

PIA

Pakistan International Airlines
Supply Chain Management
Commercial Purchases Section
Tel: 99043304
E-mail: dgmipc@piac.aero

REF: PIAC/Q-Matic/MUX/2022

Dated: 18-09-2022

Tender Cost: PKR 6,000

Earnest Money → 15,000

M/S _____

Subject: Tender Document for the Procurement of Queue Management System at MUX Station

Dear Sirs,

We are pleased to invite your sealed tenders for the subject tender. The terms & conditions of the tender / supplies are given below:-

A) SUBMISSION OF TENDER

1. You are required to send your sealed tenders In “**Single Stage Two Envelope**” Basis addressed to General Manager Procurement, PIA Supply Chain Management Building JIAP Karachi by **12-10-2022** 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 Building latest by **10:30 hours** on the specified date. You may also send your tenders through registered A/D mail addressed to General Manager Procurement, which must reach before the closing date and time mentioned above. Tenders will be opened at **11:00 hours** 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. The decision of General Manager Procurement in this respect shall be final and binding.

EARNEST MONEY

The Tender should be accompanied by a **15,000** of the tendered value having been deposited in terms of a Pay Order payable at Karachi in lieu thereof in the name of **M/S PAKISTAN INTERNATIONAL AIRLINES** as interest free Earnest Money (Refundable) in Financial Proposal / Security deposit in shape of Pay Order of an equivalent amount or a

Bank Guarantee for an equivalent amount countersigned by the Head Office of the Bank and to remain valid 3-months after the expiry period of the Contract. . All tenders without Earnest Money shall not be considered.

SECURITY DEPOSIT

- A) The successful tenderers upon award of Contract / Purchase Order will be required to furnish in the amount equivalent to Rs 45,000 of total tender value as interest free Security deposit in shape of Pay Order of an equivalent amount or a Bank Guarantee for an equivalent amount countersigned by the Head Office of the Bank and to remain valid 3-months after the expiry period of the Contract. The Earnest Money already held can be converted into Security Deposit and balance amount if any shall be deposited as above.
- B) 1% of the total awarded value in form of warranty Performance will be hold till the Completion of warranty as Described in Purchase Order and will be released after expiry of such warranty.

PREPARATION OF TENDER

Tender will be opened on “**Single Stage two envelopes**” basis. All bidders must submit **two sealed envelopes** “Technical proposal and Financial Proposal” on specified tender opening date/time. Technical Proposal will be opened on same date, whereas Financial Proposal will remain sealed till the evaluation of samples by PIA Management. Evaluation report uploaded on PPRA/PIA website.

Financial Proposal having following documents.

- a) The Schedule duly filled in, signed and sealed.
- b) Pay Order for Earnest Money Rs 14000 (Refundable).

Technical Proposal having following documents.

- a) Tender Fees Pay Order of RS. 6,000 (NOT REFUNDABLE)
- b) Company profile, Copy of GST & NTN certificate and technical literature.

The outer cover of envelopes should bear address of the General Manager Procurement, PIA Supply Chain Management, JIAP Karachi - Pakistan, Tender reference number, opening date and company name.

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

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

Particular attention must be paid to delivery time.

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 procreation.
- d) As secretary, Manager, Partner, etc., or their attorney in case of firms registered under Partnership Act.
- e) The Tenderers must indicate whether its firm / company / organization etc is registered with PIA or not. If registered then specify PIA Registration number.

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 delivery to Karachi Airport. However, if GST is applicable, same should be shown separately.
- b) The Prices mentioned in the tender will be treated as firm till the completion of Purchase Order / Contract.
- c) The Prices must be stated for each item separately both in **words and figures** in Pakistan Currency. Additional information, if any must be linked with entries on the Schedule to Tender.
- d) Offers must be valid for 120 days.
- e) Quotation must be written on PIA prescribed form otherwise Bids will not be entertained.
- f) 1% of the total amount will be kept by PIA Finance till the completion of Warranty.

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, divide business among more than one supplier or accept the tenders at rates on lowest individual items or extend the date of opening with assigning reason.

Yours truly,
For: Pakistan International Airlines

DGM (Purchases Commercial)

Encl:

1. Tender Schedule-A Technical Specifications
2. Term & Conditions

Notes : 1- Prescribed Tenders form for the subject item may be directly downloaded from PIAC / PPRA website.

Scope of Work:

PIA desires to engage a firm to implement (Q-Matic) Queue Management System in PIA Multan Booking Office, to manage and administer people and to streamline unmanaged queues.

Responsibilities:

Pakistan International Airlines

PIA will be responsible to provide the following:

- 1 – Physical access to the PIA Multan Booking Office

Vendor / Service Provider

- 1 – Vendor shall be responsible for Network and Power cabling with connection(s)
- 2 – Vendor shall be responsible for the supply, installation, testing and commissioning of all equipment and services
- 3 – Vendor shall provide One-year Warranty and Onsite support with parts and labour **8x5xNBD**
- 4 – Vendor shall be responsible to provide User(s) and Administrator training of proposed QMS System for a minimum period of 3 to 5 days

Mandatory Requirements

- Bidder must have a support department available with proper LAN/UAN numbers. Phone support facility at least must be available 9 AM-6 PM, Monday to Friday
- Bidder must be in business for at least 03 years and must be active taxpayer and have a company registration certificate (GST, NTN, etc)
- Have at least 3 to 4 QMS solutions implemented in medium/large organizations
- Quote the Unit Rate and GST (If applicable) separately

Bill of Quantity (BOQ):

S. No.	Description	Quantity
1	QMS software solution	-
2	(QMS) Ticket Dispenser at least 10" or higher LCD Touch Screen including built-in Server/Controller and Client end agent software (with Urdu & English/different languages announcement capabilities)	1
3	Queue Management System Counter Display Unit	4
4	Complete cabling Network & Power with connectors/power switches	-
5	Audio Speakers Solution	2 approx.
6	Amplifier	1
7	Queue Management System must include all required accessories with complete software solution	-

Financial

S. No.	Description	Quantity	Price in PKR Unit Based	Price in PKR Complete Solution	GST in PKR Complete Solution	Total price in PKR with GST for Complete Solution
1	QMS software solution	-	-			
2	(QMS) Ticket Dispenser at least 10" or higher LCD Touch Screen including built-in Server/Controller and Client end agent software (with Urdu & English/different languages announcement capabilities)	1				
3	Queue Management System Counter Display Unit	4				
4	Complete cabling of Network & Power with connectors/power switches	-				
5	Audio Speakers Solution	2 approx.				
6	Amplifier	1				
Total						

Term and Condition → Important Notes to Bidder (Mandatory)

1. Tenders will be called on Single Stage Two Envelope basis.
1. Bidder must be the OEM / Authorised Distributer Of OEM , or Direct Reseller or Dealer Of OEM can only participate.
2. Technical literature of the Offered brand along with Model must be provided with Technical Proposal.
3. All local bidders are required to submit 15000 of total bid value in Financial Proposal as Earnest Money in shape of pay order.
4. All participants are required to mention all taxes & GST separately.
5. Payment term net thirty days.
6. All participants must quote one rate for this tender.
7. Quotation must be valid for 120 days (Extendable as per Rule).
8. Item found below PIA Standard shall be rejected / returned.
9. PIA may reserve the right to increase or Decrease or cancel the requirement of any or Complete tender without any reason.

TENDERER'S SIGNATURE _____ Name _____

Tel / Cell No. _____ Email _____

GST No. _____ NTN NO. _____

SEAL _____