



**PRE-QUALIFICATION DOCUMENT FOR HIRING SERVICES**

**(FOR ARRANGING GROUND HANDLING FOR CHARTER AND VVIP FLIGHTS)**

**(ESPECIALLY IN AFRICA, CENTRAL ASIA & CHINA)**

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**PRE-QUALIFICATION DOCUMENT FOR HIRING SERVICES**

**(FOR ARRANGING GROUND HANDLING FOR CHARTER AND VVIP FLIGHTS)**

**(ON AS AND WHEN REQUIRED BASIS)**

**1-Prequalification of Agencies Request Form**

Name of Agency: \_\_\_\_\_

Advertisement Serial No. \_\_\_\_\_

Service Area: \_\_\_\_\_

Address \_\_\_\_\_

Contact No. \_\_\_\_\_

Email Address \_\_\_\_\_

**PAKISTAN INTERNATIONAL AIRLINES CORPORATION**

**Phone:** + (92-21) 9904-4403, 4697 **Fax:** + (92-21) 9924-2511,

**E-mail:** [khiwopk@piac.aero](mailto:khiwopk@piac.aero), [khinzpk@piac.aero](mailto:khinzpk@piac.aero)

**Address:** Room No 37 Handling Agreements,  
PIA Head office, Karachi.

**2-Brief Introduction of the Participating Agency**

Sr.	Factors Description	
1	Name of the Bidder/Organization :	
2	Date of Establishment :	
3	Corporate Status (Proprietor/ Partnership / Pvt. Ltd. / Ltd.)	
4	Owner/ Proprietor/ MD / CEO Name/	
6	Mailing Address :	
5	Country of Origin:	
7	Contact / Cell No(s).	
8	Fax No(s).	
9	Email Address :	
10	National Tax No.	
11	Bank Name & Account No:	

Company's Stamp

Signature

### **3-Introduction of PIA:**

Ground handling at an airport is amongst the most complex and time-critical processes in the aviation industry. Even moments of delay in a single activity can cause major problems, leading to a substantial waste of resources and delays to the entire system. Backed by decades of operational experience, PIA offers premium ground handling services to customers.

- PIA's ground handling services include:
- Passenger Handling
- Ramp Handling
- Cargo Handling
- Flight Operations
- Catering Services
- Technical Handling
- Executive Jets Handling
- Line Maintenance
- Charters Handling

PIA is the largest provider of ground handling services in Pakistan, with a first-class record of reliability. Our engineering base provides a comprehensive set of facilities for the, B777, B747, A310, B737 and ATR-42, backed by hundreds of qualified aircraft and flight engineers. If your ground handling requirements fall within the domain of IATA SGHA, you can rely on PIA to take care of your needs.

PIAC is intending to pre-qualify Third Party Vendors for smooth functioning of its Charter & VVIP Flights especially in Africa, Central Asia and in China in accordance with the provisions of Public Procurement Rules.

#### 4- Financial Information

<b>Legal Entity Name</b>	
Address (City/State)	
Parent Company (if applicable)	
Parent Headquarters Address (City/State)	
Type of Business (S Corp., C Corp., Partnership, Sole Proprietor)	
<b>Financial Information</b>	Attach financial statements (income statements, balance sheets and cash flow statements) for the last 3 fiscal years and the most recent quarter if available.

**5 - ANNEXTURE A (Mandatory Requirement)**

- a) Covering Letter
- b) Complete Profile / Introduction of Organization (including name of Chief Executive, Partners, Professionals, etc.);
- c) Copy of Registration from Registrar of Firms/ undertaking of establishment in case of sole proprietor /partnership deed (if required);
- d) Copy of valid National Tax Certificate;
- e) Experience Certificate / letters of satisfaction from any two clients.
- f) Documents required on prescribed format:
- g) List of Clients (regular and occasional)
- h) List of major and services rendered during last 2 years Details of available staff (if applicable)
- i) List of Representatives in different countries with Contact Person
- j) Any other formality/documents that may be required by PIA.
- k) Copy of Safety, QMS and HSE certifications.

Only those bidders will be considered further who fulfill all mandatory requirements.

I / we hereby confirm that required documents are provided with the pre-qualification / proposal.

