

IMPORTANT NOTES

Bidders must claim their deposit refund (Bid Security/Performance Guarantee) within 180 days of the financial bid opening (if rates are higher side) or completion of contract period/project (incase awarded) or in case of any earlier termination. The time barred CRs (receipts)/refund cases shall not be processed. (For Local Bidders only)

Bidding documents, containing detailed terms and conditions, etc. are available and can be downloaded from PIA Website <https://www.piac.com.pk/corporate/sales-procurement/tender> as well as from E-PADS PPRA web site www.eprocure.gov.pk free of cost. Bidders need to get registered at E-web portal of E-PADS PPRA (Federal) to access the tender document and other relevant information including electronic bid submission. In case of any help regarding EPADS online submission Mr. Wali Sohaib Najeeb Cell No. +92 345 9897000 and email auditcell.scm@piac.aero and contract.tech@piac.aero may be contacted.

Bids should be submitted electronically ONLY through EPADS PPRA web portal. Manual submission of bid, without EPADS electronic bid is NOT acceptable. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidder/s may contact Mr. Rizwan Mehmood, Director MIS Room No.109, 1st Floor, FBC Building Sector G-5/2, Islamabad or Helpline Contact No. 051-111-137-237.

The bids prepared in accordance with the instructions in the bidding documents must be submitted through EPADS web portal by closing time & date mentioned in the tender document. Bids will be opened on the same day at 11:00 AM through EPADS.

All interested bidders must register themselves at EPADS by using link: <https://eprocure.gov.pk/#/supplier/registration>

Original Bid Security and Tender Fee instrument MUST BE attached with the Technical Proposal and the reference / PayOrder copy must be submitted through EPADS online submission as well, before Tender Closing Date & Time (For Local Bidders only).

Note for International Bidders

International Suppliers/Vendors/Bidders are requested to register on EPADS if for assistance to get registered contact PIA Focal EPADS Mr. Wali Sohaib Najeeb Cell No. +92 345 9897000 and email auditcell.scm@piac.aero and contract.tech@piac.aero.

In the event that foreign bidders are unable to register on an EPAD, manual bids (subject to company management approval) may be submitted; but, in compliance with PPRA instructions, all bidders, whether local and foreign, must subsequently register on EPADs.

For manual submission either hard copies or electronic copies can be submitted on the following addresses.

For Electronics Bids Submission:

Electronic Bids must be password protected and password of the bids is requested to be sent 30 minutes on or before the tender closing time that is 10:30 AM (Pakistan Standard time) on the email: dgmppm@piac.aero . Electronics Bids submission intimation should be sent on email: contract.tech@piac.aero .

For Bids (Hard Copies) Submission:

GM Contract Management
Supply Chain Management
PIA Head Office, Karachi
Tel: 021 – 9904 4216, 9904 5277
Email: gm.cm@piac.aero
contract.tech@piac.aero

M/S _____

SUB: Hiring services for processing and submission of advance passenger and/or crew information data to various Government Agencies/ Regulatory bodies of the China

Dear Sirs,

We are pleased to invite your sealed tenders for the services/ items listed in the attached schedule (s). In case of more than one schedule separate tender for each schedule should be furnished. The terms & conditions of the tender / supplies are given below:-

A) SUBMISSION OF TENDER

1. You are required to send your tenders addressed to GM Contact Management, Supply Chain Management Department, PIA Head Office, JIAP Karachi latest by **24-06-2024 till 1030 Hrs.** The tenders may be dropped in the tender box marked as “**Tender Box Commercial Purchases**” placed at the entrance of the PIA Supply Chain Management latest by **10:30 hours** on the specified date. You may also send your tenders through registered A/D mail addressed to GM Contact Management, which must reach before the closing date and time mentioned above. **Tenders will be opened at 11:00 hours on the same day** in the presence of tenderers.
2. Tenders received after stipulated date & time shall not be considered. The Corporation will not be responsible for postal delays.
3. **Bidders are required to submit a Pay Order of Rs. 10,000/- (Not Refundable) as tender fee along with Technical Proposal. (For Local Bidders Only)**

B) BID SECURITY (For Local Bidders Only)

The tender should be accompanied by a Pay Order of **PKR 3 00,000.00** in the name of M/S PAKISTAN INTERNATIONAL AIRLINES as interest free Bid Security (Refundable). Bid Security in any other shape shall not be accepted. Bid Security deposited against a running contract (s) purchase orders(s) shall not be transferable as Bid Security for any other tender. All tenders without Bid Security shall not be considered.

