

REF: GM (P)/ CAC/CONT/CAFETERIAS KHI/2020/1

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

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**SUB: OPERATING CAFETERIAS FOR PIA EMPLOYEES (OFFICERS & STAFF)**  
**AT KARACHI.**

Dear Sirs,

We are pleased to invite your sealed tenders for the item mentioned above. 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 General Manager Procurement, PIA Supply Chain Management Building, JIAP Karachi latest by **09-11-2020 1030hrs.** The tenders may be dropped in the tender box marked as “**Tender Box Commercial Purchases**” placed at the entrance of the PIACL Supply Chain Management Building latest by **10:30** hours on the specified date. You may also send your tenders through registered A/D mail addressed to General Manager Procurement, which must reach before the closing date and time mentioned above. **Tenders will be opened at 11:00 hours** 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 General Manager Procurement in this respect shall be final and binding.

3. Bidders are required to submit a Pay Order of Rs. 3000/- (Non-Refundable) as tender fees along with Technical Proposal (Local Bidders).

**B) EARNEST MONEY (Local Bidders Only)**

The Tender should be accompanied a Pay Order payable (valid for 180 days from the date of tender opening) equivalent to 2% of total bid value in the name of M/S PAKISTAN INTERNATIONAL AIRLINES as interest free Earnest Money (Refundable). Earnest Money in shape of Bank Guarantee / Insurance Guarantee and 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) SECURITY DEPOSIT (Local Bidders Only)**

The successful tenderer upon award of Contract / Purchase Order will be required to furnish security deposit (Pay Order OR Bank Guarantee) in the amount equivalent to **10%** of total tender value stated in the Letter of Acceptance as interest free Security deposit and to remain valid 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.

D) Instruction to Bidder

**PREPARATION OF TENDER “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).
- Be registered with EOBI (please attach copy of registration certificate)
- Quote Rates, GST, and other taxes separately.
- Bid on Prescribed Performa issued by PIA.
- 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 – FINANCIALPROPOSAL**

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 Procurement, 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) **Hand written Bid via pen/ marker/ pointer etc will not be acceptable. Only typed bid/ typed unit rates will be accepted and not otherwise or Transparent TAPE should be pasted on/ WRITTEN RATES. Non-compliance of above on of both instructions may cause of REJECTION of YOUR BIDS.**
- d) Offers must be valid for 180 days.

H) Duration of Contract

Contract will be awarded for the period one year further extendable two more terms on same rates terms and condition subject to satisfactory performance on mutual consent basis.

Yours truly,

**Muhammad Usman Akhtar**  
**General Manager Procurement**  
**Supply Chain Management PIA Head Office, Karachi.**  
**Ph: 021 9904 3081, 9904 4423**  
**Email: khijzpk@piac.aero, contract.administration@piac.aero**

**Tender Schedule "A"**

AA SNo.	Item Description	Average Consumption Per Month	Rate(Rs) subsidy	Monthly Impact of PIA Subsidy	Impact for 11 months
1	Meal	50,100			
2	Breakfast	10,120			
3	Tea	10,120			
					Total Rs.
<b>BB For the Month of Ramazan</b>					
SNo.	Item Description	Average Consumption per Month	Rate Rs. Subsidy	Monthly Impact of PIA Subsidy	
1	Iftari	12,150			
2	Sehri	12,150			
3	Tea	12,150			
					Total Rs.
Total Annual Impact subsidy					AA +BB
Tax if applicable					Rs.
2% Earnest Money					

**Tender Schedule “ B “**

**PAKISTAN INTERNATIONAL AIRLINES CORPORATION**

**WEEKLY MENU**

**BREAK FAST**

<b>S.No</b>	<b>Days (Monday to Sunday)</b>	<b>Qty</b>
1	Egg Fried/Boiled/Omelet	01
2	Bread Slice	04
3	Tea	01

**PAKISTAN INTERNATIONAL AIRLINES CORPORATION**
**WEEKLY MENU**
**MENU FOR LUNCH/DINNER**

<b>S.NO</b>	<b>DAY</b>	<b>ITEM</b>
1	<b>Monday</b>	i. Chicken Biryani
		ii. Daal Mash
		iii. Roti
		iv. Custard
2	<b>Tuesday</b>	i. Chicken Qorma
		ii. Dall Channa
		iii. Roti
		iv. Zarda
3	<b>Wednesday</b>	i. Chicken Curry
		ii. Seasonal Vegetable
		iii. Roti
		iv. Suji Halwa
4	<b>Thursday</b>	i. Muton Curry
		ii. Seasonal Vegetable
		iii. Roti
		iv. Zarda
5	<b>Friday</b>	i. Beef Pulo
		ii. Daal Channa
		iii. Roti
		iv. Kheer
6	<b>Saturday</b>	i. Chicken Curry
		ii. Daal Masha
		iii. Roti
		iv. Suji Halwa
7	<b>Sunday</b>	i. Aloo Qeema
		ii. Daal Masoor
		iii. Roti
		iv. Kheer

**PAKISTAN INTERNATIONAL AIRLINES CORPORATION**  
**WEEKLY MENU**  
**MENU FOR IFTARI DURING THE HOLY MONTH OF RAMZAN**

S.NO	DAY	IFTARI	
		ITEMS	QTY
1	Monday	i. Pakora Mix	1 Plate (100 grams)
		ii. Aloo Cholay	1 Plate
		iii. Fruit Mix	1 Plate
		iv. Sharbat	2 Glass
		v. Dates	5 each
2	Tuesday	i. Dahi Phulki	1 Plate (100 grams)
		ii. Aloo Cholay	1 Plate
		iii. Fruit Mix	1 Plate
		iv. Sharbat	2 Glass
		v. Dates	5 each
3	Wednesday	i. Chapli Kabab	1 Plate (100 grams)
		ii. Aloo Cholay	1 Plate
		iii. Fruit Mix	1 Plate
		iv. Sharbat	2 Glass
		v. Dates	5 each
4	Thursday	i. Pakora Mix	1 Plate (100 grams)
		ii. Aloo Cholay	1 Plate
		iii. Fruit Mix	1 Plate
		iv. Sharbat	2 Glass
		v. Dates	5 each
5	Friday	i. Dahi Phulki	1 Plate (100 grams)
		ii. Aloo Cholay	1 Plate
		iii. Fruit Mix	1 Plate
		iv. Sharbat	2 Glass
		v. Dates	5 each
6	Saturday	i. Pakora Mix	1 Plate (100 grams)
		ii. Aloo Cholay	1 Plate
		iii. Fruit Mix	1 Plate
		iv. Sharbat	2 Glass
		v. Dates	5 each
7	Sunday	i. Chapli Kabab	1 Plate (100 grams)
		ii. Aloo Cholay	1 Plate
		iii. Fruit Mix	1 Plate
		iv. Sharbat	2 Glass
		v. Dates	5 each

**PAKISTAN INTERNATIONAL AIRLINES CORPORATION**  
**WEEKLY MENU**  
**MENU FOR DINNER DURING THE HOLY MONTH OF RAMZAN**

S.NO	DAY	ITEM
1	<b>Monday</b>	i. Chicken Biryani
		ii. Raita
		iii. Daal (any) with Roti
2	<b>Tuesday</b>	i. Chicken Karahi
		ii. Brown Rice
		iii. Roti
3	<b>Wednesday</b>	i. Mutton Karachi
		ii. Plain rice
		iii. Roti
4	<b>Thursday</b>	i. Aloo Qeema
		ii. Brown rice
		iii. Roti
5	<b>Friday</b>	i. Beef Pulao
		ii. Daal with Roti
		iii. Raita
6	<b>Saturday</b>	i. Chicken Masala
		ii. Plain rice
		iii. Roti
7	<b>Sunday</b>	i. Qeema Fried
		ii. Daal Maash
		iii. Roti



**PAKISTAN INTERNATIONAL AIRLINES CORPORATION**  
**WEEKLY MENU**  
**MENU FOR SEHRI DURING THE HOLY MONTH OF RAMZAN**

S.NO	DAY	ITEM
1	<b>Monday</b>	i. Chicken Masala
		ii. Daal Channa
		iii. Roti/Paratha
		iv. Curd
		v. Milk Pheyni
2	<b>Tuesday</b>	i. Chicken Karhai
		ii. Seasonal vegetable
		iii. Roti/Paratha
		iv. Curd
		v. Milk Pheyni
3	<b>Wednesday</b>	i. Mutton Fry
		ii. Daal Maash
		iii. Roti/Paratha
		iv. Curd
		v. Milk Pheyni
4	<b>Thursday</b>	i. Aloo Qeema
		ii. Daal Moong
		iii. Roti/Paratha
		iv. Curd
		v. Milk Pheyni
5	<b>Friday</b>	i. Beef Karahi
		ii. Vegetable
		iii. Roti/Paratha
		iv. Curd
		v. Milk Pheyni
6	<b>Saturday</b>	i. Chicken Masala
		ii. Daal Masoor
		iii. Roti/Paratha
		iv. Curd
		v. Milk Pheyni
7	<b>Sunday</b>	i. Qeema Fried
		ii. Vegetable
		iii. Roti/Paratha
		iv. Curd
		v. Milk Pheyni

**SPECIAL NOTE:**

*Above items to be served in Sehri with the following composition*

- i- Best quality of 08 plates Curd in one Kilogram
- ii- Best quality of 40 plates Milk Pheyni in one Kilogram Pheyni and 6 litters pure Milk with 2 Kg Sugar.
- iii- Paratha/Nan 06 (175 gram) Paratha/Nan from best quality of one Kilogram Atta.

**DRAFT OF AGREEMENT CONTAINING TERMS & CONDITIONS  
FOR OPERATING CAFETERIAS FOR PIA EMPLOYEES (OFFICERS & STAFF)  
AT KARACHI**

This agreement is made at Karachi on-----between Pakistan International Airlines Corporation Limited, a public limited company incorporated and governed by and under the laws of Pakistan having its registered Head Office situated at Jinnah International Airport Karachi (here in after called as the “PIACL”) of the one party) which expression shall mean and include its employees, Agents, successors, assigns, or any other person (s) which may derive any title under PIACL;

AND

\_\_\_\_\_ established under the laws of Pakistan having its office at \_\_\_\_\_ (hereinafter referred to as "Contractor") which Expression shall mean and include its employees, agents, successors, assigns, or any other person (s) Which may derive any title under [name of the contractor].

The PIA and/or PIACL and the Contractor may individually be referred to as a “Party” and collectively be referred to, as “Parties”, respectively, to the context of this Agreement so requires.

WHEREAS the contractor is successful bidder for provision of breakfast/tea and choice of meals for lunch & dinner (Sehri, Iftari & Dinner in the month of Ramdan) as per attached menu and the PIA has agreed to award the contract for supply of same to PIA employee in 18 Cafeterias at Karachi.

NOW THIS DEED WITNESSED with the following terms & conditions:-

- 1) “PIACL” wherever the word occurs in this document shall mean Pakistan International Airlines Corporation Limited or its authorized representative.

“CONTRACTOR” wherever the word occurs in this document shall mean the contracting firm / the person to whom this document is addressed or his authorized representative and shall include his employees / labour

- 2) PERIOD:

Contract shall be effective from----- to ----- extendable for another two terms as per requirement of PIACL, and/or upon satisfactory performance and willingness from the both parties in writing to extend the contract on same terms & conditions.

- 3) EXIT CLAUSE:

Either party may terminate the contract by serving upon the other party a notice in writing of 60 days through registered AD mail without assigning any reason thereof after clearing and making at the due payments, outstanding bills, demands and claim/settlement of liabilities to each other.

- a) Without prejudice to any other available rights / remedies PIACL shall have the right to terminate this contract at its option for any reason specifically provided hereunder or otherwise in case of any breach of this contract by contractor by giving notice in writing of 30 days.
- b) Company shall be entitled to terminate this contract forthwith at any time upon serving notice in the event of misconduct either on the part of the Service Provider or its employees or non-performance of responsibilities and services by the Service Provider under provisions of this contract.
- c) The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

- 4) The PIACL shall provide the following facilities
  - Dining halls, pantries and tandoor rooms
  - Kitchen with Gas Stoves/ Burners for cooking purposes
  - Water
  - Gas & Electricity
  - Furniture
  - Air conditioners, Fans, Lights
- 5) Utilities, such as Water, Gas and Electricity, will be provided by PIA free of charge, subject to availability from the source. In case, these utilities are not available from source, the contractor shall not be entitled to the payment of any compensation including the utilities bills, rebate or subsidy and he will make alternate arrangements at its own cost.
- 6) Geysers and water coolers have been installed by PIA in the employee Cafeteria; however, contractor shall not demand any kind of equipment, fixtures, space or room, if not available at source.
- 7) Hygienically recommended Crockery, Cutlery, Deep freezer will be provided by the contractor in sufficient quantity to meet the actual requirement for providing meal service. Deep freezers can be used for a temporary period, maximum 24 hours for the uncooked food items only. In no way cooked food items shall be stored / freeze in the deep freezers.
- 8) Hygienically recommended Cooking utensils shall be provided by the contractor in sufficient quantity. He will ensure that these are properly cleaned / nicked and meeting the highest hygienic standard.
- 9) The contractor shall be responsible to keep the premises clean at its own cost. The contractor shall ensure to maintain high standard of cleanliness and hygiene.
- 10) The number of Cafeteria may be increased or decreased at the sole discretion of PIA and otherwise on the basis of average daily consumption.
- 11) The number of daily consumption may be increased or decreased upto 30% at the sole discretion of PIA and contractor shall be liable to provide meal on the same rate, terms & conditions.
- 12) If an official lunch/dinner is arranged at the employee cafeteria and food is procured from outside, the contractor will be entitled to claim Rs, 20 per head as Service Charges.
- 13) Fumigation of the premises shall be carried out by the contractor at its own cost.
- 14) Weekly Menu attached herewith (**Tender Schedule-B**).
- 15) The menu shall be displayed at all the locations on daily basis.
- 16) The contractor shall serve excellent quality food to the PIA Employee.
- 17) The menu is subject to change(s) that may be made by GM Welfare & IR/AM IR & Canteens, However, changes involving increase in number of days on which Biryani/ Chicken /Vegetable / Mutton dishes etc are to be served will be made by mutual consultation with the contractor by giving 7 days' notice.

- 18) All dishes shall be served from the counter and weight shall not be less than 200 grams uncooked whereas portion control of other main dish shall not be less than 150 grams.
- 19) In case of implementation of buffet system (if desired by management) the contractor will maintain sufficient quantity of food stuff to the entire satisfaction of the employees taking lunch or dinner in the cafeteria. In case of shortage of food stuff will be arrange at contractor's cost.
- 20) The employee will make Cash Payment/Coupons/TMS attendance report (whichever decided by approving authority to contractor at the counter of staff Canteens as approved by the management at following rates:

S.No	Description	Staff Contribution	Officers Contribution
i.	Meal (Lunch, Dinner)	Rs. 25	Rs. 35
ii.	Breakfast	Rs. 12	Rs. 15
iii.	Tea	Rs. 05	Rs. 05
iv.	Iftari	Rs. 25	Rs. 35
v.	Dinner (Ramdan)	Rs. 25	Rs. 35
vi.	Sehri + Meal	Rs. 25	Rs. 35

- 21) Payment for tea and lunch served to PIACL's guests shall be paid separately on submission of a separate bill duly verified by the General Manager Welfare IR/AM IR/Canteen as the case may be.
- 22) The contractor shall use excellent quality materials for preparation of tea and food items. Such materials will be subject to inspection by Canteen officer or any officer authorized in this behalf by PIACL. The entire cooked stuff will be rejected by canteen officer in case it is not up to the required and recommended standard and no payment will be made for the rejected food items to the contractor. In this event, required foodstuff / tea will be purchased from the market at the cost of contractor.
- 23) In order to ensure smooth, efficient functioning of the Employees Cafeterias and to ensure observance of the conditions stated herein, the PIACL may appoint within its employees a representative/canteen officer to handle/monitor Cafeteria's operations. The decision taken by the PIACL representative/canteen officer shall be binding upon the contractor but in case of any dispute the matter will be referred to GM Industrial Relations whose decision will be final and binding upon the contractor.
- 24) Beside the tea the employee's usually takes snacks for themselves on their personal accounts. These have, to be provided when demanded by the employees. All items supplied to the employees on personal account shall be charged by the Contractor directly from the employees. The contractor shall not be entitled to the payment of any subsidy on the snacks and catering items so served in the employee's cafeterias.
- 25) The material to be used for preparation of the food stuff shall be of the following specifications only:
- Cooking Oil- (Dalda, Habib or equivalent)
  - Masala- (Packed Masala of National, Shaan or equivalent)
  - Atta-made of best quality wheat (Punjab No.1, Sunny, Premier or equivalent)
  - Rice- first class quality (Kainat-1121 Basmati or equivalent)
  - Chicken- Should be fresh, cleaned, (free from blood, extra fate, skin, feathers). Each chicken should be broiler (Not Lear). Each weight not over 01 KG (after slaughter)
  - Mutton/Beef- Alive Male animal (Goat/Bull) should be bring into PIA premises and should be slaughtered on Mutton/Beef day. The contractor shall use Mutton without "Seena" and "Pallah".
  - Tea leaves- (Tapal, Brooke Bond , Lipton or equivalent)
  - Sugar- clean white sugar.
  - Tetra pack milk (Nestle, Olpers ,Haleeb or equivalent)

- x. Jam (Mitchels, Shezan or equivalent)
- xi. Bread (Dawn, Vita or equivalent)

**Note:-**

- *Vendor should submit an evaluation report of any reputable lab verifying that the food stuff/materials are good for human consumption.*
- *PIA reserves the right to get any food item test from any reputable lab for verification of its composition or its quality for human consumption at the cost of vendor at any time if found any doubt or complaint form employees.*
- *PIA reserves the rights to check the premises where slaughtering is being done.*

- 26) The quality & quantity of food shall be maintained at all times. Any slackness in this regard shall not be accepted and at any single violation a fine of upto **Rs.10,000/-** will be imposed.
- 27) The contractor shall be exclusively responsible for the procurement, at its own cost, of all the raw material, ration supplies, food-stuffs and catering materials required in connection with the cooking and services to be provided in the Cafeteria.
- 28) The transportation of raw material, cooked meals, food items, catering supplies and allied equipment etc, to the employees cafeterias and from one Cafeteria to another shall be the sole responsibility of the contractor, who shall make necessary arrangements thereof, at its own cost, and without any delay / dislocation in supply of meals to PIA Employee.
- 29) The contractor will be allowed to use / occupy the premises offered by the PIACL purely by license of the PIACL and he will have no right whatsoever to occupy the said premises as tenant or otherwise.
- 30) Cooking / igniting fire shall be restricted within the kitchen or any other place authorized by GM Welfare IR/ GM Facilities Management.
- 31) In case, the Cafeteria contractor fails to open / run / operate the Employees cafeterias on any working day and / or on such days as directed by the GM IR/AM IR/Canteen or any authorized PIA Officer then PIA will have the right to arrange to operate the Employee's cafeterias and or make any other alternative arrangements for serving tea / meal at the sole risk and cost and consequences of the Cafeteria contractor. The amount so spent shall be deducted from the contractors bill pending and or those that may be submitted in future and or from Security Deposit as the case may be.
- 32) The Employee's cafeterias facilities shall be used exclusively for the employees of PIA. The contractor shall not serve any outsider except to the bonafide guests of the PIACL or as authorized by PIA.
- 33) The Employee cafeteria shall remain open on all working days except during the month of Holy Ramadan according to working hours fixed by the PIACL and the contractor shall checkup the working hours from General Manager IR /AM IR/Canteen or any other authorized representative. If due to any emergency the contractor is instructed by any authorized PIA Officer, the Employee cafeteria shall be opened on non-working days also.
- 34) There will be no service during the Holy Month of Ramadan and as such no payment either towards compensation, subsidy of whatsoever shall be made by PIACL. However, payment will be made as against the supply of Iftari, Sehri, Dinner and Tea in accordance with the figures rates as decided by the PIACL.
- 35) During Hajj and other operational requirements (i.e. visits of outstation engineers, audit personnel, internship program, etc.), the contractor shall provide tea, breakfast, and meals to the employees engaged for this purpose without any extra compensation. In this connection PIA may arrange Cafeteria during Hajj Operation, where the contractor shall provide tea, breakfast and meals without any extra compensation, and at the agreed rates.

36) The contractor shall supply tea, breakfast and meals to the employee's who cannot leave their Place of duty, or any other person (s) allowed by the GM IR/AM IR & Canteen.

37) **NUMBER OF EMPLOYEE CAFETERIAS**

S.No	Location	S.No	Location
1	PIA Head Office Karachi	10	Engine Overhaul
2	Supply Chain Management (P&L)	11	Line Maintenance-I
3	Motor Transport/PIA Medical	12	TGS Maintenance
4	PEC-I	13	Domestic Cargo
5	PEC-II	14	International Cargo
6	Pneumatic	15	Flight Kitchen
7	Wide Body Hanger	16	KBO
8	PTC	17	CRC
9	Ghulam Hussain Shop	18	Build up Shop



