

**INVITATION TO BID**

**Cellular Services for PIACL Officials**

**(Ref: GMCM/Cellular Services/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 of Cellular Services to PIA 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 **27-04-2022 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/Cellular Services/ICT/01/22

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

\_\_\_\_\_

\_\_\_\_\_

Sub: Cellular Services for PIACL Officials.

Dear Sirs,

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 **27-04-2022 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 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 10% 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**

The Agreement shall be for a term of three (03) years from the Effective Date hereof starting from ----- to ----- . After three years, the Agreement may be renewed for further two terms of 01 year each subject to PIA requirement, and subject to satisfactory performance and with the mutual consent of the Parties on same terms and conditions of the present agreement.

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)**

**Request for Proposal**

**PAKISTAN INTERNATIONAL AIRLINES**

**Cellular Services for PIACL officials**

**Introduction**

Pakistan International Airlines (hereafter refer to as PIACL) is looking for Service Provider to provide Cellular Services to its officials. These services shall include free On & Off Net Calls, On & Off Net SMS and 4G/LTE based Data Packages. Coverage area is across Pakistan. Initial requirement is for approximately 400 users with International roaming facility (on authorization by PIA ICT Department if and when required). Contract term will for three (03) years. The number of users is neither a guarantee nor a capping and shall be considered just for bid value calculation. Billing will be submitted and paid on an actual number of subscribers.

**PIACL** invites vendors to submit proposals on Single Stage Two Envelop basis, 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 **Cellular Services** across Pakistan.

**Scope of work**

1. Service provider to provide uninterrupted services to PIACL officials across Pakistan. Services must be 4G LTE-based and must have downward compatibility to 3G.
2. Service Provider shall provide services and quantity to PIACL officials based on per month packages:

**Package – 1**

- a) Minimum Free Minutes On-Net (30 Sec) = 300 Minutes
- b) Minimum Free Minutes Off-Net Including Landline/PTCL/NTC/Others (30 Sec) = 100 Minutes
- c) Minimum Free SMS On-Net = 200
- d) Minimum Free SMS Off-Net = 100
- e) Data Buckets of 5 GB 4G/LTE
- f) Minimum CUG = 500 free Minutes

**Package – 2**

- a) Minimum Free Minutes On-Net (30 Sec) = 500 Minutes
- b) Minimum Free Minutes Off-Net Including Landline/PTCL/NTC/Others (30 Sec) = 200 Minutes
- c) Minimum Free SMS On-Net = 350
- d) Minimum Free SMS Off-Net = 200

- e) Data Buckets of 5 GB 4G/LTE
- f) Minimum CUG = 500 free Minutes

**Package – 3**

- a) Minimum Free Minutes On-Net (30 Sec) = 1000 Minutes
- b) Minimum Free Minutes Off-Net Including Landline/PTCL/NTC/Others (30 Sec) = 500 Minutes
- c) Minimum Free SMS On-Net = 700
- d) Minimum Free SMS Off-Net = 500
- e) Data Buckets of 5 GB 4G/LTE
- f) Minimum CUG = 750 free Minutes

**Package – 4**

- a) Minimum Free Minutes On-Net (30 Sec) = 1500 Minutes
- b) Minimum Free Minutes Off-Net Including Landline/PTCL/NTC/Others (30 Sec) = 750 Minutes
- c) Minimum Free SMS On-Net = 1000
- d) Minimum Free SMS Off-Net = 750
- e) Data Buckets of 10 GB 4G/LTE
- f) Minimum CUG = 1000 free Minutes

**Package – 5**

- a) Minimum Free Minutes On-Net (30 Sec) = 2000 Minutes
- b) Minimum Free Minutes Off-Net Including Landline/PTCL/NTC/Others (30 Sec) = 1000 Minutes
- c) Minimum Free SMS On-Net = 1500
- d) Minimum Free SMS Off-Net = 750
- e) Data Buckets of 10 GB 4G/LTE
- f) Minimum CUG = 1500 free Minutes

**Package – 6**

- a) Minimum Free Minutes On-Net (30 Sec) = 2500 Minutes
- b) Minimum Free Minutes Off-Net Including Landline/PTCL/NTC/Others (30 Sec) = 1500 Minutes
- c) Minimum Free SMS On-Net = 2500

- d) Minimum Free SMS Off-Net = 1000
- e) Data Buckets of 15 GB 4G/LTE
- f) Minimum CUG = 2500 free Minutes

