will be borne by the contractor. Any new Service Crew Driver who attain a score of 1 and 2 is not allowed to be deployed as driver.</p>	<p>Kindly elaborate what is DIS test and its testing components what constitute a driver unqualified to be operationally deployable?</p>	<p>This is an online driving risk assessment test, currently available at AAS. Estimated cost is around \$5.</p> <p>All Drivers who perform driving duties at the Airside must attain only Low driver risk rating.</p> <p>SATS would periodically conduct audits on drivers deployed by the Service Provider, to confirm this.</p>																																																																																																																																																																																																				
2	<p>APPENDIX I</p> <p>4.3 Allocate work schedule to the cleaning teams and Team Leader.</p>	<p>How will operational communication be between the FA to the TL or Driver? Is the use of mobile phones for this purpose acceptable?</p>	<p>Service providers are given the flexibility to decide on how they communicate within their teams, e.g. walkie talkie, mobile phones.</p>																																																																																																																																																																																																				
3	<p>APPENDIX I</p> <p>5.5 Must always abide by prevailing Safe Management Measures at the airport</p>	<p>Are there any specifications on the rostering of manpower during Covid19 i.e cross deployment between teams?</p> <p>Will there be additional PPEs provided by SATS for the crew? ie. Level 1 Covid19 PPEs items such as protective face shields, disposable gowns, N95 masks, gloves etc</p> <p>Are the Level 1 Covid19 PPE requirement is on per flight basis or per shift basis?</p> <p>Who will bear the total costs of all future ART/PCR tests as and when required by GOVT mandate?</p>	<p>Service provider must ensure sufficient manpower for flights as per airline requirement, while adhering to prevailing SMM regulations.</p> <p>PPEs would be provided as per prevailing SMM regulations</p> <p>Service providers need to bear the cost of any covid-related testing expenses.</p>																																																																																																																																																																																																				
4	<p>AVERAGE NO. OF NIGHT STOP LCC FLIGHTS ON A SAMPLE DAY (Current)</p> <table border="1" data-bbox="235 1029 694 1061"> <tr> <td>A/C Type</td> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td> </tr> <tr> <td>NB (NS)</td> <td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>2</td><td>1</td><td>1</td><td>2</td><td>2</td><td>0</td><td>1</td><td>1</td><td>1</td><td>2</td><td>2</td><td>2</td><td>2</td><td>1</td><td>0</td> </tr> <tr> <td>WB (NS/TR)</td> <td>1</td><td>1</td><td>2</td><td>2</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>2</td><td>1</td><td>1</td><td>1</td><td>1</td><td>0</td><td>2</td><td>2</td><td>1</td><td>1</td><td>0</td> </tr> </table> <p>AVERAGE NO. OF NIGHT STOP LCC FLIGHTS ON A SAMPLE DAY (Pre-COVID)</p> <table border="1" data-bbox="235 1109 694 1189"> <tr> <td>A/C Type</td> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td> </tr> <tr> <td>NB (NS)</td> <td>0</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>2</td><td>5</td><td>4</td><td>7</td><td>4</td><td>4</td><td>5</td><td>8</td><td>7</td><td>9</td><td>6</td><td>5</td><td>6</td><td>1</td><td>0</td><td>0</td> </tr> <tr> <td>NB (NS)</td> <td>0</td><td>2</td><td>2</td><td>1</td><td>2</td><td>4</td><td>0</td><td>5</td><td>0</td><td>1</td><td>0</td><td>3</td><td>2</td><td>2</td><td>2</td><td>1</td><td>3</td><td>3</td><td>2</td><td>5</td><td>7</td><td>9</td><td>8</td> </tr> <tr> <td>WB (NS)</td> <td>0</td><td>1</td><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>0</td><td>1</td><td>0</td><td>1</td><td>1</td><td>0</td> </tr> <tr> <td>WB (NS/TR)</td> <td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td> </tr> </table>	A/C Type	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	NB (NS)	1	1	0	0	0	0	0	0	0	2	1	1	2	2	0	1	1	1	2	2	2	2	1	0	WB (NS/TR)	1	1	2	2	0	0	0	0	0	0	0	0	2	1	1	1	1	0	2	2	1	1	0	A/C Type	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	NB (NS)	0	1	0	0	0	0	0	0	2	5	4	7	4	4	5	8	7	9	6	5	6	1	0	0	NB (NS)	0	2	2	1	2	4	0	5	0	1	0	3	2	2	2	1	3	3	2	5	7	9	8	WB (NS)	0	1	0	1	1	1	0	0	0	0	1	1	0	0	0	0	1	0	1	0	1	1	0	WB (NS/TR)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	<p>Based on the sample flights from current / pre Covid19, can SATS share the distribution of flights by schedule / timings so as to facilitate planning for manpower / teams / driver shift rosters?</p>	<p>Service provider can share their proposed schedule/rosters to cover the distribution of flights as per sample table given in their response.</p> <p>As per sharing of the flight table (Point 5 - service specifications), these are the no. of flights distributed throughout a 24 hour period.</p> <p>Example, at 1st hour (01:00), there is currently 1 NB (NS) and 1 WB (NS/TR) to be cleaned.</p>
A/C Type	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24																																																																																																																																																																															
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WB (NS/TR)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0																																																																																																																																																																																
5	<p>As mentioned in Tender Briefing</p>	<p>On-site office is a requirement of this contract. Can the office be located Land-side ie. T1/T2</p>	<p>Service provider need not maintain their office at the airside but need to ensure all their cleaning staff are able to easily access airside to facilitate deployment to aircraft.</p> <p>SATS can provide temporary deployment location for up to three months for service provider if service provider need more time to secure required premises.</p>																																																																																																																																																																																																				

