

TENDER NOTICE

INFLIGHT CATERING SERVICES TO PIA AT FAISALABAD AIRPORT

1. Pakistan International Airlines (PIA) invite applications from Catering Service Providers, Hotel and companies in trade having considerable experience in Airline catering on prescribed tender proforma / documents on 'Single Stage Two Envelope Basis for Faisalabad Airport, as per following details.

<u>Station</u>	<u>Faisalabad (LYP)</u>
<u>No. of Meals/Month +/- 15%</u>	6,100
<u>District Manager Office Address</u>	DSM 26-New Civil Lines the Mall, Faisalabad, Tel No:041-9200797-9200786
<u>Opening Date & Time</u>	20/01/17 (1100 hrs)

2. **Technical Proposals:** First Envelope will contain company profile, clientele and other technical details supporting to qualify as caterer/meal provider for Airline.

Financial Proposal: Second Envelope will contain price schedule of meals, sundry items and handling services etc.

3. Both Technical and Financial proposals should be kept in separate sealed envelopes and placed in another sealed envelope bearing PIA tender reference(FSD/INTL/LYP/26) and the date of opening in bold letters. Sealed bids completed in all aspects as required in 'Single Stage Two Envelope' bidding procedure be dropped/mailed in the office of 'District Manager PIA' OR posted / couriered to reach latest by the above given date and time before 1030 hrs in the office of District Manager Faisalabad.
4. **Tender Documents:** Tender documents can be obtained from District Manager Office address mentioned above on payment of Rs. 2500 (Non-refundable) in account of PIAC by Pay Order /Cross Bank Draft. Tender documents can also be uploaded from PIA and PPRA Websites. In case of uploaded documents, tender fee Rs. 2500 (Non- Refundable) must be enclosed with technical bids.
5. PIA will not be responsible for any postal delays or damage to the proposals during transit. PIA reserves the right to extend, amend, reject any bid or annul the whole proceeding in line with PPRA rules.

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

SUBJECT: TENDERS FOR THE SUPPLY OF CATERING SERVICES TO PIA AT FAISALABAD AIRPORT.

Dear Sir(s),

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

SUBMISSION OF TENDER

You are required to send sealed tenders to the following mailing address:

<u>Station</u>	<u>Faisalabad (LYP)</u>
<u>No. of Meals/Month +/- 15%</u>	6,100
<u>District Manager Office Address</u>	DSM 26-New Civil Lines the Mall, Faisalabad, <u>Tel No:041-9200797-9200786</u>
<u>Opening Date & Time</u>	20/01/17 (1100 hrs)

All quotations must be received at above mentioned concerned District Manager Office latest by 1030 hrs on the specific date. You may also send your tenders through courier service/ registered mail addressed as above which must reach before the closing date and time mentioned above. Tenders will be opened at 1100 Hrs the same day in the presence of tenderers. All queries/clarifications on these tender documents should be referred to our email address: outsourcedcatering@piac.aero, However tenders will open on the specified date and time.

The bids received after stipulated date and time shall not be considered. The corporation will not be responsible for postal delays. The decision of General Manager (Food Services, PIA Karachi Pakistan) in this respect shall be final and binding.

SECURITY DEPOSIT

The successful tenderers will be required to furnish a bank performance guarantee equal to 5% of the annual contract value as interest free Security Deposit (refundable upon completion of the contract period).

PREPARATION OF TENDER

Both the financial bid and technical bid should be enclosed in double cover. The inner cover should be sealed. The technical and financial bids must have enclosed the following documents:-

- a) **Technical Bids**
 - i. Technical Bid forms along with all the supporting documents
- b) **Financial Bids**
 - i. The Schedule duly filled in, signed and sealed.
 - ii. Undertaking duly signed and stamped by a Public Notary Oath Commissioner.

- iii. Menu items price list duly item wise filled and each page be stamped and signed.
- iv. Handling charges duly stamped and signed (each page).
- v. Draft contract agreement.

The outer cover should bear address of District Manager and reference number of the tender with opening date of tender.

All information about the material proposed to be supplied must be given as required in the schedule to tender.

These tender documents are being issued to the prospective catering services provider. These tender forms are non transferable i.e. only those parties who are issued with these documents will be allowed to tender.

The tender will not be considered if complete information required is not given therein.

Authorized signatures of individual signing the tender and other documents connected with the contract must specify whether signing as:

- a) Sole proprietor or his attorney.
- b) A registered active partner of the firm or his attorney.
- c) For the firm per procuration.
- d) As Secretary, Manager, Partner, etc. or their attorney in case of firms registered under Partnership Act.

PRICES

- a) The prices quoted must be net as per accounting unit as shown in the schedule to tender inclusive of all duties/taxes, packing octroi and delivery charges for free on board the PIA aircraft at the Airport.
- b) The prices mentioned in the tender will be treated as firm till the completion of contract period.
- c) The prices must be stated for each item separately in local currency. Additional information, if any, must be linked with entries on the schedule to tender.
- d) Offers must be valid for **180** days for acceptance.

ACCEPTANCE OF TENDER

PIA do not pledge themselves to accept the lowest tender and reserve the right to accept or reject any or all tenders/quotations, or accept the tenders at the rates on lowest individual items or extend the date of opening without assigning any reason.

Yours truly,

For **Pakistan International Airlines**

General Manager

Food Services Division
Karachi Flight Kitchen
Jinnah International Airport,
Karachi, Pakistan.
Tel: +92-21-99047101

TECHNICAL DOCUMENTS

TECHNICAL EVALUATION OF SUPPLIERS, VENDORS,
DISTRIBUTORS, MANUFACTURERS & SERVICE PROVIDERS

PAKISTAN INTERNATIONAL AIRLINES

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1. INTRODUCTION

Food Services Division of Pakistan International Airlines intends the process of Technical Evaluation for Caterers, Hotels and Services providers at PIA meal uplift Domestic Stations to streamline its Procurement procedures.

A transparent evaluation method for the purpose of Technical Evaluation of the applicant's capabilities in the respect of vital elements of applicant's organization and capacity to perform shall be established in order to participate in the PIA tenders. Each Supplier or Vendor performance in terms of quality, delivery, after sales service, credit terms and other contractual obligations will be closely monitored and periodically reviewed during the contractual period.

Pakistan International Airlines will process all the procurements in accordance with the policy defined and specified under PPRA Rules by the Government of Pakistan.

This form can be easily downloaded & Printed from PIAC website: <http://www.piac.com.pk> and sent / forwarded along with all relevant documents to Respective Manager PIA either through fax, mail or Courier service.

