

**Ministry of Religious Affairs & Interfaith Harmony
Government of Pakistan**

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

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

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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 in Mashaa'ir, Hujjaj Gift, Arrival Snacks, Stationary, Office Furniture etc. to facilitate hujjaj arriving from Pakistan under the government scheme for Hajj 2020/ 1441H.

Procurement Procedure:

For the purpose of this procurement, Single stage – two envelope procedure will be adopted, which is 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; however, Procurement Committee has the mandate to seek explanation/ clarification/ proof of any document/ claim submitted with the bid;
- (vii) for evaluation of the facilities available with the bidder, the Procurement Committee shall visit the site/facility of the bidder on the date and time already communicated to the bidder. This visit shall constitute an integral part of the Technical Evaluation;
- (viii) the financial proposals of the technically qualified bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- (ix) the bid found to be the lowest evaluated shall be accepted.
- (x) Financial proposals of non-responsive bidders shall be returned un-opened to the respective bidders.

I. Hajj 2020/ 1441 H: Guidelines/ Terms & Conditions for Hiring of Accommodations at Madinah al Munawarah for Pilgrims under Government Scheme for Hajj-2020 G /1441 H

Terms & Conditions for Accommodations:

1. For the purpose of this RFP, accommodation/building(s) of good quality in non-markazia is required during Hajj Season 2020/1441H in accordance with the Saudi Taleemat. The buildings may be offered/hired for complete hajj season or excluding the period from 25th Zulqadah to 20th Zulhajjah or as deemed appropriate by OPAP and agreed upon mutually by both the parties.
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 offer their accommodation for complete “Hajj season” (starting from 1st Zulqadah, 1441H and ending on 15th of Muharram 1442H) or for any one of the seasons i.e., pre-hajj or post hajj separately. 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.
7. Allocation of Hujjaj to the owners / lessees will be made on the basis of their registered capacity and, in case of Accommodation Groups their performance 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 mezzanine /restuarant or a part of it, of the hotel/building, to OPAP's approved catering companies for supply and distribution of food to hujjaj of Government Scheme staying in that building. In case of failure on part of the owners / lessees / contractors or management of the building or hotel, OPAP may impose fine, as deemed appropriate, 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 offered, which are in the name of Accommodation Groups or he is Mustajir or Contractor of such buildings quoting the price per pilgrim for complete Hajj Season 2020/1441H or for the period as deemed appropriate by OPAP/agreed upon mutually. In case of offer to accommodate certain number of hujjaj, the required number of hujjaj and the price per pilgrim per cycle be quoted. The sealed envelope will be opened by the Procurement 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 Madinah-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/omission by the bidder to comply with these terms and condition, even when 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 the policy of OPAP and satisfactory performance of the bidder.

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 or any other person should be immediately brought to the notice of the Director General (Hajj), Jeddah on the following contact directly. All reports/information shall be treated confidentially.

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

II) Hajj 2020/ 1441 H: Guidelines/ Terms & Conditions for Provision of Catering Services in Makkah-al-Mukarramah and Madinah-al-Munawarah:

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. In order to further improve the quality of food, the menu has been revisited which is available at Annex-A. The RFP has been drafted accordingly.

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 Hajj operation) 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 Municipality of Madinah-al-Munawarah, whatever is the case and the other relevant agencies
 - iv. permissions/licenses 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 along with 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 food stuffs 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, Municipality of Madinah al-Munawarah 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 they are willing to provide food.
 - 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/Bank Guarantee 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. Technically qualifying 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 Madinah-al-Munawarah:
 - i. These meals are to be provided, as per Menu, at place of the residence 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), or 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 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 bidder, preferably must have their own Makhbas (Tandoor) for Roti.
- d. The bidder 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:**

S. #	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 up to 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 total 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:

1. Experience of providing food in Mashair and that of less than 10 days shall not be accepted
2. Minimum Marks for Technical Pre-Qualification are 70 out of 100.
3. In case of provision of services for hujjaj at Madinah-al-Munawarah, a blend of accommodation and catering services suits to Hujjaj, OPAP and management of the hotels in Madinah. It also helps to adjust higher number or percentage of Hujjaj in Markazia due to incentive this combination offers to the bidders. If an accommodation provider, which has a valid contract for provision of accommodation to OPAP within the Markazia or a company which has signed a contract of catering services with the accommodation service provider/s, which has offered accommodation services to OPAP in Markazia, qualifies for catering services under this RFP as per evaluation criteria and founds to be the lowest bidder, it shall be given first right of selection to the extent of equal number of hujjaj for both the services or lower number of Hujjaj for catering service as compared to the beneficiaries of accommodation service and not otherwise.

