

## **SPECIFICATIONS/WORKSCOPE**

### **PROVISION OF SERVICE CREW FOR HANDLING OF BAGGAGE AT BAGGAGE SORTING AREAS AT PASSENGER TERMINAL BUILDING (PTB) 1 FROM 1 MARCH 2022 TO 28 FEB 2025 (WITH AN OPTION FOR 2 MORE YEARS)**

#### **1 CONTRACT DURATION**

- 1.1 The Contract is for the provision of baggage services at Changi Airport PTB 1 with effect from **1 March 2022**.
- 1.2 It is for a period of **three years** with an option for **extension for another two years** subject to satisfactory performance.

#### **2 REQUIREMENTS**

- 2.1 The contractor is required to provide workers as Service Crew to perform the said services as SAS may require. The service crews are expected to handle the Arrival, Departure, interline baggage and Hot Bag Facilities to the specifications set out by SAS.
- 2.2 The Service Crew will be required to work on shifts round the clock, 7 days a week to handle all baggage related duties as determined by SAS.
- 2.3 The amount of baggage handled fluctuates on a daily basis based on passenger load and seasonal peaks. As such, the Contractor is obligated to make the necessary provision of Service Crew, both in terms of the number of service crew and their working hours, to meet the fluctuating baggage loads as determined by SAS.
- 2.4 The Service Crew are expected to perform, amongst others, the following duties as listed in the scope of work (see Attachment 1).
- 2.5 For training, the contractor is to allocate 1 work day per worker for training and 7 work days of On-Job Training before they are deployed as Service Crew. This training comprises of Basic Baggage Handling course (4hr) and Baggage Reconciliation System course (4hr). Both training will be conducted by SAS. SAS will set tests for both courses to ensure that the Service Crew have attained the desired level of competency. All Service Crew must have passed the tests to undertake duties as listed in the scope of work (see Attachment 1).
- 2.6 The Contractor is required, at his own cost, to:-
  - 2.6.1 Provide an on-site Supervisor and Shift Leaders at every shift daily to plan, organize and monitor the work at the Baggage Operation areas and to ensure that the quality of work and standards meet SAS requirements;
  - 2.6.2 Maintain sufficient Service Crew as backup to avoid short supply of manpower in the event of a surge in baggage loads. The Contractor is required to maintain a list of Service Crew, an updated copy of which is to be given to SAS each month.

- 2.6.3 Provide uniforms, gloves, safety vests and safety shoes as approved by SAS to the Service Crew.
- 2.6.4 Arrange for airport passes and medical examinations (including x-rays) for the Service Crew
- 2.6.5 Arrange for Service Crew for driving functions to attend the Changi Airport Roadway System (CARS), Airfield Roadway System, Class 3 Compliance Test and 2 days 4T Tractor Course. Service Crew will be accepted for Baggage duties, once he has obtained the Airport Driving Permit (ADP). The Contractor is responsible for the renewal of the service crew's ADP to ensure he can continue to provide the necessary service.
- 2.6.6 Maintain a duty roster, a copy of which is to be given to SAS. All Service Crew are required to clock in/out using the Biometric Service Crew Management System provided by SAS. Should the Biometric Service Crew Management System be inoperable, all Service Crew are to clock in/out with the daily manual attendance sheets, to be provided by SAS. The Contractor shall ensure accuracy of the attendance records to ensure accurate billing.
- 2.6.7 To bear the cost of the training as stated in clause 2.5, including the entire duration of tractor training, and pay the salary of the Service Crew during the training duration. (Note: SAS will not pay the Contractor while the service crews are undergoing the training.)
- 2.6.8 Maintain strict compliance towards CAAS rules and regulations with matters relating to, notwithstanding all current and future policies relating to Safe Management Measures (SMM), such as arranging and follow up on Service Crew's routine swabbing and/or vaccination.
- 2.6.9 The Contractor will be fully responsible for all costs incurred to ensure that their Service Crew are fully vaccinated before being allowed for work;
- 2.6.10 For payment, a 1 hour meal break will be deducted for shifts where a service crew has worked for 7 consecutive hours or more, and this cost shall be borne by the contractor.
- 2.6.11 The on-site supervisor is to allocate the Service crew, including the name of the Service Crew, to the respective area and belt and to update the Baggage Control Centre (BCC) or Duty Manager (DM) on the manpower deployment list provided at least 15 minutes prior to the commencement of the shift.
- 2.7 SAS will provide the necessary equipment to the Contractor. The Contractor will use and maintain the equipment appropriately and will reimburse SAS for replacement of any missing or damaged equipment entrusted to the Contractor.
- 2.8 The Contractor is liable to pay penalties for baggage mishandlings or flight delays. In the event when the Contractor does not meet the service performance standards, Baggage Officer will decide who to attribute the failure to. If the Contractor disagrees with the outcome, the matter will be decided by the Duty Manager

2.9 SAS believes that the Contractor should have some incentive payment scheme to motivate their employees. The Contractor shall propose this incentive payment scheme(s) for SAS consideration.

