

TENDER FOR CARGO HANDLING AT LONDON /MANCHESTER/BIRMINGHAM

GENERAL GUIDELINES

The RFP should be submitted on the following guidelines:

All proposals should be drawn on IATA SGHA 2008 format, quoting separate rates for the following services:

- ❖ Basic cargo handling rates for handling PIA cargo at handling agent facility at London/Manchester/Birmingham.
- ❖ Trucking of transit shipments within UK.

Rates needed for following aircraft type:

A-300 / A310 / A-330 / A-320 / B-777 / B-747 – Cargo Handling

- ❖ This contract will be for three years, with a standard 60 days exit clause, with no condition of 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.
- ❖ Financial information of the company on a set format.
- ❖ A detailed list of ground support inventory, quantity, date of acquisition & specification.
- ❖ Acceptance of our service level standards & flight schedule.

Tender should be submitted on or before due date at following address:

General Manager Cargo
Cargo Division, Commercial Department
Pakistan International Airlines
3rd floor, PIA Booking office Blue Area,
Islamabad, Pakistan

A soft copy of the signed technical proposal should also be sent to khifypk@piac.aero, under copy to khiftpk@piac.aero.

Important:

- 1- Tender will be opened on “One Stage Two envelopes bidding procedure” basis. All bidders must submit one sealed package containing two separated envelopes, containing separately the financial proposal and the technical proposal. The envelope should be marked as **financial proposal and technical proposal**. Initially the technical proposal will be opened and will be discussed with the bidder. Those bidders who are willing to meet the requirements of PIA shall

be allowed to revise their technical proposals following these discussions. Bidders not willing to confirm to their technical proposals to the revised requirements of PIA shall be allowed to withdraw their respective bids.

Bidders who are willing to confirm to the revised technical specifications and whose bids have not already been rejected shall submit revised technical proposals and supplementary financial proposals, according to the technical requirements. The bidders will have 15 days to submit their revised technical and supplementary financial proposals, the revised technical proposal along with the original financial proposal and supplementary financial proposal shall be opened at a date, time and venue announced in advance by the procuring agency.

- 2- Closing date time which is the last date for submission of initial tender is 12:00 HRS PST, 25-01-2022.
- 3- 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.
- 4- Interested parties who can provide these services should submit tenders directly with PIA, no sub-agents will be entertained.
- 5- No tender will be entertained after expiry of aforesaid date & time. PIA will not be responsible for postal delays or any other reason.

Attachments:

Required List of Services

	Servicesrequirement	On Additional Charge
SECTION 5: CARGO AND MAIL SERVICES		
Cargo and Mail Handling – General (5.1)	5.1.1,5.1.2, 5.1.3, 5.1.4, 5.1.5, 5.1.6	
Customs Control (5.2)	5.2.1, 5.2.2, 5.2.3, 5.2.4	
Irregularities Handling (5.3)	5.3.1, 5.3.2, 5.3.3, 5.3.4(a), 5.3.5	
Documents Handling (5.4)	5.4.1, 5.4.2, 5.4.3 (Charges Collect)	
Physical Handling Outbound / Inbound(5.5)	5.5.1, 5.5.2, 5.5.3, 5.5.4, 5.5.5, 5.5.6	
Transfer / Transit Cargo (5.6)	5.6.1, 5.6.2, 5.6.3(a)(1), 5.6.4	
Post Office Mail (5.7)	5.7.1, 5.7.2, 5.7.3(a), 5.7.5, 5.7.6, 5.7.7, 5.7.8, 5.7.9, 5.7.10	
Automation/Computer Systems (6.2)	6.2.1(a)2, 6.2.2(b)8	
Unit Load Device (ULD) Control (6.3)	6.3.1(a)(2) Cargo ULD's only, 6.3.2, 6.3.3, 6.3.4, 6.3.5	
Cargo and Post Office Mail (7.2)	7.2.1(a)(1,2,3,4,5)	

Services Level Agreement

1-General

PUNCTUALITY

(Refers only to flight delays attributable to the Handling Company)

99% On-time performance

PENALTY

(Refers only to flight delays attributable to the Handling Company)

Duration of Delay	Penalty Percentage / Condition
> 15 minutes	20% of Handling Charges of the affected flight to be waived
> 30 minutes	30% of Handling Charges of the affected flight to be waived
> 60 minutes	50% of Handling Charges of the affected flight to be waived

PERFORMANCE STANDARD

S.No.	Item Description	Standard	Target
1	Cargo available for collection (PAX Aircraft) i.e. complete with documents	Within 3.00 hour of ATA of inbound flight	98%
2	Priority Cargo available for collection	Within 2.00 hours of ATA of inbound flight	98%
3	Electronic transmission of FFM complete with ULD	Within 1.00 hour of ATD	98%
4	FWB/AMS/FFM/FHL date capture/transmission	Within 1.00 of ATD	98%
5	Fright status Updating: Received from shipper (RCS) Received from interliner (RCT) Departed on booked flight (DEP) Received on booked flight (RCF) Consignee notified (NFD) Airway bill delivered to consignee (AWD); or Cargo delivered (DLV) Shipment transferred (TFD) Discrepancy (DIS), if any	Before STD Within 1.00 hour of ATD Within 6.00 hour of ATA Within 6.00 hour of ATA Within 1.00 hour of event Within 1.00 hour of event Within 2.00 hour of event Within 1.00 hour event	90%
6	Cargo mishandling (within Control of handling agent Such as in custody in warehouse, or on tarmac)	One (1) incident Per 1000 shipments	
7	Cargo Manifested but not uplifted		100%
8	Flight delay (exceeding 15 Minutes) caused by handling company	Nil delay	
9	DG infringements	Nil infringements	

SERVICE GUARANTEE

The Handling Company agrees to refund five percent (5%) of the month’s Handling charges if 7 or less of the 9 performance standards enumerated above are achieved.

