

PIA intends to hire the services of well reputed Ground Handling Companies for the Ground Handling of its flights at Milan, Italy.

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 our own HITIT CRANE as DCS and HITIT W&B 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.

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.

Closing date time which is the last date for submission of tender is **1200 hrs LT. 19/08/2019** at below address:

Amir Mahmood
Station Manager, PIA MXP
Corridor B, 3rd Floor - Terminal 1
P.O. BOX 126
MXP - Milan Malpensa Airport
Italy

- ❖ 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.

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MILAN, ITALY

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 MXP 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	Score
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	
Clientele	More than or equal to 5 airlines, at least 1 Five star airline	10	
	More than or equal to 5 airlines	8	
	2 to 5 airlines	5	
Training & Certification	IOSA / ISAGO certified company	5	
	Any other certification?	2	
Company Profile & Experience	Highly established , well experienced (More than 05 years)	10	
	(7-5 years)	7	
	(1-5 years)	5	
The GHA must be able to provide ground handling simultaneously to 3 wide body aircrafts i-e GHA must have 3 sets of inventory of all GSE required on wide	5 sets	25	
	4 sets	20	
	3 sets	15	

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MILAN, ITALY

body aircraft. 1 set includes: <ul style="list-style-type: none"> ○ Tug Master-1 ○ Lower Lobe Loader-2 ○ Baggage Belter-1 ○ Pax Step-1 ○ Tractor-1 ○ GPU-1 ○ AC Van-1 ○ Coaster-2 ○ Ramp Bus 2 ○ Ambu lifter 2 ○ Flush Cart 2 ○ Water Cart 2 ○ Catering Van 2 ○ ASU 2 	Less than 3 sets	0	
No. of skilled manpower	60% skilled employees	5	
	40% skilled employees	3	
Acceptance of SLA with penalties	Acceptance of SLA with penalties	15	
	Acceptance of SLA without penalties	5	
Total Score	Minimum Passing Marks 60	100	

Required List of Services for MXP:

Section 1	REPRESENTATION, ADMINISTRATION & SUPERVISION	1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.2.4
Section 2	PASSENGER SERVICES	2.1.1,2.1.2,2.1.3(3-7),2.1.4,2.1.5,.2.1.6(a)2.1.7, 2.1.8(a), 2.1.9 2.2.1, 2.2.3, 2.2.4, 2.2.5,2.2.6, 2.2.7, 2.2.8, 2.2.9, 2.2.10, 2.2.11(a), 2.2.12, 2.2.15(a,b,c,d),2.2.16(b,c) 2.3.2, 2.3.3(a)(1,3),2.3.4(1,2,3,5,6)
Section 3	RAMP SERVICES	3.1.1, 3,1.2(a,b),3.1.3,3.1.4, 3.1.5 (3.1.6, 3.1.7(b) (1,2)(a)(3), 3.1.8 3.2.1(b remote stand) 3.3.1(a,b), 3.3.2(b)(1)(6)(7), 3.4.1(a)(b)©(1)(3)(4)(5) 3.5.1 Provide headsets,3.5.2(a)(b)© 3.6.1(a)(1)(b)(3)), 3.6.2(a)(1,2)3.6.3, 3.6.4(a), 3.6.5(a)(1,2,4,5) 3.6.6(a,b)3.6.7, 3.7.1(a)(1)(2)

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MILAN, ITALY

		3.8.1,3.8.2(b), 3,10.1,3.10.3(a, d,e,h)(1) 3.12.1, 3.12.2, 3.13.2
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	4.1.1,4.1.2(a)(b)(2),4.1.3 4.2.1, 4.2.2,4.2.3, 4.3.1,4.3.2(b)(1),4.3.3(a)(1)4.3.4(a)(b)(d) 4.3.5(b)(1)4.3.7 4.6.1(a)
Section 5	CARGO AND MAIL SERVICES	5.1.1(b)(10)
Section 6	SUPPORT SERVICES	6.2.1 (b)(c)(1own DCS, 6.2.2(a)(1,3,4,5,6) 6.3.1(b)(1), 6.3.2, 6.3.3(UCM and SCM), 6.3.4, 6.3.5
Section 7	SECURITY SERVICES	7.1.4(a)(1)(4)(b at separate charges 2,3)

For the Basic Handling Services listed above, the following rates will apply;

Aircraft Type	Basic Rate Per service	
	Turnaround	Transit
B777-200		
B777-300		

Additional Services:

Service	Charges
Business Class Lounge Charges per passenger	
Deportee	
Additional check-in Desk	
Ticket Desk	

GPU	
Cooling Unit	
Heating Unit	
Crew Transport	
Cargo Movement	
Mail Movement	
Air start	
Additional Push Back	
Additional man-power	
Towing	
Passenger / Crew bus(no charge in case only arrival)	
BRS	
Meteo Folder	
Refuelling with Pax on board	
Ticketing	
De-icing	
Change Headrest cover	
Change Pillow covers	
2.1.3 (1,3,4,5,6,7) with 05 services free per month	
AVIH	

HOTAC in case of flight disruption to be arranged by the Handling Company on behalf of the Carrier and reimbursement will be made by the Carrier at the cost price.

Service Level Agreement

The Handling Company’s performance will be monitored in accordance with the agreed Service Standards and performance targets as established in this document. Regular meetings will be held between the handling company and the Carrier to assess the level of performance against targets set.

