

**GUIDELINES/ TERMS AND CONDITIONS FOR HIRING OF BUILDINGS,
TRANSPORT, CATERING & OTHER SERVICES FOR HAJJ 1441H/2020**

**Ministry of Religious Affairs & Interfaith
Harmony**

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Preamble:

Serving Hujjaj is one of the most noble and heavenly duty. Under the Rules of Business, 1973 of the Government of Pakistan, Ministry of Religious Affairs & Interfaith Harmony (MoRA&IH), Government of Pakistan has a mandate to make arrangements for Hujjaj of Pakistan. Hajj which is one of the five pillars of Islam and is mandatory, once in a life time, for adult Muslims with requisite physical and financial capacity (Sahib-e-Istaat). Hardships of this pilgrimage are unavoidable primarily due to scale and intensity of the activity despite the fact that technological advancement has made it comparatively much easier in many ways. The Government of Pakistan endeavors to ensure cost effective but comfortable performance of the Hajj Manasik by the pilgrims by making elaborate arrangements, through a transparent process.

Office of Pilgrims Affairs Pakistan (OPAP), Consulate General of Pakistan, Jeddah, being an operational arm of MoRA&IH, makes Hajj arrangements in Saudi Arabia, in line with the policies of Governments of Pakistan and Saudi Arabia, with a clear objective to ensure safety and comfort of the pilgrims alongwith economy of the package.

While the objectives mentioned above in view, the Office of Pilgrims Affairs Pakistan (OPAP), Consulate General of Pakistan, Jeddah intends to procure various services, including, primarily, accommodation, food & transport, for hujjaj arriving from Pakistan under the government scheme for Hajj 2020/ 1441H.

I. Hajj – 2020 (1441 H): Guidelines / Terms and Conditions for Selection of Buildings for Stay of Hujjaj at Makkah

1. The process of acquiring accommodations shall be carried out through a transparent and objective system. The following terms and conditions will be applicable in this process:
 - a. All buildings will be hired by the Hiring and Procurement Committee, notified by the Ministry of Religious Affairs & Interfaith Harmony, on the basis of Saudi Hajj taleemat and provisions of the Hajj Policy, read with instructions from the Ministry of Religious Affairs & Interfaith Harmony, Government of Pakistan (MoRA &IH, GoP).
 - b. Basic terms and conditions and processes are elaborated in the paragraphs below, however, interested owners or authorized Saudi representatives should obtain a copy of the RFP document (also available on MoRA&IH and PPRA websites), for Hajj-1441H/

2020, to acquaint themselves of the mechanism and conditions of hiring of buildings for Pakistani hujjaj.

- c. OPAP reserves the right to make amendments in the building agreement of 2020 until the time of signing.
- d. The Owners/Mustajir i.e. legally entitled lease holders (Saudi nationals only), who intend to lease out their buildings, may directly apply to OPAP, Consulate General of Pakistan, Jeddah / Makkah, on the designated form along with the following documents, during working days from 0900 hrs to 1600 hrs on working days after publication of the Public Notice (invitation to submit Expressions of interest/Bids) in the newspapers/MoRA&IH website and PPRA website:
 - i. Original tasreeh for year 1441H/2020; in case the original tasreeh has not been issued, the last original tasreeh (1440 AH) along with proof of processing of tasreeh for 1441H will be required at the time of registration; however, original tasreeh shall be produced before the scheduled visit of the Committee;
 - ii. A Vakala-Sharia from the owner / mustajir indicating that the person depositing the application is empowered to do so specifically for Hajj season 1441H. In this case, the decision of OPAP, after due analysis of the vakala, will be final.
 - iii. In case, original tasreeh of 1441H is not provided on the date of inspection, OPAP reserves the right to either cancel the building or hold the decision regarding acceptance of the building till provision of original tasreeh 1441 H. ~~or place it at the bottom of registration list;~~
 - iv. Before offering the building to another Hajj Office, the applicant/owner must withdraw it from OPAP; otherwise the applicant/owner and building may be black-listed for the future;
 - v. Additional space, if available, over and above the tasreeh capacity, will be used by the Hajj Office for the welfare of hujjaj like sector offices, dispensary etc without any additional payment; and,
 - vi. No building shall be hired which has capacity less than 200 beds. However, in special circumstances, buildings less than the prescribed capacity may be hired subject to the approval of the Procurement Committee with the reasons to be recorded in writing.

- vii. Application to be accompanied by a location map, clearly specifying all markers for easy identification of building and also the “crookie” (floor plan) of the whole building whether or not the building was hired by OPAP in the previous years;
- viii. Applications will only be deposited personally (as mentioned Clause 1 (d) above), after being checked and approved by the Director General or in his absence by any other member of the Hiring Committee nominated by the DG(Hajj) in OPAP Office;
- ix. Submission of an application and the receipt issued thereof - shall in no way confer any right on the depositor or obligation upon OPAP of either mandatory inspection or selection of the building;
- x. 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;
- xi. By the very act of submission of an application, it will be deemed that the applicant has accepted all the terms and conditions governing the hiring of buildings by OPAP;

2. The process of hiring of accommodations for Hajj 2020 (1441H) commences with the publication of an invitation in the local newspapers and on the MORA&IH’s Website/ PPRA, Pakistan website;

3. Serial number of buildings registered with OPAP for consideration will be on a first-come first-entered basis; However, the Hiring Committee can inspect or visit any building at any time and according to a priority that shall solely be the discretion of the Hiring Committee;

4. Hiring shall be on the basis of the tasreeh (hujjaj housing permit) issued by the Makkah Municipal Authorities (Amanah Asemah). However, OPAP reserves the right to reduce the number of hujjaj appearing in the tasreeh to a number that reflects a maximum of 6 persons/room or any other requirement. However, if the Saudi taleemaat restrict the room occupancy to four (4), then the OPAP reserves the right to make a final decision in this regard. In such cases, the applicant/owner shall be informed prior to the agreement. Moreover, measurement of the floor space of the building would be made to ascertain the capacity of the rooms. **Under no circumstances a building will be hired at a capacity which exceeds the legal capacity mentioned in the tasreeh.**

5. In case of hotel-type buildings issued with a tasneef i.e. hotel registration permit issued by the Saudi Ministry of Commerce, OPAP shall fix an optimum and mutually acceptable capacity for the hotel taking into account the hotel's general condition and other factors. However still the room occupancy in no case will be more than six (6) persons.

