

## **REQUEST FOR PROPOSAL FOR GROUND HANDLING AT KSA**

PIA intends to hire the services of well reputed ground handling company for the ground handling services of its flights at following five stations in the Kingdom of Saudi Arabia;

1. Jeddah
2. Medina
3. Dammam and
4. Riyadh
5. Al-Qassim

**Guidelines for the submission of proposals are given below:**

- All proposals should be drawn on IATA SGHA **2018 format**.
- **This contract will be for one year extendable to three years, with a standard 60 days exit clause, with no condition on termination.**
- **Rates quoted should be valid for three years.**
- No EBT commission clause is suggested.
- PIA will use our own HITIT CRANE as DCS and HITIT W&B for Load Control.

**Rates needed for following aircraft type:**

A319/A320/A330/B777– Turnaround rates of all variants for scheduled flights and also Hajj & Umrah flights (for Jeddah and Medinah stations).

1. Business Class Lounge Charges per passenger (@ Hajj Terminal)
2. Heater
3. ACU(Cooling Unit)
4. ASU(Air Starter)
5. GPU
6. Additional Push Back
7. Towing
8. Additional Manpower
9. Protocol Services for airline's VVIP Passengers
10. Baggage Delivery Services

**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.
- Total number of employees (Skilled/Unskilled)
- Employee training record and schedule for recurrent training.
- Proof of financial position (Bank letter verifying sound financial position)
- Company profile and experience

### **Financial Information:**

<b>Legal Entity Name</b>		
	Address (City/State)	
	Parent Company (if applicable)	
	Parent Headquarters Address (City/State)	
	Type of Business (S Corp., C Corp., Partnership, Sole Proprietor)	
<b>Financial Information</b>	Attach financial statements (income statements, balance sheets and cash flow statements) for the last 3 fiscal years and the most recent quarter if available.	

### **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 and time which is the last date for submission of tender is **29/Sep/2024 by 1300 hrs LT**.

Bids must be submitted at below address;

**Country Manager Office  
Pakistan International Airlines  
SKAB Center Annex Movenpick Hotel  
Medinah Road, Mushrefah, Jeddah  
23332, Kingdom of Saudi Arabia  
TEL: +966-12-6614932,  
6614943 & 6614814**

- Technical proposals will be opened on the same day at **1330 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 foresaid date & time. PIA will not be responsible for postal delays or any other reason.

## Technical Evaluation Criteria

All proposals will be evaluated as per following criteria:

Marks weightage:- Technical: 50%.

Marks weightage:- Financial: 50%.

**\*Financial Proposal of only Technically Qualified bidders will be opened.** The Handling Agent getting maximum marks on 50-50 weightage (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 Airport(s)		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	Total Marks	Handling Agency Score
<b>Type of handling provided</b>	All services provided by the bidding company	<b>10</b>	
	Sub Contractor	<b>00</b>	
<b>Financial Position of the Company</b>	Sound	<b>10</b>	
	Not Sound	<b>00</b>	
<b>Age and condition of Ground Support Equipment</b>	05 years old good working condition	<b>10</b>	
	10 years old good working condition	<b>05</b>	
	Old equipment-bad working condition	<b>00</b>	
<b>Clientele</b>	05 or more airlines(at least 1 five star airline)	<b>10</b>	
	More than or equal to 05 airlines ( no five star airline)	<b>08</b>	
	2 to 5 airlines	<b>05</b>	
<b>Training &amp; Certification</b>	IOSA/ISAGO certified company	<b>10</b>	
	Any other certification?	<b>05</b>	
<b>Company profile and Experience</b>	Highly established, more than 05 years of exp	<b>10</b>	
	3 to 5 years exp	<b>07</b>	
	1 to 3 years exp	<b>05</b>	
<b>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 both narrow/wide body aircrafts;</b>  <b>01 set includes;</b> Tug master 1 Lower lobe loaded 02 Baggage belter-1 Pax step-1 Tractor-1 GPU-1 AC Van-1 Coaster-2 Ramp bus-2 Ambulifter-2 Flush cart-2 Water cart-2 Catering van-2 ASU-2	05 sets	<b>20</b>	
	04 sets	<b>15</b>	
	03 sets	<b>10</b>	
	Less than 03 sets	<b>00</b>	
<b>No. of skilled manpower</b>	60% skilled employees	<b>05</b>	

	40% skilled employees	<b>03</b>	
<b>Acceptance of SLA with penalties</b>	Acceptance of SLA with penalties	<b>15</b>	
	Acceptance of SLA without penalties	<b>05</b>	
<b>Total Marks</b>		<b>100</b>	
<b>Passing Marks</b>		<b>70</b>	
<b>Obtained Marks</b>			

