

**INVITATION TO BID**

**Wireless Internet Services for PIACL Officials**

**(Ref: GCM/Wireless Internet/ICT/01/22)**

Pakistan International Airlines Company Limited, the national flag carrier, invites sealed bids from PTA license holder service providers/ companies, registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for provisioning Wireless Internet Services for PIACL Officials.

Bidding documents, containing detailed terms and conditions, etc. are available at **[www.piac.com.pk](http://www.piac.com.pk)**. Price of the bidding documents is Rs.10,000 (non-refundable) to be submitted through a pay order in the name of PIACL along with technical proposal.

The bids prepared in accordance with the instructions in the bidding documents, must reach at **Iftikhar M. Usmani, GM Contract Management, Supply Chain Management Department, PIA Head Office, Karachi** on or before **30-05-2022** at **1030 Hrs PST**. Bids will be opened the same day at **1100 Hrs PST**. This advertisement is also available on PPRA website at **[www.ppra.org.pk](http://www.ppra.org.pk)**.

PIACL reserves the right to reject any or all bids or cancel the tender process at any stage in line with PPRA rules.

GM Contract Management  
Supply Chain Management Department,  
PIA Head Office, Karachi.  
Ph: 021 9904 4216, 9904 4101  
E- mail: [gm.cm@piac.aero](mailto:gm.cm@piac.aero),  
[contract.administration@piac.aero](mailto:contract.administration@piac.aero)

Ref: GMCM/Wireless Internet/ICT/01/22

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

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\_\_\_\_\_

**Sub: Wireless Internet Services for PIACL Officials**

Dear Sir/ Madam,

We are pleased to invite your sealed tenders for the services/ 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 tenders addressed to GM Contract Management, Supply Chain Management Department, PIA Head Office, JIAP Karachi latest by **30-05-2022 till 1030 Hrs.** The tenders may be dropped in the tender box marked as “Tender Box Commercial Purchases” placed at the entrance of the PIA Supply Chain Management latest by **10:30 hours** on the specified date. You may also send your tenders through registered A/D mail addressed to GM Contract Management, which must reach before the closing date and time mentioned above. Tenders will be opened at **11:00 hours** on 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 GM Contract Management in this respect shall be final and binding.

3. Bidders are required to submit a Pay Order of Rs. 10,000/- (Not Refundable) as tender fee in the name of M/S PAKISTAN INTERNATIONAL AIRLINES along with Technical Proposal.

**B) EARNEST MONEY/BID SECURITY (For Local Bidders Only)**

The Tender should be accompanied by a Pay Order equivalent to 2% of total contract value 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.

**C) SECURITYDEPOSIT/ PERFORMANCE GUARANTEE (For Local Bidders Only)**

The successful tenders upon award of Contract will be required to furnish security deposit in the amount equivalent to 05% of total tender contract value as interest free Security deposit in shape of Pay Order / Bank Guarantee. The Earnest Money already held can be converted into Security Deposit and balance amount if any shall be deposited as above.

**D) INSTRUCTION TO BIDDER**

**PREPARATIONOFTENDER      “Single Stage Two Envelope Basis”**

- The BID (Tender) submitted shall comprise of a single package containing two sealed envelopes, each envelope shall be marked and will contain “**TECHNICAL**” and “**FINANCIAL**” proposal.
- On the given tender opening date only “**Technical Proposal**” will be opened in the presence of tenderers available.
- The “**Financial Proposal**” shall be shown to the parties but will be retained with PIA without being opened.
- After Technical Evaluation of the received Technical Proposals, Financial Proposals will be opened publicly at the date, time & venue to be announced and will be communicated to the bidders in advance.
- PIA will open the “**Financial Proposals**” publicly of the parties whose Technical Proposals have been found acceptable.
- Financial Proposals of the technically not-acceptable bids shall be remained **un-opened** till the completion of tender process.

**E) PREPARATION OF TENDER - TECHNICALPROPOSAL:**

All mandatory requirements are given in the schedule

Please give all the available technical details of the 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.

PIA’s requirements with Technical Specifications are given.

