

Ref: GMCM/RFQ/HR Consultancy/01/24

Date: 12-07-2024

Request for Quotation (RFQ)
for Hiring of HR Consultancy Services

Dear Sir/ Madam,

Pakistan International Airlines (PIA), the National Flag Carrier of Pakistan is pleased to invite the quotes from consultants/ consultancy firms through EPADS on 'Single Stage Single Envelope' basis.

Bidders are required to submit their proposals / quotes through PPRA online bid submission system (EPADS) latest by **22-07-2024 at 1030hrs (PST)** which will be opened at **1100hrs (PST) on same day** in the presence of all bidders (who wish to attend) at tender room SCM building.

Bids/ Quotes shall be valid for 180 days.

Bids received through e-mail shall not be considered.

SECURITY DEPOSIT/ PERFORMANCE GUARANTEE

The successful vendor 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 contract value as interest free Security deposit and to remain valid 3-months after the expiry period of the Contract.

Note: Bidders must claim their deposit refund (Performance Guarantee) within 180 days of completion of contract period/project (in case awarded) or in case of any earlier termination. The time barred CRs (receipts)/refund cases shall not be processed.

GM Contract Management
Supply Chain Management Department,
PIACL Head Office, Karachi.
Tel: 021 9904 4216, 9904 3081

Background:

The Finance Department PIA at implemented a new ERP software system in the recent past. In order to ensure a successful implementation, it is imperative to restructure the department, re-skill employees, manage the change effectively, and develop a SWOT analysis to identify strengths, weaknesses, opportunities, and threats. The proposed assignment aims to align the structure, teams, and employees with the requirements of the new ERP software.

Objectives:

The main objectives of the Finance department Restructuring and Change Management Project, including the development of a competency framework, are as follows:

- Assist the Chief Financial Officer (CFO) in restructuring the Finance Division to optimize efficiency, effectiveness, and alignment with the ERP software implementation.
- Establish a competency framework that defines the required leadership and technical skills for key roles within the Finance Department.
- Re-skill and train the Finance Department employees to enhance their capabilities and ensure smooth adoption of the new software.
- Provide change management support to manage the transition and ensure minimal disruption to day-to-day operations.
- Develop a comprehensive SWOT analysis to identify internal and external factors affecting the Finance Department's performance and recommend appropriate strategies.

Scope of Work:

The scope of the Finance Department Restructuring and Change Management Project includes but is not limited to:

- i. Conducting a thorough assessment of the current Finance Department structure, roles, and responsibilities.
- ii. Identifying gaps and areas of improvement in skills, knowledge, and competencies required for the ERP software implementation.
- iii. Developing a One-Pager Job profile
- iv. Designing and implementing a comprehensive training and development program to upskill the Finance Division employees.
- v. Developing change management strategies and communication plans to facilitate a smooth transition to the new ERP software.
- vi. Conducting a SWOT analysis to evaluate the Finance Department's internal strengths, weaknesses, external opportunities, and threats.
- vii. Providing recommendations and action plans based on the SWOT analysis to optimize the Finance Department's performance.

Project Duration: 03 months after award of the contract.

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Mandatory Requirements

- a. Vender has relevant experience / expertise of minimum Five (05) years.
- b. Vender has relevant Certification(s) or License(s).

Documentary evidence for above is required

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Schedule A

Hiring of HR Consultancy Services

Consultancy Service Charges PKR	Applicable Taxes _____% (if any)	Consultancy Service Charges Inclusive of Taxes in PKR

CONSULTANCY AGREEMENT

BETWEEN

XXXXX CONSULTING

AND

PIA

PLACE OF EXECUTION: Karachi

DATE OF EXECUTION: 00-00-2024

CONSULTANCY AGREEMENT

This Consultancy Agreement (the “Agreement”) is made at Karachi, on this __ day of 00, 2024.

BETWEEN

XXXXX CONSULTING,

AND

PIA, a company incorporated and working under the laws of Pakistan, having its place of business to be added , hereinafter referred to as the “PIA”, which expression shall mean and include, where the context so permits, its successors in-interest, legal representatives and permitted assigns).

(XXXXX Consulting and PIA shall hereinafter be also individually referred to as the “Party” and collectively as the “Parties”)

WHEREAS:

- A. PIA is Pakistan’s largest airline. PIA is desirous of obtaining certain services under a Consultancy arrangement.

- B. XXXXX Consulting provides End to End Business Solutions Under One Roof at every stage of the employee life cycle.
- C. In the above background, PIA has agreed to avail professional services under a Consultancy arrangement from XXXXX Consulting, and XXXXX Consulting has agreed to provide the same to the PIA.
- D. The Parties are entering into this Agreement to record their understanding into writing.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS UNDER:

1. SCOPE OF WORK

- 1.1. The scope of work of XXXXX Consulting during the Consultancy period will include some or most of the following:
 - i. The organizational diagnostics
 - ii. Mission - Vision - Values
 - iii. Competency Mapping
 - iv. Organizational Structure, followed by Job grading
 - v. HR Policies, Manual and Code of Conduct and as such align itself with leading practices.
 - vi. One Pager Job Profiles, including KPIs, Key Activities and Competencies required (Functional & Behavioral)
 - vii. Developing HR Organization, in order to strengthen HR team and develop them
 - viii. Succession planning at key positions
 - ix. Leadership development, mentoring & coaching
 - x. Employer Branding
 - xi. Existing performance appraisal system
 - xii. Rewards and penalty system.
 - xiii. Reputational risk process
 - xiv. HR Analytics, including turnover ratios.
 - xv. Other internal discussions, coaching, advice and mentorship

The monthly prioritization of the tasks will be discussed at the beginning of each month between XXXXX Consulting and PIA along with the methodology and time required and the milestones. The deliverables for each task will also be pre agreed on a monthly basis.

Results will be shared with the Management of PIA.

XXXXX Consulting further agrees that all intellectual property rights to the deliverables developed under this Consultancy agreement shall be the sole property of PIA.

2. FEE

To be added.

3. CONTACT PERSON

The main contact person for PIA shall be Mr. Amos Nadeem, who can be reached at cfo@piac.aero and for XXXXX CONSULTING shall be _____, who can be reached at _____.

4. CONFIDENTIALITY

XXXXX Consulting shall keep strictly confidential all Confidential Information received by it or its employees from PIA. This clause shall survive the termination of this Agreement.

Confidential Information in relation to PIA includes all employee and company data and information on HR practices, commercial information, all future plans and financial data and information, or other data, documents and agreements, and any operations and know-how information which is either directly or indirectly, orally or in writing, whether before, on, or after this Agreement in whatever form (including without limitation, digital format or electronic, magnetic or optical media) disclosed to XXXXX Consulting by PIA or is otherwise acquired by XXXXX Consulting during its engagement and performance of scope of work.

5. TERMINATION

This Agreement shall commence from DD-MM-YYYY and continue till DD-MM-YYYY unless it is earlier terminated by either Party by any of the following:

- 5.1. With mutual consent of the Parties,
- 5.2. By either party giving 7 days notice to the other party or
- 5.3. If a Party commits default in performance of its obligations, the non defaulting Party may terminate this Agreement with a prior written notice of one month to the defaulting Party.
- 5.4. No additional payment will be made at the end/termination of the above agreement, other than the amount due as a part of the retainer

In the event of termination PIA shall ensure that all pending payments are settled and XXXXX Consulting shall ensure that all deliverables prepared by XXXXX Consulting for PIA are handed over to PIA.

6. AMENDMENTS

The Parties agree that no amendment, modification or waiver in respect of this Agreement shall be effective unless in writing and executed by each of the Party.

7. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed in accordance with the laws of the Islamic Republic of Pakistan. The courts of competent jurisdiction at Karachi shall have exclusive jurisdiction to hear any dispute and matter relating to or arising out of this Agreement.

IN WITNESS WHEREOF, the parties above named have set and subscribed their respective hands, the day, month and the year first above written.

FOR AND ON BEHALF OF XXXXX CONSULTING

1. Signature: _____
Name: _____
CNIC No.: _____
Designation: _____

FOR AND ON BEHALF OF PIA

1. Signature: _____
Name: _____
CNIC No.: _____
Designation: _____