## **SERVICES REQUIRED**

### **Required List of Services for Jeddah**

Section 1	MANAGEMENT FUNCTIONS	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3(b,c,d), 1.2.4, 1.3.1, 1.3.2, 1.3.4, 1.3.5, 1.3.6, <b>1.3.8</b> , 1.3.9, 1.4.7,
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.3(a)(1,2,3,4,5,6 – TWO PRM FOC for ARR/DEP), 2.1.4(a)(1,5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8 (a)(5)(b)(1,3), 2.1.9(c), 2.2.1, 2.2.2(a)(d), 2.2.3(a)(b)(1,3,4), 2.2.4(a)(b)(1)(2)(i,iv), 2.2.5(a to c)(1), 2.2.6(a)(b)(1)(2)(i,iv), 2.2.7(a), 2.2.8(a), 2.2.10(a)(b)(1)(2)(i,iii,iv), 2.2.11(a)(1,3,4), 2.2.12, 2.2.13(a,c,d), 2.2.14(a)(c), 2.2.15(a - <i>intercept bags not suitable for overhead storage and load in holdrecharged if collected bags are over 15 pieces per flight</i> )(b)(c), 2.2.16, 2.3.1, 2.3.2, <b>2.3.3</b> , 2.3.4(a) 1,2,3,5 (within airport premises),
Section 3	RAMP SERVICE	3.1.1, 3.1.2, 3.1.3(a)(1)(2)(3), 3.1.4(a)(b), 3.1.5, 3.1.6, 3.1.7, 3.1.8(a)(1)(2)(3) ( <i>Excludes bags not thru tagged</i> ), ( <i>Take all steps necessary to ensure inbound transfer baggage is located &amp; loaded</i> ), 3.1.9, 3.2.1 (when automated guidance systems are not available), 3.3.1, 3.3.2(a)(b)(6) ( <i>As per the Carrier's Ground Operations Manual</i> ), 3.4.1(a)(c)(1)(2)(3)(5) All additional chargers on requests as per appendix 2, 3.5.1, ( <i>On Request , additional chagresas per appendix 2</i> ), 3.5.2 (a) ( <i>On Request , additional chagresas per appendix 2</i> ), 3.6.1(a)(c)(1)(b)(c)(3), 3.6.2(a)(1)(2)( <i>On request and recharge</i> ), 3.6.3(a)(c), 3.6.4(a)(1)(2), 3.6.5(a)(1)(2) (4) (5) (3 Additional charge appendix 2 3.6.5.3) 3.6.6 (a)(b)(c)(d)(e)(f), 3.6.7(a), 3.7.1(a)(1)(b)(1)(2), 3.7.2(a)(1)(2), 3.7.3, 3.8.1(a)(1), One pushback per turn included- Thereafter at additional charge) – at additional charge), 3.8.1 (2) (Additional charge on request see appendix 2) 3.8.2(b), 3.10.1(a)( <i>On request by crew</i> ), 3.10.1(b)(2-9), 3.10.2(a), 3.10.3(a,b,d,f,g)( <i>On request and recharge</i> ), 3.10.4(b)(2 - <i>specified by Carrier</i> ), 3.11.1(a)(1), 3.12.1(a)(1)(2)(3 - <i>on request</i> ),
Section 4	LOAD CONTROL & FLIGHT OPERATIONS	4.1.1, 4.1.2(a)(b)(2), 4.2.1, 4.2.2 , 4.2.3, 4.3.1, 4.3.3(a)(1), 4.3.7, 4.3.10, 4.4.1, 4.4.4 ( <i>where required</i> )
Section 6	SUPPORT SERVICES	6.2.1(a)(c)(1), 6.2.2(a)(1)(3)(6), 6.2.2(c)(4)(5), 6.3.1(b)(1), 6.3.2, 6.3.3(a)(b)(c), 6.3.4, 6.3.5 ( <i>report ULD issues to the Carrier</i> ), 6.4.1, 6.5.1, 6.7.1
Section 7	SECURITY SERVICES	7.1.1(a)(1)(2), 7.1.4(a)(1)(2)(3)(4)