III). Hajj 2020/ 1441 H: Guidelines / Terms & Conditions for Masha'ir Transport Services;

1. Mashaa'ir Transport occupies center stage in the overall arrangements for hujjaj and can be termed as backbone of hajj operation. New buses of model 2016 and upward for Mashaa'ir days i.e. from 7th Dhullhajj 1441H till 13th Dhullhajj 1441H are required to be allocated to Pakistani Makatab not availing train for transportation of Pakistan Government Scheme pilgrims from Makkah-Mina-Arafat-Muzdalfah-Mina-Makkah. The buses will be deployed for double trip (Raddain) as per Saudi Government policy

2. 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.

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:

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 along with 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. license(s) / Tasreeh to enter and operate in Mashaa'ir from 7th Dhullhajj 1441H till 13th Dhullhajj 1441H

- 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 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/Bank Guarantee 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) **Mashaa'ir 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 or buses with five seats in a row 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:

S. #	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/Naqaba (2 mark for each year, maximum marks = 10)	10		
3	Past Performance	15		
4	Proof of work with average quota of Hujjaj of last 5 years (in Makkah or Mashaa'ir) 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)				
6	Number of total busses owned by the company with seating capacity of minimum 45 persons: Less than 300 buses = 0 mark 300 busses = 1 mark 1 Marks on addition of each 100 buses above 300 upto a maximum of 5 Marks.	5		
7	Number of total VIP busses owned by the company Less than 50 buses = 0 mark 50 buses = 1 mark 1 Mark on addition of each 50 city buses upto a maximum of 10 Marks.	10		
8	Number of 2019 to 2021 model busses available for deployment in Hajj 2020. 1 marks for each 50 buses upto a maximum of 5 marks	5		
9	Managerial Capability and HR	15		
10	Equipment & Maintenance Capacity	5		
Financial (20 Marks)				
11	Number of successfully executed contracts in last 5 years: Total number of less than 50,000 persons/year = 0 mark 50,000–100,000 persons (1 mark/year) = 5 marks More than 100,000 persons (2 marks/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.

OTHER SERVICES:

IV). Hajj 2020/ 1441 H: Guidelines / Terms & Conditions for Setting Up Of OPAP Offices and Camps At Mina And Arafat

Pakistan Hajj mission is allotted two Camps in Mina 1 & Mina 2 for establishment of Main Control Office and Inquiry offices and temporary residences for Hajj Mission Staff working in day and night shifts. The offers are required for establishment of temporary fully functional offices/camps on turn-key basis. The place in Mina has not been allotted yet, therefore the quantities/items may increase/decrease according to the terrain. The tentative requirements/sizes/quantities for Mina/Arafaat Offices/Camps during Hajj 2020 are as under:

a. Mina – 1 (Office)

The establishment of offices and camps at Mina-1 shall include erection of electric meter, lying of main cable, main switch, earth leakage, distribution board etc., as per load requirement and approval of Difa-al-Madni (Civil Defence).

1. Setting up of Office (4m*12m*3m) with the following material;
 - a. Gypsum Board, sliding Aluminum Door (1m*2m), with front fixed glass (minimum thickness 7/8 mm) window (6m*1.5m) with partition and six holes (25cm*25cm) ceramic tiles (50cm*50cm) on the floor
2. 10 Counter Tables (size 1m*0.70m)
3. 08 Office Table (size 1m*0.70m)
4. 06 Computer Table (size 0.8m*0.6m)
5. 30 office chairs with arm, steel frame with leather
6. 16 chairs, steel frame with plastic for Security Guards
7. 20 plastic dustbins small
8. Provisioning & installation of one LCD (50' or above) with dish and receiver
9. Provision and Installation of two AC (50,000 btu) (Cabinet type)
10. Provision of one steel cupboard (1m*2m*0.50 m)
11. Provision of 5 telephone landlines, two DSL and two wifi connections (20 mbps)
12. Provision and Installation of 2 LED lights (300W)
13. **Preparation and Installation of electric Sign Boards (1*0.40 m);**

- Information Desk
- Complaints Desk
- Lost and Found Desk
- Death & Disease Desk
- Desk for Guidance of Hujjaj

b. **Mina – 2 (Office)**

1. Floor tile work (4m*4m), if required
2. Provision of Two Telephone Lines, one DSL / wifi (20 mbps)
3. Provision of 4 Tables (size 1m*0.70 m)
4. Provision of 12 office chairs with arm, steel frame with leather
5. 4 small plastic dustbins
6. Provision and Installation of LED light (300W) if required

c. **Mina 1 & 2 Camps**

Approximately 60 camps are established in Mina 1&2 both. Generally, the size of each camp is 4m*4m however there may be slight increase/decrease in the dimensions as per allocated space.

