SPECIFICATION

PROVISION OF SERVICE CREW AND EQUIPMENT OPERATOR
FOR GTRSG RAMP AND BAGGAGE OPERATIONS
FROM 15 MAY 2022 TO 14 MAY 2024 (WITH AN OPTION FOR 1 MORE YEAR)

1 REQUIREMENTS

1.1 The contractor is required to provide service crew and equipment operator to perform the said services as Asia Pacific Star Pte Ltd (GTRSG) may require. The service crew and equipment operator are expected to handle the Arrival and Departure baggage according to the specifications set out by GTRSG, and also perform ramp site loading/unloading functions if need arises.

1.2 The Service crew and equipment operator will be required to work on shifts round the clock, 7 days a week to handle all baggage and ramp related duties as determined by GTRSG.

1.3 The amount of baggage and cargo handled fluctuates on a daily basis based on passenger load and seasonal peaks. As such, the Contractor is obligated to make the necessary provision of Service crew and equipment operator, both in terms of the number of service crew and equipment operator and their working hours, to meet the fluctuating baggage loads as determined by GTRSG.

1.4 The Service crew and equipment operator are expected to perform, amongst others, the following duties as listed in the scope of work (see Attachment 1).

1.5 For training, the contractor is to allocate necessary work day per worker for training before they are deployed as service crew or equipment operator (depending on their work areas). These comprises of the following courses

Ramp Service Crew/Equipment Operator	Baggage Service Crew/Equipment Operator
(a) Basic Ramp Handling (b) Dangerous Goods (Category 8) (c) Safety Awareness (d) Safety System Management	(a) Basic Baggage Handling (b) Dangerous Goods (Category 8) (c) Safety Awareness (d) Safety System Management

All trainings will be conducted by GTRSG. GTRSG will set the test to ensure that the service crew/equipment operator have attained the desired level of competency. The contractor will bear all training costs.

1.6 The Contractor is required, at his own costs, to:-

1.6.1 Maintain sufficient Service crew and equipment operator as backup to avoid short supply of manpower in the event of a surge in baggage loads. The Contractor is required to maintain a list of Service crew and equipment operator, a copy of which is to be given to GTRSG;

1.6.2 Provide uniforms and safety shoes as approved by GTRSG to the Service crew and equipment operator;

1.6.3 Arrange for airport passes and medical examinations (including x-rays) for the Service crew and equipment operator; and

1.6.4 Maintain a duty roster, a copy of which is to be given to GTRSG. All Service crew and equipment operator are required to sign or clock-in the daily attendance sheet provided by GTRSG.

1.7 GTRSG will provide the necessary equipment to the Contractor. The Contractor will use and maintain the equipment appropriately and will reimburse GTRSG for replacement of any missing or damaged equipment entrusted to the Contractor.

1.8 The Contractor is liable to pay penalties for baggage mishandlings or flight delays. In the event when the Contractor does not meet the service performance standards, Baggage Officer will decide who to attribute the failure to. If the Contractor disagrees with the outcome, the matter will be decided by the Duty Manager.

1.9 GTRSG believes that the Contractor should have some incentive payment scheme to motivate their employees. The Contractor shall propose this incentive payment scheme(s) for GTRSG consideration.

1.10 Please refer to Attachment 2 for manpower requirements.

2 PAYMENT METHOD

2.1 The payment would be based on **piece rate.**

3 LIQUIDATED DAMAGES

3.1 The following Liquidated Damages will apply (please see Attachment 3).

DUTIES AND RESPONSIBILITIES OF SERVICE CREW AND EQUIPMENT OPERATOR FOR HANDLING OF RAMP AND BAGGAGE GTRSG OPERATIONS

The service crew and equipment operator shall be deployed by the Contract Supervisor at either Airside or Baggage Sorting Areas at Passenger Terminal for allocation of duties as follows:-

Ramp Handling (Airside)	**Baggage Handling (Baggage Sorting Area)**
Arrival Handling 1. Unload cargo and baggage from aircraft into BTs (with sorting when necessary) 2. Towing of arrival BTs to respective unloading point 3. Preparing of BTs and equipment for arrival 4. Any other duties as directed by GTRSG management **Departure Handling** 1. Load cargo and baggage into departing aircraft (with proper stacking) 2. Prepare of NME when required 3. Prepare equipment for departure handling 4. Any other duties as directed by GTRSG Management	**Arrival Handling** 1. Towing of arrival Baggage Trolleys (BT) to respecting unloading point. 2. Unload baggage / clear baggage at claim. 3. Segregate the interline bags loaded in error in arrival containers / trolleys. 4. Towing arrival cargo from aircraft site to cargo warehouse. 5. Any other duties as directed by GTRSG Management. **Departure Handling** 1. Load baggage into BTs at departure racetrack / sorters and from odd-sized belts. 2. Perform baggage reconciliation duties using either BRS system or third portion tags. 3. Tow BTs to the respective departure bays 4. Towing departure cargo from cargo warehouse to aircraft site. 5. Load baggage and cargo into departing aircraft. 6. Any other duties as directed by GTRSG Management.