**Package –7**

- a) Minimum Free Minutes On-Net (30 Sec) = 3000 Minutes
- b) Minimum Free Minutes Off-Net Including Landline/PTCL/NTC/Others (30 Sec) = 2000 Minutes
- c) Minimum Free SMS On-Net = 3500
- d) Minimum Free SMS Off-Net = 2000
- e) Data Buckets of 30 GB 4G/LTE
- f) Minimum CUG = 3500 free Minutes

3. SIMs must be activated after 01 business day of issuing requests and delivering required documents.

4. Service Providers must establish a mechanism for PIACL officials for Finger Print/Biometric registration/verification at major cities across PIA offices in Pakistan.

5. Number Portability shall be the responsibility of the Selected Service Provider who will bear PTA charges in this regard.

6. If an authorized subscriber desires to migrate his/her personal number to official number, it would be the responsibility of the Service Provider to arrange the portability through PTA.

**General Terms & Conditions**

- a) Incomplete and conditional responses will not be entertained.
- b) 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.
- c) Responses are liable to be rejected if; they are not conforming to the terms, conditions and specifications stipulated in this document.
- d) Responses submitted via email or fax will not be entertained

**Acceptance, Award And Rejection**

- a) PIACL reserves the right to terminate the process without awarding the contract.
- b) 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.
- c) 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.
- d) PIACL interpretation of the contents of the official proposal documents shall prevail.

For any technical queries, please contact DGM Communication at [khixepk@piac.aero](mailto:khixepk@piac.aero).  
 Tel: 021 9904 4854, 99043115

## **BID EVALUATION**

The responses will be evaluated as per requirements mentioned in Evaluation Criteria Section of this RFP. For qualifying, bidders shall fulfill all the requirements as laid out in Section “Mandatory Requirements” of Evaluation Criteria. If any of the mandatory requirements is not met by the bidder, the bid will be canceled straightaway and no further consideration will be given. Moreover, bidders will have to secure 65% marks in the Section “Technical Requirement”. Scoring less than 65% will disqualify the bid. Weightage of financial bid is 70% and technical bid is 30%. Contract will be awarded on total weightage factor of technical and financial proposals which is 30%-70% respectively.

## **EVALUATION CRITERIA**

### **MANDATORY REQUIREMENTS**

S.No.	Description	Documents
1	Must comply all the requirements and specifications mentioned Scope of Work section of this RFP.	Attach compliance sheet (Y/N or further detail if required) for every point mentioned in these sections
2	Service provider must have a valid PTA license to provide services in Pakistan and other relevant licenses from PTA	Licenses copies
3	NTN and or SECP registration certificate	Relevant certificate
4	Service Provider must have 4G/LTE license to provide broadband internet services	License's copy
5	Must have Offices in Karachi, Lahore, Islamabad, Peshawar and Quetta.	Office addresses
6	The company must provide 4G coverage area map across Pakistan.	PTA Certified/verified map
7	Company must submit 4G signal strength wise map/graph of all locations/areas in Karachi, Lahore, Islamabad, Peshawar and Quetta.	
8	Service provider will ensure International Roaming services	
9	Draft Service Level Agreement	SLA
10	24/7 Complain Center	
11	Any technological upgrade shall be provided free of cost during the term of contract.	
12	Any software upgrade will be free of cost during contract period	
13	Any future/existing legal compliance for the services described in the Scope of Work section of this RFP as imposed via Govt. Legislation and/or international standards on the said services, shall be the responsibility of the Service Provider and must be done free of cost	



	during the term of the contract.	
14	The selected Service Provider shall ensure that service remains un-interrupted and tariff package also remain unchanged in case of business merger with other Service Provider.	
15	Service provider must provide detailed monthly bills in soft copies	

