

Office of Pilgrim Affairs Pakistan,
Consulate General of Pakistan, Jeddah.

Hajj 2014/ 1435: General Terms Governing Supply of Services & Goods

All bidders must meet the following general terms & conditions as well as the specific conditions for each service listed below separately:

As part of their bids, 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. OPAP shall have the right to select the best evaluated bid in consonance with 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:

- (i) In case, any governmental permissions are required by the successful bidders, OPAP will only issue letters of support to the successful/selected companies for obtaining such permissions but will not actually undertake any efforts or assume responsibilities to obtain these permissions for the contractors. Failure to obtain such required permissions may lead to the termination of the preliminary agreement reached. 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 stationery.

Briefly, the bidding companies should

- (ii) 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 evidence of having performed a similar function during the Hajj operations for this period). The acceptance or rejection of "experience" of one company being counted towards the experience of a "sister" or new company shall be at the discretion of the OPAP/ committee set up in this regard.
- (iii) Be either directly registered/ incorporated in the Kingdom of Saudi Arabia or if incorporated elsewhere have a legal Saudi partner organization with sufficient managerial capacity.

- (iv) Identify the appropriate human resources and how it would be hiring these for the stated purpose
- (v) Provide a bank guarantee equal to five percent of the total bid amount which will be released by Muharram 30, 1436 for successful bidders and in case of unsuccessful bidders immediately after announcement of the winning bids.
- (vi) Provide a bank guarantee of five percent of the bid amount which will be returned to the successful candidate by Muharram 1435 after deducting any fines that may be imposed on the contractor/supplier who shall be informed in writing about the reason for imposition of fine and shall have full opportunity to contest the fine. In case of the food services provision contract this amount of the cheque shall be equal to SR 20 per haji contracted; in addition to the cheque an amount of SR ten thousand shall be deposited by the successful bidders as security money from which fines may also be recovered.
- (vii) Assure in writing through an affidavit attested by the *Katib al-Adl*, Chamber of Commerce *or Umda* that the firm or its principals have not been convicted / involved in any criminal/ civil/ administrative offence, particularly an offence relating to dishonesty, fraud / forgery, financial /investment/ / business crime/ misconduct or other criminal acts or been involved in any acts of misfeasance or serious misconduct nor have been black listed by the KSA or any foreign government. The affidavit should also state that the firm or its principals have not been declared defaulter by any bank or financial institution in connection with payment of loan or taxes in the capacity of individual as director / chief executive or company as a whole.
- (viii) Only principals and direct employees of the bidding company shall be authorized to make a bid on behalf of their company; proof of such relationship (Chamber of Commerce attestation) or *sakvakala* from the *Katib al-Adl* stating a power of attorney to the effect that they have been authorized to participate in the bidding process for Hajj 2014 shall be submitted prior to start of the bidding process.
- (ix) All bidders for transport and IT services must 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.
- (x) All successful bidders will have to submit an affidavit stating
 - (a) that 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, including officer(s) and/or staff of OPAP
- (xi) The OPAP is not bound to intimate/respond to any or all the bids offered.

- (xii) The OPAP accepts no liability for any failure to comply with these terms and condition where such failure is due to circumstances beyond its reasonable control.
- (xiii) 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.
- (xiv) All successful bidders shall sign a pledge to the effect that they have read these general conditions for award of contract and agree with these.

Services and scope of work

1. Supply of meals

- (i) These meals are to be provided at the place of residence whether cooked at the premises (where full licensed kitchens are available) or pre-cooked at the company's legally authorized premises and then distributed in the dining halls of buildings (where available) or from any appropriate public area like the lobby (but not a vehicle standing outside the premises); access to the rooms / floors of residence of hujjaj is banned.
- (ii) A mini-shop inside the buildings to provide tea and soft drinks (as well as small items of daily use) at fair market rates, all of which must be properly displayed may be set up.
- (iii) in the lobby of the hotels where the hujjaj are staying.
- (iv) Applicants must have a license to handle and supply food stuffs from all concerned authorities in consonance with the laws of the Kingdom and specifically the Ministry of Hajj, KSA for Hajj 2014 (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 closure of the
- (v) The actual sale/ purchase of the food will be a direct voluntary transaction between the service provider and the hujjaj and the OPAP will neither assure any minimum sales nor regulate the prices beyond the charging of extra money (over and above normal market prices for common goods like dairy products, beverages, snacks, cakes, fruits and other items of daily use).
- (vi) The following statement in Urdu translation shall be displayed:

1. Office of Pilgrim Affairs Pakistan has provided this space free of cost

2. The sale/purchase constitutes a private voluntary transaction
3. All complaints to be referred to OPAP on 800 11 666 22

2. Transport Services:

- (i) All bidders must be directly registered with /be a member of NaqabatusSayyarat