2. Technical Evaluation Form

Company Profile

Company Name			
Abbreviated Name			
National Tax No.		Sales Tax Registration No.	
No. of Employees		Company's Date of Formation	

Please attach copies of Tax Registration

Title of Firm	<input type="checkbox"/>	Sole Proprietor	<input type="checkbox"/>	Joint Venture	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	
Type of Business	Manufacturer	<input type="checkbox"/>	Authorized Distributor	<input type="checkbox"/>	Reseller	<input type="checkbox"/>	Specify	<input type="checkbox"/>
	Others							

Registered Office Address		State/Province	
City/Town		Postal Code	
Phone		Fax	
Email Address		Website Address	

Branch Office Address			
City/Town		State/Province	
Country		Postal Code	

Phone		Fax	
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Factory / Workshop Address			
City/Town		State/Province	
Country		Postal Code	
Phone		Fax	

PIA Account Holder / Customer Support Name			
Phone		Fax	
E-mail		NIC Number	

PIA Account Holder / Customer Support Name			
Phone		Fax	
E-mail		NIC Number	

Company / Supplier Banking Details

Bank (s) Name			
Title of Account			
Account Number		Branch Code/Name	
Type of Account		City / Country	

Financial Worth of the Company / Supplier

Company Net Worth			
Company Turn Over			
Last 3 years of Company Profits	Year	Profit/Loss	

Please Audited Balance Sheet for the last three years cleared by chartered accountant firm.

CEO/Chairman Name		National ID Number	
Mailing Address			
Phone			
Email			

List of Management

	Name	Position	Phone	e-mail
1				
2				
3				
4				

Company / Supplier Profile

1	Primary Business Details	1	
		2	
		3	
		4	
2	List of Items / Services	1	
		2	
		3	
		4	
3	List of Authorization from the principals	1	
		2	
		3	
		4	
4	After Sale Services		
5	Warranty Details		
6	Buy Back or Return Policy		
7	Any Other Information that supplier may like to provide		

Area of Specialization

Flight Kitchen Perishable & non Perishable Goods	Cutlery	Crockery	Linen ware, Blankets	Dry rations / Dry Fruits	Galley Equipments
	In-flight amenities	In-Flight Entertainment	Flight Kitchen Equipment	Food Packing Material	Toiletries
	Washing Chemical & Detergent.		In-flight Meals	Others	
	Fresh Fruit/Vegetables	Spices	Tinned Food	Juices & Beverages	Milk Products
	Chicken	Meat	Sea Food	Hot Beverages	Others
	Human Resource	Catering	Cafeteria	Dry Cleaning	Transport

List of Company / Supplier's Employees who were formally employed by PIA

	Name	Current Position	PIA Staff Number	Department	Pay Group	Retired/ Resigned/ Terminated
1						
2						
3						

List of Names of close relatives working / worked in PIA

	Name	Current Position	PIA Staff Number	Department	Pay Group	Retired/ Resigned/ Terminated
1						
2						

3						
4						
5						

List of Current Customers (Companies / Organizations / Businesses)

	Name of Company/Organization	Current Business / Scope of work	No. of Years	Annual Contract Volume	Approximate Value of Business
1					
2					
3					
4					
5					

(Attach documentary proof with proper reference for the companies / organizations mentioned above)

Quantum of business with PIA during past five years

	Type of business / Contracts	Year of Supplies/Contract	Annual Volume	Approximate Value of Business	Performance
1					
2					
3					
4					
5					

The information given above is true to the best of our knowledge; we undertake to inform PIA of any changes that may take place later in the status of the company in business / agency or the management.

The terms and conditions attached have also been read and certificate signed.

Authorized Signature : _____

Name : _____

Designation : _____

3. TECHNICAL STANDING OF THE FIRM

LIST OF TECHNICAL PERSONNEL WITH QUALIFICATIONS IN PERMANENT EMPLOYMENT OF THE FIRM

No.	Name	Designation	Qualification	Years of Service	Experience	Responsibilities
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

Note: If Joint Venture of Two or more than Two Firms are applying, individual responsibility of JV partners should be declared separately for each partner.

4. SALES / MARKETING FORCE OF THE FIRM

LIST OF SALES PERSONNEL WITH QUALIFICATIONS IN PERMANENT EMPLOYMENT OF THE FIRM

No.	Name	Designation	Qualification	Years of Service	Experience	Responsibilities
1.						
2.						
3.						
4.						
5.						

5. DETAILS OF CONTRACTS / ASSIGNMENTS / PROJECTS UNDERTAKEN BY THE FIRM

No.	Title of Contracts / Projects / Services	General Description	Value of Contract	Years	Department/Organization	Performance
1.						
2.						
3.						
4.						

6. INTEGRITY PACT / DISCLOSURE CLAUSE

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Suppliers, Vendors, Distributors, Manufacturers, Contractor & Service Providers of Goods, Services & Works.

_____ the Seller / Supplier / Contractor 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 foregoing the Seller / Supplier / Contractor 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 Seller / Supplier / Contractor certifies that it has made and will make full disclosure of all agreements and arrangements 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 Seller / Supplier / Contractor 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 voidable at the option of Government of Pakistan.

Notwithstanding any rights and remedies exercised by Government of Pakistan in this regard, the Seller / Supplier / Contractor 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 times the sum of any commission,

gratification, brief, finder's fee or kickback given by the Seller / Supplier / Contractor 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.

7. CONDITIONS OF PURCHASE

Pakistan International Airlines Corporation is hereinafter termed as "the Corporation". The person, firm or Company supplying the goods is hereinafter termed as "the suppliers". Following Conditions of the Purchase are agreed by the Supplier.

1. Acceptance of the Purchase Order: The supplier will confirm the Acceptance / Acknowledgment of its receipt by email, electronic message, fax or by return post soon after the receipt of the Purchase Order from the Corporation.
2. Advice Notes and Delivery Challan: All goods must be accompanied by Advice Note or Delivery Challan on which the Order No., quantity and supplier's name is clearly shown. Non-compliance with this condition renders the goods liable to non acceptance.
3. Delivery: The period of delivery will commence from the date of the receipt of the Purchase Order by the suppliers or as specified on the Order.
4. Delivery Location: Delivery of the material against this Order shall be made at agreed location/Station.
5. Delivery Date: This Order is liable to cancellation if the Delivery shall not be affected within the time specified on the Order. In instances where Delivery Date is not specified, same must be advised when confirming acceptance of this Order as required by clause 2 above. If the material is not supplied within the period specified, same would be procured from alternate source at the expense of the supplier without any notice.
6. Should delivery be hindered or delayed by the Corporation's instructions or by any cause beyond the supplier's reasonable control including Strikes, Lock-outs, War, Fire, Accidents, reasonable extension shall be granted at the sole discretion of the Corporation.

8. INSPECTION:

- a. The Corporation reserves the right to inspect any goods after or before dispatch from the supplier's premises but such inspection shall not relieve the suppliers from responsibility or liability nor be interpreted so as in any way to imply acceptance of such goods.
- b. Goods delivered have to meet the entire satisfaction and approval of the Corporation's Authorized Officer on delivery.
- c. Goods have to be inspected and released by the suppliers subject to General Conditions of Competent Civil Aviation Authority of the Country in so far as such conditions are applicable to Aircraft and Material to be used on the Aircraft.