SERVICE FAILURES/ULD LOSS

The handling company agrees to reimburse the carrier for each of the following services failure or ULD loss attributable to the handling company.

S.No	Item Description	Reimbursement Amount
1	Cargo Mis-delivery resulting in claims	Up to GBP 2,500 per claim or equivalent
2	DG infringement resulting in fines by authorities	Up to GBP 2,500 per incident or equivalent
3	fines by Customs, civil aviation and quarantine authorities for other than DG infringements	Up to GBP 2,500 per incident or equivalent
4	ULDs loss	Replacement cost of lost ULD

NOTES;

- a) Any deduction in handling charges or reimbursement made in connection with this Service Level Agreement shall not prejudice the Carrier from seeking any other recourse for compensation available to the Carrier.
- b) The above Performance Standards and Target may be revised annually.
- c) This Service Level Agreement is to be read in conjunction with the current and applicable Annex B between the Carrier and Handling Company.

Item Description	Remarks
Mishandling Rates	This measure the mishandling rate for short shipped un-manifested and unable-to-locate (UTL) based on incident per 1,000 shipments.
Cargo available for collection	This measure the time taken to check the inbound shipments from ATA until cargo are available for collection. Timings will be based on sampling check. (Priority Cargo shall refer to the Carrier’s XPS shipments and other special cargo including AVI, PER, HUM, VAL)
FFM, FWB & AMS/FHL data capture	The carrier will assess Handling Company’s performance based on random sampling check.
Freight Status updates	These will be based on the Carrier’s system generated FSU reports.

PRECONDITION: Carrier provides all relevant documents to the GHA – Manuals and SOPs and correspondent updates							
Safety Compliance with Industry practices, Authority	100% Compliance level in all Safety parameters	100%	100%	100%	Audit results, Number of incidents	Ground Handler (reports) and Carrier	

rules and Carrier's requests						
Operational & Regulatory current & recurrent Trainings	Operational Staff of Cargo Handling Agent must have all required operational; and regulatory current & recurrent trainings including ULD related ,Safety Management system (SMS) and DGR trainings	100%	100%	100%	Number of trained Cargo Personnel	Carrier
Oversize pallets	Pallets utilized should not cross the Specified height limit	100%	100%	100%	Number of Oversize pallets incidents	Ground Handler
Misdeclared DG cargo	Proper Documentation/ DGD & checks	100%	100%	100%	Number of misdeclared incidents	Ground Handler
Damaged ULD utilization	ULDs must be used as per specified standard/SAFA Requirements	100%	100%	100%	Number of damaged ULD incidents	Ground Handler
No DGR identification tags on ULDs	ULD Identification tags must be used on ULDs having DG shipments	100%	100%	100%	Number of missing ULD identification tag incidents	Ground Handler
DGR infringements	Nil violation	100%	100%	100%	Number of DG transportation regulations deviation incidents	Ground Handler
In-house monitoring mechanism by user Company	GHA must be inspected by Carrier once in a year as per PIA Oversight checklist	100%	100%	100%	Number of non-compliance on checklist items	Carrier
SMS Training	SMS training of Cargo handling Staff shall be conducted and in line with PIACL requirements, as laid down in the SMS Manual.	100%	100%	100%	Number of trained Cargo personnel on SMS	Carrier

Gap analysis of the training	If the training does not suffice PIACL requirement then a GAP analysis shall be conducted and GHA staff shall be trained	100%	100%	100%	Inspection result	Carrier
PIA Procedures & processes	GHA must be aware of PIA procedures & processes & these must be complied	100%	100%	100%	Inspection result	Carrier
Serviceability Cargo handling Equipment	The equipment utilized for PIACL handling must be serviceable, maintained and handled in safe condition.	100%	100%	100%	Inspection result	Carrier
Previous Safety incidents/Occurrences	The Cargo Handling Agent shall provide record of previous safety occurrences /violations (near misses, incidents and accidents) of at least last 1 year to PIACL and any information for clarification of these events.	100%	100%	100%	Number of safety incidents reported	Ground Handler
Hazard Log of Cargo Handling Agent	GHA must maintain Hazards log	100%	100%	100%	Inspection by carrier	Ground Handler
PRECONDITION: Carrier provides Policy for Safety Compliance levels						
Security Compliance with Industry practices, Authority rules and Carrier's requests	100% Compliance level in all Security parameters	100%	100%	100%	Audit results, Number of incidents	Ground Handler (reports) and Carrier
PRECONDITION: Carrier provides Policy for Security Compliance levels						
Training Standards	100% Compliance level to a minimum training standards covering all areas of the GHA organization	100%	100%	100%	Training Certificates	Carrier
					Audit results	
PRECONDITION: Carrier provides Policy for Training Level Compliance levels						
Facilities and Equipment fully	Existence of a BCP and ERP	100%	100%	100%	Calibration records	Carrier

operational	Correct equipment and infrastructure maintenance			Maintenance Plans and records and Audit results	
PRECONDITION: Carrier provides Policy for Facility and Equipment Level Compliance levels					

Signed the

For and on behalf of the
Handling Company

At Islamabad, Pakistan
For and on behalf of the
The Carrier
Pakistan International Airlines

by

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