6. Generally new or well-maintained buildings, with a capacity of not less than 200 hujjaj, having adequate lift facilities (with a ratio of not more than 1:33 e.g. a building with two lifts with the capacity of 5 persons each shall be minimum requirement for serving 330 persons). In no case, buildings with only one lift will be hired. Also, buildings with adequate reception areas, dining hall, space for mosque, seating capacity as per tasreeh and size of the building, equal number of rooms and bathrooms and located in "clusters" will be preferred hired for pilgrims. Under construction buildings will not be considered for selection no matter how advanced the level of completion is.

7. All rooms in every new building offered for selection will be measured. Measurements by other clients during earlier years, and capacities mentioned by them on the doors of the buildings will not be taken into consideration. All floors will be measured even if the floors are identical.

8. In case of buildings hired in previous years, observations of the Director (A & T), Hajj Office shall be duly considered. Copies of record of previous years hiring with OPAP would be attached at the time of submission of bid/file.

9. A personal affidavit shall be submitted by the bidder, alongwith the bid, stating the following that:

- a. Building is being offered by the owner himself. In case of Mastaajir/Vakeel/authorized representative, valid legal document is attached;
- b. General condition of the building is safe for accommodation of Hujjaj;
- c. It is free from all encumbrance (e.g. ownership / legal disputes);
- d. Crookie (Floor Plan) is attached showing number of available floors, rooms & bath rooms;
- e. Building has an equal number of rooms and bathrooms or in case this is not the position, the owner is willing to dispense with any rooms and their accommodation capacity in excess of the number of bathrooms;
- f. It has at least two lifts. In case of large buildings, lifts are available as per prescribed capacity/passengers;

- g. Beds/Mattresses are in perfect condition, in case asked to be replaced during detailed inspection, would be replaced instantly;
- h. It has a proper dining area along with chairs and tables to accommodate at least 1/3 of the hujjaj as per tasreeh capacity at any given time;
- i. It has sufficient Prayer Area with prayer mats available in the building;
- j. It has centralized air-conditioning system or AC in each individual room, in working condition;
- k. It has its own water storage reservoir of a sufficient capacity enough, for utilization of hujjaj staying in the building;
- l. It has stand by power arrangements (generator), at least for lifts and common area lights, to be used in case of power breakdown;
- m. All the requirement, excluding Tasreeh which is to be provided as per agreement, including facilities /amenities like electricity, water, sewage system etc., specified in Saudi Taleemat are available / or shall be made available as per agreement i.e. by Shawwal 15, 1441H;
- n. Internet/wi-fi is/shall be made available in the building to be used by hujjaj;
- o. Housekeeping staff including “building Haris” shall be made available in the building for rendering their services to hujjaj;
- p. TV facility is/shall be made available in the lobby area;
- q. Water dispensers are/shall be made available at each floor for drinking water;
- r. Building shall be made available to OPAP, for inspection, at least for 30 working days from the date of registration or until the inspection, whichever is later.

Note:

In case of any mis-statement in the affidavit, the owner or lessor or authorized person may be permanently barred from offering buildings to Pakistan hajj Mission in the future.

10. The services will be provided by the applicant/owner in each building as per affidavit submitted as per Clause 9 above.

11. The Inspection of the Hiring Committee will not be deemed as a final selection of the building.

12. Procurement contract will be signed for one year, and it will be extendable every year for up to maximum of three years excluding the year of first contract subject to will of the OPAP and satisfactory performance.

13. **EVALUATION CRITERIA FOR BUILDINGS:**

Evaluation of the building offered to OPAP shall be made on the following basis:

a. General Condition

- i. General Condition of the building
- ii. Location
- iii. Room Condition
- iv. Condition of Prayer/Dining Area

b. Capacity

- i. Number & Capacity of Lifts
- ii. Capacity of Lobby
- iii. Space of Dining Area (Mataam)
- iv. Space of Prayer Area (Masalla)
- v. Parking for hujjaj transport

c. Services

- i. Civic amenities including Water (Reservoir & Pressure), Sewage, Internet/wi-fi
- ii. Disaster Management (Fire Extinguisher, Emergency Exit, Standby Power Supply)

d. Previous Performance with OPA (Recommendation by A&T on performance) in case hired last year. If new entry, recommendation by Proc Committee

II) Hiring of Accommodations at Madinah Munawwarrah for Pilgrims under Government Scheme for hajj-2020 G /1441 H

Terms & Conditions for Accommodations:

1. Stay of each Pakistani haji, for the purpose of this RFP, shall be in Markazia buildings in Madinah-al-Munawarah for eight (08) to nine (09) days to enable them to complete their 40 prayers in the Al-Masjid un-Nabvi Al-Sharif.

