

HIRING OF CIP LOUNGE SERVICES

FOR BUSINESS CLASS PASSENGERS AT LAHORE AND KARACHI.

INSTRUCTIONS TO BIDDERS

Pakistan International Airlines Corporation hereby invites sealed bids from eligible service providers to present their best offer for the provision of lounge services in PIA business class lounges situated inside domestic and international terminals at Lahore and Karachi airports.

Bidders are required to submit their sealed bids on or before Friday February 26, 2021 till 1200 PST at following addresses:

For Karachi,

Station Manager PIA, Jinnah Terminal, Karachi.

Phone: +92-21-99044602+92-21-99043719

Email khikkpk@piac.aero

For Lahore,

Station Manager PIA, Allama Iqbal International Airport, Lahore.

Phone: +92-42-99034-4300 +92-42-9924-0748

Email lhekkpk@piac.aero

PIACL reserves the right to reject or cancel one or all Tenders.

TERMS AND CONDITIONS

This contract will be for three years, with **60 days Exit Clause**.

Bids will be opened the same day at **1230 hrs LT** in presence of all participating Service Providers who wish to attend.

Tender Opening will be based on **“Single Stage Two Envelopes Bidding Procedure”**. Accordingly, interested Parties are requested to submit a Single Package containing two separate envelopes titled as **“Technical Proposal”** and **“Financial Proposal”**. The **“Technical Proposal”** shall have all details of Offers without Rates while **“Financial Proposal”** shall contain Rates only.

Initially, only the envelope marked as **“Technical Proposal”** will be opened and Technical Evaluation/ Site Inspection will be carried out thereafter.

After technical evaluation, the **“Financial Proposal”** will be opened publicly at a time and date that will be communicated through email or phone to the technically qualified Parties well in time.

The **“Financial Proposal”** of Services Providers found technically non-qualified will be returned Un-opened to the respective Service Providers.

PIA will be at liberty to revise the requirement or annul the whole tender proceedings at any stage.

No tender will be entertained after expiry of the aforesaid date & time. PIA will not be responsible for postal delays or any other reason.

PIA reserves the right to reject any tender in part or full after assigning a reason, however PIA will not be required to justify the grounds of rejection.

Menu/Services Required

The following food items and services will be provided to the passengers at Business plus Lounge by the Contractor: -

1. Assorted Sandwiches (Chicken & Chees).
2. Fruit Cake slice.
3. Mini Pastries.
4. Mini Chicken Patties
5. Assorted Cookies
6. Chicken vegetable Rolls.
7. Mini Vegetable Samosa.
8. Chicken Crossent.
9. Fruit Cocktail.
10. Mineral Water (0.5 liter).
11. Tea/Coffee/Green Tea.
12. Soft Drink (Bottles / Can/Juices) all variety of soft drinks and juices.
13. High speed internet, Wi-Fi & Telephone facility.
14. Newspapers and Magazines (English & Urdu).
15. Guidance & information desk featuring flight detail etc.
16. Availability of leading TV Channels.
17. Laptop & cellular Phone etc charging facility.
18. Comfortable and quiet atmosphere in the lounge of high standard, furniture, fixture, fittings, Refrigerator, Microwave Oven, Coffee Maker and Crockery etc.
19. Qualified, trained and well behaved staff at service.

Technical Evaluation Criteria

Total Marks	50
Passing Marks	30
Obtained Marks	

#	Contents	Total Marks	Marks Obtained
1.	Experience of the Firm	10	Max. 10
	More than 10 years of experience	10	
	More than 06 years of experience but less than 10 years	07	
	Less than 06 years' experience but more than 03 years	04	
2.	Infrastructure / Equipment Availability	16	Max. 16
	Skilled staff	04	
	Display of crockery	04	
	Meal presentation / serving	04	
	Hygiene	04	
3.	Food Certifications	10	Max. 10
	HACCP Certificate	05	
	Any other food certification from federal or provincial Govt.	03	
	ISO 9001 Certification	02	
4.	Production infrastructure with full equipment	06	Max. 06
	Cold Kitchen	03	
	Cold Bakery	03	
5.	Existing Clientele	08	Max. 08
	Currently serving any airline	04	
	Serving within airport terminal	04	

FINANCIAL BID DOCUMENT

Please provide rates per guest per visit/03 hours