Company's Stamp

Signature

## 6 - ANNEXTURE B (Evaluation Criteria)

### (Technical & Financial Evaluation)

Marks Allocated: 100 (T.E = 70, F.E = 30)

Qualifying Marks: 70

Technical Evaluation (T.E)			
S No.	Requirements	Max Score	Score Attained
1	Company's Experience:	Marks Allocated 7	
	I. 10 and above years of Experience	7	
	II. 9-05 years of experience	4-6	
	III. 4-01 years of experience	1-3	
2	Clientele Detail:	Marks Allocated 7	
	I. 10 or more major clients	7	
	II. 9-5 Major Clients	4-6	
	III. 4-1 Major Clients	1-3	
3	Company Representation In Different Countries Including Africa, Central Asia & China	Marks Allocated 09	
	I. Presence in 15 and above countries	09	
	II. Presence in 14-10 countries	05 - 08	
	III. 9-1 countries	01 - 04	
4	Participating organization capable of arranging Basic Ground Handling Services as per IATA SGHA	Marks Allocated 7	
		7	
5	Participating organization Can Depute Dedicated coordinator who is bilingual (Local language & English) and well conversant for coordination with PIA Representative.	Marks Allocated 7	
		7	
6	Participating organization capable of arranging Basic Ground Handling Services for both Narrow and wide Bodied aircrafts	Marks Allocated 7	
		7	
7	Participating organization capable of arranging Complete required Services and all mandatory permissions from Airport Authority	Marks Allocated 7	
		7	
8	Rates Quoted should always be inclusive of all taxes	Marks Allocated 7	
		7	
9	<b>Certifications:</b>	Marks Allocated 12	
	(a) Safety certification	04	
	(b) Quality (QMS) certification	04	
	(c) HSE Certification	04	
<b>Total T.E marks = 70 (Qualifying marks 70% i.e. 49 marks)</b>		<b>Marks Obtained</b>	

Financial Evaluation (F.E)			
S No.	Requirements	Max Score	Score Attained
1	Shareholder's Equity in PKR:	Marks Allocated 6	
	I. 200 Million to 399 Million	1.2	
	II. 400 Million to 599 Million	2.4	
	III. 600 Million to 799 Million	3.6	
	IV. 800 Million to 999 Million	4.8	
	V. 1000 Million and above	6.0	
2	Current Ratio:	Marks Allocated 4	
	I. 0.01 to 0.49	0.5	
	II. 0.50 to 0.99	1.0	
	III. 1.00 to 1.49	2.0	
	IV. 1.50 to 1.99	3.0	
	V. 2.00 and above	4.0	
3	Quick Ratio (Acid Test):	Marks Allocated 4	
	I. 0.01 to 0.24	0.5	
	II. 0.25 to 0.49	1.0	
	III. 0.50 to 0.74	2.0	
	IV. 0.75 to 0.99	3.0	
	V. 1.00 and above	4.0	
4	Debt/liabilities to Equity/Capital:	Marks Allocated 4	
	I. 2.00 to 1.97	0.5	
	II. 1.96 to 1.57	1.0	
	III. 1.56 to 1.25	2.0	
	IV. 1.24 to 0.99	3.0	
	V. 1.00 and below	4.0	
5	Asset Turnover:	Marks Allocated 4	
	I. 0.01 to 0.49	0.5	
	II. 0.50 to 0.99	1.0	
	III. 1.00 to 1.49	2.0	
	IV. 1.50 to 1.99	3.0	
	V. 2.00 and above	4.0	
6	Net Profit Margin:	Marks Allocated 4	
	I. 1% to 5%	0.2	
	II. 6% to 10%	1.1	
	III. 11% to 15%	2.1	
	IV. 16% to 20%	3.0	
	V. 21 and above	4.0	
7	Net Worth Statement certified by a Chartered Accountant Co.	Marks Allocated 4	
	<b>Total</b>	<b>30</b>	
<b>Total F.E marks = 30 (Qualifying marks 70% i.e. 21 marks)</b>		<b>Marks Obtained</b>	

Please Provide Documentary evidence where required in support of your response, without documentary support section will be marked as zero.



#### **7 - Required List of Services:**

- Airport Navigation, Landing & Parking
- Full Ground Handling Services through a dedicated team
- Passenger Service Charges
- Cargo handling including cabin loading
- Over-flight & Landing Permit
- Arrangement for Crew Transport and Hotel (If required)
- Secured and discounted Catering uplift of high quality
- Fuelling/Refuelling
- Payments of Crew Allowance (in case of VIP Handling)
- Technical Handling (if required)

## 8-Terms & Conditions

### Pre-Tender Terms & Conditions (for Participation)

- The participating organization should have expertise in their relevant field.
- The participating organisation should be highly established, well experienced (More than 03 years).
- The participating organisation should have Registration of Subcontracted Companies from airport authority to operate from airport.
- The participating organisation should arrange Basic Ground Handling Services as per IATA SGHA for narrow bodied and wide bodied aircraft (whichever aircraft is operated).
- The participation organisation must have Company Representation In Different Countries Including Africa, Central Asia & China
- The organization should have its own expertise in all respect
- The organization should at-least has one (1) year professional experience in respective categories for working with reputable clients
- The participants must submit valid CNIC, NTN certificate, Valid GST certificate (if applicable), if required Income Tax Return or annual audit report and list of representative with contact person especially in Africa, China, and Central Asia (regular and occasional); If required, the selected / short-listed organizations will be informed in due course of time;
- The financial bids / quotations will be invited from pre-qualified Agencies as and when required.
- By submitting a proposal, the contractor agrees to be legally bound by the terms & conditions set-out in this RFP. The proposal will be considered a binding offer from the contractor subject to acceptance by PIA.

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.

### **Cost of Bidding:**

The bidder shall bear all costs associated with the preparation and delivery of its Bid and client in no case will be responsible or liable for those costs.

### **Period of Bids validity:**

Quotation must be valid for 60 days from the date of opening.

### **Assurance**

- The successful bidder will be required to give satisfactory assurance of its ability and intention to supply the services pursuant to the contract, within the time set forth therein.
- The successful bidder will have to execute a service level agreement with PIA and sign a performance bond on the date of execution of contract.
- Closing date time which is the last date for submission of proposals will be on 1100 HRS PST at below address:

Handling Agreements  
Room No. 37  
PIA Head Office Karachi  
Telephone:+92 9904 4403/4697  
Email: khiwopk@piac.aero

- Proposals will be opened on the same day at 1130 HRS PST in the presence of all participating agents who wish to attend at the Handling Agreement's Office at PIA Head Office Karachi.
- Notice of the rejection of all bids or proposals shall be given promptly to all Participants that submitted proposals.
- Pakistan International Airlines reserves the right to reject any proposal in part or with assigning a reason but will not be required to justify the grounds of rejection.
- Interested parties who can provide these services should submit documents directly with PIAC, no sub-agents will be entertained.
- No Document will be entertained after expiry of aforesaid date & time. PIAC will not be responsible for postal delays or any other reason.

#### **9- Terms & Conditions for Selected / Pre Qualified Service Providers**

- Prequalification status will be awarded for the period of one year further extendable to two years subject to satisfactory performance.
- The registered / pre-qualified organizations will be preferred for inviting sealed financial bids/quotations
- The rates quoted should be preferential, inclusive of all applicable taxes, whenever financial bid will be quoted.
- The prices quoted shall be treated as firm during bids/quotes validity period. No surcharges shall be accepted following receipt of final quotes.
- The Flight support company shall not charge any mark-up on Airport & Pax Fees payable to Airport Authorities of respective countries.
- The Flight support company shall not refuse handling, once awarded, as a result of its participation in the quotes process.
- The Flight support company shall ensure that the handler on ground has sufficient and serviceable ground support equipment and manpower for flight handling.
- The Flight Support Company shall ensure that handler on ground is well-versed with cargo handling procedures, loading & un-loading procedures and Load control services.
- Dedicated coordinator who is bilingual (Local language & English) and well conversant must be deputed for coordination with PIA Representative.
- As and when desired depending on services may be required on inviting financial bids / quotations;
- The invoice will be processed after completion of services and its satisfaction email by Manager Handling Agreement PIA (if required)
- payment will be made within thirty (30) days after submission of invoice and receiving satisfaction email by the Manager Handling Agreements
- The task will be undertaken on the receipt of Email by KHIWOPK and according to the specification provided or finally agreed
- In case of any change in the specification due to which prices are affected, the same must be informed to handling Agreement Section in Advance;
- Incomplete documents or those received after deadline date and time will not be entertained;
- In case of Tax exemption, tax exemption certificate will be required along with Invoice.

## Agreement

**This is Service Agreement for Hiring Services from Pre-Qualified Service Provider (For Arranging Ground Handling for Charter and VIP Flights) (Especially In Africa, Central Asia & China)**

**Between:** **Pakistan International Airlines**

Having its principal office at:

**PIA Building**

**Quaid-e-Azam International Airport**

**Karachi 75400**

**Pakistan**

and hereinafter referred to as "**the Carrier**"

**and:** **XXXXXXX**

Having its principal office at:

**XXXXXXXXXXXXXXXX**

**XXXXXXXXXX**

**XXXXXXXXXX**

and hereinafter referred to as "**Pre Qualified Service Provider**"

the Carrier and Pre Qualified Service Provider may hereinafter each be referred to as a "Party", and together, the "Parties"

Effective from: **XX/XX/XXXX**

### 1. Required List of Services:

- Third Party Administration Fee
- Airport Navigation, Parking
- Over flying/Landing Permit
- Ground Handling Arrangements and Coordination
- Cargo handling
- Hotel Accommodation Arrangement and Booking
- Catering uplift of high quality catering
- Ground Transportation Arrangement
- Security Arrangement
- Fuel Supply Services
- Fuelling/Refueling
- Payments of Crew Allowance (in case of VIP Handling)
- Technical Handling (if required)
- Any other Services as per requirement

