

PIA intends to hire the services of well reputed ground handling companies for the ground handling of its flights at Kuala Lumpur, Malaysia.

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 its own HITIT DCS CRANE as DCS and 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.

Rates needed for following aircraft type:

ATR, A320, A310, A330 & B777– Transit & Turnaround Rates

Charges for Additional Services

- Business Class Lounge Charges per passenger
- Heater
- Cooling Unit
- Air Start
- GPU
- Additional Push Back
- Additional man-power
- Towing
- Baggage Delivery Services

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 on specified date/ time by the airline in presence of all participants (who wish to attend) financial proposals are opened in public. The financial proposals are evaluated, after the evaluation; the contract is awarded to the handling agent whose proposal has been determined to be the lowest evaluated substantially responsive bid.

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT KUALA LUMPUR, MALAYSIA

Closing date time which is the last date for submission of tender is **1200 HRS GMT 24th January 2022** at below address:

**Country Manager Malaysia & Singapore
Pakistan International Airlines
Suite 1801, 18th Floor,
Wisma Chuang, Jalan Sultan Ismail,
50250 Kuala Lumpur
Tel No. 03-2142 5444**

- Technical proposals will be opened on the same day at **1230 HRS GMT** 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.

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 KUL 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	
Other Requirements		Comments	Weight
Type of handling provided	All services provided by the bidding company	20	
	Sub-contractors	10	
Age and condition of Ground Support Equipment	5 years old (good working condition)	10	
	10 years old (good working condition)	5	
	Old equipment - bad working condition	0	
			Score

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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	
	05% 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	
Acceptance of SLA with penalties	Acceptance of SLA with penalties	5	
	Acceptance of SLA without penalties	3	
Total Score	Minimum Passing Marks 50	100	

Required List of Services for KUL:

Section 1	Representation, Administration and Supervision	1.1.2, 1.1.3, 1.1.4 1.2.1, 1.2.2, 1.2.3, 1.2.4 1.3.1, 1.3.2, 1.3.3, 1.3.7, 1.3.8
Section 2	Passenger services	2.1.1, 2.1.2, 2.1.3 (a) (1) (2) (3) (4) (5) –06 wheelchairs free of cost, 2.1.4, 2.1.5, 2.1.6 (a), 2.1.7 (a) (b) (c) (f), 2.1.8, 2.1.9 (a - 2) (b -1), 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5, 2.2.6, 2.2.7, 2.2.8, 2.2.9, 2.2.11, 2.2.12, 2.2.13, 2.2.14, 2.3.1 (a), 2.3.2, 2.3.3
Section 3	Ramp Services	3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.1.5, 3.1.6, 3.1.7 (a), 3.1.8, 3.2.1 (a), 3.3.1, 3.3.2, 3.5.1, 3.5.2, 3.6.1 (a - 1), (b - 3), 3.6.2 (a), 3.6.3(a), 3.6.4 (a), 3.6.5 (a), 3.6.6, 3.6.7, 3.6.8, 3.6.10, 3.8.1 (a) 3.9.1 (a), 3.9.2 (b), 3.9.3 (a) (b) –one pushback per flight free, 3.11.1 (a) (b) (c) (d) (e) (f), 3.11.2 (a) (b) (c) (d) (e) (f) (g) (h) (i), 3.11.5, 3.11.7, 3.11.8, 3.12.1 (a), 3.12.2, 3.13.1 (a), 3.13.2 (a) (b)
Section 4	Load Control, Communications and Flight Operations	4.1.1, 4.1.2 (2), 4.1.3, 4.2.1, 4.2.2, 4.2.3, 4.3.1, 4.4.1 (a), 4.4.2, 4.4.3, 4.4.4 (b) (d) (e), 4.4.5, 4.4.6, 4.4.7, 4.4.8, 4.5.1, 4.5.2 (b), 4.5.3, 4.6.1 (a), 4.7.1, 4.9.4
Section 5	Cargo and Mail Services	5.1.1 (a), 5.1.2 (a), 5.1.3 (a), 5.1.4, 5.1.5, 5.1.6, 5.2.1, 5.2.2, 5.2.3, 5.3.1, 5.3.2, 5.3.3, 5.3.4 (a), 5.3.5, 5.4.1 (b) (c) (d) (e) (f) (g), 5.4.2, 5.4.3 (a) (1) (2), 5.5.1 (b) (c) (d) (e), 5.5.2, 5.5.3, 5.5.4, 5.5.5, 5.5.6, 5.6.1, 5.6.2, 5.6.3 (a) (1), 5.6.4, 5.7.1, 5.7.2, 5.7.3 (a), 5.7.4 (a), 5.7.5, 5.7.6, 5.7.7 (a), 5.7.8, 5.7.9, 5.7.10, 5.7.11
Section 6	Support Services	6.2.1 (b) (c) (1) (2), 6.2.2 (a) (b) (1) (3) (4) (6) (8) and (c) (5) 6.3.1 (a), 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.5.1, 6.5.3, 6.5.4, 6.5.7, 6.5.8, 6.5.9, 6.6.1, 6.6.2, 6.6.3, 6.7.1 (a) (2) (3) (4) (c), 6.8.1
Section 7	Security	7.1.1 (a) (1) (2), 7.1.4 (a), 7.2.1 (a) (1) (2) (3) (4) (5), 7.4.1 (a) (2), 7.4.3 (a) (1) (2), 7.5.1 (a)