2.10 Please see Attachment 2 for samples of Arrival and Departure flights. Please see Attachment 3 for samples of Interline/Departure manpower requirements. The actual manpower requirements and/or subsequent changes to the requirements will be communicated to the Contractor at least 2 weeks in advance to give the Contractor sufficient time to prepare the manpower staffing.

2.11 The Service Crew assigned daily to Arrival/Departure/Interline and hot bag facility handling must be separate workers and they are not allowed to be used interchangeably across the areas; or at a different PTB other than PTB 1 (Unless directed by SAS Duty Manager or Management Staff).

**2.12 AMENDMENT TO NUMBER OF WORKERS AND AD HOC WORKERS**

2.12.1 SAS may, by giving the Contractor at least one (1) week's written notice, require the contractor to provide it with ad hoc workers and shall pay the Contractor for Ad Hoc workers supplied at the ad hoc worker rate(s) specified in the Schedule on a monthly basis.

2.12.2 SAS may, by giving the Contractor at least one (2) week's written notices, reduce or increase the number of workers, and adjust the monthly sum specified in the Schedule.

2.12.3 In the event that any ad hoc worker position is provided to SAS and filled for a continuous period of at least two (2) weeks, the rate(s) payable to the Contractor for such worker(s) shall, after such two (2)-week period has elapsed, be reduced to the rate(s) for non-ad hoc workers as specified in the Schedule.

**3 PAYMENT METHOD**

3.1 The payment would be based on hourly rate per staff.

**4 LIQUIDATED DAMAGES & SERVICE LEVEL AGREEMENT**

4.1 The following Liquidated Damages and Service Level Agreement will apply (please see Attachment 4).

**5 TENDER SUBMISSIONS**

5.1 Tenderers are to submit the following: -

- i) the tender quotation is listed in Appendix D1 (Pricing)
- ii) background of the organization (i.e. manpower, administrative support, etc.) and track record in providing similar services.

## Attachment 1

### **DUTIES AND RESPONSIBILITIES OF SERVICE CREW FOR HANDLING OF BAGGAGE AT BAGGAGE SORTING AREAS AT PASSENGER TERMINAL BUILDING (PTB) 1**

The Service Crew shall be deployed by the Contract Supervisor at the Baggage Sorting Areas at PTB 1 for allocation of duties as follows: -

#### 1. Arrival

- Ensure accurate capture of Baggage Presentation Timing (BPT) timing through
  - Through activating First Bag & Last Bag on the CAG BMIDS system after the First and Last Bag unloaded onto the arrival conveyor belt, respectively.
  - Manual recording on the Baggage Presentation Form, and/or use of SATS-issued devices to digitally record the time stamps.
- Unload baggage from baggage containers or trolleys that are towed to the Arrival Claim belt in the correct sequence of Priority Presentation (as per airline requirements, or specified by SAS Officer or Duty Manager) on the Arrival Belt or Arrival Transfer Belt. For SQ , the Priority Sequence is as follows:
  - 1<sup>st</sup> – Ensure First Class and Business Class Bags (Priority Bags) are unloaded First and placed onto the arrival conveyor belt.
  - 2<sup>nd</sup> – Ensure Crew Bags are offloaded onto the arrival conveyor belt.
  - 3<sup>rd</sup> – Ensure EY (Economy) bags are offloaded onto the arrival belt
- 4<sup>th</sup> – Ensure all Odd-Size and Bulky items to be unloaded and placed at designated Arrival Odd-Size Belts E.g. Golf bags, strollers, umbrella, bicycle, surf boards, etc.- Ensure all bags are unloaded onto the assigned arrival belt for the flight; and with the bag handles facing outwards.
- Unload baggage from the arrival conveyor belt (If assigned to Arrival Claim Hall) as directed by SAS OA or Officer
- Ensure all bags unloaded onto the arrival conveyor belt are SIN only bags. Any transfer, Baggage Transfer (BT), Mixed and Sort container/trolley received, ensure to unload, sort and segregate into 3 categories:
  - 1<sup>st</sup> – SIN Bags to place onto the arrival conveyor belt.
  - 2<sup>nd</sup> – Transfer bags with connection time of less than 90mins to alert SAS Officer or Duty Manager for manual screening and transfer to the allocated terminal
  - 3<sup>rd</sup> - Transfer bags with connection time of more than 90mins of connection time, to place bag onto arrival transfer belt.
- Report irregularities to SAS Officer or Duty Manager and follow-up on the irregularities. These irregularities include:

- Livestock e.g. dogs and cats received on Arrival
- Boxes meant for cargo with airway bill (AWB) number received at baggage areas
- Bags unloaded from baggage container/trolley found damaged; or with fluid leakage; or with items spilling out
- Transfer bags wrongly unloaded onto arrival conveyor belt and subsequently mishandled
- First and Business Class Bags received late or received on last trip
- Bags unloaded not meant for SIN
- Any visible damage on baggage containers or trolleys
- For Arrival Equipment Operator (EO) duties:
  - Perform tractor driving duties safely
  - Position all containers and trolleys of bags at the arrival conveyor belts
  - Tow empty Baggage Trolleys or Containers from the Arrival Belt after they have been cleared of bags
  - Ensure all container/trolleys are empty and doors closed before towing away from arrival areas
- Any other duties as directed by SAS Management.

## 2. Departure

- Load baggage at departure racetracks, sorters and from odd-sized belts, including using the BRS HHT to scan the bag and ensure 'Ok to Load' message before loading the bag.
- Check for serviceability of the containers before use. To report to SAS officer if unserviceable.
- Perform baggage reconciliation duties using the BRS system. SAS officer may direct service crew to collect third portion tags if BRS system fails.
- Perform tractor driving duties safely and tow containers to the aircraft. (EO)
- Report irregularities to SAS Officer or Duty Manager and follow-up on the irregularities. These irregularities include:
  - Bags that do not have 'OK to Load' when scanned with BRS HHT
    - Bags with TOPSIS stickers
    - Odd-size bags without screening sticker.

- Bags not received at departure racetrack(s) from the Baggage Handling System (Apart from Odd-size bags)
- Bags found damaged; or with fluid leakage; or with items spilling out.
- Any visible damage on baggage containers or trolleys
- Livestock e.g. dogs and cats received
- Boxes meant for cargo with airway bill (AWB) number received at baggage areas
- Bags/boxes with dangerous goods (DG) sticker
- Any other duties as directed by SAS Management.

3. Interline

- Sort interline/transfer baggage manually
- Unload baggage from interline/transfer baggage containers or trolleys from arrival flights onto induction belt at the Transfer Bag Facility (TBF).
- Perform tractor driving duties safely and tow containers to/from the aircraft. (EO)
- Any other duties as directed by SAS Management.
- Report irregularities to SAS Officer or Duty Manager and follow-up on the irregularities. These irregularities include:
  - Livestock e.g. dogs and cats received
  - Boxes meant for cargo with airway bill (AWB) number received at baggage areas
  - Bags unloaded from container/trolley found damaged; or with fluid leakage; or with items spilling out.
  - Bags/boxes with a DG sticker
  - Any visible damage on baggage containers or trolleys

4. Hot Bag Facility

- Sort manually interline/transfer baggage or/and using the facilities
- Unload baggage from Interline containers or trolleys from arrival flights onto induction belt at the HOT Bag Screening Facility.
- Load baggage into the Baggage Trolley (BT) or Container after screening including using the BRS HHT to scan the bag and ensure 'Ok to Load' message before loading the bag.

- Perform baggage reconciliation duties using the BRS system. SAS officer may direct service crew to collect third portion tags if BRS system fails..
- Perform tractor driving duties safely and tow containers to the aircraft. (EO)
- Report irregularities to SAS Officer or Duty Manager and follow-up on the irregularities. These irregularities include:
  - Bags that do not have 'OK to Load' when scanned with BRS HHT
  - Bags with TOPSIS stickers
  - Odd-size bags without screening sticker.
  - Bags not received at departure racetrack(s) from the Baggage Handling System (Apart from Odd-size bags)
  - Livestock e.g. dogs and cats received
  - Boxes meant for cargo with airway bill (AWB) number received at baggage areas
  - Bags found damaged; or with fluid leakage; or with items spilling out.
  - Bags/boxes with a DG sticker
  - Any visible damage on baggage containers or trolleys
- Any other duties as directed by SAS Management.