C) PERFORMANCE GUARANTEE (For Local Bidders Only)

The successful bidder(s) upon award of Contract will be required to furnish Performance Guarantee in the amount equivalent to **05 %** of total base value of the contract as interest free Security deposit in shape of Pay Order / Bank Guarantee. The Bid Security already held can be converted into Performance Guarantee and balance amount if any shall be deposited as above.

D) INSTRUCTION TO BIDDER

PREPARATION OF TENDER

“Single Stage Two Envelope Basis”

- The BID (Tender) submitted shall comprise of a single package containing two sealed envelopes, each envelope shall be marked and will contain “TECHNICAL” and “FINANCIAL” proposal.
- On the given tender opening date only “Technical Proposal” will be opened in the presence of tenderers available.
- The “Financial Proposal” shall be shown to the parties but will be retained with PIA without being opened.
- After Technical Evaluation of the received Technical Proposals, Financial Proposals will be opened publicly at the date, time & venue to be announced and will be communicated to the bidders in advance.
- PIA will open the “Financial Proposals” publicly of the parties whose Technical Proposals have been found acceptable.
- Financial Proposals of the technically not-acceptable bids shall be remained **un-opened** till the completion of tender process.

E) PREPARATION OF TENDER - TECHNICALPROPOSAL:

All mandatory requirements are given in the schedule

Please give all the available technical details of the items offered by you, supported with the technical literature, brochure, drawings and pictures, client list details, authorization certificates etc.

BIDS / Tenders / Technical Proposal received shall be evaluated in accordance with the given technical specifications.

PIA’s requirements with Technical Specifications are given.

Bidders **MUST**:

- Be registered with Sales Tax Authorities; please attach copy of Registration Certificate (Local Bidders Only).
- Quote Rates, GST and other taxes separately.
- Bid on Prescribed Performa issued by PIA (Schedule-A).
- Affix the company seal on all tender documents.

Mention clearly Tender Reference on **TOP RIGHT CORNER OF PROPERLY SEALED ENVELOPE BEARING COMPANY’S STAMP**

F) PREPARATION OF TENDER - FINANCIALPROPOSAL

The tenders should be enclosed in double cover. The inner cover should be sealed having enclosed the following documents:

- a) Price Schedule ‘A’ duly filled in, signed and sealed.
- b) Original Pay Order for Bid Security/Earnest Money.
- c) Undertaking on Rs. 100/= above non-judicial Stamp Paper duly signed and stamped by a Public Notary Oath Commissioner (Local Bidders Only).
- d) The outer cover should bear address of the General Manager Contract

Management, PIA SCM Building, Karachi Airport and reference number of the tender with opening date of tender.

- e) All information about the services /material proposed to be supplied must be given as required in the schedule to tender.

G) PRICES

- a) The Prices mentioned in the tender will be treated as firm till the completion of Purchase Order /Contract.
- b) The Prices must be stated both in words and figures. Additional information, if any must be linked with entries on the Schedule to Tender.
- c) Offers must be valid for 180 days.

H) DURATION OF CONTRACT

The service shall commence upon delivery and continue for a period of 03 years from the date of delivery. At the end of the contractual term, the services may be renewed for successive periods of further two terms of 02 years each, on the same rates, terms and conditions with mutual consent basis subject to satisfactory performance.

The contract can be terminated by either party by intimating a 90 days written notice to the other party prior to the expiration the term or of any renewal term.

Detailed contract document and pricing mechanism will be decided and signed after final selection of the vendor

Yours truly,

GM Contract Management
Supply Chain Management
PIA Head Office, Karachi
Tel: 021 - 9904 4216, 9904 5277
Email: gm.cm@piac.aero
contract.tech@piac.aero

TERM OF REFERENCES (TORs)

INTRODUCTION

All the airlines including Pakistan International Airlines Corporation Limited (PIACL) are typically obligated to comply with the requirements of the Passenger Information submission in advance. This includes the timely and accurate collection and transmission of specified passenger data to the relevant authorities before the flight's arrival or departure. By fulfilling this obligation, airlines contribute to the facilitation of border security measures, prevention of illegal immigration, and the enhancement of overall travel safety. Compliance with Advance Passenger Information submission requirements is crucial for maintaining regulatory adherence and ensuring the smooth operation of international travel.

