

SPECIFICATIONS/WORKSCOPE

PROVISION OF SERVICE CREW FOR HANDLING OF BAGGAGE AT BAGGAGE SORTING AREAS AT PASSENGER TERMINAL BUILDING (PTB) 3 FROM 1 APRIL 2022 TO 31 MARCH 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 3 with effect from **1 April 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 Crew are expected to handle the Arrival, Departure, Interline, Hot Bag Facilities and EBS-Early Baggage Store, 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 before they are deployed as Service Crew. This comprises of Basic Baggage Handling (4hr) and Baggage Reconciliation System (4hr) trainings). Both training will be conducted by SAS. SAS will set the test to ensure that the Service Crew has attained the desired level of competency.
- 2.6 The Contractor is required, at his own costs, 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, a copy of which is to be given to SAS;
 - 2.6.2.1 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;
 - 2.6.2.2 The Contractor will be fully responsible for all costs incurred to ensure that their Service Crew are fully vaccinated before being allowed for work;

- 2.6.3 Provide Uniforms, Safety Vest 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 Certified Service Crew are required to sign or clock-in the daily attendance sheet provided by SAS.
- 2.6.7 To bear the cost of the training as stated in clause 2.5 and clause 2.6.5, including the entire duration of tractor training, and salary of the Service Crew that incurred during the training duration.
- 2.6.8 A 1-hour meal break will be deducted from the shift of 7 consecutive hours or more, if applicable and this cost shall be borne by the contractor.
- 2.6.9 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 equipments to the Contractor. The Contractor will use and maintain the equipments 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 Duty Manager 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 **AMENDMENT TO NUMBER OF WORKERS AND ADHOC WORKERS**
- 2.9.1 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.
- 2.9.2 SAS may by giving the Contractor at least two (2) weeks' written notice reduce or increase the number of workers, and adjust the monthly sum specified in the Schedule.
- 2.9.3 In the event that any ad hoc worker position is provided to SAS and filled for a continuous period of two (2) weeks, the rate(s) payable to the Contractor for such worker 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.
- 2.10 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.

2.11 Please see Attachment 2 for Arrival and Departure flights. Please see Attachment 3 for Arrival, Departure, Interline and Early Baggage Store manpower requirements.

2.12 The Service Crew assigned daily to Arrival/Departure/Interline/Early Baggage Store must be separate workers and they are not allowed to be used interchangeably across the areas, unless otherwise stated by SAS.

3 PAYMENT METHOD

3.1 For Arrival Handling, Departure Handling, Interline Handling and Hot Facility Handling and Early Baggage Store Handling; the payment would be based on an hourly rate per staff

3.2 Total Manhours per Service Crew payment for shift of 7 hours and more will exclude the 1-hour break time that is borne by the contractor. Please refer clause 2.6.8.

4 LIQUIDATED DAMAGES & SERVICE LEVEL AGREEMENT

4.1 The following Liquidated Damages and Service Level Agreement will apply (please see Attachment 6).

5 TENDER SUBMISSIONS

5.1 Tenderers are to submit the following: -

- i) the tender quotations are listed in Appendix D2 (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) 3

The Service Crew shall be deployed by the Contract Supervisor at Baggage Sorting Areas at PTB 3 for allocation of duties as follows: -

1. Arrival

- Record Baggage Presentation Timing (BPT) timing be it on the form or via a SATS-issued device.
- Unload baggage onto arrival belt according to sequence
- Clear baggage at arrival claim hall.
- Segregate the Interline bags loaded in Arrival containers.
- Perform tractor driving duties safely and tow empty containers and trolleys from aircraft bays/arrival belts (EO)
- Report any irregularities to the SAS Officer or Duty Manager and follow up on these irregularities.
- Any other duties as directed by SAS Management.

2. Departure

- Retrieve baggage from departure racetracks and odd-sized items for loading into the container or trolley.
- Ensure baggage loaded into the correct class of travel, flight number and destination.
- Perform baggage reconciliation duties using either the BRS system or third portion tags as directed by the SAS Officer. Ensure "OK to Load" before loading into the container / baggage trolley
- Report any irregularities to the SAS Officer or Duty Manager and follow up on these irregularities.
- Perform tractor driving duties and tow containers to the aircraft. (EO)
- Any other duties as directed by SAS Management.

3. Interline

- Sort manually interline/transfer baggage
- Unload baggage from Interline containers or trolley onto Transfer Baggage Facility (TBF)
- Report any irregularities to the SAS Officer or Duty Manager and follow up on these irregularities.
- Perform tractor driving duties and tow containers to the aircraft. (EO)
- Any other duties as directed by SAS Management.

4. Hot facility

- Unload baggage from Interline containers onto the Hot Bag facilities provided.
- Sort manually interline/transfer baggage from the racetrack according to the flight numbers and destinations.
- Scan and load baggage into the Baggage Trolley (BT) or Container after screening. Ensure "OK to Load" before loading into the container / baggage trolley
- Report any irregularities to the SAS Officer or Duty Manager and follow up on these irregularities.
- Perform tractor driving duties and tow containers to the aircraft. (EO)
- Any other duties as directed by SAS Management.

