

Appointment of Quarantine Services Provider in KSA

Pakistan International Airlines Corporation Limited (PIACL) invites applications for appointment of reputable and financially sound Firms/ Companies for arrangement of **Mandatory Institutional Quarantine facilities approved by GACA-KSA Government.**

Regarding the request for Proposal (RFP), such companies must meet the minimum laid down requirements as per details given below.

PIACL reserves the right to reject or accept any or all applications however, the reasons for the same will be communicated on request.

The last date for submission of bids is **30.12.2021 at 11:00 (KSA local time)** and tender will be opened on the same date i.e. **30.12.2021 at 11:30 (KSA local time)** in the office of the undersigned.

Interested parties may send their applications along with complete proposal single stage two envelop basis for appointment of an **Institutional Quarantine Services Provider** on the following address through registered mail or courier service within 15 Days from the date of uploading Tender in PIA website, in sealed envelopes clearly marked as **-Appointment of Institutional Quarantine Service Provider**||.

Application/proposals must accompany copies of documents as advised in the RFP and should be in ENGLISH.

Incomplete application without the required documents shall not be entertained.

Country Manager KSA,

PAKISTAN INTERNATIONAL AIRLINES
SKAB CENTER
Annex Movenpick Hotel.
Al Madinah Al Munawarah Road –
Mushrefah, Jeddah 23332,
Kingdom of Saudi Arabia

Email: jedgrp@piac.aero,

Mob: [+966502719006](tel:+966502719006)

Tel: [+966-12-6614932,6614934](tel:+966-12-6614932,6614934) & 6614814

DUTIES & RESPONSIBILITIES OF THE SERVICE PROVIDERS:

- Transportation of passenger from Airport to the Hotel within 04 hours of arrival.
- 05 days or 03 days accommodation as per GACA Travel Advisory.
- 03 meals per day preferably Pakistani food.
- 02 PCR tests. (01 on 1st day of arrival and 2nd on 5th day) for 05 days Quarantine package and 01 PCR test within 48 Hours for 03 day quarantine Package

NOTE: Above may change as per GACA requirement from time to time.

- **Submission of SAR 300,000 Bank Guarantee .**
- Children up to 6 years old can benefit from accommodation and meals for free, by sharing a bed with their parents, with no more than two children in the double room only, kids from 7 to 12 years old can share the bed with their parents and they will be charged SAR 100 per child/night inclusive of meals.
- Availability of First Aid and Qualified Medical Practitioners.

A. Technical Parameters:

For tender evaluation applicants must provide company profile with documentary evidence/proof demonstrating company's legal status, professionalism and managerial competencies, years of experience in operation, financial strength, technical expertise, holding number of contracts with other airlines /companies for the quarantine services, number of employees and branches in KSA or abroad. The companies having bank accounts and representation Pakistan will be preferred:

Each parameter of the tender below will be awarded -Yes|| or -Noll with 1 (one) or 0 (zero) point subject to fulfillment of the criterion below.

| # | Description | Yes/ No | Attributed points | Point obtained |
|---|---|------------|----------------------|-------------------|
| 1 | Should be a locally registered firm / company | 5 | | |
| 2 | Provision of last three (03) years Balance Sheet and Profit & Loss Account certified / audited by Chartered Accountancy or equivalent eligible firm as per local laws. All reports / documents submitted by a potential candidate must be in English. | 5 | | |
| 3 | Number of trained staff if $10 \geq 10, 8 < 3 = 7, 5 < 1 = 5$ | 10 | | |
| 4 | Should have minimum 03 years' experience in the hospitality and Airline associated business. | 5 | | |
| 5 | Should be associated with at least one airline / chain of hotels. | 5 | | |
| 6 | Owners, Directors and executive management should not have been involved in default / bankruptcy proceedings. An Affidavit to be submitted from the Attorney of the Company in this regard. | 5 | | |
| 7 | Applicant should not have gone into any legal dispute in the past with PIACL. EXPERIENCE YEAR-2 MARKS | 5 | | |
| 8 | Have business branches $6 \geq 10, 5 < 3 = 7, 3 < 1 = 5$ | 10 | | |

