

REF: GM CM/Hotel/Toronto/Cabin Crew/01/2022

INSTRUCTIONS TO BIDDERS

M/s _____

SUB: HIRING OF HOTEL SERVICES FOR PIA CABIN CREW AT TORONTO

PIA intends to hire services of quality hotels of Toronto, for providing accommodation to its Cabin Crew (16 rooms per day) approximately.

- Validity of Offer should be 180 days from the date of Bids Opening.
- This contract will be for one year, further extendable for two more terms of one year each, on mutual consent upon successful completion of agreement, with a standard 60 days Exit Clause.

SUBMISSION OF TENDER

1. Bidders are required to submit their Sealed bids on or before **31-08-2022** till **11:00 Hrs** local Toronto time at the following address:

**Country Manager Canada,
Pakistan International Airlines,
620-56 Aberfoyle Crescent,
Toronto M8X 2W4
Email : ytouupk@piac.aero
Tel : 416 926-0507/ 416-926-9623**

Bids will be opened the **same day at 11:30hrs** local Toronto time in presence of all participating hotels who wish to attend.

2. Tenders received after stipulated date & time shall not be considered. PIACL will not be responsible for postal delays.

Tender Opening will be based on “**Single Stage Two Envelopes Basis**”. Accordingly, interested hotels are requested to submit a Single Package containing two separate envelopes titled as “Technical Proposal” and “Financial Proposal”. The “**Technical Proposal**” shall have all details of Offers without Rates while “**Financial Proposal**” shall contain Rates along with draft agreement and Integrity Pact.

Any additional details/offers, hotel's profile and pictures, may be added on a separate sheet as an addendum and may be enclosed with the “**Technical proposal**”.

Initially, only the envelope marked as “**Technical Proposal**” will be opened and Technical Evaluation/ Site Inspection will be carried out thereafter.

After technical evaluation, the “**Financial Proposal**” will be opened at the station publicly, at a time and date that will be communicated through email or phone to the technically qualified hotels well in time.

The “**Financial Proposal**” of hotels found technically non-qualified will be returned Un-opened to the respective bidders.

Final process of selection of hotel will be based on techno-commercial i.e. 30% weightage of Technical Score and 70% weightage of Financial rates.

PIA will be at liberty to revise the requirement or annul the whole tender proceedings at any stage.

No tender will be entertained after expiry of the aforesaid date & time. PIA will not be responsible for postal delays or any other reason.

All participants are to ensure that all documents are duly signed and stamped by the authorized person of the hotel. All unsigned / unstamped offers shall not be accepted.

No change shall be acceptable in this document except the Annex 'A' of the agreement, which shall be finalized with the bid winner. Annex 'A' shall contain Value added / Value for money services offered by the hotels without any extra cost to the quoted rates. All hotels are encouraged to provide these value added services with the bidding document.

PIA reserves the right to reject any tender in part or full after assigning a reason, however PIA will not be required to justify the grounds of rejection.

PIA does not pledge to accept the lowest tender and reserve the right to accept or reject any or all tenders / quotations.

Interested parties who can provide these services should submit tenders directly with PIA, no sub-agents will be entertained. An Integrity Pact in this regard (appended below at the end of this tender document) has to be signed:

Duration of Contract

This contract will be for One Year, further extendable for two more terms of one year each, on mutual consent upon successful completion of agreement, with a standard 60 days Exit Clause.

Truly,

Iftikhar M. Usmani
GM Contract Management
Ph# 021-99044216 / 4101
E-mail gm.cm@piac.aero
contract.administration@piac.aero

For any query, please feel free to contact Manager Crew Hotac Tel : +92 21 9904-3782 or e-mail manager.crewhotac@piac.aero

