

REQUEST FOR PROPOSAL FOR GROUND HANDLING AT BARCELONA (BCN)

PIA intends to hire the services of well reputed ground handling companies for the ground handling of its flights at Barcelona International Airport BCN, Spain.

Guidelines for the submission of proposals are given below:

- ❖ All proposals should be drawn on **IATA SGHA 2013** format.
- ❖ This contract will be valid for three years, with a standard 60 days exit clause, with no condition on termination.

Rates needed for following aircraft type:

ATR/A320/B777– Turnaround Rates for Scheduled flights

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

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.
- ❖ 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 20th February 2019 at **1200 hrs (0800 Hrs PST)** at below address

**Station Manager Barcelona, Spain
Pakistan International Airlines
Terminal 2, Planta 1, Oficiana 13
Aeropuerto del Prat,
Barcelona, Spain.
08820**

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- ❖ Technical proposals will be opened on the same day at 1230 HRSGMT (1630 HRS PST) 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 Muscat 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 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	

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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	
	5% 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	

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Required List of Services

Section 1	REPRESENTATION, ADMINISTRATION & SUPERVISION	<p>1.1 - 1.1.2, 1.1.3, 1.1.4</p> <p>1.2 - 1.2.1, 1.2.2, 1.2.4</p>
Section 2	PASSENGER SERVICES	<p>2.1 - 2.1.1, 2.1.3(a)(1), 2.1.4(a,b)(1-5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8(b)(1)</p> <p>2.2-2.2.1, 2.2.2(a)(1)(3)(4), 2.2.3(a)(1)(3)(4), 2.2.4(a)(b)(1)(2)(a)(c)(d), 2.2.5(a)(b)(c)(d)(1)(3)(4), 2.2.6(a)(b)(1)(2)(a)(c)(d), 2.2.7(a)(c)(d), 2.2.8(a)(c)(d), 2.2.9(a)(c)(d), 2.2.10(a)(b)(1)(2)(a)(c)(d), 2.2.12(a)(b), 2.2.13(a)(c)(d), 2.2.14(a)(c)(d), 2.2.15 (a)(b)(c)(d)</p> <p>2.3-2.3.2(a), 2.3.3(a)(b)(1)(2)(3), 2.3.4(a)(b)(1)(2)(3)(5)(6)(7)</p>
Section 3	RAMP SERVICES	<p>3.1- 3.1.1(1)(2), 3.1.2(a)(b)(c), 3.1.3(a)(b), 3.1.4(a)(b), 3.1.5, 3.1.6(a)(b), 3.1.7(a)(b)(1)(2)(3), 3.1.8,</p> <p>3.3 - 3.3.1(a)(b), 3.3.2(a)(b)(6)</p> <p>3.4-3.4.1(a)(b)(c)(1)(2)(3)(4)(5)(at extra cost)</p> <p>3.5 - 3.5.1, 3.5.2(a)(b)(c)(d),</p> <p>3.6- 3.6.1(a)(b)(c)(1)(2)(3), 3.6.2(a)(b)(1)(2), 3.6.3(a)(b)(c), 3.6.4(a)(b)(1)(2), 3.6.5(a)(b)(1)(2)(3)(4)(5)(6), 3.6.6(a)(b)(c)(d)(e), 3.6.7(a)</p> <p>3.7 - 3.7.1(a)(1)(2), 3.7.2(a)(1)(2), 3.7.3</p> <p>3.8 - 3.8.1(a)(b)(1)(2)(3), 3.8.2(b)</p> <p>3.10 - 3.10.1(b)(1 to 09), 3.10.2(a)(b), 3.10.3(a)(b)(c)(d)(e)(f)(1),</p> <p>3.11 - 3.11.1(a)(1)(2),</p> <p>3.12 - 3.12.1(a)(1)(2)(3)</p>
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	<p>4.1 - 4.1.1, 4.1.2(a)(b)(1),</p> <p>4.2 - 4.2.1, 4.2.2(a)(b), 4.2.3(a)(b),</p> <p>4.3 - 4.3.1, 4.3.2(a)(b)(1)(2), 4.3.3(a)(b), 4.3.4(a)(b)(c)(1), 4.3.7, 4.3.9</p>
Section 5	CARGO & MAIL WAREHOUSE SERVICES	<p>5.1 - 5.1.1(a)(1)(2)(3)(4)(5)(7)(9)(10), 5.1.2(b), 5.1.3(a)(b)</p> <p>5.2 - 5.2.1(a)(c)(d)(1)(2)(3)</p> <p>5.3 - 5.3.1(b)(c)(e)(f)(g)(i), 5.3.2(a)(b), 5.3.3(a)(b)(1)(2)(3)</p> <p>5.4 - 5.4.1(b)(c)(d)(e), 5.4.2, 5.4.3(a)(b)(c)(1), 5.4.4(a), 5.4.5(b), 5.4.6(1)(2)(3)(4), 5.4.7(a)(b)(c)(d)</p> <p>5.5 - 5.5.1, 5.5.2, 5.5.3(a)(1), 5.5.4(a)(b)</p> <p>5.6 - 5.6.1(a)(b), 5.6.2, 5.6.3(a)(b)(1), 5.6.4, 5.6.5(a)(b)(1), 5.6.6</p>
Section 6	SUPPORT SERVICES	<p>6.2 - 6.2.1(a)(b)(c)(1)(2), 6.2.2(a)(3)(4)(5)(6),</p> <p>6.3 - 6.3.1(a)(1), 6.3.2, 6.3.3(a)(b)</p> <p>6.5 - 6.5.1</p> <p>6.6 - 6.6.1(b)(1)(2)(3)(4)(5)(6)(a)(b)(c)</p> <p>6.7 - 6.7.1</p>
Section 7	SECURITY SERVICES	<p>7.1 - 7.1.1(a)(2), 7.1.2(b)(1)(2)(3)(4)(5), 7.1.3(b)(1)(2)(3), 7.1.4(a)(1)(2)(3)(4)</p>

