

## REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MANCHESTER, UK

---

PIA intends to hire the services of well reputed ground handling companies for the ground handling of its flights at Manchester, United Kingdom.

Guidelines for the submission of proposals are given below:

- All proposals should be drawn on **IATA SGHA 2013** format.
- No EBT commission clause should be suggested.
- PIA will use its own HITIT DCS CRANE as DCS and 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.
- **The proposed rates will remain valid/ unchanged till the finalization of the RFP case.**

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

- List of current clientele, 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 along with copy of certificates (ISO/ISAGO/others)
- Acceptance of our service level standards & flight schedule.
- Initial and recurrent training record of GHA team (DGR, Airside Driving; Load control; Passenger Handling; Baggage handling; Aircraft Handling and Loading; Passenger Boarding Bridge; Aircraft Loading Supervision; Aircraft Ground Movement; Cargo and Mail handling; Fueling Operations; De/Anti-Icing Operations)

**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 GMT 01/02/2020** at below address:

**Station Manager Manchester, United Kingdom  
Pakistan International Airlines,  
Room 1187, Level 1,  
Terminal 2, Manchester Airport  
M90 4AX**

- ❖ Technical proposals will be opened on the same day at 1230 hrs GMT 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.

<b>Mandatory Requirements</b>			<b>Ground Handling Company</b>
TECHNICAL EVALUATION PERFORMA			<b>Y = In / N = Out</b>
Authorization from airport authority to operate from MAN 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
<b>Other Requirements</b>	<b>Comments</b>	<b>Weight</b>	<b>Score</b>
Type of handling provided	All services provided by the bidding company	<b>20</b>	
	Sub-contractors	10	
Age and condition of Ground Support Equipment	5 years old (good working condition)	<b>10</b>	
	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	<b>10</b>	
	More than or equal to 5 airlines	8	
	2 to 5 airlines	5	
Certification & Awards	IOSA / ISAGO certified company	<b>5</b>	
	Any other certification?	2	

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MANCHESTER, UK

Company Profile & Experience	Highly established , well experienced (More than 05 years)	<b>10</b>	
	(7-5 years)	<b>7</b>	
	(1-5 years)	5	
<p>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 wide body aircraft.</p> <p>1 set includes:</p> <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>	5 sets	<b>20</b>	
	4 sets	15	
	3 sets	10	
	Less than 3 sets	0	
Training as per IATA requirement (DGR, Airside Driving; Load control; Passenger Handling; Baggage handling; Aircraft Handling and Loading; Passenger Boarding Bridge; Aircraft Loading Supervision; Aircraft Ground Movement; Cargo and Mail handling; Fueling Operations; De/Anti-Icing Operations)	60% and plus trained employees	<b>10</b>	
	Below 59% trained employees	5	
Acceptance of SLA with penalties	Acceptance of SLA with penalties	<b>15</b>	
	Acceptance of SLA without penalties	5	
<b>Total Score</b>	<b>Minimum Passing Marks 60</b>	<b>100</b>	

**Required List of Services for MAN:**

Section 1	REPRESENTATION, ADMINISTRATION & SUPERVISION	1.1.1; 1.1.2; 1.1.3; 1.1.4; 1.2.1; 1.2.2; 1.2.3 (a,b,c,d,e); 1.2.4; 1.2.6 (b) 1.3.1; 1.3.3; 1.3.4; 1.3.5; 1.3.6; 1.3.7; 1.3.8; 1.3.9
Section 2	PASSENGER SERVICES	2.1.1; 2.1.2; 2.1.3(a)(1,3,4,5 – subject to additional charge) (b)(2,6-direct from airport authority); 2.1.4; 2.1.5; 2.1.6(a); 2.1.7(a)(c)(e)(f)(b-subject to additional charge); 2.1.7; 2.1.8(b)(1)(3-subject to additional charge); 2.1.9(subject to additional charge) 2.2.1; 2.2.2; 2.2.3; 2.2.4; 2.2.5; 2.2.6; 2.2.7; 2.2.8; 2.2.9; 2.2.10; 2.2.11(a); 2.2.12; 2.2.13; 2.1.14; 2.1.15; 2.1.16 2.3.1; 2.3.2; 2.3.3(a)
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)(1,2,3); 3.1.8 3.2.1(a); 3.3.1; 3.3.2(a-6); 3.4.1 (a)(1 – 120 mins included in basic handling)(3 cooling unit, 4 heating unit, 5 ASU) 3.5.1; 3.5.2 3.6.1(a)(1)(b,c)(3); 3.6.2; 3.6.3(a); 3.6.4(a)(1); 3.6.5(1); 3.6.6(a,b,c,e); 3.6.7; 3.6.9(b); 3.7.1(a) 3.8.1(a – 1,2,4); 3.8.2(b) 3.16.1 to 3.16.4(a)(2); 3.16.5 to 3.16.10
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	4.1.1; 4.1.2(a)(b)(2); 4.2.1; 4.2.2; 4.2.3 4.3.1; 4.3.2 (a); 4.3.3(a); 4.3.4; 4.3.5; 4.3.6; 4.3.7; 4.4.4; 4.4.5 including sending paperwork to hotels
Section 5	CARGO AND MAIL SERVICES	5.1.1(a)(10)
Section 6	SUPPORT SERVICES	6.2.1(c - 1); 6.2.2(a)(3)(6)(b)(1,2)(c)(4) 6.3.1(a); 6.3.2; 6.3.3; 6.3.5 6.5.1 6.6.1(a)(5) 6.7.1
Section 7	SECURITY SERVICES	7.1.1(a); 7.1.2(b); 7.1.3(b); 7.1.4(a)