SERVICE CREW AND EQUIPMENT OPERATOR REQUIREMENT

Ramp Handling (Per Flight Rate)			
Aircraft Type	**Service Crew**	**Equipment Operator**	**Shift Timing**
A320/A321 (Non-ULD)	**04**	**01**	AM – 0800/1800
			PM – 1700/0200
A321 (ULD)	**02**	**01**	AM – 0800/1800
			PM – 1700/0200
A330/B787 & all widebody	**02**	**01**	AM – 0800/1800
			PM – 1700/0200

Baggage Handling (Per Flight Rate)			
Location	**Service Crew**	**Equipment Operator**	**Shift Timing**
Departure Racetrack	**04**	**01**	AM – 0800/1800
	04	**01**	PM – 1700/0200
Arrival Belt	**03**	**01**	AM – 0800/1800
	03	**01**	PM – 1700/0200

Note :
Manpower required above are on the per flight basis. Contractor are to provide the minimum manpower required based on the flight schedules given. For Baggage operations, manpower are to be present 4 hours before STD. For Ramp operations, manpower are to be present at aircraft bay 15mins before ETA. All manpower are to be present up to the departure flight time.

ATTACHMENT 3

LIQUIDATED DAMAGES

Sn	Reasons	Penalty
1	Staff requirement fall short of the contracted number per day	$200 per staff short
2	Mishandled Baggage	$100 per bag
3	Damaged Scanners / other equipment	The Assessed Amount
4	Failure to check / engage locks / pins / restraints before commencement of towing duties	$100 per unit per incident
5	Cargo / baggage / mail etc dropped off while towing	$100 per unit per incident
6	Runaway BT / Dollies etc	$500 per unit per incident
7	Staff not wearing / improper wearing of PPEs	$50 per staff per incident
8	Staff involved in accident and found at fault	$300 per staff per incident
9	Speeding (Excluding summons from CAAS)	$100 per staff per incident
10	Driving without a valid CAAS Class 4T Airfield Driving Permit (excluding summons from CAAS)	$500 per staff per incident
11	Deploying of unqualified staff	$500 per staff per incident
12	Staff found towing for third party using GTRSG Apron supplied tractor / vehicle	$100 per staff per incident
13	Failure to conduct regular safety audits / briefings and /or submit appropriate reports as requested by GTRSG	$300 per incident
14	Failure to supply contractor's supervisory staff (Operation Manager/ Supervisor/ Deployment Scheduler) during the day of service provision	$150 per day
15	Mishandling by team resulting in flight delay	$300 per incident
16	Discrepancies (i.e. late deployment of teams to service flights) resulting in intervention from GTRSG team not leading to a delay in said flight handled	$200 per incident
17	Any other form of Mishandling / discrepancies of baggage / cargo handling	$100 per incident

Flights Schedules (subject to changes)

Flight	Route	Arrival	Departure	Aircraft	Frequency	Remarks
Z2825 / Z2826	MNL - SIN - MNL	1140LT	1225LT	A320	1 ,2 , 4 , 6	03.05.22 - 29.10.22
AK711 / AK710	KUL - SIN - PEN	1300LT	1330LT	A321N	Daily	27.03.22 - 29.10.22
FD357 / FD356	DMK - SIN - DMK	1405LT	1440LT	A320 CEO	3 , 7	30.03.22 - 26.10.22
AK1729 / AK1730	PEN - SIN - KUL	2100LT	2140LT	A321N	Daily	27.03.22 - 29.10.22
FD376 / FD377	HKT - SIN - HKT	1320LT	1350LT	A320 CEO	2 , 6	12.04.22 - 29.10.22
[redacted]						
KE643 / KE644	ICN - SIN - ICN	2020LT	2235LT	A333	7	01.03.22 - 26.03.22
KE645 / KE646	ICN - SIN - ICN	0010LT	0130LT	A333	1 , 4 , 6	-
[redacted]						
VN651 / VN650	SGN - SIN - SGN	1210LT	1310LT	A321 (ULD)	1, 3 , 4 , 7	27.03.22 - 30.06.22
VN651 / VN650	SGN - SIN - SGN	1210LT	1310LT	A321 (ULD)	Daily	01.07.22 - 29.10.22
VN661 / VN660	HAN - SIN - HAN	1155LT	1355LT	A321 (ULD)	2 , 5 , 6	29.03.22 - 29.10.22
[redacted]						
VJ811 / VJ812	SGN - SIN - SGN	1205LT	1305LT	A321 (Non-ULD)	2 , 6	17.03.22 - 26.03.22
VJ811 / VJ812	SGN - SIN - SGN	1205LT	1305LT	A321 (Non-ULD)	2 , 6	27.03.22 - 09.04.22
VJ811 / VJ812	SGN - SIN - SGN	1205LT	1305LT	A321 (Non-ULD)	2 , 4 , 6 , 7	10.04.22 - 27.04.22
VJ811 / VJ812	SGN - SIN - SGN	1205LT	1305LT	A321 (Non-ULD)	2 , 4 , 5 , 6 , 7	28.04.22 - 19.05.22
VJ811 / VJ812	SGN - SIN - SGN	1205LT	1305LT	A321 (Non-ULD)	2 , 4 , 5 , 6 , 7	20.05.22 - 29.10.22
[redacted]						
HO1605 / H01606	PVG - SIN - PVG	1340LT	1510LT	-	5	-
[redacted]						