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TECHNICAL PROPOSAL FORM

Hotel Name		Address	
Contact Person		Email	
Cell/Office Tel#		Resv. Email	
Cell #		Website	
Required Specifications			Hotel Remarks (Y/N)
Mandatory Facilities	Room (B&B)	Room Size: Approx. 12' x 12' (144 Sq ft or above) with outside windows / Ventilation /Sufficient lighting. (Allocated rooms may be away from Lift/Escalator)	
	Bathroom Facilities	Minimum bathrooms size 45 SQF. Three-piece units (Washbasin, Toilet and Bath tub or shower)with hot / cold water(running 24 hours).	
	Bedding	Double Bed / King Size Bed min. bed width 150 cm with mattress minimum 10 cm thickness. Minimum bedding 2 sheets, pillow & case, blanket, mattress protector/bed cover with daily mandatory make up service. Ensuring hygienically sanitized linen in place.	
	Laundry	Male : Uniform Trouser, Shirt, Tie, Jacket (Min. 2 pieces) Female : Uniform Dupatta, Kameez, Shalwar, Apron (Min. 2 pieces)	
	WiFi / Internet	Complimentary Wi-Fi / Internet/ facility in room, 24 hours basis	
	Messages	Messages from the company to be printed and delivered to Crew respective rooms on 24 hours basis / usage of business center to Sr .Purser as required.	
	Fire / Emergency	Availability of Fire Alarm, in room Smoke detectors, Emergency Exits& Assembly Area	
	Ambience	The room must have Black out curtains and Noise Shielding	
Note	<i>Hotel must accept all the mandatory requirements to qualify for the further below evaluation. Evaluation will be on progressive relative basis</i>		
Optional Facilities	Max. Marks	Specifications	Hotel Remarks/ (Y/N)
	18	Room facilities: - Bedding Quality (6 marks) Tea/Coffee setup (2 marks) Quality of washroom (6 marks) Bathroom amenities with relevant kits (2 marks) Quality of room Furniture (2 marks)	
	8	Crew Lounge / In Room Facilities :- TV, (3 marks) Microwave Oven, Cutlery/Crockery (2 marks) Tea/Coffee Maker & Fridge (3 marks)	
	16	Add Ons (Progressive relative Marking) F&B Discount (2 marks) Halal Food (7marks) Crew Menu (3 marks) Meal in Lieu of Breakfast (4 marks)	
	4	Fitness Centre: - Health club (2 marks) Swimming Pool (2 marks)	
	10	Quality Air-conditioning (In room/Corridors/Lobby) (3 marks) Lobby area (Sufficient Seating arrangement (2 marks) Staff /Services / Food /General Hygiene (5 marks)	

	2	Crew desk / Counter: - (Exclusive Crew Check-in/Check-out Counter) (2 marks)	
	2	Telephone facility: - Local Telephone or Cell Calls (2 marks)	
	4	Complaint Management System An efficient / System based Complaint Management System (4 marks)	
	3	Medical Assistance/Hospitalization: - Doctor Facility / First Aid (2 marks) Pharmacy (1 marks)	
	2	Pakistani TV Channels / Newspapers (2 marks)	
	5	Dining Facilities in hotel: - (Restaurants / Bakery etc) (5 marks)	
	2	Past History of Accommodating Crew: - Already accommodating Airlines Crew (2 marks)	
	8	Suitability of Location: - Food streets/Restaurants (within 1-1.5 Km (4 marks) General location / Proximity to Airport (4 marks)	
	5	Security: - Hotel Entry Personal & Baggage Screening (2 marks) CCTV Cameras with recording history (3 marks)	
	5	Access to Hotel:- Hotel isolated from rush / market area. (3 marks) Walled compound / Parking Area (2marks)	
	6	Certifications HACCP/ISO-22000 Certification (3 Marks) ISO45001/ISO 14000 /Green Hotel Certification (3Marks)	
Total Marks	100	Minimum Marks to Qualify: 70	

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Financial Proposal

Name of the Hotel: _____

Particulars	To be filled by Hotel
Currency of Rates	
Rates per room per night including all taxes (In Figures)	
Rates per room per night including all taxes (In Words)	
Detail of Taxes included in above rates	

Seal & Signature of Hotel/Bidder _____

I) DRAFT AGREEMENT

This Agreement is made on _____

BETWEEN

Pakistan International Airlines Corporation Limited, a Public Limited Company incorporated and governed under the laws of Pakistan having its Head Office at PIA Head Office Jinnah International, Airport, Karachi (hereinafter referred to as the “PIACL” which expression shall where the context so admits include its successors and assigns) of the ONE PART

And

M/s _____ registered under the laws of _____ **having its registered office at** _____ (hereinafter referred to as the “_____” which expression shall where the context so admits include its successors and assigns) of the SECOND PART.

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

Whereas, M/s [Hotel] has been selected by PIAC as the result of bidding process for Cabin Crew hotel service, M/s [Hotel] has assured PIA that it has the capability of effectively performing the services desired/required by PIA, and has agreed to accommodate PIAC Cabin Crew & Employee in the hotel.

Whereas PIACL has accepted the offer extended by the [Hotel] upon terms and conditions set herein below:-

And

NOW THIS DEED WITNESSES AS UNDER:

ARTICLE – (1)

DURATION OF THE AGREEMENT

This agreement shall remain valid for one year w.e.f. _____ to _____, and further extendable for two more terms of one year each on mutual consent and subject to successful completion of the first term, unless sooner terminated under the provisions of Article -2 of this agreement.

ARTICLE – (2)

TERMINATION OF THE AGREEMENT

- a. Notwithstanding anything contained in this agreement each party shall have the right to terminate this agreement without assigning any reason or cause thereof upon 60 days written notice to the other party through registered post and / or confirmatory emails.
- b. PIA shall be entitled to terminate this agreement forthwith at any time upon serving notice in the event of misconduct either on the part of the hotel or its employees or non performance of responsibilities and services by the hotel under provisions of this agreement.
- c. The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

ARTICLE (3)

SERVICES AGREED TO BY HOTEL FOR PIA CREW MEMBERS AND OR EMPLOYEES

Services to be provided by the hotel as per **Schedule "A"** mentioned in **Technical Specifications** and other hotel privileges agreed upon/offered by hotel that forms an integral part of this agreement. The detail of the crew facilities and privileges shall be appended to the finalized agreement as an **Exhibit 'A'**.

ARTICLE – (4)**ROOM RATE, INCLUSIONS & MODE OF PAYMENT**

- i. Rates for the agreement period will be _____ **inclusive of Taxes per room per night** (In words _____) **per room per night.**
- ii. Above rates are inclusive of the complimentary facilities as per Exhibit 'A'.
- iii. For all rooms occupied by Airline Crew members, and employees, the [Hotel] will charge Airline on the basis of rates indicated in this Agreement.
- iv. [Hotel] will submit bills/invoices to the local office of PIACL with the original daily vouchers / Email duly signed by PIACL's authorized representative with ledger on fortnightly basis, bearing the name of each Crew member/employees who has stayed in the [Hotel], for the purpose of reconciling by PIACL. The payment of [Hotel] for all Room Utilization will be due 45 days after the receipt of bills. In case PIACL doesn't settle the bills after aforementioned period then [Hotel] [Hotel] may give notice to PIACL for settlement of outstanding bills within a further period of **15 Working Days.**
- v. In appropriate circumstances, the [Hotel] will assist in arranging a doctor to attend to a crew member at the [Hotel]. Any costs will be paid for by the Airline in accordance with clause 9.
- vi. All other expenses not covered under this agreement incurred by any Crew members and employees shall be paid by the concerned at check-out. However, PIAC will make reasonable efforts to affect recovery from the individual Crew member and /employees in case of default to be conveyed by [Hotel] to PIACL.
- vii. Spouses/partners of crew members are entitled to stay complimentary, on a room only basis, provided they occupy the same room as the crew members.

ARTICLE – (5)**HOTEL'S OBLIGATION**

The [Hotel] undertakes and agrees that in the performance of its contractual obligations assumed by it under this agreement, it shall fully comply with all the applicable laws, rules and regulations and customs prevailing from time to time in the country including but not limited to payment of salaries wages / allowances, insurance of the employees and workers, their medical attention, gratuity, grant of annual sick and casual leave and other rights, facilities and benefits to which employees may be entitled to and hereby expressly agreed and understood by the [Hotel] that all responsibilities to its employees in this regard are its liability and the grant of any such rights, facility or benefits to its employees at any time whether under any existing or future law or otherwise shall not result in any additional cost to PIACL.

ARTICLE – (6)**INDEMNIFY**

The [Hotel] further undertakes and agrees to indemnify and hold harmless, PIACL, its officers and agents from and against any and all claims, demands, liabilities, losses, damages and expenses of any nature whatsoever, arising out of the execution or performance of any service under this agreement by the [Hotel], its employees or its agent or otherwise, including legal fee.

