

**QUOTATION FOR SUPPLY OF SERVICES FOR REPAIR OF MISHANDLED LUGGAGE BAG**  
**REFERENCE NO: GS 013/13**

**OPTION 1: Door-To-Door Repair Service - with or without display space / showroom**

1. Crew member will contact the supplier to arrange for collection of damaged luggage bags for repairs. Supplier, upon being contacted, is required to co-ordinate with the crew member for the most convenient timing for collection. The collection timing shall be in accordance to the following guidelines, unless otherwise agreed mutually between the crew member and supplier:
  - For calls made before 12 noon, collection shall be made before end of working hours on that day.
  - For calls made after 12 noon, collection shall be made before twelve noon of the following working day.
2. **Repairable Luggage Bags**
  - (a) The supplier is required to complete the repair of the damaged luggage bags and deliver to the crew member at his / her place of residence or any stated delivery address. Suppliers are required to state their repair and delivery leadtime in the bid form clearly. Collection and delivery address need not be the same.
  - (b) Prior to making delivery of the repaired luggage bag, successful supplier shall contact and confirm the delivery time with the crew member. The supplier shall ensure that the crew member complete and sign the Indemnity Form as acknowledgement of receipt of the repaired luggage bags.
  - (c) In the event that the crew member is unable to receive the repaired luggage in person, delivery may be made to a proxy appointed by the crew member. The supplier must, however, ensure that the recipient indicate his relation to the crew member as well as sign on the Indemnity Form.
  - (e) If the supplier is unable to contact the crew member for arrangement of delivery of repaired luggage, he should then leave a message at the crew member's residence about alternate delivery arrangements. All costs involved would be borne by the supplier.
3. **Irreparable Luggage Bags**
  - (a) If the damaged luggage bag assessed to be irreparable or beyond repair, the supplier or shall contact the crew member to advise him / her of the assessment. Supplier must stamp "Bag Damaged beyond repair" on the PIR / Damage Report. They must also append their official signature and date on the stamp. The crew member will then have a choice of purchasing a replacement luggage bag from the supplier at a discounted price or to purchase from other supplier.
  - (b) Suppliers with display space / showroom facility should have a range of popular labels available, including but not limited to Delsey, Samsonite and Lojel for crew members to select and purchase new luggage bags as replacement of irreparable bags.
  - (c) The supplier is required to supply and deliver new replacement luggage bags to the crew member's place of residence, if crew member choose to purchase new luggage bags as replacement of irreparable bags. There will be no charges if the luggage bag is deemed irreparable and crew member decides to purchase a replacement from the supplier. Delivery of the new luggage bag as well as the PIR / Damage Report will be on a complimentary basis to the crew member's place of residence (or any required delivery address) so long as the purchase is made within one month of the date of the collection of damaged luggage bag.
  - (d) Upon receipt of the new luggage bag, crew member will be required to pay the supplier for the new luggage bag themselves. A purchase invoice, containing details such as date of purchase, make, model, colour of the luggage bag is to be provided to the crew member by the supplier. The supplier shall advise and explain to the crew member on the warranty that may come with the new luggage bag.
  - (e) For cases where crew member decides not to purchase any replacement luggage bag from the supplier, the supplier should only invoice SIA Cabin Crew, SIA Flight Operations or SIA Cargo Flight Operations (whichever is applicable) after confirmed delivery of the PIR / Damage Report to the crew member's place of residence or any required delivery address.

