

**HIRING OF GROUND FEEDING SERVICES
FOR PROVIDING MEAL SERVICE PIA TRANSIT, DELAYED & DIVERTED FLIGHT
PASSENGERS AT JINNAH INTERNATIONAL AIRPORT, KARACHI**

INVITATION TO BID

Pakistan International Airlines hereby invites sealed bids from eligible service providers to present their best offer for the provision of Ground Feeding Services (Meal Services) for our Transit, Delayed & Diverted flight passengers at Jinnah International Airport, Karachi. Hotels/Restaurants must be registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue.

Bidding documents, containing detailed terms and conditions, etc. are available electronically and can be downloaded from PIA Website www.piac.com.pk, PPRA Website www.ppra.org.pk as well as from PPRA E-PADS <https://eprocure.gov.pk/#/auth/login>. Bidders need to get registered at E-PADS (PPRA) to access the tender document and other relevant information including electronic bid submission. Price of the bidding documents is **PKR 15,000** (non-refundable) to be submitted through a pay order in the name of **PIACL** along with technical proposal.

The bids prepared in accordance with the instructions in the bidding documents must be submitted through **EPADS** on or before **19th June, 2026 at 1100 Hrs (PST)**. Bids will be opened on the same day at **11:30 Hrs** through EPADS.

Bidders **MUST** submit their bids through **E-PADS**, along with Manual submission of bid. The original Pay Order for Tender Fee & Bid Security to be submitted with hard copies of Bid documents addressed to [Station Manager PIA, Jinnah International Airport - Karachi](#) as per above mentioned date & time.

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

In case of any queries, please feel free to contact (+92-21-9904 4602 +92-21-9904 3719)

Station Manager - PIA
Jinnah International Airport, Karachi
Phone: +92-21-9904 4602 +92-21-9904 3719
FAX: +92-21-99044645
E-mail: khikkpk@piac.aero

INSTRUCTIONS TO BIDDERS

M/S

SUB: **HIRING OF GROUND FEEDING SERVICES (MEAL SERVICE) FOR PIA TRANSIT, DELAYED & DIVERTED FLIGHT PASSENGERS AT JINNAH INTERNATIONAL AIRPORT, KARACH**

PIACL intends to hire services of quality hotels of Karachi Station for providing Ground Feeding Services (Meal Service) to its Transit, Delayed & Diverted Flight Passengers.

This contract will be for Three Years, further extendable, on mutual consent upon successful completion of agreement.

SUBMISSION OF TENDER

Bidders MUST submit their bids through **E-PADS**. Manual submission of bids without E-PADS is NOT allowed. The original Pay Order for Tender Fee & Bid Security is to be submitted with the hard copy of the Technical Proposal addressed to Station Manager PIA, Jinnah International Airport, Karachi, latest by **19th June, 2026 till 11:00 hours**.

You must also send the hard copy of tenders/bids through registered A/D mail addressed to Station Manager PIA, Jinnah International Airport, Karachi, 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 the tenderers.

Tenders received after the stipulated date & time shall not be considered. PIACL will not be responsible for postal delays.

Bidders are required to submit a **Pay Order of Rs. 15,000/-** (Non-Refundable) as tender fee along with the Technical Proposal.

BID SECURITY

The Tender should be accompanied by a Pay Order payable (valid for 180 days from the date of tender opening) of **PKR 100,000/-** (Pak Rupees One Hundred Thousands Only) 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 running contract(s)/purchase order(s) shall not be transferable as Bid Security for any other tender. All tenders without Bid Security shall not be considered.

PERFORMANCE GUARANTEE

The successful tenderers, upon award of Contract/Purchase Order, prior to the signing of this Agreement the Hotel shall deposit **PKR 1,000,000/-** through Pay Order as interest free Security Deposit / Performance Guarantee with the Authorized Office of PIACL. PIACL shall have the right to recover / adjust all liabilities of the Hotel from the amount of Security deposit furnished/deposited by the Hotel. The Interest Free Security Deposit / Performance guarantee shall remain with PIACL after three months of the expiry/termination of Agreement and the same will be refund to the Hotel after deduction of all the outstanding amounts and/or dues recoverable from the Hotel in.

NOTE:

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

TERMS AND CONDITIONS

This contract will be for three years, with 90 days Exit Clause.

Tender Opening will be based on “Single Stage Two Envelopes Bidding Procedure”. Accordingly, interested Parties are requested to submit a Single Package containing two separate envelopes titled as “**Technical Proposal**” and “**Financial Proposal**”. The “Technical Proposal” shall have all details of Offer without Rates while “Financial Proposal” shall contain Rates only.