ARTICLE (7)**ALLOCATION OF ROOMS**

- i. All rooms will be based on One Person, One Bed (as indicated in tender document).
- ii. Approximate Rooms to be provided per day **16**.
- iii. In case of sickness of PIA crew, expenses on medicine, doctor visits, related taxi expenses, will also be billed to PIAC. Expenses on meals or other expenses not covered by this agreement will be billed to the individual crew members. Each member of the Crew shall be liable to make the payment in accordance with the invoices/bills of the hotel at the time of check-out.

NOTICE FOR RESERVATION

- i) A weekly/monthly schedule of rooms requirements will be provided by PIACL to the hotel. PIACL will update this schedule at least 12 hours prior to the arrival of crew with the exact number of rooms needed along with the arrival and departure times of the Crew. As such, [Hotel] will allocate rooms accordingly.
- ii) In the unlikely event that [Hotel] is not able to accommodate the Crew at hotel in rooms as per terms of this agreement; the [Hotel] will provide alternative accommodation for the affected crew in another hotel of the same standard. Any additional expenses involved on the alternative accommodation shall be borne by the [Hotel]. In case failure of alternate accommodation as well, PIACL shall arrange accommodation on its own and the cost incurred shall be deducted by the hotel from due payments of the [Hotel].

ARTICLE – (8)**Check-in/Check-Out Timings**

A Check-in/Check-out Window is required that also allows Count of Room Night actually starts at the time PIA crew Checks-in.

ARTICLE – (9)**PAYMENTS**

In consideration of services provided hereunder, PIACL agrees to pay, as per payment schedule, to the [Hotel] for the services described under this agreement subject to deduction and/or adjustment for any amount outstanding or due to the [Hotel] after verification by [PIACL official designation] of the accuracy and correctness of the invoice.

If the services provided by the [Hotel] are not up to the standard/acceptable to PIACL, then PIACL may get the required services performed through other ways and means at risk and cost of the [Hotel] or may shift the crew on the sole risk of the [Hotel]. The expenditures incurred on obtaining such services shall be deducted from the amounts due from PIACL to the [Hotel].

ARTICLE – (10)**RISK EXPENSE**

If the services provided by the [Hotel] are not up to the standard/acceptable to PIACL, then PIACL may get the required services performed through other ways and means at risk and cost of the [Hotel] or may shift

the crew on the sole risk of the [Hotel]. The expenditures incurred on obtaining such services shall be deducted from the amounts due from PIACL to the [Hotel]

ARTICLE – (11)

FORCE MAJEURE

Except as provided under this agreement neither party shall be liable for any failure or delay in performance of its obligations due to any cause beyond its reasonable control including and without limitation, diversion of aircraft due to bad weather conditions, act of public enemy, war, rebellion, insurrection, act of God. However, the [Hotel] shall be liable to inform PIACL as soon as any such event occurs or come into the knowledge of the contractor in writing or through generally accepted means of communication.

ARTICLE (12)

NON-DISCLOSURE

Each party undertakes not to disclose any of the information, data and documents given to it by the other party or which it has been informed of during the performance of the present Agreement. The parties agree to take all the necessary precautions to comply with such obligations.

ARTICLE (13)

LIABILITY

The [Hotel] is liable for any death or injury or damage caused to PIACL, its crew members and/or employees or any third party (including Airline staff) in performance of the services managed by [Hotel] or owing to failure to comply with contract terms by (including those of the Schedules to this Agreement)..

ARTICLE (14)

INSURANCE

The [Hotel] shall take out at its own expense, from insurance companies of international reputation and maintain in force throughout the term of the agreement, insurance policy covering in full its liability with regard to its obligations as defined in the present Agreement.

ARTICLE (15)

GOVERNING LAW

This Agreement shall be governed by and under the laws of the land.

ARTICLE (16)

DISPUTE RESOLUTION

All questions, differences and disputes arising or that may arise in respect of the agreement will be resolved through amicable negotiation by both the parties and, whatsoever remains unresolved by such amicable negotiations, shall be settled through Arbitration at [REDACTED] in accordance with the provision of the law of the land. The final decision will be implemented based on mutual consent of the parties.