Preparation of Camp:

- Cleaning of the whole premises of Tents and its washing
- Installation of New Carpets (for 60 Camps of size 4x4 meters)
- Repair and Cleaning of the Washrooms;
 - i. Before Arrival of Hujjaj
 - ii. After each hour during their stay;
 - iii. After Departure of the Hujjaj
 - iv. Before Handing over to Moassassah
- The workforce (6 persons) should remain available for cleanliness etc., on round the clock basis (24/7) in both camps
- Installation of 30 split ACs (1800 BTU). 20 units shall be provided by OPAP while remaining shall be arranged by bidder

d. **Establishment of Camps for Duty Staff:**

- 500 Bunk beds steel frame (70cm*180 cm) and good condition
- 1000 Mattresses (70 cm*180 cm*12cm) good condition
- 1000 New Pillows new Bed Sheets (1500)

- 100 plastic Water Coolers (large size) with stand filled with cold drinking water
- 40 Plastic Dust Bins (large size)
- Ice (in Cubes) during stay at Mina and it should be available in the store round the clock, as per our requirements
- Provision of Deep Freezers (full size)- 10 Nos.

e. **Arafaatt Camp Arrangement**

Similar to Mina, Pakistan Hajj mission is allotted two plots in Arafat for establishment of Main Control Office and Inquiry offices and temporary stay of Hajj Mission Staff during Mashair Move. Two camps are required to be established on the provided plots for which requirements during Hajj 2020 are as under; (Plot No.1 and Plot No.2). The place in Arafat has not been allotted yet, therefore the quantities/items may increase/decrease according to the terrain. The tentative requirements for Mina Offices / Camps during Hajj 2020 are as under:

Description:

- Provision and Installation of 30 Fire Proof Tents of sizes 4m*4m, 4m*8m and 8mx8m, according to instructions given by Difah al-Madani
- New Carpets in accordance with size and number of Tents
- Air conditioners Split Unit (in working condition) as per following requirement:
Tents size 4x4 meters - 01, Tents size 4x8 meters - 01, Tents size 8x8 meters - 02
- New Pedestal Fans in the following manner
Tents size 4x4 meters - 01, Tents size 4x8 meters - 02, Tents size 8x8 meters - 03
- Electricity Power Back-up Generator, Minimum 270—300 KW in each Camp
- Electric Work with Main Board (according to instructions of Difah al-Madani)
 - Earth Leakage Switch,
 - Earth leakage points,
 - Main Switch Complete,
- Gates, as required by Difah-e-Madani
 - One Main Gates iron made (3m*3m)

- 8-10 wooden Emergency Gates (1.5*1.5m OR 2*2m)
- Setting up of Segregating Boundary Walls for plots, as required by Difah-e-Madani

Preparation and Facilities to be provided:

- Cleanliness and Leveling of the plot (Before entry and after exit of Hajj mission Staff)
- Cleaning, necessary repairs and preparation of the Washrooms;
 - Before entry of Hajj Mission Staff
 - After each one-hour cycle during Stay;
 - After Departure of the Hujjaj
 - Before Handing over to Moassassah
- The maintenance and cleaning staff should remain available for maintenance and cleanliness of the tents round the clock with Technical staff 24/7, six (06) persons each Camp
- 50 Fire Extinguishers (powder filled)
- 50 Red iron buckets used to extinguish fire with sand
- Bottled Water (chilled) as per our requirements
- 100 Drinking Water plastic Coolers with stand
- 50 plastic Dust Bins large
- Ice (in Cubes) for almost 1000 persons

Note: **The bidder must possess a valid license to operate in Mashaa'ir during hajj days. The exact details can be obtained from the office during working days from 9am to 2 pm.**

V) Setting Up Of Airport / Sector / Sub-Sector Offices, Medical Mission, Dispensaries In Makkah-Al-Mukaramah And Madinah-Al-Munawarah

1. Following offices on turn-key basis as per furniture and equipment requirements mentioned below, are required to be established at Hajj Terminal Office (s) at Jeddah and Madinah international Air ports;

<p>1. <u>For Airport In-charge</u></p> <ul style="list-style-type: none"> ● 01 Large table with side table, ● 01 Revolving chair 	<p>2. <u>For Shift In-charge</u></p> <ul style="list-style-type: none"> ● 01 Large table with side table. ● 01 Revolving chair
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<ul style="list-style-type: none"> • 08 visiting chairs (steel frame and leather) • 02 Small tables • 02 phone Direct national lines • 03 Flag Stand iron (3m) • 01 Notice Board (120cm*120cm) • 02 Sign board of Maktab Shaun e Hujaj (size 2x2 meters) • 02 Sign boards of Pakistan Dispensary (size 2x2 meters) • 10 direction boards with Pakistani Flags on both side (steel plat, arrow shape, with stand, 1x1.5 meter) • 10 City name boards on both side (steel plat, square shape with stand, (50x70 cm) 	<ul style="list-style-type: none"> • 03 Steel bench having capacity of 03 person each • 08 visor chairs (steel frame and leather) • 02 steal chest drawers (4 drawers) • 01 Phone Direct national lines • 01 Photo state machine medium • 01 Water dispenser • Availability of 08 bottle of drinking water per day (20 Lt) • 5 small plastic dustbins
<p>3. <u>For HOAP Office, Jeddah</u></p> <ul style="list-style-type: none"> • 01 Large table with side table, • 05 Chair (steel frame and leather) • 01 Phone landline set 	<p>4. <u>Dispensaries at Hajj Terminal, Jeddah, & Madinah-al-Munawarah</u></p> <ul style="list-style-type: none"> • 01 Medium table with Side table • 01 Chair (steel frame and leather) • 01 Telephone set • 01 Examination table with chair • 01 table for dispenser • 01 chair (steel frame and leather) • 02 Steel Almirah for medicines • 01 Fridge (Medium size for medicines) • 01 side Screen • 2 white bed sheets and one pillow