Advance Passenger Information (API) data is basic information about passengers and crew members. It includes name, date of birth, gender, citizenship, and travel document data (e.g. passport number). This information is available from the machine-readable zone of the passport. API data also includes the flight information such as flight number, arrival and departure times.

SCOPE OF WORK

- PIACL intends to acquire services for processing and submission of advance passenger and/or crew information data to various Government Agencies/ Regulatory bodies of the People's Republic of China.
- This initiative aims to adhere to regulations and optimize operations concerning international travel and the management of passenger information.
- The various data submission categories are determined by the specific time in relation to the flight departure and the type of information provided.

Traditional Advance Passenger Information (API)

Traditional API (non-interactive “batch-style” API) is collected and transmitted in a batch-style system, which enables the recording of the identity and travel document information of all passengers and/or crew on board a specific flight.

- PNR data (eg. PNRGov) is information which comes from commercial airline's departure control and reservation systems. It can include travel itinerary, ticket information, contact details, means of payment and others. This is generally provided in intervals e.g. T-72, T-48 and T-24 etc. before the departure of flight.
- Manifest data is information which comes from Departure Control System of an airlines and typically includes information such as full name, passport details, and travel itinerary.

Interactive Advance Passenger Information (iAPI)

Interactive Advance Passenger Information (iAPI) is a type of API that interacts with the Government Agencies/ Regulatory bodies in real time thereby enables two-way communication between the airline and operators and Government Agencies/ Regulatory bodies. This allows commercial airlines to provide API data to the Government Authority of a specific country interactively at the time of Check-In. This information helps commercial airlines determine whether or not a particular passenger have the appropriate authorization to enter that particular country.

- It's important to prioritize data security and compliance with international regulations related to passenger information.

Typically key stages of the solution involves:

Data Collection: The system should be capable of gathering necessary passenger information, including personal details, travel itinerary, and other relevant data required by the intended country's authorities.

Data Processing: The collected data needs to be processed efficiently to ensure accuracy and compliance with regulatory requirements. This may involve data validation, cross-checking against watch lists, and other security protocols.

Secure Transmission: The solution must ensure the secure transmission of passenger data to the respective government agencies or regulatory bodies of the intended countries. Data security and privacy are paramount for the solution.

Compliance Management: The system should assist in adhering to the diverse and often complex API regulations of different countries. This may involve staying up to date with changes in regulations and ensuring that the transmitted data meets the specific requirements of the intended countries.

Integration Capability: The solution should seamlessly integrate with the existing airline infrastructure, such as Reservation & Ticketing systems and Departure Control System (DCS), to streamline flow of passenger data to the relevant authorities.

- The solution should provide the real-time visibility /status of all the transmissions with system generated reports and audits logs.
- The solution should have a business continuity plan in place, including a DR site for the proposed solution, for uninterrupted services in a scenario where the primary site of business is affected due to disaster.
- Appropriate safeguards should be in place in line with guidelines of Government Agencies to enable international transfers of data for Security, confidentiality and integrity of data.
- Compliance with all applicable privacy and data protection laws like General Data Protection Regulation (GDPR) of EU, Data Protection Act (DPA) of UK, Personal Information Protection Law (PIPL) of China, Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada etc.
- It is clarified that the selected service/sub service will be non-exclusive, i.e., PIACL reserves the right to have multiple such services in parallel.
- The solution needs to be on Software as a Service Model (SaaS) with High Availability (HA) and with test and production modes

- There should be 24 x 7 x 365 round the clock service desk for incident and problem management with well-defined support model and escalation matrix
- The solution should be fully automated with proven track record of 99.99% uptime.
- Availability of Periodic Service Auditors Report issued by an independent auditor for information, assurance and effectiveness about service organization's security, availability, processing integrity, confidentiality and/or privacy controls. E.g. SSAE 16 / ISAE 3402 / SOC 2 Type I/ II Audit Reports etc.

EVALUATION OF BID

SELECTION CRITERIA

Evaluation of the bids against this RFP will follow the Single Stage Two Envelope bidding process. Bidders shall submit two envelopes at the time of submission of the bid. One envelope, marked as **“A-Technical Proposal”** shall contain all documents as laid out under **“Mandatory & Technical Requirements”**. The second envelope, marked as **“B- Financial Proposal”**, shall contain financial information as laid out **“Financial Requirements”**.

Selection will be made on the combined weighted average of technical and financial proposals. Weightage factors are as under: Technical Proposal: 40% Financial Proposal: 60%

Technical Proposal: 40% (Acquired Marks x0.40)

Financial Proposal: 60% (Acquired Marks x 0.60)

Final total marks and weightage calculations shall be performed for those bidders only whose technical proposals shall meet the criteria defined in **“Mandatory & Technical Requirements”** section of this RFP.

Contract will be awarded to that bidder who will acquire over all highest combined weightage.

TECHNICAL PROPOSAL’S EVALUATION:

- Technical Evaluation will be based on Mandatory Requirements and Technical Requirements.
- Vendor **must comply with the entire Mandatory Requirement**. Failure to comply with any of the Mandatory Requirements item will automatically disqualify the bid.
- Technical Requirements are based on scoring system.
- Total marks are 75.
- **Vendor must acquire 70% of the total marks of the Technical Requirements to qualify for the opening of Financial Proposal.**
- **Less than 70% of the score will result in bid’s disqualification.**

MANDATORY & TECHNICAL REQUIREMENTS

Mandatory Requirements

S#	Criteria	Eligibility (YES/ NO)	Reference / Annexures
1	Must be an established international organization and service provider for aviation industry for at least 5 years.		Submit Reference
2	Bidder must comply with All the Technical requirements, Scope of Work and All Terms and conditions mentioned in this RFP.		Submit Written Consent on Letter Head
3	Firm must have a valid registration with relevant allied agencies / organizations / regulatory authorities (IATA etc.)		Submit Reference Letters
4	Vendor will not charge for the upgrades, version change, and feature or product change during the contract period		Submit Written Consent on Letter Head

NOTE:

Verifiable proof for all the above shall be mandatory. Non-submission may cause disqualification of the bidder for any further process. All bidders must fill the checklist format compliance of the eligibility criteria above.

PIACL reserves the right to review, modify or adapt these criteria at its sole discretion.

Technical Criteria

Criteria with description		Max. Marks	Comments
1	<p>Company Age</p> <p>For more than 10 years = 10 marks,</p> <p>For between 6 - 10 years = 5 marks</p> <p>Less than 5 years = 0 marks</p>	10	(Certificate of Incorporation or Registration by concerned authorities)
2	<p>Implementation of a similar solution in a similar industry with size and complexity similar to and preferably more than PIA.</p> <p>For more than 10 airlines = 20</p> <p>For 6 – 10 airlines = 10</p> <p>For 1 – 5 airlines = 05</p>	20	Verifiable proof of evidence is required; mentioning the name of the clients on bidder's Letterhead duly signed and stamped by the bidder, certifying the time of Installation.
3	<p>IATA Membership</p> <p>If provided = 5 marks</p> <p>If not provided, 0 marks</p>	5	Reference document
4	<p>Financial Strength (Last three (3) year's Average Gross Revenue)</p> <p>If USD 10.00 Million or above = 20 marks,</p> <p>If less than USD 10.00 million but equal to or greater than USD 7.00 million = 15 marks,</p> <p>If less than USD 7.00 million but equal to or greater than USD 5.00 million = 10 marks,</p> <p>If less than USD 5.00 million then 0 marks</p>	20	(Duly verified financial statements or Audited accounts required)
5	<p>Implementation Timeline</p> <p>Duration with High Level Overview</p> <p>Less than 30days= 20 marks</p> <p>31-50 days= 15 marks</p> <p>51-70 days= 10 marks</p> <p>71-90 days= 5 marks</p> <p>More than 90 days= 0 marks</p>	20	Project Plan
	TOTAL Marks	75	

FINANCIAL PROPOSAL'S EVALUATION

Financial Proposal's marks are 30 and weightage is 60%. The Financial proposal should give all relevant price information and should not contradict the technical proposal in any manner. Prices must be quoted in US Dollars (USD) and in PKR for Local bidders.

