

PIA intends to hire the services of well reputed Ground Handling Companies for the Ground Handling of its flights at **Abha Airport-KSA**.

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 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 1500 hrs LT on **14/01/2021** at below address:

**Country Manager Office  
Pakistan International Airlines  
SKAB Center Annex Movenpick Hotel  
Medinah Road, Mushrefah, Jeddah 23332,  
Kingdom of Saudi Arabia  
TEL:+966-12-6614932,6614943 & 6614814**

- ❖ Technical proposals will be opened on the same day at 1530 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.

**Rates Required For:**

**Basic Handling:**

<b>Aircraft Type</b>
<b>A320</b>
<b>B772/B773</b>

**Additional Services:**

<b>Section</b>	<b>Service Description</b>
3.3.3	Ground Power Unit
3.4.1	Air-Condition Unit
3.5.1, 3.5.2,	Headset Service
3.7.1	Air Start Unit
3.9.1 (a), 3.9.3	Towing
3.9.1 (a), 3.9.3	Pushback (including tow-bar if required) <b>(first push free)</b>
3.10.1(a)	Windshield cleaning
3.12.1	Toilet Service (if available)
3.13.1	Water Service (if available)
6.3.3	Dispatch of SCM/UCM message
7.1.4 (a)(3)	Baggage ID
7.1.4 (a)(4)	Offload No-show Pax baggage
	Handling transit passenger
4.9.4	Crew handling services
	Printing/Copying Flight Plan/other documents more than 20 pages (up to 20 pages per flight is free)

**Equipment Charges:**

<b>Equipment</b>
Main Deck Loader
Lower Deck Loader
Conveyor Belt
Baggage Tractor
Transporter
Passenger Step (Normal)
Baggage Cart/Trolley
Pallet Dolly
Container Dolly

**REQUEST FOR PROPOSAL FOR GROUND HANDLING AT –ABHA AIRPORT - AHB**

**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			Y = In / N = Out
Authorization from airport authority to operate from AHB 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 simultaneously to 3 wide body aircrafts i-e GHA must	5 sets	<b>25</b>	
	4 sets	20	

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have 3 sets of inventory of all GSE required on both narrow/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>	

**List of Required Services:**

Section 1	REPRESENTATION, ADMINISTRATION & SUPERVISION	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.4, 1.3.3 (the Carrier will provide its own qualified representative (s) on permanent basis to facilitate liaison and coordinate closely with the Handling Company, the airport authorities and other third parties), 1.3.5, 1.3.8.
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.3 (b)(1,3,4,7)(at request and recharge basis at cost plus 10% service charge), 2.1.3 (a)(5)(at a charge of SAR 15 per passenger – refer sub-paragraph 2.9 of this Annex B), 2.1.4, 2.1.6 (a), 2.1.7 (a, b, c, e-within airport premises-once per day), 2.1.8, 2.1.9 (b)(1), 2.2.2, 2.2.3 (a), 2.2.4, 2.2.5 (a charge of SAR 20 per EBT issued shall apply, refer to sub-paragraph 2.5), 2.2.6, 2.2.7, 2.2.8, 2.2.10, 2.2.11(a), 2.2.12, 2.2.13 (d,g,h), 2.3.2, 2.3.3.
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 (b)(1,3), 3.1.8 (at the same terminal), 3.2.1, 3.3.1, 3.3.2 (f)(limited to safety cones only), 3.6.1 (a)(1)(in case of remote parking), 3.6.1(a)(2), 3.6.3, 3.6.4 (additional charges may be applied), 3.6.5 (a)(1), 3.6.5(a)(2)(transport only), 3.6.6 (a,b,c), 3.6.7, 3.6.8, 3.8.1(limited to fire extinguisher only), 3.11.1 (a,b,c, strictly under Carrier supervision), 3.11.2 (a, b, e, g, i), 3.11.5, 3.11.7, 3.11.8, 3.11.9 (a).
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	4.1.1, 4.1.2 (a)(b)(c)(d)(e)(1)(necessary training and license to be provided by the Carrier at it's own entire cost), 4.2.1 (a,b,d), 4.3.1, 4.4.2, 4.4.3 (b), 4.4.4(d).
Section 6	SUPPORT SERVICES	6.2.1(b)(c)(1), 6.2.2(a)(3)(4), 6.3.1(b)(1)(common facility with no liability whatsoever on the Handling Company), 6.3.2, 6.3.3 (refer to charges table), 6.3.4, 6.3.5, 6.5.1, 6.7.1, 6.7.2.
Section 7	SECURITY SERVICES	7.1.1(a)(1)(2)(at check-in counter only), 7.1.4(a)(2).

- Service Level Agreement

### SERVICE ASSURANCES

Targets to be reviewed and assessed quarterly.

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.

#### 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.
- Check in to be open 180 minutes prior to STD with correct signage for N/B aircraft.

##### 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 45 minutes prior to ETD
- 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.

### 3 – RAMP HANDLING

#### A – Baggage Handling

##### Arrival

##### FOR AIRCRAFT PARKED AT AEROBRIDGE

##### First Bag:

- B777-First bag to be delivered by 20 minutes after on blocks
- A320-First bag to be delivered by 15minutes 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 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.

#### 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 authorized 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 chock 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 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.

**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.

**7- PENALTY**

**Due Punctuality**

Delay attributed and caused by the handling agent.

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	SAR 200 per missing Document
Business plus LD3 not made separately.	SAR 200 per flight
Shortage of agent on arrival	SAR 200 per missing arrival agent
late Opening of Check In counters	SAR 100 per counter
Late closing of counter	SAR 100 per counter
Baggage Interception not done before entrance of immigration area	SAR 200 per flight
For NB Aircraft Less than 2 conveyors	SAR 200 per flight
For WB aircraft less than 1 conveyor and 2 high LDR	SAR 200 per flight
Any condoning of excess baggage ex departure station or spotted after arrival at arriving station.	Actual amount of excess baggage + SAR 200 per event

- Dedicated or Semi - Dedicated team is required.

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