2. The owners or Lessees of hotels / buildings / Accommodation Groups having buildings with valid Tasreehs for 1441 H / 2020 AD who are registered with Moassassah Adilla and Ministry of Hajj or any other agency as provided under law of the land are eligible to apply directly to OPAP, Jeddah within the validity period as given in the advertisement in Newspapers/website.

3. The owners / lessees of hotels / buildings / Accommodation Groups will submit their bids on the basis of their maximum registered capacity.

4. Bidders may apply for provision of accommodation for complete “Hajj season” (Starting from 1st Dhulqadah, 1441H and ending on 15th of Muharram 1442H) or for any one of the seasons i.e., pre-hajj or post hajj separately. Complete buildings may also be offered for whole hajj season, or as agreed upon mutually. In case of provision of certain number of beds, the distribution of hujjaj to the groups / hotels shall be based on the flight schedule to be announced by the Government of Pakistan.
5. Every bid should contain list of the offered buildings, their location and a proof of their ownership or agreement with the owners of the same.
6. All eligible owners of the Accommodation Groups / buildings / lessees will show that the offered capacity is registered in their names or they have contracts/MOUs of the offered buildings proving their ownership/legal holding for Hajj-2020 (Attested by the Ministry of Hajj).
7. Allocation of Hujjaj to the owners / lessees will be made on the basis of their registered capacity and performance of Accommodation Groups in the last hajj seasons with reference to services provided to the Hujjaj of Government Scheme of Pakistan.
8. The hiring committee may evaluate owners / lessees on the basis of any other additional criteria, as deemed appropriate, which would be informed to all owners/lessees before said evaluation.
9. In case of failure of any owner/lessee to provide accommodations in the buildings mentioned in the list given to OPAP as registered capacity etc. and non-acceptance of alternative buildings by the OPAP, fresh accommodations will be hired from market at the expense of defaulter owner/lessee in addition to imposition of penalty which may be upto SR.400/- for each short bed.
10. OPAP may impose fine upto SR.400/- per haji in case of failure of the contractor, both in terms of non-provision of contracted accommodations and non-provision of Aqood for his daily share etc.
11. All owners/lessees will provide a portion of the mezzanine or area of the restuarant of the hotel or building(in case rooms are hired in a hotel) or complete food service area in case total building is in occupation of the hujjaj of Government scheme to OPAP’s approved catering companies for supply and distribution of food to hujjaj of Government scheme staying in the buildings of the owners / lessees. In case of failure on part of the owners / lessees / contractors or management of the building or hotel, the OPAP may impose fine in addition to deduction of total payment of unserved meals in the particular building / buildings or hotel / hotels.

12. All bids should be submitted in a sealed envelope by the owners/lessees/contractors containing list of buildings for evaluation which are in the name of Accommodation Groups or he is lessee or Mustajir or contractor of such buildings along with demand of number of hujjaj to be accommodated and rate quoted for Hajj 2020. The sealed envelope will be opened by the Hiring Committee in the presence of bidders/owners/lessees.
13. The number of hujjaj accommodated in any room shall be strictly as per approved crookie / tasreeh and in accordance with Saudi Taleemat. Under no circumstances any violation in this regard shall be allowed. In case of any doubt or report, OPAP shall have right to inspect the room and take measurements etc. and initiate punitive action in case violation is established.
14. The bids shall be strictly in consonance with the Hajj Policy of the Government of Pakistan and the Saudi Hajj Instructions.
15. Any clarifications or information must be sought in writing. No verbal communication will be entertained.
16. 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.
17. Beds offered in under construction buildings will not be considered for selection no matter how advanced the level of completion may be.
18. By the very act of depositing an application, it will be deemed that applicant has accepted all terms and conditions governing the hiring of Accommodation in Madina-al-Munawarah by OPAP.
19. All successful bidders will have to submit an affidavit stating that:
 - (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 as shall be mutually agreed upon.
 - (b) No agent or intermediary has been involved and that no illegal payment has been made to anyone for the purpose of this bid.
20. OPAP is not bound to intimate/respond to any or all the bids offered.

21. 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.
22. The scheduled date and time for opening of bids will be as per advertisement given in the newspaper and MORA & IH / PPRA websites.
23. Procurement contract will be signed for one year, and it will be extendable every year for up to maximum of three years excluding the year of first contract subject to will of the OPAP and satisfactory performance.
24. **IMPORTANT NOTES:**
- a. Bidders must ensure that they submit all the required documents without any failure. Bids received without, undertakings, valid documentary evidence, supporting documents, test certificates (if any required) 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. Bid submission timelines for all the goods and services will be according to the advertisement appearing in the Saudi newspapers and websites of MoRA&IH/ 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/ Contractors are informed to directly contact OPAP for all their inquiries and issues. For further information and clarification, kindly contact;

**“Directorate General of Hajj, Consulate General of Pakistan, Jeddah
Phone: 012-6670980 Fax: 012-6670988;
e-mail: dghajjeddah@gmail.com”**

- f. 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.

“Mr. Abrar Ahmed Mirza, Director General (Hajj) Cell: 0555696786”

III). Hajj 2020/ 1441 H: Guidelines/ Terms& Conditions Governing Supply of Catering Services in Makkah and Medina:

1. Provision of healthy and hygienic food to hujjaj in their respective buildings is extremely important for their comfortable stay in the KSA. Commendable improvements have been made over

the years in menu keeping in view the taste and liking of Pakistani hujjaj. This it is our effort to further improve quality of food. The RFP has been drafted accordingly. Proposed Menu is available at **Annex-A**

2. All bidders must meet following guidelines terms & conditions as well as the specific conditions listed below. As part of their bids, 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 right to select the best evaluated bid in consonance with its requirements.

3. The bids must include:

a. a cover document with the following info;

- i. Name of the company:
- ii. Name of the owner
- iii. Address with phone and fax and email:
- iv. Name of main contact person for this project:
- v. Names of persons designated for this project
- vi. Clients' references:

a. All bidders must provide all relevant governmental permissions etc. that are required for the operation. 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 company shall bear full legal responsibility. An affidavit to this effect shall be provided on the company letter head.

b. All bidders shall submit an affidavit on their letter heads, with their bids, stating therein:

- i. 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.
- ii. No agent or intermediary has been involved and that no illegal payment has been made to anyone,

c. The bidder should have;

- i. at least 3 years' experience in catering sector along with appropriate evidence of having performed a similar function during the Hajj operations for the same period.
- ii. worked with at least 3,000 hujjaj per year during past three years

- iii. been registered with Saudi Ministry of Health and the Municipalities of Makkah-al-Mukarramah or Madinah-al-Munawarah, whatever is the case and the other relevant agencies
 - iv. permissions/licences from all the relevant governmental agencies etc that are required for the operation.
 - v. at least 2 Pakistani chefs with relevant experience in Pakistani food
- d. Bidding company shall provide the followings alongwith their bids:
- i. Proof of 3 years' experience in 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 the same period.
 - ii. Proof of working with OPAP during past years
 - iii. Show capabilities with respect to personnel, equipment and workshop.
 - iv. Proof of appropriate plan for procuring of human resource and how it would be hiring them for the stated purpose.
 - v. 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 2020.
 - vi. Evidence that the Company is registered with the Saudi Ministry of Health, Municipalities of Makkah al-Mukarramah and Madinah al-Munawarrah whichever is the case and the other relevant agencies.
 - vii. Produce necessary permissions and documents of their workers
 - viii. demonstrate financial position & appropriate managerial capability, and any other factor that procuring agency may deems relevant
- e. The bidders must also indicate the following;
- i. Total capacity of hujjaj in multiples of thousand they are willing to provide for.
 - 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)
- f. The bid should be according to the standard bidding document of OPAP, which is available in the Directorate General of Hajj, Jeddah, and can be collected on any working

day between 0900 hrs to 1600 hrs, after the publishing of advertisement in newspapers. The same can also be downloaded from the websites of MoRA&IH and PPRA, Pakistan.

- g. Bidders will have to provide a Banker's Cheque equal to (10%) ten percent of the value of contract/agreement as Bid Security, failing which the bid shall be rejected outrightly.
- h. Bid Security / Bankers cheque will be returned to un-successful bidders soon after the opening of bids.
- i. Bid Security / Banker's Cheque of successful bidder shall be retained as Performance Guarantee for award of contract and shall be returned after conclusion of the contract and payment of any dues / fines that may be imposed on the company /supplier, who shall be informed in writing about the reason(s) for deduction of fine.
- j. Only proprietors of establishments (Moassassah) / company (shirka) or their duly authorized representatives shall be allowed to submit bid; proof of such proprietorship or in case of representative submitting bids, authorization to participate in the bidding process for Hajj 2020 shall be submitted prior to start of the bidding process.
- k. All bidders will make a presentation before the Procurement Committee, detailing the system by way of which they intend to provide the services. The presentation and questions to follow will be a major determinant and shall have over-riding effect on the final selection of the company for award of the contract.
- l. OPAP is not bound to intimate/respond to any or all the bids offered.
- m. OPAP accepts no liability for any omission or failure by the bidder to comprehend or comply with the terms and condition even when such failure is due to circumstances beyond its reasonable control.
- n. The depositing of an application and the receipt issued thereof, shall in no way confer any right on the depositor or obligation upon OPAP of either mandatory inspection or selection of the company.
- o. These terms and conditions are being issued only in English, which is the working language of OPAP. Bidders may, if they so wish, obtain an Arabic translation on their

own. However, the English version shall prevail over the Arabic and OPAP takes no responsibility for any omissions or mistakes in the Arabic translation.

- p. All successful bidders shall sign an undertaking to the effect that they have read and understood these general conditions for award of contract and agree with these.

4. Services and scope of work

- a. Food and beverage catering services at residences of the hujjaj in designated buildings / hotels at Makkah-al-Mukarramah/Madinah-al-Munawarah:
- i. These meals are to be provided at place of the residence whether cooked at the premises (if allowed by Saudi authorities) or cooked at the company’s legally authorized premises
 - ii. Distribute the food in dining halls of the buildings (where available) or rooms (if allowed by OPAP), from any appropriate public area prescribed under Saudi Taleemat like the lobby (but not from a vehicle standing outside the premises);
 - iii. Clean the premises during and after dining of hujjaj
- b. 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.
- c. The bidder, preferably must have their own Makhbas (Tandoor) for Roti.
- d. The bidder company must show its capacity to deliver Roti/Khubz in proper hot boxes.
5. Procurement contract will be signed for one year, and it will be extendable every year for up to maximum of three years excluding the year of first contract subject to will of the OPAP and satisfactory performance.

