

**PROPOSALS FOR
PREQUALIFICATION**

Pre-Qualification of Firms for Software Development and Allied Services.

(REF: GMCM/Pre-Qualification/Software Houses/ICT/01/21)

Pakistan International Airlines Company Limited, the national flag carrier, invites applications from well reputed software houses/firms/ companies registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for prequalification of Firms for Software Development and Allied Services.

Prequalification documents, containing detailed terms and conditions are available at **www.piac.com.pk**. Price of the prequalification documents is **Rs. 6,000** (to be submitted through a pay order in the name of PIACL along with the proposal).

The proposals, prepared in accordance with the instructions provided in the prequalification documents, must reach at **Iftikhar M. Usmani, GM Contract Management, Supply Chain Management Department, PIA Head Office, Karachi** on or before **03-11-2021** at **1030 Hrs PST**. Proposals will be opened the same day at **1100 Hrs PST**. This advertisement is also available on PPRA website at **www.ppra.org.pk**.

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

GM Contract Management
Supply Chain Management Department,
PIA Head Office, Karachi.
Ph: 021 9904 4216, 9904 3081
E- mail: gm.cm@piac.aero,
contract.administration@piac.aero

REF: GMCM/Pre-Qualification/Software Houses/ICT/01/21

M/S _____

SUB: Pre-Qualification of Firms for Software Development and Allied Services.

Dear Sir/ Madam,

We are pleased to invite your sealed tenders for the item/ services mentioned above. In case of more than one schedule separate tender for each schedule should be furnished. The terms & conditions of the tender / services are given below;

A) SUBMISSION OF TENDER

1. You are required to send your tenders addressed to General Manager Contract Management, PIA Supply Chain Management, JIAP Karachi latest by **03-11-2021 (1030Hrs PST)**. The tenders may be dropped in the tender box marked as “**Tender Box Commercial Purchases**” placed at the entrance of the PIACL Supply Chain Management Building latest by **10:30hours (PST)** on the specified date. You may also send your tenders through registered A/D mail addressed to General Manager Contract Management, which must reach before the closing date and time mentioned above. **Tenders will be opened at 11:00 hours (PST)** the same day in the presence of tenderers.

2. Proposals received after stipulated date & time shall not be considered. The Corporation will not be responsible for postal delays. The decision of GM Contract Management in this respect shall be final and binding.

3. **Bidders are required to submit a Pay Order of Rs. 6000/- (Non-Refundable) as tender fees along with the proposal (Local Bidders).**

Tenders / Proposals received shall be evaluated in accordance with the given criteria/ requirements.

Mention clearly Tender Reference on **TOP RIGHT CORNER OF PROPERLY SEALED ENVELOPE, BEARING COMPANY’S STAMP**

B) Duration of Pre-Qualification

Pre-qualification period shall be for 03 three years.

Yours truly,

Iftikhar M. Usmani
GM Contract Management
Supply Chain Management
PIA Head Office, Karachi.
Ph: 021 9904 3081, 9904 4101
Email: gm.cm@piac.aero,
contract.administration@piac.aero

PRE- QUALIFICATION

Software Development Houses in Pakistan

Statement of Purpose

Pakistan International Airlines intends to Pre-Qualify Firms for software development and allied services. Pre-Qualification process will be conducted on Single Stage basis. Execution of the Pre-Qualification shall be performed under the umbrella of 16 (A) and 16 (B) of PPRA rules. This exercise will enable all suppliers interested in partnering with PIACL for the supply software development services and will make them eligible to fairly compete for the business opportunities that may be available at PIACL.

Duties and Responsibilities of Vendor:

- a) Coordination with PIAC to understand the project, requirements and submit required deliverable.
- b) Exact deliverable will be mentioned along with the RFP/RFQ.
- c) Development of SRS,
- d) Technical documentation
- e) SIT
- f) Security
- g) User Guides

Role of Pakistan International Airline Corporation:

The PIAC will:

- a) Coordinate with selected vendor (s), assign them tasks and monitor the progress.
- b) Approve estimated work hours for assigned tasks
- c) Ensure tasks are done as per agreed timelines and log actual work hours spent.
- d) Review/Analyze the quality of tasks (code, design etc.) and approve.

Scope of Pre-Qualification

- Expertise in the following service categories are required from the vendors:
 - Mobile Development (iOS, Android, Huawei)
 - Web Development
 - Oracle ERP Development (DBA, Dev)
 - Middleware Web services/ APIs
- **The Pre-qualification tenure will be for the period of three (03) years.**
- Under the pre-qualification, firms will be shortlisted for subsequent procurement of software development services from above mentioned categories.
- The Request for Proposal/Quotations (RFP/RFQ) for procurement of development services will be circulated among all the Pre-Qualified Firms.

