

Ref: GMCM/Fire Alarm/UET/01/24

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

\_\_\_\_\_

\_\_\_\_\_

**SUB: MAINTENANCE OF CONVENTIONAL FIRE ALARM & DETECTION SYSTEM ATSALES OFFICE, QUETTA.**

Dear Sir/Madam,

We are pleased to invite your sealed tenders for the services/ items listed in the attached schedule (s). The terms & conditions of the tender/services/supplies are given below:-

**A) SUBMISSION OF TENDER**

1. Bidders **MUST** submit their bids through **E-PADS**, **Manual submission of bid without E-PADS electronic bid is NOT allowed**. The original Pay Order for Tender Fee & Bid Security to be submitted with hard copy of Technical Proposal addressed to GM Contract Management, Supply Chain Management Department, PIA Head Office, Karachi latest by **30-12-2024 till 1030 Hrs**. 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 latest by **10:30hourson** the specified date. You may also send your tenders through registered A/D mail addressed to GM Contract Management, which must reach before the closing date and time mentioned above. Tenders will be opened at **11:00** hours on 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.

3. Bidders are required to submit a Pay Order of **PKR15,000/- (Non- Refundable)** as tender fee along with Technical Proposal.

**B) BID SECURITY (For Local Bidders Only)**

The tender should be accompanied by a Pay Order of **PKR 10,000.00** in the name of M/S PAKISTAN INTERNATIONAL AIRLINES as interest free Bid Security (Refundable). Bid Security in any other shape shall not be accepted. Bid Security deposited against a running contract (s) purchase orders(s) shall not be transferable as Bid Security for any other tender. All tenders without Bid Security shall not be considered.

**C) PERFORMANCE GUARANTEE(For Local Bidders Only)**

The successful tenders upon award of Contract will be required to furnish security deposit in the amount equivalent to **05%** of total tender/contract value as interest free Security deposit in shape of Pay Order / Bank Guarantee. The Earnest Money/bid security already held can be converted into Security Deposit/Performance guarantee and balance amount if any shall be deposited as above.

**Note:** Bidders must claim their deposit refund (Bid Security/Performance Guarantee) within **180** days of the financial bid opening (if rates are higher side/ disqualified) or 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.

**D) INSTRUCTION TO BIDDER****PREPARATION OF TENDER****“Single Stage Two Envelope Basis”**

- The BID (Tender) submitted shall comprise of a single package containing two sealed envelopes, each envelope shall be marked and will contain “TECHNICAL” and “FINANCIAL” proposal.
- On the given tender opening date only “Technical Proposal” will be opened in the presence of tenderers available.
- The “Financial Proposal” shall be shown to the parties but will be retained with PIA without being opened.
- After Technical Evaluation of the received Technical Proposals, Financial Proposals will be opened publicly at the date, time & venue to be announced and will be communicated to the bidders in advance.
- PIA will open the “Financial Proposals” publicly of the parties whose Technical Proposals have been found acceptable.
- Financial Proposals of the technically not-acceptable bids shall be remained **un- opened** till the completion of tender process.

**E) PREPARATION OF TENDER - 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:**

- Original Pay Order for Bid Security/Earnest Money
- Be registered with Sales Tax Authorities; please attach copy of Registration Certificate (Local Bidders Only).
- 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) Quote Rates, GST, and other taxes separately.

- c) Undertaking on Rs. 100/= above non-judicial Stamp Paper duly signed and stamped by a Public Notary Oath Commissioner (Local Bidders Only).
- d) The outer cover should bear address of the General Manager Contract Management, PIA SCM Building, Karachi Airport and reference number of the tender with opening date of tender.
- e) All information about the services /material proposed to be supplied must be given as required in the schedule to tender.

**G) PRICES**

- a) The Prices mentioned in the tender will be treated as firm till the completion of Purchase Order /Contract.
- b) The Prices must be stated both in words and figures. Additional information, if any must be linked with entries on the Schedule to Tender.
- c) Offers must be valid for 180 days.

**H) DURATION OF CONTRACT**

Contract will be awarded for the period of three 03 years.

