

PIA

Pakistan International Airlines
Supply Chain Management
Commercial Purchases Section
Tel: 99043304
E-mail: dgmipc@piac.aero

REF: PIAC/Telephone/2022-23

Dated: 18-07-2022

Tender Cost: PKR 10,000

E/M ; Rs 150,000

M/S _____

Subject: Tender Document for the Procurement f Telephone Exchange
System Installation & Commissioning at LHE Station

Dear Sirs,

We are pleased to invite your sealed tenders for the subject tender. The terms & conditions of the tender / supplies are given below:-

A) SUBMISSION OF TENDER

1. You are required to send your sealed tenders In “Single Stage Two Envelope” Basis addressed to General Manager Procurement, PIA Supply Chain Management Building JIAP Karachi by **08-08-2022**. 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 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.

EARNEST MONEY

The Tender should be accompanied by a **Pay Order** in the name of **M/ s PAKISTAN INTERNATIONAL AIRLINES** as interest free Earnest Money (Refundable) to be placed in Financial Proposal in shape of Pay Order of an amount of PKR 150,000 or a Bank Guarantee of equivalent amount (duly countersigned by the Head Office of the Bank), and remain be valid 3-months after expiry of the Contract. Tender without Earnest Money shall not be considered.

SECURITY DEPOSIT

- A) Successful bidders, upon award of Contract / Purchase Order shall also be required to furnish an additional amount of PKR 300,000 as interest free Security deposit in shape of Pay Order or a Bank Guarantee of equivalent amount (**duly countersigned by the Head Office of the Bank**), and remain be valid 3-months after expiry of the Contract.
- B) 1% in form of warranty Performance will be hold till the Completion of warranty as Described in Purchase Order and will be released after expiry of such warranty.

PREPARATION OF TENDER

Tender will be opened on **“Single Stage two envelopes”** basis. All bidders must submit **two sealed envelopes** “Technical proposal and Financial Proposal” on specified tender opening date/time. Technical Proposal will be opened on same date, whereas Financial Proposal will remain sealed till the evaluation of samples by PIA Management. Evaluation report uploaded on PPRA/PIA website.

Financial Proposal having following documents.

- a) The Schedule duly filled in, signed and sealed.
- b) Pay Order for Earnest Money Rs 150,000.

Technical Proposal having following documents.

- a) Tender Fees Pay Order of RS. 10,000 (NOT REFUNDABLE)
- b) Company profile, Copy of GST & NTN certificate and technical literature.
- c) Distributer OR Manufacturer or Stockist
- d) 03 Piece of Sample

The outer cover of envelopes should bear address of the General Manager Procurement, PIA Supply Chain Management, JIAP Karachi - Pakistan, Tender reference number, opening date and company name.

All information about the material proposed to be supplied must be given as required in the schedule to tender.

The tender will not be considered if complete information required is not given therein.

Particular attention must be paid to delivery time.

Authorized Signatures of individual signing the tender and other documents connected with the contract must specify whether signing as:

- a) Sole Proprietor or his attorney.
- b) A registered active partner of the firm or his attorney.
- c) For the firm per procreation.

- d) As secretary, Manager, Partner, etc., or their attorney in case of firms registered under Partnership Act.
- e) The Tenderers must indicate whether its firm / company / organization etc is registered with PIA or not. If registered then specify PIA Registration number.

Inspection

Evaluation of the sample may be carried out by the Outside well known laboratory on the expense of Supplier, on the directives of Management - PIACL. All Expenses will be borne by the Vendors. Cut Pieces and Tube shape both are acceptable at the time of technical opening and shall be treated as "Quality Sample" Only. After receiving of Purchase Order However, if found lowest, Production sample will be require in Tube shape as per specification before delivery.

PRICES

- a) The Prices quoted must be net as per accounting unit as shown in the Schedule to tender inclusive of all duties / taxes, packing, octroi and delivery charges for free delivery to Karachi Airport. However, if GST is applicable, same should be shown separately.
- b) The Prices mentioned in the tender will be treated as firm till the completion of Purchase Order / Contract.
- c) The Prices must be stated for each item separately both in **words and figures** in Pakistan Currency. Additional information, if any must be linked with entries on the Schedule to Tender.
- d) Offers must be valid for 120 days.
- e) Quotation must be written on PIA prescribed form otherwise Bids will not be entertained.

ACCEPTANCE OF TENDER

PIA do not pledge themselves to accept the lowest tender and reserve the right to accept or reject any or all tenders / quotations, divide business among more than one supplier or accept the tenders at rates on lowest individual items or extend the date of opening with assigning reason.

Yours truly,
For: Pakistan International Airlines

DGM (Purchases Commercial)

Encl:

- 1. Tender Schedule-A Technical Specifications
- 2. Term & Conditions

Notes : 1- Prescribed Tenders form for the subject item may be directly downloaded from PIAC / PPRA website.

Schedule 'A'

SNo	Description	Qty:	Unit Rate (Rs.)	Total
1.	<u>Telephone Exchange System Installation & Commissioning at LHE Station</u> <u>Please find the Complete detail along with Specification</u>	01 Complete Task		
<u>GST (if App)</u>				
Grand Total				

Term and Condition → Important Notes to Bidder (Mandatory)

- Tenders will be called on Single Stage Two Envelope basis.
⇒ Quoted rates must be inclusive of all GOVT Taxes; but; GST in currency separately.
- Technical literature of the Offered brand along with Model must be provided with Technical Proposal.
- Delivery shall be made at on urgent Basis with 15 days from the date Of PO , if failure , PIAC reserve the right to arrange some other source at Risk Purchase Basis.
- All local bidders are required to submit Rs 150,000 of total bid value in Financial Proposal as Earnest Money in shape of pay order.
- All participants are required to mention all taxes & GST separately.
- Payment term net thirty days. 10 B. Quotation must be valid for 120 days (Extendable as per Rule).
- Item found below PIA Standard shall be rejected / returned.
- PIA may reserve the right to increase or Decrease or cancel the requirement of any or Complete tender without any reason.

TENDERER'S SIGNATURE _____ Name _____

Tel / Cell No. _____ Email _____

GST No. _____ NTN NO. _____

SEAL _____

TELEPHONE EXCHANGE FOR PIACL LAHORE (EPABX)

Section 1 – RFP Schedule of Events & Bidding Information

Schedule of Events

The PIACL reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.

	EVENTS	DATE
1.	RFP Published Date	TBD
2.	Visit of PIAC Lahore Office (if requested by any potential bidder)	TBD
3.	Written “Questions & Comments” Deadline	TBD
4.	PIACL Response to Written “Questions & Comments”	TBD
5.	Submission of Technical & Financial proposals	TBD
6.	Issuance of Technical Report	TBD
7.	Evaluation of Cost/ financial proposal	TBD
8.	Final Evaluation Results & Announcement of Contract Winner	TBD
9.	PIACL Notice of Intent to Award Contract	TBD
10.	Contract Signing	TBD

Section 2 – Introduction

Objectives of This RFP

PIACL (referred as “Company” hereafter) desires to acquire Hybrid telephone exchanges catering IP & analog extensions for its Lahore Offices at three different locations. These EPABX systems are connected to each other system with IP and ISDN, PRI as one network. The incoming calls will land on console at Booking Office or Airport building EPABX and can be transferred to any of the three EPABX site. The cargo complex 40-50 extensions will be provided through analog lines/IP to analog switch connectivity from Airport EPABX. Company will accept On-Premises solution. Selection or solutions shall be at PIACL’s sole discretion by following rules and criteria stipulated in this RFP and Govt. Regulations. Term of service / maintenance agreement will be three (03) years and shall be effective from the date of commissioning of telephone exchange (EPABX). Maintenance agreement will be renewable for further two (02) terms, each of one (03) year, /with mutual consent.

Cost of the RFP

The Bidder shall bear all costs associated with the preparation and submission of its bid and PIACL will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidder’s risk and may result in rejection of the bid.

Bidders are requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail or through conference call at the address/numbers mentioned in this RFP at any time before the date of submission.

Ownership of the RFP

The content of this RFP is a copy right material of PIACL. No part or material of this RFP document should be published in paper or electronic media without prior written permission from PIACL.

Section 3 – Requirements & Terms of Reference

Requirements

Company’s requirements are as follows:

Entity	Quantity
EPABX Number of Extensions at Airport EPABX	144 Analog, 08 Analog Trunks with CLI, 24 Digital and 50 IP extensions with 15% expansion capacity over the term of contract
EPABX Number of Extensions at Booking Office EPABX	144 Analog, 08 Trunks with CLI and 24 Digital and 50 IP extensions with 15% expansion capacity over the term of

	contract
EPABX Number of Extensions at PIA TGS area EPABX	144 Analog, 08 Analog Trunks with CLI and 24 Digital and 50 IP extensions with 15% expansion capacity over the term of contract
Number of PRI	06 (02 per System)
IP connectivity	As required
Total Channels Capacity (Simultaneous Calls on IP Trunk between Systems)	Minimum 40
Number of Licenses per system	360 TDM Extensions, 50 IP user and 60 PRI trunks licenses.
DID / DoD facility	On Every Extension
IP Trunking	Connectivity with other EPABX installed at different cities
Total Digital and IP sets required for all three systems	50 Digital & 50 IP sets Full duplex voice with hands free facility
Backup	Three hours minimum Power Backup
Operator console	Soft console -PC based

Terms of Reference

1. Service provider will provide hybrid solution having both IP & Analog extensions and Voice Services as per required quantity mentioned above by fully complying technical specifications as mentioned at Annexure-A
2. Exchange should have the capability to integrate with other PIA telephone exchanges over IP Like Hi Path 4000
3. Company will accept Physical solution.
4. Service Provider shall provide complete support, training and maintenance services along with parts and labor for entire term of contract.
5. Service provider must have valid Highest level of Partnership with OEM / Principal (certificate required) also the engineers should have a valid Certificate (copy must be attached)
6. Free of cost training for PIA staff.
7. IDF and surge protected/Fuse able MDF will be provided by the vendor.

8. Service provider will provide a single point of contact for Operational trouble calls and problem resolution on 24/7 basis throughout the year.
9. Service provider will provide software for itemized printable detailed billing (CDR).
10. Service provider will provide SLA to be signed between PIA and the provider.
11. Vendor will be responsible for installation, testing and commissioning of all equipment free of charge.
12. Equipment must be capable for future extension with licenses and up gradation.
13. All three EPABX must have uninterruptable Power backups for at least three (03) hours on Online UPS or 48 Volts Battery bank.

Section 4 – Evaluation & Selection Criteria

Bid Evaluation & Selection

Evaluation of the bids against this RFP will follow Single Stage Two Envelope bidding process. Bidders shall submit two envelopes at the time of submission of the bid. One envelope, marked as “A-Technical Bid” shall contain all technical information and documents as laid out in the Section - 9 & 10. The second envelope, marked as “B-Financial Bid”, shall contain financial information and price of the solution offered by the vendor as laid out in the section- 9 & 10. Only technically qualified bidders shall be eligible for the opening of their Financial Bid.

The responses against this RFP will be evaluated as per requirements mentioned in Section-9 “**Evaluation Criteria**” of this RFP. For qualifying, bidders shall fulfill all the requirements as laid out in Sub Section-1 “Mandatory Requirements” of Section -9 “Evaluation Criteria”. If any of the mandatory requirements has not been met, the bid shall be considered disqualified straightaway and no further evaluation shall be performed beyond that point.

Moreover, bidders will have to secure 70% marks in the Sub Section-2 “Technical Requirement” of “**Evaluation Criteria**”. Scoring less than 70% will result in bid’s disqualification. Weightage of financial bid is 60% and technical bid is 40%. Contract will be awarded on total weightage factor of technical and financial proposals which is 40%-60% respectively.

Section 5 – Instructions to Bidders

A. The Bidding Document

5.1 RFP

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and Company will in no case be responsible or liable for those costs.

5.3 Content of Bidding Document

The Bid shall be in 2 separate envelopes, Envelope A and B.

5.4 Clarifications of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify Company through email any time prior to the deadline for receiving such queries as mentioned in Section-1.

Any modification to the bidding documents which may become necessary shall be made by Company by publishing an Addendum to PPRA and Company's websites.

5.5 Amendment of Bidding Documents

1. At any time prior to the deadline for submission of bids, Company may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
2. Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in PIACL's and PPRA websites. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.
3. In order to afford Bidders reasonable time to take the amendment into account in preparing their bids, Company may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be published as corrigendum at PIACL's and PPRA websites.
4. From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

B. Preparation of Bid**5.6 Bid Price**

Prices would be exclusive of all taxes, duties levies, and fees whatsoever.

5.7 Earnest Money Deposit (EMD)

2 % Earnest Money shall be submitted as per Section-1 of this RFP. No interest will be paid on the EMD.

5.8 Return of EMD

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP. EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

5.9 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

1. Bidder withdraws its bid before opening of the bids.
2. Bidder withdraws its bid after opening of the bids but before Notification of Award.

3. Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
4. Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, PIACL reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
- f) Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, PIACL at its discretion may cancel the order placed on the selected Bidder without giving any notice.

5.10 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening or as may be extended from time to time. PIACL reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.11 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, PIACL may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.12 Format of Bid

The bidder shall prepare two copies (one hard copy marked as ORIGINAL and one soft copy) of the Technical Bid only. In case of any discrepancy between them, the original shall govern. The commercial bid will be submitted as hard copy only.

5.13 Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

C. Submission of Bid

5.14 Envelope bidding process

The bids shall be submitted as per instructions given in the section -1, on Single Stage Two Envelope basis.

5.15 Contents of the 2 Envelopes

Envelope A – Technical Bid

The following documents as per the sequence listed shall be inserted inside Envelope A:

- Bid Offer Form - Annexure B
- Bidder Information – Annexure C
- Declaration of Clean Track Record – Annexure D

- Declaration of Acceptance of Terms and Conditions – Annexure E
- Declaration of Acceptance of Scope of Work – Annexure F
- Mandatory Requirements Compliance Sheet – Annexure G along with supporting documentary proof for each criterion as stipulated.
- All necessary supporting documents

Envelope B - Commercial Bid

- As per Table A and Table B of Sub-Section 3 of Section 9 of this RFP.

5.16 Bid Submission

The Bidder should bear all the costs associated with the preparation and submission of their bid and PIACL will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in the Section-1.

The offers should be made strictly as per the formats enclosed. No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

5.17 Bid Currency

All prices shall be expressed in PKR only.

5.18 Bid Language

The bid shall be in English Language.

5.19 Rejection of Bid

The bid is liable to be rejected if the bid document:

- a) Does not bear signature of authorized person.
- b) Is received through Fax / E-mail.
- c) Is received after expiry of the due date and time stipulated for Bid submission.
- d) Is incomplete / incorrect.
- e) Does not include requisite documents.
- f) Is Conditional.
- g) Does not conform to the terms and conditions stipulated in this Request for Proposal.
- h) No bid shall be rejected at the time of bid opening, except for late bids and those that do not conform to bidding terms.

5.20 Deadline for Submission

The last date of submission of bids is given in Section-1. However, the last date of submission may be amended by Company and shall be notified through its website and newspapers by publishing corrigendum.

5.21 Extension of Deadline for submission of Bid

PIACL may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be intimated through PIACL and PPRA websites and Newspapers, in which case all rights and obligations of PIACL and Bidders will thereafter be subject to the deadline as extended.

5.22 Late Bid

Bids received after the scheduled time will not be accepted by the PIACL under any circumstances. Company will not be responsible for any delay due to postal service or any other means.

5.23 Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.

5.24 Right to Reject, Accept/Cancel the bid

Company reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. Company does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. Company also reserves the right to re-issue the Tender without the Bidders having the right to object to such re-issue.

5.25 RFP Abandonment

Company may at its discretion abandon the process of the selection of bidder at any time before notification of award.

5.26 Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages:

Stage 1 – Envelope-A i.e. Technical bid. Technical bid will be evaluated for only those Bidders who have submitted all the required forms and papers and comply with the Sub Section 1 “Mandatory Requirements”.

Stage 2 -Envelope – B i.e. Financial Bid. Financial Bids of only those bidders shall be open who will technically qualified. Further evaluation will be done after opening of Financial Bids.

Section 6 - Bid Opening**6.1 Opening of Bids**

Bids will be opened in 2 stages:

Stage 1 – In the first stage the Technical Bids i.e. Envelope – A will be open.

Stage 2 – Commercial bids, i.e. Envelope - B will be opened only for technically qualified bidders.

6.2 Opening of Technical Bids

PIACL will open Technical bid (Envelope - A) in presence of Bidders’ representative(s) who choose to be present on the date, time and address mentioned in Section-1 or as amended by PIACL from time to time.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity Card to represent them at the time of opening of the bids. Only two representatives will be allowed to represent each Bidder. In case the Bidder’s representatives are not present

at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of PIACL.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and place which will be communicated to the prospective vendors by PIACL.

6.3 Opening of Envelope B - Commercial Bids

Indicative Commercial bids will be opened only as part of the process for finalizing the successful bidder. Commercial evaluation will be done as per 40% - 60% criteria defined in Section – 4 of this RFP.

Section 7 - Bid Evaluation

7.1 Preliminary Examination of Bids

Company will examine the bids to determine whether they are complete; whether required information have been provided as underlined in the bid document; whether the documents have been properly signed and whether bids are generally in order.

Compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation. Company may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive or not submitted as per procedure defined in this RFP, it will be rejected by Company and may not subsequently be made responsive by the Bidder by correction of the nonconformity. Company's determination of bid responsiveness will be based on the content of the bid itself. Company may interact with the Customer references submitted by Bidder, if required.

7.2 Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) Compliance to Technical Specifications, Mandatory & Technical Requirements and Terms & Conditions as specified in the RFP.
- b) Company reserves the right to call for presentation and discussions on the approach of execution of project etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.
- c) Review of written reply, if any, submitted in response to the clarification sought by Company, if any.
- d) Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed solution are to be enclosed.
- e) To assist in the examination, evaluation and comparison of bids Company may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- f) Company may interact with the Customer references submitted by bidder, if required.

7.3 Evaluation of Commercial Bids

Commercial bids of only the technically qualified short-listed bidders will be opened. Evaluation of commercial Bids will be done as per Sub-Section 3 “Financial Evaluation Criteria” of the Section-9.

7.4 Successful Evaluated bidder

Bidder who will acquire highest marks as per criteria mentioned in Section 4 of this RFP shall be declared as successful bidder.

Section 8 - Terms and Conditions

8.1 Letter of Intent

After selection of the bidder, as given in Clause 7.4, and after obtaining internal approvals and prior to expiration of the period of Bid validity, Company will send Letter of Intent / Purchase Order to the selected Bidder.

Once the selected Bidder accepts the Letter of Intent the selected Bidder shall furnish the Performance Bank Guarantee to Company.

8.2 Term of the Order/Contract

The term of the Contract will be for a period of 3 years, renewable for the further two terms of 1 year each. Contract will be effective from the date of signing.

8.3 Acceptance Procedure

- Within 5 days of receipt of LOI, the successful Bidder shall send the acceptance.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

8.4 Performance Bank Guarantee

The Successful bidder shall, within 14 working days of receipt of LOI, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the services' cost (exclusive of taxes), valid for 1 year, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, Company shall withhold an amount equal to the value of the PBG from the payments due to the bidder.

8.5 Exit option and contract re-negotiation

PIACL reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the “Order Cancellation” clause of the Contract.

- a) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to Company.
- b) Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the parties prior to expiry of the contract. The Service Provider should perform a reverse transition mechanism to Company or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to Company or to an alternative 3rd party / vendor nominated by Company. Where Company elects to transfer the responsibility for service delivery to a number of vendors, Company will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.

Section 9 – Mandatory & Technical Requirements

Sub-Section 1

Mandatory Requirements

Bidders must comply all the mandatory requirements. Failure to meet any shall straightway disqualify the bid and no further evaluation shall be taken place.

S.No.	Description	Documents
1.	Vendor must have valid Highest level of Partnership with OEM / Principal (certificate required) also the engineers should have a valid Certificate (copy must be attached)	OEM Certificate Copy of certificates
2.	Vendor must submit along with the technical Bid, Sample SLA with penalty clauses to be signed between PIA and the provider after mutual consent.	SLA
3.	Integration within conventional PABX System (via ISDN PRI Trunk or SIP Trunks with basic feature transparency)	
4.	The bidder should not be currently blacklisted by any bank / institution in Pakistan or abroad	Affidavit
5.	All equipment must be PTA approved	PTA approved List
6.	Vendor will provide Business continuity measures for provided Solution.	
7.	Vendor must have its own office in Karachi Lahore and Islamabad.	
8.	Vendor must ensure 99.95% operational availability	
9.	Proposal must comply all requirements, scope of work and hardware specifications as mentioned in this RFP. Systems quoted for each location should be capable to operate independently in case of IP Link failure to serve the respective city office. They should also be capable for incoming & outgoing Trunk calls during this time.	
10.	The End of Life, End of Support life cycle of the proposed solution should be more than 10 years.	Confirmation from OEM
11.	Connectivity with other PIA EPABX installed at different cities.	

Annexure-A

Technical Requirements

S#	<u>Technical Requirements should be supported by PABX Exchange</u>	<u>Must Compliance</u>
<u>1</u>	PRI/SIP Trunk Support	
<u>2</u>	03 Year Warranty along with complete support required.	
<u>3</u>	The quoted equipment should be PTA Approved	
<u>4</u>	The Hybrid must have a uniform dialing plan so that intra site calling can happen via direct extension numbers	
<u>5</u>	The quoted Hybrid PABX system must be able to connect / interlope with PIA all EPABX systems	
<u>6</u>	Successful bidder to provide free of cost maintenance software	
<u>7</u>	Three-year principal support for licenses and hardware.	
<u>8</u>	The system shall be upgradable to any new software versions or releases issued during the warranty period without any extra cost.	
<u>9</u>	The Hybrid IP EPBX shall be new, non-blocking based, solid state, up to date technologies of hardware and software.	
<u>10</u>	Desktop soft client for receiving and making outside calls should be supported for our high-end users.	
<u>11</u>	Remote accessibility for all features and maintenance	
<u>12</u>	Mobile soft client for receiving and making outside calls should be supported for our high-end users	
<u>13</u>	IP / Digital Phone should compliance HD Voice, POE Enabled Handset / Hands-free / Headset Mode Desktop / Wall mount Installation External Power Supply 3-way Conference	
<u>14</u>	Protocol / Standards for IP /Digital sets SIP2.0 over UDP/TCP/TLS, RTP/RTCP/SRTP, STUN, DHCP, LLDP, 802.1x, SNTP, FTP/TFTP, HTTP/HTTPS, TR-069	
<u>15</u>	Supported Network interface for IP/ Digital sets: Physical: 10/100/1000 Mbps Ethernet, dual bridged port for PC bypass IP Configuration: Static / DHCP / PPPoE Network Access Control: 802.1x VPN: L2TP / Open VPN,VLAN, LLDP, MD5 authentication, QoS	
<u>16</u>	Migration of users from current infrastructure to new infrastructure	
<u>17</u>	End to End installation, configuration and testing of solution	
<u>18</u>	Telephone system should be hybrid PABX exchange (IP based with built-in support for analog & digital hardware)	
<u>19</u>	Expandable up to 500 users	
<u>20</u>	Direct inward dial (DID) support	
<u>21</u>	Direct outward dial (DOD) support	
<u>22</u>	Fax Connectivity	
<u>23</u>	Built-in Music On Hold	
<u>24</u>	One Number Service	

<u>25</u>	Multiple Lines provisioning	
<u>26</u>	Call Detail Recording (Duration, Source, Destination)	
<u>27</u>	Phone Code facility for International Calls and Faxes	
<u>28</u>	UC & Mobility (May be on selected phones)	
<u>29</u>	Presence (through soft client)	
<u>30</u>	Document Sharing (through soft client)	
<u>31</u>	File Transfer (through soft client)	
<u>32</u>	Coder-Decoder (codec) support (G711, G723, G729, G729a, G729ab)	
<u>33</u>	Hunt groups broadcast, circular and linear	
<u>34</u>	Directory search via name and IP numbers (Extension)	
<u>35</u>	Call Forwarding (Off net & On-Net)	
<u>36</u>	Call Transfer (Off net & On-Net)	
<u>37</u>	Call Park	
<u>38</u>	Shared line support	
<u>39</u>	Hotline	
<u>40</u>	Executive / Secretary setup	
<u>41</u>	Barge and Privacy	
<u>42</u>	Distinctive phone rings	
<u>43</u>	Do Not Disturb	
<u>44</u>	Call pickup facility (Both group/ Directed)	
<u>45</u>	Smart Phones agents (iPhone, Android) support	
<u>46</u>	External Call Transfer Restrictions	
<u>47</u>	Immediate Divert	
<u>48</u>	IVR (provision of Tree IVR)	
<u>49</u>	Audio conference facility	
<u>50</u>	Hunt Group	

Bidders must acquire 70% marks in this evaluation criteria to qualify for the opening of financial bid and further evaluation. Weightage of technical requirements' section is 40%.

S/N	Parameter	Points	Relevant Page No Containing details
1	Service Provider's level of partnership: Holding highest level with the principal and certified engineers team of at least 02 engineers:		
	More than 5 years	20	
	4-5 years	15	
	Less than 3-4 years	10	
	Less than 3 years	05	

2	Similar Installations/ Projects: Bidder has supplied and installed similar capacity exchange to National, Multi-National Companies, Government Departments, Autonomous Bodies and Financial Institutions/Banks.	30 20 15 10	
3	Bidder should have office and technical support with OEM Certified Engineers at Karachi, Islamabad & Lahore. 10 Marks for each Station.	30	
4	24/7 On-Call Services Operational Availability 99.95% Less than 99%	20 10	

Total Marks = 100

Qualifying Marks = 70%

Sub-Section 3

Financial Evaluation Criteria

All information must be provided in the prescribed format. All the information will be sealed in Envelope -B. Weightage of Financial Bid is 60%. Total Marks are 50. 20 Marks are for Financial Strength and 30 Marks are for overall cost of the solution which will be done on the single price quote based on total charges for the period of Three (03) years as per following table.

All required allied components required for operationalization, integration, connectivity whatsoever quoted in financial cost

Table A (Marks 30):

Cost of the Solution Max. 30

Lowest Bidder 30

Second Lowest 25

Third Lowest 20

Rest of the Bidders 15 each

Table B (Marks 20)

a) The Applicant must submit audited financial statements / balance-sheets of last financial year, supported by audit letters duly signed and stamped by authorized representative.

b) The Applicant is required to have liquid assets as given in below table (Verifiable from last audited report).

- 1 Current Assets (Verifiable from last audited report) 20 No marks if Audited reports/balance-sheets are not attached
- Current Assets > 10 Million but ≤ 25 Million = 14 marks
 - Current Assets > 25 Million but ≤ 50 Million = 18 marks
 - Current Assets > 50 Million = 20 marks
- No points for Current Assets less than Rs.10 Million

Financial Marks Distribution

Total Marks 50

Financial Strength Max. 20

Allocated as per criteria mentioned in Table B above

Cost of the Solution Max. 30

Lowest Bidder 30

Second Lowest 25

Third Lowest 20

Rest of the Bidders 15 each

Section 10 – Annexures

Annexure “A”

Hardware must be PTA approved. Following hardware will be supplied, installed, tested and commissioned by the vendor:

S.No.	Entity	Quantity
1	EPABX with Number of Extensions at Airport	144 Analog, 08 Analog Trunks with CLI, 24 Digital and 50 IP extensions with 25% expansion capacity over the term of contract
2	EPABX with Number of Extensions at Booking Office	144 Analog, 08 Analog Trunks with CLI, 24 Digital and 50 IP extensions with 25% expansion capacity over the term of contract
3	EPABX with Number of Extensions at PIA TGS area.	144 Analog, 08 Analog Trunks with CLI, 24 Digital and 50 IP extensions with 15% expansion capacity over the term of contract
4	Number of PRI	06 (02 per System)
5	IP connectivity	As required
6	Total Channels Capacity (Simultaneous Calls on IP Trunk between Systems)	Minimum 40
7	DID / DoD facility	On Every Extension

8	IP Trunking	Connectivity with other EPABX installed at different cities
9	Total Digital sets required for all three systems	50 Digital sets Full duplex voice with hands free facility
10	IDF & Surge protected / Fusible-MDF	With all three units
11	Operator console	(PC based) with 02 compatible PC along with 02 headsets. (Head gear)
12	Backup Hardware	Three hours minimum power backup with online ups or 48 Volts Battery Bank with rectifier.
13	IP sets required for all three systems	50 IP sets Full duplex voice with hands free facility
14	Number of Licenses per System	360 TDM Extensions, 50 IP user and 60 PRI/SIP trunk licenses.
15	IP to Analogue Converter (For 48 Analog phone extensions)	48 Ports IP to analog converter (ATA) with power backup for 30 minutes

