

REF: GMCM/IFE WIRELESS INTRANET SERVICES SOLUTION/PIA FLEET/08/2022

M/S: _____

SUB: IFE Wireless Intranet Services Solution

Dear Sir / Madam,

Pakistan International Airlines (PIA) invites “**Sealed bids**” on “**Single Stage Two Envelope Basis**” from interested parties for the “IFE Wireless Intranet Services Solution”

A) SUBMISSION OF TENDER

1. You are required to send your tenders addressed to General Manager Contract Management, PIA Supply Chain Management, JIAP Karachi latest by **14-09-2022 (10:30 Hrs PST)**. The tender may be dropped in the tender box marked as “**Tender Box Commercial Purchases**” placed at the entrance of the PIA CL Supply Chain Management Building latest by **10:30 hours (PST)** on the specified date. You may also send your tender through registered A/D mail addressed to General Manager Contract Management, which must reach before the closing date and time mentioned above. Tenders will be opened at **11:00 hours (PST)** the same day in the presence of tenders.
2. Proposals received after stipulated date and time shall not be considered. The Corporation will not be responsible for postal delays. The decision of GM Contract Management in this respect shall be final and binding.
3. Bidders are required to submit a Pay Order of Rs. 10000/- (Non-Refundable) as tender fees along with Technical Proposal (For Local Bidders only).
4. Tenders / Proposals received shall be evaluated in accordance with the given criteria/ requirements mentioned in the TORs below.

Mention clearly Tender Reference on **TOP RIGHT CORNER OF PROPERLY SEALED ENVELOPE, BEARING COMPANY’S STAMP**

Yours truly,

Iftikhar M. Usmani
GM Contract Management
Supply Chain Management
PIA Head Office, Karachi.
Ph: 021 9904 3158, 9904 4101
Email: gm.cm@piac.aero,
contract.tech@piac.aero

TERMS OF REFERENCES (TORs)

IFE Wireless Intranet Services Solution

Pakistan International airlines invite proposals for the portable In-flight Wi-Fi devices for its A-320 and B-777 aircraft with wireless streaming In-flight Entertainment (IFE) system. The portable Wi-Fi intranet signal must be available across the entire cabin of the aircraft and support both passenger and airline provided devices. The combined capability of devices must be able to deliver all kind of IFE content to as large number of passengers as possible. Following are the specifications of project.

A: Technical Specifications.

Technical Specification

PIA requires Wi-Fi Streaming Devices for 14 X A-320 & 10 X B777 aircrafts as In-flight Entertainment System with a excellent video streaming capability. Devices will be required per aircraft with a strong battery life and weight not more than 3 KG per device. Following services are required.

- 1. Content integration services**
- 2. Content provision with copy rights (list of content is attached below)**
- 3. Provision of Moving map services**
- 4. Digital Rights Management (DRM) solution/ applications**
- 5. Development of advertisement revenue software retail integration etc.**

To maintain and update the devices services at 3 stations at LHE, KHI and ISB.

- 1. Real time media updating in devices**
- 2. Charging and Maintenance of equipment**
- 3. Provision of Trainings for PIA staff**

IMPORTANT NOTE:

ALL DEVICES / EQUIPMENT / INSTALLATIONS MUST BE FAA/EASA COMPLIANT AND MUST HAVE EXPERIENCE ON A320 / B777 EQUIPMENT.

All bidders are required to fill the following forms attached with email for technical and financial Proposals with all supportive documents and submit the technical and financial proposals in separate envelopes to **General Manager Contract Management SCM Department, PIA Head Office, Karachi** on/before **14TH SEP 2022 up to 1030 Hrs (PST)**.

Technical proposals will be opened on same day at 1100 Hrs PST in presence of bidders.

Financial proposal will be opened after completion of technical evaluation.

- Note: 85 Marks out of 100 will be required to qualify the technical evaluation criteria. The financial proposal of technical qualified bidders will be opened.
- The tender will be awarded to technically qualified bidder having lowest financial proposal.
- PIA has the right to cancel the tender process at any stage.
- **Content provisioning specified below is mandatory requirement, the bidder failed to provide the content, shall be disqualified.**

B: Form for Technical Proposal and criteria

Sr#	Technical Specification	Supplier details	Marks allocation criteria	Max Marks
01	Supply of WiFi Devices for A320 & B777 aircraft)	Yes No	0.5 mark for each device up to 21 marks maximum	0-21
02	Video Streaming per box connectivity (up to 50 passenger per box)	Details:	0.2 marks per video streaming per box. 10 marks maximum	0-10
03	Audio video content services provision (Maximum specification of content is given below with copy rights)	Yes No	20 Marks	0-20
04	Post installation and project management services at 3 stations KHI, LHE, ISB. 1. Media updating 2. Charging and Maintenance of equipment 3. Content integration	Yes No Details:	Provide detail about management of whole project operation on ground. Each component will be awarded 05 marks total 15 Marks	0-15
05	Provision of Moving map facility	Yes No	09 Marks	0-09
06	Battery life of each device	Details:	1 marks for each hour battery life up to maximum 15 marks	0-15
07	Digital Rights Management (DRM) solution	Yes No Details:	05 Marks	0-05
08	PIA Advertisement application/facilitation / GUI/ training PIA Staff	Yes No Details:	05 Marks	0-05

Total Marks	100
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C: Form for Financial Proposal and criteria

#	Detail	Annual Cost (USD)
1	Rental recurring Cost for devices (Max. 3 per A320 & 6 per B777) with license, support and accessories / spare batteries etc.	
2	Moving Map cost	
3	Cost of Post installation services at KHI, LHE ISB stations	
4	Content integration cost (Western content + Local content approx 2000 minute per cycle) both cost should separately mention	
5	Cost of Trainings PIA staff / Development GUI (detail should be given)	
6	Non recurring cost (detail should be given)	
7	Total cost of Audio video content as per given list on yearly basis (cost of total content per cycle x 4)	
	Total Cost Per year with content	
	Taxes (If any)	
	Grand Total	

D: List of Content required for Wi-Fi Streaming Project will be updated on quarterly basis and should free of inappropriate language, sex, nudity scenes, Sensitive contents e.g. political, religious, racial, and aggressive / violence, morally questionable contents and air crash.