9. QUANTITY DELIVERED:

No quantity over and above that requested, by this Order will be received or paid for without prior written authority obtained from the Corporation's Authorized Officer. Supply of any unauthorized and unaccepted quantity over and above the Order quantity will be liable to rejection.

10. When required by the Corporation, the suppliers shall mark the goods and materials ordered in accordance with reasonable instructions of the Corporation's Authorized Officer.
11. **Delivery of Goods:** Goods supplied must correspond in all respects, with, this Order and must conform in every respect to sample specification. In the absence of sample, goods supplied must be the best and of first class workmanship, failure to comply with this Clause will render the goods liable to be rejected.
12. **Condition of Goods:** All items must meet in all respects with the specifications and conditions of the Order, and must be in good condition on receipt, otherwise they will be liable to rejection.
13. **Delivery of goods to Authorized Person:** The suppliers will deliver the goods ordered to the authorized representative of the Corporation who will sign with his staff number on each delivery note, otherwise the Corporation will not be held responsible for the goods delivered contrary, to this instruction.
14. **Rejected Goods:** In case of rejection of goods or items as per Clause 12 above, it will be at suppliers risk and expense. Any item received damaged will not be accepted and will be removed by the suppliers for replacement at their expense. In case of failure to remove such goods, Clause 3 of this Order will apply.
15. **Accountancy:** All Bills, Advice Notes, Delivery Challans and Correspondence must show the Order number and the address at which the goods have been delivered.
16. **Container Charges:** Bills must be rendered separately for the Containers of the material, if returnable. In the absence of any intimation to the contrary on the supplier's Advice Notes or Delivery Challans, it will be assumed that containers are non-chargeable and non-returnable. Chargeable containers, if any, will be returned to the suppliers at their expense and such expenses will be deducted from outstanding bills of the Co.
17. **Sub Contracting:** The suppliers will not transfer or assign directly or indirectly to any person or persons whatsoever any portion of the Order without prior written consent of the Corporation. Sub-letting is prohibited.
18. **Disclosure of Confidential Material:** Any plans, drawings or designs supplied by the Corporation to the Supplier in pursuance of any Enquiry for quotations shall remain the property of Corporation and any information derived there from or otherwise communicated to the suppliers in connection with any such enquiry shall be regarded by the suppliers as secret and confidential and shall not, without the consent in writing of the Corporation, be published or disclosed to any third party or made use by the suppliers except for the purpose of implementing this Order.
19. **Advertising:** The suppliers will not, without the prior written consent of the Corporation, advertise or announce or allow be advertising or announcing that goods have been supplied in pursuance of this Order.
20. **Termination:** If the suppliers fail to comply with any of the above conditions, this Order may be terminated by the Corporation's Authorized Officer without any notice and at supplier's expense.

21. Submission of Bills: Two copies of the bills are to be submitted to the Manager Finance of concerned station with Advice Notes/Challans/Purchase Order No. and Date.

22. Arbitration: In case of any dispute arising between the Corporation and the supplier, the decision of the Chairman of the Corporation or his nominee shall be final and binding on both the parties. The supplier cannot sue the Corporation in the Courts of Law.

EVALUATION CRITERIA (DOMESTIC)

For Caterers/ Hotels / Service Providers

IMPORTANT NOTE:-

As per PPRA Rules and Regulations, all the documents / statements submitted by as Firm / Company for its tender are under Oath. Any document / statement provided, if provided false, miss-stated, concocted, or incorrect any time during or after tenders will result into permanent disqualification and black listing of the Firm / Company / Partners with their names displayed on PPRA website.

MUST ATTRIBUTES:

Airlines Catering Equipments:

Own Kitchen Yes/No
Chillers / Shock Freezers Yes/No

Note: Proceed, if the caterer processes all of above attributes.

Total Marks 100 Qualifying Marks Minimum 70.

<u>S. No.</u>	<u>Eligibility Criteria</u>	<u>Maximum Marks</u>	<u>Marks Obtained</u>	<u>Status</u>								
01	Experience of onboard catering to any Airline (Documentary proof is to be provided by way of copies of catering contracts with pricing information erased /blanked). Alternatively, certificates from the concerned clients indicating quantum of onboard catering.	5										
02	Quality of Meal / Hygiene & Meal Presentation Reference: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Average</td> <td style="text-align: center;">Good</td> <td style="text-align: center;">Excellent</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">10</td> <td style="text-align: center;">15</td> </tr> </table>	Average	Good	Excellent	5	10	15	15				
Average	Good	Excellent										
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03	Meal Supplying capacity per day <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">3000 meals / day</td> <td style="text-align: center;">3001-5000 meals/ day</td> <td style="text-align: center;">5001-7500 meals / day</td> <td style="text-align: center;">Above 7500 meals / day</td> </tr> <tr> <td style="text-align: center;">2.5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">7.5</td> <td style="text-align: center;">10</td> </tr> </table>	3000 meals / day	3001-5000 meals/ day	5001-7500 meals / day	Above 7500 meals / day	2.5	5	7.5	10	10		
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04	General Cleaning and Housekeeping facilities.	10										
05	Own fleet of vehicles (A/C, Catering Vans/ Hi-lifters) <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">AC Van</td> <td style="text-align: center;">AC Hi-lifter</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> </tr> </table>	AC Van	AC Hi-lifter	5	5	10						
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5	5											
06	Approach- Distance from Facility to Airport. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Up to 10 Km</td> <td style="text-align: center;">11 KM to 50 KM</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">2.5</td> </tr> </table>	Up to 10 Km	11 KM to 50 KM	5	2.5	5						
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5	2.5											
07	Equipments	15										

	<ul style="list-style-type: none"> • Chillers • Shock Freezing • Ambiance Temperature Management 	<ul style="list-style-type: none"> • 5 • 5 • 5 											
08	Production Infrastructure: Reference: <table border="1" style="width: 100%;"> <tr> <td>• Hot Kitchen</td> <td>• 7</td> </tr> <tr> <td>• Cold Kitchen</td> <td>• 3</td> </tr> <tr> <td>• Hot Bakery</td> <td>• 7</td> </tr> <tr> <td>• Cold Bakery</td> <td>• 3</td> </tr> </table>		• Hot Kitchen	• 7	• Cold Kitchen	• 3	• Hot Bakery	• 7	• Cold Bakery	• 3		20	
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• Dish Washing	• 5												
10	Service Contract terminated due to poor quality or service or black listed. <table border="1" style="width: 100%; text-align: center;"> <tr> <td><u>In past 12 months</u></td> <td><u>In Past 2 years</u></td> </tr> <tr> <td>-20</td> <td>-10</td> </tr> </table>		<u>In past 12 months</u>	<u>In Past 2 years</u>	-20	-10		-20	Undertaking to be provided				
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-20	-10												
11	Litigation history of the firm <table border="1" style="width: 100%;"> <tr> <td style="text-align: center;"><u>One Litigation Decided/ Subjudice Favor/Against</u></td> <td style="text-align: center;"><u>Two litigation Decided/ Subjudice Favor/Against</u></td> <td style="text-align: center;"><u>Three & above Decided/ Subjudice Favor/Against</u></td> </tr> <tr> <td colspan="3" style="text-align: center;">Note. Court decision in favor of firm no numbers deducted.</td> </tr> </table>		<u>One Litigation Decided/ Subjudice Favor/Against</u>	<u>Two litigation Decided/ Subjudice Favor/Against</u>	<u>Three & above Decided/ Subjudice Favor/Against</u>	Note. Court decision in favor of firm no numbers deducted.				-10	Undertaking to be provided		
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Note. Court decision in favor of firm no numbers deducted.													