6. EVALUATION CRITERIA FOR CATERING COMPANIES:

Sr. #	Category	Marks Allocated	Marks Achieved	Remarks
Experience (40 Marks)				
1	Number of years of catering Experience in KSA (1 mark for each year, maximum marks = 5)	5		
2	Number of years of working with Hajj Missions (1 mark for each year, maximum marks = 5)	5		
3	Experience of working with OPAP (2 mark for each year of catering experience with OPAP maximum of 10 marks)	10		
	Performance with OPAP	10		

4	Proof of work with average quota of hujjaj in last 3 years Less than 3000 persons = 0 marks Work with 3000 hujjaj = 1 mark 1 Mark on addition of every 1,000 hujjaj, beyond initial 3,000 hujjaj, upto a maximum of 10 marks	10		
Capacity (40 Marks)				
5	General Condition of the Kitchen	10		
6	<u>Makhbas (Tandoor)</u> Makhbas not available = 0 marks 2 marks for each Makhbas upto maximum of 10 marks	10		
7	Capacity of storage, food delivery, equipment etc	5		
8	Managerial Capability, HR	10		
9	Number of Pakistani chefs with experience in Pakistani food 2.5 marks for each chef upto maximum 5 Marks	5		
Financial (20 Marks)				
10	Number of successfully executed contracts in last 5 years having number of: Less than 3000 persons (each year) = 0 marks 3000 – 6000 persons (1 mark for each Year) = 5 marks More than 6000 persons (2 Marks for each Year) = 10 marks	10		
11	Service Provider's Financial Health	10		
Total:-		100		

Note: Minimum Marks for Technical Pre-Qualification are 70 out of 100.

IV). Hajj 2020/ 1441 H: Guidelines/ Terms & Conditions for TRANSPORT SERVICES;

- Salawat Transport occupies center stage in the overall arrangements for hujjaj and can be termed as backbone of hajj operation. Keeping in view the location of buildings of OPAP hired for hujjaj in Azizia and Batha Quraish , availability of transport facility round the clock is essential as hujjaj prefer to spend maximum time at Haram. Besides, hujjaj have to perform Umrah at the outset/arrival from Pakistan, therefore presence of transport facility at door-steps is of paramount importance.
- All bidders must meet the following guidelines terms & conditions and as part of their bids, the companies should provide complete details about their organization, (including copies of registration with the relevant Saudi authorities), names of Directors and main supervisory employees (especially those who will be handling the Hajj operations) as well as information showing previous experience in transport sector. OPAP shall have the right to select the best evaluated bid in consonance with its requirements.
- The bids must include:

- a. a cover document with the following info;
 - vii. Name of the company:
 - viii. Name of the owner
 - ix. Address with phone and fax and email:
 - x. Name of main contact person for this project:
 - xi. Names of persons designated for this project
 - xii. Clients' references:
- b. All bidders must provide all relevant governmental permissions etc. that are required for the operation. 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 company shall bear full legal responsibility. An affidavit to this effect shall be provided on the company letter head.
- c. All bidders shall submit an affidavit on their letter heads, with their bids, stating therein:
 - i. 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.
 - ii. No agent or intermediary has been involved and that no illegal payment has been made to anyone,
- d. The bidding companies should;
 - i. Have at least 5 years' experience in transport sector along with appropriate evidence of having performed a similar function during the Hajj operations for the same period.
 - ii. Have worked with at least 50,000 hujjaj/year on average, during past five years
 - iii. Have at least 400 buses in their ownership
 - iv. Be registered with Naqaba tus Sayyaraat and other relevant agencies as required under the law
- e. Bidding company shall provide the followings alongwith their bids:
 - i. specifications of buses / equipment etc
 - ii. proof of doing similar work with hajj missions of more than 50,000 hujjaj on average per year.
 - iii. proof of past experience of similar work with OPAP, if any.

- iv. show capabilities with respect to personnel, equipment and workshop.
 - v. demonstrate financial position & appropriate managerial capability, and any other factor that procuring agency may deems relevant
 - vi. license(s) to handle and supply buses from all concerned authorities in consonance with the laws of the Kingdom and specifically the Ministry of Hajj, KSA for Hajj 2020.
 - vii. proof/undertaking that the company will be allotted sufficient bus points near haram to pick and drop Pakistani Hujjaj.
 - viii. evidence that the Company is registered with the Naqaba tus Siyyarat and other relevant Saudi transport authorities
- f. The bid should be according to the standard bidding document of OPAP, which is available in the Directorate General of Hajj, Jeddah, and can be collected on any working day between 0900 hrs to 1600 hrs, after the publishing of advertisement in newspapers. The same can also be downloaded from the websites of MoRA&IH and PPRA, Pakistan.
- g. Bidders will have to provide a Banker's Cheque equal to (10%) ten percent of the value of contract/agreement as Bid Security, failing which the bid shall be rejected outrightly.
- h. Bid Security / Bankers cheque will be returned to un-successful bidders soon after the opening of bids.
- i. Bid Security / Banker's Cheque of successful bidder shall be retained as Performance Guarantee for award of contract and shall be returned after conclusion of the contract and payment of any dues / fines that may be imposed on the company /supplier, who shall be informed in writing about the reason(s) for deduction of fine.
- j. Only proprietors of establishments (Moassassah) / company (shirka) or their duly authorized representatives shall be allowed to make bid; proof of such proprietorship or in case of representative submitting bids, authorization to participate in the bidding process for Hajj 2020 shall be submitted prior to start of the bidding process.
- k. All bidders will make a presentation before the Procurement Committee, detailing the system by way of which they intend to provide the services. The presentation and

questions to follow will be a major determinant and shall have over-riding effect on the final selection of the company for award of the contract.

- l. OPAP is not bound to intimate/respond to any or all the bids offered.
- m. OPAP accepts no liability for any omission or failure by the bidder to comprehend or comply with the terms and condition even when such failure is due to circumstances beyond its reasonable control.
- n. The depositing of an application and the receipt issued thereof, shall in no way confer any right on the depositor or obligation upon OPAP of either mandatory inspection or selection of the company.
- o. These terms and conditions are being issued only in English, which is the working language of OPAP. Bidders may, if they so wish, obtain an Arabic translation on their own. However, the English version shall prevail over the Arabic and OPAP takes no responsibility for any omissions or mistakes in the Arabic translation.

