

PIA intends to hire the services of well reputed Ground Handling Companies for the Ground Handling of its flights at London, United Kingdom.

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 (ISAGO/any other)
- 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. 21/02/2020** at below address:

Ayaz Khan
Station Manager,
3507 South Wing,
T3, PIA/LHR TW6 1PA

- ❖ 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 LHR 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	5 sets	25	

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simultaneously to 3 wide body aircrafts i-e GHA must have 3 sets of inventory of all GSE required on wide body aircraft. 1 set includes: <ul style="list-style-type: none"> ○ Tug Master-1 ○ Lower Lobe Loader-2 ○ Baggage Belter-1 ○ Pax Step-1 ○ Tractor-1 ○ GPU-1 ○ AC Van-1 ○ Coaster-2 ○ Ramp Bus 2 ○ Ambu lifter 2 ○ Flush Cart 2 ○ Water Cart 2 ○ Catering Van 2 ○ ASU 2 	4 sets	20	
	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	
Total Score	Minimum Passing Marks 70	100	

Required List of Services for LHR:

Section 1	REPRESENTATION, ADMINISTRATION & SUPERVISION	1.1.2, 1.1.3, 1.1.4 1.2.1, 1.2.2, 1.2.4 1.3.3, 1.3.5, 1.3.7, 1.3.8
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.4, 2.1.5, 2.1.6(a), 2.1.7(a)(b)(c)(e)(f), 2.1.8, 2.1.9(b)(1) 2.2.1, 2.2.3, 2.2.4, 2.2.5(a)(b), 2.2.6, 2.2.7, 2.2.8, 2.2.11(a), 2.2.12, 2.2.13, 2.2.14, 2.3.1, 2.3.2
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(1)(2), 3.1.8 3.3.1, 3.3.2(f)(safety cones), 3.3.3 3.4.1, 3.4.2 3.5.1, 3.5.2(a) 3.6.1, (a)(1)(b & operate)(3), 3.6.3(a), 3.6.4(a), 3.6.5(a)(1)(2)(3)(4), 3.6.6, 3.6.7, 3.6.8, 3.6.9(b) 3.7.1 , 3.8.1, 3.8.2, 3.9.1 (a), 3.9.2(a), 3.9.3(a,b,c,d) 3.17.2(b)(2)
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	4.1.1, 4.1.2(2), 4.1.3(as agreed) 4.2.1, 4.2.2, 4.3.1 4.4.1, 4.4.2, 4.4.3,(d), 4.4.4(e), 4.4.7

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Section 5	CARGO AND MAIL SERVICES	5.7.1,5.7.2,5.7.3(a),5.7.4(a),5.7.5,5.7.6,5.7.8,5.7.9,5.7.10
Section 6	SUPPORT SERVICES	6.2.1(c) 6.2.2(a)(1,3) (b)(4)(5)(6) 6.3.1(b)(1), 6.3.2, 6.3.3, 6.3.4, 6.3.5 6.5.1 6.6.1 (a)(2)(3)(4)
Section 7	SECURITY SERVICES	7.1.1(a)(1)(2), 7.1.2(b), 7.1.4(a)
Section 8	AIRCRAFT MAINTENANCE	8.1.5
Other Services	<ol style="list-style-type: none"> 1. Fire Arms handling is mandatory requirement of handling agent and to be part of the handling agreement. 2. Transportation of empty containers from cargo building to baggage segregation area to be part of the agreement. 3. In case of cargo offloading on aircraft, same will be delivered to cargo terminal without any additional charge. 	

For the Basic Handling Services listed above, the following rates will apply;

Aircraft Type	Basic Rate Per service	
	Turnaround	Transit
B777-200		
B777-300		

Additional Services:

Service	Charges
GPU	
Air start	
Additional Push Back	
Additional towing	
Cockpit brake operator	
De-icing	

Service Level Agreement

The Handling Company's performance will be monitored in accordance with the agreed Service Standards and performance targets as established in this document. Regular meetings will be held between the handling company and the Carrier to assess the level of performance against targets set.

SERVICE ASSURANCES:

Targets to be reviewed and assessed quarterly.

1 – GENERAL

Punctuality

(Refers only to flight delays attributable to the Handling Company)

- **98 % On-time Performance**

(Refers only to flight delays attributable to the Handling Company) B – Baggage Handling

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

2 PASSENGER HANDLING (Check In)

(Check In) (T/A Standard): Check in to be open 240 minutes prior to STD with correct signage.

Check- In Counters opening Timings

Aircraft Counters Counter Splits	
B777-300	10 COUNTERS 6 Counters -4 hrs, 10 counters at -3hrs
B777-200	9 COUNTERS 6 Counters -4 hrs, 9 counters at 3hrs

- Separate Check –in counters for Business Class and Economy Class, will be opened. Allocation of these counters will be done from the above counters.
- A barrier control agent should be provided – 4 hours to STD

Check- In Desk (T/R Standard):

- 1 counter is to be opened for every 35 PAX booked, with minimum of 03 counters opened per flight.
- Check –In desks to be opened at -2.5 hours to STD for a booked load of 50 passengers or less. For over 50 passengers’ desks should be opened at -03 hours to STD
- A barrier control agent should be provided for over 35PAX booked.
- Check-In (For T/A and T/R flights)
- Best effort will be made to achieve average check in processing time of not more than 3 minutes.
- Check –In closed out 60 minutes prior to STD unless specifically extended at the request of PIA locally on the day.