Comments:

INGREDINTS

CHICKEN: Must be from HACCP Certified source.

MUTTON/BEEF/FISH: Preferably HACCAP/ “A Class Category”.

RICE: Basmati, “A Class Category”(1121).

WHEET: A Class Category.

OIL: Non Blended Oils (Pure Canola/Corn) Branded “A Class Category”.

SPICES: Branded, “A Class Category”.

MAYONAISE: “Multinational Brand”.

BUTTER: Branded ‘A Category Class’.

MILK: UHT/ Pasteurized /Tetra Pack.

VEGETABLE: Washed with Chlorine tablet, “A Class Category Vegetables”.

EQUIPMENT /DISHWASHING: Should be washed with branded Chemical.

SCHEDULE TO THE TENDER NO : FSD/INTL/LYP/26
STATION : FAISALABAD
CATERING SERVICES PROVISION FOR CATERING PIA FLIGHTS

Meal Costs per passenger per service in the Business Class, EY Class, Cabin Crew and Cockpit Crew must be based on the menu items/specification provided to the tendering parties. Please fill against each menu/item list attached with this schedule on must basis.

1. **Consolidated A/C handling charges per flight (whichever applicable)** including dishwashing, Tray set up, High lifter transportation to and from the Airport in refrigerated Vans and all associated works.);

CONSOLIDATED HANDLING CHARGES		
B-777	A-320/737	ATR-42/72

INDIVIDUAL HANDLING CHARGES			
INDIVIDUAL	B-777	A-320/737	ATR-42/72
DISHWASHING			
TRAY SETUP			
HIGHLIFTER/TRANSPORTATION			

2. Other charges related to Catering Services if any;
 3. Dry Ice Per KG-----

Important Notes:

- All the items in the menu and list of items must be quoted, failing which may result in exclusion of party from the bids.
- Any discount/additional benefit must be mentioned separately.
- Please ensure all the costs applicable to the airline are mentioned as charges that are not provided will not be paid by the Airline.
- The scope of catering services operations has been explained/ covered in details in the draft contract agreement attached here to, therefore caterers should list down and quote for all the necessary services charges/govt. levies to be paid by Pakistan Int'l Airlines.

SIGNED & STAMPED

(CATERER)

General Manager
Food Services Division
Pakistan International Airlines
Karachi

Subject: UNDERTAKING TO EXECUTE CONTRACT

Dear Sir,

We/I, the undersigned tenderer do hereby confirm, agree and undertake to do following in the event our / my tender for supply of _____
_____ to PIA, is approved and accepted.

- That we/I will enter 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 us / me without any change, amendment, revision or addition thereto, within a period of seven days, when required by PIA to do so.
- That all expense in connection with the preparation and execution of the contract including stamp duty will be borne by us / me.
- That we / I will 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.
- 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 stand fortified and we / I shall not question the same.

Tenderer's Signature _____

Name in full : _____

Designation : _____

Address : _____

Phone / Fax # : _____

CNIC # : _____

Seal : _____

Date : _____

Group Menu and Menu Items

COSOLIDATED MENU RATES FOR PIA CATERING (CHICKEN MENUS)			
<u>S.#</u>	<u>DESCRIPTION</u>	<u>GRM</u>	<u>Rates</u>
1	DAHI KA MURGH (MAIN MEAL)	150	
	PEAS PULLAO	150	
	WALDROF SALAD	100	
	BAKLAWA	80	
	BREAD ROLL	45	
2	MURGH BADAMI QORMA	150	
	MURGH BIRYANI	150	
	ITALIAN SALAD	100	
	SHAHI TUKRA	80	
	BREAD ROLL	45	
3	MURGH ZAFRANI	150	
	PULLAO RICE	150	
	TOSSED SALAD	100	
	SUJI KA HALWA	80	
	BREAD ROLL	45	
4	CHICKEN PALAK	150	
	BIRYANI	150	
	TOSSED SALAD	100	
	FIRNI	80	
	BREAD ROLL	45	

Following Chicken Items may be replaced in main meal:

CHICKEN QEEMA / CHICHEN MAKHNI / CHICKEN PALAK/ CHICKEN SULTANI QORMA/
 CHICHEN QEEMA/ CHICKEN QORMA/ CHICKEN PASSANDA/ CHICKEN DOPIAZA/ CHICKEN
 WHITE QORMA/ CHICKEN GINGER/ CHICKEN KHARA MASALA/ CHICHEN STROGANOFF/
 CHICKEN PALAK / MURGH CHNNA/ CHICKEN JALFREZI/ MURGH MASALA/ROAST CHICKEN

<u>COSOLIDATED MENU RATES FOR PIA CATERING (MUTTON MENUS)</u>			
<u>S.#</u>	<u>DESCRIPTION</u>	<u>GRM</u>	<u>Rates</u>
1	MUTTON GHOST (MAIN MEAL)	150	
	PULLAO ARASTA	150	
	ITALIAN SALAD	100	
	SHAHI TUKRA	80	
	BREAD ROLL	45	
2	PALAK GHOST	150	
	FRIED RICE	150	
	GREEK SALAD	100	
	FRUIT GATEU	80	
	BREAD ROLL	45	
3	MUTTON PULLAO	300	
	TOSSED SALAD	100	
	SUJI KA HALWA	80	
	BREAD ROLL	45	

Following Mutton Items may be replaced in main meal:

LAMB BHUNNA GHOST / MUTTON QORMA / MUTTON PALAK/ MUTTON SULTANI QORMA/ MUTTON QEEMA/DALL GHOST/ALLO GHOST

COSOLIDATED MENU RATES FOR PIA CATERING (EUROPEN MENUS)			
S.#	DESCRIPTION	GRM	Rates
1	ROAST LEG OF LAMB (R)	100	
	POTATO	80	
	CARROT / PEAS	70	
	SALAD / SWEET	100/100	
	BREAD ROLL	45	
2	ROAST BEEF WITH BROWN SAUCE	150	
	NOISETTE POTATO	80	
	BUTTERED PEAS	70	
	GREEK SALAD / SWEET	100/100	
	BREAD ROLL	45	
3	CHICKEN CHASSEUR	150	
	POTATO / SWEET PEAS / CARROT	150	
	FRSH SALAD	100	
	FRUIT PANACOTA	100	
	BREAD ROLL	45	