### **TECHNICAL REQUIREMENTS**

**Total marks are 100, qualifying marks are 65%, Weightage is 30%**

S.No.	Description	Marks	Documents
1	PTA Certified coverage area map/city wise list across Pakistan. This is pertaining to Calls and SMS services.	<b>20</b> Company having largest area coverage area city wise, will get 20 Marks while companies on 2 <sup>nd</sup> , 3 <sup>rd</sup> places will get 15, 10 Marks accordingly. Rest of the bidder will get 5 each	Certified/verified list
2	Company must submit PTA Certified 4G coverage area map/graph/latest survey reports of all locations/areas across Pakistan. Service provider required to mention the areas where 4G services are not available. For those areas 3G coverage map must be submitted.	<b>20</b> Company having highest number of coverage locations collectively for 4G services will get 20 Marks while companies on 2 <sup>nd</sup> , 3 <sup>rd</sup> places will get 15, 10 Marks accordingly. Rest of the bidder will get 5 each.  No points shall be given for 3G coverage.	Map/Graph/Survey Report
3	Financial Strength	<b>10</b> 500-1000 Million PKR = 5 More than 1000 Million PKR= 10	Last two years audited reports
4	Number of years in business	<b>20</b> 5-8 years = 10 9+ years = 20	Company registration certificate
5	Similar services provided to Government / private multinational Companies / Banks in last two years	<b>20</b> 1-3 projects = 5 4-6 projects = 10 7+ projects = 20	Purchase Orders/Customer's references
6	Any Additional Services/offers	<b>10</b> 1 additional offer=5 2 or + offers = 10	

**Schedule- A**
**Financial Criteria**
**Total marks are 100, weightage is 70%**

Bidder must submit the following rates excluding Tax in a financial bid based on 3 years contract as per the given format. Taxes shall be subject to change as per Government Policy during the term of the contract. The quantity given at Points 2- 6 is just for calculation purposes. This is by no means any kind of guarantee. Billing shall be done on the actual number of calls, SMS, and Data usage (after the expiry of free services). The cost will be considered based on three (03) years period. Marks distribution is as follows:

S. No	Description	Unit Rate	Monthly Cost	3 Years Cost	Applicable Tax ____%	Total Cost (Incl. Tax) KR
1	Line Rent (LR)	Package 1 to 7	Total Monthly Line Rent of All Packages (M)	$LR = M*12*3$		$TC1 = LR$
2	Off-Net Calls (30 Sec) after consumption of free minutes		100 Calls/month * Unit Rate (C1)	$OFC = C1*12*3$		$TC2 = OFC$
3	ON-Net Calls (30 Sec) after consumption of free minutes		100 Calls/month * Unit Rate (C2)	$ONC = C2*12*3$		$TC3 = ONC$
4	Off-Net SMS after consumption of free SMS		300 SMS/month * Unit Rate (S1)	$OFSMS = S1*12*3$		$TC4 = OF SMS$
5	ON-Net SMS after consumption of free SMS		300 SMS/month * Unit Rate (S2)	$ONSMS = S2*12*3$		$TC5 = ON SMS$
6	Additional Data (1 GB)		Unit Rate (D)	$BUCKET = D*12*3$		$TC6 = BUCKET$
<b>Grand Total for 3 Years Excluding Tax (Tax rates will be applicable as per Govt Policy)</b>						<b>G = TC1+TC2+TC3+TC4+TC5+TC6</b>
7	Bill Waivers		Waived Months/Year (F)	$W = F*3$		<b>Final Cost of Bid = G - W</b>
				<b>Final cost of bid will be considered after deduction of the amount of waivers offered by the bidder. If waivers will not be provided by any Vendor, then G will be considered as Final Cost of Bid.</b>		

**Lowest Bidder: 100 Marks**

**2<sup>nd</sup> Lowest: 75 Marks**

**3<sup>rd</sup> Lowest: 50 Marks**

**Rest of Bidders: 30 Each**

**DURATION AND TERMINATION**

- a. The Agreement shall be for a term of three (03) year from the Effective Date hereof starting from ----- to ----- . After three years, the Agreement may be renewed for further two terms of 01 year each subject to PIA requirement, and subject to satisfactory performance and with the mutual consent of the Parties on same terms and conditions of the present agreement.
- b. Either Party may without prejudice to its other rights at law or in equity terminate the Agreement by a notice in writing of sixty (60) days, at any time during the term of this Agreement.

**TERMS OF PAYMENT**

- a) Payment shall be released after delivery of services in accordance with the requirements of this agreement and up to the satisfaction of Company within 45 days after the submission of invoice and relevant documents. Payments will be made in Pak Rupees on quarterly basis. No advance payment shall be made.
- b) 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 issuance of Acceptance Letter i.e. till termination of the signed agreement in this regard. These payments may be subjected to deductions of any amount payable by the Service Provider to the Company, including but not limited to damages etc.

## **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: \_\_\_\_\_