PIACL reserves the right to reject any or all bids or cancel the tender process at any stage in line with PPRA rules.

Yours truly,

**GM Contract Management**  
**Supply Chain Management**  
**PIA Head Office, Karachi**  
**Tel: 021 - 9904 4216, 9904 3081**  
**Email: [gm.cm@piac.aero](mailto:gm.cm@piac.aero)**  
**[contract.administration@piac.aero](mailto:contract.administration@piac.aero)**

Ref: GCMC/Fire Alarm/UET/01/24

**TENDER SCHEDULE "A"**

**Conventional Fire Alarm & Detection System Installed at PIA  
Sales Office, Quetta.**

S / No.	Description	Qty.	Rate/Month PKR	Annual Charges PKR	Value for 03 Years PKR
01	Smoke Detectors	60			
02	Manual Call Station	10			
03	Alarm Sounders	10			
04	Fire Alarm & Control Panel	01			
<b>Applicable Tax _____% PKR</b>					
<b>Total Value for 03 Years with (Applicable Tax) PKR</b>					

**EQUIPMENT DESCRIPTION****Conventional Fire Alarm & Detection System Installed at PIA  
(Booking Office) Sales Office Quetta**

<b>S / No.</b>	<b>Description</b>	<b>Qty</b>
01	Smoke Detectors	60
02	Manual Call Station	10
03	Alarm Sounders	10
04	Fire Alarm & Control Panel	01

**Technical Evaluation Criteria**

 Total Marks- 100  
 Qualifying Marks- 50

S. No	Evaluation Criterion	Description	Total Weight (%)	Obtained Weight (%)
1	<b>Bidder Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>- Minimum 5 years in similar projects</li> <li>- 3 recent projects in fire safety systems</li> <li>- Relevant certifications</li> <li>- Financial stability (2-year audited statements)</li> </ul>	15	
2	<b>System Compliance and Standards</b>	<ul style="list-style-type: none"> <li>- Compliance with NFPA, UL, or equivalent standards</li> <li>- Equipment must meet UL, FM Global, or equivalent standards</li> <li>- Adherence to local fire safety regulations</li> </ul>	20	
3	<b>Technical Specifications of Equipment</b>	<b>Fire Alarm System:</b> <ul style="list-style-type: none"> <li>- Control Panel: type and expandability</li> <li>- Detectors: type, sensitivity, and compliance</li> <li>- Notification Devices: type and coverage</li> </ul>	20	
4	<b>Methodology and Project Execution Plan</b>	<ul style="list-style-type: none"> <li>- Project Schedule: Gantt chart with milestones</li> <li>- Quality Assurance Plan: quality checks and testing</li> <li>- Safety Plan: PPE and installation safety</li> <li>- Testing and Commissioning Plan</li> </ul>	15	
5	<b>Technical Support and Maintenance Plan</b>	<ul style="list-style-type: none"> <li>- Minimum 1-year warranty</li> <li>- Maintenance and support plan with response times</li> <li>- Training for facility personnel</li> </ul>	10	
6	<b>References and Client Feedback</b>	<ul style="list-style-type: none"> <li>- Contactable references from past clients</li> <li>- Documented client feedback on performance and reliability</li> </ul>	10	
7	<b>Technical Presentation and Interview</b>	<ul style="list-style-type: none"> <li>- Detailed presentation on system design and implementation</li> <li>- Ability to clarify technical aspects in an interview</li> </ul>	10	

**Draft Contract**

CONTRACT BETWEEN PAKISTAN INTERNATIONAL AIRLINES CORPORATION LIMITED AND  
M/S -----

CONTRACT NO. \_\_\_\_\_

This agreement is made on this \_\_\_ Day of \_\_\_\_, Two Thousand \_\_\_\_\_ between the Pakistan International Airlines Corporation (hereinafter called PIACL) of the one part and M/S -----  
--- (hereinafter called the Contractor) of the other part.

Whereby it is agreed that PIACL shall require the Technical Services and the Contractor shall Maintain, Service and Repair.

**MAINTENANCE OF FIRE ALARM & DETECTION SYSTEM INSTALLED AT BOOKING OFFICE QUETTA**

Described in the Attached Schedule and the rates mentioned therein for a period of **03 years** commencing from DD-MM-YYYY to DD- MM-YYYY subject to the terms and conditions given herein under: -

**1. Scope of Work**

The Contractor shall provide comprehensive servicing, maintenance, testing, and inspection of the fire alarm and detection systems installed at all specified PIA facilities. The scope includes:

- **Scheduled Preventive Maintenance:**  
As per the manufacturer's recommendations, local regulations, and applicable standards.
- **Corrective Maintenance:** Addressing any detected faults promptly to maintain optimal functionality.
- **System Testing and Inspection:** Including control panels, detectors, manual call points, sounders, cabling, and software.
- **Emergency Repairs:** On-call services with rapid response to ensure the system remains functional.
- **Software Updates and Upgrades:** Periodically updating software to the latest version for optimal performance and compliance.
- **Component Replacement:** Replacement of faulty components with genuine or OEM-approved parts. received from PIACL. Any Alteration or Modification will be extra charge from PIACL.
- **Documentation and Reporting:** Maintenance of logs, inspection reports, and certificates for regulatory compliance.
- **User Training:** Training sessions for PIACL staff on the operation of the fire alarm system, covering emergency procedures, system usage, and troubleshooting.

**2. Service Standards**

The Contractor shall ensure that all services are performed according to the following standards:

- Compliance with applicable fire safety codes and standards (e.g., NFPA 72, BS 5839, or relevant local codes).
- Use of certified and qualified personnel for maintenance and repairs.
- Maintenance activities must cause minimal disruption to PIA operations.
- Proper documentation and reporting for all services performed.
- Adherence to Original Equipment Manufacturer (OEM) guidelines for system maintenance.

**3. Service Schedule**

- **Preventive Maintenance:** To be carried out quarterly, with a detailed report submitted to the Client.
- **Emergency Repairs:** Response time for emergency service requests shall be within (01 Day ) from the notification.

- **System Testing and Inspection:** Randomly Testing After Maintenance and annually with a full functional test of the system components.
- **Regular Reporting:** Quarterly maintenance summary report to be submitted, detailing all services rendered, system condition, and recommendations for any additional work.

#### 4. Key Performance Indicators (KPIs)

The Contractor must adhere to the following KPIs to ensure service quality:

- **Response Time:** Emergency service response within (01 Day) (98% of the time).
- **Completion Time:** Non-emergency issues resolved within 48 hours (95% of the time).
- **Preventive Maintenance Completion:** 100% completion as per the agreed schedule.
- **Customer Satisfaction:** Maintain a minimum satisfaction score of 90% based on feedback from PIA personnel.

#### 5. Penalties and Non-Compliance

In the event of non-compliance with the KPIs:

- **Escalation Procedures:** Persistent failure over three consecutive months may lead to escalation, potential penalty increase, and contract review.
- **Termination Clause for Severe Non-Compliance:** Immediate termination if non-compliance poses a risk to life safety or operational integrity.

#### 6. Contractor Obligations

- Provide all necessary tools, equipment, and personnel.
- Ensure all technicians are properly trained and certified.
- Maintain insurance coverage for liability and worker's compensation.
- Submit detailed service reports after each maintenance activity.

#### 7. Price Of The Contract:

- PIA shall pay to the Contractor for the Servicing and Maintenance for Fire Alarm and Detection System installed at \_\_\_\_\_ . RS.00,000/- (Rupees-----Only.) Per Month.

#### 8. Health, Safety, and Environmental Compliance

- **Safety Procedures:** The Contractor shall adhere to all safety and environmental protocols while working on-site.
- **Hazard Communication:** Report any unsafe conditions immediately to PIA management.
- **Personal Protective Equipment (PPE):** Ensure that all technicians use appropriate PPE during maintenance work

#### 9. Client Obligations

- **Access Facilitation:** The PIAC will help the contractor to obtain necessary entry permits for the staff, internal transport, tools and kits etc. as required, by the contractor to enter the areas, as per normal procedure.
- **Notification of System Issues:** Promptly notify the Contractor of any detected issues.
- **System User Assistance:** Designate staff to assist with system checks during maintenance visits.

#### 10. PAYMENT OF BILLS

The Contractor will submit their bills (Quarterly). On completion of service, duly supported by one copy of service completion receipt duly certified / verified by PIAC's Manager Fire Protection / Fire Protection Officer and the PIACL will arrange the payment there of within 30 days from the receipt of the bill.

#### 11. METHOD OF SERVICES:

The Contractor will send their staff that will in the presence of the nominated representative of PIACL carries out the services work as prescribed.



After the work is over the Contractor’s staff will obtain a receipt from PIACL’s representative, present there at that time that the agreed servicing of the equipments has been carried out in a satisfactory manner. On their service completion receipt the Service will be considered as being done and work completed by the Contractor for the period, and all their responsibilities will cease entirely after completion of servicing jobs..

**12. DAMAGES:**

If the Contractor fails to fulfill his contractual obligations or does not perform the Contract satisfactorily due to the reasons other than force majeure, then PIACL shall have the right to terminate the Contract forthwith and entitle to claim from the Contractor an amount equal to 25% of the Contract price which shall be recovered from the invoice and / or security deposit and through other lawful means.

**13. Termination Clause**

Either party may terminate this agreement with a 90-day written notice. In the case of non-compliance by the Contractor, the Client may terminate immediately.

**14. Confidentiality**

The Contractor shall maintain the confidentiality of all proprietary information regarding PIA’s fire safety systems.

**15. Dispute Resolution**

Any disputes arising from this SLA shall be resolved amicably. If unresolved, the matter shall be referred to arbitration under the rules of [Arbitration Authority].

**13. Authority Of The Person Signing Contract And Documents:**

Person Signing Contract or any other Documents forming part of this Contract on behalf of the Contractor shall be deemed to warrant that he has the Authority to do so from the Contractor, and if on enquiry, it is revealed that the person so Signing had no Authority to do so the Corporations may without Prejudice to other Legal remedies, cancel the Contract without notice and hold the Signatory Liable for all cost and damages

FOR PAKISTAN INTERNATIONAL  
AIRLINES CORPORATION LIMITED.

FOR -----.

(-----)

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

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

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

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

## INTEGRITY PACT / DISCLOSURE CLAUSE

**(To be submitted on Company's Letterhead)**

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Suppliers, Vendors, Distributors, Manufacturers, Contractor & Service Providers of Goods, Services & Works\_\_\_\_\_ the Seller / Supplier / Contractor hereby declares its intention not to obtain the procurement of any Contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative sub-division or agency thereof or any other entity owned or controlled by it (GOP) through any corrupt business practice.

Without limiting the generality of the forgoing the Seller / Supplier / Contractor represents and warrants that it has fully declared the brokerage, commission, fees etc., paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from Government of Pakistan, except that which has been expressly declared pursuant hereto.

The Seller / Supplier / Contractor certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The Seller / Supplier / Contractor accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall without prejudice to any other right and remedies available to Government of Pakistan under any law, contract or other instrument, be void-able at the option of Government of Pakistan.

Notwithstanding any rights and remedies exercised by Government of Pakistan in this regard, the Seller / Supplier / Contractor agrees to indemnify Government of Pakistan for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of Pakistan in any amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Seller / Supplier / Contractor as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever from Government of Pakistan.

**(To be submitted on Rs. 100 Stamp Paper)**

General Manager  
Contract Management  
Pakistan International Airlines,  
Karachi.

**Subject: Undertaking to Execute Contract**

Dear Sir,

1. We/I, the undersigned tenderer 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.

Tenderer's Signature \_\_\_\_\_

Name in full \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_  
Phone / Fax # \_\_\_\_\_  
CNIC \_\_\_\_\_  
Seal \_\_\_\_\_  
Date \_\_\_\_\_  
Email: \_\_\_\_\_