

## REQUEST FOR PROPOSAL FOR GROUND HANDLING AT CDG

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

- ❖ Basic handling rates for ramp & passenger
- ❖ Load Control functions
- ❖ PIA will use its own native host i-e Sabre as DCS & for Load Control

Rates needed for following aircraft type:

**B772 & B773** Turnaround and Transit Handling

### Charges for Additional Facilities:

- ❖ Additional Push Back
- ❖ GPU (Beyond 120 mins)
- ❖ Heater
- ❖ Cooling Unit
- ❖ Cargo Movement
- ❖ Air Start
- ❖ Interior Cleaning
- ❖ Drain Water Tanks
- ❖ Business Class Lounge Charges per passenger
- ❖ Cleaning of flight Deck Windows (inside also)
- ❖ Additional man-power
- ❖ Towing
- ❖ No EBT commission clause should be suggested.
- ❖ 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.

### 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.

- ❖ Closing date time which is the last date for submission of tender is **1200 hrs GMT 22/05/2018** at below address

### Address:

**IMRAN JAMALULAIL**  
**COUNTRY MANAGER-PIAC**  
60, boulevard de Strasbourg 75010 Paris  
Tel: 00331-56592280, 00331-56592262 Fax: 00331-56592299  
Email: [Paruupk@Piac.Aero](mailto:Paruupk@Piac.Aero)

- ❖ 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.

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- ❖ The financial Proposals are evaluated, after the technical evaluation; the Contract is awarded to the handling agent whose proposal has been determined to be the lowest evaluated substantially responsive Bid.
- ❖ 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.

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### ❖ 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 CDG 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	
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	
<b>Total Score</b>	<b>Minimum Passing Marks 50</b>	<b>100</b>	

## REQUEST FOR PROPOSAL FOR GROUND HANDLING AT CDG

- Required List of Services

<b>Section 1</b>		
<b>Representation, Administration and Supervision</b>		
1.1.	General	1.1.2,1.1.3,1.1.4
1.2	Administrative Functions	1.2.1,1.2.2,1.2.3,1.2.5 ( c ),1.2.6 ( c )
1.3	Supervision and/or Co-ordination of Services Contracted by the Carrier with Third Party(ies)	1.3.1,1.3.2,1.3.3,1.3.4,1.3.5,1.3.6,1.3.7,1.3.8
<b>Section 2</b>		
<b>Passenger Services</b>		
2.1	General	2.1.1,2.1.2,2.1.3(a),2.1.4,2.1.6(a),2.1.7(a)(b)©(f)(e),2.1.8, 2.1.9(a)(1)
2.2	Departure	2.2.1,2.2.2,2.2.3(a),2.2.4(a)(1),2.2.5,2.2.6,2.2.7,2.2.8,2.2.9,2.2.10(1),2.2.11,2.2.12,2.2.13
2.3	Arrival	2.3.2,2.3.3(a)(1)(2)
<b>Section 3</b>		
<b>Ramp Services</b>		
3.1	Baggage Handling	3.1.3,3.1.4,3.1.8
3.2	Marshalling	3.2.1 a)
3.3	Parking	3.3.1,3.3.3 (a)
3.5	Ramp to Flight Deck Communication	3.5.2 (a)(b)
3.6	Loading and Unloading	3.6.1 a) 1)3),3.6.2 (b)(on recharge),3.6.3(a),3.6.4 (a),3.6.6,3.6.7,3.6.8 (a)
3.8	Safety Measures	3.8.1 (a)
3.9	Moving of Aircraft	3.9.1(a),3.9.2 (b),3.9.3 (a)(one push included)
3.12	Toilet Service	3.12.1 (a),3.12.2
3.13	Water Service	3.13.1(a),3.13.2(a)(b)
<b>Section 4</b>		
<b>Load Control, Communications and Flight Operations</b>		
4.1	Load Control	4.1.1,4.1.2 (b)-(e)(2)
4.2	Communications	4.2.1,4.2.2(a)
4.4	Flight Operations – Flight Preparation at the Airport of Departure	4.4.1(a)(on request),4.4.2,4.4.5 (general information only)
<b>Section 5</b>		
<b>Cargo &amp; Mail Services</b>		
5.3	Cargo and Mail Handling – General	5.3.1,5.3.2
<b>Section 6</b>		
<b>Support Services</b>		
6.2	Automation/Computer Systems	6.2.1 (a)©2,6.2.2(b)(3)(5)6)©(4)
6.3	Unit Load Device (ULD) Control	6.3.1(a)(1),6.3.3 (once a week),6.3.5
6.4	Fuel Farm (Depot)	6.4.1
6.5	Ramp Fuelling/Defueling Operations	6.5.1
6.6	Replenishing of Oils and Fluids	6.6.1
6.7	Surface Transport	6.7.2
<b>Section 7</b>		
<b>Security</b>		
7.1	Passenger and Baggage Screening and Reconciliation	7.1.4(a)(2,4,(3) (one per month included

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- Service Level Agreement

### RAMP & TERMINAL HANDLING

#### GENERAL

- ❖ Punctuality
  - 98%
- ❖ Baggage Handling
  - 3 per 1000 Pax

#### PASSENGER HANDLING

- Check in opening 240 mins prior to STD

CI Counters	Business Class	Economy Class
B777	01	05

- ❖ Queuing Time
  - At Business Counter — not more than 5/6 mins
  - At Economy counter — not more than 15 mins
- ❖ Pax Count
  - Business Counter — not more than 2 in line
  - Economy counter — not more than 5/6 in line
- ❖ Check In
  - Average check in – no more than 3 mins
  - Close out time 45 mins before STD
- ❖ Gate Functions
  - Boarding gate open 90 mins prior to STD
  - Boarding gate manned 60 mins prior to STD
  - Boarding starting 45 mins prior to STD
  - Boarding delay announcements as per carrier's procedures
  - Pax not to wait more than 10 mins in the bus

#### RAMP HANDLING

- ❖ Baggage handling
  - Arrival —all baggage delivery under ADP responsibility
  - Premium bags to be delivered first in all circumstances
- ❖ Departure
  - Class wise segregation
  - Bag reconciliation —ADP SRTB system
  - Check if serviceable ULD's are used and inform PIA
- ❖ Cleaning
  - To be completed 10 mins prior to boarding

#### RAMP

- ❖ Arrival
  - Ground Support available 10 mins before on blocks
  - Chocks positioned immediately after blocks on
  - Pax disembarkation within 5 mins after blocks
  - Mail and documents to be delivered to mail facility by 90 mins after on block
- ❖ Departure
  - Mail to be delivered to acft 10 mins prior to ETA

#### LOAD CONTROL AND OPERATIONS

- Load sheet & NOTOC delivered 10 mins prior to ETD
- Pre Flight doc delivered to acft 15 mins prior to ETD
- Message to be sent immediately after departure

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### PENALTY

#### ❖ Due Punctuality

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

DURATION OF DELAY	PENALTY PERCENTAGE / CONDITION
> 15 minutes	• 10% of Handling charges of the affected flight to be waived.
>30 minutes	• 15% of Handling Charges of the affected flight to be waived.
> 60 minutes	• 20% of Handling Charges of the affected flight to be waived.

#### Other Penalties:

ITEM DESCRIPTION	REIMBURSEMENT AMOUNT
Missing EBT document	EUR 50 per missing document
Check in staff provided less than SLA	EUR 50 per missing Check-in agent
late Opening of Check In counters.	EUR 50 per counter
Late Closing of Counter	EUR 50 per counter

#### ❖ Flight Schedule

- ❖ Available on our website [www4.piac.com.pk](http://www4.piac.com.pk)