Bidders **MUST**:

- Be registered with Sales Tax Authorities; please attach copy of Registration Certificate (Local Bidders Only).
- Quote Rates inclusive of GST and other taxes.
- Bid on Prescribed Performa issued by PIA(Schedule-A).
- Affix the company seal on all tender documents.

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

**F) 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) Schedule "A" duly filled in, signed and sealed.
- b) Original Pay Order for Earnest Money.
- c) Undertaking on Rs. 100/= above non-judicial Stamp Paper duly signed and stamped by a Public Notary Oath Commissioner (Local Bidders Only).
- d) The outer cover should bear address of the General Manager Contract Management, PIA SCM Building, Karachi Airport and reference number of the tender with opening date of tender.
- e) All information about the services /material proposed to be supplied must be given as required in the schedule to tender.

**G) PRICES**

- a) The Prices mentioned in the tender will be treated as firm till the completion of Purchase Order /Contract.
- 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 180 days.

**H) DURATION OF CONTRACT**

This contract shall be for a term of Three (03) years.

At the end of the contractual term, the services may be renewed for successive periods of further two terms of 01 year each on same rates terms and conditions on mutual consent basis subject to satisfactory performance.

Yours truly,

**GM Contract Management**  
**Supply Chain Management**  
**PIA Head Office, Karachi**  
**Tel: 021 - 9904 3181, 9904 3081**  
**Email: [gm.cm@piac.aero](mailto:gm.cm@piac.aero)**  
**[contract.administration@piac.aero](mailto:contract.administration@piac.aero)**

## **Wireless Internet Devices**

### **Wireless Internet Services for PIACL Officials**

#### **Introduction**

Pakistan International Airlines Corporation Limited (hereafter referred to as PIACL) is looking for Service Provider(s) to provide Wireless Internet services to its officials. These services shall be provided through Battery operated portable Wireless Internet Router Devices (4 G/ LTE MiFi) so that officials can use them in offices, on the move, and at homes. The coverage area is across Pakistan.

**PIACL** invites vendors to submit proposals according to the terms and conditions listed throughout this document. This Request for Proposal (RFP) will serve to provide vendors with the requirements, evaluation criteria, and other information required for the Battery operated portable Wireless Internet Router Devices (4 G /LTE MiFi) across Pakistan.

#### **Scope of work**

1. Service Provider(s) to provide uninterrupted services to PIACL officials across Pakistan. Services should be 4G or LTE-based and must have downward compatibility to 3G.
2. Service Provider(s) shall provide rates for 100 GB data Buckets. Only PIA ICT department shall provide list of authorized persons and all correspondence related to services shall be done by PIA ICT department. However, if an authorized person consumes more than 100 GB data buckets then the service provider shall directly bill to the authorized subscriber for additional data after. PIACL will not pay for additional data.
3. For bid value calculation purpose, 100 Devices can be considered; however, this number is neither a guarantee nor a capping and shall be considered just for bid value calculation. Billing will be submitted to PIACL, I&CT Department and paid on an actual number of devices as per data buckets rates.
4. These services will be acquired for three (3) years.
5. PIACL will sign a contract with the successful bidder. The contract's terms and conditions will be finalized after vendor selection. However, this contract by no means shall provide exclusivity rights to the selected Service Provider for these services. PIACL may acquire the same services with other service providers (s) as per need and service quality across Pakistan.
6. Faulty/out-of-order devices shall be considered for free replacement. Replacement time must be within 24 hours after launching a replacement request.
7. Agreement will be finalized and signed with successful bidder later with mutual consent.

### **Duration and Termination**

1. This contract shall be for a term of Three (03) years.
2. At the end of the contractual term, the services may be renewed for successive periods of further two terms of 01 year each on same rates terms and conditions on mutual consent basis subject to satisfactory performance.
3. Either Party may without prejudice to its other rights under the law or in equity terminate the Agreement by notice in writing of sixty (60) days, at any time during the term of this Agreement.
4. Agreement will be finalized with successful bidder later on.
5. Agreement shall be governed and interpreted in accordance with the Laws of Pakistan.

