SPECIFICATIONS
TENDER FOR THE PROVISION OF SERVICE CREW FOR PRODUCTION KITCHEN OPERATIONS AT SATS INFLIGHT CATERING CENTRES 1 & 2 FROM 1 MAY 2022 TO 30 APR 2025 (WITH AN OPTION FOR 2 MORE YEARS)

1 CONTRACT DURATION

1.1 The Contract is for the provision of services In Food Preparation Areas. The following is a general scope of work for a Service Crew. The extent of work will differ from area to area.

.1 To collect items from sub-store, equipment from Material Handling System (MHS), utensils from equipment rooms and food items from chillers and freezers.

.2 To perform pre-preparation works, which include preparation of equipment for use and, washing and cutting of vegetables, fruits, meat, and other food items.

.3 To dish, wrap and pack food items such as hot meals, cold items, appetizers, desserts, pastry items, fruits, sandwiches and snacks in accordance to the production schedule, and ensure the completion of necessary HACCP forms at the time of preparation. General guideline for the completion of dishing to maintain operational schedules is 12 hrs to Scheduled Time of Departure (STD) of flights.

.4 To mark and label food items and store them in designated facilities, ie. Food Bank, refrigerators and chillers.

.5 To perform cleaning and disposal duties, and ensure proper sanitization of tools (e.g. dishing scoops, dishing trolleys).

.6 To carry out decanting, decartoning, clearing and delivery of canned and frozen items using pallet walkers / trolleys.

.7 To perform food preparation under the guidance of the Chefs.

.8 To remove trays after blast chilling for storage in cold rooms and maintain proper inventory in chillers

.9 Other duties as directed from time to time by Chefs, Supervisor or Duty Manager.

1.2 It is for a period of three years with an option for extension for another two years subject to satisfactory work performance.

2 REQUIREMENTS

2.1 The Service Provider is required to provide workers as service crew to perform the said services as SATSCAT may require.

2.2 The headcount requirement per section are listed in Annex A – Daily Deployment of Service Crew.

2.3 The quantity of food items to be produced fluctuates on a daily basis based on passenger load while the variety changes based on periodic menu cycles, as well as flight schedules. As such, the Service Provider is obligated to make the necessary changes in the provision of service crew, both in terms of the number of service crew and their working hours, to meet the fluctuating demand for the food items.

2.4 The service crew will be required to work on shifts round the clock, 7 days a week to dish the required food items according to the production schedule determined by SATSCAT.

2.5 The Service Provider is required, at his own costs, to:

.1 Allocate 4 days per worker to be deployed as service crew, for training purposes. If the service crew is redeployed to another section (e.g. Cold Kitchen to Pastry) by the Service Provider, the Service Provider is required to allocate another 4 days per worker per change of section. Training for such service crew will be provided by SATSCAT at no costs to the Service Provider;

.2 Provide an on-site Supervisor and Team Leaders (all with knowledge of HACCP requirements and computing knowledge) every shift daily to plan, organize and monitor the dishing work at various areas, to supervisor and train, if necessary, the pool of workers deployed as service crew to perform the services, to ensure that the quality of work, food safety and hygiene standards are meeting SATSCAT requirements and to ensure that temperature recordings are taken for all food items prepared/dished. The on-site Supervisor shall not double up to fulfil any headcount detailed in Annex A;

.3 Maintain sufficient service crew as backup to avoid short supply of manpower in the event of high demand for the items. The Service Provider is required to maintain a list of service crew, a copy of which is to be given to SATSCAT;

.4 Provide dust coats with Service Provider's logo, and safety shoes approved by SATSCAT to the service crew. Safety shoes must meet the Singapore Standard SS: 513 as part of the mandatory personal protective equipment requirements in SATSCAT. Service crew must report to work in clean uniform and safety shoes;

.5 Arrange for airport passes, basic hygiene course and medical examinations (including x-rays, eye check and stool tests) for the service crew in compliance with SATSCAT and government regulations. Red cards are to be applied through SATSCAT Quality Assurance team, with a copy to be given to SATSCAT. The Service Provider is to ensure the validity of the red cards and ensure their renewal before expiry;

.6 Maintain a duty roster, with all service crew required to sign the daily attendance sheet, a copy of which is to be given to SATSCAT. Service crew performing duties under the Headcount rate (as in Annex A) are required to clock-in and out biometrically. Payment for their service would be made only based on the proper clock-in and out.