Following is the list of content required and cost should mention at each portion separately.

Category	Genre	Program Per cycle	Cost/year
<i>Hollywood Movies</i>	<i>Late window Action, Suspense/ Thriller, Comedy and Romantic</i>	04	
<i>Hollywood Movies</i>	<i>Science Fiction Kids Movie (Late window)</i>	01	
<i>Hollywood Movies</i>	<i>Animated Kids Movie (Late window)</i>	01	
<i>Bollywood Movies</i>	<i>All time</i>	01	
<i>Lollywood Movies</i>	<i>Latest</i>	01	
<i>TV English Sitcom</i>	<i>Comedy</i>	01	
<i>TV Western</i>	<i>Magic Shows (Mind Freak, Magic Tricks etc)</i>	02	
<i>TV Western</i>	<i>Incredible events Hidden camera / Just for Laugh</i>	01	
<i>TV Silent comedy video</i>	<i>Mr. Bean, Charlie Chaplin etc</i>	02	
<i>Documentary</i>	<i>Discovery History</i>	01	
<i>Documentary</i>	<i>Animal Planet</i>	01	
<i>Documentary</i>	<i>National Geographic</i>	01	
<i>Sports</i>	<i>World Sports events</i>	01	
<i>Sports</i>	<i>Cricket/ Football/Volley Ball/Hockey/</i>	01	
<i>Sports</i>	<i>International Gymnastics /Swimming/Equestrian/ Ice Skate /Golf / Tennis (Golden Memories classic)</i>	01	
<i>Kids Program</i>	<i>Cartoons</i>	02	
<i>Kids Program</i>	<i>Game Shows & Quiz</i>	02	
<i>Music videos</i>	<i>Popular video songs Late window album</i>	01	
<i>Life Style</i>	<i>Fashion Western Fashion Shows</i>	01	

Life Style	Yoga /Exercise / Physical Fitness Health / Beauty	01	
Life Style	Cooking Shows	01	
Life Style	Painting/Gardening/hiking	01	
E-Reading Material	Islamic Book, Holy Quran, Business, Technical inventions etc	05	
Any other video pgm	Unique and feasible video program for display on Wi-Fi	01	
Video Games	Best Games (action, shooter, adventure, puzzles, cards)	05	
Audio	Audio albums	20	

E) EARNEST MONEY (Only for Local Bidders)

The Tender should be accompanied a Pay Order payable (valid for 90 days from the date of tender opening) 500,000 PKR in the name of M/S PAKISTAN INTERNATIONAL AIRLINES as interest free Earnest Money (Refundable). 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.

F) SECURITY DEPOSIT (For All Bidders)

The successful tenderer upon award of Contract / Purchase Order will be required to furnish security deposit (pay order) in the amount equivalent to 5% of total tender value stated in the Letter of Acceptance as interest free Security deposit and to remain valid for 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.

G) PREPARATION OF TENDER - TECHNICAL PROPOSAL:

All mandatory requirements are given in the schedule

Please give all the available technical details of the services/items offered by you, supported with the technical literature, brochure, drawings and pictures, client list details, authorization certificates etc.

BIDS / Tenders / Technical Proposal received shall be evaluated in accordance with the given technical specifications/ criteria.

PIA's other requirements are given.

Bidders **MUST**:

- Be registered with Sales Tax Authorities; please attach copy of Registration Certificate (Local Bidders Only).
- Affix the company seal on all tender documents.

Mention clearly Tender Reference on **TOP RIGHT CORNER OF PROPERLY SEALED ENVELOPE, BEARING COMPANY'S STAMP**

H) PREPARATION OF TENDER – FINANCIAL PROPOSAL

The tenders should be enclosed in double cover. The inner cover should be sealed having enclosed the following documents:

- a) Schedules duly filled in, signed and sealed.
- b) Original Pay Order for Earnest Money (Local Bidders Only).
- c) The outer cover should bear address of the General Manager Contract Management, SCM Department, PIA Head Office, Karachi and reference number of the tender with description and opening date of tender.
- d) All information about the services /material proposed to be supplied must be given as required in the schedules to tender.

I) PRICES

- a) The Prices mentioned in the tender will be treated as firm till the completion of Contract/ Purchase Order.
- b) The Prices must be stated both in words and figures. Additional information, if any must be linked with entries on the Schedule to Tender.
- c) Offers must be valid for 120 days from the date of the opening technical proposals.
- d) Applicable taxes should be mentioned (i.e. Provincial/FBR/other) along with tax rate.

J) Duration of Contract

Contract will be awarded for the period of one year as pilot project effective from the date of signing of contract, extendable for further two terms (years) with mutual consent on agreed terms & conditions.

Annexure

Integrity Pact

[Name of Bidder] hereby declares its intention not to obtain or induce the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision 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, [Name of Bidder] 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, Representative, 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 GoP, except that which has been expressly declared pursuant hereto.

[Name of Bidder] 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 GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Bidder] 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 GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Bidder] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Bidder] 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 GoP.

Signature of the Bidder
(Name, Title and Address)
(Official Seal)