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- **Service Level Agreement**

SERVICE ASSURANCES

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

1. General

A- Punctuality

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

- 99% on- time performance

B- Baggage Handling

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

2. PASSENGER HANDLING

A- (Check – In)

(Turnaround standard)

Check in to be open 240 minutes prior to STD with correct signage.

Separate Check – in counters for Business Class and Economy Class, will be opened.

For B777 – **06** Check-in counters should be opened

For A310 – **04** Check-in counters should be opened

(Transit standard)

Check – in to be opened 180 minutes prior to STD with correct signage.

Separate Check – in counters for Business Class and Economy Class, will be opened.

For B777 – **04** Check-in counters should be opened

For A310 – **03** Check-in counters should be opened

- Best efforts will be made to achieve average check – in processing time of not more than 5 minutes.
- Check – in close out time 60 minutes prior to STD unless specifically extended PIA locally on the day

B- Gate Functions

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- Boarding gate opened and manned **60** minutes prior to ETD
- Boarding commencement 50 minutes prior to ETD, Boarding will commence on the authority of the purser in liaison with the Dispatcher.
- Boarding /delay announcements to be made as per carrier's procedures, by GHA.
- Passengers not to wait longer than 10 minutes in the bus before departure to aircraft.
- Business class passengers to board first and economy class, row wise boarding to be performed as per airline SOP.

3. RAMP HANDLING

A- BAGGAGE HANDLING

- **ARRIVAL**

FOR AIRCRAFT PARKED AT AEROBRIDGE

First bag to be delivered by 20 minutes after on blocks

Last bag to be delivered by 45 minutes after on blocks

FOR AIRCRAFT PARKED AT REMOTE

First bag to be delivered by 25 minutes after on blocks

Last bag to be delivered by 45 minutes after on blocks

Club / Premium and crew bags be of loaded and delivered first in all circumstances

Make transfer baggage available to the accepting Carrier 60 minutes after on blocks

If aircraft requires towing off aerobridge, aircraft shall be towed to aerobridge by STD – 75 minutes. **(At extra cost)**

All terminator flights to be closed and ready for pushback at – 5 to STD

Hand baggage to be intercepted at gate by handling agent's staff. (Subject to EBT if overweight/size)

- **DEPARTURE**

Class wise segregation & loading should be done to enable offloading of premium class baggage first upon arrival.

