

**PIA**

**Pakistan International Airlines**  
Supply Chain Management Department  
Commercial Purchases Section  
Tel: 990455379,  
E-mail: [dgmpc@piac.aero](mailto:dgmpc@piac.aero)

TENDER REF : 22012355/PIA/2022

Dated : 10-12-2022

Tender Cost: PKR 3,000 (Non Refundable)

Earnest Money : Rs 20,000 (Refundable)

M/S \_\_\_\_\_  
\_\_\_\_\_

**Sub: Tender document for Q-Matic Management System for PIA Staff  
Ticketing - PIA Reservation Karachi.**

Dear Sirs,

We are pleased to invite your sealed tenders for the 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 sealed tenders **In Single Stage Two Envelope Basis** addressed to General Manager Procurement, PIA Supply Chain Management Building JIAP Karachi by **28-12-2022**. The tenders may be dropped in the tender box marked as “**Tender Box Commercial Purchases**” placed at the entrance of the PIA Procurement & Logistics 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 Commercial Purchase and Contract in this respect shall be final and binding.

### **EARNEST MONEY**

The Tender should be accompanied by a 20,000 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 Proposals. Earnest Money in any other shape shall not be accepted. Earnest / Security Money deposited against a running contract (s) purchase orders(s) shall not be transferable as earnest money for any other tender. All tenders without Earnest Money shall not be considered.

### **SECURITY DEPOSIT**

The successful tenderers upon award of Contract / Purchase Order will be required to furnish in the amount equivalent to **50,000** 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.

### **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. After 10 days the Financial Proposal of only those bidders will be opened whose sample are found acceptable.

#### **Financial Proposal having following documents.**

- a) The Schedule duly filled in, signed and sealed.
- b) Pay Order for Earnest Money 20,000( Refundable).

#### **Technical Proposal having following documents.**

- a) Tender Fees Pay Order of RS. 3,000 (NOT REFUNDABLE)
- b) Company profile, Copy of GST & NTN certificate and technical literature of the quoted brand and model If not provided , bid will be rejected On Spot.

**The outer cover of envelopes should bear address of the General Manager Procurement & Logistics, PIA Procurement & Logistics Building, 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
- 2. Terms & 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 Reservation at Karachi Head Office Building to manage, administer and to streamline unmanaged queues.

**Responsibilities:**

**Pakistan International Airlines**

PIA will be responsible to provide the following:

- 1 – Physical access to the PIA Reservation Office (Staff Ticket Counter) at Karachi Head Office Building

**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 <b>10" or higher LCD Touch Screen</b> including built-in Server/Controller and Client end agent software (with Urdu & English/different languages announcement capabilities) along with 10 Thermal Stationary Paper Rolls | 1        |
| 3      | Queue Management System Counter Display Unit  | 4        |
| 4      | Complete cabling Network & Power with connectors/power  | -        |
| 5      | Audio Speakers Solution   | 2        |

|   |   |   |
|---|---|---|
| 6 | Amplifier   | 1 |
| 7 | Queue Management System must include all required accessories with complete software solution | - |

## Financial

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

**Prices must be inclusive of all taxes.**

- SCM Department (PIA) will not be held responsible for any postal delay.
- **Validity of Quote:** Quote must be valid for *120 Days* countable from date of opening of Technical Bid.
- **Payment Terms:** Payment terms NTD (Net Thirty Days).
- **Deduction of Tax:** Income Tax will be deducted at source.
- Quantity May increased OR Decreased as per the Approved
  - One year warranty Parts & Labor

TENDERER'S SIGNATURE \_\_\_\_\_ DESIGNATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

Cell \_\_\_\_\_ NTN. \_\_\_\_\_

Email \_\_\_\_\_ GST No. \_\_\_\_\_

NTN NO. \_\_\_\_\_ SEAL \_\_\_\_\_