PROVISION OF SERVICE CREW AND SERVICES FOR PASSENGER TERMINALS 1, 2 & 3 FROM 1 JULY 2022 TO 30 JUNE 2025 (WITH AN OPTION FOR 2 MORE YEARS)

SPECIFICATIONS (OAL)

A. JOB SPECIFICATIONS OF SERVICE CREW FOR HANDLING OF PASSENGERS WITH SPECIAL NEEDS FOR AIRLINE OPS & SQ/MI OPS

ITEM	SERVICE CREW REQUIRED FOR	JOB SPECIFICATION
1	Service crew to provide assistance to passengers with special needs.	To assist with the various special services duties to passengers, namely: • Disabled/paraplegic passengers • unaccompanied minors • young passengers • non-English speaking passengers • elderly passengers • vision/hearing impaired • parents with infants, etc
2	Service crew to provide buggy services.	To assist ferry passengers with to/from flight, namely: • passengers with tight connection • meet and assist passengers from arrival and/or departure flights • Premium service passengers to/from the VIP/CIP Complex, SKL, and all other lounges within the airport • VIPs / CIPs • Others

FOR ITEM: 1

WHEELCHAIR HANDLING TO BE QUOTED BY THE NUMBER OF SERVICE CREW DEPLOYED & NOT BY PER PUSH

Job Description	Handling Time (Estimated)
Elderly Passenger Case (EP)	01 hour
Young Passenger Case (YP)	01 hour
Meet And Assist (MAAS)	01 hour
No English Speaking (NES)	01 hour
Blind Passenger (DP)	01 hour
Mother And Infant (MINF)	01 hour
Mother And Child (MCHD)	01 hour
Unaccompanied Minor / Young Passenger (UM / YP)	01 hour
Wheelchair Arrival (WA)	01 hour
Wheelchair Departure (WD)	01 hour
No Handover or Decline	01 hour
Wheelchair Transit (WT)	01 hour
Medical Case (MEDA)	02 hours
Direct Boarding (Direct departure upon arrival)	02 hours
Stop Over (To check in hotel)	02 hours
No Boarding Pass (Wait for check in)	02 hours
From One Terminal To Another Terminal (For direct boarding case)	02 hours

- Shift timings are purely a guide for planning purposes.
- Staffing level will be reviewed every 6-monthly and contractors must be able to supply sufficient manpower to meet the staffing levels.
- There may be ad-hoc changes due to operational requirements.

SPECIFICATIONS FOR HANDLING PASSENGERS WITH SPECIAL NEEDS

Performance Standards

1 All arriving flights requiring special handling services are to be met on time. Service Crew is required to be at arrival gate 10 minutes prior to Estimated Time of Arrival (ETA). Any additional requests for SSS cases on arrival must be met within 15 minutes of flight arrival time.

2 One (1) worker per passenger who requires special handling on arrival flights.

3 For departure flight, one (1) worker per passenger who requires special handling are to be sent to boarding gate on time to ensure on-time departure of flight. Service Crew is to board special handling passengers by 45 minutes to ETD for T2/T3 & 30 minutes to ETD to T1. Any request for special handling service must be responded to within 15 minutes of the call.

4 Professional & courteous handling of special handling passengers in keeping with the image of SATS Passenger Services (Pax Svcs). Service Crew is to provide a standard of service that ensures that there are no complaints from airlines, passengers, members of public or airport authorities including Changi Airport Group (CAG) and others on improper/discourteous handling.

5 Full complement of Service Crew required to handle all special handling cases daily is to be provided (i.e. Pax Svcs should not be requested to deploy its own resources to attend to PSS cases in the event of shortfall of their workers).

Liquidated Damages

Liquidated damages (LD) of $75 per incident would be levied for any instance of failure to meet the above standards.

B. JOB SPECIFICATIONS OF SERVICE CREW FOR PROVIDING ASSISTANCE TO PASSENGERS AND OTHER GENERAL DUTIES

ITEMS	SERVICE CREW REQUIRED FOR	JOB SPECIFICATION
B1	Service crew performing handling of baggage at check-in counters. (Provided for both SQ Group Ops and Airline Ops)	To assist with baggage handling at the check-in counters
B2	Service crew performing handling of baggage at check-in counters. (Provided for both SQ Group Ops and Airline Ops)	To assist with baggage handling at the Premier Check-In Lounges (T1 / T2)
B3	Service crew performing collection of dry stock for SATS Premier Lounge in Terminal 1,2 & 3	General labour in collecting catering dry stores to various location between PTBs, AFTs and ICCs.

10 Service Level Agreement

10.1 In addition to the standard liquidated damages in the agreement, the following are additional clauses:

S/NO.	DESCRIPTION	AMOUNT OF DAMAGES
10.1.1	Any incidence of mishandling or complaints from passengers, airlines, airport authorities, etc.	$75.00 per incident / complaint

For all items, the shift timings and number of service crew required are based on current requirements. For subsequent increases or decreases to the number of service crew required, the monthly cost for the service will be varied based on the rates quoted per shift.

Liquidated Damages

Liquidated damages (LD) of $75 per incident would be levied for any mishandling and/or complaint from customers etc.

ITEM A1

Number of Service Crew required to provide assistance to passengers with special needs and PRM handling

Shift Hours (8 hr Block)	No. of Staff
0530hrs – 1330hrs	5
0730hrs – 1530hrs	4
1500hrs – 2300hrs	5
1700hrs – 0100hrs	5
2359hrs – 080hrs	4
Total	23

ITEM B1

Number of Service Crew required for Baggage handling at the check in counters in Passenger Terminal 1,2 & 3

Terminal 1	
Shift Hours (8 hr Block)	**No. of Staff**
0700hrs – 1500hrs	2
1500hrs – 2300hrs	2
2300hrs – 0700hrs	2
Total	6

*Terminal 2	
Shift Hours (8 hr Block)	**No. of Staff**
0700hrs – 1500hrs	2
1500hrs – 2300hrs	2
2300hrs – 0700hrs	2
Total	6

Terminal 3	
Shift Hours (8 hr Block)	**No. of Staff**
0700hrs – 1500hrs	1
1500hrs – 2300hrs	1
2300hrs – 0700hrs	1
Total	3

*Terminal 2 manning will only kick in when the terminal opens

ITEM B2

Number of Service Crew required for PCIL in Passenger Terminal 1 & 2

Terminal 1	
Shift Hours (8 hr Block)	**No. of Staff**
0700hrs – 1500hrs	1
1500hrs – 2300hrs	2
2300hrs – 0700hrs	1
Total	4

***Terminal 2**	
Shift Hours (8 hr Block)	**No. of Staff**
0700hrs – 1500hrs	1
1500hrs – 2300hrs	1
2300hrs – 0700hrs	1
Total	3

*Terminal 2 manning will only kick in when the terminal opens

ITEM B3

Number of Service Crew required for collection of dry stock for SATS Premier Lounge in Terminal 1,2 & 3

Mon Tue & Fri only	
Shift Hours (4 hr Block)	**No. of Staff**
1030hrs – 1430hrs	4
Total	4