### 2. Scope of Agreement:

- The registered / pre-qualified organizations will be preferred for inviting for RFQ.
- Pre-Qualified Agent should quote rates within 6 hours of the receipt of email from Manager Handling Agreements PIA.
- The rates should remain intact during bids validity period and be inclusive of all applicable taxes whenever financial bid will be quoted
- Dedicated coordinator who is bilingual (Local language & English) and well conversant must be deputed for coordination with PIA Representative. Name and contact details must be shared with PIA representative.
- As and when desired depending on services may be required on inviting financial bids / quotations;
- The invoice will be processed after completion of services and after Satisfactory handling email by Manager Handling Agreement PIA (if required)
- Payment will be made within thirty (30) days after submission of invoice and receiving satisfaction email by the Manager Handling Agreements.
- The task will be undertaken on the receipt of Email by khiwopk@piac.aero and according to the specification provided or finally agreed.
- In case of any change in the specification due to which prices are affected, the same must be informed to handling Agreement Section in Advance; Quotation received after six hours' time will not be entertained.
- In case of Tax exemption, tax exemption certificate will be required along with Invoice.
- **Service Provider will provide** all services requested by PIA, whether written or oral.

### 3. Application

The Parties hereby agree that the General Terms and Conditions set out herein shall apply to all transactions between PIA and Pre qualified organization, including but not limited to, (a) all of PIAs' purchases of fuel and/or trip support services from Pre-qualified organization.

### 4. Credit Terms

The Parties hereby agree that the credits facilities will be offered to PIA are limited to thirty (30) days from the date of invoice.

### 5. Invoicing and Payment Terms.

Unless otherwise stipulated in this Agreement, Pre qualified organization shall produce the invoices from the date of provision of Services and copies of such invoices shall be sent to PIA in adobe acrobat (PDF) format to the email address provided by PIA in writing.

## 6. Revision to Pricing

The rates once quoted cannot be changed during bids validity period.

## 7. Taxes & Fees

The rates quoted should be inclusive of VAT.

## 8. Indemnity and liability

IF proven gross negligence or willful misconduct of Pre-qualified Organization directly, PIA shall indemnify against any and all liability for any and all claims or suits arising from this Agreement including:

- delay, injury or death of persons carried or to be carried by PIA;
- injury or death of any employee of PIA;
- damage to or delay or loss of baggage, cargo or mail carried or to be carried by PIA;
- Damage to or loss of property owned or operated by or on behalf of, PIA.
- Any third-party claim in respect of damage, death, delay, injury or loss arising from the operations of PIA.
- Any costs and expenses of any such claims or suits or similar related matters.

## 9. Jurisdiction and Governing Law for the Agreement

The Governing Law for this Agreement shall be laws prevailing in Pakistan. Any disputes not arbitrable as per the applicable law shall be referred to the Courts of Pakistan.

## 10. Validity:

This Agreement shall continue to remain in force for one year unless terminated by either party giving sixty (60) days' notice in writing to the other party with a due receipt of acknowledgement.

Prequalification status will be awarded for the period of one year further two terms extendable subject to satisfactory performance.

## 11. Amendments

Any modifications to this Agreement shall be made by a written amendment signed by both the Parties.

## 12. Penalties:

- **flight delays attributable to the Handling Company**
- **Non-compliance of SOPs on Loading & Unloading of aircraft**

1-Duration of Delays	Penalty, percentage / Condition
<ul style="list-style-type: none"> <li>• Beyond 15 to 25 mins</li> </ul>	<b>05%</b> of Basic Handling Charges of the affected flight to be waived
<ul style="list-style-type: none"> <li>• Beyond 25 to 35 mins</li> </ul>	<b>10%</b> of Basic Handling Charges of the affected flight to be waived
<ul style="list-style-type: none"> <li>• Beyond 35 to 60 mins</li> </ul>	<b>20%</b> of Basic Handling Charges of the affected flight to be waived
<b>2-In case of non-compliance of carrier's loading instructions resulting in violation of ceiling limits (1.96 inches below the ceiling line) or any other loading discrepancy.</b>	<b>20%</b> of Basic Handling Charges of affected flight to be waived

<p><b>Signed the</b></p> <p><b>At:</b></p> <p><b>for and on behalf of the Handling Company</b></p> <p><b>by:</b></p> <p><b>Name:</b></p> <p><b>Title:</b></p> <p><b>In the presence of:</b></p>	<p><b>Signed the</b></p> <p><b>At:</b></p> <p><b>for and on behalf of the Handling Company</b></p> <p><b>by:</b></p> <p><b>Name:</b></p> <p><b>Title:</b></p> <p><b>In the presence of:</b></p>
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