

Office of Pilgrim Affairs (OPAP), Consulate General of Pakistan, Jeddah

Invitation to Express Interest/ Bid

Office of Pilgrim Affairs, Pakistan (OPAP) invites Expressions of Interest (Esol) / bids for delivery of services to OPAP and Pakistani hujjaj in Hajj season 2014/1435. Only **companies** duly experienced and registered in Kingdom of Saudi Arabia (in their specific fields), which meet all legal requirements, **should apply directly; agents or suppliers are not eligible.**

- (i) Food and beverage catering services at residences of hujjaj;
- (ii) Mobile telephone services, internet wi-fi, for hujjaj and officials of the OPAP (CUG) from authorized telecommunication companies.
- (iii) Equipment for Call Center
- (iv) Provision of human resources for temporary employment in Hajj season
- (v) Mini-shops, laundry services, cargo handling services, golf carts

Auction for sale of unserviceable goods lying at warehouse in Makkah al Mukarramah will be held on August 04, 2014; details with Mr. Abdul Hafeez (0593439390)

For detailed terms and conditions please visit www.hajjinfo.org or contact OPAP, Jeddah (tel 02-6670980). Arabic speakers may call 0593447844 (Mr. Abdul Malik)

All EsOI/ bids must reach OPAP, Consulate General of Pakistan, P.O.BOX 182 Jeddah 21411 by August 10, 2014.

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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) 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, Makkah al-Mukarramah and Madinah al-Munawwarah 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 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) Identify the appropriate available human resources and how it would be hiring these for the stated purpose
 - (iv) Successful (selected) bidders will have to provide a Banker's Cheque equal to five percent of the total bid amount which will be returned by Muharram 30, 1436

within one week of the award of contract failing which award may be given to the best evaluated bid that is next in terms of scores/evaluation.

- (v) However, the return of the Banker's Cheque will be made after the contractor has 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 fine.
- (vi) Only proprietors of establishments (*moassasah*) or persons authorized by the bidding company (*shirkah*) shall be allowed to make a bid or represent their company 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 2014 shall be submitted by way of Chamber of Commerce attestation prior to start of the bidding process.
- (vii) All bidders 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.
- (viii) 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
- (ix) OPAP is not bound to intimate/respond to any or all the bids offered.
- (x) 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.
- (xi) 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.
- (xii) 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. Food and beverage catering services at residences of hujjaj;

- (i) These 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 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) 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 facility.
- (iii) 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
- (iv) Bids must be given in the following format of price per unit (in SR) of following foods (price must include packing and serving with plastic cutlery, sufra)

<u>Sr.</u>	<u>ITEM</u>	<u>price</u>
(a)	breakfast: paratha with chana/egg/ curry and milk tea	_____
(b)	meat dish with two flat breads (Pakistani roti)	_____
(c)	chicken dish with two flat breads (Pakistani roti)	_____
(d)	meat dish with rice (like biryani or pulao)	_____
(e)	chicken dish with rice (like biryani or pulao)	_____
(f)	non-meat dish (Pakistani daal/ vegetable/ karhi pakora, etc) with two flat bread or rice	_____
(g)	sweet dish	_____
(h)	once piece fruit (apple or banana)	_____
(j)	milk tea	_____
(k)	small milk packet	_____
(l)	soft drink can	_____
(m)	laban small (180 ml)	_____

- (v) Since it is not practical to weigh all food items or inspect quantities, all meals must be of sufficient quantity to serve one average adult person (as determined 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.

- (vi) Bidders must also indicate the following

- (a) total capacity of hujjaj in multiples of thousand they are willing to provide for
- (b) whether they can provide service in both Makkah al Mukarramah and Madinah al-Munawwarah or just one city
- (c) 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.

2. Mobile telephone services, internet wi-fi, for hujjaj and officials of the OPAP (CUG) from authorized telecommunication companies.

3. **Equipment for Call Center**

Deployment of a very basic small to medium scale, call center solution for 6 seats with the following requirements:

- i. Toll Free Number mapping on PRI / Analogue / SIP for connection into exchange / switch
- ii. Auto Call Distribution with call hunting capability
- (iii) Call recordings and complete Call Data Records (CLI, call time, in and out time, wait time, etc.)
- (iv) The solution should provide a minimum support of 12 lines
- (v) To be able to generate basic agent level reports (Avg talk time, average idle time, max. hold time, no of calls handled, abandoned, etc)
- (vi) Ability to sync / connect with PRI / Analogue channel / SIP trunk exchange
- (vii) Ability to take / receive call on soft phone installed on laptop with separate cost for hardphones
- (viii) Queue notifications and alerts

Cost should be indicated both for equipment only basis as well as a "turnkey solution" (with support)

The vendor must be the Principal's approved dealer and should be equipped not only to sell hardware, software and accessories but also to deploy and configure the same and give at least 6 months on-site support or at least for the Hajj operations period.

4. Provision of human resources for temporary employment in Hajj season
5. **A mini-shop inside the buildings** to provide tea, soft drinks, small snacks like biscuits, milk as well as small items of daily use, janamaz, bed-sheets, etc) at fair market rates, all of which must be properly displayed. The shop keeper should arrange supply of officially packed Zamzam water (from King Abduallah project) that is suitable for air-transport. The premises will be provided free of cost to the operator who shall affix a banner indicating the complaint number of OPAP. The shop can also cater to laundry services and booking of extra luggage through external contracts.

(b) Golf carts fit for transport of 6-8 persons

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Record Note of Meeting OPAP Procurement Team

1. A meeting of procurement team of OPAP was held in the office of the DG on July 20, 2014 at 3.00 p.m. to discuss issues relating to upcoming invitation inviting bids for provision of food to hujjaj of government scheme, purchase of call center equipment, and other services/goods. The following participated

- (i) Syed Abu Ahmad Akif, DG Hajj
- (ii) Mr. Nazar Gul, Consul Coord.
- (iii) Mr. Muhammad Samiullah

Director Hajj was away and could not participate

2. The DG explained that this team represented a voluntary mechanism for ensuring greater participation and transparency in the procurement process as PPRA rules were silent on formation of any committee other than Grievance Redress Committee (under Section 48). fresh bids were to be called as a total change had occurred in the terms and conditions of the purchase of meals/ catering of food for hujjaj. Previously OPAP only allowed companies to open canteens in the residential buildings of hujjaj and the purchase was a voluntary transaction between the hujjaj and the supplier/canteen operator. OPAP did not guarantee the purchase of even a single meal. Now, under Saudi government, regulations food had to be compulsorily provided to all hujjaj; hence now there would be just one buyer and hence the risk of the suppliers was zero. He also said that since the budget was limited it was important to have an apple to apple - or rather "dal to dal" and "chicken curry to chicken curry" comparison. Since full meals were not comparable - as different companies could provide different menus, we should invite bids for individual items to facilitate comparison.
3. The DG explained that for the Call Centre equipment, the specification of the equipment and services had been received from Punjab IT Board which has been selected by MORA to carry out the task. As for the mobile phone (CUG) no bids had been received in the earlier advert and this had to be re-advertised.
4. It was agreed that the DG would develop a modified set of terms and conditions which would be read, agreed and signed by the members.