- Prices quoted should be firmed and fixed for the term of the contract period.
- Bid value will be considered without applicable taxes
- Prices should be valid for 180 days from the date of submission.
- All cost must be exclusively mentioned in this proposal and no hidden or other cost will be accepted later.
- Payment against all the services will only be made on actual usage basis.

In addition, please clarify prices of the system implementation and integration. The pricing model must include the below mentioned activities in the base price, such as:

- Implementation, project management and cutover support
- Modular extra cost, e.g. Interfaces
- Hosting, storage and Disaster Recovery

FINANCIAL CRITERIA

S. No.	Criteria	Marks
1	Bidder will require to submit last three years' audited reports (Yes = 5, No = 0)	5
3	Lowest Bid (3 rd Lowest = 15, 2 nd Lowest = 20, 1 st Lowest = 25, rest = 10)	25
Total Marks		30

Format for Financial Bid

To assist PIA's evaluation, vendors are requested to include their complete pricing in the table format below.

Financial Proposal will be submitted on the following format for the proposal.

Pricing for the proposed solution – Recurring Usage Price–“A”

Description	Estimated Passenger Volume Per Month “V”	Quotation in USD or PKR* “Q”	Monthly Estimated Service Fee in USD or PKR* V x Q
for iAPI	4,000	Price per Passenger Boarded	
for PNR		Price per Passenger Boarded	
For Manifest data		Price per Passenger Boarded	
Total Estimated Monthly Services Usage Price in USD or PKR*			

PKR* (Currency only for Local Bidders)

One-time Implementation Price -“B”

Pricing Component / Activity	Price in US Dollars
Implementation and Integration Price for the solution includes	ONE-TIME Implementation and Integration Price

Bid Value = [Monthly Estimated Recurring Usage Price–“A”] x 12 (Months) x 3 (Years) + [One-time Implementation Price -“B”]

- The **Estimated Passenger Volume** is for the sake of assumptions only and are mentioned in order to calculate/ compare the different rates for each service, and are in no case considered as guaranteed or otherwise.
- **Bid Value** will determine the total bid cost for evaluation of financial criteria.

END OF TORS

INTEGRITY PACT / DISCLOSURE CLAUSE

(To be submitted on Company's Letterhead)

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Solution / Service Providers of Software Systems & Services _____ the Solution / Service Provider hereby declares its intention not to obtain the procurement of any Contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative sub-division or agency thereof or any other entity owned or controlled by it (GOP) through any corrupt business practice.

Without limiting the generality of the forgoing the Solution / Service Providers represents and warrants that it has fully declared the brokerage, commission, fees etc., paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from Government of Pakistan, except that which has been expressly declared pursuant hereto.

The Solution / Service Providers certifies that it has made and will make full disclosure of all agreements an arrangement with all persons in respect of or related to the transaction with Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The Solution / Service Providers accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall without prejudice to any other right and remedies available to Government of Pakistan under any law, contract or other instrument, be void-able at the option of Government of Pakistan.

Notwithstanding any rights and remedies exercised by Government of Pakistan in this regard, the Solution / Service Providers agrees to indemnify Government of Pakistan for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of Pakistan in any amount equivalent to ten time the sum of any commission, gratification, brief, finder's fee or kickback given by the Solution / Service Providers as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever from Government of Pakistan.

(To be submitted on Rs. 100 Stamp Paper)

GM Contracts Management
SCM Department
Pakistan International Airlines,
Karachi.

Subject: Undertaking to Execute the Contract

Dear Sir,

We/I, the undersigned bidder do hereby confirm, agree and undertake to do following in the event our / my tender for Solution / Services of _____ to PIA is approved and accepted:

1. That we / I will into and execute the formal contract, a copy of which has been supplied to us / me, receipt whereof is hereby acknowledge and which has been studied and understood by me / us without any change, amendment, revision or addition thereto, within a period of seven days when required by PIA to do so.
2. That all expense in connection with the preparation and execution of the contract including stamp duty will be borne by us / me.
3. That we / I shall deposit with PIA the amount of security as specified in the contract which shall continue to be held by PIA until three months after expiry of the contract period.
4. That in event of our / my failure to execute the formal contract within the period of seven days specified by PIA the Earnest money held by PIA, shall be fortified and we / I shall not question the same.

Bidder's Signature _____
Name in full _____
Designation _____
Address _____
Phone / Fax # _____
CNIC _____
Seal _____
Date _____

THE END