**Required List of Services for Medinah**

Section 1	MANAGEMENT FUNCTIONS	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3(b,c,d), 1.2.4, 1.3.1, 1.3.2, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9, 1.4.7,
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.3(a)(1,2,3,4,5,6 – TWO PRM FOC for ARR/DEP), 2.1.4(a)(1,5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8 (a)(5)(b)(1,3), 2.1.9(c), 2.2.1, 2.2.2(a)(d), 2.2.3(a)(b)(1,3,4), 2.2.4(a)(b)(1)(2)(i,iv), 2.2.5(a to c)(1), 2.2.6(a)(b)(1)(2)(i,iv), 2.2.7(a), 2.2.8(a), 2.2.10(a)(b)(1)(2)(i,iii,iv), 2.2.11(a)(1,3,4), 2.2.12, 2.2.13(a,c,d), 2.2.14(a)(c), 2.2.15(a - <i>intercept bags not suitable for overhead storage and load in hold recharged if collected bags are over 15 pieces per flight</i> )(b)(c), 2.2.16, 2.3.1, 2.3.2, 2.3.3, 2.3.4(a) 1,2,3,5 (within airport premises),
Section 3	RAMP SERVICES	3.1.1, 3.1.2, 3.1.3(a)(1)(2)(3), 3.1.4(a)(b), 3.1.5, 3.1.6, 3.1.7, 3.1.8(a)(1)(2)(3) ( <i>Excludes bags not thru tagged</i> ), ( <i>Take all steps necessary to ensure inbound transfer baggage is located &amp; loaded</i> ), 3.1.9, 3.2.1 (when automated guidance systems are not available), 3.3.1, 3.3.2(a)(b)(6) ( <i>As per the Carrier’s Ground Operations Manual</i> ), 3.4.1(a)(c)(1)(2)(3)(5) All additional charges on requests as per appendix 2, 3.5.1, ( <i>On Request , additional chagresas per appendix 2</i> ), 3.5.2 (a) ( <i>On Request , additional chagresas per appendix 2</i> ), 3.6.1(a)(c)(1)(b)(c)(3), 3.6.2(a)(1)(2)( <i>On request and recharge</i> ), 3.6.3(a)(c), 3.6.4(a)(1)(2), 3.6.5(a)(1)(2) (4) (5) (3 Additional charge appendix 2 3.6.5.3) 3.6.6 (a)(b)(c)(d)(e)(f), 3.6.7(a), 3.7.1(a)(1)(b)(1)(2), 3.7.2(a)(1)(2), 3.7.3, 3.8.1(a)(1), One pushback per turn included- Thereafter at additional charge) – at additional charge), 3.8.1 (2) (Additional charge on request see appendix 2) 3.8.2(b), 3.10.1(a)( <i>On request by crew</i> ), 3.10.1(b)(2-9), 3.10.2(a), 3.10.3(a,b,d,f,g)( <i>On request and recharge</i> ), 3.10.4(b)(2 - <i>specified by Carrier</i> ), 3.11.1(a)(1), 3.12.1(a)(1)(2)(3 - <i>on request</i> ),
Section 4	LOAD CONTROL & FLIGHT OPERATIONS	4.1.1, 4.1.2(a)(b)(2), 4.2.1, 4.2.2 , 4.2.3, 4.3.1, 4.3.3(a)(1), 4.3.7, 4.3.10, 4.4.1, 4.4.4 ( <i>where required</i> )
Section 6	SUPPORT SERVICES	6.2.1(a)(c)(1), 6.2.2(a)(1)(3)(6), 6.2.2(c)(4)(5), 6.3.1(b)(1), 6.3.2, 6.3.3(a)(b)(c), 6.3.4, 6.3.5 ( <i>report ULD issues to the Carrier</i> ), 6.4.1, 6.5.1, 6.7.1
Section 7	SECURITY SERVICES	7.1.1(a)(1)(2), 7.1.4(a)(1)(2)(3)(4)

**Required List of Services for Riyadh**

Section 1	MANAGEMENT FUNCTIONS	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3(b,c,d), 1.2.4, 1.3.1, 1.3.2, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9, 1.4.7,
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.3(a)(1,2,3,4,5,6 – TWO PRM FOC for ARR/DEP), 2.1.4(a)(1,5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8 (a)(5)(b)(1,3), 2.1.9(c), 2.2.1, 2.2.2(a)(d), 2.2.3(a)(b)(1,3,4), 2.2.4(a)(b)(1)(2)(i,iv), 2.2.5(a to c)(1), 2.2.6(a)(b)(1)(2)(i,iv), 2.2.7(a), 2.2.8(a), 2.2.10(a)(b)(1)(2)(i,iii,iv), 2.2.11(a)(1,3,4), 2.2.12, 2.2.13(a,c,d), 2.2.14(a)(c), 2.2.15(a - <i>intercept bags not suitable for overhead storage and load in holdrecharged if collected bags are over 15 pieces per flight</i> )(b)(c), 2.2.16, 2.3.1, 2.3.2, 2.3.3, 2.3.4(a) 1,2,3,5 (within airport premises),
Section 3	RAMP SERVICES	3.1.1, 3.1.2, 3.1.3(a)(1)(2)(3), 3.1.4(a)(b), 3.1.5, 3.1.6, 3.1.7, 3.1.8(a)(1)(2)(3) ( <i>Excludes bags not thru tagged</i> ), ( <i>Take all steps necessary to ensure inbound transfer baggage is located &amp; loaded</i> ), 3.1.9, 3.2.1 (when automated guidance systems are not available), 3.3.1, 3.3.2(a)(b)(6) ( <i>As per the Carrier's Ground Operations Manual</i> ), 3.4.1(a)(c)(1)(2)(3)(5) All additional chargers on requests as per appendix 2, 3.5.1, ( <i>On Request , additional chagresas per appendix 2</i> ), 3.5.2 (a) ( <i>On Request , additional chagresas per appendix 2</i> ), 3.6.1(a)(c)(1)(b)(c)(3), 3.6.2(a)(1)(2)( <i>On request and recharge</i> ), 3.6.3(a)(c), 3.6.4(a)(1)(2), 3.6.5(a)(1)(2) (4) (5) (3 Additional charge appendix 2 3.6.5.3) 3.6.6 (a)(b)(c)(d)(e)(f), 3.6.7(a), 3.7.1(a)(1)(b)(1)(2), 3.7.2(a)(1)(2), 3.7.3, 3.8.1(a)(1), One pushback per turn included- Thereafter at additional charge) – at additional charge), 3.8.1 (2) (Additional charge on request see appendix 2) 3.8.2(b), 3.10.1(a)( <i>On request by crew</i> ), 3.10.1(b)(2-9), 3.10.2(a), 3.10.3(a,b,d,f,g)( <i>On request and recharge</i> ), 3.10.4(b)(2 - <i>specified by Carrier</i> ), 3.11.1(a)(1), 3.12.1(a)(1)(2)(3 - <i>on request</i> ),
Section 4	LOAD CONTROL & FLIGHT OPERATIONS	4.1.1, 4.1.2(a)(b)(2), 4.2.1, 4.2.2 , 4.2.3, 4.3.1, 4.3.3(a)(1), 4.3.7, 4.3.10, 4.4.1, 4.4.4 ( <i>where required</i> )
Section 6	SUPPORT SERVICES	6.2.1(a)(c)(1), 6.2.2(a)(1)(3)(6), 6.2.2(c)(4)(5), 6.3.1(b)(1), 6.3.2, 6.3.3(a)(b)(c), 6.3.4, 6.3.5 ( <i>report ULD issues to the Carrier</i> ), 6.4.1, 6.5.1, 6.7.1
Section 7	SECURITY SERVICES	7.1.1(a)(1)(2), 7.1.4(a)(1)(2)(3)(4)

