

PIA intends to hire the services of well reputed Ground Handling Companies for the Ground Handling of its flights at Copenhagen -Denmark

Guidelines for the submission of proposals are given below:

- All proposals should be drawn on **IATA SGHA 2008** format.
- No EBT commission clause should be suggested.
- PIA will use our own HITIT CRANE as DCS and HITIT W&B for Load Control.
- Rates quoted should be valid for 03 years.
- This contract will be for three years, with a standard 60 days exit clause, with no condition on termination.

**Besides the proposals, following information should also be submitted:**

- List of current clienteles, along with the type of aircraft & handling provided to them.
- Letter of recommendations from 02 existing clients.
- Authorization from airport authority to operate from terminal/airport.
- A detailed list of ground support inventory; quantity, date of acquisition& specification.
- Certification details (ISO/IOSA/ISAGO)
- Acceptance of our Service Level Standards & flight schedule.

**Important:**

Tender will be opened on “**Single Stage Two Envelope**” basis. All bidders must submit two sealed envelopes simultaneously, one containing Technical Proposal and the other Financial Proposal. Technical Proposal will be opened on tender opening date. PIA will be at liberty to extend the opening date, revise the requirement or annul the whole tender proceedings at any stage prior to opening of Bids; no change will be done after the bids are opened.

Closing date time which is the last date for submission of tender is **1200 hrs LT. 26/03/2020** at below address:

Manager Pakistan International Airlines  
Vester Farimagsgade  
1606 Copenhagen V Denmark

- ❖ Technical proposals will be opened on the same day at 1230 hrs LT in presence of all participating agents who wish to attend.
- ❖ Pakistan International Airlines reserves the right to reject any tender in part or full after assigning a reason, however PIACL will not be required to justify the grounds of rejection.
- ❖ Interested parties who can provide these services should submit tenders directly with PIACL, no sub-agents will be entertained.
- ❖ No tender will be entertained after expiry of aforesaid date & time. PIA will not be responsible for postal delays or any other reason.

**Bid Evaluation Criteria**

All proposals will be evaluated as per following criteria:

Marks Weight age:-. Technical: 50%.

Marks Weight age:-. Financial: 50%.

Financial Proposal of only Technically Qualified Proposals will be opened. The Handling Agent getting maximum marks on 50-50 weight age (50 % for Technical & 50 % for Financial will be awarded contract).

Mandatory Requirements			Ground Handling Company
TECHNICAL EVALUATION PERFORMA			Y = In / N = Out
Authorization from airport authority to operate from CPH airport.		Y/N	
Provision of Basic Ground Handling Services as per IATA SGHA for narrow bodied and wide bodied aircraft (whichever aircraft is operated)		Y/N	
Other Requirements	Comments	Weight	Score
Type of handling provided	All services provided by the bidding company	20	
	Sub-contractors	10	
Age and condition of Ground Support Equipment	5 years old (good working condition)	10	
	10 years old (good working condition)	5	
	Old equipment - bad working condition	0	
Clientele	More than or equal to 5 airlines, at least 1 Five star airline	10	
	More than or equal to 5 airlines	8	
	2 to 5 airlines	5	
Training & Certification	IOSA / ISAGO certified company	5	
	Any other certification?	2	
Company Profile & Experience	Highly established , well experienced (More than 05 years)	10	
	(7-5 years)	7	
	(1-5 years)	5	
The GHA must be able to provide ground handling simultaneously to 3 wide body aircrafts i-e GHA must	5 sets	25	
	4 sets	20	

have 3 sets of inventory of all GSE required on wide body aircraft.  1 set includes: <ul style="list-style-type: none"> <li>○ Tug Master-1</li> <li>○ Lower Lobe Loader-2</li> <li>○ Baggage Belter-1</li> <li>○ Pax Step-1</li> <li>○ Tractor-1</li> <li>○ GPU-1</li> <li>○ AC Van-1</li> <li>○ Coaster-2</li> <li>○ Ramp Bus 2</li> <li>○ Ambu lifter 2</li> <li>○ Flush Cart 2</li> <li>○ Water Cart 2</li> <li>○ Catering Van 2</li> <li>○ ASU 2</li> </ul>	3 sets	15	
	Less than 3 sets	0	
No. of skilled manpower	60% skilled employees	5	
	40% skilled employees	3	
Acceptance of SLA with penalties	Acceptance of SLA with penalties	15	
	Acceptance of SLA without penalties	5	
<b>Total Score</b>	<b>Minimum Passing Marks 70</b>	<b>100</b>	

**Required List of Services for CPH:**

Section 1	REPRESENTATION, ADMINISTRATION & SUPERVISION	1.1.1; 1.1.2; 1.1.3; 1.1.4; 1.2.1; 1.2.2; 1.2.4 1.3.1(a); 1.3.2; 1.3.3; 1.3.7; 1.3.8
Section 2	PASSENGER SERVICES	2.1.1; 2.1.2; 2.1.3(a)(1); 2.1.4; 2.1.5; 2.1.6(a); 2.1.7(a)(b)(c) 5 days (d)(e)(f); 2.1.8; 2.1.9(b)(1)(2) 2.2.1; 2.2.3(a) the handling agent will pay after five incident per 12 month and only if proven fine is presented; 2.2.4; 2.2.5; 2.2.6; 2.2.7; 2.2.8; 2.2.10; 2.2.11(a); in coordination with CPHKKPK; 2.2.12; 2.2.13(d)(e)(d)(f)(g); 2.1.14 2.3.2; 2.3.3(a)(1)

Section 3	RAMP SERVICES	3.1.1; 3.1.2; 3.1.3; 3.1.4; 3.1.5; 3.1.6; 3.1.7(a); 3.1.8 3.2.1(b) 3.3.1; 3.3.2(f) safety cones; 3.3.3(a)(c) for scheduled ground stop – up to 60 min incl 3.4.1 (a)(c) on request and recharge 3.4.2 (a)(c) on request and recharge 3.5.1 departure only; 3.52(a)(b) 3.6.1(a)(c)(1)(b)(3); 3.6.2(b)(2); 3.6.3(a); 3.6.4(a)(1); 3.6.5(a) within the airport; 3.6.6; 3.6.7; 3.6.8(a); 3.7.1(a)(c) on request and recharge 3.8.1(b); 3.8.2(a)(1)(b)(2) 3.9.1(a); 3.9.2(b) or towbarless; 3.9.3(a) 3.11.1; 3.11.2(a)(b)(c)(d)(e)(f)(g)(h)(i); 3.11.7(a); 3.11.8 3.12 3.13 3.17
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	4.1.1; 4.2.1(a)(b)(c)(d)(e)(1); 4.2.1(a)(b); 4.2.2; 4.3.1; 4.3.2; 4.4.1(b); 4.4.2; 4.4.4(e)(2)
Section 5	CARGO AND MAIL SERVICES	5.1.3(b)(7) within the airport
Section 6	SUPPORT SERVICES	6.2.1(1); 6.2.2(a)(3)(b)(1)(3)(4)(5) 6.3.1(a); 6.3.2; 6.3.3 once weekly; 6.3.4; 6.3.5 6.4.1 6.5.1 6.6.1(a)(2)(c) 6.7.1; 6.7.2
Section 7	SECURITY SERVICES	7.1.2(b)(1)(2)(3)(4)(5); 7.1.3(b)(1)(2)(30); 7.1.4(a)(1)(2)(4)(b)(3)

**Service Level Agreement**

- **Service Level Agreement**

**SERVICE ASSURANCES**

1. Targets to be reviewed and assessed quarterly.
2. Failure to meet 5 out of 6 Performance Indicators / Targets will result in a deduction of 3% of the handling charges for the quarter. (rechargeable items to be excluded)

**PERFORMANCE INDICATORS & TARGETS**

**1 – GENERAL**

**A – Punctuality**

 98 % On-time Performance

**B – Baggage Handling**

- Mishandled baggage, maximum 3 bags per 1000 passengers travelled.
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**2 - PASSENGER HANDLING**

**A – (Check-In) (T/A Standard)**

- Check in to be open 240 minutes prior to STD with correct signage

**B – Queue Time:**

- Queuing time at the Business Class Counter to be not more than 5-6 minutes.
- Queuing time at the Economy Class Counter to be not more than 15 minutes.

**C-Pax Count**

- No more than 2 passengers in line at Business Class Counter.
- No more than 5-6 passengers in line at Economy Class Counter.

**D-Check-In Time**

- Average check in processing time to be not more than 3 minutes
- Check in close out time 45 minutes prior to STD

**E – Gate Functions**

- Boarding gate opened 90 minutes prior to ETD
  - Boarding gate manned 60 minutes prior to ETD
  - Boarding commencement 40 minutes prior to ETD
  - Boarding/delay announcements to be made as per carrier’s procedures.
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**3 – RAMP HANDLING**

**A – Baggage Handling**

**✚ Arrival**

**FOR AIRCRAFT PARKED AT AEROBRIDGE**

**First bag**

B777 First bag to be delivered by 15 minutes after on blocks

**Last bag**

B777 Last bag to be delivered by 40 minutes after on blocks

- Business Class container/ baggage to delivered first in all circumstances
- Make transfer baggage available to the accepting carrier 60 minutes after on blocks
- Mishandled baggage not more than 4 per 1000 passengers travelled.

**✚ Departure**

- Class wise segregation /loading should be done to enable offloading of Business class baggage first upon arrival.
- Ensure baggage reconciliation system adopted, whereby, baggage loaded/recorded by ULD to facilitate prompt baggage off-loading of missing passengers. Record, ULD number, to be maintained at station with copy given to crew for use at transit station.
- Prior to baggage loading, staff in baggage make-up area must perform a physical check to ensure that only serviceable ULD's are used. PIA to be informed of any unserviceable ULDs and they will advise disposition of unit.

**B –Cleaning**

- To be completed 10 minutes prior to commencement of passenger boarding, as per the stipulated time for the respective aircraft/station.

**C – Arrival Functions**

- Appropriate Ground Support Equipment to be available at parking position at 10 minutes before on blocks.
- Chocks to be positioned immediately after blocks on.
- Handling company to ensure that only authorised trained personnel open the aircraft door.
- Passenger disembarkation to commence within 5 minutes after on blocks
- Mail and documents to be delivered to mail facility by 90 minutes after on blocks.

**D – Departure Functions**

- Mail to be delivered to aircraft side by 10 minutes prior to ETA.
- Pushback equipment available 10 minutes prior to ETD.
- Ramp staff and equipment to remain at aircraft side till chocks are off.

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**4 – DELAYED FLIGHT HANDLING**

- In the event of delay / diverted flight, the handling agent will consult, plan and coordinate with PK on necessary handling arrangements.
- If required as per situation, to arrange adequate counters and staffing to recheck-in and re-tag passengers baggage for departure.

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**5 - LOAD CONTROL AND OPERATIONS**

- Load sheet and NOTOC to be delivered by 10 minutes prior ETD.
  - Pre-flight documentation to be delivered to the aircraft by 15 minutes prior ETD.
  - Messages to be sent immediately after departure.
  - Special emphasis for the handling of elderly passengers and families with infants.
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**6 - GROUND SAFETY**

- **NIL** aircraft accidents caused by the Handling Company’s ground support equipment.
- Handling charges shall waive for the flight in the event of damage to the aircraft.

**Note: Station Manager PIA will monitor Service Level Compliance in order to excel service quality and forward report to head office on monthly basis.**

**PENALTY**

**Due Punctuality**

Delay attributed and caused by the handling agent.

<b>Duration of Delay</b>	<b>Penalty ,Percentage &amp; Condition</b>
Beyond 15 to 25 mins	15% of Basic Handling Charges of the affected flight to be waived
Beyond 25 to 35 mins	25% of Basic Handling Charges of the affected flight to be waived
Beyond 35 to 60 mins	50% of Basic Handling Charges of the affected flight to be waived

**Other Penalties for CPH:**

<b>ITEM DESCRIPTION</b>	<b>REIMBURSEMENT AMOUNT</b>
Missing EBT document	DKK 200 per missing Document
Business plus LD3 not made separately.	DKK 200 per flight
late Opening of Check In counters	DKK 100 per counter
Late closing of counter	DKK 100 per counter
Baggage Interception not done	DKK 200 per flight
For NB Aircraft Less than 2 conveyors	DKK200 per flight
Any condoning of excess baggage ex departure station or spotted after arrival at arriving station.	Actual amount of excess baggage + DKK 200 per event

Available on our website <https://www.piac.com.pk>