

GUIDELINES / TERMS & CONDITIONS
FOR CATERING SERVICES IN MADINAH-AL-MUNAWARAH
HAJJ 1439 A.H / 2018 A.D

Ministry of Religious Affairs & Interfaith Harmony
Government of Pakistan

Office of Pilgrims Affairs Pakistan (OPAP)
Consulate General of Pakistan, Jeddah
Phone: 012-6670980 Fax: 012-6670988; e-mail: dghajj@gmail.com

Directorate General of Hajj /OPAP Jeddah

Terms & Conditions for Hiring of Catering Services at Madinah-al-Munawarah for Pilgrims under Government Scheme for hajj-2018/1439

1. The companies should provide complete details about their organization, (including copies of registration with the respective Saudi Arabian authorities for Hajj), names of Directors and main supervisory employees (especially those who will be handling the Hajj operations) as well as information showing previous experience in the area /service being applied for. OPAP shall have the right to select the best evaluated bid according to its requirements. **The bids must include a cover document with the following info;**

- a. Name of the company:
- b. Address with phone and fax and email:
- c. Name of main contact person for this project:
- d. Names of persons designated for this project
- e. Clients' references:

2. All bidders must provide all relevant governmental permissions that are required for the project (for example the food supplying company must at least be registered with the Saudi Ministry of Health and Madinah-al-Munawarah municipalities). OPAP will not actually undertake any efforts or assume responsibilities to obtain permissions for the contractors. In case of contravention of any regulation or any customer complaint the individuals and/or companies shall bear full legal responsibility. An affidavit to this effect shall be provided on the company Letter head.

Briefly, the bidding companies should;

- a. Have at least 2-3 years' experience in the provision of the same or similar goods and services as the ones for which bid is being submitted along with appropriate documentary evidence.
- b. Identify the appropriate human resources; currently available and how the bidder would be hiring the remaining for the stated purpose

3. The bid should be according to the standard menu approved by OPAP and available in the office, that can be collected on any working day between 0900 hrs to 1600 hrs, after the publishing of advertisement in newspapers

4. Bidders will have to provide a Banker's Cheque equal to (10%) ten percent of the value of bid, failing which the bid will be rejected outrightly. Banker's Cheque will be returned to unsuccessful bidders soon after the opening of bids.

5. Bankers Cheque of the successful bidder shall be returned after successful execution of the project, i.e., till Muharram 30, 1440. However, the return of the Banker's Cheque to successful bidders will be made after the contractors/bidders have paid any fines that may be imposed on the company /supplier who shall be informed in writing about the reason for imposition of fine and shall have full opportunity to contest the same.
6. Only proprietors of establishments (*Moassassah*) or persons authorized by the bidding company (*shirkah*) or Saudi employee of the company shall be allowed to make a bid in the OPAP; proof of such proprietorship or in case of company relationship (e.g. employee) and authorization to participate in the bidding process for Hajj 2018 shall be submitted by way of Wakala Sharai, prior to start of the bidding process.
7. Applicants must have a license to handle and supply foodstuffs from all concerned authorities in consonance with the laws of the Kingdom and specifically the Ministry of Hajj, KSA for Hajj 2018. In case of contravention of any regulation(s) or any customer complaint(s) the individuals and/or company (ies) shall bear full legal responsibility; such permissions must be deposited with the OPAP prior to starting work. OPAP shall assume no responsibility for any financial or other losses resulting from any action taken against them by any of the Saudi agencies. The interested companies shall get health certificates of their workers from the ministry of Health and permission to work for the Catering Companies from Maktab-ul-Amal.
8. All bidders will make a presentation detailing the system by way of which they intend to provide the service(s). The presentation and questions to follow will have a major determinant on the award of the contract. Under the procedure all bidders will first make a separate presentation followed by a common debriefing / discussion.
9. The successful bidders will have to submit an affidavit to the effect that:
 - a. They have read all the terms and conditions in this document and agree to abide by these as well as any new conditions mutually agreed.
 - b. No agent or intermediary has been involved and that no illegal payment has been made to anyone with regard to this bid.
10. OPAP is not bound to intimate/respond to any or all the bids offered.
11. OPAP accepts no liability for any failure by the bidder to comply with these terms and condition where such failure is due to circumstances beyond its reasonable control.
12. The depositing of an application - and the receipt issued therefor, shall in no way confer any right on the depositor or obligation upon OPAP of either mandatory inspection or selection of the building.
13. These terms and conditions are being issued only in English, the working language of OPAP. Bidders may, if they so wish, obtain an Arabic translation on their own but the English version

shall prevail and OPAP takes no responsibility for any omissions or mistakes in the Arabic translation.

