

Ref: GM(P)/CONT/ Revenue Accounting/19

M/S _____

Sub: Contract for Special Assignment for Revenue Accounting

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 Procurement & Logistics Building JIAP Karachi latest by **21-08-2019 at 1030 Hrs.** The tenders may be dropped in the tender box marked as “**Tender Box Commercial Purchases**” placed at the entrance of the PIA Procurement & Logistics 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 Contracts & Agreements, 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)

The Tender should be accompanied a Pay Order payable (valid for 90 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 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

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

E) PREPARATION OF TENDER - TECHNICAL PROPOSAL:

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, 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 - 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 (Local Bidders).
- c) Undertaking on Rs. 100/= above non-judicial Stamp Paper duly signed and stamped by a Public Notary Oath Commissioner.
- d) The outer cover should bear address of the General Manager Contracts & Agreements, PIA P&L 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 90 days.

GM Procurement

Supply Chain Management

PIA Head Office, Karachi.

Ph: 021 9904 3081, 9904 4101

Email: khijzpk@piac.aero, contract.administration@piac.aero

Pakistan International Airlines Corporation Limited

Request for Proposal

Special Assignment for Revenue Accounting

Background

PIA is using a software for its ticketing in Pakistan and at foreign stations. Software was implemented on 12 September 2018 and is functioning till now. Monthly volume of 4 to 5 lac tickets are issued by PIA from all its sources. BSP (IATA) comprises of almost half of all tickets sold and rest is related to Agents, PIA Counters and web sales. Ticketing software is not used for BSP related sales as the BSP software generates the files directly.

Issues

Due to quick implementation of ticketing software, issues were faced in the initial stages of implementation and its integration with the Revenue Accounting software (RAPID). This resulted in issues like errors of wrong currency selection, incorrect decimal places etc. The issues were mostly corrected by manually updating the record in RAPID by finance team. However, since the exercise involved manual intervention for selection and correction of data, there is a possibility that some of the errors might still be there.

Scope of Work

1. Comparison of RAPID with ticketing software sales data identifying differences and segregating them into already rectified errors and errors requiring further correction along with required corrective actions.
2. Validation of ticket sales/refunds/exchanges with the pricing data and policies of the organization and identification of issues, if any, along with required corrective actions.
3. Matching of sales with bank receipts and identification of differences, along with required corrective actions.
4. Review of flown data to identify anomalies in ticket proration by comparison with sales data, along with required corrective actions.

Timelines

For period starting from 12 September 2018 to 31 December 2018, the report must be finalized and provided to management within 4 weeks of the acceptance of assignment.

For period starting from 01 January 2019 to 30 June 2019, the report must be finalized and provided to management within 8 weeks of the acceptance of assignment.

The reports must provide comfort on completeness and accuracy of both sales and revenue amounts.

Eligibility Criteria:

The assignment will require the services of a firm with proven work experience in software implementation. Firm must have adequate resources to analyze large size databases (20 to 30 million records) along with sufficient accounting background to perform analytical reviews and compare data with the accounting records in the General Ledger.

In addition, the following qualification will be required:

- Experience of Airline industry is a must
- Firm must have Valid NTN and GST Registration
- Firm should have satisfactory QCR rating from ICAP

The team can work on/off site as per their convenience and will manage their hardware/licensing requirements at their own, while maintaining full confidentiality and security of data. PIA will provide suitable work place whenever the team is required to work at PIA premises.

Technical & Financial Evaluation
Technical Evaluation Criteria:

Sr. No.	Evaluation Criteria	Points	Maximum Points
1	<u>Understanding of PIA's environment and its Ticketing / Reservation / Revenue Accounting Function</u>		20
	a. Previous experience as an external auditor/ consultant		
	Upto 5 years	15	
	More than 5 years	20	
2	<u>Firm's big data analysis experience</u>		10
	a. Experience of conducting data analysis / review engagements in or outside Pakistan		
	Upto 5 years	7	
	More than 5 years	10	
3	<u>Affiliation with renowned global firms</u>		20
	More than 10 years	20	
	Upto 10 years	10	
4	<u>Professional qualifications and relevant experience of key resources that will be engaged on assignment</u>		30
	a. Qualification of the key engagement team members (qualified accountants and data base analysts)	15	
	b. Experience of the key engagement team members (including data analysis and Airline / Aviation Industry)	15	
5	Methodology/Tools/Technology for conducting the assignment within stipulated time		20
Total Points			100

Minimum marks required in technical proposal to qualify for financial bid are 65 out of 100 marks.

Financial Evaluation Criteria: Lowest bidder will get 40 points. Other bidders will get marks proportionately reduced as per their bid (i.e. $\text{Lowest Bid} / \text{Bid value} \times 40 \text{ Marks}$).

Overall Evaluation:

Technical evaluation, under this evaluation criteria, will have a weightage of 60% in total scoring, whereas, financial evaluation will have weightage of 40%. Total score will be judged on the basis of aggregate scores of both technical and financial scores.

Note: Successful Bidder will be required to sign Non-Disclosure Agreement (NDA)

(To be submitted on Rs. 100 Stamp Paper)

GM Procurement
P&L Department
Pakistan International Airlines,
Karachi.

Subject: Undertaking to Execute the Contract

Dear Sir,

1. We/I, the undersigned bidder do hereby confirm, agree and undertake to do following in the event our / my tender for supply/Services of _____ to PIA 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 understood by me / us without any change, amendment, revision or addition thereto, within a period of seven days when required by PIA 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 PIA 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 PIA the Earnest money held by PIA, shall be fortified and we / I shall not question the same.

Bidder's Signature _____

Name in full _____
Designation _____
Address _____
Phone / Fax # _____
CNIC _____
Seal _____
Date _____