

### **TERMS AND CONDITIONS**

PIA intends to hire services from well reputed service providers for facility of Business Plus Lounges to PIA Passengers for Refreshment/ Snacks services

This contract will be for three years, with 90 days Exit Clause.

**Important:**

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 Officer without Rates while “Financial Proposal” shall contain Rates only.

Closing date/time which is last date for submission of tender is **29<sup>th</sup> November, 2022 by 1100 hours (LT)**.

Bids will be opened the same day at **1130 hrs LT** in the presence of all participating Service Providers who wish to attend.

Please submit bids at given below addresses:

**Station Manager (PIA)**  
**Jinnah International Airport**  
**Karachi Tel: + 92 21 99044602,**  
**+92 21 99043719**  
**Email: [khikkpk@piac.aero](mailto:khikkpk@piac.aero)**

**Station Manager (PIA)**  
**Allama Iqbal International Airport**  
**Lahore Tel: +92 42 990344300, +92**  
**42 99240784**  
**Email: [lhekkpk@piac.aero](mailto:lhekkpk@piac.aero)**

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.

- Bidder must pay PKR 6,000/= as tender fees (non-refundable) in form of PIACash receipt or pay order in the name of PIACL.

Please note that quoted rates must be firm and final in all respect.

- Payment terms would be (NTD) net thirty days.
- Quotation must be valid for 90 days from the date of technical proposal opening.
- Participant is required to quote rates inclusive all Govt. taxes & GST shall be mentioned separately.

PIA will be at liberty to revise the requirement or 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.

## **Terms of Reference (TOR)**

1. Interested parties have the experience more than 3 years.
2. Having ISO 9001 certificate.
3. Having a PCAA license for running of CIP lounges (DOM/INT) at Airport.
4. Currently serving Airlines
5. The party shall ensure to supply in time with the best hygiene standards.
6. Qualified, trained and well behaved staff at service.
7. High speed internet, Wi-Fi & Telephone facility.
8. Newspapers and Magazines (English & Urdu).
9. Guidance & information desk featuring flight detail etc
10. Availability of leading TV Channels.
11. Laptop & cellular Phone etc charging facility.
12. Comfortable and quiet atmosphere in the lounge of high standard, furniture, fixture, fittings, Refrigerator, Microwave Oven, Coffee Maker and Crockery etc.
- 13. The following food items required.**
  - a) Assorted Sandwiches (Chicken & Cheese).
  - b) Fruit Cake slice.
  - c) Mini Pastries.
  - d) Mini Chicken Patties
  - e) Assorted Cookies
  - f) Chicken vegetable Rolls.
  - g) Mini Vegetable Samosa.
  - h) Chicken Croissant.
  - i) Fruit Cocktail.
  - j) Mineral Water (0.5 liter).
  - k) Tea/Coffee/Green Tea.
  - l) Soft Drink (Bottles / Can/Juices) all variety of soft drinks and juices. Ingredients used in making food should be of reputed brand.

## Technical Evaluation Criteria

<b>Total Marks</b>	<b>50</b>
<b>Passing Marks</b>	<b>30</b>
<b>Obtained Marks</b>	

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

**Financial Evaluation**

 Marks Allocated: 30  
 Qualifying Marks: 25

<b>S No.</b>	<b>Requirements</b>	<b>Max Score</b>	<b>Score Attained</b>
1	<b>Shareholder's Equity in PKR:</b>	<b>Marks Allocated 6</b>	
	I. 200 Million to 399 Million	1.2	
	II. 400 Million to 599 Million	2.4	
	III. 600 Million to 799 Million	3.6	
	IV. 800 Million to 999 Million	4.8	
	V. 1000 Million and above	6.0	
2	<b>Current Ratio:</b>	<b>Marks Allocated 4</b>	
	I. 0.01 to 0.49	0.5	
	II. 0.50 to 0.99	1.0	
	III. 1.00 to 1.49	2.0	
	IV. 1.50 to 1.99	3.0	
	V. 2.00 and above	4.0	
3	<b>Quick Ratio (Acid Test):</b>	<b>Marks Allocated 4</b>	
	I. 0.01 to 0.24	0.5	
	II. 0.25 to 0.49	1.0	
	III. 0.50 to 0.74	2.0	
	IV. 0.75 to 0.99	3.0	
	V. 1.00 and above	4.0	
4	<b>Debt/liabilities to Equity/Capital:</b>	<b>Marks Allocated 4</b>	
	I. 2.00 to 1.97	0.5	
	II. 1.96 to 1.57	1.0	
	III. 1.56 to 1.25	2.0	
	IV. 1.24 to 0.99	3.0	
	V. 1.00 and below	4.0	
5	<b>Asset Turnover:</b>	<b>Marks Allocated 4</b>	
	I. 0.01 to 0.49	0.5	
	II. 0.50 to 0.99	1.0	
	III. 1.00 to 1.49	2.0	
	IV. 1.50 to 1.99	3.0	
	V. 2.00 and above	4.0	
6	<b>Net Profit Margin:</b>	<b>Marks Allocated 4</b>	
	I. 1% to 5%	0.2	
	II. 6% to 10%	1.1	
	III. 11% to 15%	2.1	
	IV. 16% to 20%	3.0	
	V. 21 and above	4.0	
6	<b>Net Profit Margin:</b>	<b>Marks Allocated 4</b>	
	I. 1% to 5.2%	0.5	
	II. 5.3% to 7.1%	1.4	
	III. 7.2% to 9.6%	1.9	
	IV. 9.7% to 14.9%	2.5	
	V. 15 and above	4.0	
	<b>Total</b>	<b>30</b>	

Please Provide Documentary evidence where required in support of your response, without documentary support section will be marked as zero.