

PART 2

REQUIREMENT SPECIFICATIONS

CONTENTS

1. INTRODUCTION

Employment and Employability Institute Pte Ltd

- 1.1 e2i is a tripartite initiative of the National Trades Union Congress set up to support nationwide manpower and skills upgrading initiatives.
- 1.2 With the expansion of e2i's outreach and services across Singapore, there has been a sustained increase in the number and scale of events conducted, including career fairs, community events, seminars, and employer engagement sessions.
- 1.3 To support these operations, e2i requires vendors to provide qualified Job Advisors for event support.

2. OBJECTIVE

- 2.1 The objective of this Tender is to provide manpower (Job Advisor) support for e2i's events, including career fairs, community events, seminars, and employer engagement sessions.

3. SCOPE OF WORK AND DELIVERABLE

3.1 Overview

The vendor shall provide qualified and competent Job Advisors to support e2i events, including:

- Jobseeker-related events
- Employer-related events
- Community and outreach events
- Ad-hoc engagements

The vendor shall be fully responsible for sourcing, deployment, scheduling and management of Job Advisors.

3.2 Deployment of Job Advisors

The vendor shall:

- Source, screen and deploy suitably qualified Job Advisors
- Provide the resume of screened Job Advisors

- Ensure sufficient manpower to meet event requirements (including concurrent events)
- Provide deployment list **at least 5 working days** prior to event
- Ensure all Job Advisors are:
 - punctual
 - professionally presented
 - briefed prior to deployment
 - have attended job advisory training by e2i before any deployment
- Provide replacement manpower at no additional cost if required
- Ensure any replacement is equally or better qualified, subject to e2i's approval

3.3 Job Advisor Responsibilities

Job Advisors shall perform the following duties during events:

(a) Engagement & Advisory

- Engage jobseekers and event participants
- Provide basic career advisory and guidance
- Share information on e2i programmes, resources, services and initiatives

(b) Event & Operational Support

- Manage general enquiries
- Support registration and walk-in queues
- Direct jobseekers to relevant employers / booths
- Assist with interview queue management
- Facilitate event activities and crowd flow

(c) Digital / System Support

- Support use of e2i kiosks and digital tools
- Guide jobseekers on job browsing platforms or systems

(d) General Duties

- Perform any other related tasks assigned by the officer-in-charge

3.4 Account Management & Coordination

The vendor shall:

- Assign dedicated Account Executive(s) as point of contact
- Coordinate deployment requests across multiple teams in e2i

- Provide support:
 - during office hours (9:00am – 6:00pm)
 - after office hours, weekends and public holidays (as required)
- Ensure timely escalation and resolution of operational issues

3.5 Communication & Response Time

The vendor shall:

- Establish clear communication channels (email / phone)
- Respond to requests within agreed timelines
- Demonstrate ability to handle short-notice and overlapping requests

4. SERVICE LEVELS (PERFORMANCE REQUIREMENTS)

The vendor shall meet the following minimum standards:

- Deployment fulfilment rate: $\geq 95\%$
- Punctuality: all Job Advisors to report on time
- Replacement turnaround: within agreed timeframe (e.g. same day / next available slot)
- Professional conduct and service quality maintained at all events
- Must provide pictures to prove service quality

e2i reserves the right to:

- Request for replacement of underperforming personnel
- Review vendor's performance periodically

5. CONTRACT PERIOD

- Contract duration: Tentative 1 Nov 2026 to 31 Oct 2028 (2 years)
- Engagement is on demand, based on event schedule
- Work hours per deployment:
 - Typically, 2.5 to 10 hours per event

6. MANPOWER PROFILE REQUIREMENTS

Job Advisors shall meet the following criteria:

- Relevant experience in:
 - HR / recruitment / career advisory / customer service
- Strong interpersonal and communication skills
- Confident engaging individuals in event settings

- IT-savvy and able to use digital tools
- Adaptable to indoor and outdoor environments
- Willing to work flexible hours (including evenings/weekends)
- Must have taken PDPA course from NTUC LXP (to be provided by company)
- Have been given training by e2i and Staffing Partner on the job advisory role

7. DEPLOYMENT MODEL

- Deployment is event-based and demand-driven
- Multiple concurrent events may be required
- Vendor must support scalable manpower pool
- e2i may appoint more than one vendor for operational continuity

8. PRICING REQUIREMENTS

Vendor shall submit pricing based on:

- Hourly / per deployment rates
- Any other applicable cost components (if relevant)

Pricing must be:

- transparent
- all-inclusive (unless otherwise stated)