

INVITATION TO BID

Hiring Emergency Response Services for PIA Operations at International Stations

(Ref: GMP/Emergency Response/Safety/01/25)

Pakistan International Airlines Company Limited, the national flag carrier, invites bids from reputed companies for Hiring Emergency Response Services for PIA Operations at International Stations.

Bidding documents, containing detailed terms and conditions, etc. are available electronically and can be downloaded from PPRA www.ppra.org.pk, PIA Website www.piac.com.pk as well as from PPRA E-PADS (e-Pak Acquisition & Disposal System) <https://eprocure.gov.pk/#/auth/login>. Bidders need to get registered at E-PADS to access the tender document and other relevant information including electronic bid submission.

Potential bidders may contact Mr. Wali Sohaib Najeeb in case of any assistance/ help to get registered with EPADS and online bid submission at wali.sohaib@piac.aero Tel: +92 9904 3153, Mobile: +92 345 9897000

The bids prepared in accordance with the instructions in the bidding documents must be submitted through EPADS on or before **18-06-2025 at 1030 Hrs (PST)**. Manual submission of bid is NOT allowed. Bids will be opened on the same day at **11:00 Hrs (PST)** through EPADS.

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

**GM Procurement
Supply Chain Management Department,
PIA Head Office, Karachi.
Ph: +92 21 9904 6122, +92 21 9904 3081
E- mail: gm.cm@piac.aero, khijzpk@piac.aero
contract.administration@piac.aero**

Ref: GMP/Emergency Response/Safety/01/25

M/s _____

Sub: Hiring Emergency Response Services for PIA Operations at International Stations

Dear Sir/Madam,

We are pleased to invite your sealed tenders for the services/ items listed in the attached schedule. 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 is **NOT** allowed. Bids must be submitted latest by **18-06-2025 till 1030 Hrs** (PST). Tenders will be opened at **11:00** hours (PST) on the same day in the presence of tenderers who wish to attend.

B) Bidders required to submit Bid Securing Declaration as per format given in the document.

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 contract value as interest free Security deposit/ performance guarantee 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 bidders are required to submit Technical & Financial proposals separately through EPADS.
- On the given tender opening date only “**Technical Proposal**” will be opened in the presence of bidders available who wish to attend.
- 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/ criteria.

Bidders is required to affix the company seal/stamp on all tender documents.

F) PREPARATION OF TENDER - FINANCIAL PROPOSAL

- a) Schedule "A" duly filled in, signed/ scanned and submitted online through EPADS.
- b) 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

This Agreement becomes effective for a term of three (3) years.

Yours truly,

GM Procurement
Supply Chain Management
PIA Head Office, Karachi
Tel: +92 21 - 9904 6122, +92 21 9904 3081
Email: gm.cm@piac.aero, khijzpk@piac.aero
contract.administration@piac.aero

Terms of Reference / Details of the Services Required**Objective:**

The objective of this contract is to ensure a prompt, efficient, and professional emergency response service for PIA operations at international stations, minimizing risks and ensuring the safety of passengers, crew, and assets in case of an emergency.

Scope of Services:

The selected service provider shall be responsible for delivering any or all of the following emergency response services upon PIA's request and activation in the event of an accident or incident anywhere in the world.

1. Disaster Recovery Services

- 1) Advisory Services to support incident management.
- 2) Search for and recovery of remains.
- 3) Establish, operate and maintain a mass fatality incident morgue (including identification and processing of remains).
- 4) Preparation, repatriation, shipping and final disposition of remain (including the provision of caskets/coffins/urns).
- 5) Search for and recovery of personal effects.
- 6) Receipt, processing association and disposition of personal effects.
- 7) Crisis Intervention Services (On site mental health for employees and other designated persons)
- 8) Liaison with all agencies
- 9) Memorials and one year Memorial Services.
- 10) Aircraft Wreckage Removal.

2. Disaster Human Services**a) Pre-Incident**

- 1) Train and maintain sufficient number of Special Assistant Team (SAT) Members to deal with the responses of families following an air disaster, including stress responses and effective communication skills when talking with the families.
- 2) Liaison with industry agencies providing continuous updated Family Assistance Center (FAC) information.
- 3) Provide procedures and contact information for activation of the Family Assistance Center (FAC).

b) Incident

- 1) Service provider will activate the Family Assistance Center (FAC) on request based without the issuance of a Work Authorization Agreement (WAA).
- 2) Provide to PIA the FAC address and phone number(s) when the location is determined.
- 3) Establish liaison with the Call Center and receive appropriate family member and travel information.

- 4) Deploy immediately the Family Assistance team, consisting of the Director, FAC, Logistics Coordinator and Core FAC Team Members to the nearest location to the incident.
- 5) Deploy immediately, based on the total number of crew and passengers, the SAT Coordinator and a sufficient number of SAT Members providing up to one SAT Member per three crew/passengers. Additional SAT Members will be deployed as needed and approved by the PIA.
- 6) Provide logistical support to family members, friends and survivors including airport and hotel liaison and reception, transportation, lodging, meals, business rooms, communications, security and SAT Members.
- 7) Provide space, communication, and logical support for the Joint Family Support Operations Center (JFSOC) as well as space and communication for responding agencies.

c) FAC Operations

- 1) As a standard, establish the FAC at the incident site in accordance with the “Aviation Disaster Family Assistance Act of 1996”, as amended, “Foreign Air Carrier Family Support Act of 1997”, as amended and standards established by the National Transportation Safety Board (NTSB) Federal Assistance Plan for Aviation Disasters, August 2000.
- 2) Operate 24 hours daily for approximately 14 days.
- 3) Establish airport reception(s) area(s).
- 4) Establish hotel reception area to receive family members not arriving by plane.
- 5) Coordinate all local transportation requirements including rental buses, vans and cars.
- 6) Acquire facility (ies) to lodge, feed and provide sanctuary 24 hours daily.
- 7) Acquire business rooms for:
 - a) Information/travel desk
 - b) Briefing
 - c) Lounge
 - d) Disaster Mortuary Operational Response Team (DMORT) and Medical Examiner
 - e) Mental Health
 - f) Childcare
 - g) Interfaith – according to faith.
 - h) Dining
 - i) FAC support:
 - a. FAC Operations Center
 - b. Special Assistance Team Members
 - c. Airline Operations
 - d. Boardroom
 - e. Sanctuary
 - j) JFSOC
- 8) Establish communications including national and international telephone lines, ADP, conference-bridge and cell phones.
- 9) Implement security and badging measures.
- 10) Assign a SAT Member in accordance with the direction of PIA, ensuring each family receives information and liaison support including spiritual, mental health and medical assistance.
- 11) Provide status of Family Assistance Center (FAC) operations as requested by the PIA.

d) Post Incident

- 1) Coordinate and conduct lessons learned after action review with PIA and the FAC.
- 2) Make recommendations for adjustments to the contract, training procedures based upon the results of the review.
- 3) Pass family database to PIA.

3. International Call Center (ICC)

a) Pre Incident

- 1) Establish ICC training and ICC procedures specifically for call center activation.
- 2) Maintain ICC procedures and contact information for activation of the call center.
- 3) Provide PIA with call center operational procedures, required interaction, and contact information.
- 4) Maintain ICC trained call center agents on dealing with the stress responses of families following a disaster, the normal stress responses experienced by those making telephone-contact with the families, contact guidelines, and effective communication skills for talking with the families. They will also be trained on technical requirements and procedures required to perform call center functions.
- 5) If PIA has simultaneous incidents requiring call center response, or another Service provider call center PIA has an incident requiring call center response, Service provider will respond to both incidents. Initial response capability will be divided between incidents, while Service provider, in cooperation with PIA, will evaluate respective requirements and allocate resources accordingly.

b) Incident

- 1) Activate the ICC on request. It will include an international toll free number that can be accessed by up to 100 callers simultaneously.
- 2) Activate the ICC based upon this agreement without the issuance of a WAA.
- 3) Have the ICC ready to begin receiving calls with 1 agent within 30 minutes of activating the call center. Inbound response capability will be as follows
 - a) 25 agents the first hour.
 - b) 50 agents the second hour.
 - c) Not less 100 agents the third hour until inbound call volume subsides. Service provider will determine the manning level for the inbound call support as inbound call activity declines.

(The response levels above will be the initial planned response levels. Depending upon the nature of the incident to include but not limited to the number of passengers, location, airline involved or publicity, Service provider may reduce the number of agents needed below these levels.

This will be done in consultation with PIA.

- 4) Call key media contacts to publish the toll and toll free numbers. Service provider will provide a statement that meets the requirements of the National Transportation safety Board (NTSB) Federal Family Assistance Plan for Aviation Disasters, August 1, 2000.
- 5) Arrange for mental health support for ICC call center agents.
- 6) Provide Management for Call Center Operations, to manage operations and provide information to PIA as needed.
- 7) Provide up to 30 agents to make notification calls, 40 agents to make travel arrangements to the Family Assistance Center, 20 agents too perform administrative functions (such as recording and transmitting) and up to 50 call center agents working as coordinators, runners and other support personnel. Service provider will recommend the response level for PIA' decision. Additionally, Service provider will provide sufficient supervisory level personnel to manage all aspects of the call

center and to coordinate with the Family Assistance Center, PIA, other Service provider operational elements participating in the incident, and any other agencies (e.g. NTSB).

(The response levels above will be the initial planned response levels. Depending upon the nature of the incident to include but not limited to the number of passengers, location, airline involved or publicity, Service provider may reduce the number of agents needed below these levels. This will be done in consultation with PIA.

- 8) Ensure callers know how to access mental health support if needed (e.g. Red Cross or local equivalent).
- 9) Provide status of call center operations.
- 10) Receive the preliminary manifest from PIA and disseminate it to all inbound call center agents.
- 11) Screen all inbound calls to identify legitimate family members to be considered in the notification process.
- 12) As PIA provides names confirmed as being directly affected by the incident (confirmed manifest), Service provider will match them with all inbound calling family members who call the toll and toll free numbers and recommend to PIA who should be notified. Service provider will make directed by PIA. Notification is only to inform family members that the individual in question was on the confirmed passenger manifest.
- 13) Arrange travel to the Family Assistance Center (FAC) for PIA authorized individuals.
- 14) Establish communication and liaison with and transmit appropriate family member and travel information to the FAC.
- 15) Provide assistance to family members from the call center until the Family Assistance Center is operational and capable of doing so. This includes non-travelers.
- 16) Provide all call center recorded passenger and family data to PIA.

c) Post Incident

- 1) Coordinate and conduct lessons learned after action review with PIA and the call center.
- 2) Make recommendations for adjustments to the contract, training, and procedures based upon the results of the review.

Note:

- 1) The contractor will be responsible for any claims against PIAC if such claims arise out of the negligence or any breach of duties under the agreement.
- 2) The contractor will provide all three (3) services mentioned above in any part of the world, possessing all the valid documents required for performing the services.
- 3) The amount of insurance as per clause 20 of the agreement is US One Million Dollars (USD \$1,000,000.00).

4. Crisis Communications

- 1) A comprehensive crisis communication plan, including stakeholder engagement and media response strategies.
- 2) Timely and accurate press releases, media briefings, and official statements during emergencies.
- 3) A dedicated crisis communications team trained in public relations and emergency media handling.
- 4) Social media monitoring and response management to prevent misinformation and ensure public confidence.

- 5) Post-crisis communication analysis and reports to assess effectiveness and improve future crisis response.
- 6) The selected service provider shall be responsible for delivering the following services under Crisis Communications Services:
 - a) Social Media / Website
 - b) Expert Advice & Guidance
 - c) Review & Prepare Press Statements
 - d) Family Communication
 - e) Spokesperson Preparation
 - f) Liaise With Media Call Centre

Proposal Submission Requirements

Interested bidders must submit:

- 1) A company profile outlining relevant experience and capabilities.
- 2) A detailed proposal including methodology, staffing, and resource allocation.
- 3) Financial proposal, cost breakdown and deployed operation personnel labour rates and reimbursable expenses, etc.
- 4) Compliance certificates and regulatory approvals.
- 5) Responses to the following questions regarding the emergency services company:
 - a) Company background
 - b) Company financial position
 - c) Number of full-time and part-time volunteers
 - d) Company office locations around the world
 - e) Number of airlines currently receiving emergency services
 - f) Details of the last airline provided emergency services, including when, where, and what services were provided

Ref: GMP/Emergency Response/Safety/01/25

Evaluation Criteria

S. No.	Particulars	Details	Rating	Qualifying Nos.
01.	Capable of handling all types of aircraft and other disasters	-	-	
02.	Experience	More than 30 years	10	
		20 to 29 years	08	
		10 to 19 years	05	
		05 to 09 years	03	
03.	Clients	200 to 400 world wide	10	
		300 to 399	08	
		200 to 299	05	
		Less than 200	03	
04.	Covering Regions	All Regions	10	
05.	Languages	Capable of handling in Multi linguistics	10	

Total marks: 40

Qualifying Marks: 36

 Covering Regions + Languages: **Mandatory**

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Schedule A
Retainer Fees

SN	Description	Rate/ year (USD)	Value for three (03) years USD
01	Hiring Emergency Response Services for PIA Operations at International Stations	Disaster Recovery Services	
		Disaster Human Services	
		International Call Center Services	
		Crisis Communications Services	
		Total	

Deployed Labor, Equipments & Software Rates and Reimbursement Expenses:
Labor:

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
First Response		
	First Responder	
Incident Leadership		
	Senior Incident Director	
	Incident Coordinator	
Call Center*		
	ICC Director	
	ICC Deputy Director	
	ICC Project Coordinator	
	Inbound Team Manager	
	Inbound Team Floor Supervisor	
	Inbound Call Agents	

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	Notification Team Manager	
	Notification Team Floor Supervisor	
	Notification Agents	
	Travel and Assist Team Manager	
	Travel and Assist Team Floor Supervisor	
	Travel Agents	
	Data Management Team Manager	
	Data Management Team Floor Supervisor	
	Data Agents	
Disaster Human Services		
Leadership		
	Family Assistance Director	
Family Assistance Center		
	Family Assistance Center Coordinator	
	Logistics Manager	
	Logistics Specialist	
	Transportation Manager	
	Transportation Specialist	
	Housing and Catering Manager	
	Housing and Catering Specialist	
	Administration Manager	
	Administration Specialist	
	Finance Manager	
	Finance Specialist	
	Call Center Liaison	
	Child Care Specialist	
	PDA and Family Data Manager	
	PDA and Family Data Specialist	
Special Assistance Team (SAT)		
	Special Assistance Team Co-coordinator	
	Special Assistance Team Manager	
	Ident and Repat Liaison Manager	
	Special Assistance Team Member	
Mental Health		
	Mental Health Manager (qualified professional)	

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	Mental Health Coordinator (administrative only)	
	Mental Health Specialist (qualified professional)	
	Mental Health Telephone support (qualified professional)	
	Mental Health on-call support	
Memorial Team		
	Memorial Director	
	Memorial Specialist	
Disaster Recovery Services		
Leadership		
	Morgue Operations Director	
Search and Recovery		
	Search & Recovery Coordinator	
	Search Manager	
	Recovery Manager	
	Search and Recovery Specialists	
Morgue Administration		
	Morgue Administration Coordinator	
	Personnel Manager (Morgue)	
	Logistics Manager (Morgue)	
	Personal Effects Liaison Manager (Morgue)	
	Medical Records Manager	
	Morgue Administration and QA Specialist	
Scientific Operations		
	Senior Scientific Coordinator	
	Forensic Anthropology Manager	
	Forensic Anthropologist	
	Forensic Archaeology Manager	
	Forensic Archaeologist	
	DNA Manager	
	DNA Specialists	
	Forensic Latent Finger/Foot Print Manager	
	Forensic Latent Print Examiners	

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	Forensic Odontology Manager	
	Forensic Odonatologists	
	Dental Assistant Specialists	
	Forensic Pathology Manager	
	Forensic Pathologists	
	Forensic Photographer Manager	
	Forensic Photographer Specialists	
	Radiography Manager	
	Radiologist	
	X-Ray Technicians Specialist	
	Support Staff Manager (Technicians)	
	Morgue Specialists	
Agency Coordination		
	Agency Coordinator	
Identification Center		
	Identification Center Coordinator	
Repatriation		
	Shipping and Repat Manager	
	Preparation and Embalming Specialist	
	Shipping and Repat Specialist	
Personal Effects		
	PE Operations Director	
	PE Search and Recovery Manager	
	PE Processing Manager	
	PE Administration and QA Manager	
	PE Photography Manager	
	PE Specialist	
Data Management		
	Data Management Coordinator	
	Data Management Manager	
	Data Management Specialist	
	CAP5 Network Support	
	Emergency Response® Support	
Family Website		

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	Web Developer	
	Web Specialist	
	PR Professional Content Writer	
Information Coordination Team		
	ICT Director	
	ICT Coordinator	
	ICT Manager	
	Missing Persons Validation Team Coordinator	
	Missing Persons Validation Team Manager	
	CAP5 Network Support	
	Emergency Response® Support	
Crisis Communications		
	Crisis Communications Director	
	Crisis Communications Co-coordinator	
	Media Monitoring Specialist	
Media Call Center*		
	MCC Director	
	MCC Deputy Director	
	MCC Project Coordinator	
	MCC Inbound Manager	
	MCC Inbound Floor Supervisor	
	MCC Inbound Agent	
	Data Management Team Manager	
	Data Management Team Floor Supervisor	
	Data Management Agent	
	MCC Public Relations Professional Analyst	
	MCC PR Professional Telephone Support	
Accident Investigation		
	Senior Accident Investigation Director	
	Senior Accident Investigator	
	Accident Investigation Coordinator	
Deployed Support Staff (IMC)		
	IMC Director	

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	IMC Staff Chief	
	IMC Shift Leader	
	Security Manager	
	Security Specialist	
	Transportation Manager	
	Transportation Specialist	
	Administration Manager	
	Administration Specialist	
	Finance Manager	
	Finance Specialist	
	Logistics Manager	
	Logistics Specialist	
	Information Technology Manager	
	Information Technology Specialist	
	Team Member Manager	
	Team Member Management Specialist	
	Travel Manager	
	Travel Specialist	
	Physician	
	Physician Assistant/Nurse	
	Translator	
	Legal support	
Base Support Staff (Crisis Management Center)		
	Base Support Director	
	CMC Shift Leader	
	Travel Specialist	
	Administration/Logistics Specialist	
	Team Member Specialist	
	Finance Manager	
	Finance Specialist	
	Information Technology Specialist	
	Translator	
	Legal support (telephone support to Client)	
	Sum Total	

Equipments and Software Rates:

Classification	Daily Rates USD
Search and Recovery Equipment	
Mortuary Equipment	
Family Assistance Center Equipment	
Repatriation Equipment	
Personal Effects Information System (PEIS)	
Family Website (Hosting, Security and Maintenance	
Response	
Sum Total	

- Lowest bid shall be calculated on the basis of retainer fees and sum total of all other miscellaneous charges including Deployed Labor, Equipments & Software Rates etc.
- All the incidental/ accidental charges shall be paid at actual.

DRAFT

**SERVICE AGREEMENT BETWEEN
PAKISTAN INTERNATIONAL AIRLINES CORPORATION LIMITED
AND
SERVICE PROVIDER**

This agreement is made on this _____ 2025.

BETWEEN

Pakistan International Airlines Corporations Limited, a Company incorporated and governed under the laws of Pakistan having its Head Office at PIA Head Office Building, Jinnah International Airport, Karachi (hereinafter referred to as the "PIA" which expression shall where the context so admits include its successors and assign) of the ONE PART.

AND

_____ Service Provider, having its head office at _____ (hereinafter referred to as the "Service Provider" which expression shall where the context so admits include its successors and assigns) of the SECOND PART.

The PIA and Service Provider may individually be referred to as a "Party" and collectively be referred to, as "Parties", respectively, as the context of this Agreement requires.

WHEREAS, Service Provider is in the business of providing emergency response and consulting services in the event of air crash incidents / accidents / disasters; and

WHEREAS, Pakistan International Airlines desire to engage Service Provider for such services in connection with its operations and Service Provider is willing to provide such services.

NOW, THEREFORE, the parties have agreed as follows:

DURATION

1. This Agreement becomes effective for a term of three (3) years.

SERVICES – EMERGENCY RESPONSE

2. Emergency and consulting services specified by Pakistan International Airlines under this Agreement and to be provided by Service Provider in accordance with this Agreement.
3. Pakistan International Airlines will note Service Provider 24- hour emergency telephone numbers _____ in their emergency operations manual so that Service Provider can be alerted immediately in the event of an incident. Service Provider shall immediately advise Pakistan International Airlines of any change to Service Provider emergency contact information.
4. In the event of an incident Pakistan International Airlines will activate the Service Provider Services by calling the appropriate emergency number of Service Provider set out in clause 3. Upon activation

- Pakistan International Airlines will communicate and coordinate with the Service Provider during and after an incident/accident.
5. Service Provider will react immediately on activation of the Services by sending four (4) first responders to the incident location to assist in determining requirements for follow-on team size, configuration and timing of arrival of team(s) to conduct specific emergency services on behalf of Pakistan International Airlines.
 6. Service Provider will activate its Disaster Recovery Services on receipt from Pakistan International Airlines of a completed Work Authorization Agreement (WAA). The WAA will set out the agreed team configurations and personnel requirement. Subsequent changes to team configuration and personnel will be authorized and documented by Pakistan International Airlines on additional WAA. The Disaster Human Services and the Service Provider Call Center do not require a WAA for activation as this may Impact unnecessarily on the Service Provider response times. Accordingly, Disaster Human Services and Service Provider Call Center will commence on activation of the service under clause 4. Service Provider will deploy such resources at the Service Provider Emergency Management Center as are required to support the operation according to the number of personnel deployed in the field.
 7. Service Provider will make all necessary arrangements to transport Service Provider personnel and equipment to the scene of the incident and other locations as authorized by Pakistan International Airlines.
 8. When responding to an incident, under the direction of Pakistan International Airlines, Service Provider shall have the authority to act on behalf of Pakistan International Airlines in carrying out its duties and obligations. Pakistan International Airlines agrees that Service Provider personnel that deploy to the incident site may be rotated to mitigate Critical Incident Stress and / or undue hardships on Service Provider personnel.
 9. Pakistan International Airlines shall pay for all expenses for services rendered, supplies and equipment supplied by Service Provider, in response to an incident in accordance with the then current Service Provider Rate schedule. It is understood that Pakistan International Airlines guarantees reimbursement of these fees within (30) thirty days upon receipt by Pakistan International Airlines of an itemized invoice and satisfactory Proof of such expenses. If an expense is disputed then PIA will not be liable to pay any remaining balance after receipt of the Invoice.

SERVICE – ANNUAL RETAINER

10. In recognition of the fact that Pakistan International Airlines is committed neither to any capital costs for the extensive material resources procured and maintained by Service Provider, nor for the requirement and maintenance of a readily available and skilled team, it is mutually agreed that Pakistan International Airlines will Pay Service Provider an annual retainer of _____ for services for a period of 3 years. The annual retainer is due on the effective date of this Agreement.

These services are:

- a. Disaster Recovery Services.
- b. Crisis Communications.
- c. Disaster Human Services.
- d. Service Provider International Call Center.

Retainer Fees

SN	Description	Rate/ year (USD)	Value for three (03) years USD
01	Hiring Emergency Response Services for PIA Operations at International Stations	Disaster Recovery Services	
		Disaster Human Services	
		International Call Center Services	
		Crisis Communications Services	
		Total	

Deployed Labor Rates and Reimbursement Expenses:

A. Labor:

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
First Response		
	First Responder	
Incident Leadership		
	Senior Incident Director	
	Incident Coordinator	
Call Center*		
	KICC Director	
	KICC Deputy Director	
	KICC Project Coordinator	
	Inbound Team Manager	
	Inbound Team Floor Supervisor	
	Inbound Call Agents	
	Notification Team Manager	
	Notification Team Floor Supervisor	
	Notification Agents	
	Travel and Assist Team Manager	
	Travel and Assist Team Floor Supervisor	
	Travel Agents	
	Data Management Team Manager	
	Data Management Team Floor Supervisor	
	Data Agents	
Disaster Human Services		
Leadership		

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	Family Assistance Director	
Family Assistance Center		
	Family Assistance Center Coordinator	
	Logistics Manager	
	Logistics Specialist	
	Transportation Manager	
	Transportation Specialist	
	Housing and Catering Manager	
	Housing and Catering Specialist	
	Administration Manager	
	Administration Specialist	
	Finance Manager	
	Finance Specialist	
	Call Center Liaison	
	Child Care Specialist	
	PDA and Family Data Manager	
	PDA and Family Data Specialist	
Special Assistance Team (SAT)		
	Special Assistance Team Co-coordinator	
	Special Assistance Team Manager	
	Ident and Repat Liaison Manager	
	Special Assistance Team Member	
Mental Health		
	Mental Health Manager (qualified professional)	
	Mental Health Coordinator (administrative only)	
	Mental Health Specialist (qualified professional)	
	Mental Health Telephone support (qualified professional)	
	Mental Health on-call support	
Memorial Team		
	Memorial Director	
	Memorial Specialist	
Disaster Recovery Services		

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
Leadership		
	Morgue Operations Director	
Search and Recovery		
	Search & Recovery Coordinator	
	Search Manager	
	Recovery Manager	
	Search and Recovery Specialists	
Morgue Administration		
	Morgue Administration Coordinator	
	Personnel Manager (Morgue)	
	Logistics Manager (Morgue)	
	Personal Effects Liaison Manager (Morgue)	
	Medical Records Manager	
	Morgue Administration and QA Specialist	
Scientific Operations		
	Senior Scientific Coordinator	
	Forensic Anthropology Manager	
	Forensic Anthropologist	
	Forensic Archaeology Manager	
	Forensic Archaeologist	
	DNA Manager	
	DNA Specialists	
	Forensic Latent Finger/Foot Print Manager	
	Forensic Latent Print Examiners	
	Forensic Odontology Manager	
	Forensic Odonatologists	
	Dental Assistant Specialists	
	Forensic Pathology Manager	
	Forensic Pathologists	
	Forensic Photographer Manager	
	Forensic Photographer Specialists	
	Radiography Manager	
	Radiologist	
	X-Ray Technicians Specialist	
	Support Staff Manager (Technicians)	
	Morgue Specialists	

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
Agency Coordination		
	Agency Coordinator	
Identification Center		
	Identification Center Coordinator	
Repatriation		
	Shipping and Repat Manager	
	Preparation and Embalming Specialist	
	Shipping and Repat Specialist	
Personal Effects		
	PE Operations Director	
	PE Search and Recovery Manager	
	PE Processing Manager	
	PE Administration and QA Manager	
	PE Photography Manager	
	PE Specialist	
Data Management		
	Data Management Coordinator	
	Data Management Manager	
	Data Management Specialist	
	CAP5 Network Support	
	Emergency Response® Support	
Family Website		
	Web Developer	
	Web Specialist	
	PR Professional Content Writer	
Information Coordination Team		
	ICT Director	
	ICT Coordinator	
	ICT Manager	
	Missing Persons Validation Team Coordinator	
	Missing Persons Validation Team Manager	
	CAP5 Network Support	

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	Emergency Response® Support	
Crisis Communications		
	Crisis Communications Director	
	Crisis Communications Co-coordinator	
	Media Monitoring Specialist	
Media Call Center*		
	MCC Director	
	MCC Deputy Director	
	MCC Project Coordinator	
	MCC Inbound Manager	
	MCC Inbound Floor Supervisor	
	MCC Inbound Agent	
	Data Management Team Manager	
	Data Management Team Floor Supervisor	
	Data Management Agent	
	MCC Public Relations Professional Analyst	
	MCC PR Professional Telephone Support	
Accident Investigation		
	Senior Accident Investigation Director	
	Senior Accident Investigator	
	Accident Investigation Coordinator	
Deployed Support Staff (IMC)		
	IMC Director	
	IMC Staff Chief	
	IMC Shift Leader	
	Security Manager	
	Security Specialist	
	Transportation Manager	
	Transportation Specialist	
	Administration Manager	
	Administration Specialist	
	Finance Manager	
	Finance Specialist	
	Logistics Manager	
	Logistics Specialist	

Section	Classification	Day Rates (per person) - except where indicated that a per hour rate applies
		USD
	Information Technology Manager	
	Information Technology Specialist	
	Team Member Manager	
	Team Member Management Specialist	
	Travel Manager	
	Travel Specialist	
	Physician	
	Physician Assistant/Nurse	
	Translator	
	Legal support	
Base Support Staff (Crisis Management Center)		
	Base Support Director	
	CMC Shift Leader	
	Travel Specialist	
	Administration/Logistics Specialist	
	Team Member Specialist	
	Finance Manager	
	Finance Specialist	
	Information Technology Specialist	
	Translator	
	Legal support (telephone support to Client)	

B. Equipments and Software Rates:

Classification	Daily Rates USD
Search and Recovery Equipment	
Mortuary Equipment	
Family Assistance Center Equipment	
Repatriation Equipment	
Personal Effects Information System (PEIS)	
Family Website (Hosting, Security and Maintenance Response)	

C. Reimbursable Expenses:

- a. Prior approval from Pakistan International Airlines must be obtained before renting or leasing any equipment.
 - b. The rental rate for any equipment obtained from third party vendors for use on the project shall reflect the actual cost incurred.
 - c. Equipment rental shall be charged at the daily rate for each calendar day or any part thereof, during which the equipment is used to perform the work, regardless of the number of shifts it is operated during that day.
11. Pakistan International Airlines (PIA) is entitled to a complimentary one-day training session for its Airline Response “Go” team, which shall be conducted by the client emergency service provider.

FORCE MAJEURE

12. Except as provided under this agreement neither shall be liable for any failure nor delay in performance of their obligation if such is caused due to act of public enemy, war, rebellion, insurrection, act of God and act of state or of the judiciary.

In consideration of said retainer, Service Provider will:

- a. Maintain personnel and equipment to be ready to deploy 24 hours a day, 365 days a year.
- b. Guarantee availability of vital equipment and qualified personnel.
- c. Provide telephone consultation.
- d. Provide a dedicated Point of Contact for all pre-incident requirements.
- e. Provide Pakistan International Airlines regular updates on industry activity and useful information.
- f. Provide Pakistan International Airlines an open invitation to visit any Service Provider office.

PAYMENT

13. Service Provider shall invoice Pakistan International Airlines to the following address:

Invoicing Contact Name:

Address:

Telephone:

E-mail:

With copies to:

Emergency Manager Name:

Address:

Telephone:

E-mail:

And

Other Name:

Address:

Telephone:

E-mail:

Pakistan International Airlines shall pay each invoice submitted by Service Provider:

- a) Within 30 days of the date of the invoice; and
- b) In full and in cleared funds to the bank account specified on the invoice.

14. All rates quoted and amounts payable by Pakistan International Airlines are exclusive of amounts in respect of any value added tax chargeable for the time being ("VAT") or any other taxes or with holdings. Where any taxable supply for VAT purposes is made by Service Provider to Pakistan International Airlines, Pakistan International Airlines shall, on receipt of a valid VAT invoice from Service Provider, pay to Service Provider such additional amounts in respect of VAT as are chargeable on the supply of the Services at the same time as payment is due for the supply of the Services.
15. Without limiting any other rights or remedies of the Service Provider, if Pakistan International Airlines fails to make any payment to the Service Provider by the due date, the Service Provider shall be entitled to interest on the amount due at the rate of IMLIBOR + 1.0 percent per annum calculated from the due date of payment.
16. Pakistan International Airlines should be entitled to deduct the amount outstanding against the Service Provider.

GENERAL PROVISIONS

17. Pakistan International Airlines agrees that services performed and any work products produced by Service Provider are the mutual property of Service Provider and Pakistan International Airlines. Service Provider work product includes, but is not limited to, photographs and videotape taken of incident work and /or the site, which may be used in Service Provider reasonable discretion for the purpose of training and /or promotion of its business. Service Provider agrees not to use pictures or logos of Pakistan International Airlines without written permission. Notwithstanding the above, Service Provider agrees to protect the privacy rights of any individual victims of any mass fatality or disaster, as well as the rights of their family members. Each party shall hold in trust for the other and shall not use any information in connection with this Agreement without prior written permission of the other party. The provisions of this paragraph shall survive the termination of this Agreement.
18. Nothing in this Agreement shall limit or exclude Service Provider liability for:
 - a) Death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors; or
 - b) Fraud or fraudulent misrepresentation.
19. Subject to clause 19
 - a) Service Provider's total liability to Pakistan International Airlines in respect of all losses arising under or in connection with Agreement, whether In contract, tort (including negligence) breach of statutory duty, or otherwise, shall in no circumstances exceed _____.

Except as set out in this Agreement, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this Agreement.

20. Each party shall, at its sole cost and expense, secure and maintain throughout the term of this Agreement, comprehensive general liability insurance coverage in the amount of at least _____.
21. All documents required by this agreement will be provided in English. If necessary, Service Provider will have the documents translated at cost, to be paid by Pakistan International Airlines.

22. For the purpose of this Agreement, Force Majeure Event means an event beyond the reasonable control of Service Provider including act of God, war, riot, compliance with any law or Governmental order, rule, regulation or direction, fire, flood, storm or.

Service Provider shall not be liable to Pakistan International Airlines as a result of any delay or failure to perform its obligations under this Agreement as a result of a force Majeure Event.

23. The termination of this Agreement shall not discharge any party from any obligations incurred prior to the effective date of such termination. Termination will require notification, by either party, not less than three months prior to the projected termination date. This Agreement however, stands terminated at the ending date of the agreement period, the agreement will automatically be expired.

24. On termination of this Agreement for any reason:

- a) Pakistan International Airlines shall pay to Service Provider after verification of all of Service Provider's outstanding unpaid invoices in respect of Services supplied.
- b) The accrued rights, remedies, obligations and liabilities of the parties as at expiry or termination shall not be affected, including the right to claim damages in respect of any breach of this Agreement which existed at or before the date of termination or expiry; and
- c) Clauses which expressly or by implication have effect after termination shall continue in full force and effect.

25. This Agreement constitutes the entire agreement between the parties. Pakistan International Airlines acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of Service Provider which is not set out in this Agreement.

26. This Agreement applies to the exclusion of any other terms that Pakistan International Airlines seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

27. A party (the "Receiving Party") shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to the Receiving Party by the other party (the "Disclosing Party"), its employees, agents or subcontractors, and any other confidential information concerning the Disclosing Party's business or its products or its services which the Receiving Party may obtain. The Receiving Party shall restrict disclosure of such confidential information to such of its employees, agents or subcontractors as need to know it for the purpose of discharging the Receiving Party's obligations under this Agreement, and shall ensure that such employees, agents or subcontractors are subject to obligations of confidentiality corresponding to those which bind the Receiving Party. This clause shall survive termination of this Agreement.

28. A waiver of any right under this Agreement is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent breach or default. No failure or delay by a party in exercising any right or remedy under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy. Unless specifically provided otherwise, rights arising under this Agreement are cumulative and do not exclude rights provided by law.

29. If a court or any other competent authority finds that any provision of this Agreement (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent

required, be deemed deleted, and the validity and enforceability of the other provisions of this Agreement shall not be affected. If any invalid, unenforceable or illegal provision of this Agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

- 30. Nothing in this Agreement is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties.
- 31. A person who is not a party to this Agreement shall not have any rights under or in connection with it.
- 32. Except as set out in this Agreement, any variation, including the introduction of any additional terms and conditions, shall only be binding when agreed in writing and signed by Service Provider.

GOVERNING LAWS & DISPUTE RESOLUTION

- 33. This agreement shall be governed and interpreted in accordance with the Laws of Pakistan.
- 34. The parties agree and submit themselves to exclusive Jurisdiction of the Courts at Karachi.
- 35. Any dispute between the parties arising out of this agreement shall not be settled otherwise than through Arbitration, which shall be held at Karachi accordance with the Arbitration Act. 1940. Managing Director PIAC, or his nominee shall be the sole arbitrator whose award shall be binding upon the parties. Notwithstanding anything in this agreement PIA may continue to utilize subject matter services of the agreement from Contractor during the pendency of the Arbitration.

Signed: _____

Signed: _____

Name: _____

Name: _____

Position: _____

Position: _____

Date: _____

Date: _____

AUTHORIZED TO SIGN
FOR AND ON BEHALF OF
PAKISTAN INTERNATIONAL
AIRLINES

AUTHORIZED TO SIGN
FOR AND ON BEHALF OF
SERVICE PROVIDER

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 voidable 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.

Bid Securing Declaration

[The Bidder shall fill in this Form in accordance with the instructions indicated.]

Date:

Tender Ref: GMP/Emergency Response/Safety/01/25

To: Pakistan International Airlines Company Limited.

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

- (a) have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
- (b) Disagreement to arithmetical correction made to the Bid price; or
- (c) having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Signed: _____

[insert signature of person whose name and capacity are shown]

In the capacity of _____

[insert legal capacity of person signing the Bid Securing Declaration]

Name: _____

[insert complete name of person signing the Bid Securing Declaration]

Duly authorized to sign the Bid for and on behalf of: _____

[insert complete name of Bidder]

Dated on _____ day of _____, _____ *[insert date of signing]*

Corporate Seal (where appropriate)