Nature of Work

The software houses will give software development related work orders including but not limited to following:

- Development of multilingual softwares - websites, Network Applications, Mobile Apps (including Android, Apple, Windows, etc. platforms)
- Development of applications in the different operating systems environments including open source, Windows, Linux, Apple etc.
- Integration with existing in house and vendor developed application through APIs, webservice, data etc.
- Development of Social Media Applications
- Applications for Personalization for Passengers and customers related processes.
- Applications should be developed in layered architecture for making it scalable for future enhancements.

- The applications should be responsive in nature, device independent, Mobile optimized and must support commonly used browsers i.e. IE, Chrome, Opera, Firefox, etc. with at least one-level down version compatibility.
- System Design, workflows, data flows, user experience and other design documentations.
- Project Management for software applications/ systems development, deployment, migration, transitions, Training and Status reports.

Project Implementation Approach

As part of its proposal, the Contractor must submit an Implementation Strategy and plan which caters for the following, to be performed by the Contractor:

- Availability of software applications facilities with the complete hardware and infrastructure requirement according to PIA need.
- Deployment of all supplied software,
- Progress reporting (on a weekly basis) on the Contractor's activities.
- Quality Assurance for Contractor related activities.
- Any other tasks required in successful delivery of the supplied products and services.

A detailed comprehensive project plan is to be prepared by Contractor and submitted as a part of the proposal. The plan shall be mutually approved and incorporated as part of contract and reviewed at regular intervals.

Version and Upgrades

It is specifically stated that all version upgrade, maintenance support, feature upgrade will be part of the work order for the Contractor. The contractor must ensure that all the software, third party tools, plugins being used for the development of software applications are open source or duly licensed by the contractor for PIA. During the implementation and subsequent roll out, the Contractor would be responsible to arrange free version upgrades of all components under its responsibility as part of after-warranty maintenance support, without any additional cost to PIAC. Contractor must ensure that all components are of the latest release and that the total solution is certified by the Contractor for completeness.

Post Selection Procedure

PIA will issue either RFP or RFQ depending upon the scope of the project to all Pre-Qualified contractors.

Request for Proposal (RFP):

- a) RFP will be floated based on the PPRA rules and its sub clauses as per the nature and complexity of the project / services required.

- b) All the pre-qualified firms will be responsible to respond to the purchaser either through Courier Service/Email/Fax or as mentioned in RFP.
- c) The pre-qualified firms are liable to respond to all the queries of PIACL within the stipulated time mentioned in the RFP.
- d) The proposals/bids will be evaluated based on criteria as laid out in that RFP.
- e) The contract will be awarded on terms, conditions and criteria as described in the floated RFP.
- f) After the approval of any Work order, a Contract Agreement (or an Addendum of existing valid Contract Agreement of same project) on the stamp paper shall be executed by PIACL with selected prequalified bidder (i.e. Contractor) within 45 days from the date of issuance of LOI (Letter of Intent) /Work Order.
- g) Payment will be made as per terms and conditions mentioned in RFP. Invoices will be cleared as soon as possible not exceeding 45 days upon receiving the invoice and complete supporting documents.

Request for Quotations (RFQs)

- a) The software development time frame and other requirements shall be communicated within the email for which the RFQ has been requested.
- b) The quotations received within stipulated time will be accepted for further consideration.
- c) The work/purchase order shall be placed to the firm on least cost basis method and time to complete assignment.
- d) The Selected Firm/Contractor shall be responsible to complete the job within given time from the date of issuance of work order.
- e) The Selected Firm/Contractor shall provide all necessary supporting documents along with GST invoice, delivery Challan and other relevant documents as required by the Purchaser.

- f) The Application for invoice shall be accompanied by such invoices, receipts or other documentary evidence as the Purchaser may require; state the amount claimed; and set forth in detail, the works or Services up to the date of the application for Payment.
- g) Payment will be made on full delivery of Goods or Services or completion of project, after taking over/satisfactory report on job card and completing all formalities and provision of complete necessary supporting documents by the Supplier.

Response Requirements

Potential bidders must follow the following requirement for their responses.

- Bidders are required to submit a signed copy of Compliance Certificate (Annex- A) while affixing official stamp on it including name, title, fax number and e-mail address of the their authorized representative.
- Certificate of Company/Firm/Contractor Registration/Incorporation under the laws of Pakistan.
- Certificate for Income Tax & Sales Tax.
- Incomplete and conditional responses will not be entertained.
- PIACL reserves the right to accept/reject wholly or partially any response or cancel the Pre-Qualification process altogether at any stage of the Pre-Qualification process without assigning any reason.
- Responses are liable to be rejected if; they are not conforming to the terms, conditions and specifications stipulated in this Pre-Qualification document.
- Responses submitted via email or fax will not be entertained
- The term for Pre-Qualification would be three (03) years extendable for further two years (1+1) term.
- Evaluation criteria is comprised of three (03) sections, namely:
 - Mandatory Requirements
 - Technical Requirements (80 Marks)
 - Financial Requirements (20 Marks)

Total marks are 100. Bidders having **75 or more marks** will be selected as Pre-Qualified partners for the provision of services as stipulated in this document.

- For qualification, bidders shall fulfill all the requirements as laid out in “Mandatory Requirements” section. If any of the requirements are not met by the bidder, the bid will be canceled straightaway and no further consideration will be given.
- Technical Requirements are further subdivided in to two categories, namely:
 - Work Experience (40 Marks)
 - Personnel Capabilities (40 Marks)

Bidders are required to acquire at least 60% marks of “Technical Requirement” Section, failure to which will result in bid’s rejection.

- Financial Requirements has 20 marks. Marks shall be given as per criteria mentioned in “Financial Requirement” section of this RFP.
- Bidders are required to submit Requirements Summary sheet as per Mandatory, Technical and Financial Criteria, along with page numbers where relevant information is mentioned.

Mandatory Requirements

Sr. No	Criteria	Eligibility (YES/ NO)	Evidence Reference
1	Firm should have its established office in Karachi or Islamabad		
2	Firm should be registered with SECP, and must have valid NTN and GST.		GST, NTN, SECP Certificates
3	Firm should already have delivered services to at least 10 customers in categories mentioned at “Scope of Pre-Qualification” section of this RFP		Customer’s reference list along with copies of at least 5 Purchase orders/ work orders/agreements etc.
4	Firm must not be blacklisted anywhere in Pakistan or abroad		Undertaking
5	Must be capable to comply with complete “Scope of Pre-Qualification” and “Nature of Work”		Affidavit from Company
6	Company must have at least 3 areas of expertise out of following: <ul style="list-style-type: none"> • Mobile Development (iOS, Android, Huawei) • Web Development • Oracle ERP Development (DBA, Dev) • Middleware Web services/ APIs 		Brief details of at least 2 projects per category along with customer reference.
7	Company must have at least 20 Software engineers/developers/scrums master etc. Strength may not be specific to the areas mentioned at Point No. 6 of Mandatory Requirements. Overall strength of software engineers/developers will be considered		Proof of employment of each person mentioned.

Technical Requirements

Work Experience

Sr. No.	Work Experience	Maximum Marks	Remarks
1	Vendor should have experience as a prime contractor for Software Development for each area of expertise applicable (minimum 3 as per mandatory requirements). Vendor must mentioned at least 2 projects for each area (worth Rs. 1 million or more each project) within last 4 years. 4 marks for each project.	40	Marks will be assigned on the basis of valid documentary evidence (Contracts / Purchase Orders etc.). Maximum 40 marks will be given even if No. of projects are more than 10.

Personnel Capabilities

The applicants must have in their employment suitably qualified personnel with relevant experience of each area of expertise applicable as mentioned in this RFP.

Sr. No.	Description	Qualification	Marking	Minimum Experience as SW Engineer/Developer (Years)	Maximum Marks	Remarks
1.	Software Engineers having expertise and projects in areas mentioned at Point No. 6 of Mandatory Requirements shall be considered for marking. Cvs must mentioned at least 1 project for the area of expertise applicable as mentioned in this RFP	BS / MS degree from a recognized institution in Computer Science or equivalent	4 points each for every resource as per area of expertise mentioned in this RFP	Minimum 2 years of experience in software industry	40	Maximum 40 marks will be given even if No. of resources are more than 10

Financial Requirements

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).

Marks shall be awarded on the basis of the following criteria:

Sr. No.	Description	Maximum Marks	Remarks
1	Current Assets (Verifiable from last audited report)	20	<p>No marks if Audited reports/balance-sheets are not attached.</p> <ul style="list-style-type: none"> • Current Assets >10 Million but ≤ 25 Million = 7 marks • Current Assets > 25 Million but ≤ 50 Million = 14 marks • Current Assets > 50 Million = 20 marks <p>No points for Current Assets less than Rs.10 Million</p>

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Check List For Proposal Submission

- Income Tax Registration certificate
- Sales Tax Registration certificate
- SECP Registration (if registered)
- Undertaking that the firm is not blacklisted by any provincial or federal government department, anywhere in Pakistan.
- Relevant experience documents (Purchase Orders / Contracts / Certificates).
- CVs of resources.
- Audited reports/balance-sheets.

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.