Service Level Agreement-Kuala Lumpur (KUL)
Passenger & Ramp Handling
Service Level Standards

SERVICE ASSURANCES

1. Targets to be reviewed and assessed quarterly.
2. Failure to meet 5 out of 6 Performance Indicators/ Targets will result in deduction of 3% of the handling charges for the quarter. (re-chargeable items to be excluded)

PERFORMANCE INDICATORS & TARGETS

1 – General

A – Punctuality

- 📅 98 % On-time Performance

B – Baggage Handling

- Mishandled baggage, maximum 3 bags per 1000 passengers travelled.

2 - Passenger Handling

A – (Check-In) (T/A Standard)

- Check in to be open 240 minutes prior to STD with correct signage for W/B aircraft.
- For wide body aircraft 01 check in agent for each 40 passenger plus a supervisor.
- Check in to be open 180 minutes prior to STD with correct signage for N/B aircraft.
- For narrow body aircraft 01 check in staff for each 40 passenger's plus a supervisor.
- Supervisor should be well versed of PIA SOPs.

B – Queue Time:

- Queuing time at the Business Class/Premium Economy class counter to be not more than 5-6 minutes.
- Queuing time at the Economy Class Counter to be not more than 15 minutes.

C - Pax Count

- No more than 2 passengers in line at Business Class/Premium Economy class counter.
- No more than 5-6 passengers in line at Economy Class Counter.

***Note:** This will be subject to load factor, passenger reporting at last minute, over congestion at check-in area.

D - Check-In Time

- Average check in processing time to be not more than 3 minutes
- Check in close out time 60 minutes prior to STD. In case of Remote Parking, 70 minutes prior to STD.

E – Gate Functions

- Boarding gate opened and manned 60 minutes prior to ETD

- Boarding commencement 45 minutes prior to ETD
- Handling Agent to monitor and coordinate boarding/delay announcements made by airport authority to make them in line with carrier's procedures.
- Handling Agent to coordinate with apron transport service provider and ensure passengers do not wait longer than 10 minutes in the bus before departure to aircraft.

3 – Ramp Handling

A – Baggage Handling

Arrival

FOR AIRCRAFT PARKED AT AEROBRIDGE

First bag

B777 First bag to be delivered by 15 minutes after on blocks

A320 First bag to be delivered by 10 minutes after on blocks

Last bag

B777 Last bag to be delivered by 40 minutes after on blocks

A320 Last bag to be delivered by 30 minutes after on blocks

FOR AIRCRAFT PARKED AT REMOTE

First bag

B777 First bag to be delivered by 20 minutes after on blocks

A320 First bag to be delivered by 15 minutes after on blocks

Last bag

B777 Last bag to be delivered by 45 minutes after on blocks

A320 Last bag to be delivered by 35 minutes after on blocks

- Business/Premium Economy Class container/ baggage to delivered first in all circumstances
- Make transfer baggage available to the accepting carrier 60 minutes after on blocks.

Departure

- 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.
- BRS copy to be emailed to destination and local PIA addresses within 02 hours post flight departure

B – Cleaning

- To be completed 10 minutes prior to commencement of passenger boarding, as per the stipulated time for the respective aircraft/station.