D– Gate Functions ☐ Boarding gate opened and with 1 agent, 90 minutes prior to ETD

- For T/A flights 02 agents on arrival and 04 agents on dept, for T/R flights, 3 agents to meet the aircraft and 3 to board, ensuring the turnaround is covered.
- Boarding commencement 60 minutes prior to ETD. Boarding will commence on the authority of the Flight Deck crew and Purser in liaison with the dispatcher.
- Boarding /Delay announcement s to be made as per carrier’s procedures. ☐ Passengers not to wait longer than 10 minutes in the bus before departure to aircraft.
- Separate staff should be provided at boarding gate and should not be used from check –in
- Row wise boarding to be performed as per airline SOP.

3 – RAMP HANDLING A – Baggage Handling

ARRIVAL

FOR AIRCRAFT PARKED AT AEROBRIDGE

- First bag to be delivered by 15 minutes after on blocks
- Last bag to be delivered by 40 minutes after on blocks

FOR AIRCRAFT PARKED AT REMOTE

- First bag to be delivered by 15 minutes after on blocks
- Last bag to be delivered by 50 minutes after on blocks

- Premium bags to be delivered first in all circumstances.
- Crew and priority can to be offloaded first on aircraft arrival. (provided not in multi hold locations on arrival)
- Crew baggage to be offloaded and taken to arrivals, for prompt restoration to the crew
- Business Plus baggage to be delivered to the reclaim area first providing a/c correctly loaded down line
- Make transfer baggage available to the accepting Carrier 60 minutes after on blocks
- If uplift over 100 tons of fuel back steps to be provided for transit flights
If aircraft requires towing to stand, aircraft shall be towed onto stand by STD -120 minutes
- All terminator flights to be closed and ready for pushback at -5 to STD
- Out sized hand baggage to be collected at the gate by handling agents staff.

6 :Departure:

- Class wise segregation /loading should be done to enable offloading of Premium 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 ULD's and they will advise disposition of unit.
- ☐ Separate ULD for business plus passengers and crew container for crew baggage. In case same not available telex to be flashed.

4 – RAMP

A- Arrival

- Aerobridges to be attached on arrival. Any inbound loading discrepancies to be reported to PIA by telex.
- Appropriate Ground Support Equipment to be available at parking position at 10 minutes before on blocks.
- Chocks to be positioned immediately after blocks on.
- Headsets to be available on aircraft arrival. ☐ Cockpit to be informed about chocks on.
- Passenger disembarkation to commence within 5 minutes after on blocks.

B- Departure

Loading of Cargo/available baggage: LD3 should be loaded well in advance so that any last-minute hassle avoidable. Push back equipment available 15 minutes prior to ETD and should remain at the Aircraft.

5– LOAD CONTROL AND OPERATION

Load sheet and NOTOC to be delivered by 15 minutes prior ETD Pre-flight documentation to be delivered to the aircraft by 15 minutes prior ETD. Messenger to be sent immediately after departure (include losig, UCM, position of business class container) SCM to be conducted weekly, recording ULD number and type. A Dispatcher should be provided for departure @ - 30 minutes to STA A general Declaration and a Passenger Manifest to be provided for each flight. Providing of tail jack in case of 74m operation on must basis.

6- TRAINING

DCS TRAINING CLAUSE:

Initial DCS (Sabre Check –in) training imparted by the carrier to the handling agent’s staff will be free of charge. This training will be of (04) days. Sufficient number of staff will be provided by the handling agent for training. After initial training, in case the handling agent requires additional training for new/additional staff, the carrier will charge handling company at a rate of USD 400 per day of training.

- If any passenger is checked in with inadequate travel documents and gets INAD on arrival in Pak , all penalty charges including cod amount will be payable by handling agent.
- Any unauthorized excess baggage released by check in staff and reported by PIA on arrival in Pak, the amount to be payable by the handling agent.
- Back step must be positioned on all delay flights to carry out pax boarding/refueling simultaneously for delay curtailment.
- The staff deputed to meet arriving flight will be used as baggage delivery staff to avoid wrong baggage delivery cases.

PENALTIES:

Due Punctuality

(Refers only to flight delays attributable to the Handling Company)

Duration of Delay	Penalty ,Percentage& Condition
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 :

ITEM DESCRIPTION	REIMBURSEMENT AMOUNT
Missing EBT document	GBP 50 per missing Document
Business plus LD3 not made separately.	GBP 30 per flight
BRS with scan not carried out	GBP 30 per flight
In case of single high loader provided instead of two	GBP 30 per flight
Offloading/loading staff provided less than minimum required in SLA	GBP 30 per missing staff
Check-in staff provided less than SLA	GBP 30 per missing staff
Late opening or closing of counter	GBP 30 per counter
Arrival checks provided late or completely not carried out	GBP 30 per flight
Baggage Interception not done	GBP 30 per flight

Flight Schedule

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