.7 Arrange for all service crew to undergo regular hand swabs by SATSCAT Quality Assurance (Food Lab) team, in accordance to the schedule provided by SATSCAT. Hand swabs are to be conducted at least once every 4 months. Service crew with unsatisfactory hand swab results are to be removed from all food handling areas, upon notification from SATSCAT.

.8 Ensure the cleanliness of the locker rooms assigned by SATSCAT to the Service Provider.

2.6 SATSCAT will provide the necessary equipment and kitchen tools to the Service Provider. The Service Provider is to maintain the cleanliness and proper sanitization of the kitchen tools (e.g. dishing scoops, dishing trolleys). The Service Provider will use and maintain the

equipment and kitchen tools appropriately and will reimburse SATSCAT for replacement of any missing or damaged kitchen tools entrusted to the Service Provider.

2.7 The Service Provider is to provide a name list of all service crew to SATSCAT, and update this list when new service crew are recruited. Red card for all service crew are to be applied through SATSCAT Quality Assurance, with a copy to be given to SATSCAT. The Service Provider is to ensure the validity of the red cards and ensure their renewal before expiry. The health questionnaire and agreement to notify health status are also to be duly signed by all service crew.

2.8 The Service Provider is liable to pay penalties for raw materials and foodstuff wasted as a result of mishandling (eg. poor food safety and hygiene standards, lack of temperature control, dishing wrong items or sauces, dishing excessive meals, non-conformance to menu specifications, etc).

2.9 The Service Provider's service crew will not bring their personal belongings, food and drinks to the working areas. A designated locker room would be assigned to the Service Provider, and it is the responsibility of the Service Provider to ensure the locker room is kept clean and tidy at all times and strict adherence to hygiene guidelines must be ensured. All lockers must be in serviceable condition. The Service Provider will facilitate any movement of equipment for Pest Control inspection and treatment. The Service Provider is liable to pay for any additional cleaning costs incurred by SATSCAT due to the Service Provider's failure in up-keeping the cleanliness of the rooms.

2.10 Smoking is not allowed at all the working areas. The Service Provider and its service crew must observe this rule strictly.

2.11 The contracted rates and headcount requirements will be re-negotiated in the event of a significant shift of meal production between the catering centres (eg. from SICC2 to SICC1). The Service Provider is to maintain the flexibility of deploying service crew between SICC1 & SICC2.

3 LIQUIDATED DAMAGES

3.1 The following liquidated damages will apply:

S/N	Item Description	Rate (S$)	Remarks
1	Dishing shortfall from the daily production requirement	Two times the rate charged to SATSCAT	Per portion
2	Disposal/ Wastage of foodstuff as a result of mishandling/non-compliance etc: a) Hot Meals, Appetizers, Salads, Desserts etc	$5.00	Per Portion
3	Non-compliance to SOPs: a) Non-adherence to menu specifications b) No golden sample c) Poor quality of finished product d) Introduction of foreign materials leading to airline complaints/ CCVRs e) Incomplete HACCP records at time of preparation	$50	Per Incident
4	Food items found with Foreign Matter, short of food component or dished in chipped/ damaged equipment	$15	Per Item

5	Service provider's service crew found: a) Not in proper attire (e.g. dirty/ not wearing safety shoes/ hairnets/ glove etc) b) Wearing accessories/ watch/ jewellery c) Placing equipment or bins directly on the floor d) Leaving before or reporting late for allocated shift e) Consuming food or storing food f) Smoking on SATS premise g) Without valid red card/ health questionnaire/ agreement to notify health status h) Misconduct/ Negligent/ doesn't listen to SATS personnel instructions (e.g sleeping during working hours, missing from workplace etc)	$50	Per Incident per service crew
6	Work area found dirty and messy at the end of the shift	$200	Per Incident
7	Shortfall in headcount /Late reporting /Failure to complete shift for any reason	<u>Midnight shift, Sundays and Public Holidays</u> $A x B x C x 3 <u>Any time during the term except the above</u> $A x B x C x 2	Per Incident
	A – Hourly rate per Contract Worker as set out in Schedule 1; B – Number of Contract Workers which is below the requisite number stated in Schedule 1 and Schedule 2; C – Number of hours elapsed from the time the number of Contract Workers falls below the requisite number stated in Schedule 1 and Schedule 2 until such time that the requisite number is restored		
8	Inaccurate biometric clock-in / sign-in of the attendance sheets for headcount provision as stated in Schedule 1	Two times the rate per worker per shift	Per Incident
9	Failure to perform at least 1 hand swab in 4 months	<u>First reminder</u> Nil penalty <u>Second Reminder (7 calendar days after 1st notification)</u> $50	Per Reminder from 2nd reminder henceforth
10	Non-removal of service crew with unsatisfactory hand swab results from food handling areas	$50	Per Incident