14. The successful bidders shall undertake that:

- a. Their bids are valid for a period of 90 days.
- b. They have read and understood the general conditions for award of contract and agree with these.
- c. They have sufficient human and material resources available to undertake the project applied for.

15. Services and scope of work

Food and beverage catering services at residences of hujjaj shall be provided as under:

- a. The meals are to be provided at the place of residence whether cooked at the premises (if allowed by Saudi authorities) or pre-cooked at the company's legally authorized premises
- b. The catering company shall be responsible to distribute the same in the dining halls of buildings (where available) or from any appropriate public area prescribed under Saudi Taleemat, like the lobby (but not a vehicle standing outside the premises).

16. Bids will be evaluated on the basis of the supplier's facilities (like kitchen, distribution vehicles, staff), previous experience in the provision of the same services for which documentary evidence like contract copies may be provided and the presentation made to the Procurement Committee.

- a. Companies that had already worked satisfactorily with OPAP in the previous years will be given preference.
- b. All meals must be of sufficient quantity to serve one average adult person (as determined by a common person of ordinary prudence). In case of difference of opinion, the judgment shall lie with the authorized officer of OPAP in this regard.
- c. The bidders must also indicate the following;
 - i. Total capacity of hujjaj in multiples of thousand they are willing to cater to.
 - ii. Distribution mechanism i.e. how food will be brought to the premises and distributed (e.g. pre-packed or distributed in plastic plates on the spot from large pans and whether by coupons or timed service).

17. Procedure for submission and evaluation of bids for catering:

For Catering services, Single stage – two envelope procedure will be adopted, as follows:

- a. the bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the 'Financial Proposal' and 'Technical Proposal';

- b. the envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- c. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- d. the envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of OPAP without being opened;
- e. the OPAP shall evaluate the technical proposal according to the criteria given below, without reference to the price and reject any proposal which does not conform to the specified requirements;
- f. during the technical evaluation no amendments in the technical proposal shall be permitted; however OPAP reserves the right to seek any clarifications from the bidder, if required.
- g. the financial proposals of Technically qualifying bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- h. after the evaluation and approval of the technical proposal the OPAP, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- i. the bid(s) found to be the lowest evaluated shall be accepted.

18. Criteria for Technical Appraisal of Bids:

The technical appraisal will be done on the following criteria:-

- a. Relevant experience and past performance,
- b. Specifications of equipment/ vehicles etc
- c. Proof of doing similar work with hajj missions with hujjaj quota of 5000 or more
- d. Past experience of similar work with Pakistan hajj mission.
- e. Capabilities with respect to personnel, equipment and kitchen.
- f. Appropriate managerial capability, and
- g. Any other factor that a procuring agency may deems relevant, but not inconsistent with PPRA rules 2004.

19. IMPORTANT NOTES:

- a. Bidders must ensure that they submit all the required documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and in the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at any stage.
- b. Upon submission of bid by a bidder it will be presumed that he undertakes that no intermediary has been involved and no illegal payment / commission has been paid by the bidder to any person/ entity.

- c. The submission timelines for all the goods and services will be according to the invitation to bid appearing in the Saudi newspapers and websites of MoRA&IFH/PPRA.
- d. OPAP reserves the right to reject all or any of the bids or proposals at any time prior to acceptance of a bid or proposal.
- e. OPAP has no agent and the Saudi owners / Mustajirs are informed to directly contact OPAP for all their inquiries and issues. For further information and clarification, kindly contact;

All terms and conditions stated in this document will apply to the goods and services being offered by the bidders.

**Directorate General of Hajj, Consulate General of Pakistan, Jeddah;
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Complaints due to lack of cooperation or any illegal demand by the office staff of OPAP/Consulate General of Pakistan should be immediately brought to the attention of the Director General Hajj on the following contact directly. All reports/information shall be treated confidentially.

**Dr. Sajid Yoosufani
Director General (Hajj) Cell: 0592883030**

OFFICE OF THE PILGRIMS AFFAIRS PAKISTAN (OPAP)
CONSULATE GENERAL OF PAKISTAN
JEDDAH

BID SECURITY FORM			
(Catering Services)			
1	Name of the Catering Company		
2	Name of the Manager		
3	Approximate number of days	Makkah	Medina
		30	8/9
4	Number of Hujjaj quota demanded		
5	Bid Security @ 10% of the total projected value of contract (rate/day x number of days x number of hujjaj)		
6	Signature of the Company representative		
7	Date		