Attachment 2

<b>DAILY APPROXIMATE FLIGHTS T1</b>	<b>DEPARTURE</b>	<b>ARRIVAL</b>
<b>T1</b>	35	70

**DEPARTURE BAG LOAD**

	Jul-21	Aug 21	Sept 21	Average
<b>T1</b>	44844	53120	52534	50166

**Attachment 3****SERVICE CREW REQUIREMENT (Pre-COVID 19)<sup>1</sup>**

<b>Descriptions</b>	<b>Start / End</b>	<b>No. of hours</b>	<b>SC Required</b>
<b>Baggage T1 - Arrival</b>	0630-1030	4	7
	0630-1500	7.5	2
	1030-2130	10	10
	1600-2359	7	4
	1700-2100	4	4
	2000-0630	9.5	8
	2300-0630	6.5	2
<b>Baggage T1 - Departure</b>	0600-1000	4	2
	0600-1500	8	1
	0600-1600	9	1
	0630-1500	7.5	4
	1030-1500	4.5	4
	1030-1930	8	2
	1200-2300	10	1
	1500-2100	6	4
	1500-2300	7	5
	1600-2359	7	4
	1700-2300	6	6
	1800-0000	6	4
	2300-0630	6.5	2
<b>Baggage T1 - Interline</b>	0630-1030	4	1
	1500-2300	7	3
	1500-2100	6	2
	1600-2300	6	2
	1600-2359	7	4
	1700-2300	6	4
<b>Baggage T1 - EO</b>	0700-1600	8	2
	1500-0000	8	3
<b>Baggage T1 – Arrival Claim</b>	1700-2300	6	1
<b>T1 Hot Bag Facility</b>	05:00 /14:30	9.5	4
	11:30 /19:30	8	2
	14:30 / 01:30	11	6

<sup>1</sup> The shift and number of service crew (SC) required may be subjected to changes, depending on operational requirements in each area.



Attachment 4

		<b>BAGGAGE TERMINAL 1 – COVID-19-Tiered Incremental Requirement (till Mar’ 22)</b>						
<b>AREA/Month</b>	<b>Timing</b>	<b>Sep 21</b>	<b>Oct 21</b>	<b>Nov 21</b>	<b>Dec 21</b>	<b>Jan 22</b>	<b>Feb 22</b>	<b>Mar 22</b>
<b>ARRIVAL</b>	<b>0530 - 0930</b>	0	0	0	0	2	2	2
	<b>0530 - 1730</b>	0	0	0	0	2	2	2
	<b>1700 - 2300</b>	0	0	0	4	2	2	2
	<b>1730 - 2330</b>	0	0	0	0	0	0	0
<b>DEPARTURE</b>	<b>2000-0800</b>	2	4	4	4	4	4	4
	<b>2100-0900</b>	2	4	0	0	0	0	0
	<b>1500-2300</b>	0	4	4	2	2	2	2
	<b>2030-0830</b>	0	2	4	2	0	0	0
<b>TBF (TX lines 1-3)</b>	<b>2000-0800</b>	2	2	2	2	2	2	2
	<b>2100-0900</b>	2	2	2	2	2	2	2
	<b>1500-2300</b>	0	1	1	1	1	1	1
	<b>2030-0830</b>	0	1	1	1	1	1	1
<b>HOT(C15)</b>	<b>0530-0930</b>	0	2	4	4	2	2	2
	<b>1500-2359</b>	0	2	2	4	2	2	2
<b>RECOVERY &amp; CABLE</b>	<b>0630 - 1500</b>	0	0	0	0	1	1	1
	<b>1500 - 2300</b>	0	0	0	0	0	0	0
<b>EO</b>	<b>0530 - 1530</b>	0	0	0	0	2	2	2
	<b>1500 - 2359</b>	0	0	0	0	1	1	1
<b>TOTAL</b>		<b>8</b>	<b>24</b>	<b>24</b>	<b>26</b>	<b>26</b>	<b>26</b>	<b>26</b>

Attachment 5

## LIQUIDATED DAMAGES

	<b>Concerns</b>	(i) <b>Penalty</b>
1	Mishandled Baggage (non-delay of flight)	\$500 per bag
2	Mishandled Baggage (resulting in a flight being delayed)	\$3,000 per flight delayed
3	Damaged/Loss of iTrek Mobile Devices/ HHT Scanners	The Assessed Amount*
4	Damaged/Loss of Other Equipment	The Assessed Amount*
5	Safety Violation(s) other than stated in s/n 6 or 7, including improper handling of DG items	\$100 per incident
6	Industrial Accident	\$1000 (minimum) or The Assessed Amount, whichever is higher*
7	Vehicular Accident	\$1000 (minimum) or The Assessed Amount, whichever is higher *
8	Security Violation(s)	\$100 per incident or penalty amount as assessed by airport authorities, whichever is higher.
9	Missing in Action while on shift, without approval by DM	\$200 per person
10	Failure to provide or/and to update the manpower deployment list	\$500 per terminal per day

\*\* Please note that a 15% admin charge and applicable GST will be added to the amount.

## SERVICE LEVEL AGREEMENT (ARRIVAL)

	<b>Concerns</b>	<b>Target Per Month</b>	<b>Penalty/ Flight</b>
1	Baggage Presentation Times	90%	\$5,000
2	Baggage Presentation Sequence	100%	\$1,000
3	Failure to activate corresponding BMIDS upon presentation of First Bag or Last Bag from Arrival Flight on Arrival Belt	NA	\$500