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MANCHESTER, UK

---

For the Basic Handling Services listed above, the following rates are required;

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

Additional Services:

Service	Charges
Business Class Lounge Charges per passenger	
Deportee	
Additional check-in Desk	
Ticket Desk	
GPU	
Cooling Unit	
Heating Unit	
Crew Transport	
Cargo Movement	
Mail Movement	
Air start	
Additional Push Back	
Additional man-power	
Towing	
Passenger / Crew bus (no charge in case only arrival)	
BRS	
Meteo Folder	
Refuelling with Pax on board	
Ticketing	
De-icing	
Change Headrest cover	
Change Pillow covers	
2.1.3 (1,3,4,5,6,7) with 05 services free per month	
AVIH	

HOTAC in case of flight disruption to be arranged by the Handling Company on behalf of the Carrier and reimbursement will be made by the Carrier at the cost price.

### 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

1. Targets to be reviewed and assessed quarterly.
2. Quarterly Performance will be assessed through Quarterly Surveillance Report based on SLA and unsatisfactory performance will result in a deduction of 3% of the handling charges for the quarter. (rechargeable items to be excluded)

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MANCHESTER, UK

1- GENERAL			
<b>Minimum Ground Time - 95 minutes</b>			
<b>Punctuality:</b>			
<b>Requirements:</b>	<b>YES</b>	<b>NO</b>	<b>Reason</b>
99 % On-time Performance			
<b>Baggage Handling :</b>			
<b>Requirements:</b>			
Mishandled baggage, maximum 3 bags per 1000 passengers travelled			
2- PASSENGER HANDLING			
<b>Requirements:</b>	<b>YES</b>	<b>No</b>	<b>Reason</b>
<b>A - CHECK-IN Counters:</b>			
Check in to open <b>240</b> minutes be prior to STD with correct signage.			
<b>Aircraft B-777</b>			
Total of 10 counters required opening as follows:			
- 4 hrs to STD = 06 Counters			
- 3.5 hrs to STD = 03 Counters			
- 3 hrs to STD = 01 Counters			
Separate Check in counters for Business Class and Economy class will be opened. Allocation of these counters will be done from the above counters.			
Up to 6 counters no additional charge will be applied.			
Average queuing time shall not exceed 5-6 minutes. * Subject to availability of GHA, the opening of 1 additional counter for up to 1hr use, to smooth check-in process and queuing will not be charged.			
Dedicated staff to be provided for check-in			
Check-in will close at STD – <b>60</b> minutes			
<b>B- AGENTS</b>	<b>YES</b>	<b>No</b>	<b>Reason</b>
In addition to check-in staff, handling agent will allocate following:			
02 customer service agents to meet arrival aircraft and ensure that only MAN passengers disembark as per pax figure. Agents also to check and ensure that no transit passenger should disembark.			
Agents exclusively assigned to arrival duty and not to be used from check-in counter.			
01 dedicated Lead Agent /Supervisor for PIA flights for terminal & editing functions			
01 customer agent available at lost & found counter			

