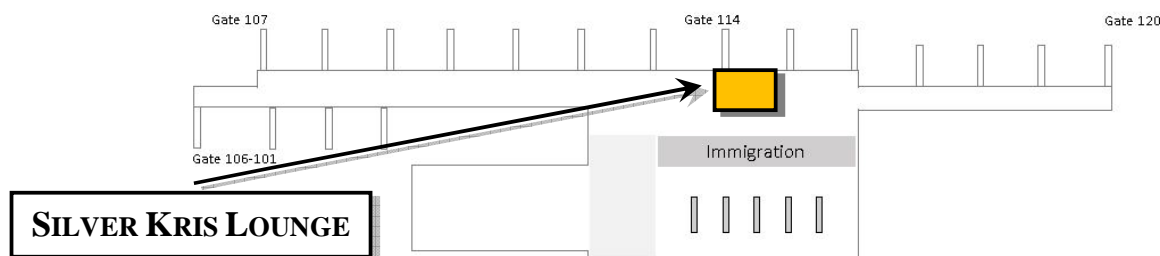




**TENDER SPECIFICS AND DETAILS OF CATERING SERVICE AT
SILVER KRIS LOUNGE, NINYO AQUINO INTERNATIONAL AIRPORT,
TERMINAL 3, MANILA, PHILIPPINES (TENDER REF: TR1215)**

1. This Tender is for the Catering Services of the Silver Kris Lounge (SKL) at Ninoy Aquino International Airport, Terminal 3 (Level 4, Head House).



2. Quotations

- 2.1 Four (4) quotes are to be submitted by each vendor:

2.1.1 **Quotation 1A** - Quote featuring **all** the food requirements listed in this document, based on an 8-week rotation / bi-monthly menu.¹

2.1.2 **Quotation 2A** - Quotation 1A **and** the additional provision for sparkling wine

2.1.3 **Quotation 3A** - Quotation 1A **omitting** the cold cuts, cheese

2.1.4 **Quotation 3B** - Quotation 2A **omitting** the cold cuts, cheese

3. Size of Lounge

- 3.1 The lounge occupies a space of 450 square metres and consists of 117 seats

4. Lounge Usage Information

- 4.1 Singapore Airlines (SIA) Manila operates 4 flights per day. The table below is the average daily lounge usage (by flight/time).

¹ Menu changes every 2 weeks. 8 weeks per Cycle, 6 Cycles in 1 year [Cycle 1 - Jan/Feb, Cycle 2 – Mar/Apr, Cycle 3 – May/Jun, Cycle 4 – Jul/Aug, Cycle 5 - Sep/Oct, Cycle 6 – Nov/Dec]

Flight No.	Departure time	Average Usage (Passenger)
SQ915	07:40	50
SQ917	14:15	70
SQ919	16:40	60
SQ921	18:30	40

* Flight frequencies will vary according to SIA's seasonal schedule.

4.2 Details below are minimum requirements for the lounge.

5. Operating Hours & Meals

5.1 Serving hours of the lounge is between 04:30 to 19:00 daily. However, if there is an emergency such as, a delay of a flight after the closing time, operating hours must be extended accordingly.

5.2 Lounge operating hours is subjected to change, as based on seasonal flight schedules. SIA will provide due notification of any flight / schedule changes.

5.3 Meals Types of meal served during a day are as followed. These serving hours do not include the preparation time for the food itself.

- Breakfast 04:30 to 08:00
- Lunch 11:00 to 14:00
- Afternoon Tea 14:00 to 17:00
- Dinner 17:00 to 19:00

5.4 Meals are to be delivered at the following proposed timings and subject to change, based on seasonal flight schedules or due to flight disruption.

SQ915 / Breakfast	04:00
SQ917 / Lunch	09:00
SQ919 & SQ921 / Lunch & Dinner	15:00

5.5 Food Menu: (self-service buffet counter style)

5.5.1 The menu must be in line with 4 main categories - (a) Signature Local (Singaporean delights), (b) Warm & Comforting (Comfort food eg. Congee, soups), (c) Wholesome Goodness (healthy options) and (d) Rich & Filling (protein and carbohydrate dishes). A Sample Menu is presented in Annex 1.

5.5.2 Minimum food offering should include the below:

Two or more Hot Protein dishes - E.g. Meat

Two or more Hot Carbohydrate dishes - E.g. Rice / Paste / Noodles

One Hot Soup

Assorted Sandwiches / Hot Snacks / Canapé

Assorted Pastries / Breads, Cold Cuts, and Cheeses*

Dessert and Ice-cream (e.g. at least 3 flavours on display)

Assorted Fruits / Cookies / Biscuits / Nuts

* Proposed standard items are listed in the tables below.

