

## **REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MUSCAT**

PIA intends to hire the services of well reputed ground handling companies for the ground handling of its flights at Muscat International Airport (MCT), Sultanate of Oman.

**Turnaround Rates required for following aircrafts type:**

**A319/A320/A321/A330/B737/B777**– Turnaround Rates

**Guidelines for the submission of proposals are given below:**

- All proposals should be drawn on IATA SGHA 2018 format.
- This contract will be for three years, with a standard 60 days exit clause, with no condition on termination.
- Rates quoted should be valid for three years.
- No EBT commission clause should be suggested.
- PIA will use our own HITIT CRANE as DCS and HITIT W&B for Load Control.

**Please also provide rates for following additional services**

1. Business Class Lounge Charges per passenger
2. ASU(Air Starter)
3. ACU(Cooling Unit)
4. GPU
5. Heater
6. Additional Push Back
7. Additional manpower
8. Towing
9. Protocol Services for airline's VVIP Passengers
10. Baggage Delivery Services

**Besides the proposals, following information/documents must be submitted in order to enable us evaluate technical bids:**

1. *Certification details (ISO/IOSA/ISAGO)*
2. *Total number of employees (Skilled/Unskilled)*
3. *Letter of recommendations from 02 existing clients.*
4. *Acceptance of our Service Level Standards (SLA) & flight schedule.*
5. *Employee training record and schedule for recurrent training.*
6. *Authorization from airport authority to operate from terminal/airport.*
7. *Proof of financial position (Bank letter verifying sound financial position)*
8. *List of current clientele, along with the type of aircraft & handling provided to them.*
9. *A detailed list of ground support inventory; quantity, date of acquisition & specification.*
10. *Company profile and experience*

Financial Information:

<b>Legal Entity Name</b>		
	Address (City/State)	
	Parent Company (if applicable)	
	Parent Headquarters Address (City/State)	
	Type of Business (S Corp., C Corp., Partnership, Sole Proprietor)	
<b>Financial Information</b>	Attach financial statements (income statements, balance sheets and cash flow statements) for the last 3 fiscal years and the most recent quarter if available.	

**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 and time which is the last date for submission of tender is **12<sup>th</sup> May 2022 by 1300 hrs LT** at below address;

**Country Manager Office  
Pakistan International Airlines  
Building No.54,Block 127,Ground Floor,  
Al Markazi Street,Ruwi ,CBD Area,  
Muscat, Sultanate of Oman.  
Office Contact No: 00968-24792471**

- Technical proposals will be opened on the same day at **1330 hrs LT** in presence of all participating parties 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 foresaid date & time. PIA will not be responsible for postal delays or any other reason.

## **Technical Evaluation Criteria**

All proposals will be evaluated as per following criteria:

Marks weightage:- Technical: 50%.

Marks weightage:- Financial: 50%.

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

<b>Mandatory Requirements</b>		<b>Ground Company</b>	<b>Handling Agency</b>
<b>TECHNICAL EVALUATION PERFORMA</b>		<b>Y=In/N=Out</b>	
Authorization from airport authority to operate from Airport(s)	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		
<b>Other Requirements</b>	<b>Comments</b>	<b>Total Marks</b>	<b>Handling Agency Score</b>
<b>Type of handling provided</b>	All services provided by the bidding company	<b>10</b>	
	Sub Contractor	<b>0</b>	
<b>Financial Position of the Company</b>	Sound	<b>10</b>	
	Not Sound	<b>0</b>	
<b>Age and condition of Ground Support Equipment</b>	05 years old good working condition	<b>10</b>	
	10 years old good working condition	<b>05</b>	
	Old equipment-bad working condition	<b>00</b>	
<b>Clientele</b>	05 or more airlines(at least 1 five star airline)	<b>10</b>	
	More than or equal to 05 airlines ( no five star airline)	<b>08</b>	
	2 to 5 airlines	<b>05</b>	
<b>Training &amp; Certification</b>	IOSA/ISAGO certified company	<b>10</b>	
	Any other	<b>05</b>	