### **General Terms & Conditions**

1. Incomplete and conditional responses will not be entertained.
2. PIACL reserves the right to accept/reject wholly or partially any response or cancel the tender process altogether at any stage without assigning any reason.
3. Responses are liable to be rejected if; they are not conforming to the terms, conditions, and specifications stipulated in this document.
4. Responses submitted via email or fax will not be entertained
5. Vendor shall submit a financial bid on the basis of 100 devices. Bid Security and Performance Guarantee will be calculated as the Rate multiplied by 100 devices for a period of 3 years.
6. During the three years' contract period, the number of devices may vary according to PIACL need. Payment shall be made at an actual number of active devices in use of PIA
7. Bid Security/Earnest Money shall be furnished by the bidder 2% of total bid value along with financial bid.
8. Performance Guarantee/Security Deposit equal to 5% of the total contract value shall be provided by the selected bidder(s) up to the satisfaction of PIACL before the execution of the Agreement.

### **Acceptance, Award, and Rejection**

1. PIACL reserves the right to terminate the process without awarding the contract.

2. PIACL reserves the right to accept or reject any part, or all, of each proposal submission and/or not to make an award if none of the proposals received meet the requirements.
3. PIACL will not be responsible in law or in equity to any proponent for any claim for losses or damages, or any other relief, arising out of the RFP process including the selection or rejection of any particular section of this proposal.
4. PIACL interpretation of the contents of the official proposal documents shall prevail.
5. PIACL reserves the right to select as many vendors as it deems necessary.

### **Terms of Payment**

1. Payment shall be released after delivery of services in accordance with the requirements of this agreement and up to the satisfaction of the Company within 45 days after the submission of invoice and relevant documents. Payments will be made in Pak Rupees on monthly basis. Payments will be made as per the actual number of devices utilized by PIACL.
2. All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan for the whole period starting from the issuance of Acceptance Letter, till termination of the signed agreement in this regard. In case of any compromised services or any payables, Government taxes which the service provider fails to deposit, such payments may be subjected to deductions of any amount payable by the Service Provider to the Company, in case of services compromised or any government taxes which the service provider fails to deposit including but not limited to damages, etc.
3. No Advance payments shall be made.

### **Devices' Specification–**

#### **Battery operated portable Wireless Internet Router Devices (4 G / LTE MiFi)**

1. Imported make European / American /Branded China Companies with minimum 01 year Warranty.
2. Compatible with All Internet Devices (Clients)
3. Plug & Play
4. Supports Wi-Fi 2.4GHz and 5 MHz bands
5. Connect up to minimum of 4 WiFi devices
6. LTE/4G/3G/2G fallback option available
7. USB Charger with cable for charging and Connectivity
8. Minimum Device Operation Time on Battery is : 3- 4 hours
9. Rechargeable High Capacity Lithium ion Battery minimum 3000-4000 mAh

### **Evaluation Criteria**

All the Bidders qualifying the below mandatory requirement and Technical requirement will be eligible for the opening of a financial quote/ bid. Bidder(s) must comply with all the Mandatory Requirements Section. Failure to meet any will result in disqualification of the bid. Further, bidder(s) must acquire 30 Marks from the Technical Requirements Section. Acquiring less than 30 Marks in technical bid will result in disqualification.

### **Mandatory Requirements**

<b>S. No.</b>	<b>Description</b>	<b>Documents</b>
1	Must comply with all the requirements and specifications mentioned Scope of Work and Device Specifications sections of this RFP.	Attach compliance sheet (Y/N or further detail if required) for every point mentioned in these sections
2	The service provider must have a valid PTA license to provide services in Pakistan and any other relevant licenses from PTA.	License Copy
3	The proposed battery operated portable Wireless Internet Router Devices (4 G /LTE MiFi) shall be 100% compatible with all Clients Devices/Systems which have requirements of internet connection.	Undertaking required by service provider
4	Service Provider must have 4G/LTE license to provide broadband internet services.	License Copy
5	NTN and SECP registration certificate	License Copy



