

**SPECIFICATIONS/WORKSCOPE**

**TENDER FOR THE PROVISION OF SERVICE CREW FOR  
GALLEY BUILD-UP AND CUTLERY PACKING  
AT SATS INFLIGHT CATERING CENTRE ONE AND SATS INFLIGHT CATERING CENTRE TWO  
FOR THE PERIOD 01 APRIL 2022 TO 31 MARCH 2025 (WITH AN OPTION FOR 2 MORE YEARS)**

**A) SCOPE OF WORK**

The contractor will perform the following duties:

Gallery Build-up (GBU)

1. Provide sufficient manpower to man the Galley Build-Up (GBU) area and make use of systems such as the Cart Transport System (CTS) and Material Handling System (MHS) in the duration of their work. In the event of system breakdown, shutdown or servicing, the service crew are expected to exercise manual operation modes as specified by SATSCAT.
2. Quality check, sort and stack all dry, clean, stain free and undamaged equipment received from warewash (First Class (FC), Business Class (BC) and Economy Class (EY) airline equipment, e.g. cutlery, glasses, chinaware and melamine equipment) onto equipment bins for packing according to appropriate safety guidelines. *For example, equipment bins should not be stacked more than 8 bins high. This should be used as a reference height for all other equipment that needs to be stacked. Any washed airline cutlery found dirty is to be sent back to ware-wash for rewashing.*
3. Packing of clean, dry and stainless equipment in accordance with SATSCAT's airline clients' requirements and aircraft schedule Contractor must work within aircraft schedule. General guidelines for constant flow of washed/clean equipment delivery to maintain operational schedules based on Scheduled Time of Departure (STD) for aircrafts:
  - a. Dishing equipment to various kitchens: 12-14 hours to STD
  - b. Meal Carts to Preset (Tray Assembly): 8-10 hours to STD
  - c. All other equipment to the various areas: 8-10 hours to STD
4. Build-up airline equipment and carts according to the respective airline's Equipment Loading Plan (ELP) which entails the below:
  - a. Retrieve clean carts and check the condition of the wheels, doors and door latches before using it them. Any unserviceable carts or containers are to be kept aside and informed to the SATS Team OA.
  - b. Collect new equipment from sub-store and send to ware-wash for washing.
  - c. Check the incoming inbound set on whether the equipment quantities meet the airline equal exchange requirement.

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- d. Prepare FC and BC cutlery pack.
- e. Prepare bulk FC, BC and EY chinaware crockery, glassware into the containers and carts.
- f. Ensure that the equipment quantity is given based on flight configuration.
- g. Preset FC/BC/EY tray set up into carts.
- h. Prepare the airline napkins/linen/towels
- i. Inform Team OA of shortages and to label the equipment shortages on top of the carts and containers.
- j. Transport completed cart sets to Outbound or Preset areas.
- k. To go up to Tray Assembly to rectify any errors in PCL or JCL cutlery packed
- l. To stack excess equipment is stacked neatly in the respective airlines mobile compartment.
- m. Ensure that all equipment in the mobile compartment is dry, clean, free from defects, placed top down and covered with a plastic sheet.
- n. Count airline inventory for OAL in the mobile compartment.
- o. Keep the work area clean and orderly.
- p. Perform any other duties in the GBU as and when requested by SATSCAT.

### Cutlery Packing

- 1. Provide sufficient manpower to man and make use of the cutlery packing machines in cutlery packing room. In the event of machine breakdown, the service crew are expected to exercise manual operation modes or as specified by SATSCAT.
- 2. Quality check, sort and stack all dry, clean, stain free and undamaged cutlery onto equipment bins for packing according to appropriate safety guidelines. For example, equipment bins should not be stacked more than 8 bins high. This should be used as a reference height for all other equipment that needs to be stacked. Any washed airline cutlery found dirty is to be sent back to warewash for rewashing.
- 3. Packing of clean, dry and stainless cutlery in accordance with SATSCAT's airline clients' requirements and aircraft schedule. The most commonly used items are forks, spoons, knives, toothpicks, chop sticks, serviettes and condiment sets.
- 4. The cutlery packs should be sent to Preset (Tray Assembly) 8-10 hours prior to Scheduled Time of Departure (STD) for the aircrafts.
- 5. Deboxing new cutlery and send to warewash for washing prior to packing.
- 6. Unpacking of unused cutlery from incoming flights.

**B) TRAINING & QUALIFICATIONS**

1. New service crew will require on-the-job training (OJT) for a minimum of 7 days
2. Contractor's service crew need to meet the following requirements:
  - a. Able-bodied, healthy and able to lift equipment bins weighing more than 25kg.
  - b. Able to read and communicate in simple English.
  - c. Have good eyesight (with or without aid) and must not be color blind.
  - d. Pleasant personality

**C) HOUSEKEEPING**

1. Daily clean the floor, sink etc, and ensure they are not choked with rubbish or as specified by SATSCAT.
2. The flooring of all the work areas must be kept clean and dry at all times. There must not be any rubbish, food remnants and equipment etc on the floor.

**D) UNIFORM REQUIREMENT**

1. The contractor shall provide the below uniforms items at their own cost to comply with SATSCATS's uniform requirement as follow:
  - a. Uniform with contractor's logo
  - b. Hand gloves
  - c. Disposable hairnet
  - d. Mouthpiece
  - e. Non-skid Safety Shoes
  - f. Dustcoat with contractor logo's for service crew that need to go to production floors to deliver the equipment
2. The contractor's service crew must report to work in clean uniforms.
3. The contractor's service crew must wear gloves and mouthpiece at all times when handling the equipment.