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MANCHESTER, UK

<b>C- CHECK-IN Time</b>	<b>YES</b>	<b>No</b>	<b>Reason</b>
Average check in processing time to be not more than 3 minutes			
Check in close out time <b>60</b> minutes prior to STD unless specifically extended at the request of PIA local on the day			
<b>D - Gate Functions:</b>	<b>YES</b>	<b>No</b>	<b>Reason</b>
Boarding gate opened and manned with 1 agent exclusively assigned for departure and not to be used from check-in counter,60 minutes prior to ETD			
Boarding commencement 45 minutes prior to ETD and manned with 2 staff i.e. 1 Lead Agent/Supervisor and 1 separate staff as per above point already mentioned			
Boarding/delay announcements to be made as per carrier's procedures.			
Passengers not to wait longer than 10 minutes in the bus before departure to aircraft.			
PIL to be delivered to the aircraft 15 min prior to ETD			
Heavy/out size hand baggage to be collected at gate by staff and same to be loaded in aft hold			
<b>3 – RAMP HANDLING</b>			
<b>A – Baggage Handling &amp; Ramp Functions</b>			
<b>Arrival/Departure</b>	<b>YES</b>	<b>No</b>	<b>Reason</b>
<b>FOR AIRCRAFT PARKED AT AEROBRIDGE</b>			
<b>First bag</b>			
B777 First bag to be delivered by 15 minutes after on blocks			
<b>Last bag</b>			
B777 last bag to be delivered by 50 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.			
Dedicated Ramp Supervisor/Load sheet Representative to be assigned so Head office can coordinate as & when required.			
Ramp Agent to communicate through HITIT DCS to CLC/Head Office final baggage build up and loading position including fuel details for load sheet purpose at 40 minutes prior to ETD			
Load sheet to be delivered to Cockpit Crew by 15 minutes prior ETD			
The Handling company will arrange for delivery of delayed baggage as per Carrier's procedures.			
PIR's to be completed immediately for missing and damaged luggage missing bag files to be checked daily and tracing carried out accordingly.			

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MANCHESTER, UK

Requirements:	YES	NO	Reason
Any OHD bags to be entered into system immediately			
If passengers report pilferage to their luggage a DPR to be taken.			
Appropriate Ground Support Equipment to be available at parking position 10 minutes before ETA			
Chocks to be positioned immediately after beacon on.			
Passenger disembarkation to commence within 5 minutes after on blocks.			
Mail and Cargo to be delivered along with documents to the respected warehouse by 60minutes after on blocks.			
2 high loaders , 2 transfer equipment's along with minimum 8 loading crew to be provided on flight for offloading/loading requirements on both forward and aft hold plus bulk simultaneously			
To avoid any over carriage, entire bulk to be offloaded completely and to be reloaded			
During refueling rear step to be provided for transit flights			
1 separate staff to be deployed for refueling process, coordination & communication to Cockpit Crew			
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.			
Separate ULD's to be made for business class passengers			
Mall and Cargo to be delivered to aircraft side by 10 minutes prior to ETA.			
Pushback equipment available <b>10</b> minutes prior to ETD.			



REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MANCHESTER, UK

B- Load Control & Operations	YES	NO	Reason
Expected load for calculation of ZFW to be sent to CLC/Head Office 6hrs prior to STD			
UCM to be sent immediately after departure			
SCM to be conducted weekly, recording ULD numbers and types			
C - Cleaning:	YES	NO	Reason
CLEANING Conformity 96% :			
To be completed within 25 minutes with ground time of 80/90 minutes. If additional ground time is assigned, then cleaning to be completed 10 minutes prior to commencement of passenger boarding			
4 – PENALTY			
Due Punctuality	YES	No	Reason
(Refers only to flight delays attributable to the Handling Company)			
Duration of Delay			
Beyond 15 to 25 mins 15% of Basic handling of the affected flight to be waived			
Beyond 25 to 35 mins 25% of Basic handling of the affected flight to be waived			
Beyond 35 to 60 mins 35 % of Basic handling of the affected flight to be waived			
Other Penalties MAN:	YES	No	Reason
Item Description - with Penalties			
Missing EBT document (GBP 75 per missing Document)			
Business plus LD3 not made separately (GBP 45 per flight)			
BRS with scan not carried out (GBP 50 per flight)			
In case single high loader provided instead of two (GBP 50 per flight)			
Offloading/loading staff provided less than minimum required in SLA (GBP 75 per flight)			
Check-in staff provided less than SLA (GBP 75 per flight)			
Late opening or closing of counter (GBP 50 per counter)			
Arrival checks provided late or completely not carried out (GBP 50 per flight)			
Baggage Interception not done (GBP 50 per flight)			

**Training:**

The Carrier's DCS (HITIT Crane) will be used. DCS training will be provided by the Carrier to the handling company's staff on request of handling company. No charges will be levied for the initial training and for the subsequent one day (01 day) refresher if required by handling company's after every 02 years. Any additional training prior to completion of 02 years, on handling agent's request, will be paid by the handling agent at the rate of USD 150 per day plus hotel accommodation for the trainers. Training room, training aids and any other expense will be arranged by the handling company.

Initial weight & balance training will be provided by the Carrier to the Handling agent's staff and thereafter, revalidation will be provided by the Carrier every 02 years. Any training prior to completion of 02 years, on Handling Agent's request, will be paid by the Handling agent at the rate of USD 150 per day plus hotel accommodation of the trainers.

<p><b>Note: Station Manager PIA will monitor Service Level Compliance in order to verify service quality and forward report to Head office on monthly/quarterly/annual basis.</b></p>
---

**Flight Schedule:**

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