**Required List of Services for Dammam**

Section 1	MANAGEMENT FUNCTIONS	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3(b,c,d), 1.2.4, 1.3.1, 1.3.2, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9, 1.4.7,
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.3(a)(1,2,3,4,5,6 – TWO PRM FOC for ARR/DEP), 2.1.4(a)(1,5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8 (a)(5)(b)(1,3), 2.1.9(c), 2.2.1, 2.2.2(a)(d), 2.2.3(a)(b)(1,3,4), 2.2.4(a)(b)(1)(2)(i,iv), 2.2.5(a to c)(1), 2.2.6(a)(b)(1)(2)(i,iv), 2.2.7(a), 2.2.8(a), 2.2.10(a)(b)(1)(2)(i,iii,iv), 2.2.11(a)(1,3,4), 2.2.12, 2.2.13(a,c,d), 2.2.14(a)(c), 2.2.15(a - <i>intercept bags not suitable for overhead storage and load in holdrecharged if collected bags are over 15 pieces per flight</i> )(b)(c), 2.2.16, 2.3.1, 2.3.2, 2.3.3, 2.3.4(a) 1,2,3,5 (within airport premises),
Section 3	RAMP SERVICES	3.1.1, 3.1.2, 3.1.3(a)(1)(2)(3), 3.1.4(a)(b), 3.1.5, 3.1.6, 3.1.7, 3.1.8(a)(1)(2)(3) ( <i>Excludes bags not thru tagged</i> ), ( <i>Take all steps necessary to ensure inbound transfer baggage is located &amp; loaded</i> ), 3.1.9, 3.2.1 (when automated guidance systems are not available), 3.3.1, 3.3.2(a)(b)(6) ( <i>As per the Carrier's Ground Operations Manual</i> ), 3.4.1(a)(c)(1)(2)(3)(5) All additional chargers on requests as per appendix 2, 3.5.1, ( <i>On Request , additional chagresas per appendix 2</i> ), 3.5.2 (a) ( <i>On Request , additional chagresas per appendix 2</i> ), 3.6.1(a)(c)(1)(b)(c)(3), 3.6.2(a)(1)(2)( <i>On request and recharge</i> ), 3.6.3(a)(c), 3.6.4(a)(1)(2), 3.6.5(a)(1)(2) (4) (5) (3 Additional charge appendix 2 3.6.5.3) 3.6.6 (a)(b)(c)(d)(e)(f), 3.6.7(a), 3.7.1(a)(1)(b)(1)(2), 3.7.2(a)(1)(2), 3.7.3, 3.8.1(a)(1), One pushback per turn included- Thereafter at additional charge) – at additional charge), 3.8.1 (2) (Additional charge on request see appendix 2) 3.8.2(b), 3.10.1(a)( <i>On request by crew</i> ), 3.10.1(b)(2-9), 3.10.2(a), 3.10.3(a,b,d,f,g)( <i>On request and recharge</i> ), 3.10.4(b)(2 - <i>specified by Carrier</i> ), 3.11.1(a)(1), 3.12.1(a)(1)(2)(3 - <i>on request</i> ),
Section 4	LOAD CONTROL & FLIGHT OPERATIONS	4.1.1, 4.1.2(a)(b)(2), 4.2.1, 4.2.2 , 4.2.3, 4.3.1, 4.3.3(a)(1), 4.3.7, 4.3.10, 4.4.1, 4.4.4 ( <i>where required</i> )
Section 6	SUPPORT SERVICES	6.2.1(a)(c)(1), 6.2.2(a)(1)(3)(6), 6.2.2(c)(4)(5), 6.3.1(b)(1), 6.3.2, 6.3.3(a)(b)(c), 6.3.4, 6.3.5 ( <i>report ULD issues to the Carrier</i> ), 6.4.1, 6.5.1, 6.7.1
Section 7	SECURITY SERVICES	7.1.1(a)(1)(2), 7.1.4(a)(1)(2)(3)(4)