All successful bidders shall sign an undertaking to the effect that they have read and understood these general conditions for award of contract and agree with these.

4. Services and scope of work

Transport facilities for Pakistani hujjaj are as under:

- a) **Salawat Transportation.**
 - i. Only 2012-2021 model buses are required in proportionate numbers.
 - ii. Bidding companies must include the number and year/ model of buses and the rates.
 - iii. Submit detailed operation and management plan including details of company employees to be deployed for execution or operation of the plan etc.
 - iv. School Buses shall not be accepted.
- b) **Inter-City Transportation.**
 - i. Only 2016-2021 model buses are required in proportionate numbers.
 - ii. Bidding companies must include number of buses and year/model of buses and the rates.

- iii. Bidders shall submit detailed operation and management plan including details of company employees to be deployed for execution or operation of the plan.
- iv. School buses shall not be accepted.
- v. Bidder must apply directly to OPAP, without any intermediary.

5. Procurement contract will be signed for one year, and it will be extendable every year for up to maximum of three years excluding the year of first contract subject to will of the OPAP and satisfactory performance.

6. **EVALUATION CRITERIA FOR TRANSPORT COMPANY:**

Sr. #	Category	Marks Allocated	Marks Achieved	Remarks
Experience (40 Marks)				
1	Number of years of Transport Sector Experience in KSA (1 mark for each year, beyond five years' experience to a maximum of 5 marks)	5		
2	Number of years of working with Hajj Missions (1 mark for each year, maximum marks = 5)	5		
3	Experience of working with OPAP (2 mark for each year of transport experience with OPAP Maximum Marks=10)	10		
	Previous performance	10		
4	Proof of work with average quota of Hujjaj of last 5 years Less than 50,000 persons = 0 marks Work with 50,000 hujjaj = 1 marks 1 Mark on addition of every 10,000 hujjaj, beyond initial 50,000 hujjaj, upto a maximum of 10 marks	10		
Capacity (40 Marks)				
5	Allotment of Bus drop points near Haram in last year 2 marks for each drop point upto a maximum of 10 marks	10		
6	Number of total busses owned by the company with seating capacity of minimum 45 persons 400 busses = 2 marks 1 Marks on addition of each 100 buses above 400 upto a maximum of 5 Marks.	5		
7	Number of total city busses owned by the company 100 busses = 2 marks 1 Marks on addition of each 100 city buses above 100 upto a maximum of 5 Marks.	5		
8	Number of new 2019 to 2021 model busses available for deployment in Hajj 2020 2 marks for each 100 buses upto a maximum of 10 marks	5		
9	Managerial Capability and HR	10		
10	Equipment & Maintenance Capacity	5		

Financial (20 Marks)				
11	Number of successfully executed contracts in last 5 years having number of: Less than 50,000 persons (each year) = 0 marks 50,0001 – 100,000 persons (1 mark for each Year) = 05 marks More than 100,000 persons (2 Marks for each Year) = 10 marks	10		
12	Service Provider's Financial Health	10		
Total:-		100		

Note: Minimum Marks for Technical Pre-Qualification are 70 out of 100.

V). Hajj 2020/ 1441 H: PROCUREMENT PROCEDURE FOR CATERING & TRANSPORT SERVICES;

1. In case of Catering and Transportation services, Single stage – two envelope procedure will be adopted, as follows: -

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) the envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- (iii) initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- (iv) the envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of OPAP without being opened;
- (v) the OPAP shall evaluate the technical proposal according to the Evaluation criteria given for each service, without reference to the price and reject any proposal which does not conform to the specified requirements;
- (vi) during the technical evaluation no amendments in the technical proposal shall be permitted;
- (vii) the financial proposals of the technically pre-qualified bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;

- (viii) 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
- (ix) the bid found to be the lowest evaluated bid shall be accepted.

VI). OTHER SERVICES

1. Mobile telephone services and unlimited internet Wi-Fi, in Makkah and Medina during the hajj season for officials of the OPAP (CUG) from authorized telecommunication companies.
2. Provision of human resources for temporary employment in Hajj season 2020.
3. Security personnel for OPAP office in Makkah and Mina.
4. Provision of trucks with capacity of 4 ton/6 ton/10 ton for transportation of luggage of hujjaj between inter-city (Makkah-Medina-Makkah).
5. Provision of Haji gift comprising the Prayer mat, Muzdalfa mats and inflatable pillows for Hujjaj.
 - The company must have experience of at least 3 years, having its own manufacturing unit for prayer mat and muzdalfa mat in KSA and must possess warehouses in Makkah for storage and delivery. The specifications of these items are given as under: -
 - Prayers mats. Length & width (70 X 114 cms) Weight (620-650 grams)
 - Muzdalfa mats. Length& width (105 X 200 cms) weight (1200-1300 grams)
 - Inflatable Pillow. Length & Width (45 X 30 cms)
 - Only the owners of the manufacturing units who intend to bid for the haji Gift may directly apply to OPAP, Consulate General of Pakistan, Jeddah / Makkah. Agents and middlemen/suppliers will not be entertained.
6. Miscellaneous.