Following European Items may be replaced in main meal:

ROAST VEEL WITH BROWN SAUSE /CHICHEN CHASSER /CHICHEN WITH MUSHROOMS/CHICHEN SHASHLICK /FISH MEUNIERE/ MUTTON QEEMA/DALL GHOST/ALLO GHOST

COSOLIDATED MENU RATES FOR PIA CATERING (BREAKFAST MENUS)			
<u>S.#</u>	<u>DESCRIPTION</u>	<u>GRM</u>	<u>Rates</u>
BREAKFAST COSOLIDATED RATE: PKR-			
1	HERBS OMELETTE (MAIN MEAL)	100	
	MEAT BOTI	90	
	CROISSANT	55	
	FRUIT COCKTAIL	100	
2	PAKISTANI OMELETTE (MAIN MEAL)	100	
	CHICKEN CROQUETTE	90	
	CROISSANT	55	
	FRUIT COCKTAIL	100	
3	CHICKEN /CHEESE OMELLETE (MAIN MEAL)	100	
	VEGETABLE CUTLETS	90	
	CROISSANT	55	
	FRUIT COCKTAIL	100	

Following Breakfast Items may be replaced in main meal:

FINE HERB OMELLETE/SCRAMBLED EGG /KHAGINA/MUSHROOM OMELETE/HARD BOILED EGG/PLAIN OMELTTE WITHOUT YOLK/PLAIN OMLETTE

MENU RATES FOR PIA CATERING

<u>S.#</u>	<u>DESCRIPTION</u>	<u>GRM</u>	<u>Rates</u>
<u>PAKISTANI BEEF DISHES</u>			
1	NARGISI KOFTA	120	
2	QEEMA CHILLI	150	
3	BEEF WITH CHILLI		
4	QEEMA ALOO	150	
<u>VEGETABLE DISHES</u>			
1	ASSORTED/ VEGETABLE BHUJIA	150	
2	ZEERA PULLAO	150	
3	MIXED VEGETABLE	150	
4	DAL MASH OR ANY OTHER DAL	150	
5	VEGETABLE (S) WITH EURO	90	
	MAIN VEG MEAL ACCORDING TO SEASON AVAILABILITY		
6	POTATO (WITH EUROPEAN FOOD)	90	
7	ALOO KI TIKKIA	90	
8	VEGETABLE KOFTA CURRY	150	
9	SLICED POTATO	80	
<u>RICE DISHES</u>			
1	PULLAO ARASTA	150	
2	BUTTERED RICE	150	
3	BOILED RICE	150	
4	PEAS PULLAO	150	
5	MOTI PULLAO	150	
6	STEAMED RICE	150	
7	YAKHNI PULAO	150	
8	EGG FRIED RICE	150	
9	VEGETABLE FRIED RICE	150	
10	GARLIC FRIED RICE	150	
11	KASHMIRI PULLAO	150	
12	MUTTON BIRYANI / PULLAO	150	
13	FRIED RICE	150	
14	VEGETABLE PULLAO	150	
15	CHICKEN BIRYANI / PULLAO	150	
<u>PAKISTANI CHICKEN DISHES</u>			
1	CHICKEN JALFREZI	150	
2	DAHI KAH MURGH / CHICKEN PASSANDA/ MATTAR QORMA	150	
3	CHICKEN SULTANI QORMA	150	
4	CHICKEN GINGER	150	
5	CHICHEN MAKHNI	150	
6	CHICHEN QEEMA	150	
7	CHICKEN QORMA	150	
8	CHICKEN WHITE QORMA	150	

9	MURGH ZAFRANI	150	
10	CHICKEN PALAK / MURGH CHNNA	150	
11	CHICKEN DOPIAZA / NOURATAN	150	
12	MURGH MASALA	150	
13	CHICKEN KHARA MASALA	150	
14	CHICKEN SEEK KABAB HARA MASALA	70	

PAKISTANI MUTTON DISHES

1	LAMB BHUNNA GOSHT	100	
2	MUTTON QORMA	100	
3	MUTTON TIKKA	100	
4	MUTTON CURRY / PASANDA	100	
5	ALOO GOSHT	100	
6	MUTTON SULTANI QORMA	100	
7	MUTTON DOPIAZA / NAURATAN	100	
8	PALAK GOSHT	100	
9	MUTTON KARAHI	100	
10	MUTTON SABZI GHOSHT	100	
11	MUTTON QEEMA	100	
12	MUTTON BHUNA	100	
13	DAL GOSHT	90	
16	LAMB CUTLETS	100	

WESTERN CHICKEN DISHES

1	GRILLED CHICKEN	150	
2	FRIED CHICKEN	150	
3	ROAST CHICKEN	150	
4	CHICKEN PAPRIKA	150	
5	CHICKEN MERANGO	150	
6	CHICKEN CHASSEUR	150	
7	CHICKEN MARYLAND	150	
8	CHICKEN SUPREME	150	
9	SAUTE CHICKEN	150	
10	CHICKEN MUSHROOM	150	
11	CHICKEN SHASHLICK	150	
13	CRUMB FRIED CHICKEN	90	
14	CHICKEN PROVENCALE	150	
15	CHICKEN CUTLET	45	
16	CHICHEN KANG PAO	100	
17	CHICKEN BROCHETTE / YAKITORI	45	
18	CHICKEN SEEKH KEBAB / BOTI KEBAB	45	
19	CHICKEN SEEKH KEBAB / BOTI KEBAB	60	
20	CHICKEN SEEKH KEBAB / BOTI KEBAB	90	
21	CHICKEN DRUM STICK	45	
22	CHICKEN DRUM STICK	70	

23	CHICKEN DRUM STICK	90	
24	CHICKEN MALAI BOTI	90	
25	CHICHEN HARA MASALA	45	
26	CHICHEN BIHARI BOTI	30	
27	CHICHEN BBQ BREAST	60	
28	CHICKEN BOTI	45	
29	CHICKEN BOTI	60	
30	CHICHEN BREAST	70	
31	CHICKEN SAUSAGE	80	

BEEF DISHES

1	GRILLED FILLET MIGNON	150	
2	BEEF STROGANOFF	150	
3	SAUTE VEAL ESCALOPE	150	
4	TOURNEDOS CHOISKY (OR ANY OTHER TOURNEDOS)	150	
5	FILLET STEAK (ANY TYPE)	150	
6	MEDALLION OF VEAL W/ASPARAGUS	150	
7	NOISETTE OF LAMB	100	
8	ROAST LEG OF LAMB	100	
9	CHICKEN SEEKH KEBAB/ BOTI KEBAB/LAMB SHASHLICK/LAMBBROCHETTE	45/90	
10	LAMB CHOPS	120	
11	PEPPER STEAK	150	

