

PIA intends to hire the services of well reputed Ground Handling Companies for the Ground Handling of its flights at London, United Kingdom.

Guidelines for the submission of proposals are given below:

- All proposals should be drawn on **IATA SGHA 2008** format.
- 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.
- Employees Training Record
- List of Mandatory trainings
- Acceptance of our flight schedule & SLA
- ISAGO certification
- Security Certification Details

**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. LT. 21/02/2020** at below address:

Ayaz Khan  
Station Manager,  
3507 South Wing,  
T3, PIA/LHR TW6 1PA

- ❖ 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 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.

**Required List Of Services**

Section 07: Security  
 7.1.1(a)(2), 7.1.3(a)(3), 7.4.1(b)(1), 7.4.2(a)(1)(2), 7.1.4 (b)(1)

**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).

Mandatory Requirements			Ground Handling Company
TECHNICAL EVALUATION PERFORMA			Y = In / N = Out
Authorization from airport authority to operate from LHR airport.		Y/N	
Provision of Basic Security 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 handling provided	All services provided by the bidding company	20	
	Sub-contractors	10	
Clientele	More than or equal to 5 airlines, at least 1 Five-star airline	20	
	More than or equal to 5 airlines	15	
	2 to 5 airlines	10	
Training & Certification	ISAGO certified company	20	
	Any other certification?	10	
Company Profile & Experience	Highly established, well experienced (More than 05 years)	20	
	(7-5 years)	15	
	(1-5 years)	10	
No. of skilled manpower	80% Trained Agents	20	
	60% Trained Agents	10	
<b>Total Score</b>	<b>Minimum Passing Marks 70</b>	<b>100</b>	

**Manpower Requirement for Security services:**

<b>Requirement for single flight a day</b>	No. of Agents
Executive Economy class Queue comber	1
Economy class Queue comber	1
Out of gauge baggage	1
Aircraft Access Control/Guard the Aircraft	2
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<b>Requirement for two flights a day</b>	No. of Agents
Executive Economy class Queue comber	1
Economy class Queue comber	1
Out of gauge baggage	2
Aircraft Access Control/Guard the Aircraft	4
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❖ **Service Level Agreement:**

- Service description:

To provide aircraft security Services to Pakistan International Airlines as agreed under SGHA 2008, whereby the security company agrees to provide for the arrival and subsequent departure at agreed timings by the airline for a single ground handling consisting of the services mentioned above at LHR Airport.

- Compliance:

The security Company will be in compliance with all Government legislations and local regulatory authorities. All staff will be in Security Company's uniform, will be of the highest grooming standards and will adhere to full uniform standards.

All staff will be fully trained as per Department for Transportation and security Company will provide additional staff during inspections or on carrier's request.

All staff will be issued necessary Airside Airport Entry pass.

Flight Schedule

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