**Required List of Services for Al-Qassim**

Section 1	MANAGEMENT FUNCTIONS	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3(b,c,d), 1.2.4, 1.3.1, 1.3.2, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9, 1.4.7,
Section 2	PASSENGER SERVICES	2.1.1, 2.1.2, 2.1.3(a)(1,2,3,4,5,6 – TWO PRM FOC for ARR/DEP), 2.1.4(a)(1,5), 2.1.5, 2.1.6(a), 2.1.7, 2.1.8 (a)(5)(b)(1,3), 2.1.9(c), 2.2.1, 2.2.2(a)(d), 2.2.3(a)(b)(1,3,4), 2.2.4(a)(b)(1)(2)(i,iv), 2.2.5(a to c)(1), 2.2.6(a)(b)(1)(2)(i,iv), 2.2.7(a), 2.2.8(a), 2.2.10(a)(b)(1)(2)(i,iii,iv), 2.2.11(a)(1,3,4), 2.2.12, 2.2.13(a,c,d), 2.2.14(a)(c), 2.2.15(a - <i>intercept bags not suitable for overhead storage and load in holdrecharged if collected bags are over 15 pieces per flight</i> )(b)(c), 2.2.16, 2.3.1, 2.3.2, 2.3.3, 2.3.4(a) 1,2,3,5 (within airport premises),
Section 3	RAMP SERVICES	3.1.1, 3.1.2, 3.1.3(a)(1)(2)(3), 3.1.4(a)(b), 3.1.5, 3.1.6, 3.1.7, 3.1.8(a)(1)(2)(3) ( <i>Excludes bags not thru tagged</i> ), ( <i>Take all steps necessary to ensure inbound transfer baggage is located &amp; loaded</i> ), 3.1.9, 3.2.1 (when automated guidance systems are not available), 3.3.1, 3.3.2(a)(b)(6) ( <i>As per the Carrier's Ground Operations Manual</i> ), 3.4.1(a)(c)(1)(2)(3)(5) All additional chargers on requests as per appendix 2, 3.5.1, ( <i>On Request , additional chagresas per appendix 2</i> ), 3.5.2 (a) ( <i>On Request , additional chagresas per appendix 2</i> ), 3.6.1(a)(c)(1)(b)(c)(3), 3.6.2(a)(1)(2)( <i>On request and recharge</i> ), 3.6.3(a)(c), 3.6.4(a)(1)(2), 3.6.5(a)(1)(2) (4) (5) (3 Additional charge appendix 2 3.6.5.3) 3.6.6 (a)(b)(c)(d)(e)(f), 3.6.7(a), 3.7.1(a)(1)(b)(1)(2), 3.7.2(a)(1)(2), 3.7.3, 3.8.1(a)(1), One pushback per turn included- Thereafter at additional charge) – at additional charge), 3.8.1 (2) (Additional charge on request see appendix 2) 3.8.2(b), 3.10.1(a)( <i>On request by crew</i> ), 3.10.1(b)(2-9), 3.10.2(a), 3.10.3(a,b,d,f,g)( <i>On request and recharge</i> ), 3.10.4(b)(2 - <i>specified by Carrier</i> ), 3.11.1(a)(1), 3.12.1(a)(1)(2)(3 - <i>on request</i> ),
Section 4	LOAD CONTROL & FLIGHT OPERATIONS	4.1.1, 4.1.2(a)(b)(2), 4.2.1, 4.2.2 , 4.2.3, 4.3.1, 4.3.3(a)(1), 4.3.7, 4.3.10, 4.4.1, 4.4.4 ( <i>where required</i> )
Section 6	SUPPORT SERVICES	6.2.1(a)(c)(1), 6.2.2(a)(1)(3)(6), 6.2.2(c)(4)(5), 6.3.1(b)(1), 6.3.2, 6.3.3(a)(b)(c), 6.3.4, 6.3.5 ( <i>report ULD issues to the Carrier</i> ), 6.4.1, 6.5.1, 6.7.1
Section 7	SECURITY SERVICES	7.1.1(a)(1)(2), 7.1.4(a)(1)(2)(3)(4)

**Important Note**

PIA will also analyze the financial bids of all the bidders on below additional aspects which will become part of the agreements.

Ground handler to pay/reimburse the following cost at the airport where SGHA is awarded.

1. PIA airport office space rental cost during the agreement period.
2. A 2000 cc vehicle for PIA Station Manager(s) deputed at the airport(s).
3. A double cabin ramp vehicle at **Jeddah** for PIA Engineering staff in addition to the SM car.
4. Salaries of local airport staff of PIA including medical insurance and iqama cost. )



# Service Level Agreement

## PASSENGER & RAMP HANDLING Service Level Standards

### SERVICE ASSURANCES

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

### PERFORMANCE INDICATORS & TARGETS

#### 1 – General

##### A Punctuality –

 98 % On-time Performance

##### B – Baggage Handling

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

#### 2 - Passenger Handling

##### A – (Check-In) (T/A Standard)

- Check in to be open 240 minutes prior to STD with correct signage for W/B aircraft.
- For wide body aircraft 01 check in agent for each 40 passenger plus a supervisor.
- Check in to be open 180 minutes prior to STD with correct signage for N/B aircraft.
- For narrow body aircraft 01 check in staff for each 40 passenger's plus a supervisor.
- Supervisor should be well versed of PIA SOPs.