FISH / PRAWN

1	FISH MEUNIERE	100	
2	FILLET OF FISH MEXICAN	100	
3	FILLET OF FISH MORNAY	100	
4	FILLET OF FISH DORIA	100	
5	FILLET OF SOLE MORAT	100	
6	GRILLED FISH GINGER SAUSE	100	
7	LAHORI FISH	100	
8	CRUMBLER FRIED/FINGER FISH	100	
9	BBQ-PRAWN	100	
10	FISH WITH HARA MASALA	100	
11	FISH MASALA / CURRY	100	
12	FRIED FISH	100	
13	PRAWN MASALA / CURRY	90	
14	FINGER FISH	45/90	

EGG DISHES / BREAKFAST

1	OMELETTE FINE HERBS / PAK OMELETTE	120	
2	SCRAMBLED EGGS	120	
3	KHAGINA	120	
4	CHICKEN OMELETTE	120	
5	CHEESE OMELETTE	120	
6	MUSHROOM OMELETTE	120	

7	HARD BOILED EGGS (PEALED)	1 NO	
8	VEGETABLE CUTLETS	30/45	/
9	POACHED EGGS	1 NO	
10	FLAVORED YOGHURT	100GM	
11	PLAIN OMELETTE WITHOUT YOLK (FOIL)	450	

SOUP

<u>1</u>	YAKHNI SOUP/ VEG CREAM SOUP	APS	
<u>2</u>	THAI SOUP	APS	
<u>3</u>	MUSHROOM SOUP	APS	
4	CONSOMME CREAM SOUP	APS	

SALAD

1	FRESH SALAD	80	
2	TOSSED SALAD	80	
3	KACHUMBER SALAD	80	
4	SALAD MIMOSA	80	
5	COLE SLAW	80	
6	WALDROF / ITALIAN SALAD	80	
7	RUSSIAN SALAD	80	
8	FRESH/IGREEN SALAD	80	
9	FRENCH DRESSING (IN BTL)	250	
10	RAITA	80	
11	GARNISHING TRAY	APS	
12	VINAIGRETTE DRESSING (IN BTL)	250	
13	THOUSAND ISLAND DRESSING	250	
14	MANGO/ MINT CHUTNY (1 TO 12 PAX)	TRAY	

DESSERT

1	ANY TYPE (PAKISTANI OR EUROPEAN)	100/80	
2	FRUIT GATEAU	10080	
3	VANILA FUDGE CAKE	100/80	
4	BASBUS	100/80	
5	CHEESE CAKE WITH STRAWBERRY SAUCE	80	
6	FRUIT PANCOTTA WITH VANILLA SAUCE	80	
7	CHOCOLATE SWISS ROLL WITH STRAWBERRY SAUCE	45	
8	CHOCOLATE BROWNIE	100/80	
9	CAKE SLICE (ANY TYPES)	45	

FRESH FRUIT

1	BANANA	EACH	
2	APPLE	EACH	
3	PEAR	EACH	
4	MANGO	EACH	
5	GRAPES (WHITE OR BLACK)	120	
6	KINOO	EACH	
7	MUSAMI	EACH	
8	MALTA	EACH	
9	APRICOT	3 PCS	

10	PLAM	3 PCS	
11	CHIKOO	EACH	
12	MELON	1 KG	
13	LICHI	EACH	
14	SWEET LEMON	EACH	
15	FRUIT BASKET (6 Types)	24 No,s	

SNACKS ITEM

1	COCKTAIL SEEKH KEBAB	30	
2	ASSORTED SANDWICH CLOSED	45	
3	ASSORTED SANDWICH CLOSED	65	
4	ASSORTED SANDWICH CLOSED	90	
5	OPEN FACE SANDWICH	45	
6	OPEN FACE SANDWICH (FULL SIZE)	90	
7	CLUB SANDWICH (3 TOSSED)	120	
8	CHICKEN MOULD PATTIES	45	
9	VEGETABLE SNADWICH	45	
10	CHICHEN/ CHEESE BRIDGE ROLL S/W IN SEASAME SEED	90	
11	VEGETABLE CURRY PUFF	45	
12	ASSORTED CANAPIES	TRAY	
13	DOUBLE DECKER CHICKEN/CHEESE S/W (TRIANGULAR)	60	

MISCELLANEOUS

1	FRESH ORANGE JUICE	LTR	
2	FRESH ANAR / APPLE JUICE	LTR	
3	ICE CUBES	KG	
4	COLD CANAPIES (ASSORTED)	10 NOS	
5	MILK (TETRA PACK)	1 LTR	
6	PICKL (MIXED)	1 BOWL	
7	RAITA	110/250	
8	ROUGHNI NAN	100	
9	CHAPATI (APPROX 8" DIA)	EACH	
10	PALIN PARATHA (APPROX 6" DIA)	EACH	
11	ALOO STUFFED PRATHA	EACH	
12	QEEMA SOFT PARATHA	EACH	
13	VEGETARIAN MEAL (CURRY/RICE)	PER	
14	GRILLED TOMATO	EACH	
15	TAFTAN / ROUGHNI NAN	45	
16	TAFTAN	80	
17	VEGETARIAN BREAKFAST(PORTION)	PER	
18	CUCUMBER	KG	
19	FRENCH TOAST WITH MAPLE HONEY SYRUP	80	
20	CORN FLAKES	PKT	
21	ANY TYPE OF DALL	60	
22	FRSH FRUIT 3 TYPES SEASONAL (APS)(1 TO 12 PAX)	BASKET	

BAKERY			
1	BREAD ROLL	45	
2	CROISSANT	45	
3	MELBA TOAST	10	
4	BREAD TRAY (24 PCS VARIETY)	TRAY	
5	ASSORTED PASTRIES ANY VARIETY TYPE)	45	
7	MUFFIN	45	
6	PETIT FOUR	EACH	
7	QUEEN CAKE	45	
8	FRUIT CAKE SLICE	45	
9	YOUGURT	500	
10	DOUGHNUT	50	
11	DANISH PASTRY	45	
12	ALMOND BISCUIT	50	
13	ASSORTED CAKE / GATEAU	1 KG	
14	COOKIES	1 PC	
15	SAMOSA (MEAT OR VEGE)	45	
16	BOUCHEE (CHICKEN OR CHEESE)	45	
17	WAFER	60	
18	CHOCOLATE ECLEAR	120	
19	CHICKEN / MUSHROOM BOUCHEE	45	
20	CHICKEN SPRING ROLL	45	
21	VEGETABLE SPRING ROLL	45	
22	PATTIES/CURRY PUFF (CHICKEN&VEGE)	45	
23	SEEKH KEBAB	45	
24	CHEESE / MUSHROOM PIZZA	45	
25	CHEESE / MUSHROOM PIZZA	90	
26	SHAMI KEBAB	45	
27	CHICKEN WING	45	
28	CHICKEN WING	60	
29	CHICKEN WING	90	
30	CHEESE STRAW (2 PCS)	35	
31	MIXED BROCHETTE	90	
32	BEEF BROCHETTE / SHASHLICK	90	
33	MARZI PAN	EACH	
34	PREPLATED CUT FRESH FRUIT	PLATER	
35	FRUIT COCKTAIL	100	
36	CHUTNEY (MANGO & PLAM)	100	
37	LAMB TIKKA (SVK)	90	
38	GRILLED PRAWNS (B.B.Q)		

(DRAFT)

Catering Agreement

Between

PAKISTAN INTERNATIONAL AIRLINES

And

CATERER
[CITY]

Catering Agreement

Between **Pakistani Int'l Airlines**
Karachi
Pakistan

(Hereinafter referred to as Pakistan Int'l Airlines)

And **CATERER**
[CITY]
Pakistan

(Hereinafter referred to as the Caterer)

M/s [name] incorporated in [date] existing in [Address of Head office, City, country]

(Hereinafter referred to as the Caterer)

The contract period will be effective from _____ and will remain valid till _____.