Initially, only the envelope marked as “**Technical Proposal**” will be opened and Technical Evaluation/Site Inspection will be carried out thereafter.

After technical evaluation, the “**Financial Proposal**” will be opened publicly at a time and date that will be communicated through email or phone to the technically qualified parties well in time.

The “Financial Proposal” of Services Providers found technically non-qualified will be returned Un-opened to the respective Service Providers.

- Please note that quoted rates must be firm and final in all respect.
- Payment terms would be (NTD) net thirty days.
- Participant is required to quote rates inclusive all taxes.
- The party shall ensure to supply 150 to 400 breakfast or meal in time with the best hygiene standards.
- Qualified, trained and well behaved staff at service.
- Bid Security of PKR 100,000 (Refundable) in the form of a Pay Order/Bank Draft is to be submitted with bids in favor of PIA. Cash or Cross cheque are not acceptable.

PIA will be at liberty to revise the requirement or the whole tender proceedings at any stage.

No tender will be entertained after expiry of the aforesaid date & time. PIA will not be responsible for postal delays or any other reason.

PIA reserves the right to reject any tender in part or full after assigning a reason, however PIA will not be required to justify the grounds of rejection.

Technical Evaluation Criteria

Total Marks	50
Passing Marks	30
Obtained Marks	

S#	Contents	Total Marks	Marks Obtained
1	Experience of the Firm	08	Max. 08
	More than 10 years of experience	08	
	More than 06 years of experience but less than 10 years	05	
	Less than 06 years' experience but more than 03 years	04	
2	Infrastructure / Equipment Availability	14	Max. 14
	Certified Chief / Skilled staff	03	
	Display of crockery/Meal presentation	03	
	Meal Serving at least 300 within 2 hrs notice period	04	
	Hygiene/Infrastructure	04	
3	Food Certifications	12	Max.12
	Food certification from Federal or Provincial Govt.	06	
	HACCP Certificate	03	
	ISO 9001 Certification	03	
4	Production infrastructure with full Equipment	06	Max. 06
	Hot/Cold Kitchen	03	
	Cold Bakery	03	
5	Existing Clientele	10	Max.10
	Currently serving any airline	05	
	Infra-structure within 10 KM from Airport Terminal	05	

Sign : _____

Name: _____

Stamp: _____

Financial Quotations

<u>Description</u>	<u>Menu</u>	<u>Rates</u>
Breakfast		
Refreshment		
Lunch		
Dinner		

Single items

<u>Items</u>	<u>Rates</u>
Mineral Water 250ml /500 ml	
Cold drink	
Tea / Coffee	
Ticky Pak(Biscuit)	
Chicken Sandwich	
Juice	

Seal & Signature of Hotel/Restaurant/Bidder:_____

NOTE: Bidders are advised to provide the detail of their offered rates in respect of above four (04) categories including items of menu, weight, Quantity etc.

Service Provider Detail

Tender Fees: Rs. 15,000/- PIA Cash Receipt/P.O # _____

Bid Security of PKR 100,000 (Refundable) in the form of a

Pay Order/Bank Draft. P.O/B.D # -----

Hotel /Restaurant Name _____

Address: _____

NTN # _____ GST # _____

Bank Name: _____

Bank Branch/Code: _____ Bank Account # _____

Food Authority Certificate # _____

Contact Person Name / Designation: _____

Off. Tel. Number: _____ Cell Number: _____

Hotel /Restaurant Email Address: _____

Hotel /Restaurant Website URL: _____

One year Bank Statement attested with account maintenance certificate.

Sign : _____

Name: _____

Stamp: _____

AGREEMENT

THIS AGREEMENT is made on _____ between PAKISTAN INTERNATIONAL AIRLINES CORPORATION LIMITED, a public limited company incorporated, governed and operating under the laws of Pakistan having its Head Office at Jinnah International Airport Karachi Pakistan (Hereinafter called the "PIACL" and/or "PIA") of the one part.

AND

[Name of the Hotel], having its head office at _____ (hereinafter referred to as the "Hotel/Restaurant" which expression shall where the context so admits include its successors and assigns) of the SECOND PART.

The PIACL and the Hotel/Restaurant may individually be referred to as a "Party" and collectively be referred to, as "Parties", respectively, as the context of this Agreement requires.