5.5.3 In addition, at least 2 food choices for vegetarians should be included.

5.5.4 Each cycle of menu should change regularly. This Tender has called for an 8-week cycle/bi-monthly menu for consideration. Each cycle consists of 4 menu changes within a period of two (2) months. The menu should change every two (2) weeks to ensure variability of dishes offered to customers. Furthermore, menus should be planned for relevant cycles, and presented once every 2 months.

5.5.5 Cold Cuts (at least 4 of the 8 types)

S/N	Proposed Standard Items
1	Prosciutto Ham
2	Paprika Lyoner Sliced
3	Ham Pork Smoked
4	Sliced Salami Auslese
5	Sliced Black Forest Ham
6	Sliced Beef Pastrami
7	Smoked Chicken
8	Sliced Turkey Ham

5.5.6 Cheeses (at least 3 of the 7 types)

S/N	Proposed Standard Items
1	Brie
2	Camembert
3	Blue Cheese (light)
4	Gruyere
5	Cheddar
6	Parmesan
7	Boursin

5.5.7 Breads (at least 4 of the 6 types)

S/N	Proposed Standard Items
1	Sliced White Bread
2	French Loaf
3	Sourdough
4	Brioche (soft)
5	Rye
6	Rye with Seeds

5.5.8 Any menu changes and/or substitutes will require prior approval from SIA.

5.5.9 The delivery methods used should be hygienic. Such deliveries should be made to the SKL kitchen which is located in the sterile area. Applications and expenses in connection with airport passes are the responsibility of the vendor.

5.6 Beverages: (self-serve)

5.6.1 Beverages (minimum beverages requirements) should include:

5.6.2 Proposed Specific List of Liquors

Liquor	Proposed
Whisky	Johnnie Walker Black Label
Single-malt Whisky	Talisker 10-Year-Old Single Malt Scotch Whisky
Vodka	Absolut Vodka
Rum	Bacardi Superior
Gin	Bombay Sapphire
Liqueur	Bailey's Irish Cream

- Wine# Red & White (selection of **two** Reds and **two** Whites each)
- Beer (canned) Heineken, Tiger (at least 1 international brand)
- Beer (draft dispenser) San Miguel Pale Pilsen or San Miguel Light (1 local brand)
- Soft Drinks (canned) Coca-Cola/Pepsi, 7-Up/Sprite, basic drink mixers (Schweppes Soda Water, Tonic Water, Ginger Ale)
- Fruit Juices Orange, Apple, Calamansi
- Mineral/Sparkling Water 300ml bottles
- Tea* Tea bags (at least 4 varieties - good mix of black (e.g. Earl Grey/English Breakfast), green (e.g. Jasmine, Sencha), herbal (e.g. chamomile, peppermint), and Chinese teas.
- Coffee* Quality Roasted Coffee Beans (preferably 100% Arabica)
Quality Decaffeinated Coffee Beans (preferably Swiss Water Process)
- Fresh milk

* *With condiments - White sugar, brown sugar, Sweetener and Creamer*# *Pls note additional quotation listed in 5.6.4*

5.6.3 All beverages should be quality-graded drinks. Coffee, Tea, mineral water and ice must be available at all times.

5.6.4 This Tender also calls for an option for the provision of Sparkling Wine for consideration.

5.7 Quantity:

5.7.1 The quantity of food and beverages would be dependent on the expected number of passengers accessing the lounge and the selection varieties available. It should be replenished at suitable intervals.

5.8 Presentation & Equipment:

5.8.1 Regardless of the count of customers present, the food and beverages display should always be presentable.

5.8.2 All front of house and back kitchen equipment, crockery, cutlery and glassware will be provided by SIA.

- 5.8.3 Food Notes for each dish indicating the main ingredients (i.e. pork, beef or vegetables), description of food, special preparation (eg gluten free) and potential allergies should be positioned visibly to customers.

5.9 Staff Roles and Responsibilities

- 5.9.1 The Caterer shall provide a dedicated team of staff with as little turnover in personnel as possible. During the contract period, the Caterer shall not transfer, reassign or remove any of the personnel workers in the team without SIA's prior approval. SIA will have the right at any time, without stating reasons and at no cost to SIA, require the caterer to remove any of its appointed staff.

- 5.9.2 SIA holds the right to review the appointment and recruitment of all service staff assigned to the SilverKris Lounge.

- 5.9.3 Staff must be customer-oriented, service-minded and able to work as a team. Minimum manpower requirement is 5 staff per shift and minimum 2 shifts per day on a daily basis to cover lounge operating hours from 04:30 to 19:00.

