

PIA intends to hire the services of well reputed Cleaning Services Agencies for the cleaning services of its flights at Manchester, 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 clienteles, along with the type of aircraft & cleaning services 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.
- Cleaning 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. 10/04/2020** at below address:

**Station Manager Manchester, United Kingdom
Pakistan International Airlines,
Room 1187, Level 1,
Terminal 2
Manchester Airport
M90 4AX**

- ❖ 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 03: Cleaning

3.11.1 a,b,c,d,e,f;3.11.2 a,b,c,d,e,f,g,h,i,j;3.11.5;3.11.7 a,b; 3.11.8;3.11.9 a;
3.121.1;3.13.1a;3.15.1a;3.15.2;3.15.3b.

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 MAN airport.		Y/N	
Provision of Basic Cleaning 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	
Total Score	Minimum Passing Marks 70	100	

❖ Service Level Standards (Cleaning Services)

- a) All flights to be met STA+10 by pre board team with immediate access to business class cabin.
- b) Transit flight-minimum of 10 staff.
- c) Terminating flight / minimum of 12 staff.
- d) Ground time 2 hrs. = clean time 30-35 minutes (depending on A/C's type).
- e) All clean time to begin when last passenger has disembarked.

The aircraft will be checked for appearance and cleanliness. When the work has been completed to the required standard, the Cabin Manager will sign the appropriate form.

- One copy of the security search certificate to be left with the CM for flight.
- One copy of the security search certificate to be left with the air bridge door security for PIA ground staff to collect.
- One copy of the security search certificate to be retained by cleaning team.
- The Supplier will report to PIA if the standards of service have not been met. The report will detail the reasons for the failure in standards of service and the action consequently taken.
- At all times the delivery of service standards should not compromise any safety procedures and all services supplied by supplier will comply with PIA operating instructions.
- The supplier is to maintain the highest practical standard of aircraft appearance / clean lines in accordance with the agreed cleaning specification.

4. Delays

Cleaning company should perform within the agreed ground time. If there would be any delay (Delay code 35) caused by cleaning company a 10 % reduction in the cleaning service charges will apply.

5. Cleaning Operatives:

- Cleaning Company undertakes that an appropriate number of operatives will be planned and allocated to every aircraft clean.
- Cleaning company shall provide its staff with sufficient company uniform in a standard color set with company logo appropriate for the task that their staff is expected to undertake.
- All staff engaged by cleaning company to provide the services shall be of a caliber and quality capable of safely and effectively performing the duties assigned to them.
- All staff shall be suitably trained and shall be appropriately certified to carry out all duties assigned to them.
- Proof of training and certification shall be made available at any time upon request.
- Cleaning company shall maintain staff training record including copies of all certificates and review these periodically (minimum every six months).
- Cleaning company staff at all-time shall be courteous to all staff, visitors, and other persons with whom their duties bring them in to contact.
- Cleaning company staff shall be medically fit for the work that they are required to undertake.

- Cleaning company staff shall not be on duty is under the influence of alcohol or drugs or other debilitating substance

6. Account Management

- Monthly account management meetings to take place with all key staff .Meeting to take place on the first Wednesday of every month.
- A weekly service report to be completed.
- A review of cleaning company performance will take place one calendar month before the completion of contract year.

7. Audit Tools

- The cleaning Supplier's team leader / Supervisor will obtain sign off from the crew prior to disembarkation.
- Weekly audits forms will be completed by the cleaning company.
- Every cleaning must reach an agreed minimum standard subject to ground time.

Action	Transit	Terminator
<u>Flight Deck</u>		
Remove rubbish and vacuum	✓	✓
<u>Passenger Cabin</u>		
Remove all refuse from the cabin area	✓	✓
Remove large pieces of debris from the cabin floor	✓	✓
Remove all waste from seat backs and hat racks	✓	✓
Empty all ashtrays and replace for use	✓	✓
BRUSH all seats and cross seat belts	✓	✓
Damp wipe and clean all lap trays	✓	✓
Spray cabin with Air Freshener	✓	✓
Vacuum Cabin floor	✓	✓
Rearrange all window blinds to open position	✓	✓
Replace headrest covers & pillow slips	✓	✓
<u>Business Class Cabin</u>		
Remove all linen dressing and replace	✓	✓
Remove and replace all blankets and pillow covers	✓	✓
<u>Galley</u>		
Remove all gash	✓	✓
Empty all static waste bins & Compactors and re-line	✓	✓
Damp wipe & clean all work surfaces, sinks & stowage area, entrance doors & fronts of galley bin doors.	✓	✓
Oven to be cleaned inside and outside on request	✓	✓
<u>Toilets</u>		
Empty all refuse containers	✓	✓
Empty ashtrays	✓	✓
Wipe clean toilet shroud, toilet seat	✓	✓
Damp wipe and clean sink and plastic surrounds , leaving no smears	✓	✓
Clean mirror and bright work surfaces , wipe dry leaving no smears	✓	✓
Spray toilet thoroughly with Air Freshener	✓	✓
Clean nappy table	✓	✓
<u>Water Service</u>		
Position & remove	✓	✓
Top up water system as required	✓	✓
Refilling of portable water	✓	✓
<u>Toilet Services</u>		
Position and remove	✓	✓
Discharge toilet , fresh and re-chemicalise in accordance with laid down procedures	✓	✓