

REQUEST FOR PROPOSAL FOR RAMP TRANSPORTATION OF CREW & PASSENGERS AT JEDDAH, KSA

PIA intends to hire the services of well reputed service providers for the Ramp Transportation of Crew and Passengers of its flights at KAIA JED, Saudi Arabia.

Guidelines for the submission of proposals are given below:

- ❖ All proposals should be drawn on **IATA SGHA 2018** format.
- ❖ This contract will be valid for three years, with a standard 60 days exit clause, with no condition on termination.

Rates needed for following aircraft type:

A320/B777– Rates required for Airside Bus service for passengers & crew.

- ❖ Rates quoted should be valid for three years.

Besides the proposals, following information should also be submitted:

- ❖ List of current clientele, along with the type of aircraft.
- ❖ 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.
- ❖ Acceptance of our service level standards & flight schedule.
- ❖ Describe in detail your customer service standards.

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.

- ❖ Closing date & time for submission of tender is **26th September 2021 at 1600 hours** on below address

Mr. Tariq Majeed
Station Manager

Jeddah - Saudi Arabia, TEL- 00966-12-6850190
CELL- 00966-543203438, Fax- 00966-12-6858903
Email: jedkpk@piac.aero

- ❖ Technical proposals will be opened on the same day at 1600 HRS 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 aforesaid date & time. PIA will not be responsible for postal delays or any other reason.

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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 Service Provider 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 Jeddah airport.		Y/N	
Provision of 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 services provided	All services provided by the bidding company	20	
	Sub-contractors	10	
Age and condition of Buses & Coasters	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 2 Five star airline	10	
	More than or equal to 5 airlines, at least 1 Five star airline	8	
	2 to 5 airlines	5	
Training & Certification	IOSA / ISAGO certified company	5	
	Not certified	0	
Company Profile & Experience	Highly established , well experienced (More than 05 years)	5	
	Recently established with experience less than 02 years	3	
Financial Position	Sound	5	
	Not so sound	2	
Proposed Rates	20% less rates compared to other /existing agent	35	
	10% less rates compared to other/existing agent	30	
	5% less rates compared to other/existing agent	25	
	Same rates as other/existing agent	15	
No. of skilled manpower	60% skilled employees	5	
	40% skilled employees	3	
Penalties	Acceptance of penalties	5	
	Rejection of penalties	3	
Total Score	Minimum qualifying Marks 50	100	

Required List of Services

Section 2	PASSENGER SERVICES	2.1.1 Coordinate with PIA Station Manager/ Representative for ascertaining STA/STD of flights and make Ramp Transport arrangements accordingly. 2.1.4 (a) Provide passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include: 3. transportation, as specified in Annex B
Section 3	RAMP SERVICES	3.6.2 (a) Provide 1. passenger 2. crew transport between aircraft and airport terminal(s).
Section 6	SUPPORT SERVICES	6.6.1 (a) Provide the transport of 1. passengers & crew between (ii) airport and other agreed points (iii) separate terminals at the same airport.

Penalties

In case of delay for 15 to 30 minutes in provision of transport service from arrival/ departure time, 25% of the cost of the trip will be deducted.

In case of delay over 30 to 60 minutes in provision of transport service from arrival/ departure time, 50% of the cost of the trip will be deducted.

In case of delay of more than 60 minutes; the whole cost of the trip will be deducted.

In case the service provider failed to provide the services on any specified day, the Carrier shall arrange from other sources and shall claim the cost and all related expenses for the same from the service provider.

Service provider shall not be responsible for delay caused due to the reasons beyond its control such as Force Majeure conditions.

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