

## REQUEST FOR PROPOSAL FOR GROUND HANDLING AT KUWAIT

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PIA intends to hire the services of well reputed Ground Handling Companies for the Ground Handling of its flights at Kuwait International Airport, Kuwait.

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 hours 28 /01/2020** at below address:

Station Manager PIA-Kuwait  
Commercial Mall,  
Office # FFM91, Mezzanine Floor,  
Kuwait International Airport,  
State of Kuwait  
Office: 00965 2415621/24755963  
Mobile: 00965 97314195  
Email: **kwikkpk@piac.aero**

Technical proposals will be opened on the same day at 1230 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 PIA will not be required to justify the grounds of rejection.
- ❖ Interested parties who can provide these services should submit tenders directly with PIA, 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 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 KWI 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	5 sets	<b>25</b>	
	4 sets	20	

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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>	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 60</b>	<b>100</b>	

**Required List of Services for KWI:**

Section 1	MANAGING FUNCTIONS	1.1.2, 1.1.3, 1.1.4 1.2.1, 1.2.2, 1.2.3(b, c, d, e, f, g), 1.2.4, 1.2.5 (a, b, c), 1.2.6(a, b) 1.3.1(a, b), 1.3.2, 1.3.3, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.3(a)(1, 2-Four booked wheelchairs per turnaround- 2 for arrival & 2 for departure, 4, 5), 2.1.4(b) (1, 2, 3, 4, 5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8(b) (1, 2, 3, 5) 2.2.1, 2.2.2(a) (1, 3, 4), 2.2.3 (a) (b) (1, 3), 2.2.4 (a, b)(1, 2) (a, c), 2.2.5 (a, b, d) (1) (2), 2.2.6 (a, b) (1, 2) (a), 2.2.7 (a, c), 2.2.8 (a, b, c), 2.2.10 (a, b, c) (1, 2) (a)(c), 2.2.11(a) (1), 2.2.12 (a, b), 2.2.13 (a), 2.2.14 (a), 2.2.15(a, b, c), 2.2.16 (a, b, c), 2.2.17 2.3.1 (a), 2.3.2 (a, b), 2.3.3(b)(1, 2, 3), 2.3.4 (b) (1, 2, 3, 6)

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Section 3	RAMP SERVICES	<p>3.1.1 (1), 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)(b) (1,2,3), 3.1.8                      3.3.1(a) (b) (1), 3.3.2 (a)(b)(6),                      3.4.1(a, b, c) (1- Ground Power unit for first 2 hours included in Basic Rate) (3- First hour of Air-Conditioned Unit included in Basic rate)                      3.5.1, 3.5.2(a)(c)                      3.6.1(a, c)(1- included for the first 2 hours only). Passenger step per turnaround would be provided, 3.6.3 (a) (c), 3.6.4(a) (1, 2),                      3.6.5(a)(1,2,3,4,5,6),                      3.6.6(a,b,c,d,e), 3.6.7(a, b),                      3.7.1(a)(1,2), 3.7.2(a)(1, 2), 3.7.3                      3.8.1 (a) (1-Limited to one free push back per departure (4),                      3,10.1 (a, b) (1 to 9), 3.10.2(a, b), 3.10.4 (a, b,) (1)                      3.11.1 (a)(1), 3.12.1 (a)(1)(2)</p>
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	<p>4.1.1,4.1.2(a)(b)(1,2),                      4.2.1, 4.2.2(a,b), 4.2.3(a,b),                      4.3.1,4.3.2(b)(1),4.3.3(b)(1), 4.3.7, 4.3.9, 4.3.10</p>
Section 5	CARGO AND MAIL SERVICES	<p>5.1.2(a, c), 5.2.1(c, d)(1,2), 5.3.3(a)(1,2), 5.3.4(a, b)(1),                      5.4.1(d, e),5.4.3(c, d)(1,2,3), 5.4.4(a, b, c), 5.4.6(4), 5.4.7(a, b, c, d)                      5.5.3(b)(1),5.5.4(b), 5.6.1 (a, b), 5.6.2, 5.6.3(a, b)(1), 5.6.4, 5.6.5(a)(b) (a,                      b, c), 5.6.6</p>
Section 6	SUPPORT SERVICES	<p>6.2.1(a)(c)(2), 6.2.2(b)(3,5,6)                      6.3.1(a,b)(1,2,3,4,), 6.3.2, 6.3.3(a)(b), 6.3.4, 6.3.5, 6.4.1, 6.5.1, 6.5.3,                      6.5.6(b), 6.5.7, 6.5.8, 6.5.9, 6.7.1</p>
Section 7	SECURITY SERVICES	<p>7.1.1(a)(1)(2), 7.1.4(a)(b)(1,2,3), 7.2.1(a)(3)</p>

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For the Basic Handling Services listed above, the following rates will apply;

Aircraft Type
B777
A-320

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( <b>no charge in case only arrival</b> )	
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.