6	<p>APPENDIX I</p> <p>7.4.1 Service provider provides cleaning materials and equipment for aircraft cleaning.</p>	<p>As mentioned during the tender briefing, all cleaning materials / equipment are to be drawn out from SATS store. Please confirm if this is correct? if this is not correct then can SATS provide an itemised list with description of the equipments needed and specific quantity?</p>	<p>All cleaning materials/equipment would be provided by SATS Store, except for resources to cover emergencies of aircraft without power (Please refer to Appendix 1 , Section 7.6.1)</p>
7	<p>APPENDIX I</p> <p>7.6.1 Service provider to provide resources (eg portable flood lights and vacuum cleaners) to cover for any emergencies of aircraft without power</p>	<p>Can SATS provide an itemised list with description of the equipments needed and specific estimated standby quantity?</p>	<p>1. Portable flood light (Must be able to operate up to 6 hours on one battery charge) per deployed team to cover for any emergencies of aircraft without power.</p>
8	<p>Manpower Allocation and Planning</p>	<p>In a case whereby, a positive Covid19 case occurs within the team or close contact case deemed by MOH, ie. If any member of team tested positive and company advised by MOH to quarantine the whole team due to being close/direct contact cases. Where does SATS stand on the matter ie in terms of operation shortfall and LD costs based on Covid19 infections? Are there any AIC current / existing manpower for us to undertake under our company or will this contract requires us to recruit manpower from zero? ie. Existing AIC staff for current ongoing contract</p>	<p>Service provider must ensure sufficient manpower for flights as per airline requirement. Service providers are to source for their own manpower.</p>
9	<p>APPENDIX I</p> <p>6. LIQUIDATED DAMAGES</p> <p>6.4 Causing flight departure delay - 3 times the handling rate for the aircraft type in the respective category for first delay in that month. For the subsequent delays in the month, the LD shall be 6 times the handling rate for the aircraft type in the respective category for each delay. 6.9 Failure to handle designated flight and hand over flight handling to SATS AIC. 6.10 Failure to fulfill minimum manning level and service time of the particular aircraft type.</p>	<p>The mentioned 'Handling Rate' refers to our tendered handling rate to SATS as per this tender submission and NOT as per SATS handling rates to airlines? Is this understanding Correct? Is there a maximum LD percentage liable by contractors per month for this contract? ie. LD capped at 5% of total monthly billing.</p>	<p>Handling rate refers to handling rate as tendered handling rate of service provider to SATS. There is no maximum LD cap.</p>
10	<p>APPENDIX I</p>		

11	<p>4.4 Check aircraft movement from the incoming telexes and circulars/notices issued by the airlines and/or SATS AIC.</p> <p>4.5 Take note of any changes in flight timings and up-date accordingly.</p> <p>5.5 Must always abide by prevailing Safe Management Measures at the airport</p>	<p>Where can we get the flight information from? Do we have to subscribe to any system and will the information be readily available?</p> <p>As for the cost of the PPEs, all routine PCR or ART testing as per CAG requirement, which changes from time to time, will the cost of such tests etc be borne by service provider. Where will the team be operating from in the airside?</p>	<p>Flight information can be obtained on a daily basis via emails or similar communications channel from airline; and/or via digital applications e.g. Changi SWEET, SG Flight Info, Flightradar24, etc.</p> <p>Service providers would need to bear the cost of any covid-related testing expenses.</p> <p>Service provider need not maintain their office at the airside but need to ensure all their cleaning staff are able to easily access airside to facilitate deployment to aircraft.</p> <p>SATS can provide temporary deployment location for up to three months for service provider if service provider need more time to secure required premises.</p>
12		<p>In Appendix D xls, there was no provision for night-stop cleaning rates for NB aircraft. Is this still required going forward?</p>	<p>Night Stop Cleaning is still required.</p> <p>Please use the revised rate table format specified in Section 2 of this document.</p>
13	<p>APPENDIX I 7.4.1 Service provider provides cleaning materials and equipment for aircraft cleaning.</p>	<p>Will materials, equipment, disinfecting chemicals etc be totally borne by service providers?</p>	<p>All cleaning materials/equipment would be provided by SATS Store, except for resources to cover emergencies of aircraft without power (Please refer to Appendix 1 , Section 7.6.1)</p>
14		<p>Currently are there Transit flights as TS are not reflected at the Sample day?</p>	<p>Please use the revised rate table format specified in Section 2 of this document.</p>
15		<p>Vehicles to be provided by Sats or need to provide ourselves?</p>	<p>Vehicles would be provided by SATS</p>
16		<p>Do we still operate at the B6 office or do we need to rent our own office?</p>	<p>Service provider need not maintain their office at the airside but need to ensure all their cleaning staff are able to easily access airside to facilitate deployment to aircraft.</p> <p>SATS can provide temporary deployment location for up to three months for service provider if service provider need more time to secure required premises.</p>
17		<p>Sats will provide the FIDS system or we need to source ourselves for allocation?</p>	<p>Flight information can be obtained on a daily basis via emails or similar communications channel from airline; and/or via digital applications e.g. Changi SWEET, SG Flight Info, Flightradar24, etc.</p>

18		Uniforms provided by SATs or own uniforms?	SATS will provide all new staff with one set of uniform (3 tops/pants and 1 pair of safety shoes). Subsequent replacements are chargeable at prevailing rate.
19		Vacuum Cleaners and other cleaning equipments will be provided or we need to provide ourselves?	All cleaning materials/equipment would be provided by SATS Store, except for resources to cover emergencies of aircraft without power (Please refer to Appendix 1 , Section 7.6.1)
20		SATs wet wipes are provided or we need to purchase from SATs?	