Total marks- 50

Required marks-40

B. FINANCIAL EVALUATION

For in depth financial evaluation, Hotels/companies must provide following information:

Marks Allocated: 50

Qualifying Marks: 30

| S No. | Requirements | Max Score | Score Attained |
|-------|------------------------------|--------------------|----------------|
| 1 | Shareholder's Equity in SAR: | Marks Allocated 10 | |
| | I. 100,000 to 1,000,000 | 2.00 | |
| | II. 1,000,001 to 2,000,000 | 4.00 | |
| | III. 2,000,001 to 3,000,000 | 6.00 | |
| | IV. 3,000,000 to 4,000,000 | 8.00 | |
| | V. 4,000,000 and above | 10.00 | |
| 2 | Current Ratio: | Marks Allocated 10 | |
| | I. 0.01 to 0.49 | 2.00 | |
| | II. 0.50 to 0.99 | 4.00 | |
| | III. 1.00 to 1.49 | 6.00 | |
| | IV. 1.50 to 1.99 | 8.00 | |
| | V. 2.00 and above | 10.00 | |
| 3 | Sales Turnover: | Marks Allocated 10 | |
| | 2 to 5 Million | 2.50 | |
| | 5 to 10 Million | 5.00 | |
| | 10 to 15 Million | 7.50 | |
| | 15 Million & Above | 10.00 | |
| | | | |
| 4 | Asset Turnover: | Marks Allocated 10 | |
| | I. 0.01 to 0.49 | 2.00 | |
| | II. 0.50 to 0.99 | 4.00 | |
| | III. 1.00 to 1.49 | 6.00 | |
| | IV. 1.50 to 1.99 | 8.00 | |
| | V. 2.00 and above | 10.00 | |
| 5 | Gross Profit Margin: | Marks Allocated 10 | |
| | I. 1% to 5% | 2.50 | |
| | II. 6% to 10% | 5.00 | |
| | III. 11% to 15% | 7.50 | |
| | IV. 16% and above | 10.00 | |
| | | | |

1. Tax/ VAT registration is mandatory (Hotels/Services Providers not register in VAT would be dis-qualified)
2. Documentary evidences i.e audit reports, income statement; balance sheet is required to support evaluation;
section will be marked as zero in case of non-availability of required information.
3. Total Qualifying Marks (Tech. and Fin'l.): **70**

Draft Agreement
Copy
INSTITUTIONAL QUARANTINE
AGREEMENT

BETWEEN: [_____ Company] (the "Company"),
a company organized and existing under the laws of the
[Jeddah] of [Saudi Arabia], with its head office located at:

[ADDRESS _____], Saudi
Arabia]

AND: [Pakistan International Airline — Saudi Arabia (the "Airline"), a company
organized and existing under the laws of the [Pakistan]

Individually referred to as a "Party" and collectively as "Parties"

To provide with accommodation / transportation / PCR Test and meal services
in Institutional Quarantine facility to passengers arriving from Pakistan in
conformity of GACA Circular at Jeddah, Medina, Dammam & Riyadh.

➤ NOW THIS DEED WITNESS AS UNDER:

The Airline hereby appoints, and the Company hereby accepts the appointment to
act as the Airline's as one of the recommended SERVICE PROVIDER

I. QUARANTINE PACKAGES & CONDITIONS

- a) The Company will provide Airline quarantine packages attached in Appendix I to
this Agreement.
- b) Quarantine packages are valid for any bookings made on online or with travel agents.
- c) Quarantine packages must show the online QR code for verification.
- d) Any violation prior to handing over the passengers to Service Provider, will be the
responsibility of the PIA
- e) Any violation after handing over the passengers to the Service Providers will be the
responsibility of Service Providers.
- f) Not valid in conjunction with any other promotion or offer.
- g) Offers are subject to change with prior permission of PIA.
- h) Bookings are non-refundable. Except below;
 - If passenger PCR test is positive conducted within 72Hours of flight
departure from Pakistan, in such cases Passenger / Agent will inform service
provider for cancellation of package with proof of the copy of positive PCR
test result. The booking can be change to another date according to
availability or passenger can request full refund for his booking.
 - Cancellation of PIA flight due to any reason.