- a. Mina/ Arafat arrangements:
 - i. Setting up of 2 office camps in Mina including the air-conditioning, office furniture, telephone land lines, flat screen TVs etc.
 - ii. In Arafat 2 fireproof camps as per approved standards of Civil Defense to be erected for 1790 Moavineen with ACs, Carpets, drinking water arrangements, and generators.
- b. The bidder must possess a valid license to operate in Mashaa'ir during the hajj days. The exact details can be obtained from the office during working days from 9am to 2 pm.
- c. Welcome snacks at the arrival airports from authorized companies only that possess a year-round license to work at the airport with ample storage capacity and staff to deliver the packs.
- c. Stationary items -list attached as Annex (B).
- d. Printing of Stickers, information materials, details can be collected from the Office of Pilgrims Affairs of Pakistan during office hours on any working day.
- e. Pana-flex signs for buildings/ information.
- f. Rent a car for Makkah and Medina during hajj season various categories with models 2013 and above.
- g. Printing of plastic-coated E-Bands with QR codes for the identification of hujjaj as per the regulation and requirement of the Ministry of Hajj and Umra KSA. Companies having direct access to Ministry of Hajj KSA websites for collection of data will be preferred.
- h. Transferring the food waste at least two times a day, which is resulting from pilgrims in-house/catering to the proper place of waste disposal, within the limits of its supervision for approximately 200 buildings hired in Azizia and Bataha Quraish or other places in Makkah. Only Saudi Nationals/Owners of the companies, who are legally authorized, can apply. The applying company must have the necessary equipment available, workers and cleaning

containers experience. Approval to work in this field by relevant Saudi authorities is a must.

7. **IMPORTANT NOTES:**

- a. Bidders must ensure that they submit all the required documents indicated in the Bidding 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 & IH/ 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;

**Directorate General of Hajj, Consulate General of Pakistan, Jeddah;
Phone:0126670980 Fax: 012-6670988;
e-mail: dghajjeddah@gmail.com**

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

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.

Abrar Ahmed Mirza, Director General Hajj:0555696786

**OFFICE OF THE PILGRIMS AFFAIRS PAKISTAN,
JEDDAH**

BID SECURITY FORM (Catering)			
1	Name of the Catering Company		
2	Name of the Manager		
3	Approximate number of days	Makkah	Medina
		30	8
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		

**OFFICE OF THE PILGRIMS AFFAIRS PAKISTAN,
JEDDAH**

BID SECURITY FORM (Transport)			
1	Name of the Transport Company		
2	Name of the Manager		
3	Bidding for (nature of service) please tick the related box	Salawat	Intercity
4	Bid Security @ 10% of the projected total value of the contract		
5	Signature of the Company representative		
6	Date		

OFFICE OF THE PILGRIMS AFFAIRS PAKISTAN (OPAP)

COSULATE GENERAL OF PAKISTAN

JEDDAH

BID SECURITY FORM (Provision of Accommodation in Medina)		
1	Name of the Hotel / Building / Accommodation Group	
2	Name of the Owner / Manager	
3	Number of Hujjaj (Quota demanded)	
4	Signature of the authorized Company representative	
5	Date	

PROPOSED MENU FOR HAJJ-2020

	BREAKFAST 0600 to 0900	LUNCH 1300:00 to 1500:00	DINNER 2100 to 2330
Saturday	Chana+ Roti/Khubz + Milk Tea	Kaddu Gosht (Mutton) + Yougurt+Apple	Aaloo Murghi + Roti/Khubz +Halwa+ Kashmiri Tea
Sunday	Shimla Mirch Qeema Matar + Roti/Khubz+ MilkTea	Karhi Pakora + Roti/Khubz+ Orange	Russ Bukhari+ Fried Chicken leg + Chatni+ Sawwiyyan+ Green Tea
Monday	Aaloo Anda + Roti/Khubz + Milk Tea	Chicken Achari +Laban+ Roti/Khubz + Pear	Mutton Qorma+Roti /Khubz+ Halwa +Milk Tea
Tuesday	Butter+Jam+Bread+ Milk Tea+ Boiled Egg	Aaloo Mutton + Roti/Khubz + Laban + Banana	Chicken Biryani + Raita+ Sawwiyyan + Kashmiri Tea
Wednesday	Chana + Roti/Khubz+ Milk Tea	Chicken Qorma+Roti Khubz+ Soft Drink+ Apple	Mutton Pulao+Yougurt + Sawwiyyan + Green Tea
Thursday	Qeema Matar + Roti/Khubz + Milk Tea.	Daal+ Chawal+ Yogurt+ Banana	Chicken Kofta + Roti/Khubz+Zarda+ Milk Tea
Friday	Chicken Haleem + Roti/Khubz+ Milk Tea	Mixed vegetable+ Roti/Khubz Laban+Pear	Beef Nehari+Roti/Khubz+ Kashmiri Tea

IMPORTANT NOTES

1. Water two (2) bottles of 300 ml with each meal.
2. Skinless chicken in all curries.
3. Goat meat only.
4. 70% Roti (Maida:Bur 70:30) and 30 % Khubz will be provided in each building..
5. Use of dry milk for morning tea is not allowed