##### B – Queue Time:

- Queuing time at the Business Class/Premium Economy class counter to be not more than 5-6 minutes.
- Queuing time at the Economy Class Counter to be not more than 15 minutes.

##### C - Pax Count

- No more than 2 passengers in line at Business Class/Premium Economy class counter.
- No more than 5-6 passengers in line at Economy Class Counter.

Note: This will be subject to load factor, passenger reporting at last minute, over congestion at check-in area.

##### D - 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. In case of Remote Parking, 70 minutes prior to STD.

## **E – Gate Functions**

- Boarding gate opened and manned 60 minutes prior to ETD
- Boarding commencement 45 minutes prior to ETD
- Handling agent to monitor and coordinate boarding/ delay announcements made by airport authority to make them in line with carrier’s procedures.
- Handling agent to coordinate with apron transport service provider and ensure passengers do not wait longer than 10 minutes in the bus before departure to aircraft.

## **3 – Ramp Handling**

### **A – Baggage Handling**

#### **Arrival**

##### **FOR AIRCRAFT PARKED AT AEROBRIDGE**

##### **First bag:**

B777 First bag to be delivered by 15 minutes after on blocks  
A320 First bag to be delivered by 10 minutes after on blocks

##### **Last bag**

B777 Last bag to be delivered by 40 minutes after on blocks  
A320 Last bag to be delivered by 30 minutes after on blocks

##### **FOR AIRCRAFT PARKED AT REMOTE**

##### **First bag:**

B777 First bag to be delivered by 20 minutes after on blocks  
A320 First bag to be delivered by 15 minutes after on blocks

##### **Last bag**

B777 Last bag to be delivered by 45 minutes after on blocks  
A320 Last bag to be delivered by 35 minutes after on blocks

- Business/Premium Economy Class container/ baggage to delivered first in all circumstances
- Make transfer baggage available to the accepting carrier 60 minutes after on blocks

## **Departure**

- Class wise segregation /loading should be done to enable offloading of Business 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 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.
- BRS copy to be emailed to destination and local PIA addresses within 02 hours post flight departure

### **B – Cleaning**

- To be completed 10 minutes prior to commencement of passenger boarding, as per the stipulated time for the respective aircraft/station.

### **C – Arrival Functions**

- Appropriate Ground Support Equipment to be available at parking position at 10minutes before on blocks.
- Chocks to be positioned immediately after blocks on.
- Handling Company to ensure that only authorized trained personnel open the aircraft door.
- Passenger disembarkation to commence within 5 minutes after on blocks.
- Mail & documents to be delivered to mail facility by 90 minutes after on blocks.

### **D – Departure Functions**

- Mail to be delivered to aircraft side by 10 minutes prior to ETA.
- Pushback equipment (tug master / tow bar to be available 10 minutes prior to ETD.
- Ramp staff and equipment to remain at aircraft side till chocks are off.

---

## **4 – Delayed Flight Handling**

- In the event of delay / AOG or diverted flight, the handling agent will consult, plan and coordinate with PK on necessary handling arrangements.
- If required as per situation, to arrange adequate counters and staffing to recheck-in and re-tag passengers' baggage for departure.

## **5 – Load Control and Operations**

- Load sheet and NOTOC to be delivered by 20 minutes prior ETD.
- Pre-flight documentation to be delivered to the aircraft by 15 minutes prior ETD.

- Messages to be sent immediately after departure (including LDM, UCM, CPM, position of Business class container, on-line DPR, Baggage Delivery report etc.)
- Loading team/Ramp Supervisor shall ensure timely coordination with Central load Control (CLC) in case of amendment required in load plan based on volumetric/ dimensional presentation of baggage.
- SCM to be conducted weekly/ flashed on every Sunday, recording ULD numbers and types.
- General declaration and passenger manifest to be provided for each flight.

## **6 – Safety Pre-Requisites:**

- The GHA training program must provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions; including orientation on applicable State regulations, PIA policies & procedures and operating practices.
- The GHA trainings shall address the following areas of operations, as applicable to ground handling duties or function(s) performed at the respective station:
  - Passenger services;
  - Ramp services;
  - Load control;
  - Aircraft fueling;
  - Aircraft ground de-/anti-icing.
- **GHA Safety and human factors training** may include the following subject areas appropriate to the individual's assigned operational function(s):
  - Safety philosophy;
  - Safety regulations;
  - Hazards;
  - Human factors;
  - Airside markings and signage;
  - Emergency situations;
  - FOD prevention;
  - Personal protection;
  - Accidents, incidents, near misses;
  - Airside safety supervision
- The GHA personnel assigned to perform aircraft fueling shall be equipped with the necessary knowledge and guidelines for:
  - Safe operation of equipment;
  - Emergency procedures;
  - Fuel spillage avoidance response;
  - Aircraft fueling and defueling procedures;
  - Aircraft-specific training.
- The GHA personnel assigned to perform aircraft De-/Anti-icing shall be equipped with the necessary knowledge and guidelines for:

- Standardized methods of fluid application, its storage and handling;
  - Compliance with specific aircraft limitations
  - Necessary communications between ground handling personnel and the flight crew prior to and after completion of the de-/anti-icing process.
- The GHA SMS training shall address some or all of the following subject areas, as appropriate for the operational functions
    - Organizational safety policies, goals and objectives;
    - Organizational safety roles and responsibilities related to safety;
    - SMS processes and procedures;
    - Basic safety risk management principles;
    - Safety reporting systems;
    - Human factors.
    - For safety reporting, our reporting channels shall be shared. Main is the email(s); [dgm.sms@piac.aero](mailto:dgm.sms@piac.aero), [gmsafety@piac.aero](mailto:gmsafety@piac.aero) & [pkSAFE@piac.aero](mailto:pkSAFE@piac.aero)
- In case of an incident / hazardous condition, the handling agent must ensure communication and information sharing required for Safety Investigation and the process of investigation must not be hampered, instead may be assisted with reasonable priority.
  - All mandatory reportable occurrences (as defined in PIACL SMS Manual and in addition any other considered as such) shall be reported to PIACL management on the given email addresses within 48 Hrs.
  - The handling agent shall provide record of previous safety occurrences (near misses, incidents and accidents) of at least last 1 year to PIACL and any information for clarification of these events.
  - Handling agent shall participate in the review of hazard log/risk register & documented inherent hazards identified during their normal activities.
  - Handling Agent shall ensure compliance with PIACL SMS processes or communicate to file differences for agreement. Differences shall only be filed through proper risk assessment and record maintained along with SLAs.
  - Employee safety (both party employees) and public safety is also to be maintained through compliance with existing company Health Safety & Environment Policies, processes and procedures.
  - Meetings (online or physical presence) shall be carried out amongst the SLA parties and Corporate Safety delegates of PIACL as per requirement to ensure two way communication and management of issues.

- Emails and contact numbers of the handling agent delegates whom will handle safety issues must be shared with Corporate Safety before finalizing and signing theSLA.
- The Station Manager will conduct random spot checks during regular flights handling, will verify training validities of staff deputed at PK flights, and will maintain a record of oversight on a quarterly and annual basis through the PIA QSR& OPC checklist.

## **PENALTY**

### **1. Due Punctuality**

Delay attributed and caused by the handling agent.

<b>Duration of Delay</b>	<b>Penalty ,Percentage &amp; Condition</b>
Beyond 15 to 25 mins	15% of Total Handling Charges of the affected flight to be waived
Beyond 25 to 35 mins	25% of Total Handling Charges of the affected flight to be waived
Beyond 35 to 60 mins	50% of Total Handling Charges of the affected flight to be waived

### **2. Other Penalties**

<b>ITEM DESCRIPTION</b>	<b>REIMBURSEMENT AMOUNT</b>
Missing EBT document	SAR 500 per missing Document
EBT Void due wrong charging by agent	SAR 200 per EBT document
Business plus LD3 not made separately.	SAR 200 per flight
Shortage of agent on arrival	SAR 200 per missing arrival agent
late Opening of Check In counters	SAR 100 per counter
Late closing of counter	SAR 100 per counter
Baggage Interception not done before entrance of immigration area	SAR 200 per flight
For NB Aircraft Less than 2 conveyors	SAR 200 per flight
For WB aircraft less than 1 conveyor and 2 high LDR	SAR 200 per flight
Any condoning of excess baggage ex departure station or spotted after arrival at arriving station	Actual amount of excess baggage+ SAR 200 per event
If in case of delay, caused by handling agent, any type of GACA fines imposed on PIA	Handling agent to pay/reimburse total GACA fine amount

