

**REQUEST FOR PROPOSAL FOR CITY CHECK IN AT MAKKAH AND MADINA FOR JED & MED AIRPORT FLIGHTS IN KSA**

PIA intends to hire the services of a well reputed company for city check in of Hujjaj in Makkah and Madina city traveling from Jaddah and Madina airports on PIA flights.

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

- This contract will be valid for the **hajj operation of year 2023**.
- Rates quoted should be at least valid for 2023.
- HITIT CRANE system to be used as DCS.

**Besides the proposals, following information/documents must be submitted in order to enable us evaluate technical bids:**

1. List of clients and letter of recommendations from 02 existing/past clients.
2. *Undertaking to provide all services by itself instead of third party*
3. *Acceptance of our Service Level Standards (SLA) & flight schedule.*
4. Employee training record.
5. *Permission from all concerned authorities to operate.*
6. *List of number of staff/employees along with their job description*
7. *List of check in check ion equipments along with complete details like make/age/capacity of check in time/number*
8. *Proof of financial position (Bank letter verifying sound financial position)*
9. *A detailed list of vehicles inventory; quantity, date of acquisition & specification.*
10. *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 **30<sup>th</sup> March 2023 by 1300 hrs LT** 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 above address at **1330 hrs LT** in presence of all participating parties 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 Proposals will be opened. The Handling Agent getting maximum marks on 50-50 weightage (50 % for Technical & 50 % for Financial) will be awarded contract.

<b>TECHNICAL EVALUATION PERFORMA</b>			
<b>Mandatory Requirement</b>		<b>Y=In/N=Out</b>	
<b>Authorization from all concerned authorities to operate in KSA and concerned airport</b>		Y/N	
<b>Other Requirements</b>			
<b>Description</b>	<b>Comments</b>	<b>Total Marks</b>	<b>Bidding company score</b>
<b>Type of services provided</b>	All services provided by the bidding company	10	
	Sub Contractor	0	
<b>Number of Vehicles 01 set of vehicles is equal to; 04 trucks for baggage movement</b>	04 or more sets of vehicle	15	
	03 sets of vehicles	10	
	02 sets of vehicles	5	
<b>Age and condition of Trucks</b>	Up to 05 years old good condition	10	
	Up to 10 years old good working condition	5	
	Older than 10 years bad working condition	0	
<b>Availability of Check in Equipments/laptops</b>	40 or more check in laptops & printers	10	
	30 or more laptops & printers	8	
	more than 20 but less than 30 laptops & printers	5	
<b>Number of Staff (skilled &amp; unskilled)</b>	More than 100 staff	10	
	More than 70 staff	8	

	more than 50 staff	5	
<b>Staff Training</b>	Hitit DCS trained	10	
	Any other DCS trained staff	5	
<b>Financial Position of the Company</b>	Sound	10	
	Not Sound	5	
<b>Clientele</b>	More than 05 airlines	10	
	03 to 05 airlines	8	
	Less than 03 airlines	5	
<b>Company Experience/ profile</b>	3 to 5 years exp	5	
	1 to 3 years exp	3	
<b>Acceptance of SLA with penalties</b>	Acceptance of SLA with penalties	10	
	Acceptance of SLA without penalties	5	
Total Marks		100	
Passing Marks		60	
<b>Obtained Marks</b>			

## **Required List of Services**

### **1. Check in**

- a. Check in passengers along with their baggage 30 hours before Schedule Departure Time (STD) of a certain PIA flight.
- b. Check in of passengers and baggage in their hotels in Madina and Makkah.
- c. Using Hitit DCS system for passengers and baggage check in.
- d. Following all PIA SOPs for check in of passengers.
- e. Communication with Pax regarding contents of baggage so that security and safety prohibited items should be withdrawn by Pax before check in.
- f. Assessment of Pax condition in respect of (i) expectant mother (ii) incapacitated Pax (iii) sick passenger
- g. Guidance of passenger (expectant mother / sick passenger / invalid passenger) to make required documentation before their travel for airport to take their flight.
- h. Fulfilment of all regulatory requirements covering their travel from KSA to PAK.

### **2. Baggage**

- a. Following all PIA SOPs for check in of baggage.
- b. Charging passengers for the excess baggage (EBT) when passengers are carrying more baggage than their free baggage allowance.
- c. Making sure that passengers remove all prohibited items from baggage before accepting baggage for check in.
- d. Loading baggage on trucks.
- e. Transporting baggage of a certain flight 20 hours before Schedule Departure Time (STD) of that flight at respective airport (JED/MED).
- f. Coordination with all respective agencies/authorities before/during check in and transporting of baggage to the respective airport terminal.
- g. Safety of baggage and its contents will be the responsibility of company. A certificate of handing over the baggage in safe condition should be obtained from Swiss port the handling agent at KAIA –Jeddah.

## Service Level Agreement-

### City Check in Service Level Standards

#### SERVICE ASSURANCES

1. Targets to be reviewed and assessed **WEEKLY/HALF WEEKLY**.
2. 98 % On-time Performance
3. Mishandled baggage, maximum 3 bags per 1000 passengers checked in.
4. Supervisor and check in agents should be well versed with PIA check in SOPs.
5. 01 check in staff per 30 pax to be assigned
6. Each location/hotel must have a flight supervisor as well.
7. Flight check in should be completed within maximum 04 hours.
8. Flight check in should commence as per announced timing.
9. Passenger presence must be ensured at the time of check in to avoid acceptance of invalid, sick without MEDIF.
10. All out efforts should be made to achieve EBT target given by the PIA.
11. All prohibited items (zam zam, power bank, perfumes, battery operated toys etc) must be removed from baggage before accepting it for check in.
12. Business Class/ Premium Economy pax to be checked in separately.
13. Queuing time at the Business Class/Premium Economy class counter to be not more than 5-6 minutes.
14. Queuing time at the Economy Class Counter to be not more than 15 minutes.
15. Average check in processing time to be not more than 4 minutes
16. Priority tags to be affixed on Business Class/Premium Economy baggage
17. The company's training must provide the knowledge necessary to perform duties, execute procedures and operate the all necessary equipment.
18. Staff must possess a driving license to operate equipment carrying passenger baggage
19. The GHA trainings shall address the check in areas of operations,
20. Safety and human factors training may include the following subject areas as appropriate to the individual's assigned operational function(s):
  - Safety philosophy;
  - Safety regulations;
  - Hazards;
21. 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)
22. In case of an incident / hazardous condition, the company 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.
23. 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.
24. The company shall participate in the review of hazard log/risk register & documented inherent hazards identified during their normal activities.

25. 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.
26. 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 **WEEKLY** and annual basis through the PIA QSR & OPC checklist.

**Penalties:**

**City Check in company will be charged penalties in case of delays attributable to the company and non conformities of SLA.**

<b>Delays</b>	<b>Penalty, percentage / Condition</b>
Start of check in between 01-02 hours delay than the 30 hour agreed time	15% of per passenger charges to be waived of affected flight
Start of check in 02-03 hours delay than the 30 hour agreed time	25% of per passenger charges to be waived of affected flight
Start of check in more than 03 hours delay than the 30 hour agreed time	50% of per passenger charges to be waived of affected flight
Duration of flight delays beyond 15 to 25 mins (caused by city check in company)	<b>05%</b> of per passenger charges to be waived of affected flight
Duration of delays Beyond 25 to 35 mins	10% of per passenger charges to be waived of affected flight.
Duration of delays Beyond 35 to 60 mins	<b>15%</b> of per passenger charges to be waived of affected flight.
<b>2-In case of non-compliance of carrier's SOP resulting in loading faults posing risk to safety of aircraft</b>	50% of per passenger charges to be waived of that flight

**Other Penalties:**

<b>ITEM DESCRIPTION</b>	<b>REIMBURSEMENT AMOUNT</b>
Missing EBT document	SAR 200 per missing Document
Business Plus tag not affixed	SAR 100 per flight
Shortage of agent at check in agreed in SLA	SAR 200 per missing arrival agent
Late Opening of Check-in counters	SAR 200 per counter
EBT not charged due any reason.	Actual amount of Excess Baggage
Late positioning of baggage trucks at airport	SAR 500 per truck
Missing/damaged baggage attributable to handling agent	Actual amount of claim paid to pax
Failure to wrap after removing prohibited items from checked bags during scan bags.	SAR 100 per baggage

**Note: Station Manager PIA or his representative will monitor Service Level Compliance in order to ensure service quality and taking any corrective action.**