Ensure Baggage reconciliation system adopted, whereby, baggage loaded/recorded by ULD/bulk to facilitate prompt baggage off- loading of missing passengers. Records, ULD number, to be maintained at station with copy given to crew for use at transit station.

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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 for Business Plus passengers and crew container for crew baggage. In case same not available, telex to be flashed.

The gate staffs must assist, look after passengers in the departure lounge, and update passengers with delay information and in case of Ground feeding must coordinate with concern restaurant and ensure for accurate services provided to passengers.

Staff must assist family with babies

B- CLEANING

The flight dispatcher will ensure cleaning complete 10 minutes prior to commencement of passenger boarding, as per the stipulated time for the respective aircraft/station.

4- RAMP

A- Arrival

- Aerobridge to be attached on arrival. The flight dispatcher will ensure availability of aerobridge operator and serviceability of bridge well in time.
- Any bound loading discrepancies to be reported to PIA by telex.
- Appropriate Ground Support Equipment to be available at parking position at 10 minutes before on blocks.
- Chocks to be positioned immediately after blocks on.
- Headset to be available on aircrafts arrival.
- Cockpit to be informed about chocks on.
- Passenger disembarkation to commence within 5 minutes after on blocks
- Mail and documents to be delivered to mail facility by 90 minutes after on blocks.

B- Departure

- Loading of cargo/available baggage: LD3 should be loaded well in advance so that any last minute hassle is avoidable.
- Pushback equipment available 30 minutes prior to ETD and should remain at the Aircraft.
- LDL and conveyor belt should be kept standby till aircraft is pushback.

5- LOAD CONTROL AND OPERATIONS

- Load sheet and NOTOC to be delivered by 10 minutes prior ETD.
- Pre-flight documentation to be delivered to the aircraft by 15 minutes prior ETD.
- Message to be sent immediately after departure(including loading, UCM, position of business class container).

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- SCM to be conducted weekly, recording UDL numbers, and types.
- A dispatcher should be provided for departure @ - 2 hours to STD.
- A general declaration and a passenger manifest to be provided for each flight.
- Providing of a tail jack in case of 74m operation on must basis.(provided by Carrier)

6- COMPLAINTS ON CABIN CLEANING

01 cabin crew discrepancy report per 100 flights (attributable to turn cleaning).

7- TRAINING

DCS Training

Initial DCS (**HITIT Crane Check – in**) training imparted by the carrier to the handling company's staff will be free of charge. This training will be of 04 days. Sufficient number of staff will be provided by the handling agent for training. Handling agent can get their master trainers trained for imparting subsequent in – house training.

After initial training, in case the handling agent requires additional training for new/additional staff, the carrier will charge handling company at a rate of USD 400 per day of training.

In both the above training scenarios, handling agent will provide a training facility with a computer for each trainee.

8- DELAY FLIGHT HANDLING

In case of flight delay, 02 counters should be opened as per the scheduled check – in timings, and one counter should remain open till ATD. (At extra cost only for the counters not extra staff)

9- PENALTY

Due Punctuality

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

<u>>15 minutes</u>	<u>0% of handling charges of the affected flight to be waived</u>
<u>>30 minutes</u>	<u>10% of Handling Charges of the affected flight to be waived</u>
<u>>60 minutes</u>	<u>20% of Handling Charges of the affected flight to be waived</u>

Other Penalties

MISSING EBT DOCUMENT	USD 50 PER MISSING DOCUMENT
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Note: Station Manager PIA will monitor Service Level Compliance in order to excel service quality and forward report to head office on monthly basis.

STAFF DEPLOYMENT

Turnaround/ Transit Flight

01 Dedicated Counter Supervisor
01 Ramp Coordination agent
01 Dispatcher
01 Arrival agent per flight for turnaround/ Transit flight
03 Boarding Agents per flight for turnaround/ transit flight
Check- in Agents as stated above.
01 Ticketing (cashier) per flight – Excess baggage
01 lost and Found Agent
01 agent for CLC

Turnaround Standard/ Transit E.A. Emergency Amendment

06 Ramp Team
01 Push – staff
01 Supervisor

Transit with T.S.A. E.A. Emergency Amendment

06 Ramp Team + 03 Ramp Staff (Extra cost)
01 Push- staff
01 Supervisor