- Death/Hospitalization of booked passenger (document will be submitted).
 - In case of delay flights, pax quarantine package will be re-schedule accordingly.
- i) All reservations shall be made on attached hotels list provided by M/S. _____.
 - j) Service Provider will be responsible to cater all PIA Quarantine passengers for JED / MED / RUH / DMM / ELQ / ABH Region.
 - k) Service Provider will develop online system to book packages for PIA passengers.
 - l) All PIA passengers will have ease to make payment through online payment link developed by Service Provider showing PK PNR, PK Ticket No, Flight No and Sector No.
 - m) Any penalty imposed by GACA or Other Government Institution to passenger for not following precautionary measures, will not be the responsibility of Service Provider.
 - n) Package prices can vary from hotel to hotel booked; however passenger will have option to choose from the list the package i.e. Budget, 3 Star, 4 star & 5 star packages. Hotel names will be send on email after confirmation of payment.
 - o) Any Fraud transaction by customer to Service Provider will not be the responsibility of PIA.
 - p) Service Provider representative will be at airport to facilitate passengers (Transfers from Airport to Hotel). In case service provider Rep not available at airport and passenger got delayed due this reason and if GACA impose any penalty, service provider will be held responsible for payment. Any Penalty by GACA pertaining to Service Provider mistake will be recovered from Service Provider.

2. PACKAGE INCLUDES:

- 1) Transportation of passenger from Airport to the Hotel within 04hours of arrival.
- 2) 05 days and 03 days accommodation as per GACA travel advisory.
- 3) 03 meals per day preferably Pakistani food.

- 4) 02 PCR tests. (1st on first day of arrival and 2nd on 5th day of arrival) and 01 PCR for 3 days package after 48Hrs. Those who require treatment shall be referred to a hospital if necessary, (at the expense of the state for citizens, residents, and GCC citizens, and at the expense of an insurance company for those arriving on a visitor visa.
- 5) Children up to 6 years old can benefit from accommodation and meals for free, by sharing a bed with their parents, with no more than two children in the double room only, kids from 7 to 12 years old can share the bed with their parents and they will be charged SAR 100 per child. For one child per night, it includes three meals (this subject to change from hotel to hotel).

3. PACKAGE PAYMENT

The company will provide access to their website and mobile application to book the packages and pay through company online payment system, (Master card, Mada, Visa Card & Debit card). To facilitate agents / passengers at Pakistan, Companies also provide Bank Account in Pakistan if possible.

4. INDEMNITY

The Service Provider undertakes and agrees to indemnify and hold harmless PIACL from and against all claims, demands, liabilities, damages and expenses of any nature whatsoever, arising out of or resulting from this agreement whether due to performance / non-performance or poor performance of any agent, sub-contractor, employees staff or otherwise of services provider under this Agreement. In any case, the obligation on the part of the Service Provider to indemnify shall be not be limited to cases where cause(s) giving rise to any such claim, demand, liability, damage, expenses etc. are proven to have been attributed beyond doubt solely to the Service Provider.

5. TAXES AND DUTIES

The Service Provider shall be entirely responsible for charging all taxes, duties and other such levies imposed from client. All such taxes charged by the Service Provider and objections raised by the concerning authorities shall be dealt by the Service Provider.

6. VALIDTY AND TERMINATION

The duration of the agreement will be for a period of six (06) months. This agreement is renewable/extendable for another period of six months subject to mutual consent.–Each party will have the right to terminate this agreement without any reason by giving 15 days' notice.

7. AMENDMENTS

Modifications or additions to this Agreement must be approved in writing by the responsible official of both parties and shall, thereafter, be attached to this Agreement as –Amendments

IN WITNESS HEREOF the parties hereto through their duly authorized officials have set their respective hands on these presents on the date and year first mentioned hereinabove.

Executed in two copies, all in the English language.

| | |
|---|---|
| Signed for and on behalf of the Chairman / CEO Service Provider Co. | Signed for and on behalf of the Country Manager PIA - KSA Pakistan International Airlines |
| Witness – 1 | Witness-1 |
| Witness - 2 | Witness-2 |