	certification?		
<b>Company profile and Experience</b>	Highly established, more than 05 years of exp	<b>10</b>	
	3 to 5 years exp	<b>07</b>	
	1 to 3 years exp	<b>05</b>	
<b>The GHA must be able to provide ground handling simultaneously to 3 wide body aircrafts i-e GHA must have 3 sets of inventory of all GSE required on both narrow/wide body aircrafts;</b>  01 set includes;  Tug master 1 Lower lobe loaded 02 Baggage belter-1 Pax step-1 Tractor-1 GPU-1 AC Van-1 Coaster-2 Ramp bus-2 Ambulifter-2 Flush cart-2 Water cart-2 Catering van-2 ASU-2	05 sets	<b>20</b>	
	04 sets	<b>15</b>	
	03 sets	<b>10</b>	
	Less than 03 sets	<b>00</b>	
<b>No. of skilled manpower</b>	60% skilled employees	<b>05</b>	
	40% skilled employees	<b>03</b>	
<b>Acceptance of SLA with penalties</b>	Acceptance of SLA with penalties	<b>15</b>	
	Acceptance of SLA without penalties	<b>05</b>	
<b>Total Marks</b>		<b>100</b>	
<b>Passing Marks</b>		<b>70</b>	
<b>Obtained Marks</b>			

## **Required List of Services at Muscat (MCT)**

### **SECTION 1 – MANAGEMENT FUNCTIONS**

1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3(b,c,d), 1.2.4, 1.3.1, 1.3.2, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9, 1.4.7,

### **SECTION 2 – PASSENGER SERVICES**

2.1.1, 2.1.2, 2.1.3(a)(1,2,3,4,5,6 – TWO PRM FOC for ARR/DEP), 2.1.4(a)(1,5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8 (a)(5)(b)(1,3), 2.1.9(c), 2.2.1, 2.2.2(a)(d), 2.2.3(a)(b)(1,3,4), 2.2.4(a)(b)(1)(2)(i,iv), 2.2.5(a to c)(1), 2.2.6(a)(b)(1)(2)(i,iv), 2.2.7(a), 2.2.8(a), 2.2.10(a)(b)(1)(2)(i,iii,iv), 2.2.11(a)(1,3,4), 2.2.12, 2.2.13(a,c,d), 2.2.14(a)(c), 2.2.15(a - *intercept bags not suitable for overhead storage and load in hold recharged if collected bags are over 15 pieces per flight*)(b)(c), 2.2.16, 2.3.1, 2.3.2, 2.3.3, 2.3.4(a) 1,2,3,5 (within airport premises),

### **SECTION 3 – RAMP SERVICES**

3.1.1, 3.1.2, 3.1.3(a)(1)(2)(3), 3.1.4(a)(b), 3.1.5, 3.1.6, 3.1.7, 3.1.8(a)(1)(2)(3) (*Excludes bags not thru tagged*), (*Take all steps necessary to ensure inbound transfer baggage is located & loaded*), 3.1.9, 3.2.1 (when automated guidance systems are not available), 3.3.1, 3.3.2(a)(b)(6) (*As per the Carrier's Ground Operations Manual*), 3.4.1(a)(c)(1)(2)(3)(5) All additional chargers on requests as per appendix 2, 3.5.1, (*On Request , additional chagres as per appendix 2* ), 3.5.2 (a) (*On Request , additional chagresas per appendix 2* ), 3.6.1(a)(c)(1)(b)(c)(3), 3.6.2(a)(1)(2)(*On request and recharge*), 3.6.3(a)(c), 3.6.4(a)(1)(2), 3.6.5(a)(1)(2) (4) (5) (3 Additional charge appendix 2 3.6.5.3) 3.6.6 (a)(b)(c)(d)(e)(f), 3.6.7(a), 3.7.1(a)(1)(b)(1)(2), 3.7.2(a)(1)(2), 3.7.3, 3.8.1(a)(1), One pushback per turn included- Thereafter at additional charge) – at additional charge), 3.8.1 (2) (Additional charge on request see appendix 2) 3.8.2(b), 3.10.1(a)(*On request by crew*), 3.10.1(b)(2-9), 3.10.2(a), 3.10.3(a,b,d,f,g)(*On request and recharge*), 3.10.4(b)(2 - *specified by Carrier*), 3.11.1(a)(1), 3.12.1(a)(1)(2)(3 - *on request*),

### **SECTION 4 – LOAD CONTROL AND FLIGHT OPERATIONS**

4.1.1, 4.1.2(a)(b)(2), 4.2.1, 4.2.2 , 4.2.3, 4.3.1, 4.3.3(a)(1), 4.3.7, 4.3.10, 4.4.1, 4.4.4 (*where required*)