## Weekly Flights Schedule

JED				
Flight	Itinerary	Dep. Date	Arr. Date	Capacity
PK-860	JED - LHE	26/08/2024 00:40	26/08/2024 08:00	174Y
PK-842	JED - ISB	26/08/2024 07:30	26/08/2024 14:35	58P384Y
PK-840	JED - MUX	26/08/2024 17:00	27/08/2024 00:05	173Y
PK-832	JED - KHI	27/08/2024 00:10	27/08/2024 06:35	173Y
PK-960	JED - LHE	27/08/2024 01:20	27/08/2024 08:25	58P384Y
PK-768	JED - UET	27/08/2024 03:05	27/08/2024 09:30	173Y
PK-742	JED - ISB	27/08/2024 07:30	27/08/2024 14:50	173Y
PK-740	JED - MUX	27/08/2024 16:00	27/08/2024 22:50	58P384Y
PK-746	JED - SKT	27/08/2024 22:20	28/08/2024 05:40	35P294Y
PK-762	JED - KHI	27/08/2024 23:00	28/08/2024 05:25	173Y
PK-764	JED - LYP	28/08/2024 03:05	28/08/2024 10:10	173Y
PK-760	JED - LHE	28/08/2024 05:45	28/08/2024 12:50	58P384Y
PK-860	JED - ISB	28/08/2024 14:00	28/08/2024 21:05	35P294Y
PK-842	JED - ISB	28/08/2024 15:00	28/08/2024 22:05	25P282Y
PK-960	JED - LHE	28/08/2024 16:00	28/08/2024 23:20	174Y
PK-832	JED - KHI	28/08/2024 21:10	29/08/2024 03:35	173Y
PK-742	JED - ISB	28/08/2024 22:20	29/08/2024 05:25	58P384Y
PK-732	JED - KHI	28/08/2024 23:15	29/08/2024 05:40	173Y
PK-762	JED - KHI	29/08/2024 03:05	29/08/2024 09:30	173Y
PK-768	JED - KHI	29/08/2024 08:15	29/08/2024 14:30	173Y
PK-860	JED - LHE	29/08/2024 12:40	29/08/2024 19:45	58P384Y
PK-764	JED - LYP	30/08/2024 03:05	30/08/2024 10:10	173Y
PK-760	JED - LHE	30/08/2024 04:30	30/08/2024 11:35	58P384Y
PK-746	JED - SKT	30/08/2024 20:50	31/08/2024 04:10	58P384Y
PK-860	JED - LHE	31/08/2024 01:45	31/08/2024 08:50	25P282Y
PK-740	JED - MUX	31/08/2024 12:10	31/08/2024 19:00	58P384Y
PK-732	JED - KHI	31/08/2024 13:45	31/08/2024 20:10	174Y
PK-742	JED - ISB	31/08/2024 20:50	09/01/2024 3:55	35P294Y
PK-840	JED - MUX	31/08/2024 23:15	09/01/2024 6:15	172Y
PK-736	JED - PEW	09/01/2024 2:30	09/01/2024 9:35	58P384Y
PK-768	JED - UET	09/01/2024 3:05	09/01/2024 9:25	173Y
PK-942	JED - ISB	09/01/2024 15:30	09/01/2024 22:30	35P294Y
PK-760	JED - LHE	09/01/2024 17:00	09/02/2024 0:01	58P384Y
PK-832	JED - KHI	09/01/2024 22:20	09/02/2024 4:35	173Y

MED				
Flight	Itinerary	Dep. Date	Arr. Date	Capacity
PK-716	MED – MUX	26/08/2024 00:30	26/08/2024 07:10	35P294Y
PK-748	MED – LHE	26/08/2024 14:30	26/08/2024 21:25	35P294Y
PK-744	MED – KHI	26/08/2024 23:45	27/08/2024 06:05	173Y
PK-716	MED – MUX	27/08/2024 09:15	27/08/2024 15:55	25P282Y
PK-714	MED – ISB	28/08/2024 00:30	28/08/2024 07:25	25P282Y
PK-744	MED – KHI	29/08/2024 00:30	29/08/2024 06:40	174Y
PK-716	MED – MUX	30/08/2024 00:30	30/08/2024 07:10	35P294Y
PK-748	MED – LHE	30/08/2024 13:50	30/08/2024 20:45	35P294Y
PK-718	MED – LYP	31/08/2024 00:30	31/08/2024 07:20	174Y
PK-714	MED - ISB	31/08/2024 07:45	31/08/2024 14:40	174Y

RUH				
Flight	Itinerary	Dep. Date	Arr. Date	Capacity
PK-754	RUH - ISB	26/08/2024 11:30	26/08/2024 17:35	35P294Y
PK-726	RUH - LHE	27/08/2024 07:10	27/08/2024 13:20	35P294Y
PK-730	RUH-ISB	27/08/2024 17:05	27/08/2024 23:05	174 Y
PK-754	RUH - ISB	28/08/2024 11:30	28/08/2024 17:35	35P294Y
PK-726	RUH - LHE	29/08/2024 11:30	29/08/2024 17:40	35P294Y
PK-754	RUH - ISB	30/08/2024 11:30	30/08/2024 17:35	25P282Y
PK-726	RUH - LHE	31/08/2024 07:10	31/08/2024 13:20	35P294Y
PK-766	RUH - MUX	01/09/2024 11:30	09/01/2024 17:25	174Y

ELQ				
Flight	Itinerary	Dep. Date	Arr. Date	Capacity
PK-170	ELQ - MUX	26/08/2024 04:30	26/08/2024 10:40	174Y
PK-168	ELQ - ISB	31/08/2024 03:40	31/08/2024 10:10	174Y

DMM				
Flight	Itinerary	Dep. Date	Arr. Date	Capacity
PK-242	DMM - KHI	26/08/2024 00:45	26/08/2024 05:40	174Y
PK-244	DMM - SKT	26/08/2024 11:45	26/08/2024 17:40	174Y
PK-246	DMM - ISB	26/08/2024 22:00	27/08/2024 03:35	25P282Y
PK-248	DMM - LHE	28/08/2024 02:20	28/08/2024 08:00	174Y
PK-244	DMM - SKT	29/08/2024 12:15	29/08/2024 18:10	174Y
PK-246	DMM - ISB	29/08/2024 22:00	30/08/2024 03:35	25P282Y
PK-242	DMM - KHI	30/08/2024 00:45	30/08/2024 05:40	174Y
PK-248	DMM - LHE	30/08/2024 02:20	30/08/2024 08:00	174Y
PK-248	DMM - LHE	31/08/2024 14:45	31/08/2024 20:20	25P282Y
PK-246	DMM - ISB	31/08/2024 16:45	31/08/2024 22:25	174Y