NOW THIS DEED WITNESSES AS UNDER:

ARTICLE – 1: TERM OF THE AGREEMENT

This agreement shall be effective from _____ to _____ unless sooner terminated under the provision of this Agreement. The agreement is extendable by PIACL if deemed necessary, for another 02 terms of one year each or any term less than it on the rates term and conditions as may be mutually agreed between the parties in writing.

ARTICLE – 2: TERMINATION OF THE AGREEMENT (EXIT CLAUSE)

Notwithstanding anything contained in this Agreement each party shall have the right to terminate this agreement without assigning any reason or cause thereof upon 60 days written notice to the other party through registered post and / or confirmatory emails.

However PIA shall be entitled to terminate this agreement forth with at any time upon serving a written notice in the event of any breach of the terms and conditions of this agreement either on the part of the Hotel or its employees or non-performance of responsibilities and services by the Hotel under provisions of this agreement and Hotel shall be blacklisted as per applicable laws.

The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

ARTICLE – 3: PRICE

Services to be provided by the Hotel as per "Required Specifications" mentioned in Technical Proposal & Financial Proposal which is an integral part of this agreement.

PIA agrees Hotel for the service supplied by it hereunder as per agreed rates described below. These rates shall remain firm and final for the duration of this agreement which shall not be enhanced by the Hotel on any account whatsoever.

Financial Quotations

<u>Description</u>	<u>Menu</u>	<u>Rates</u>
Breakfast		
Refreshment		
Lunch		
Dinner		
Sehri / Aftari		

ARTICLE - 4: PAYMENT

Payment in respect of service shall be made on the submission of the invoice on monthly basis along with prescribed Sales Tax invoices and other proof of payment of taxes in case of taxable services, which are to be drawn strictly in conformity with this agreement on actual services provided @ service charges of per guest/passenger served Plus applicable rate of GST/SST.

The payment (s) shall be made to the Hotel after 30 days subject to verifications and conformation from the relevant PIA Official (s) that contractual obligations have been satisfactorily fulfilled and after deduction of all required Government taxes or fees levied by Federal / Provincial / Local Government or its authorities.

ARTICLE – 5: RECOVERY AND PERFORMANCE

PIA shall be at liberty to impose penalty if the standard of the services provider is not upto RFP and standards, poor performance or any negligence and/or breach of the terms and conditions by the Hotel and shall remain entitled to deduct 20% amount of the total monthly bill for the current month.

ARTICLE - 6: SCOPE OF SERVICES

In order to ensure proper provision of service for PIA passengers, the Hotel has agreed to provide following service with standards outlined below:

That Hotel shall provide full management and to operating services and provision of full range of refreshment / beverage items and other services as given below as per PIA standard and satisfaction to the **Station Management**, and concerned authorized officials as well.

The package of service shall be rendered in the following manner. Arrangement of equipment, crockery, cutlery and other concerned items.

1-Disposable Crockery and Cutlery in Breakfast, Lunch and Dinner will supply in boxes with delivery to PHS-PIA Counter.

Following Manu are given below: **(INBOXES)**

BREAKFAST

1. OMELETE / FRIED (2 EGG)
2. FRENCH FRIES (80 GMS)
3. BREAD SLICE (120 GMS)
4. BUTTER (10 GMS)
5. JAM (10 GMS)
6. JUICE (250 ML)

LUNCH/DINNER (OPTION.I)

1. CHICKENQORMA / KARAH (150GMS)

OR

- 1.1 CHICKEN BIRYANI (200 GMS)
2. SWEET (80 GMS)
3. FRESH GREEN SALAD (80 GMS)

LIGHT REFRESHMENT

1. CHICKEN /CHEESE SANDWITCH (02 PIECES)
2. FRUIT CAKE SLICE (01 PIECE)
3. BISCUIT (SNACK PACK)
4. TOMATO KETCHUP (SACHETE)
5. COLD DRINK/ JUICE
6. CAKE SLICE

LUNCH/ DINNER (OPTION.II)

1. CHICKEN CUTLET/ BROAST QTR (160 GMS)

OR

- SHAMI KABAB/ FRIES (100 GMS)
2. BOILED VEGETABLE (120 GMS)
3. FRENCH FRIES (80 GMS)
4. BREAD SLICE WITH BUTTER (120 GMS)
5. TOMATO KETCHUP (SACHET) (10GMS)

ARTICLE - 7: INSOLVENCY & BREACH OF CONTARCT

Should the Hotel be adjudicated insolvent or made to enter into any agreement for composition with the creditors or be wound up either compulsorily or voluntarily or commit any breach of the Agreement not herein specifically provided **PIA** shall have the right to declare the agreement terminated forthwith and in which case the Hotel shall be liable to the confiscation of pending bills and for any extra expenses which it might incur but it shall not be entitled to any gain or compensation from **PIA**.