4 TENDER SUBMISSION

4.1 Tenderers are to submit the headcount-rate for the categories as set out in Annex A.

4.2 The headcount rate submitted shall take into account the provision for yearly escalation tied to the increase of inflation rate or Consumer Price Index.

5 AWARD

5.1 SATSCAT may award part or full categories as listed in Annex A, to 1 or more service provider(s).

ANNEX A – DAILY DEPLOYMENT OF SERVICE CREW

		DAILY							WEEKLY
DESCRIPTION	**SHIFT (HRS)**	**D1**	**D2**	**D3**	**D4**	**D5**	**D6**	**D7**	**REQUIREMENT**
Bakery	0800-1600	6	6	6	6	6	6	6	42
	1400-2200	6	6	6	6	6	6	6	42
	2300-0700	4	4	4	4	4	4	4	28
		16	**16**	**16**	**16**	**16**	**16**	**16**	**112**
Pre-prep / Butchery	0800-1600	4	4	4	4	4	4	4	28
	1400-2200	4	4	4	4	4	4	4	28
		8	**8**	**8**	**8**	**8**	**8**	**8**	**56**
Pastry	0800-1600	4	4	4	4	4	4	4	28
	1500-2300	4	4	4	4	4	4	4	28
	2300-0700	4	4	4	4	4	4	4	28
		12	**12**	**12**	**12**	**12**	**12**	**12**	**84**
HK - Indian	0800-1600	2	2	2	2	2	2	2	14
	1400-2200	2	2	2	2	2	2	2	14
		4	**4**	**4**	**4**	**4**	**4**	**4**	**28**
HK - Malay	0800-1600	2	2	2	2	2	2	2	14
	1400-2200	2	2	2	2	2	2	2	14
		4	**4**	**4**	**4**	**4**	**4**	**4**	**28**
HK - Western	0800-1600	6	6	6	6	6	6	6	42
	1400-2200	2	2	2	2	2	2	2	14
		8	**8**	**8**	**8**	**8**	**8**	**8**	**56**
HK - Oriental	0800-1600	2	2	2	2	2	2	2	14
	1400-2200	2	2	2	2	2	2	2	14
		4	**4**	**4**	**4**	**4**	**4**	**4**	**28**

HK - Thai	0800-1600	2	2	2	2	2	2	2	14
		2	**2**	**2**	**2**	**2**	**2**	**2**	**14**
HK - Japanese	0800-1600	2	2	2	2	2	2	2	14
	1400-2200	2	2	2	2	2	2	2	14
		4	**4**	**4**	**4**	**4**	**4**	**4**	**28**
HK - Premium	0800-1600	2	2	2	2	2	2	2	14
	1400-2200	1	1	1	1	1	1	1	7
		3	**3**	**3**	**3**	**3**	**3**	**3**	**21**
Flasking Room	0800-1600	1	1	1	1	1	1	1	7
	1400-2200	1	1	1	1	1	1	1	7
		2	**2**	**2**	**2**	**2**	**2**	**2**	**14**
CABC	0800-1600	4	4	4	4	4	4	4	28
	1500-2300	4	4	4	4	4	4	4	28
	2300-0700	3	3	3	3	3	3	3	21
		11	**11**	**11**	**11**	**11**	**11**	**11**	**77**
C2Plus / Retort Operations	0800-1600	15	15	15	15	15	15	15	105
	1500-2300	7	7	7	7	7	7	7	49
		22	**22**	**22**	**22**	**22**	**22**	**22**	**154**
Total no. per day		**100**	**100**	**100**	**100**	**100**	**100**	**100**	