

Pakistan International Airlines E-invoicing Integration and Support Services

Pakistan International Airlines (PIA) – Invitation to Tender for E-Invoice Integration with LHDN as per rules.

Pakistan International Airlines (PIA), the national flag carrier of Pakistan, invites sealed bids from eligible, experienced, and reputable firms registered in Malaysia for E-Invoicing Integration with LHDN (Lembaga Hasil Dalam Negeri Malaysia) in compliance with regulatory requirements.

Objective:

In accordance with the e-invoice directives issued by the Inland Revenue Board of Malaysia (IRBM), all airline operators in Malaysia are required to implement an e-invoicing system for the sale of every ticket, EBT (Electronic Billing Transaction), AWB (Air Waybill), or any type of service where the point of sale is Malaysia."

Current Setup:

- HITIT System: Using by PIA and Virtual Agents for passenger ticketing, issuing approximately 2000-3000 documents per month.
- Cargospot System: Using by cargo agents for selling Airway bills, issuing around 200-300 documents per month.

Integration Requirement:

- Data Extraction:
 - Retrieve ticketing, ancillary sale , EBT and cargo transaction data B2B & B2C from PIA Systems Hitit and Cargospot.
 - Ensure data includes all required fields for LHDN reporting.
- Data Transformation:
 - Standardize formats for seamless integration
 - Map document details to LHDN required structure
- Automated Data Transmission:
 - Develop API or batch processing mechanism for real time or periodic data submission.
 - Ensure secure and encrypted communication with LHDN.
- Compliance & Validation:
 - Validate data accuracy before transmission
 - Implement logging and monitoring to track submission status

Scope of Work:

The selected bidder will be responsible for:

- Development and implementation of an e-invoicing system compatible with LHDN regulations.

- Integration of LHDN e-invoicing solution with PIA's existing systems Hitit, Cargospot and ERP systems.
- Ensuring compliance with Malaysian tax authority requirements, including real-time reporting and data security.
- Providing training, documentation, and support for PIA staff.
- Offering post-implementation maintenance and technical support.

Eligibility Criteria:

1. System Compatibility: Ensure the vendor's solution seamlessly integrates PIA existing Systems (POS). This compatibility minimizes disruptions and facilitates a smoother transition to e-Invoicing.

2. Compliance with LHDN Standards: The vendor must offer solutions that adhere to the specific requirements set by LHDN, including the ability to generate e-Invoices in the mandated XML or JSON formats and transmit them via the prescribed mechanisms, such as the MyInvois Portal or Application Programming Interface (API).

3. Scalability and Flexibility: Opt for a solution that can grow with your business and adapt to evolving regulatory changes. This ensures long-term viability and reduces the need for frequent system overhauls.

4. Robust Security Features: Given the sensitive nature of financial data, the vendor should provide strong security measures, including data encryption and secure access controls, to protect against unauthorized access and data breaches.

5. User-Friendly Interface: A solution with an intuitive and easy-to-navigate interface can reduce the learning curve for your team, leading to quicker adoption and fewer operational errors.

6. Proven Track Record: Evaluate the vendor's experience and success in implementing e-Invoicing solutions, particularly within Malaysia. Testimonials or case studies from other clients can provide insights into their reliability and expertise.

7. Support and Training: Consider whether the vendor offers comprehensive support services, including training sessions, to assist your team during and after the implementation process.

INSTRUCTION TO BIDDER

- 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.

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 30 days.

Duration of Contract

Contract will be awarded for the period of two years, further extendable for one more term upon satisfactory performance.

BID Submission & Deadlines:

- Tender submission last date 06-05-2025 (12:00 PM Local Time)
- Technical bid Opening date 07-05-2025 (12:00 PM Local Time)
- Financial bid Opening date 08-05-2025 after competing technical evaluation.

Interested firms can download Bidding documents containing detail terms and conditions, etc are available on PIA's website: www.piac.com.pk or <https://www.ppra.org.pk/def3.asp> and <https://eprocure.gov.pk>.

Sealed bids are require to be submitted on EPADS-PPRA website <https://eprocure.gov.pk/#auth/login> through Supplier Login before 06-05-2025 @ 12:00 PM.

Suppliers are requested to register on EPADS,for assistance to get registered on EPADS contact at PIACL Focal EPADS email auditcell.scm@piac.aero and contract.tech@piac.aero.

In the event that local bidders are unable to register on an EPADS, **Password protected bids** (subject to company management approval) may be submitted physically or at following email: kuluupk@piac.aero before 12:00 PM Dated 06-05-2025.

Contact Details for Queries & Submission:

Pakistan International Airlines

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Country Manager , Malaysia

Pakistan International Airlines

Kuala Lumpur, Malaysia

Marketing Department.

PIA reserves the right to accept or reject any or all bids without assigning any reason, as per applicable procurement regulations.