Attachment 2

MONTHLY ARRIVAL FLIGHTS T3

	3 Month Actual Pax Flights			9 Month Forecast								
	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
No. of flights	1680	1922	1962	2672	2769	2915	3706	3662	3687	4796	4626	4815
Contractor FTE	0	0	0	8	8	8	38	38	38	51	51	51

*Note: Flight numbers are inclusive of GTRSG/APS handled flights.

DEPARTURE PAX LOAD

Expected Bag Load	May 21	Jun 21	Jul 21	Aug 21
T3	88,026	97,219	104,225	109,558

Attachment 3

SERVICE CREW REQUIREMENT¹

BAGGAGE TERMINAL 3 (Pre-COVID 19)			
AREA	SHIFT TIMING	NO OF HRS	NO. OF SC
ARRIVAL	0530 - 0930	4	2
	0530 - 1630	11	4
	0630 - 1730	11	4
	1600 - 0200	10	2
	1700 - 2300	6	4
	1730 - 2330	6	4
	2300 - 0900	10	4
DEPARTURE	0300 - 1100	8	1
	0530 - 0930	4	6
	0530 - 1030	5	7
	1130 - 1530	4	7
	1230 - 1630	4	4
	1530 - 2030	5	8
	1730 - 0130	8	5
	1730 - 0130	8	2
	2000 - 0100	5	4
TBF	0530 - 0930	4	6
	1130 - 1730	6	4
	1730 - 2300	5.5	4
	1600 - 0100	9	2
HOT	0530 - 0930	4	3
	1500 - 2359	9	4
RECOVERY	0630 - 1500	8.5	1
	1500 - 2300	8	1
CABLE	0630 - 1500	8.5	1
	1500 - 2300	8	1
EO	0530 - 1530	10	2
	1500 - 2359	9	1
TOTAL			98

¹ The shift and service crew (SC) required might be subjected to changes in view of the operational requirement

Attachment 4

SERVICE CREW REQUIREMENT²

	BAGGAGE TERMINAL 3 – Tiered Increment Requirement (Mar' 22)							
AREA/Month	Timing	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
ARRIVAL	0530 - 0930	0	0	0	0	2	2	2
	0530 - 1730	0	0	0	0	4	4	4
	1700 - 2300	0	0	0	4	4	4	4
	1730 - 2330	0	0	0	4	4	4	4
DEPARTURE	2000-0800	2	4	4	4	4	4	4
	2100-0900	2	4	4	0	0	0	0
	1500-2300	0	4	4	0	0	0	0
	2030-0830	0	4	4	2	0	0	0
TBF(B5)	2000-0800	2	4	6	6	6	6	6
	2100-0900	2	4	6	6	6	6	6
	1500-2300	0	2	2	2	2	2	2
	2030-0830	0	2	2	2	2	2	2
HOT(A9)	0530-0930	0	2	4	4	4	4	4
	1500-2359	0	2	2	4	6	6	6
RECOVERY (RT19)	0630 - 1500	0	0	0	0	1	1	1
	1500 - 2300	0	0	0	0	1	1	1
CABLE	0630 - 1500	0	0	0	0	1	1	1
	1500 - 2300	0	0	0	0	1	1	1
EO	0530 - 1530	0	0	0	0	2	2	2
	1500 - 2359	0	0	0	0	1	1	1
TOTAL		8	32	38	38	51	51	51

² The shift and service crew (SC) required might be subjected to changes in view of the operational requirement

Attachment 5

SERVICE CREW OPTIONAL REQUIREMENT; TO QUOTE RATE

ARRIVAL CLAIM HALL DUTIES TERMINAL T3			
AREA	SHIFT TIMING	NO OF HRS	NO. OF SC
Arrival Claim Hall T2	0530 - 0930	4	1
	1400 - 2000	6	1
Arrival Claim Hall T3	0530 - 0930	4	1
	1400 - 2000	6	1
TOTAL			4

Attachment 6

LIQUIDATED DAMAGES

	Concerns	Penalty
1	Mishandled Baggage (non-delay of flight)	\$500 per bag
2	Mishandled Baggage (delay of flight)	\$3000 per flight
3	Damaged Scanners	The Assessed Amount
4	Damaged Other Equipment	The Assessed Amount
5	Safety Violation(s) other than stated in s/n 6 or 7	\$100
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	Missing in Action while on shift, without approval by DM	\$200 per person
9	Failure to provide or/and to update the manpower deployment list	\$500 per terminal per day

SERVICE LEVEL AGREEMENT (ARRIVAL)

	Concerns	Target Per Month	Penalty/ Flight
1	Baggage Presentation Times	90%	\$5,000
2	Baggage Presentation Sequence	100%	\$1,000