ARTICLE - 8: CORRESPONDENCE

The Hotel will not correspond with or approach any other authority, person directly or indirectly, whether the staff of **PIA** or otherwise except the Dy. General Manager Facilitation and General Manager PHS regarding any matter arising from this or any other agreement with **PIA**. The Hotel may carry on correspondence with the designated officials of the user department if so, directed by authorities.

ARTICLE - 9: NOTICE

All notices, requests and demand given to or made upon the parties shall be in writing and posted through Registered Mail and confirmatory Facsimile at the addresses set forth below.

GENERAL MANAGER, PASSENGER HANDLING SERVICE

Address

PIA Head Office

Blue Area, PIA Booking Office Islamabad

Email : khinzpk@piac.aero

OR

Dy. General Manager, Facilitation

Address

PIA Head Office, Karachi

Karachi-75200

Email : khiwbpk@piac.aero

OR

Station Manager PIA

Jinnah International Airport,

Karachi – 75200

Email : khikkpk@piac.aero

Hotel

Name:

Designation:

Address:

Email:

ARTICLE - 10: BRIBE

Any bribe, commission, gifts or advantages given, promised or defrayed by/or on behalf of the Hotel or his Partner Agent or Servant or anyone on its behalf to any Officer, Servant Representative or Agent of PIA for showing or for bearing to show favor of disfavor to any person in relation to this any other agreement as aforesaid shall subject the Hotel to the cancellation of this and all or any other contract and also to the payment of amount to be decided by PIA as damages and the this decision in this respect shall be final and binding on the Service Provider.

ARTICLE - 11: DISPUTE RESOLUTION

- 1- The PIA and the Hotel shall make every effort to amicably resolve, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
- 2- If, after 15 working days, from the commencement of such informal negotiations, the PIA and the Hotel have been unable to amicably resolve a Contract dispute, either party may, require that the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The seat/place of arbitration shall be at Karachi, Pakistan. The final arbitral decision shall be binding on the parties.

ARTICLE - 12: STATUTES & REGULATIONS

1. The contract shall be governed by and interpreted in accordance with the laws of Pakistan.
2. The Hotel shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes,
3. Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the PIA indemnified against all penalties and liability of any kind for breach of any of the same.
4. The Courts at Karachi shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.

ARTICLE - 13: FORFEITURE OF INTEREST FREE PERFORMANCE SECURITY DEPOSIT

Forfeiture of Interest Free Performance Guarantee/Security Deposit shall be made by PIA, on occurrence of any/all of the following condition:

- a. If the Hotel commits a default under the Contract;
- b. If the Hotel fails to fulfill any of the obligations under the Contract;
- c. If the Hotel violates or breach any of terms and conditions of the Contract;

ARTICLE - 14: WAIVER

The failure of either party at any time to require the performance by the other of any of the terms and provisions hereof shall in no way effect the right of the party thereafter to enforce hereof the same nor shall the waiver by either of the party or breach of any of the terms or provision hereof taken or held to be waiver of any succeeding breach of any such terms or provision itself.

ARTICLE - 15: AUTHORITY OF PERSON SIGNING AGREEMENT & DOCUMENT

Person signing this Agreement or any other document forming part of this Agreement on behalf of the Supplier shall be deemed to warrant that he has the authority to do so from me Supplier, and if on enquiry, it

is revealed that the person so signing had no authority to do so PIA without prejudice to other legal rights/ remedies cancel the Agreement without notice and hold the signatory liable for all costs and damages.

ARTICLE - 16: PERFORMANCE GUARANTEE AS EARNEST MONEY/BID SECURITY

Prior to the signing of this Agreement the Hotel shall deposit through Pay Order **PKR 1,000,000/- (Rupees One Million only)** as interest free security deposit as performance guarantee with the Authorized Office of PIA. PIA shall have the right to recover / adjust all liabilities of the Hotel from the amount of Security deposit furnished/deposited by the Hotel. In this event, the Hotel shall replenish the amount of performance guarantee to the actual amount of **PKR 1,000,000/-** within 15 days from the recovery of the amount by PIA from the Security deposit. The Interest Free Security Deposit shall remain with PIA after three months of the expiry/termination of Agreement and the same will be refund to the Hotel after deduction of all the outstanding amounts and/or dues recoverable from the Hotel in relations to, arising out of and/or connected with this agreement. In addition, PIA shall always be entitled to recover any other amount through different modes and methods provided under the applicable laws.