Specifications for Desktop Digital Telephone set

S.No	Requirements	Details	Compliance	Page No.
1	Display	Graphical display, 2 lines With Signaling LED	Must	
2	Power	System powered (without power adapter) 2wire operation	Must	
3	keys	Keypad Minimum 4 freely Programmable function keys (partly equipped with LEDs) 5 freely programmable keys with red LEDs 3 Audio functions Keys (mute/loudspeaker/headset)with LED Key labeling with paper strips Control keys volume +/- 4 navigation keys	Must	
4	Acoustics	Hands free talking (full duplex)	Must	
5	Interfaces	Headset interface USB Slave interface	Must	
6	Labeling	Key labeling with paper strips	Must	

Specifications for Desktop IP Telephone set

S.No	Requirements	Details	Compliance	Page No.
1	Display	Graphical display, 2 lines Monochrome	Must	
2	Power	IP Phone sets with Power adapter	Must	
3	keys	Keypad Minimum 4 freely Programmable function keys (partly equipped with LEDs) 5 freely programmable keys with red	Must	

		LEDs 3 Audio functions Keys (mute/loudspeaker/headset)with LED Key labeling with paper strips Control keys volume +/- 4 navigation keys		
4	Acoustics	Hands free talking (full duplex)	Must	
5	Interfaces	Headset jack	Must	
6	Key Labeling	Key labeling with paper strips	Must	

Annexure B - Bid Offer Form (without Price)

(Bidder's Letter Head)

OFFER LETTER

Date:

To
The General Manager Contract Administration
Pakistan International Airlines Corporation Limited
Supply Chain Management Building
Old Karachi Airport

Dear Sir,

Subject: Request for Proposal for Telephone Exchanges for PIAC Lahore Offices

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

While submitting this bid, we certify that:

1. Prices have been quoted in PKR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.

3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for PIACL and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that PIACL reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of PIACL will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by PIACL for submission of bid, and our offer shall remain binding upon us and may be accepted by PIACL any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, PIACL will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that PIACL may reject any or all of the offers without assigning any reason whatsoever.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

Annexure C - Bidder Information

1	NAME OF THE BIDDER (PRIME)	
2	Constitution of the Company (Public/Pvt)	
3	Valid Sales tax registration no.	
4	Name & Designation of the contact person to whom all references shall be made regarding this tender	
5	Company's Contact Number	
6	Contact Person's Number	
7	E-Mail of the contact person	
8	Email of the Company	
9	Website	

Annexure D - Declaration for Clean Track Record

To
The General Manager Contract Administration
Pakistan International Airlines Corporation Limited
Supply Chain Management Building
Old Karachi Airport

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **Request for Proposal for Telephone Exchange for PIAC Lahore Offices**. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in Pakistan / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure E - Declaration for Acceptance of RFP Terms and Conditions

To
The General Manager Contract Administration
Pakistan International Airlines Corporation Limited
Supply Chain Management Building
Old Karachi Airport

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **Telephone Exchange for PIAC Lahore Offices**. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure F - Declaration for Acceptance of Scope of Work and Terms & Conditions

To
The General Manager Contract Administration
Pakistan International Airlines Corporation Limited
Supply Chain Management Building
Old Karachi Airport

Sir,

I have carefully gone through the Scope of Work contained in the RFP document for selection of vendor for **Telephone Exchange for PIAC Lahore Offices**. I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure G – Mandatory Requirements Compliance Matrix

S.No.	Description	Documents
1.	Vendor must have valid Highest level of Partnership with OEM / Principal (certificate required) also the engineers should have a valid Certificate (copy must be attached)	OEM Certificate Copy of certificates
2.	Vendor must submit along with the technical Bid, Sample SLA with penalty clauses to be signed between PIA and the provider after mutual consent.	SLA
3.	Integration within conventional PABX System (via ISDN PRI Trunk or SIP Trunks with basic feature transparency)	
4.	The bidder should not be currently blacklisted by any bank / institution in Pakistan or abroad	Affidavit
5.	All equipment must be PTA approved	PTA approved List

6. Vendor will provide Business continuity measures for provided Solution.
7. Vendor must have its own office in Karachi Lahore and Islamabad.
8. Vendor must ensure 99.95% operational availability
9. Proposal must comply all requirements, scope of work and hardware specifications as mentioned in this RFP. Systems quoted for each location should be capable to operate independently in case of IP Link failure to serve the respective city office. They should also be capable for incoming & outgoing Trunk calls during this time.
10. The End of Life, End of Support life cycle of the proposed solution should be more than 10 years. Confirmation from OEM
11. Connectivity with other PIA EPABX installed at different cities.

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address: