



PAKISTAN CIVIL AVIATION AUTHORITY (PCAA) REQUEST FOR PROPOSAL

HIRING SPECIALIST AVIATION CONSULTING FIRM TO CONDUCT PERFORMANCE ASSESSMENT OF PRESENT LEVEL OF SERVICES (LOS) OFFERED AT KARACHI AND LAHORE AIRPORTS

1. The Pakistan Civil Aviation Authority (PCAA) in order to improve the quality of services and travelling experience at the airports invites proposals from reputable and leading firms / companies in Civil Aviation matters, particularly the airport services to conduct independent performance assessments of services at Jinnah International Airport Karachi and Allama Iqbal International Airport Lahore. These assessments are required to be benchmarked against the best international practices with implementation plan to achieve the desired objectives. This initiative aims to enhance passenger experience and operational efficiency by establishing optimal service level benchmarks for both public and private agencies operating at the airports.
2. Interested parties can obtain RFP document from the under mentioned address during office hours i.e. 0900 - 1700 Hrs. (PST) at the cost of Rs. 2,000/- (non-refundable) to be deposited in CAA Account No. 4099093160 National Bank of Pakistan, Airport Branch, HQCAA Karachi
3. The bids shall be submitted as per conditions set out in RFP documents in hard copy before **1100 hours (PST) on 30th April 2024** (Submission Deadline) at the address mentioned below.
4. The bidder shall submit the bidding documents as per rule 36(b) of Pakistan Public Procurement Rules (PPR) 2004 (Single Stage – Two Envelope procedure). The opening of Technical Proposals shall be on the same day as the Submission Deadline at **1200 hours (PST) On, Tuesday, 30th April 2024** at the undermentioned address. The date for opening of Financial Proposals shall be separately communicated in writing to all the technical qualified bidders.

PCAA reserves the right to reject all bids or proposals at any stage without assigning any reason as per PPRA 2004.

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