ARTICLE – (17)

NOTICES

All notices requests and demands given to or made upon the parties shall be in writing and posted through registered mail and through confirmatory emails addressed to the below mentioned designated officers.

- i. Chief of Flight Operations PIA (Email : dfo@piac.aoe)
- ii. [Hotel's authorized person's email]

ARTICLE – (18)

CORRESPONDENCE

The [Hotel] shall not correspond or approach any other authority, person, directly or indirectly, whether staff of PIA or otherwise authorized by PIACL except District Head of PIACL where [Hotel] is located or Manager Crew Hotac, PIACL regarding any matter arising from this agreement with PIACL.

ARTICLE – (19)

BRIBE

Any bribe, commission, gifts or advantages given, promised or defrayed by or on behalf of the [Hotel], of his partner, agent or servant or any on its behalf to any officer, servant, representative or agent of PIA for showing or for berating to show favor or disfavor to any person interrelation to this or any other agreement with PIA, shall subject the [Hotel] to the cancellation of this and all or any other contracts.

ARTICLE – (20)

NO BROKER

It is understood and agreed that no broker, agent have participated in bringing the parties together in the negotiation, and preparation of this agreement and the [Hotel] hereby warrants that price of the subject matter of this agreement hereof has not been enhanced or increased to accommodate directly and/or indirectly any commission or fees to any person or entity whatsoever. [Hotel] agrees to indemnify and hold harmless PIA from and against all claims, demands, liabilities, damages, losses and judgment which may be suffered by accord against charge to are recoverable from PIA and which arises out of contractor's actions or negotiations with or respect to brokers or agent.

ARTICLE – (21)

SUB-LETTING THE ASSIGNMENT

The [Hotel] shall not sublet, transfer or assign this agreement to any party.

ARTICLE – (22)

MISCELLANEOUS

- a. PIACL shall have a right of periodic inspection of the facilities and services provided by the Hotel to crew members of PIA including but not limited to health & safety standards, cleanliness, linens, furniture and other amenities. For the purpose of evaluation or any inspection, hotel shall provide complimentary room and transportation (at least 4 room nights per annum) to the official visiting purpose.
- b. This agreement supersedes all prior agreements and understanding relating to the subject. All terms and conditions of the tender documents are valid to the extent that they are not repugnant with the terms and conditions of this agreement.

- c. Titles are inserted in this agreement for the purpose of reference and convenience and in no way define, limit or describe the scope or intent of agreement and / or not to deemed an integral part thereof.
- d. This agreement shall not be varied, modified, altered, amended or supplemented etc except by the mutual consent by both parties in writing.
- e. This agreement shall be binding upon and shall incur to the benefit of both parties hereto and their respective successors and assigns provided that such assignment have been made in accordance with the laws as mentioned hereinabove.

IN WITNESS HEREOF, the parties hereunto set their hands on the days, month and the years mentioned herein above.

FOR & ON BEHALF OF
The Pakistan International Airlines

FOR & ON BEHALF OF
The Hotel _____

NAME _____
DESIGNATION _____
SEAL _____

NAME _____
DESIGNATION _____
SEAL _____

WITNESS :
SIGN _____
NAME _____
CNIC NO _____
ADDRESS _____

WITNESS :
SIGN _____
NAME _____
CNIC NO _____
ADDRESS _____

II) INTEGRITY PACT

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Hotel _____, 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 PIA or any administrative sub-division or agency thereof or any other entity owned or controlled by it (PIA) 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 PIA, 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 PIA 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 PIA under any law, contract or other instrument, be void-able at the option of PIA.

Notwithstanding any rights and remedies exercised by PIA in this regard, the Seller / Supplier / Contractor agrees to indemnify PIA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PIA 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 PIA.

PLEASE TICK THE FOLLOWING CHECKLIST ITEMS AND ATTACH WITH TECHNICAL PROPOSAL:

Check list before submission of bid / proposal (Tick each item below)

- | | | |
|------------------------|---|-----|
| I) Technical Proposal | - Signed & stamped by the hotel | [] |
| II) Financial Proposal | - Signed & stamped by the hotel | [] |
| III) Draft Agreement | - Each page signed & stamped by the hotel | [] |
| IV) Integrity Pact | - Signed & stamped by the hotel | [] |