Note: The bidder must possess a valid license to operate in Airport premises. The exact details can be obtained from the office during working days from 9am to 2 pm.

2. Following offices having undermentioned office furnishing, furniture and equipment (s) are required to be established at each Sector or Sub Sector in Makkah and Madinah;

Sector / Sub Sector Office in Makkah-Al-Mukarramah and Madinah-al-Munawarah:

Almost 10 sector offices and 25 sub-sector offices are required to be established in various buildings of hujjaj. Following items are required for each sector office:

- One (01) Medium table with side table (100cm*140cm)
- 3 small tables (80cm*120cm)
- One revolving chair
- 9 chairs (steel frame and leather)
- 4 small plastic dustbins
- One white board (1.20m*1.20m)
- Two telephone national landlines
- One DSL connection

Almost 2-3 sub sectors are established in each sector. Following items are required in each sub sector office:

- Two medium tables (100cm*140cm)
- Six office chairs (steel frame and leather)
- One telephone landline
- Two small plastic dustbins

3. Following Medical offices / dispensaries having undermentioned office furnishing, furniture and equipment (s) are required to be established at each Sector or Sub Sector in Makkah and Madinah;

Requirements of Dispensaries at Makkah al Mukarramah Hajj 2020

Furniture

1. Table for Doctors	02
2. Table for Dispensers	02
3. Chair for Doctors	02
4. Chair for Dispensers	02
5. Patient Stools	02
6. Drip Stand	01
7. Examination Couch	02
8. Patients Separator Curtain	01
9. Cupboard for Medicines	02

10. Waste bins	04
11. Waiting Chairs for patients	06
12. CCTV Cameras 04, DDR 01, LCD 01 with installation	01 set

*The above mentioned items are required for one dispensary and for 36 dispensaries all items will be required for 01x36.

Director Medical Office

1. Large Table with side Table	01
2. Revolving Chair	01
3. Visiting Chairs	06
4. Centre Table Set	01

Deputy Director Medical Office

1. Large Table with side Table	01
2. Revolving Chair	01
3. Visiting Chairs	06

Admn Office

1. Medium size Table	03
2. Office Chairs	06

Out Patient Department

1. Tables	06
2. Revolving Chairs	06
3. Water Dispensers	04

Male Ward

1. Tables	02
2. Chairs	02

Female Ward

1. Tables	02
2. Chairs	02

Death & Diseased Cell

1. Visiting Chairs for Hujjaj	06
2. Insect Killers for Main Hospital	10

Waiting Area

Chairs for Hujjaj	100
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VI). GIFT PACK FOR HUJJAJ

As per previous practice, OPAP intends to procure gifts for distribution amongst its 120,000 hujjaj. These gifts are to be distributed at the buildings of hujjaj in Azizia and Baatha Quraish. The bids for the Gift Pack including following items packed in a parachute bag are required.

- i. Prayer Mats: customized design (700 x 115 cm) weight: (700 grams) composition: minimum 25-30% cotton and 70-75% polyester (variations upto 5% are acceptable)
 - ii. Muzdalfa Mats: customized design, (140 x 200 cm) weight: (1750 grams) composition: 20-25% cotton, 70-75% polyester, 5% acrylic (variations upto 5% are acceptable)
 - iii. Yamni Shawl with stripes, dyed yarn (130X 225 cm) weight: (500 grams) 100% cotton, colour fastness-60 degree fast reactive
2. Bidder will have to submit a sample of each item along with their bid.
 3. Bidder shall provide a certificate regarding specifications of the items
 4. OPAP at its discretion may randomly select upto 5 samples of each item for laboratory test of its own choice, if required.

VII. WELCOME SNACKS TO HUJJAJ AT JEDDAH/MADINAH AL-MUNAWWARAH AIRPORTS ON ARRIVAL OF HUJJAJ

Following eatables in one pack are required to be supplied and distributed to Hujjaj arriving in KSA at Jeddah and Madinah-al-Munawarah airports upon exit from arrival lounge of the airport;

- i. Croissant cheese sandwich (60-70 grams)
- ii. Juice (250ml Rabi / Almarai / Suntop)
- iii. Biscuits Salty (50-60 grams)
- iv. Wet tissues (odorless)
- v. English / Sweet Cake (70-90 grams)
- vi. Dates (75-80 grams)
- vii. Water (330ml)

The bidders will have to submit a packed sample of each item along with their bid.