C – Arrival Functions

- Appropriate Ground Support Equipment to be available at parking position at 10 minutes before on blocks.
- Chocks to be positioned immediately after blocks on.
- Handling Company to ensure that only authorized trained personnel open the aircraft door.
- Passenger disembarkation to commence within 5 minutes after on blocks.
- Mail & documents to be delivered to mail facility by 90 minutes after on blocks.

D – Departure Functions

- Mail to be delivered to aircraft side by 10 minutes prior to ETA.
- Pushback equipment (tug master / tow bar to be available 10 minutes prior to ETD.
- Ramp staff and equipment to remain at aircraft side till chocks are off.

4 – Delayed Flight Handling

- In the event of delay / AOG or diverted flight, the handling agent will consult, plan and coordinate with PK on necessary handling arrangements.
- If required as per situation, to arrange adequate counters and staffing to recheck-in and re-tag passengers' baggage for departure.

5 – Load Control and Operations

- Load sheet and NOTOC to be delivered by 20 minutes prior ETD.
- Pre-flight documentation to be delivered to the aircraft by 15 minutes prior ETD.
- Messages to be sent immediately after departure (including LDM, UCM, CPM, position of Business class container, on-line DPR, Baggage Delivery report etc.)
- Loading team/Ramp Supervisor shall ensure timely coordination with Central load Control (CLC) in case of amendment required in load plan based on volumetric/ dimensional presentation of baggage.
- SCM to be conducted weekly/ flashed on every Sunday, recording ULD numbers and types.
- General declaration and passenger manifest to be provided for each flight

6 – Safety & Training Pre-Requisites:

- The GHA training program must provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions; including orientation on applicable State regulations, PIA policies & procedures and operating practices.

- The GHA trainings shall address the following areas of operations, as applicable to ground handling duties or function(s) performed at the respective station:
 - Passenger services;
 - Ramp services;
 - Load control;
 - Aircraft fueling;
 - Aircraft ground de-/anti-icing.

- **GHA Safety and human factors training** may include the following subject areas as appropriate to the individual's assigned operational function(s):
 - Safety philosophy;
 - Safety regulations;
 - Hazards;
 - Human factors;
 - Airside markings and signage;
 - Emergency situations;
 - FOD prevention;
 - Personal protection;
 - Accidents, incidents, near misses;
 - Airside safety supervision

- The GHA personnel assigned to perform aircraft fueling shall be equipped with the necessary knowledge and guidelines for:
 - Safe operation of equipment;
 - Emergency procedures;
 - Fuel spillage avoidance response;
 - Aircraft fueling and defueling procedures;
 - Aircraft-specific training.

- The GHA personnel assigned to perform aircraft De-/Anti-icing shall be equipped with the necessary knowledge and guidelines for:
 - Standardized methods of fluid application, its storage and handling;
 - Compliance with specific aircraft limitations
 - Necessary communications between ground handling personnel and the flight crew prior to and after completion of the de-/anti-icing process.

- The GHA SMS training shall address some or all of the following subject areas, as appropriate for the operational functions
 - Organizational safety policies, goals and objectives;
 - Organizational safety roles and responsibilities related to safety;
 - SMS processes and procedures;
 - Basic safety risk management principles;
 - Safety reporting systems;
 - Human factors.

- For safety reporting, our reporting channels shall be shared. Main is the email(s); khiqqpk@piac.aero, dgm.sms@piac.aero, and pkSAFE@piac.aero.
- In case of an incident / hazardous condition, the handling agent must ensure communication and information sharing required for Safety Investigation and the process of investigation must not be hampered, instead may be assisted with reasonable priority.
- All mandatory reportable occurrences (as defined in PIACL SMS Manual and in addition any other considered as such) shall be reported to PIACL management on the given email addresses within 48 Hrs.
- The handling agent shall provide record of previous safety occurrences (near misses, incidents and accidents) of at least last 1 year to PIACL and any information for clarification of these events.
- Handling agent shall participate in the review of hazard log/risk register & documented inherent hazards identified during their normal activities.
- Handling Agent shall ensure compliance with PIACL SMS processes or communicate to file differences for agreement. Differences shall only be filed through proper risk assessment and record maintained along with SLAs.
- Employee safety (both party employees) and public safety is also to be maintained through compliance with existing company Health Safety & Environment Policies, processes and procedures.
- Meetings (online or physical presence) shall be carried out amongst the SLA parties and Corporate Safety delegates of PIACL as per requirement to ensure two way communication and management of issues.
- Emails and contact numbers of the handling agent delegates whom will handle safety issues must be shared with Corporate Safety for future correspondence.