**DIRECTORATE GENERAL OF HAJJ/OPAP
JEDDAH**

LIST OF STATIONERY ITEMS

Sr. No.	Items	Unit	Quantity Required			Total
			Jeddah	Makkah	Madinah	
1	Air Freshener (Jasmine) (Black Cobra)	Dozen	5	13	2	20
2	Art line Marker 210 (Black)	Packet	0	6	1	7
3	Art line Marker 210 (Blue)	Packet	0	6	2	8
4	Art line Marker 70 (Black)	Packet	10	65	3	78
5	Art line Marker 70 (Blue)	Packet	10	35	3	48
6	Art line Marker 70 (Green)	Packet	1	5	2	8
7	Art line Marker 70 (Red.)	Packet	1	25	2	28
8	Art line Marker 90 (Black)	Packet	10	20	1	31
9	Art line Marker 90 (Blue)	Packet	10	20	1	31
10	Ball point (Faber Castell) (Black)	Packet	0	50	50	100
11	Ball point (Faber Castell) (Red)	Packet	5	50	12	67
12	Ball point (Faber Castell) (Blue)	Packet	50	757	50	857
13	Ball point (Zebra SARASA 0.7)	Packet	30	0	0	30
14	Ball point uni-ball eye fine (Blue)	Packet	10	17	5	32
15	Ball point uni-ball eye fine (Green)	Packet	1	0	0	1
16	Ball point uni-ball eye fine (Red)	Packet	1	0	0	1
17	Ball point unib-all eye fine (Black.)	Packet	10	17	5	32
18	Battery Cell- AA (Panasonic)	Pieces	50	0	50	100
19	Battery Cell- AAA (Panasonic)	Pieces	50	0	0	50
20	Board Marker	Pieces	30	200	0	230
21	Box File Kent	Pieces	60	424	0	484
22	Calculator Casio (Large)	Pieces	4	0	6	10
23	Calculator Casio (SW-2235A)	Pieces	4	38	6	48
24	Card Lamination (office card size) A4	Packet	1	0	0	1
25	Colop E R 40dry	pieces	24	0	0	24
26	Dak Folder	Pieces	4	0	2	6
27	Common Pin	Packet	20	20	0	40
28	Dusters Cloth	Dozen	6	0	5	11
29	Envelopes 17.5X14.25	Pieces	250	500	0	750
30	Envelopes 12X10	Pieces	250	0	0	250
31	Envelopes 15X10	Pieces	500	500	100	1100
32	Envelopes 7X10	Pieces	500	750	100	1350
33	Envelopes 4.5 X9	Pieces	1000	550	100	1650
34	Eraser Staedtler	Dozen	4	12	2	18
35	Fax Roll	Pieces	0	0	0	0
36	File Cover Manila Legal size	Pieces	1000	1000	300	2300
37	File Cover Plastic A-4 Green	Pieces	200	324	100	624

38	Foot Ruler 30 cm (Scale)	Dozen	2	13	1	16
39	Gum glue stick (40 grams UHU)	Pieces	0	434	72	506
40	Highlighter (STABI LO BOSS) (D, Color)	Pieces	30	138	50	218
41	Identity Care Clips with Ribbon	Pieces	4500	0	500	5000
42	Laminating Pouch Film	Packet	3	0	0	3
43	Lead pencil (ALLIGATOR)	Packet	0	224	2	226
44	Log Book	Pieces	0	0	2	2
45	Note Book (Sinarline) L	pieces	60	150	12	222
46	Note Book (Sinarline) M	pieces	84	168	24	276
47	Note Book (Sinarline) S	Pieces	60	150	0	160
48	Paper A-3	Ream	0	7	0	7
49	Paper A-4	Ream	100	1210	200	1510
50	Paper Clips (L)	Packet	0	10	0	10
51	Paper Cutter	pieces	20	53	0	73
52	Paper Clips (ABEL)	Packet	20	0	0	20
53	Paper Clips (Large Size)	Packet	0	10	0	10
54	Tape 2"(PRIMA) plastic white (1X36)	Carton	3	33	3	39
55	Paper tape 2" (1X24)	Carton	3	13	3	19
56	Pin Remover (301 OFIS)	Pieces	12	0	12	24
57	Punch Double Hole(7540 OFIS)	Pieces	0	30	6	36
58	Punch single hole	pieces	12	0	0	12
59	Push Pin(P 9523 OFIS)	Packet	6	12	0	18
60	Raid (Multi insect killer)	Pieces	0	12	0	12
61	Record Book	Pieces	0	0	0	0
62	Register Legal Size	pieces	0	362	100	462
63	Register A4 Size	pieces	0	100	0	100
64	Register Note Book Size	Pieces	0	100	20	120
65	Rubber Band	Packet	12	54	12	78
66	Scissor 8"	Pieces	0	39	0	39
67	Scotch Tape	Pieces	0	220	12	232
68	Sharpener (OMEGA)	Dozen	2	12	2	16
69	Short Hand Note book	Pieces	0	60	0	60
70	Stamp Pad (Blue)	pieces	6	100	6	112
71	Stamp Pad (Green)	pieces	0	0	6	6
72	Stapler (Heavy Duty)	Pieces	1	0	0	1
73	Stapler Pin (Heavy Duty)	Pieces	0	0	0	0
74	Stapler (large) NOVUS B-5	pieces	6	34	6	46
175	Stapler Medium NOVUS	pieces	6	44	6	56
76	Stapler Pin (Rexel) 24/6 (1000Pec)	Packet	0	170	240	410
77	Post-it/Notes 75cmx125cm	Dozen	2	1	2	5
78	Post-it/Notes (76x76)	Dozen	2	1	2	5
79	Post-it/Notes (51x51)	Dozen	2	1	2	5
80	Post-it/Notes (13cmx60cm)	Dozen	6	0	0	6
81	Post-it/Not(SIGN-HERE) 1.5cmx6cm	Dozen	6	0	0	6

82	Tags	Packet	0	16	12	28
83	Tissue paper Fine	Carton	5	15	5	25
84	Tiolet Roll	Carto	0	15	0	15
85	USB(4GB)	Pieces	0	20	15	35
86	USB(8GB)	Pieces	0	20	15	35
87	USB(16GB)	Pieces	10	40	10	60
88	USB(32GB)	Pieces	5	3	0	8
89	USB(64GB)	Pieces	5	1	0	6
90	White fluid pen PENTEL ZL 62-W	Pieces	36	130	12	178