Note: The bidder must possess a valid license to operate at Airport premises with ample storage capacity and staff to deliver the packs. The exact details can be obtained from the office during working days from 9am to 2 pm.

VIII). 4/6/10 TON TRUCKS FOR INTER-CITY CARGO TRANSPORTATION

Services of a legally authorized company having undermentioned carrier vehicles (Trucks) with the permission and ability to carry cargo on following routes is invited please.

Route	Size of Truck (Tons)
Makkah – Jeddah Jeddah – Makkah (Price for one way trip)	4
	6-8
	10-14
Makkah – Madinah Madinah – Makkah (Price for one way trip)	4
	6-8
	10-14
Madinah airport - Madinah building Madinah building – Madinah airport (price for one way trip)	4
	6-8
	10-14
Jeddah airport – Madinah building Madinah building - Jeddah airport (price for one way trip)	4
	6-8
	10-14

2. The vehicles will be hired as per requirement at various buildings/hotels in Makkah-al-Mukarramah and Madinah-al-Munawarah or at airports.
3. The carriage rent includes fuel, loading/unloading, driver, tool, traffic violations/accidents, driver's health, insurance and all other costs including any taxes/duties/tolls etc.
4. Completion of all legal requirements will be the responsibility of the service providing company at its own cost. Office of Pilgrim Affairs of Pakistan will take no responsibility or make no payment other than the agreed daily rent.

Note: The bidder must possess all legal licenses/permits and fulfil all requirements as required by relevant Saudi Authorities to operate between the cities during hajj days.

IX). PROVISION OF HUMAN RESOURCE/SECURITY PERSONNEL FOR TEMPORARY EMPLOYMENT DURING HAJJ SEASON

Services of companies able to provide legally permissible workers of Pakistani Origin for Temporary Employment during Hajj Season 2020 (1441 H), are required.

1. About one thousand five hundred (1,500) local based employees will be hired as per requirement.
2. Employees shall be posted to perform different duties (Hujjaj building, transportation and facilitation) during hajj operation.
3. The candidates must have valid Iqamas of the city for which they are applying for the job.
4. Candidates should be well conversant with Makkah-al-Mukarramah and Madinah-al-Munawarah and preferably able to speak Arabic, English and Urdu.
5. They shall be responsible for any loss occurred during their duty due to their negligence.

X). SERVICES FOR LIFTING AND DISPOSAL OF GARBAGE

1. Services of a company for transferring the food waste at least two times a day, 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.
2. 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. Apart from other requirements as mentioned under 'Procedure for Submission of Bids', the bidders shall provide following details with their bid:
 - i. Detail of vehicles and their kind/size
 - ii. Detail of equipment available
 - iii. Detail of personnel
 - iv. Detail of previous experience
 - v. Any experience with OPAP
 - vi. Description of how the bidder shall carry out operation
3. The bidder shall offer the lumpsum cost for complete hajj operation, i.e., from 1st Zulqadh, 1441H to 15th Muharram, 1442H
4. The bidder shall submit 10% bid security in the form of Bankers Cheque or Bank Guarantee with his bid.

X. RENT-A-CAR SERVICES

Services of a Rent a Car Company is required for acquiring under mentioned category vehicles during Hajj Operation, Hajj – 2020 (1441 H). The vehicles may be hired on daily rent basis or on time and distance covered basis. The rent includes fuel and cost drivers per vehicle for twenty-four hours duty (twelve hours each driver).

Wagons	7 seaters (Large)	7 seaters (Small)	5 Seater
COASTER, TOYOTA HIACE / HI ROOF, H 1	GMC CHEVROLET OR EQUIVALENT	INNOVA FORTUNER PICK-UP	CAR

2. Repair maintenance of vehicle, traffic violations/accidents, drivers' health, insurance and legal requirements will be the responsibility of the service providing company at its own cost.
3. Office of Pilgrim Affairs of Pakistan will take no responsibility or make no payment other than the agreed daily rent for the twenty-four hours daily utilization.
4. The bidder may apply for provision of services in Makkah-al-Mukarramah and Madinah-al-Munawarah separately.
5. Bidder shall deposit Bid security amounting to SR 50,000/- for the bidders for Makkah-al-Mukarramah and SR 25,000/- for Madinah-al-Munawarah in the form of Bankers Cheque or Bank Guarantee with the bid.

XII). INSTALLATION OF CAMERA SYSTEMS

Supply, installation, testing, commissioning and maintenance of CCTV Surveillance including IP based high resolution night vision CCTV Cameras, NVRs (with hard drive), Video Storage, Network Switches, LED TV Displays, cabling and allied equipment for MCO/Sub Office at OPAP Offices in Mina & Arafat during Mashaa'ir days Hajj-2020/1441H. Bidder must have supplied this equipment to at least 3 organizations during last three years.

PROCUREMENT / GOODS REQUIRED FOR HAJJ – 2020 (1441 H)

XIII) OFFICE STATIONERY ITEMS

The stationery items (as per Annex-B) are required to be purchased for Hajj Operation, Hajj-2020 (1441 H).

2. The companies able to provide above listed items may submit their EOI/Bids with quotation. The quoted rates should be including packing, delivery and all auxiliary expenses for delivery at the OPAP offices in Jeddah, Makkah and Madinah.

XIV). OFFICE FURNITURE AND FIXTURE

The under listed furniture and fixture items are required to be purchased for Hajj Operation, Hajj-2020 (1441 H).

S. No.	Item	Description	Quantity
1	Complete Table Set (Executive)	Steel frame with wood top or complete wood only	5
2	Revolving Chair	Steel frame with leather seat etc	20
3	Office Table	Steel table (80cm*120cm),	10
4	Office Chair	Steel frame with leather seat etc	25
5	Folding Tables	Steel frame with wood top (80cm*120cm)	20
6	Office Cabinet/File Racks	Steel made (with four drawers)	6
7	Sofa sets	Sofa with good quality cloth (3,2,1,1)	5

2. The companies able to provide above listed items may submit their EOI/Bids with quotation. The quoted rates should be including packing, delivery, installation (if required) and all auxiliary expenses for delivery at the OPAP offices in Jeddah, Makkah and Madinah.

XV). IT EQUIPMENT (COMPUTERS, PRINTERS, SCANNERS, COMPUTER ACCESSORIES, PHOTOCOPIERS, BAR CODE SCANNERS)

The under listed IT equipment are required to be purchased for Hajj Operation-2020 (1441 H).

S.NO.	ITEM	DESCRIPTION	QUANTITY
1.	COMPUTER	<ul style="list-style-type: none"> • Processor (i-9, 7th generation or above) • HDD: 500 GB • RAM: 8 GB • 22" LCD 	30
2.	PRINTER	Laserjet 404	30
3.	SCANNER	Deskjet (Normal) (Print- Scan- Copy)	13
4.	COMPUTER ACCESSORIES	• Extension leads (4 sockets 3 Meter) (Best Quality)	100
		• Mouse (USB) Genix	30
		• Keyboard- Genix	20
		• HDM Cables (2 Meter)	10
		• Routers (TP Link Switch – 1200) 04 Antennas	04
		• VJ Cable (2 Meter)	10
		• Printer Cables (2 Meter)	10
		• Telephone set	50
• Power Banks (Samsung – 50000mah)	25		
5.	ELECTRIC ITEMS	• Intercom Set	05
		• Net Cable (CAT 6) – 300 meter	02 Roll
		• Telephone Wire 02 lines	50 Coil

		• Telephone Wire single line	15 Coil
6.	PHOTOCOPY MACHINE	Laser Jet, Black & white, Multifunction, Multi-connectivity, Heavy Duty, Reliable for big operation	03
		MFP, color, Auto duplex, Auto duplex scan	02
7.	MEGA PHONE	Large Size, Made in China	50
		Large Size, Made in Japan	10
8.	DRY BATTERY CELL	• Large	02 Carton
		• Medium	02 Carton
		• Small (Pencil size)	10 Packets
		• Remote (Regular size)	02 Packets

2. The companies able to provide above listed items may submit their EOI/Bids with quotation. The quoted rates should be including packing, delivery, installation (if required) and all auxiliary expenses for delivery at the OPAP offices in Jeddah, Makkah and Madinah.

XVI PRINTING WORKS

Printing of Stickers, information materials, details can be collected from the Office of Pilgrims Affairs of Pakistan during office hours on any working day.

- Panaflex maps, Pakistani flags and printed materials
- Sticker for Buildings, Vehicles
- Feed-back proformas
- Maps

XVII SIGN BOARDS ON BUILDINGS OF HUIJAJ

Pana-flex signs for buildings/ information. Detail is available at **Annex-C.**

- Preparation and Fixation of Building Sign Boards on Hujjaj Buildings
- Preparation of various Sign boards with required contents

XVIII. WHEEL CHAIRS AND WHEEL CHAIR ACCESSORIES

Manual wheel chairs of standard size and accessories are required for Hajj Operation Hajj 2020 (1441 H) as per below description:

<u>S.NO.</u>	<u>ITEM</u>	<u>Description</u>	<u>Quantity</u>
1.	Wheel Chair	Manual - Made in China	300
2.	Wheel Chair Tyre	Tyre with Stand	500