**OPTION 2: Walk-in Repair Service - with or without display space / showroom, and delivery after repair**

1. Crew member will send the damaged luggage bags directly to supplier's workshop for repairs at crew member's own convenience.
2. Repairable Luggage Bags
  - (a) The supplier is required to complete the repair of the damaged luggage and deliver the repaired luggage together with the PIR to the crew member at his / her place of residence or any stated delivery address. Suppliers are required to state their repair and delivery leadtime in the bid form clearly.
  - (b) Prior to making delivery of the repaired luggage bag, the supplier shall contact and confirm the delivery time with the crew member. The supplier shall ensure that the crew member complete and sign the Indemnity Form as acknowledgement of receipt of the repaired luggage bags.
  - (c) In the event that the crew member is unable to receive the repaired luggage in person, delivery may be made to a proxy appointed by the crew member. The supplier must, however, ensure that the recipient indicate his relation to the crew member as well as sign on the Indemnity Form.
  - (d) If the supplier is unable to contact the crew member for arrangement of delivery of repaired luggage, he should then leave a message at the crew member's residence about alternate delivery arrangements. All costs involved would be borne by the supplier.
3. Irreparable Luggage Bags
  - (a) If the damaged luggage is assessed to be irreparable or beyond repair, the supplier shall contact the crew member to advise him / her of the assessment. Supplier must stamp "Bag Damaged beyond repair" on the PIR / Damage Report. They must also append their official signature and date on the stamp. The crew member will then have a choice of purchasing a replacement luggage bag from the supplier at a discounted price or to purchase from other supplier.
  - (b) Suppliers with display space / showroom facility should have a range of popular labels available, including but not limited to Delsey, Samsonite and Lojel for crew members to select and purchase new luggage bags as replacement of irreparable bags.
  - (c) The supplier is required to supply and deliver new replacement luggage bags to the crew member's place of residence, if crew member choose to purchase new luggage bags as replacement of irreparable bags. There will be no charges if the luggage bag is deemed irreparable and crew member decides to purchase a replacement from the vendor. Delivery of the new luggage bag as well as the PIR / Damage Report will be on a complimentary basis to the crew member's place of residence (or any required delivery address) so long as the purchase is made within one month of the date of the collection of damaged luggage bag.
  - (d) Upon receipt of the new luggage bag, crew member will be required to pay the vendor for the new luggage bag themselves. A purchase invoice, containing details such as date of purchase, make, model, colour of the luggage bag is to be provided to the crew member by the vendor. The vendor shall advise and explain to the crew member on the warranty that may come with the new luggage bag.
  - (e) For cases where crew member decides not to purchase any replacement luggage bag from the supplier, the supplier should only invoice SIA Cabin Crew, SIA Flight Operations or SIA Cargo Flight Operations (whichever is applicable) after confirmed delivery of the PIR / Damage Report to the crew member's place of residence or any required delivery address.

**OPTION 3: Walk-in Repair Service - with or without display space / showroom, and self collection after repair**

1. Crew member will send damaged luggage bags directly to vendor's workshop for repairs at crew member's own convenience.
2. **Repairable Luggage Bags**
  - (a) The supplier shall contact and confirm with crew member the collection time of the repaired luggage bags. The supplier shall ensure that the crew member complete and sign the Indemnity Form as acknowledgement of receipt of the repaired luggage bags.
  - (b) In the event that the crew member is unable to collect the repaired luggage in person, collection may be made to a proxy appointed by the crew member. The vendor must, however, ensure that the recipient indicate his relation to the crew member as well as sign on the Indemnity Form.
3. **Irreparable Luggage Bags**
  - (a) If the damaged luggage is assessed to be irreparable or beyond repair, the vendor shall contact the crew member to advise him / her of the assessment. Supplier must also stamp "Bag Damaged beyond repair" on the PIR / Damage Report. They must also append their official signature and date on the stamp. The crew member will then have a choice of purchasing a replacement luggage bag from the supplier at a discounted price or to purchase from other supplier.
  - (b) Suppliers with display space / showroom facility should have a range of popular labels available, including but not limited to Delsey, Samsonite and Lojel for crew members to select and purchase new luggage bags as replacement of irreparable bags.
  - (c) The supplier is required to supply new replacement luggage bags to the crew member, if crew member choose to purchase new luggage bags as replacement of irreparable bags. There will be no charges if the luggage bag is deemed irreparable and crew member decides to purchase a replacement from the supplier. Crew member will collect the new luggage bag as well as the PIR / Damage Report directly from the supplier.
  - (d) Upon receipt of the new luggage bag, crew member will be required to pay the supplier for the new luggage bag themselves. A purchase invoice, containing details such as date of purchase, make, model, colour of the luggage bag is to be provided to the crew member by the vendor. The supplier shall advise and explain to the crew member on the warranty that may come with the new luggage bag.
  - (f) For cases where crew member decides not to purchase any replacement luggage bag from the supplier, the supplier should only invoice SIA Cabin Crew, SIA Flight Operations or SIA Cargo Flight Operations (whichever is applicable) after confirmed delivery of the PIR / Damage Report to the crew member's place of residence or any required delivery address.