All buses shall be of model 2005 and above only; only rates of vehicles that are to be actually offered / available to the OPAP should be quoted. Separate bids for 2010 model buses may also be provided; rent is for hujjaj transport in Makkah Mukarramah between the Harum and their residences (for salawat); rates for this may also be provided in terms of per minibus (25 seats) and per bus (46-49 seats) / 24 hours; also separate rates for "city buses" if available; the format shall be as follows

Model Year No. of buses available Rate/vehicle/24 hours No. of drivers/24 hours

- (ii) extra supplement per Haji over and above NaqabatusSayyaratCHD rates on Makkah to Madinah/ Madinah to Makkah/ & Madinah to Jeddah routes for provided buses of 2010 and above and 2013 model buses.
- (ii) Bids for transport of OPAP staff from Hajj Terminal, KAAI Airport to Makkah Mukarramah and back; from Makkah Mukarramah to Madinah Munawwarah; from Makkah to Mashair (Muna and Arafat) and back;
- (iii) All vehicles must have the requisite tasreeh to operate in Makkah Mukarramah from the traffic police/maroor and other concerned authorities.
- (iv) It will be the responsibility of the successful bidder to undertake inter-connect agreement with the authorized bus operator between transfer bus stops and Harum, adding more buses in those Haram bus stops as and when directed by the OPAP as well as obtaining any other permission for operating the buses direct to the Harum bus stops, permission for setting up bus-stops near the Harum, etc.
- (v) Buses will ply on all routes from buildings to Harum and back (including the two-stage building to Kudai/Masqoota/Gazzaor any other bus stop and transfer bus routes)
- (vi) In case buses are required over and above the total number of buses that are proposed to be provided to the OPAP by the bidding company, then for any number of buses over and above such capacity, the successful bidder will be required to submit an agreement from other member companies of the NaqabatusSayyarat only, that they are willing to provide buses to the bidder (along with models of these buses and the dates of such offering).

3. Printing material for guidance of hujjaj

The detail of material to be printed for guidance of hujjaj is given below; however both the type of the material as well as the quantity may be changed at the discretion of the OPAP. The company should provide unit price; delivery time.

| Sr.No | Description | Size (cm) | Estimated Quantity |
|--------------|-----------------------------------|------------------|---------------------------|
| 1 | Stickers for buildings | 50 X 50 | 250 |
| 2 | Room Stickers | 25 X 20 | 25000 |
| 3 | Bus Stickers | 23 X 33 | 6000 |
| 4 | Arrow Stickers | 20 X 40 | 1500 |
| 5 | Stickers for guidance of Hujjaj | 50 X 50 | 500 |
| 6 | Welcome Stickers | 21X29.70 | 3000 |
| 7 | Complaints Forms | 23 X 33 | 13000 |
| 8 | Qibla Stickers | 12 X 15 | 8500 |
| 9 | Stickers for lifts | 17 X 14 | 4000 |
| 10 | Stickers for bath rooms | 17 X 14 | 10000 |
| 11 | Maps for buildings | 35 X 50 | 500 |
| 12 | Makatib stickers | 35 X 50 | 7000 |
| 13 | Tags for luggage for Hujjaj | 14 X 12 | 200000 |
| 14 | Tags for Hujjaj stickers | 14 X 12 | 50000 |
| 15 | MuazzizHujjaj-e-Karam (for women) | 50 X 35 | 5000 |

3. Miscellaneous services

(i) Stationery items, sign boards on buildings, Pakistani flags, printed material

The company should provide

- (a) Unit price
- (b) Quality of Paper to be used in printing
- (c) Delivery method /time period; specs/quality of paper etc.

(ii) Arrangements at Mina and Arafat for its staff in terms of cost per tent having fixtures and services therein (such as water & electricity facility, quality of mats and security)

(iii) Laundry services: Company will collect laundry clothes from the building of hujjaj through a voluntary transaction between client and the company. Office of Pilgrim Affairs, Pakistan (OPAP) will have no responsibility in any matter/issue /case.

(iv) Outsourced provision of Human Resource requirement: local Muavaneen-e-Hujjaj

(v) Mobile telephone services for hujjaj and officials from telecommunication companies; bids to include (a) Procedure of delivery i.e. how and when the sim cards will be delivered to hujjaj and (b) Local and international calling cost per minute. Whether these charges will be permanent throughout the Hajj operation.

- (vi) **Secure money transfer through debit /ATM card or e-purse:** detailed technical and financial proposals are invited from the interested companies for provision of debit/ATM card for Pakistani hujjaj.
- (viii) Provision of bed sheets (with pillow covers) and blankets for hujjaj at their residences; full technical details including size and quality; bidders will have to submit samples of all items being offered.