Content of Catering Agreement

1. Provision of Goods and Services
2. Instructions
 - 2.1 General
 - 2.2 Changes of schedule
 - 2.3 Menu specification/Menu presentations
3. Ordering and Cancellation Procedures

Ordering Procedures

Cancellation and Reduction of Meals

4. Standards
 - 4.1 Caterer's Obligations
 - 4.2 Service Guarantees
5. Prices
6. Payments
7. Subcontractors
8. Validity, Modification and Termination
9. Confidentiality
10. Liability
11. Jurisdiction

Appendices:-

- I Meal and handling prices
- II. Meal orders and last minute uplift
- III. Terms of payment

1. Provision of Goods and Services

The specifications of this Agreement shall be applicable to the provisions of goods and services for all flights, schedule and non-scheduled.

The Caterer agrees to provide the following services:-

- Production of Meals and last minute uplifts, (as per Appendix II)
- Flight handling consisting of :
 - Transportation of meals in refrigerated van from hotel to airport will be provided by caterer.
 - Provision of storage area for disposable equipment positioned by Pakistan Int'l, Airlines.

Pakistan Int'l. Airlines will ensure that the Caterer has sufficient catering equipment and other airline owned items according to agreed stock levels.

Caterer agrees to maintain all Pakistan Int'l, Airlines equipment/material under secure and suitable conditions to prevent damage and pilferage and will submit monthly inventory to Catering /Station Manager, Pakistan Int'l, Airlines, [CITY] for onward dispatch to head office.

2. Instructions

2.1 General

The caterer will ensure that all requirements of the regulatory bodies like CAA etc. are fully complied so that clean certificate is issued after their periodic inspection/verification of record at caterer's facilities.

The Caterer will strictly follow the instructions concerning menus and flight schedule issued by Pakistan Int'l Airlines from time to time and will ensure its effective implementation within the specified time frame.

Pakistan Int'l, Airlines shall provide the Caterer with comprehensive, accurate and at every point up-to-date written information/instructions needed by the Caterer to secure the highest standard of service.

2.2 Change of Schedules

Pakistan Int'l Airlines shall give notice of change in schedule/meal plan sufficiently in advance to enable the caterer to plan production of meals accordingly.

Pakistan Int'l, Airlines shall give notice of ad hoc changes of schedules/types of aircraft as soon as possible.

2.3 Menu specifications/menu presentations

Periodic Meal presentations will be held to finalize meal specifications. The date for presentation will be advised to the caterer sufficiently in advance to enable it plan accordingly.

3. Ordering and Cancellation Procedures

Ordering Procedures

Meal ordering procedures are specified in Appendix II.

4. Standards

4.1 Caterer's Obligations

The Caterer will:-

- a. Ensure PIA that all premises, plant, production processes, utensils and vessels used for storage, preparation, production, and transportation of all meals and beverages provided to Pakistan Int'l Airlines aircraft meet the standards of hygiene specified by all applicable local and federal laws, regulations, procedure and requirements.
- b. Take all reasonable steps to ensure that food delivered to Pakistan Int'l Airlines shall be free from living organisms of disease, foreign objects and toxic substances of any origin.

- c. Guarantee that all goods and services are provided in conformity with the specifications of this Agreement and that, if not specified, the foods and the processing of same are of the highest possible quality and free from defects, including latent defects in the material or in the method of processing.
- d. Pakistan int'l Airlines shall have the right to carry out inspections of the catering premises in which meals are prepared and services rendered in accordance with this Agreement. In the event of any purported breach of this Agreement being noticed during inspection, a written notice hereof shall be given to the Caterer who shall be permitted 15 days from the date of receipt of such notice to rectify such purported breach.

In the case of shortages or change of certain items causing deviation from requirements laid down by Pakistan Int'l Airlines, the Caterer shall use its best efforts to inform Pakistan Int'l Airlines, as soon as possible.

- e. All raw material used by the Caterer shall be of high standards meeting the hygiene, sanitary and all lawful standards prescribed by the government agencies of Pakistan. The quality of all supplies and services shall be to the entire satisfaction of Pakistan Int'l Airlines and Caterer shall use foods and beverages in compliance with recipes, menus and specifications as approved by Pakistan Int'l Airlines.
- f. The cost of 3 visits (4-7 days per visit) in a year (excluding the cost of Airline tickets only) including Hotel Accommodation, Meals, taxi charges for 2-4 PIA personnel from Karachi Head office for inspecting catering facility, carrying out inventory checks and meal presentations is agreed to be borne by the caterer.
- g. Caterer shall keep its Flight Kitchen and all food preparation, handling, storages and dispensing facilities and its equipment and transport vehicles used in providing the Services in a clean and sanitary condition in addition to conditions outlined above.
- h. Caterer will ensure that all chillers, cold storages, blast freezers and air conditioners installed in production area used for preparation, packing and storage of PIA meals are operated at prescribed temperature and specified procedure for chilling/freezing of meals is strictly followed and at no stage cold chain is broken.
- i. A catering manual prescribing standard of in-flight meal production, handling, storage, Dispensation and transportation in accordance with PIA requirements inclusive of current Food Schedule and menus will be maintained at caterer premises, and updated by the caterer from time to time.

4.2 Service Guarantees / Penalties

Caterer will ensure delivery of meals to Pakistan Int'l Airlines in accordance with the schedule provided to them each month by Catering/Station Manager [CITY].

Any delays to flights on account of late catering deliveries (attributed directly to Caterer) will be penalized with deductions from catering bill as follows :-

Up to 15 minute	-	50% handling charges + 25% food charges
15 to 30 minutes	-	100% handling charges + 50% food charges
Over 30 minutes	-	100% handling/food charges

- 4.3 In case, catering service is compromised due to short supply of meals by the caterer. A 20 % deduction will be made from total invoice amount.
- 4.4 Any unspecified item/s and or Item/s in unspecified packing if supplied by the caterer on board the aircraft, will not be paid by PIA.

- 4.5 In case of any other anomaly in the service or handling not defined in the contract, Pakistan Int'l Airlines will inform the caterer and mutually decide if any penalties should be charged to the caterer.
Any RISK PURCHASE from any other source by Pakistan Int'l airlines will be at caterer cost for non-provision/ delay/ deviation from agreed airline standards.

