

Tender Clarification

Tender Ref: CT2211P075

Provision of Aircraft Interior Cleaning for Non-SQ flights from 1 April 2023 to 31 March 2026 (with an option for 2 more years)

Below are queries we received and our replies.

Sn	Query	SATS's Reply
1	In the specifications, the total average number of non-SQ flights daily is 144, consisting of 94 NB flights. Do these 94 NB flights include the previous MI flights, now classified as SQNB?	The total average number of 144 non-SQ flights daily is a projection based on the assumption of back-to-normalcy pre-COVID i.e. full opening of international borders.
2	If the 144 includes previous MI flights, now SQNB, may we know if we should be tendering based on these flights or exclude them?	
3	May I understand the difference between Unsatisfactory Handling vs Compliant from Airlines? What would be the definition of Feedback in messages?	Unsatisfactory handling is mainly detected and reported internally from SATS team whereas Complaint from Airlines, as the phrase literally suggests, come from airlines and possibly other external stakeholders which are communicated separately.
4	Will supporting information be provided in the event such an LD above is imposed?	Yes.