- 5.9.4 There must be a senior agent or supervisor on duty at all times to ensure the staff and the lounge is well-managed.

- 5.9.5 Staff should wear gloves and use servers / tongs when handling food. The senior agent or supervisor should make sure that staff carry out the work specified below:

- Promptly deliver food to the lounge prior to the serving time
- Provide sufficient staff deployment throughout the operating hours
- Maintain and replenish the self-service counters at all time
- Restock the drinks and when necessary
- Ensure availability of juice, coffee, tea, and hot water
- Ensure high quality of food without compromising its taste and quality
- All serving utensils and equipment must be stowed away neatly
- Collect, wash and display all crockery, cutlery and glassware
- Keep the pantry dry and clean
- Report any pilferage, breakages or damage of lounge items, i.e. glassware, crockery and equipments, to SIA staff
- Maintain proper stock control in the lounge of all items and equipment

- 5.9.6 Please note that staff are also responsible for the cleanliness and maintenance of the toilets and it is their duty to perform regular toilet checks to ensure the following:

- Refill soap
- Refill toilet rolls
- Refill paper towels
- Empty waste bins
- Clean and upkeep the whole area
- Wipe the sink top and sink
- Arrange amenities in Toilet
- Spray freshener

- General check on cubicles
- 5.9.7 Staff are responsible for the overall cleanliness, neatness and maintenance of the Silver Kris Lounge premises and are to ensure the following:
- Wipe and clean tables
 - Arrange chairs back neatly after the customers leave
 - Clean and upkeep the entire area
 - Empty waste bins
- 5.10 Health, Hygiene and Quarantine
- 5.10.1 The vendor guarantees the best quality and freshness in the products used in the preparation of meals and shall observe the health, sanitary and food handling requirements in force in The Philippines in relation to the premises whereon the Caterer stores or uses SIA's property or prepares or cooks food under the terms of this tender and in relation to persons, raw materials, food, beverage, equipment and other catering supplies used or engaged in the performance of services under this tender.
- 5.10.2 The vendor shall observe the customs quarantine or other regulations in force in relation to any services performed under this tender.
- 5.10.3 The vendor shall maintain all premises used for storage, preparation, production and transportation of all catering supplies provided for SIA to safety and hygiene standards.
- 5.10.4 As and when required by SIA, the vendor shall provide necessary evidence to show that the staff employed by the supplier who are in any way involved in the handling of SIA's catering supplies and services performed under this tender meet the health standards specified in this tender.
- 5.10.5 The vendor shall ensure that all staff employed by the vendor who are in anyway involved in the handling of food, beverage, water and services provided to SIA, wear suitable protective clothing in the performance of their duties so as to ensure that strict hygiene standards are met.
- 5.10.6 The vendor shall ensure that food delivered to the lounge shall be free from living organisms of disease and toxic substance of any origin.
- 5.10.7 If food poisoning or contamination is alleged, the vendor shall submit to SIA laboratory microbiological test results which indicate the content of living organisms of disease and toxic substances of any origin in the products which the vendor has provided for the meal in question.
- 5.11 In the provision of the services as a whole, due regard shall be paid to safety and hygiene, local and international regulations, applicable IATA and ICAO rules, regulations and procedures and the aforementioned request(s) of SIA in such a manner that delays and damages are avoided and the general public is given the best impression of air transport.

Signature Singaporean

- Chicken Rice, Laska, Nasi Lemak, Prawn Noodle Soup
Carrot Cake, Goreng Pisang (deep friend banana), Fishballs

- Hot Meal
- Hot Snack

Pasta, Stew
Curry Puffs, Meatballs, Croquettes, Springrolls

- Hot Meal
- Hot Soup

Congee, Macaroni & Cheese
Western or Asian selection

- Salad
- Hot Soup

Quinoa Salad, Bean Salad
Western or Asian selection

- Ice-Cream

Arcy Dairy (minimum 3 flavours on display)

- Fruits
- Cereals & Yogurt
- Cakes or Pudding
- Cookies
- Nuts

Choice of at least 3 kinds of fresh fruits, i.e. Watermelon,
Orange and Mango
Corn Flakes, Honey Flakes, Mixed Fruits etc.
Chocolate Cake, Coffee Cake, Banana Cake, Pudding and Etc.
Variety
Mixed Nuts

- Dry Store Items

Hot Chocolate, UHT, Fresh Milk, Sugar, Equal Sweetener,
Rock Salt, Black Ground Pepper, Olives, Cherries, Tabasco,
Tomato Sauce, Chilli Sauce, Worcester Sauce, Butter, Jam