SERVICE ASSURANCES

1. Targets to be reviewed and assessed quarterly.

PERFORMANCE INDICATORS & TARGETS

1- GENERAL			
Minimum Ground Time-80/90 minutes			
Punctuality:			
Requirements:	YES	No	Reason
99 % On-time Performance			
Baggage Handling :			

Requirements:				
Mishandled baggage, maximum 5 bags per 1000 passengers travelled				
2- PASSENGER HANDLING				
Requirements:				
A - CHECK-IN Counters:				
Check in to open 210 minutes be prior to STD with correct signage.		YES	No	Reason
Aircraft	B777			
Up to 125	5 Counters			
From 126	6 Counters			
<p>Separate Check in counters for Business Class and Economy class will be opened. Allocation of these counters will be done from the above counters. Up to 6 counters no additional charge will be applied. In the event of >150 pax and subject to availability of GHA, the opening of 1 additional counter for up to 1hr use, to smooth check-in process and queuing will not be charged. Dedicated staff to be provided for check-in</p>				
Check-in will close at STD – 60 minutes				
B- AGENTS				
In addition to check-in staff, handling agent will allocate following;				
02 customer service agents to meet arrival aircraft and ensure that only MXP passengers disembark as per pax figure. Agents also to check and ensure that no transit passenger should disembark. Agents exclusively assigned to arrival duty and not to be used from check-in counter.				
01 dedicated Lead Agent /Supervisor for PIA flights for terminal & editing functions				
01 customer agent available at lost & found counter				
C- 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 unless specifically extended at the request of PIA local on the day				
D - Gate Functions:		YES	No	Reason
Boarding gate opened and manned with 1 agent exclusively assigned for departure and not to be used from check-in counter,60 minutes prior to ETD				
Boarding commencement45minutes prior to ETD and manned with 2 staff i.e. 1 Lead Agent/Supervisor and 1 separate staff as per above point already mentioned				
Boarding/delay announcements to be made as per carrier’s procedures.				
Passengers not to wait longer than 10 minutes in the bus before departure to aircraft.				
PIL to be delivered to the aircraft 15 min prior to ETD				
Heavy/out size hand baggage to be collected at gate by staff and same to be loaded in aft hold				

3 – RAMP HANDLING			
Requirements:			
A – Baggage Handling & RAMP FUNCTIONS			
Arrival/Departure			
FOR AIRCRAFT PARKED AT AEROBRIDGE			
First bag			
B777 First bag to be delivered by 25 minutes after on blocks			
Last bag			
B777 last bag to be delivered by 35minutes after on blocks			
Business Class container/ baggage to delivered first in all circumstances			
Make transfer baggage available to the accepting carrier 60 minutes after on blocks.			
Dedicated Ramp Supervisor/Load sheet Representative to be assigned so Head office can coordinate as & when required.			
Ramp Agent to communicate through Hitit DCS to CLC/Head Office final baggage build up and loading position including fuel details for load sheet purpose at 40 minutes prior to ETD			
Load sheet to be delivered to Cockpit Crew by 15 minutes prior ETD			
The Handling company will arrange for delivery of delayed baggage as per Carrier's procedures.			
PIR's to be completed immediately for missing and damaged luggage missing bag files to be checked daily and tracing carried out accordingly.			
Any OHD bags to be entered into system immediately			
If passengers report pilferage to their luggage a DPR to be taken.			
Appropriate Ground Support Equipment to be available at parking position 10 minutes before ETA			
Chocks to be positioned immediately after bacon on. .			
Passenger disembarkation to commence within 5 minutes after on blocks.			
Mail and Cargo to be delivered along with documents to the respected warehouse by 60minutes after on blocks.			
2 high loaders , 2 transfer equipments along with minimum 8 loading crew to be provided on flight for offloading/loading requirements on both forward and aft hold plus bulk simultaneously			
To avoid any over carriage, entire bulk to be offloaded completely and to be reloaded			
During refueling rear step to be provided for transit flights			
1 separate staff to be deployed for refueling process, coordination & communication to Cockpit Crew			
Class wise segregation /loading should be done to enable offloading of Business class baggage first upon arrival.			

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MILAN, ITALY

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.			
Separate ULD's to be made for business class passengers			
Mall and Cargo to be delivered to aircraft side by 10 minutes prior to ETA.			
Pushback equipment available 10 minutes prior to ETD.			
B- LOAD CONTROL & OPERATIONS	YES	No	Reason
Expected load for calculation of ZFW to be sent to CLC/Head Office 6hrs prior to STD			
UCM to be sent immediately after departure			
SCM to be conducted weekly, recording ULD numbers and types			
C - Cleaning:			
CLEANING Conformity 96% : To be completed within 25 minutes with ground time of 80/90 minutes. If additional ground time is assigned, then cleaning to be completed 10 minutes prior to commencement of passenger boarding			
4 – PENALTY			
Due Punctuality (Refers only to flight delays attributable to the Handling Company)	YES	No	Reason
Duration of Delay	Penalty ,Percentage& Condition		
Beyond 15 to 25 mins	15% of Basic Handling Charges of the affected flight to be waived		
Beyond 25 to 35 mins	25% of Basic Handling Charges of the affected flight to be waived		
Beyond 35 to 60 mins	50% of Basic Handling Charges of the affected flight to be waived		
Other Penalties MXP:			
ITEM DESCRIPTION	REIMBURSEMENT AMOUNT		
Missing EBT document	EUR 50 per missing Document		
Business plus LD3 not made separately.	EUR 30 per flight		
BRS with scan not carried out	EUR 30 per flight		
In case of single high loader provided instead of two	EUR 30 per flight		
Offloading/loading staff provided less than minimum required in SLA	EUR 30 per missing staff		
Check-in staff provided less than SLA	EUR 30 per missing staff		
Late opening or closing of counter	EUR 30 per counter		
Arrival checks provided late or completely not carried out	EUR 30 per flight		

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT MILAN, ITALY

Baggage Interception not done	EUR 30 per flight			

Note: Station Manager PIA will monitor Service Level Compliance in order to excel service quality and forward report to head office on monthly basis.

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