

Addendum to Revised Explanatory Note (Second Edition)

Service Pledges on Operation and Management (paragraph 65(a))

We intend to require the bidders to propose service pledges on a number of deliverables on operation and management of the new cruise terminal. Our consultant proposes the following benchmarks.

1.	Baggage handling at kerbside: time taken for moving a piece of luggage from unloading from a vehicle to passing through of X-ray screening.	6 minutes per baggage
2.	Baggage loading onto vessel: time taken for moving a piece of luggage from X-ray screening area to vessel shell door (excluding screening process).	5 minutes per baggage
3.	Gangway placement: time taken from the time the cruise vessel's captain has requested gangway placement and the time the gangways are in place.	5 to 7 minutes
4.	Stevedore deployment: number of stevedore personnel deployed for the provisioning of a cruise vessel of a capacity of 3,000 to 5,000 passengers.	6 to 12 stevedore personnel ¹
5.	Baggage claim: number of luggage that could be claimed by the cruise passengers during disembarkation per hour.	2,500 pieces of baggage per hour
6.	Passenger coach loading: time taken at a loading bay for an unladen coach to be loaded with baggage and passengers and then depart.	20 minutes

¹ Assuming that there is no substantial automation facility.