### **SECTION 6 – SUPPORT SERVICES**

6.2.1(a)(c)(1), 6.2.2(a)(1)(3)(6), 6.2.2(c)(4)(5), 6.3.1(b)(1), 6.3.2, 6.3.3(a)(b)(c), 6.3.4, 6.3.5 (*report ULD issues to the Carrier*), 6.4.1, 6.5.1, 6.7.1

### **SECTION 7 - SECURITY**

7.1.1(a)(1)(2), 7.1.4(a)(1)(2)(3)(4)

# Service Level Agreement-MUSCAT

## **Passenger & Ramp Handling Service Level Standards**

### **SERVICE ASSURANCES**

1. Targets to be reviewed and assessed quarterly.
2. Failure to meet 5 out of 6 Performance Indicators/ Targets will result in deduction of 3% of the handling charges for the quarter. (re-chargeable 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.

#### **2 - Passenger Handling**

##### **A – (Check-In) (T/A Standard)**

- Check in to be open 240 minutes prior to STD with correct signage for W/B aircraft.
- For wide body aircraft 01 check in agent for each 40 passenger plus a supervisor.
- Check in to be open 180 minutes prior to STD with correct signage for N/B aircraft.
- For narrow body aircraft 01 check in staff for each 40 passenger's plus a supervisor.
- Supervisor should be well versed of PIA SOPs.

##### **B – Queue Time:**

- Queuing time at the Business Class/Premium Economy 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/Premium Economy class counter.
- No more than 5-6 passengers in line at Economy Class Counter.

\*Note: This will be subject to load factor, passenger reporting at last minute, over congestion at check-in area.

##### **D - Check-In Time**

- Average check in processing time to be not more than 3 minutes
- Check in close out time 60 minutes prior to STD. In case of Remote Parking, 70 minutes prior to STD.

### **E – Gate Functions**

- Boarding gate opened and manned 60 minutes prior to ETD
- Boarding commencement 45 minutes prior to ETD
- Handling agent to monitor and coordinate boarding/delay announcements made by airport authority to make them in line with carrier’s procedures.
- Handling agent to coordinate with apron transport service provider and ensure passengers do not wait longer than 10 minutes in the bus before departure to aircraft.

## **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

A320 First bag to be delivered by 10 minutes after on blocks

##### **Last bag**

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

A320 Lastbag to be delivered by 30 minutes after on blocks

#### **FOR AIRCRAFT PARKED AT REMOTE**

##### **First bag**

B777 First bag to be delivered by 20 minutes after on blocks

A320 First bag to be delivered by 15 minutes after on blocks

##### **Last bag**

B777 Last bag to be delivered by 45 minutes after on blocks

A320 Last bag to be delivered by 35 minutes after on blocks

- Business/Premium Economy Class container/ baggage to delivered first in all circumstances
- Make transfer baggage available to the accepting carrier 60 minutes after on blocks

#### **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 ULD's and they will advise disposition of unit.
- BRS copy to be emailed to destination and local PIA addresses within 02 hours post flight departure

## **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 & 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 (tug master / tow bar to be available 10 minutes prior to ETD.
- Ramp staff and equipment to remain at aircraft side till chocks are off.

## **4 – Delayed Flight Handling**

- In the event of delay / AOG or 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.

## **5 – Load Control and Operations**

- Load sheet and NOTOC to be delivered by 20 minutes prior ETD.
- Pre-flight documentation to be delivered to the aircraft by 15 minutes prior ETD.



- Messages to be sent immediately after departure (including LDM, UCM, CPM, position of Business class container, on-line DPR, Baggage Delivery report etc.)
- Loading team/Ramp Supervisor shall ensure timely coordination with Central load Control (CLC) in case of amendment required in load plan based on volumetric/ dimensional presentation of baggage.
- SCM to be conducted weekly/ flashed on every Sunday, recording ULD numbers and types.
- General declaration and passenger manifest to be provided for each flight

