

Q & A

Tender Ref: CT2212P081

Provision of Service Crew and Equipment Operator for GTRSG Ramp and Baggage Operations from 15 May 2023 to 14 May 2026 (with an Option for 2 more years)

Sn	Questions	SATS' Reply
1	The cost per flight is based on flight registration number or flight number?	This is based on per turnaround flight handled. For avoidance of doubt, 1 arrival + 1 departure flight equals to 1 turnaround flight
2	For a turnaround flight, will it be counted as two flight costs or one? Arrival and Departure?	1 arrival + 1 departure flight equals to 1 turnaround flight
3	Deployment Officers will be from GTRSG or by Service Providers?	Deployment will be done by the vendor's supervisor. The deployment officer to work closely with GTRSG Ramp deployment to ensure sufficient manpower are sent to the flight. This will only be required during periods with flight operations.
4	Since site showround is unavailable, can you kindly share with us the AM/ PM/ MN deployment manpower for now as a reference even without 3k now? Or even an indicative number of service crews recommended to work on?	Estimated current headcount for per day is 25-28 for baggage and 25-28 for ramp without 3K T4 peak period without 3K is in the morning (between 0700-1400). There will be another small evening peak between 1900-2300
5	Will this contract be awarded to 01 service provider or more? Will you be segregating the contract further to more than 2 contractors?	We may award to 02 service providers if we deem that nil service providers are unable to fulfil the requirements fully. You may indicate which areas you wish to quote for or your capacity limitations for our review. However, our preference is to work with one directly as strategic long-term partners.
6	Transportation will be provided within T4 bays?	Yes. However, bay is not far. So, service crew can actually walk.
7	Contractually is based on piece rate, the LD for shortage of manpower is for EO only?	LD also applies for shortage at per flight deployment, especially ramp and arrival flights. For overlapping flights at the RT, deployment can be synergized, as long as there is accurate and timely loading. Please indicate your terms in the comments should you wish to deviate from scope and provide synergized operations at a competitive price.
8	Able to share more details on the individual role scope of work? Understand they will be required to prepare prior for the flight commencement.	The scope is predominantly listed in the tender specs. For pre-flight preparation, it would be more applicable to baggage ops. Staff will need to help prepare the BT for loading, e.g. print the bingo card and ensure BT in place for loading. They will also need to check, scan BRS and load the bags into the BT, and carry out final reconciliation.
9	Will SATS allow cross deployment of staff, e.g. from the baggage departure team to the ramp:	yes, staff can be crossed deployed so long as they are trained
10	Baggage arrival/departure team is stationed within the BSA vicinity. Technically, we can efficiently cross utilize the staff within the BSA to achieve economic of scale?	Yes, you can do that. Please put in a comment to explain the efficiency you wish to reap.
11	Can we arrange a day to visit the premise to understand the operation?	There is no official site tour due to restricted area requiring airport pass
12	How many days or manhours required to complete the following training? Where will the training be conducted at? i) DGR Cat 8 and 10 ii) Ramp and/or baggage training for service crew	Training to be conducted in T4. These will be conducted by our own trainers.