**E) HYGIENE**

1. The contractor's service crew will not bring their personal belongings, food and drinks to the working areas. A designated locker room will be assigned for the contractor and it is the responsibility of the contractor to ensure the locker room is kept clean and tidy at all times and

strict adherence to hygiene guideline must be ensured. All lockers must be in serviceable condition.

2. Smoking is not allowed at all working areas. The contractor and its service crew must observe this rule strictly.
3. The contractor's service crew will facilitate any movement of equipment for Pest Control inspection and treatment.
4. The contractor's service crew will facilitate the deep cleaning of the GBU room and Cutlery room by SATSCAT contracted agent.
5. The contractor's service crew will facilitate any necessary urgent repair or maintenance of cutlery machines, Mobile racking, MHS and CTS.
6. In planning the resources and utilization of the cutlery machines, the contractor must plan the utilization of the capacity in accordance to the expected workload in order to not waste utilities.

**F) OTHERS**

1. The service crew shall perform any other general duties that may be assigned by SATSCAT from time to time.
2. The contracted rates will be re-negotiated in the event due to technological advancements/improvements in GBU or Cutlery Room allowing for manpower reduction.
3. Preference will be given to contractors with related experience in packing of equipment associated with airline catering, kitchens, hotel operations and restaurants. Minimum of 2 years' experience in these related areas.
4. BCA and ISO-standard certification will be an advantage.

**H) OUTPUT PER SHIFT REQUIREMENT (FOR CUTLERY ROOM)**

1. The working hours will apply until SATSCAT deems the tasks assigned per shift completed. For workloads which can be quantified, SATSCAT will advise the Contractor regarding the quantity expected to be produced during the duration of each shift. All service crew are required to meet their productive workload (quantity and quality)
2. Cutlery packing targets from 7,500 packets to 9,500 per shift or 22,500 to 28,500 packets per day (varies according to schedule requirements)
3. There are a total of 3 machines to be utilized, a single manning machine and 2 belt machines. The minimum output per machine and shift are as follows:

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Shift	Minimum Output per Machine (packs)		Minimum Total Output (packs)
	Belt Machine	Single Manning Machine	
0700 to 1500 hr	6,000	2,000	8,000
1500 to 2300 hr	5,500	2,000	7,500
2300 to 0700 hr	8,000	2,000	10,000

**H) LIQUIDATED DAMAGES**

The contractor shall be liable for the following liquidated damages upon the following occurrences:

S/N	Section	Item Description	Rate (\$\$)	Remarks
1	Gallery Build-Up	Equipment found to be dirty, or damaged, or chipped, or containing foreign matter after quality check by contractor at: a) GBU b) Production or Preset (Tray Assembly) c) Onboard Aircraft	\$15 \$20 \$50	Per Item
2	Gallery Build-Up	Equipment found to be wrong prepared by contractor at: a) GBU b) Production or Preset (Tray Assembly) c) Onboard Aircraft	\$15 \$20 \$50	Per Item
3	Gallery Build-Up	Equipment found to be short supplied onboard aircraft	\$50	Per Item
4	Gallery Build-Up	Faulty meal carts found onboard aircraft	\$50	Per Cart
5	Cutlery	Shortfall of daily minimum target quantity per shift	\$30	Per 200 Packs Shortfall
6	Cutlery	Cutlery found to be dirty, or damaged, or containing foreign matter after quality check and sorting by SATSCAT (on ground)	\$30	Per Item
7	Cutlery	Cutlery pack found to be dirty, or damaged, or containing foreign matter after quality check by contractor at: a) Production or Preset (Tray Assembly) b) Onboard Aircraft	\$100 \$300	Per Pack

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8	All	<p>Contractor's Service Crew found:</p> <ul style="list-style-type: none"> <li>a) Not in proper attire (eg dirty/notwearing safety shoes/hairnets/glove etc)</li> <li>b) Wearing accessories/watch/jewellery</li> <li>c) Placing equipment or bins directly on the floor</li> <li>d) Using airline stock linen /towel/equipment for personal use or unauthorized using airline property to use for cleaning equipment.</li> <li>e) Leaving before or reporting late allocated shift</li> <li>f) Consuming food or storing food</li> <li>g) Smoking on SATS premise</li> <li>h) Health declaration not submitted</li> <li>i) Misconduct/Negligent/doesn't listen to SATS personnel instructions (eg, sleeping during working hours, missing from workplace etc)</li> </ul>	\$50	Per Incident per service crew
9	All	Work area found dirty and messy at the end of the shift	\$200	Per Incident
10	All	<p>Machine related issues affecting operations and/or causing downtime:</p> <ul style="list-style-type: none"> <li>a) Mishandling/Misuse/Negligence/Tempering/Abuse (pressing e-stop without valid reason etc)</li> <li>b) Damage of Property/Machine/Equipment</li> </ul>	<p>Repair cost + 7% admin fee Or \$200 (whichever being of higher value)</p>	Per Incident

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**I) MANPOWER REQUIREMENTS****Gallery Build-up (GBU)**

SQ:-

SHIFT	Total:
0700hr to 1500hr (AM)	43
1500hr to 2300hr (PM)	43
2300hr to 0700hr (MM)	43

OAL:-

SHIFT	OAL
0700hr to 1500hr (AM)	4
1500hr to 2300hr (PM)	4
2300hr to 0700hr (MM)	4

**Cutlery Packing (SQ + OAL)**

SHIFT	MACHINE BELT	BC CUTLERY PACKING	EY/BC BULK PACKING	QC	Total:
0700hr to 1500hr (AM)	10	8	9	9	36
1500hr to 2300hr (PM)	10	7	9	9	35
2300hr to 0700hr (MM)	10	7	9	9	35