## **6 – Safety Pre-Requisites:**

- The GHA training program must provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions; including orientation on applicable State regulations, PIA policies & procedures and operating practices.
- The GHA trainings shall address the following areas of operations, as applicable to ground handling duties or function(s) performed at the respective station:
  - Passenger services;
  - Ramp services;
  - Load control;
  - Aircraft fueling;
  - Aircraft ground de-/anti-icing.
- **GHA Safety and human factors training** may include the following subject areas as appropriate to the individual's assigned operational function(s):
  - Safety philosophy;
  - Safety regulations;
  - Hazards;
  - Human factors;
  - Airside markings and signage;
  - Emergency situations;
  - FOD prevention;
  - Personal protection;
  - Accidents, incidents, near misses;
  - Airside safety supervision
- The GHA personnel assigned to perform aircraft fueling shall be equipped with the necessary knowledge and guidelines for:
  - Safe operation of equipment;
  - Emergency procedures;
  - Fuel spillage avoidance response;
  - Aircraft fueling and defueling procedures;
  - Aircraft-specific training.
- The GHA personnel assigned to perform aircraft De-/Anti-icing shall be equipped with the necessary knowledge and guidelines for:

- Standardized methods of fluid application, its storage and handling;
  - Compliance with specific aircraft limitations
  - Necessary communications between ground handling personnel and the flight crew prior to and after completion of the de-/anti-icing process.
- The GHA SMS training shall address some or all of the following subject areas, as appropriate for the operational functions
    - Organizational safety policies, goals and objectives;
    - Organizational safety roles and responsibilities related to safety;
    - SMS processes and procedures;
    - Basic safety risk management principles;
    - Safety reporting systems;
    - Human factors.
  - For safety reporting, our reporting channels shall be shared. Main is the email(s); [dgm.sms@piac.aero](mailto:dgm.sms@piac.aero), [gmsafety@piac.aero](mailto:gmsafety@piac.aero) & [pkSAFE@piac.aero](mailto:pkSAFE@piac.aero)
  - In case of an incident / hazardous condition, the handling agent must ensure communication and information sharing required for Safety Investigation and the process of investigation must not be hampered, instead may be assisted with reasonable priority.
  - All mandatory reportable occurrences (as defined in PIACL SMS Manual and in addition any other considered as such) shall be reported to PIACL management on the given email addresses within 48 Hrs.
  - The handling agent shall provide record of previous safety occurrences (near misses, incidents and accidents) of at least last 1 year to PIACL and any information for clarification of these events.
  - Handling agent shall participate in the review of hazard log/risk register & documented inherent hazards identified during their normal activities.
  - **Handling Agent shall ensure compliance with PIACL SMS processes or communicate to file differences for agreement. Differences shall only be filed through proper risk assessment and record maintained along with SLAs.**
  - Employee safety (both party employees) and public safety is also to be maintained through compliance with existing company Health Safety & Environment Policies, processes and procedures.
  - Meetings (online or physical presence) shall be carried out amongst the SLA parties and Corporate Safety delegates of PIACL as per requirement to ensure two way communication and management of issues.

- Emails and contact numbers of the handling agent delegates whom will handle safety issues must be shared with Corporate Safety before finalizing and signing the SLA.
- The Station Manager will conduct random spot checks during regular flights handling, will verify training validities of staff deputed at PK flights, and will maintain a record of oversight on a quarterly and annual basis through the PIA QSR & OPC checklist.

**Penalties:**

- 1. Refers to flight delays attributable to the Handling Company**
- 2. Due Non-compliance of SOPs on Loading & Unloading of aircraft**

<b>1-Duration of Delays</b>	<b>Penalty, percentage / Condition</b>
Beyond 15 to 25 mins	<b>05%</b> of Basic Handling Charges of the affected flight to be waived
Beyond 25 to 35 mins	<b>10%</b> of Basic Handling Charges of the affected flight to be waived
Beyond 35 to 60 mins	<b>20%</b> of Basic Handling Charges of the affected flight to be waived
<b>2-In case of non-compliance of carrier's loading instructions resulting in loading faults posing risk to safety of aircraft</b>	<b>20%</b> of Basic Handling Charges of affected flight to be waived

**Other Penalties:**

<b>ITEM DESCRIPTION</b>	<b>REIMBURSEMENT AMOUNT</b>
Missing EBT document	OMR 20 per missing Document
Business Plus LD3 not made separately	OMR 20 per flight
Shortage of agent at arrival	OMR 20 per missing arrival agent
Late Opening of Check-in counters	OMR 10 per counter
Late closing of counters	OMR 10 per counter
Baggage interception not done before entrance of immigration area	OMR 20 per flight
For NB Aircraft Less Than 2 conveyers	OMR 20 per flight
For WB Aircraft Less Than 1 conveyer& 2 high LDR	OMR 20 per flight
Any condoning of excess baggage ex departure station or spotted after arrival at arriving station.	Actual amount of excess baggage + OMR 20 per event

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