ARTICLE – 17: INDEMNITY

The hotel undertakes and agrees to indemnify and hold harmless PIA, its staff, officers and agents from and against all claims, demands, liabilities, damages and expenses of any nature whatsoever, arising out of or resulting from this contract whether due to performance / non-performance or poor performance of any services under this Agreement by the Hotel, its staff, employees or its agents or contractors (sub-contractors) ets. In any case, the obligation on the part of the Hotel to indemnify shall not be limited to the cases where cause(s) giving rise to any such claim, demand, liability, damage, expenses etc. which are proven to have been attributed beyond doubt solely attributed / attributable to the Hotel.

ARTICLE – 18: FORCE MAJURE

For the purpose of this contract “Force Majeure” means an event which is beyond the reasonable control of a party and which makes a party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances, and includes War, Riots, Storm, Flood or other industrial actions (except where such strikes, lockouts or other industrial actions are within the power of the party invoking Force Majeure), confiscation or any other action by Government agencies. If a Force majeure situation arises, the contractor shall, immediately by written notice served on the Purchaser, indicate such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, The Hotel shall continue to perform under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or Agents or Employees, not (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations here under.

ARTICLE – 19: NO BROKER

It is understood and agreed that no Broker (s) / Agent (s) have participated in the parties together or in the negotiation, and preparation of this agreement hereof has not been enhanced or increased to accommodate directly and / or indirectly any commission or fees to any person or entity whomsoever. The Contractor agree to indemnify and hold harmless PIA from and against all claims, demands, charges, losses and judgments which may be suffered by, accrued against, charges to or are recoverable from PIA and which arises out of the Hotel’s action (s) or negotiation(s) with or in respect to Broker (s) or agents(s).

Notwithstanding anything contained hereinabove, in the event that at any future date it is established that

such commission and / or fees of any kind have been made by the Contractor to any Broker (s) or agent(s) or persons or entitles whatsoever, such a sum shall be refundable immediately to PIA without prejudice to any other rights or remedies of "PIA" and PIA shall be well within its rights to set-off such sums from any dues that may be payable to this Hotel.

ARTICLE – 20: ASSIGNMENT

1. The Hotel shall not assign or sub-contract its obligations under the Contract, in whole or in part, except with the PIACL prior written consent. In case of written consent by PIACL, all the expenses of assignment shall borne by Hotel including without limitation lawyers fee without any change in the terms of this contract, unless consented by the PIACL.
2. The Hotel shall guarantee that any and all assignees / subcontractors of the Hotel shall, for performance of any part / whole of the services under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the services under the contract.

If the Hotel assigns this Agreement to any other party in contravention of this Article, PIA in its discretion may (a) terminate this agreement and / or (2) black list and debar the Hotel for future to execute any contract with PIA and (3) confiscation of Security Deposit and/or (4) claim damages through legal recourse.

ARTICLE - 21: MISCELLANEOUS

This Agreement supersedes all prior agreement (s) and understanding (s) relating to the Subject. a) All terms and condition and the quoted rates are valid to the extent they are not repugnant to the terms and conditions of this Agreement or the parties specifically agreed in writing about any deviation from the terms and conditions of this Agreement. b) This is inserted in the Agreement for the purpose of reference and convenience and in no way define, limit or describe the scope or intent of the Agreement and/or not be deemed an integral part thereof. c) This Agreement shall be binding upon and shall insure to the benefit of both parties here to their respective successors and assigns provided always that any assignment shall have made in the accordance with the Article-15 hereof.

IN WITNESS WHEREOF THE PARTIES HEREUNTO SET THEIR HANDSOF THE DAY MONTH AND THE YEAR MENTIONED HEREINABOVE.

FOR AND ON BEHALF OF
Pakistan International Airlines

FOR ON BEHALD OF
The Party

NAME: _____

NAME: _____

CNIC NO. _____

CNIC NO. _____

DESIGNATION. _____

ADDRESS: _____

SEAL. _____

WITNESS 1.

WITNESS 2.

SIGN: _____

SIGN: _____

NAME: _____

NAME: _____

CNIC NO. _____

CNIC NO. _____

ADDRESS: _____

ADDRESS: _____