**PERFORMANCE INDICATORS & TARGETS**

1- GENERAL										
<b>Minimum Ground Time-80/90 minutes</b>										
<b>Punctuality:</b>										
<b>Requirements:</b>	YES	No	Reason							
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>A - CHECK-IN Counters:</b>										
Check in to open <b>240</b> minutes be prior to STD with correct signage.	YES	No	Reason							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Aircraft</td> <td style="width: 20%;"><b>B777</b></td> <td rowspan="3" style="width: 60%;"></td> </tr> <tr> <td><b>Up to 125</b></td> <td><b>5 Counters</b></td> </tr> <tr> <td><b>From 126</b></td> <td><b>6 Counters</b></td> </tr> </table>	Aircraft	<b>B777</b>		<b>Up to 125</b>	<b>5 Counters</b>	<b>From 126</b>	<b>6 Counters</b>			
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<b>Up to 125</b>	<b>5 Counters</b>									
<b>From 126</b>	<b>6 Counters</b>									
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. In the event of >150 pax and 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. <b>Dedicated staff to be provided for check-in</b>										
Check-in will close at STD – <b>60</b> minutes										
<b>B- AGENTS</b>										
In addition to check-in staff, handling agent will allocate following staff;										
01 Customer agent to manage barrier control in the check – in hall										

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01 customer service agent for hand baggage control at security. 02 customer service agent to meet arrival aircraft 01 dedicated staff/coordinator (Passenger Service Agent) for PIA flights for handling terminal functions as mutually agreed.			
01 dedicated Lead Agent /Supervisor for PIA flights for terminal <b>&amp; editing</b> functions			
<b>01 customer agent available at lost &amp; found counter</b>			
<b>C- CHECK-IN TIME</b>			
Average check in processing time to be not more than 3 minutes			
Check in close out time 45 minutes prior to STD unless specifically extended at the request of PIA local on the day			
<b>D - Gate Functions:</b>	YES	No	Reason
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, boarding will commence on the authority of Sr.Purser in liaison with the dispatcher. 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. Row wise boarding to be performed as per airline SOP. Hand baggage to be collected at gate by handling agent's staff.			
<b>3 – RAMP HANDLING</b>			
<b>Requirements:</b>			
<b>A – Baggage Handling &amp; RAMP FUNCTIONS</b>			
<b>Arrival/Departure</b>			
<b>FOR AIRCRAFT PARKED AT AEROBRIDGE</b>			
<b>First bag</b>			
First bag to be delivered by 10 minutes after on blocks			
<b>Last bag</b>			
Last bag to be delivered by 25minutes 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.			
Baggage facilities department will use World Tracer System. 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.			
The Handling company will arrange for delivery of delayed baggage as per Carrier's procedures.			

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PIR's to be completed immediately for missing and damaged luggage missing bag files to be checked daily and tracing carried out accordingly.			
Any OHD bags to be entered into system immediately			
If passengers report pilferage to their luggage a DPR to be taken.			
If aircraft requires towing to stand, aircraft shall be towed onto stand by STD 120 minutes.			
All terminator flights to be closed and ready for pushback at -5 to STD			
<b>3-Departure:</b>			
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.			
<b>A-Arrival</b>			
Aerobridges to be attached on arrival. Any inbound loading discrepancies to be reported to PIA by telex. Appropriate Ground Support Equipment to be available at parking position at 10 minutes before on blocks. Chocks to be positioned immediately after blocks on. Headset to be available on aircraft arrival. Cockpit to be informed about chocks on. Passengers disembarkation to commence within 5 minutes after on blocks Mail and documents to be delivered to mail facility by 90 minutes after on blocks.			
<b>B- Departure:</b>			
Loading of cargo/available baggage LD3 should be loaded well in advance so that any last minute hassle is available. Pushback equipment available 15 minutes prior to ETD and should remain at the aircraft.			
<b>C - Cleaning:</b>			
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			
<b>LOAD CONTROL &amp; OPERATIONS</b>	YES	No	Reason
Load sheet and NOTOC to be delivered by 10 minutes prior ETD.			



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Preflight documentation to be delivered to the aircraft by 15 minutes prior ETD Message to be sent immediately after departure ( Including losig, UCM, position of business class container. SCM to be conducted weekly, recording UDL numbers and types.			
A dispatcher should be provided for departure @ -2 hours to STD A general Declaration and a passenger manifest to be provided for each flight.			
<b>TRAINING:</b>			
Initially DCS (HITTIT DCS-Crane) training imparted by the Carrier to the handling company's staff will be free of charge. This training will be of 5 days. Sufficient number of staff and training facility will be provided by handling agent for training, without any cost to the Carrier. After initial training, in case the handling agent requires additional training for new or additional staff, the Carrier will charge handling company at a rate of USD 400 per day of training. Handling agent can get their master trainers trained for imparting subsequent In- house training.			
<b>4 – PENALTY</b>			
Due Punctuality (Refers only to flight delays attributable to the Handling Company	YES	No	Reason
<b>Duration of Delay</b>	<b>Penalty ,Percentage&amp; Condition</b>		
>15 minutes <60 Minutes	10% of Basic Handling Charges of the affected flight to be waived		
>60 Minutes	20% of Basic Handling Charges of the affected flight to be waived		
<b>Other Penalties:</b>			
<b>ITEM DESCRIPTION</b>	<b>REIMBURSEMENT AMOUNT</b>		
Invalid uplift of Flight Coupon	KWD 20 Per invalid Uplift		
Missing EBT Document	KWD 50 per missing document		
Staff provided less than SLA	KWD 30 per missing Checking- in Agent		
Business Plus LDS not made	KWD 30 per flight		

The Handling Company will review and investigate any discrepancies caused by Handling Company and proper Compensation and/or waiving of any part of handling charges will be dealt with on a case by case basis.

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