5. Prices

- 5.1 Prices for the provision of goods and services effective [date] are given in Appendix I. These will henceforth be an integral part of this agreement.
- 5.2 Prices quoted by the caterer, once approved will remain valid for a term of () year(s) and thereafter may be extended for another term and prices be reviewed according to mutually agreed percentage of CPI (Consumer Price Index) of (Country name) officially published by National Statistics Department of (Country Name).

6. Payments

The caterer will submit monthly invoices in accordance with the approved prices to Catering Manager [CITY]. Pakistan Int'l Airlines agree to pay the Caterer the charges set out in the respective Appendices of this Agreement, including any other costs and expenses in respect of facilities and services rendered to Pakistan Int'l Airlines according to Pakistan Int'l Airlines instructions.

Payment conditions are specified in appendix III of this Agreement.

7. Subcontractors

No subletting/ sub contracting of any of the services is permissible unless explicitly cleared and approved by Pakistan Int'l Airlines and such services under subcontracting are to be properly defined.

8. Validity, Modification and Termination

- 8.1 This Agreement shall be effective from [Date] and will govern the provision of the services.
- 8.2 This agreement shall remain in force for a period of _____ () years until unless terminated by either party giving ninety (90) days prior notice to the other party in writing without assigning any reason thereof.
- 8.3 Modifications of or additions to this agreement or its Appendices must be approved in writing by the parties concerned with mutual consent.
- 8.4 Either party may at any time terminate this Agreement by written notice to the other party, in whole or in part and in its absolute discretion in the event of a breach of this contract, if such breach has been notified to the breaching party and the breaching party has failed to remedy the same to the satisfaction of the non-breaching party within 30 days of such notice.
- 8.5 In the event of the Agreement or part thereof being terminated by notice or otherwise, such termination shall be without prejudice to the accrued rights and liabilities of either party prior to the termination.

9. Confidentiality

The terms and conditions contained herein shall be deemed confidential and may not be revealed to any third party under any circumstances without the prior written authorization of the other party.

10. Liability

- 10.1 The Caterer including its agents and subcontractor, shall be liable for death, bodily injury of any persons (other than Pakistan Int'l Airlines employees) caused by proven negligence of the Caterer, its agents and subcontractors, in connection with the rendering of supplies and services pursuant to this Agreement.
- 10.2 Both the Caterer and Pakistan Int'l Airlines are exempt from liability if prompt notification is given by either party in respect of any failure to perform their obligations under this Agreement arising from any of the following causes:
- a. labour disputes involving complete or partial stoppage of work and restricted practices or strikes threatened or actual.
 - b. Force majeure or any other cause beyond the control of either party, including Governmental interference, direction or restriction, war, civil commotion or fire.

11. Integrity Pact / Disclosure Clause

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Suppliers, Vendors, Distributors, Manufacturers, Contractor & Service Providers of Goods, Services & Works

_____ the Seller / Supplier / Contractor 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 Seller / Supplier / Contractor 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 Seller / Supplier / Contractor certifies that it has made and will make full disclosure of all agreements and arrangements 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 Seller / Supplier / Contractor 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 Seller / Supplier / Contractor 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 times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Seller / Supplier / Contractor as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from Government of Pakistan.

12. Force Majeure:

Except as provided under this agreement neither shall be liable for any failure nor delay in performance their obligation if such is caused by any event beyond their control including but without limitation, act of public enemy, war, rebellion, insurrection, act of GOD and act of state or of the judiciary if not caused due to any act or omission of either party, accident, fire, civil commotion, embargos and international disturbances. The parties are however, shall inform each other in such event at earliest opportunity.

13 Governing Laws & Arbitration:

- a. This agreement shall be governed & interpreted in accordance with the laws of Pakistan.
- b. The parties agree & submit themselves to exclusive jurisdiction of the Courts at Karachi.
- c. Any dispute between the parties arising out of this agreement shall not be settled otherwise than through Arbitration, Which shall be held at Karachi in accordance with the Arbitration act 1940. MD PIAC or his nominee shall be the sole arbitrator whose award shall be binding upon the parties. Notwithstanding anything in this agreement PIA may continue to utilize subject matter services/ supplies of the agreement from Contractor during the pendency of Arbitration.

14. Jurisdiction

All controversies and disputes arising out of this agreement or in connection with this agreement will be settled in accordance with the provision of Arbitration act 1940.

This Agreement shall be governed by and construed in accordance with Pakistani laws.

Signed
At

Signed
at

On behalf of
CATERER

On behalf of
Pakistan Int'l Airlines

1. By _____

1.By _____

2. By _____

2.By _____

APPENDIX – I

MEAL AND HANDLING PRICES

APPENDIX I to main agreements between [Caterer] and PIA.
Pakistan Int'l Airlines and Caterer M/S

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Note:

CATERER shall also provide:

1. Storage area for meal boxes.
2. Transportation to and from the airport in Refrigerated/ A/C Trucks/Vans.

APPENDIX –II

MEAL ORDERS AND LAST MINUTE UPLIFT

APPENDIX II to main agreements between [Caterer] and PIA.
Pakistan Int'l Airlines and Caterer

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Ordering Procedures

Pakistan Int'l Airlines will supply the following meal order information to the caterer :-

PRELIMINARY order	not later than	12 hours prior to STD
FINAL order	not later than	4 hours prior to STD

Catering order shall state:-

- * AC type/version/registration
- * Number of meals in each class
- * Type, number and class of special meals, if any
- * Number of crew meals

Special meals:

Special meals to be ordered not later than 8 hours prior to STD.

Last minute uplift/supply of additional meals/services:-

Meals order received later than 2 hour prior to STD – The caterer shall try its outmost to deliver the meal on time using PIA equipment.

The Caterer is not responsible for delays due to last minute orders.

Signed
At

On behalf of
CATERER

By _____

Signed
at

on behalf of
Pakistan Int'l Airlines

By _____

APPENDIX – III TERMS OF PAYMENT

APPENDIX III to main agreements between [Caterer] and PIA.
Pakistan Int'l Airlines and Caterer

.....

Terms of Payment

- * Payment will be made in [currency].
- * Invoice will be issued every month, showing details information of items uplifted.
- * Caterer will provide a discount of [%] on monthly invoice.
- * Caterer will provide a discount of [%] on annual basis.
- * Payments will be made according to the Bank details provided by Caterer.
- * Payments will be made on NTD (Net thirty days) basis from the date of invoice receipt.

In the event that any part of the Caterer's invoices is considered unacceptable by Pakistan Int'l Airlines, Pakistan Int'l Airlines shall settle the Invoices less the disputed amount. The amount in dispute will be negotiated and, after agreement, be adjusted accordingly in subsequent receipt of invoice.

Signed
At

On behalf of
CATERER

By _____

Signed
at

on behalf of
Pakistan Int'l Airlines

By _____