- 38) The number of Employee cafeteria/ locations of service however can be increased or decreased or merged at the sole discretion of PIA. Similarly, PIA may increase or decrease the number of employees at each location. The contractor is bound to serve food and tea of good quality to the employees of PIA at these locations as well. It will also be sole discretion of PIA to change, add or delete any location and ask other PIA contractor to serve at that location.
- 39) The PIACL reserves the right to change the working hours and or timing of the breakfast, lunch, break, dinner etc to suit its operational requirements. Any change will be intimated to the contractor in writing by GM IR/ AM IR/Canteen or his / her nominee.
- 40) The contractor will be required to engage professional / trained manpower for execution of the agreement at its own resources, expenses, cost and account. The contractor shall be responsible for providing efficient service at the Employees cafeterias during any period when the cafeterias are required to remain open. The contractor shall not make any change in his staff without providing security clearance to the satisfaction of the GM IR/AM IR/Canteen. The Cafeteria 'employee's hired by the contractor shall wear neat and clean prescribed uniform, gloves, aprons, shoes and caps to be provided by the contractor.
- 41) The number of above mentioned employees of the contractor may be increased or decreased in accordance with number of PIA Employee entitled at that Cafeteria with the concurrence of GM IR/AM IR/Canteen. Contractor should be registered with EOBI. Six months medical fitness certificates of all employees working for contractor should be provided on regular basis. Cleanliness of all Cafeterias/Canteens is the prime responsibility of contractor, therefore, cleaning staff along with materials should be provided by the contractor.
- 42) The contractor shall obtain and provide security clearance from Police **or any other department and/or agency** and Security Division of PIA for his employee's visiting / posted at PIA in connection with the operation of the Employee's cafeteria at the sole cost expenses of contractor. Also the contractor/his staff/employee's whether labour or other category will be required to establish identity at the gates of the PIA offices through proper identity cards issued by the contractor. Contractor and his employees will be subject to standing security orders and instructions in force, added modified and amended from time to time by Government and the PIACL. *Further those employees who are detailed by the contractor within the restricted areas at Karachi Airport shall obtain clearance from the ASF / CAA at Karachi Airport. For the purpose of identification and security, the contractor shall issue proper identity cards to all its employees detailed to work within the premises of Employee's cafeterias.*
- 43) All employee's/staff engaged/deployed by the contractor for operating the Employee's cafeterias must be healthy. The contractor shall furnish medical fitness of all cafeterias' employee at the time of their deployment. They should not be suffering from any contagious disease like Hepatitis / Tuberculosis etc. If any member of the employee is found carrying an infectious disease as a result of the medical examination he will have to be replaced by the contractor with another employee at contractor's cost. **The contractor shall be penalized for the breach in this behalf.**
- 44) The Contractor undertakes and agrees to indemnify and hold harmless PIACL, its officers and agents from and against all claims, demands, liabilities, damages and expenses of any nature whatsoever, arising out of, resulting from and in connection with this agreement whether due to performance / non-performance or poor performance of any services under this Agreement by the Contractor, its employees or its agents or otherwise. In any case, the obligation on the part of the Contractor to indemnify shall be unlimited 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 Contractor.

- 45) If any deterioration, loss or damage is caused to PIA's property by the contractor or any of its employees or agent such loss or damage shall be made good forthwith by the contractor at his own cost.
- 46) In case the Contractor's Service/quality of food is found unsatisfactory and if in spite of written warning from PIA the Contractor fails to improve the service up to the satisfaction of PIA within three days from receipt of said warning, PIA shall impose a penalty per deficiency upto Rs.15,000/-Notwithstanding the aforesaid procedure on account of poor performance by the contractor, PIA has the right to terminate the contract by giving 30 days' notice without assigning any reason thereof.
- 47) Payment to the contractor will be made **subject to clearance and satisfactory performance of contractual obligation after due verification of invoices by GM IR or any other officer authorized in this behalf within 15 days after the receipt of invoices** for each month by PIA on the basis of actual consumption. The invoice shall be submitted by the contractor to General Manager Welfare IR/AM IR/Canteen. The payment of bill shall be on the basis of actual consumption (**on the basis of Coupons consumed**) and bill shall also be subject to verification of the relevant offices as to the meals actually consumed/provided and deduction of all the applicable taxes under the prevailing laws of the country.
- 48) The contractor cannot sublet, transfer, or assign this contract to any other party without written permission of PIACL. In case of any violation by the contractor, PIA shall have the right to terminate this agreement forthwith without any notice to the contractor.
- 49) The contractor shall register his establishment before the Employees Old Age Benefits Institution, Employee's Social Security Institution and or under other Acts applicable to him being independent employer and shall also regularly pay contribution in respect of his employees employed by him for the execution of his contract towards EOBI, and other labor laws enactments. PIACL shall not be responsible for the default of such payments.
- 50) When any sum of money is recoverable from the contractor due to any default under the agreement or otherwise, PIA shall be entitled to deduct the amount either from the pending bills of the Contractor or from security deposit made by the contractor.
- 51) Should the contractor be adjudicated insolvent or made to enter into any arrangement for composition with the creditors or be wound up, either compulsorily or voluntarily, or commit any breach of this contract (not herein specifically provided), PIA shall have the right to terminate the contract forthwith, In which case the contractor shall be liable to pay to PIA for any extra expenses which PIA may incur, but shall not be entitled to any gain or compensation from PIA.
- 52) Any bribe, commission, gift, advantage given, promised or defrayed by or on behalf of the contractor or his officer, agent or servant or any one on his behalf to any officer, servant, representative or agent of PIA relating to the obtaining or to execution of this or any other contract with PIA showing or forbearing to show favor or disfavor to any person in relation to this or any other contract as aforesaid shall subject to the cancellation of this contract and or any other contract with PIA and also to the payment of amount.
- 53) **ARBITRATION**  
All matters of dispute or differences arising out of the agreement, the settlement of which is not otherwise specifically provided in the agreement, shall be referred for Arbitration. The CEO PIACL or his nominee shall act as sole arbitrator whose decision shall be final and binding. The



services under this agreement shall continue during the proceedings before the said authority and no payment due to or payable by PIA shall be withheld on account of such proceedings. The seat of the arbitration shall be at PIA Head Office Karachi. The parties hereto agree to the exclusive jurisdiction of court at Karachi.

**54) DISCLOSURE CLAUSE**

- a) Contractor hereby declares that he has not obtained or induced 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.
- b) Any notice required or permitted to be given pursuant to this contract shall be given or sent by Registered AD or courier of repute to the respective parties at the following address.
- c) The Contractor should be bound to pay monthly wages to his Cafeteria employee's on time as per GoP Notification given time to time.

**55) FORCE MAJEURE**

Except as provided under this agreement neither party shall be liable for any failure nor delay in performance of their obligation if such is caused by any event beyond reasonable control, including, fire, act of God, act of public enemy, war, rebellion, accident, act of state, civil commotion, embargoes. The parties shall, however, inform each other in such an event at the earliest opportunity.

**56) ANNEXURES / SCHEDULES**

For all intent and purposes, Annexure / Schedules to this agreement shall form integral part of this agreement and the contractor shall be bound to comply with the terms and conditions incorporated in these Annexure / Schedules. Any deviation from the terms and conditions stipulated in the agreement and Annexure / Schedules shall be deemed as a violation of the agreement which may lead to imposition of penalty and/or termination of agreement.

**SECURITY DEPOSIT**

Successful bidder will have to deposit an amount interest free equivalent to 10% of the total contract value prior to the signing of this agreement. This will remain with PIACL, till 6 months after the expiry of the contractor termination, whichever is earlier, and will be released under governing SOP's of PIACL after deduction of any amount outstanding against the Service Provider.

**RECOVERIES**

When any amount is recoverable from the Contractor under any provision of this contract, PIACL shall be entitled to deduct any such amount from the pending bills of the contractor, whether due in respect of this agreement and / or from the Security Deposit or any other amount of the Contractor lying with PIACL and the Contractor shall have no objection on deduction of the same.

**GENERAL MANAGER PROCUREMENT**  
**PAKISTAN INTERNATIONAL AIRLINES KARACHI**

**ADDRESS OF THE CONTRACTOR**-----

**UNDERTAKING**

I / We hereby confirm that I / we have thoroughly understood all the terms & conditions of this tender and undertake to fully abide by them in letter & spirit

Contractor/s'

Signature:-----

Name: -----

C N I C No.: -----

Address -----  
-----

Telephone No.-----Cell No.-----

Fax No. ----- Date -----

**ANNEX-B List of Daily Consumption**

Signature

Pakistan International Airline

Signature of Contractor

\_\_\_\_\_

\_\_\_\_\_

Witness

Witness

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

**TECHNICAL BIDS EVALUATION CRITERIA  
 KARACHI CAFETERIA**

*Total Marks – 100  
 Qualifying Marks -60*

S.NO	EVALUATION PARAMETERS	ALLOCATED MARKS	
<b>A</b>	<b>PERSONNEL/ CANTEEN-CAFÉ OPERATING &amp; COOKING EXPERIENCE/ESTABLISHMENT ETC</b>		
1	No. of personnel (complete list along with CNIC & designation must be provided)	10	
(a)	Complete manpower list attached		Primarily Qualified
(b)	Complete list not attached		Disqualified
i	20 to 50	5	
ii	51 to 100	07	
iii	101 and above	10	
2	Year of Establishment of the Firm / Company. (Relevant Proof of registration/establishment must be provided)	10	
(a)	All relevant documents attached		Primarily Qualified
(b)	Relevant documents not attached		Disqualified
i	01 to 04 years	05	
ii	05 to 08 years	07	
iii	09 years and above	10	
3	Relevant Catering Experience with National/Multinational Companies	15	
(a)	All relevant documents attached		Primarily Qualified
(b)	Relevant documents not attached		Disqualified
i	01 to 03 Companies	05	
ii	04 to 06 Companies	10	
iii	07 Companies and above	15	
4	No of current contracts (Copies of Complete set of all Current Contracts duly attested by the company's authority where the services being rendering)	15	
(a)	All relevant contracts copies attached		Primarily Qualified
(b)	All relevant contracts copies not attached		Disqualified
i	01 to 03 Contracts	05	
ii	04 to 06 Contracts	10	
iii	07 and above Contracts	15	
<b>B</b>	<b>FINANCIAL STANDING / SOUNDNESS OF THE FIRM/COMPANY</b>		
1	Income tax paid during last 03 years (Attached Tax Challan's)	20	
(a)	All relevant proofs for last 3 years attached		Primarily Qualified
(b)	All relevant proofs for last 3 years not attached		Disqualified
i	Under 0.5 to 1.00 million per year	10	
ii	Above 1.1 Million to 2 million per year	15	
iii	2.1 Million and above	20	
2	Average annual Turnover for the last 3 years (Balance Sheet for the last three years duly attested must be provided )	15	
(a)	All relevant proofs for last 3 years attached		Primarily Qualified
(b)	All relevant proofs for last 3 years not attached		Disqualified
i	Annual Turnover Rs. 50 Million	5	
ii	Annual turnover 51 to 100 Million	10	
iii	Annual Turnover 101 Million & above	15	

3	Fund Availability with the firm / company for last 03 years. (Bank Statement for the last three years duly attested by Bank must be provided).		15	
	(a)	All relevant proofs for last 3 years attached		Primarily Qualified
	(b)	All relevant proofs for last 3 years not attached		Disqualified
i	Minimum funds available Rs.10 to 15 million		05	
ii	Minimum funds available above 15.1 to 20 million		10	
iii	Minimum funds available 21 million and above		15	
<b>TOTAL MARKS</b>			<b>100</b>	

**NOTE:-** TEMPERED/OVER WRITE DOCUMENTS SHALL BE CONSIDERED DOUBTFUL AND SHALL BE MARKED AS ZERO.

**Pakistan International Airlines (PIA Head Office Karachi)**
**Locationwise Consumption**

S.No	Working Days					Weekly Off				Holy Month of Ramzan		
	Café Name	Lunch	Dinner	Breakfast	Tea	Lunch	Dinner	Breakfast	Tea	Iftari	Sehri	Tea
1	<b>Head Office</b>	580	30	0	0	50	0	0	0	100	100	100
2	<b>PTC</b>	40	0	0	0	0	0	0	0			
3	<b>CRC</b>	30	0	0	0	0	0	0	0			
4	<b>SCM</b>	90	10	0	0	0	0	0	0			
5	<b>MT/Hospital</b>	110	40	50	50	30	10	0	0	50	50	50
6	<b>PEC-I</b>	100	20	20	20	0	0	0	0	15	15	15
7	<b>PEC-II</b>	30	4	10	10	0	0	0	0	10	10	10
8	<b>Pneumatic</b>	25	0	0	0	0	0	0	0			
9	<b>GH Shop</b>	20	0	0	0	0	0	0	0			
10	<b>Buildup</b>	25	0	0	0	0	0	0	0			
11	<b>WB H</b>	140	100	70	70	50	20	30	30	80	80	80
12	<b>EOH</b>	130	50	70	70	50	10	30	30	70	70	70
13	<b>LM-1</b>	140	50	70	70	50	20	30	30			
14	<b>TGS Maint</b>	80	0	30	30	20	0	0	0	30	30	30
15	<b>Domestic Cargo</b>	60	0	0	0	0	0	0	0	30	30	30
16	<b>Intl Cargo</b>	76	0	50	50	40	0	20	20	20	20	20
17	<b>Flight Kitchen</b>	70	0	0	0	0	0	0	0			
18	<b>KBO</b>	100	0	50	50	0	0	0	0			
	<b>Total</b>	<b>1,846</b>	<b>304</b>	<b>420</b>	<b>420</b>	<b>290</b>	<b>60</b>	<b>110</b>	<b>110</b>	<b>405</b>	<b>405</b>	<b>405</b>

## Supply Chain Management

<b>SUMMARY OF TOTAL CONSUMPTION (DAILY &amp; MONTHLY)</b>									
<b>Average Consumption (Working/Day Off)</b>							<b>Average Consumption Ramzan</b>		
<b>Description</b>	<b>Meal</b>	<b>Breakfast</b>	<b>Tea</b>				<b>Iftari</b>	<b>Sehri</b>	<b>Tea</b>
<b>Average consumption meal per day</b>	<b>1,670</b>	<b>337</b>	<b>337</b>				<b>405</b>	<b>445</b>	<b>445</b>
<b>Average consumption meal per month</b>	<b>50,100</b>	<b>10,120</b>	<b>10,120</b>				<b>12,150</b>	<b>12,150</b>	<b>12,150</b>

**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 Procurement  
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 even tour/my tender for supply 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: \_\_\_\_\_