GENERAL EVALUATION CRITERIA

All the bidders/companies for Other Services will be evaluated in the light of undermentioned criteria;

Sr. #	Requirement	Marks
1.	Sijil Tijari (Valid)	10
2.	Experience (General)	10
3.	Experience with OPAP	10
4.	Financial Health	10
5.	Personnel, equipment	20
6.	Delivery Strategy	20
7.	Managerial Skills	20

IMPORTANT NOTES:

The bids must include 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.
- b. Must be signed by Owner / Representative of the Company legally authorized to make financial offers.
- c. Bid Validity should be till the completion of business with OPAP. If periodic renewal is due that must have been processed and must be provided to OPAP earliest to the due date.
- d. Valid Depositor Cheque / Bank Guarantee in the name of OPAP equal to the 10% of the total bid amount must accompany the bid**
- e. 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.
- f. 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.
- g. 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.
- h. 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.
- i. 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

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		
1	Name of the Company	
2	Name of the Manager	
3	Bid Security @ 10% of the projected total value of the contract	
4	Signature of the Company representative	
5	Date	

PROFORMA FOR BIDDERS FOR RENT A CAR SERVICES

Sr. No	Vehicle	Price (SR) per day	<u>Price (SR) per hour</u>
1	Toyota Coaster		
2	Toyota Hiace/Hi roof		
3	GMC/Suburban or equivalent		
4	Fortuner /Innova or equivalent		
5	H-1		
6	Pick up Single/Double Cabin		
7	Car		

Sr. No	Vehicle	Price (SR)/day
1	Toyota Coaster	
2	Toyota Hiace/Hi roof	
3	GMC/Suburban or equivalent	
4	Fortuner /Innova or equivalent	
5	H-1	
6	Pick up Double Cabin	
7	Car	

NOTE: The quote offered shall be compared on component basis and work shall be accorded accordingly.

Signature of the bidder

STAMP

PROFORMA FOR BIDDER FOR MINA & ARAFAT ARRANGEMENTS

Sr. No	Description of Services	Cost (SR)
1	Establishment of office MINA-1&2	
2	Establishment of Camp at MINA-1&2	
3	Establishment of Camps at Araaat	
	TOTAL	

NOTE: _____ The quote offered shall be compared on component basis and work shall be accorded accordingly.

Signature of the bidder

STAMP

**PROFORMA FOR BIDDER FOR ESTABLISHING OFFICES ETC. AT JEDDAH
AIRPORT**

Sr. No	Description of Services	Cost (SR)
1	Establishment of office of airport in-charge	
2	Establishment of office of Shift In-charge	
3	Establishment of HOAP office	
4	Establishment of Dispensary at Hajj Terminal Jeddah	
5	Establishment of each Sector office	
6	Establishment of each sub-sector office	
	TOTAL	

NOTE: _____ The quote offered shall be compared on component basis and work shall be accorded accordingly.

Signature of the bidder

STAMP

PROFORMA FOR SUBMISSION OF BIDS FOR FURNITURE & FIXTURE

<u>S. No.</u>	<u>Item</u>	<u>Description</u>	<u>Price (SR)</u>
1.	Complete Table Set (Executive)	Steel frame with wood top	
2.	Revolving Chair	Steel frame with leather seat etc	
3.	Office Table	Steel table (80cm*120cm),	
4.	Office Chair	Steel frame with leather seat etc	
5.	Folding Tables	Steel frame with wood top (80cm*120cm)	
6.	Office Cabinet/File Racks	Steel made (with four drawers)	
7.	Sofa sets	Sofa with good quality cloth (3,2,1,1,)	

Note:

1. Bidders are requested to share the pictures of the items quoted alongwith their bids
2. The quote offered shall be compared on component basis and work shall be accorded accordingly.

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

(Annex-B)

**DIRECTORATE GENERAL OF HAJJ/OPAP
JEDDAH**

LIST OF STATIONERY ITEMS

Sr. No.	Items	Unit	Quantity Required			Total
			Jedda h	Makkah	Madina h	
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 l.ine 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 Staedler	Dozen	4	12	2	18
35	File Cover Manila Legal size	Pieces	1000	1000	300	2300
36	File Cover Plastic A-4 Green	Pieces	200	324	100	624