7 – Monitoring & Oversight:

- The Station Manager will conduct random spot checks during regular flights handling to verify compliance of PIA Operational procedures.
- The Station Manager will verify training validities of staff deputed at PK flights, and same will be shared with the head office as and when requested.
- The Station Manager shall monitor and record oversight of GHA performance on a quarterly and annual basis through the PIA’s QSR & OPC checklist.

8 – Internal Audit:

- The PIA’s Corporate Quality & Safety Assurance team reserves the right to conduct desktop/on-site internal audit of foreign stations at least once in a year with a prior notification to the concerned station. The Handling Agent shall ensure availability of records and relevant personnel and shall extend cooperation for smooth conduct of audit.

9- CARGO OPERATIONS CARGO DIVISION

1	EXPORT	
	Flight close out acceptance	
	a. Loading into ULD	4 hours prior to STD
	b. Loading into Bulk	4 hours prior to STD
	c. Pre pack unit	3 hours prior to STD

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	d. Express Handling	1.5 hours prior to STD
	e. Mail	3 hours prior to STD
	f. Completion of build up	3 hours prior to STD
	g. Cargo reach airside for loading	1.5 hours prior to STD
	h. Sent FFM	1.5 hours prior to STD
	i. Ration of cargo booking uplift	100%
2	IMPORT	
	Available for customers:	
	a. Document	3 hours prior to STD
	General Cargo	3 hours prior to STD
	c. Express handling	1.5 hours prior to STD
	d. Cargo reach warehouse for breakdown	1 hour prior to STD
	e. Waiting time for delivery	45minutes after customer
3	TRANSFER	
	General Cargo	12 hours after ATA
4	DOCUMENT	
	a. Export (cutoff time)	3 hours prior to STD
	b. Import (AWB delivery to customer)	1 hour after ATA
	c. Payment (Delivery Order) at counter	10minutes / per transaction
5	ULD	
	a. Empty ULD release to shippers	within 30minutes upon
	b. UCM messages	Export: 01hours prior STD Import: 03hours after ATA.
	c. SCM messages (ULD at all area	weekly
	d. LUC messages	3 hours after LUC Form raised
6	RESPONSE	
	Response to Customer Enquiry / Complaint	24 hours
7	SAFETY	
	DGR / AVI acceptance by qualified staff strictly	Mandatory
	In accordance with IATA regulations	
8	FINAL STATUS MESSAGE UPDATE	
	a. Departed (FFM/FWB)	10 minutes after ATD
	b. Received (FFM/FWB)	10 minutes after departure
	c. Document Delivery (AWD)	1hour after ATA
	d. Delivered (DLV)	1 hour after actual event
	e. Discrepancy (DIS)	Within 120 minutes of ATA

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Penalties:

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

1-Duration of Delays	Penalty, percentage / Condition
Beyond 15 to 25 mins	05% of Basic Handling Charges of the affected flight to be waived
Beyond 25 to 35 mins	10% of Basic Handling Charges of the affected flight to be waived
Beyond 35 to 60 mins	20% of Basic Handling Charges of the affected flight to be waived
2-In case of non-compliance of carrier's loading instructions resulting in violation of ceiling limits or loading discrepancy.	20% of Basic Handling Charges of affected flight to be waived

Other Penalties:

ITEM DESCRIPTION	REIMBURSEMENT AMOUNT
Missing EBT document	OMR 200 per missing Document
Business Plus LD3 not made separately	OMR 200 per flight
Shortage of agent at arrival	OMR 200 per missing arrival agent
Late Opening of Check-in counters	OMR 100 per counter
Late closing of counters	OMR 100 per counter
Baggage interception not done before entrance of immigration area	OMR 200 per flight
For NB Aircraft Less Than 2 conveyers	OMR 200 per flight
For WB Aircraft Less Than 1 conveyer& 2 high LDR	OMR 200 per flight
Any condoning of excess baggage ex departure station or spotted after arrival at arriving station.	Actual amount of excess baggage + OMR 200 per event

Signed at Karachi
 For and on behalf of:
 Pakistan International Airlines
 "The Carrier"

Signed at Kuala Lumpur
 For and on behalf of:
 "The Handling Company"

Name: S. Zulqarnain Mehdi
Title: General Manager (PHS)
Dated:

Name:
Title:
Dated: