

## REQUEST FOR PROPOSAL FOR GROUND HANDLING AT - TORONTO PEARSON INTERNATIONAL AIRPORT

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PIA intends to hire the services of well reputed Ground Handling Companies for the Ground Handling of its flights at **Toronto Pearson International Airport**.

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 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 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 (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 GMT on **30/11/2020** at below address:

**Station Manager PIA-YYZ  
56 Aberfoyle Crescent, Suite 620  
Toronto, ON, M8X 2W4  
Email: yzkkpk@piac.aero**

- ❖ 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.

**Basic Handling:**

Aircraft Type
B772
B773

**Additional Services:**

<b>Man Power –Hourly Rates</b>	<b>Rates</b>
Supervisor/Regular	
Supervisor/Overtime	
Lead Agents/Regular	
Lead Agents/Overtime	
Ticket/OPS/MHB/Regular	
Ticket/OPS/MHB/Overtime	
Agents/Regular	
Agents/Overtime	
PRM Agent/Regular	
PRM Agent/Overtime	
Office Admin / Regular	
Office Admin / Overtime	
<b>Services</b>	
GPU	
Air start	
Heating Unit	
Crew Transport	
Pushback/per additional pushback	
Passenger Stairs/per operation	
Air conditioner/per hour	
Cargo Transfer/per flight	
Tow/per trip	
Aircraft Parking (Handling Agent Facility)	

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**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 YYZ 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	
Training & Certification	IOSA / ISAGO certified company	<b>5</b>	
	Any other certification?	2	
Company Profile & Experience	Highly established , well experienced (More than 05 years)	<b>10</b>	
	(7-5 years)	<b>7</b>	
	(1-5 years)	5	
The GHA must be able to provide ground handling	5 sets	<b>25</b>	

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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"> <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>	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	
<b>Total Score</b>	<b>Minimum Passing Marks 70</b>	<b>100</b>	

**Required List of Required Services:**

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 (d,e); 1.2.4 1.3.4,1.3.8; 1.3.9
Section 2	PASSENGER SERVICES	2.1.1; 2.1.2; 2.1.3(a)(1,3,4 (b)(4,6) 2.1.4a-b(1-5); 2.1.5; 2.1.6(a); 2.1.7,2.1.8(b)(1,2,5) 2.2.1; 2.2.2(a)(1)(4); 2.2.3(a); 2.2.4(a)(b)(1)(2)(a)(d); 2.2.5(a,b,c,d)(a)(d); 2.2.6(a)(b)(1,2)(a, d); 2.2.7(a)(d); 2.2.8(a),2.2.10(a,b,c)(1,2)(1,4); 2.2.11(a,b)(1,4); 2.2.12(a); 2.2.13(a)(d); 2.1.14(a)(b); 2.1.15(a)(b)(c); 2.1.16(a)(b)(c) 2.3.1(b); 2.3.2(a)

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Section 3	RAMP SERVICES	3.1.1(a); 3.1.2(a)(b); 3.1.3(a)(b); 3.1.4(a)(b); 3.1.5; 3.1.6(a)(b); 3.1.7(a)(1) 3.1.8 3.2.1(a); 3.3.1; 3.3.2(a)(b)(6) 3.4.1 (a)(c)(1,3,4,5)(c)(2) 3.5.1; 3.5.2(a)(b) 3.6.1(a)(c)(2)(b)(3) 3.6.2(b)(1,2); 3.6.3(a,c); 3.6.4(a)(1,2); 3.6.5(a)(1,5)(b)(2,4)3.6.6(a,b,c,d); 3.6.7(a); 3.7.1(b)(1),3.7.2(a)(1,2),3.7.3 3.8.1(a – 1,2,4); 3.8.2(b) 3.10.1(a)(b)(1-11),3.11.5,3.10.2(a,b),3.10.3(d,e)(1),3.10.4(a,b)(1), 3.11.1(a)(1)(2),3.12.1(a)(2)
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	4.1.1; 4.1.2(a)(b)(1); 4.2.1; 4.2.2(a)(b); 4.2.3(a)(b) 4.3.1; 4.3.2 (b)(1); 4.3.3(a)(1); 4.3.4(a,b,c)(1); 4.3.7; 4.3.9 4.4.4
Section 6	SUPPORT SERVICES	6.2.1(b)(c)(1); 6.2.2(a)(1-6) 6.3.1(b)(1); 6.3.2; 6.3.3(a)(b)6.3.4;6.3.5 6.4.1 6.7.1,6.7.2
Section 7	SECURITY SERVICES	7.1.1(b)(1)(2); 7.1.2(b)(1-5); 7.1.3(b)(1-3); 7.1.4(a)(2,4)(b)(3), 7.4.1(b)(1),7.4.3(b)(1,2)

- **Service Level Agreement**

**SERVICE ASSURANCES**

Targets to be reviewed and assessed quarterly.

**PERFORMANCE INDICATORS & TARGETS1-GENERAL**

**A - Punctuality** (Refers only to flight delays attributable to the Handling Company).

- 97 % On-time performance

**B - Baggage Handling**

- Mishandled baggage, maximum 5 bags per 1000 passengers travelled.

**2 PASSENGER HANDLING (Check-in)**

- Check in to be open 240 Minutes prior to STD with correct signage.
- The following staff will be provided at check-in (based on STA 1255/STD1555):  
10 agents from 1200-1600 = 40 hrs

- Total 40 hours check -in agents that will also handle the arrival flight and the gate departure function. The shift times above are to be adjusted based on the flight schedule.

In addition to above 40 hours, following resources will also be provided on each flight

- Counter Supervisor for 06 hours on each flight
- Editor / Cashier for 06 hours on each flight
- Ops agent for 06 hours on each flight

Based on minimum three weekly flights

- Dedicated Baggage Services Supervisor for 24 hours weekly (4 hours every day except Saturday).
- Back Office coverage 40 hours per week (02 agents, 5 days X 4 hours)

**2A- Check-in:**

- Average Check in processing time to be not more than 3 minutes.
- Check - in close out time 60 minutes prior to STD.

**2B-Gate Functions**

- Boarding gate opened with 1 agent, 90 minutes prior to ETD
- Boarding gate manned 75 minutes prior to ETD
- Boarding commencement minimum 60 minutes prior to ETD
- Boarding/delay announcements to be made as per carrier's procedures.

**3 RAMP HANDLING**

**A- (Baggage Handling Arrival)**

<b>FOR AIRCRAFT PARKED AT AEROBRIDGE</b>	<b>B777</b>	First bag to be delivered by 20 minutes after on blocks Last bag to be delivered by 60 minutes after on blocks
<b>FOR AIRCRAFT PARKED AT REMOTE</b>	<b>B777</b>	First bag to be delivered by 30 minutes after on blocks Last bag to be delivered by 70 minutes after on blocks

- Premium bags to deliver 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 premium class baggage first upon arrival.
- Ensure baggage reconciliation system adopted, whereby, baggage loaded/recorded by ULD to facilitate station with Copy given to crew for use at transit station.
- Prior to baggage loading, staff in baggage make-up area-must performs a physical check to ensure that only serviceable ULDs are used. PIA to be informed of any unserviceable and they will advise disposition of units.

**B- Cleaning:**

- To be completed 90 minutes prior to ETD and 30 minutes prior to commencement of passenger boarding, as per the stipulated time for the respective airport/station.

**4 RAMP**

A - Arrival

- Appropriate Ground Support Equipment to be available at parking position at 10 minutes before on block.
- Chocks to be positioned immediately after brocks on.
- Passenger disembarkation to commence within 10 minutes after on block
- Mails and documents to be delivered to Mail facility by 90 minutes after on block.

B - Departure

- Mails to be delivered aircraft side by 75 -minutes prior to ETD.
- Push back equipment available 15-minutes prior to ETD.

**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 20 minutes prior ETD.
- Messages to be sent within 15 minutes after departure.

**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.

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

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**7-- 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:**

<b>ITEM DESCRIPTION</b>	<b>REIMBURSEMENT AMOUNT</b>
Missing EBT document	CAD 100 per missing Document
Business plus LD3 not made separately.	CAD 100 per flight
late Opening of Check In counters	CAD 100 per counter
Late closing of counter	CAD 100 per counter

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Baggage Interception not done	CAD 200 per flight
Delay in baggage delivery on arrival more than 30 minutes from standard more than 60 minutes from standard more than 90 minutes from standard	CAD 200 per flight CAD 500 per flight CAD 1000 per flight
Non- compliance during Regulatory Inspection (due Handling Agent)	CAD 1000 per flight + any fine at actual if imposed by authorities

- Dedicated or Semi - Dedicated team is required.

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