**Technical Requirements**

**Total marks are 55, qualifying marks are 30, Weightage is 40%**

<b>S#</b>	<b>Description</b>	<b>Documents</b>	<b>Points</b>
1	PTA Certified coverage Map with details of Service Quality levels	Coverage map /QOS detail soft copy	Max : 25 2 <sup>nd</sup> Max: 18 3 <sup>rd</sup> Max: 10 Rest: 05
2	Any software upgrade will be free of cost during the contract period	Confirmation on company's letterhead	Free of cost :05 Rest : 0.0
3	Must have Offices in Karachi, and in major cities of Pakistan	Office addresses	8 Locations = 05 3 Locations = 03
4	Faulty Device Replacement Time		Within 24 hrs = 10 Between 24 to 48 hrs = 08 Rest: 03
5	Complain Center with Key Account Manager availability	Confirmation on company's letterhead	24/7 Availability = 10 9-5 Availability = 5
<b>Total</b>			<b>55</b>

**Financial Bid****Total marks are 45, Weightage is 60%**

Bidder must submit the following information in financial bid:

<b>S#</b>	<b>Description</b>	<b>Points</b>
1	Lowest Bid	Lowest : 40 2 <sup>nd</sup> Lowest : 30 Rest : 20
2	No of Months Per Year Billing Waiver(s)	Maximum: 05 2nd Maximum: 03 Rest : 0.0

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**Schedule A**

**Wireless Internet Services for PIA CL Officials**

Description	Total Amount (PKR) excluding Taxes
Monthly price per device For 100 GB Package(A)	
Device price (if any) (B)	
Any other Cost(C)	
Monthly Fixed IP price	
Additional Data Bundle per GB price	
<b>Total Bid Price = [Ax(36 Months - Free Months*) + B + C ] x 100</b>	
<b>Taxes (if applicable) PKR</b>	
<b>Total value for 03 years (36 months) including tax (if applicable) PKR</b>	

\* **Free Months** = No of Months of Billing Waiver(s) over 3 years

Bid Price will be considered exclusive of taxes.

**Agreement will be finalized with successful bidder later on.**

**INTEGRITY PACT / DISCLOSURE CLAUSE**

**(To be submitted on Company's Letterhead)**

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Suppliers, Vendors, Distributors, Manufacturers, Contractor & Service Providers of Goods, Services & Works\_\_\_\_\_ the Seller / Supplier / Contractor hereby declares its intention not to obtain the procurement of any Contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative sub-division or agency thereof or any other entity owned or controlled by it (GOP) through any corrupt business practice.

Without limiting the generality of the forgoing the Seller / Supplier / Contractor 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, agent, 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 Government of Pakistan, except that which has been expressly declared pursuant hereto.

The Seller / Supplier / Contractor 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 Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The Seller / Supplier / Contractor 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 Government of Pakistan under any law, contract or other instrument, be void-able at the option of Government of Pakistan.

Notwithstanding any rights and remedies exercised by Government of Pakistan in this regard, the Seller / Supplier / Contractor agrees to indemnify Government of Pakistan for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of Pakistan in any amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Seller / Supplier / Contractor as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever from Government of Pakistan.

(To be submitted on Rs. 100 Stamp Paper)

General Manager Contract Management  
Supply Chain Management Department  
Pakistan International  
Airlines Karachi

Subject: Undertaking to Execute Contract

Dear Sir,

1. We/I, the undersigned tenderer do hereby confirm, agree and under take to do following in the event our/my tender for supply/Services of \_\_\_\_\_ to PIACL is approved and accepted:
2. That we / I will into and execute the formal contract, a copy of which has been supplied to us / me, receipt whereof is hereby acknowledge and which has been studied and under stood by me / us without any change, amendment, revision or addition thereto, within a period of seven days when required by PIACL to do so.
3. That all expense in connection with the preparation and execution of the contract including stamp duty will be borne by us /me.
4. That we / I shall deposit with PIA the amount of security as specified in the contract which shall continue to be held by PIACL until three months after expiry of the contract period.
5. That in event of our / my failure to execute the formal contract within the period of seven days specified by PIACL the Earnest money held by PIACL shall fortified and we / I shall not question the same.

Tenderer's Signature \_\_\_\_\_

Name in full \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

—

Phone /Fax# \_\_\_\_\_

CNIC \_\_\_\_\_

Seal \_\_\_\_\_

Date \_\_\_\_\_

Email Address: \_\_\_\_\_