

Request For Proposal for Ground Handling Services at JFK

PIA intends to hire the services of well reputed ground handling companies for the ground handling of its flights at JFK. Guidelines for the submission of proposals are given below:

- ❖ All proposals should be drawn on **IATA SGHA 2008** format.
- ❖ **No EBT commission** clause should be suggested.
- ❖ PIA will use its own native host
- ❖ Rates quoted should be valid for three 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:**

B772 & B773– Turnaround/Transit Rates

❖ **Charges for Additional Facilities:**

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

Besides the proposal, 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.
- ✚ A detailed list of ground support inventory; quantity, date of acquisition & specification.
- ✚ Acceptance of our service level standards & flight schedule
- ✚ Certification details (ISO/IOSA/ISAGO)

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 the 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.

- ❖ Closing date time which is the last date for submission of tender is **1200 hrs GMT 02/10/2017** at below address

Address:

Pakistan International Airlines
Terminal Four
Room 275-152
Second floor
Concourse B
JFK International Airport
Jamaica, NY 11430

Request For Proposal for Ground Handling Services at JFK

- ❖ 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 PIA will not be required to justify the grounds of rejection.
- ❖ Interested parties who can provide these services should submit tenders directly with PIA, no sub-agents will be entertained.
- ❖ No tender will be entertained after expiry of foresaid 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%.
- ❖ The quoted Rates shall be for Passenger Handling ,Ramp Handling & Cargo Handling (Separately) and consolidated both. (Two options).
- ❖ 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 JFK 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
1	Type of handling provided	All services provided by the bidding company	20	
		Sub-contractors	10	
2	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	
3	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	
4	Training & Certification	IOSA / ISAGO certified company	5	
		Not certified	0	

Request For Proposal for Ground Handling Services at JFK

5	Company Profile & Experience	Highly established , well experienced (More than 05 years)	5	
		Recently established with experience less than 02 years	3	
6	Financial Position	Sound	5	
		Not so sound	2	
7	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	
8	No. of skilled manpower	60% skilled employees	5	
		40% skilled employees	3	
9	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:

Section 1	REPRESENTATION,ADMINISTRATION ON & SUPERVISION	1.1.2,1.1.3,1.1.4, 1.2.1,1.2.2 ,1.2.4 1.3.1(b),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)(1,3)(b-2,4- 6))2.1.4,2.1.5,2.1.6(a)2.1.7(a,b,c,e,f)2.1.8,2.1.9(b)(1),2. 1.10 2.2.1,2.2.2(2)(a),2.2.3,2.2.4,2.2.5,2.2.6,2.2.7,2.2.8,2.2.1 0,2.2.11(a),2.2.12,2.2.13,2.2.14(a,c) 2.3.1,2.3.2,2.3.3(b)
Section 3	RAMP SERVICES	3.1.1,3.1.2,3.1.3,3.1.4,3.1.5,3.1.6,3.1.8 3.2.1(a), 3.3.1,3.3.2(f)(limited to safety cones only), 3.3.3(a)(b) 3.4.1,3.4.2 3.6.1(a)(c)(1)(b,c) (3) 3.6.3(a)(b),3.6.4(a),3.6.5(a)(1)(4)3.6.5(a)(2)(4), 3.6.6,3.6.7,3.6.8,3.6.10 3.7.1 3.9.1,3.9.2(b),3.9.3(a) (d),3.9.3(b)(d) 3.11.1 (a-f),3.11.2(a,h,L,j),3.11.2 (vacuum)3.11.5,3.11.6,3.11.7,3.11.8,3.11.9(b) 3.11.10,3.12.1(a)

Request For Proposal for Ground Handling Services at JFK

		3.13.1(a) 3.15.1,(a) 3.17.2,3.17.3,3.17.4,3.17.5,3.17.5,3.17.6,3.17.7
Section 4	LOAD CONTROL, COMMUNICATION & FLIGHT OPERATIONS	4.1.1,4.1.2(2) 4.2.1 ,4.2.2, 4.4.2, 4.4.8 ,4.9.4,
Section 5	CARGO SERVICES	5.1.1,5.1.2,5.1.3,5.1.4,5.1.5,5.1.6, 5.2.1,5.2.2,5.2.3,5.2.4, 5.3.1,5.3.2,5.3.3,5.3.4,5.3.5 5.4.1,5.4.2,5.4.3 5.5.1,5.5.2,5.5.3,5.5.4,5.5.5,5.5.6 5.6.1,5.6.2,5.6.3,5.6.4 5.7.1,5.7.2,5.7.3,5.7.4,5.7.5,5.7.6,5.7.7,5.7.8,5.7.9,5.7.1
Section 6	SUPPORT SERVICES	6.2.1,6.2.2(a-1,2,3 5,6)©(4,5),6.2.3 6.3.1(a)(1), 6.3.3, 6.3.5, 6.4.1 6.5.1, 6.6.1(b)(1),6.6.1(b)(2,4) 6.7.1,
Section 7	SECURITY SERVICES	7.1.4(a-1,2, 4) 7.2.1

❖ Service level Standards for Ground Handling (Ramp + Passenger):

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.

1 – GENERAL

A – Punctuality

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

✚ 99 % On-time Performance

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

B – Baggage Handling

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

2 PASSENGER HANDLING (Check In)

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

Request For Proposal for Ground Handling Services at JFK

Queue Time

- ✚ Queuing time at the Business Class counter to be not more than 5 – 6 minutes
- ✚ Queuing time at the Economy Class counter to be not more than 15 minutes

Pax Count

- ✚ No more than 2 passengers in line at each Business Class counter
- ✚ No more than 5 – 6 passengers in line at each Economy Class counter

Check – In

- ✚ Average check – in processing time to be not more than 4 minutes
- ✚ Check – in close out time 60 minutes prior too STD

Gate Functions

- ✚ Boarding gate opened 90 minutes prior to ETD
- ✚ Boarding gate manned 60 minutes prior to ETD
- ✚ Boarding commencement 60 minutes prior to ETD
- ✚ Boarding/delay announcements to be made as per carrier’s procedures.

3 – RAMP HANDLING:

A – Baggage Handling

ARRIVAL

FOR AIRCRAFT PARKED AT AEROBRIDGE

- ✚ First Bag: First Bag to be delivered by 10 minutes after on blocks
- ✚ Last Bag: Last bag to be delivered by 50 minutes after on blocks

FOR AIRCRAFT PARKED AT REMOTE:

- ✚ First Bag: First Bag to be delivered by 10 minutes after on blocks
- ✚ Last Bag: Last bag to be delivered by 50 minutes after on blocks
 - Premium bags to be delivered first in all circumstance.

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 to facilitate prompt baggage off-loading of missing passengers. Record, ULD 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 ULDs are used. PIA to be informed of any unserviceable ULDs and they will advise disposition of unit.

4 – RAMP

A. Arrival:

- ✚ Appropriate ground support equipment to be available at parking position at 10 minutes before on blocks.
- ✚ Chocks to be positioned immediately after blocks on.

Request For Proposal for Ground Handling Services at JFK

- ✚ 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:

- ✚ Mail to be delivered to aircraft side by 90 minutes prior to ETD.
- ✚ Pushback equipment available 10 minutes prior ETD.

5 – LOAD CONTROL AND OPERATIONS

- ✚ Load sheet and NOTOC to be delivered by 10 minutes prior to ETD.
- ✚ Pre flight documentation to be delivered to the aircraft by 15 minutes prior to ETD
- ✚ Massage to be sent immediately after departure.

6 – PENALTIES

To provide for and maintain the Carrier's standards for on time performance, the Handling Company agrees to pay the following, provided that the flight departs late directly due to the negligence/ failure of the Handling Company to handle the flight in the Carrier's Scheduled ground time:

- Delay of up to 30 minutes Deduction of \$300.00
- Delay of up to 31 minutes to 45 minutes Deduction of \$500.00
- Delay in excess to 45 minutes Deduction of \$700.00

7- OTHER PENALTIES:

ITEM DESCRIPTION	REIMBURSEMENT AMOUNT
Missing EBT document	\$50 per missing document
Business plus LDS not made	\$ 30 per flight

8-COMPLAINTS ON CABIN CLEANING :

- ✚ 1 cabin crew discrepancy report per 100 flights (attributable to JFK turn Cleaning

Service level Standards for Cargo Handling

- ✚ Cargo available for collection (Pax Aircraft) i.e. complete with documents Within 3.00 hour of ATA of inbound flight- 98%
- ✚ Priority cargo available for collection - Within 2.00 hour of ATA of inbound flight- 98%
- ✚ Electronic transmission of FFM complete with ULD Within 1.00 hour of ATA 98%
- ✚ FWB*/AMS/FHL data capture/transmission (*If required) Within 1.00 hour of ATA 98%
- Freight status Updating: Before STD
- Received from shippers(RCS) Within 1.00 hour of ATA
- Received from interlinear (RCT) Within 6.00 hour of ATA
- Departed on booked flight (DEP) Within 6.00 hour of ATA
- Received on booked flight (RCF) Within 1.00 hour of event
- Consignee notified (NFD) Within 1.00 hour of event
- Airway bill delivered to consignee (AWD); or cargo delivered (DLV) Within 2.00 hour of event
- Shipment transferred (TFD) Discrepancy (DIS), if any Within 1.00 hour of event

Request For Proposal for Ground Handling Services at JFK

- + Cargo mishandling (within control of handling agent Such as in custody in Warehouse, or on tarmac) - One (1) incident per 1000 shipments
- + Cargo manifested but not uplifted - 100%
- + Flight delay (exceeding 15 minutes) caused by handling company - Nil Delay
- + DG infringements - Nil infringement

- + **Service assesement & monitoring – 98%**
 - + It is agreed that monthly meeting will be held between the Handling Company and the Carrier or its representatives to assess the level of Performance against the target. After meeting, Minutes of the meeting will be prepared for record purpose.

- + **Export - palletisation – 98%**

Freight ready for delivery onto flights 04 hours before ETD

- + **Tracing management**
 - o All communications addressed to the Carrier or its representatives shall be written in English. – 100%
 - o All communications shall be sent to the agreed email and/or SITA Addresses (provided by the carrier). – 100%
 - o Tracing reports shall be compiled for each flight and the carrier shall be promptly informed on any irregularities – 98%

- + **Staff:**

The handling company shall provide dedicated staff for the carrier; all staff shall be properly trained and duly qualified as per IATA requirements. 98%

- + **UCM / LDM**

UCM will be free of charge and sent on a weekly basis. LDM message of every PK FLIGHT departing ex jfk must be sent and in case of offloading of cargo if any must also be informed immediately after the departure of flight. 98%

- + **FSU and delivery status**

The handling company shall send FSU messages to the system address of Carrier and shall inform delivery status of shipments. 98%

- + **Liaison with PK Cargo**

The handling company shall cooperate and liaise with the Cargo Manager or local representatives in order to coordinate the carrier's activities at the best possible levels.-98%

- + **Communication:**

The handling company shall make prior arrangements to deliver perishable cargo within 3 hours of ATA of inbound flight and coordinate with Ramp & breakdown area for immediate delivery of import cargo. In case of loss, due to delay in delivery, the handling company shall compensate to claimant according to actual loss to the shipment. -98%

- + **Human Remains and Dip mails:**

The handling company shall give special care for the movement of human remains from its receipt at the terminal till its loading on the A/C, and also special care for the movement of dip mails and immediate delivery of dip mails destined for JFK and transfer of dip mails on FAS for Dip mails in Transit as well.- 100%

- + **Sheltered Space:**

Request For Proposal for Ground Handling Services at JFK

The handling company shall provide sheltered space for PIA cargo in order to protect shipments from extreme climatical conditions and shall also provide secure place for loading equipments, i.e. pallets, LD3, nets, straps etc – 98%

+ **Delay in delivery:**

In case of delay in delivery, either due to incorrect consignee's address or delivery is delayed by the consignee in spite of issuance of delivery order due to any reason, PK Rep must be informed immediately so as to take-up matter with the shipper/consignee for immediate delivery. – 98%

+ **Penalty:**

The handling company shall compensate to shipper/consignee according to actual loss to the shipment if it prove that shipment is mishandled due to purely negligence of handling Company – 98%

+ **Key Account:**

The handling company shall provide Key Account contacts for operational and Commercial issues.

(Operations)

Key Account contracts

(Commercials)

Key Account contract

+ **Mishandling rates**

These measures the mishandling rate for short shipped un manifested and unable – to – locate (UTL) based on – incidents per 1,000 shipments.

These measures the time taken to check the inbound shipment from ATA until cargo is available for collection.

Timings will be based on sampling check.

+ **Cargo available for collection:**

- (Priority cargo shall refer to the Carrier's XPS shipments and other special cargo including AVI, PER, HUM, VAL).

+ **FFM, FWB & AMS/FHL Data Capture**

The carrier will assess Handling Company's performance based on random sampling check.

+ **Freight Status Updates**

These will be based on the Carrier's system Generated FSU Report

- The handling Company's shall send cargo data to the carrier's system using IATA cargo IMP messages including FWB/FHL/FFM and DLV(Delivery),if in future carriers requires data on XML format same to be provided by the handling company.
- All automation and security requirement should be fulfilled

❖ **Dedicated or Semi-dedicated team is required.**

❖ **Flight Schedule**

Available on our website www.piac.com.pk