37	Foot Ruler 30 cm (Scale)	Dozen	2	13	1	16
38	Gum glue stick (40 grams UHU)	Pieces	0	434	72	506
39	Highlighter (STABI LO BOSS) (D, Color)	Pieces	30	138	50	218
40	Plastic cards (ID card)	Pieces	0	4500	500	5000
	Identity Care Clips with Ribbon	Pieces	4500	0	500	5000
41	Laminating Pouch Film	Packet	3	0	0	3
42	Lead pencil (ALLIGATOR)	Packet	0	224	2	226
43	Log Book	Pieces	0	0	2	2
44	Note Book (Sinarline) L	pieces	60	150	12	222
45	Note Book (Sinarline) M	pieces	84	168	24	276
46	Note Book (Sinarline) S	Pieces	60	150	0	160
47	Paper A-3	Ream	0	7	0	7
48	Paper A-4	Ream	100	1210	200	1510
49	Paper Clips (L)	Packet	0	10	0	10
50	Paper Cutter	pieces	20	53	0	73
51	Paper Clips (ABEL)	Packet	20	0	0	20
52	Paper Clips (Large Size)	Packet	0	10	0	10
53	Tape 2"(PRIMA) plastic white (1X36)	Carton	3	33	3	39
54	Paper tape 2" (1X24)	Carton	3	13	3	19
55	Pin Remover (301 OFIS)	Pieces	12	0	12	24
56	Punch Double Hole(7540 OFIS)	Pieces	0	30	6	36
57	Punch single hole	pieces	12	0	0	12
58	Push Pin(P 9523 OFIS)	Packet	6	12	0	18
59	Raid (Multi insect killer)	Pieces	0	12	0	12
60	Record Book	Pieces	0	0	0	0
61	Register Legal Size	pieces	0	362	100	462
62	Register A4 Size	pieces	0	100	0	100
63	Register Note Book Size	Pieces	0	100	20	120
64	Rubber Band	Packet	12	54	12	78
65	Scissor 8"	Pieces	0	39	0	39
66	Scotch Tape	Pieces	0	220	12	232
67	Sharpener (OMEGA)	Dozen	2	12	2	16
68	Short Hand Note book	Pieces	0	60	0	60
69	Stamp Pad (Blue)	pieces	6	100	6	112
70	Stamp Pad (Green)	pieces	0	0	6	6
71	Stapler (Heavy Duty)	Pieces	1	0	0	1
72	Stapler Pin (Heavy Duty)	Pieces	0	0	0	0
73	Stapler (large) NOVUS B-5	pieces	6	34	6	46
74	Stapler Medium NOVUS	pieces	6	44	6	56
75	Stapler Pin (Rexel) 24/6 (1000Pec)	Packet	0	170	240	410
76	Post-it/Notes 75cmx125cm	Dozen	2	1	2	5
77	Post-it/Notes (76x76)	Dozen	2	1	2	5
78	Post-it/Notes (51x51)	Dozen	2	1	2	5
79	Post-it/Notes (13cmx60cm)	Dozen	6	0	0	6

80	Post-it/Not(SIGN-HERE) 1.5cmx6cm	Dozen	6	0	0	6
81	Tags	Packet	0	16	12	28
82	Tissue paper Fine	Carton	5	15	5	25
83	Tiolet Roll	Carto	0	15	0	15
84	USB(4GB)	Pieces	0	20	15	35
85	USB(8GB)	Pieces	0	20	15	35
86	USB(16GB)	Pieces	10	40	10	60
87	USB(32GB)	Pieces	5	3	0	8
88	USB(64GB)	Pieces	5	1	0	6
89	White fluid pen PENTEL ZL 62-W	Pieces	36	130	12	178

SIGN BOARDS

<u>Sr.#</u>	<u>ITEM</u>	<u>Description/ Size</u>	<u>QTY</u>	<u>Job required</u>
1.	Signboard (OLD)	Buildings for Hujjaj Size: 110 x 130cm	200	<ul style="list-style-type: none"> • Shifting from store to workshop for necessary repairing of lights, color and installation of fresh panaflex. • Installation in working condition at buildings along with electric connection. • After departure of hujjaj its removal from building and shifting back to Store
2.	Signboard (NEW)	Buildings for Hujjaj Size: 110 x 130cm	30	<ul style="list-style-type: none"> • Installation at buildings along with electric connection. • After departure of hujjaj its removal from building and shifting back to Store
3.	Signboard (OLD)	Sector Offices/ Dispensaries Size: 200 x 100cm	20	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex. • Installation at buildings along with electric connection. • After departure of hujjaj its removal from building and shifting back to Store.
4.	Signboard (OLD)	Makatab Shoun Hujjaj Pakistan Size: 670 x 110cm	1	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex. • Installation at buildings alongwith electric connection. • After departure of hujjaj its removal from building and shifting back to Store.
5.	Signboard (OLD)	Pakistan's Flag at Hajj Office Size: 320 x 195cm	1	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of and installation of fresh panaflex. • Installation at building • After departure of hujjaj its removal from building and shifting back to Store.
6.	Signboard (OLD)	Makatab Shoun Hujjaj Pakistan (MINA) Size: 400 x 100cm	1	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panflex • Installation in working condition at Mina Camp Office alongwith electric connection. • After departure of hujjaj its removal from camps and shifting back to Store.
7.	Signboard (OLD)	Maktib No. Hujjaj-e- Pakistan, (MINA) Size: 130 x 110cm	1	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex • Installation in working condition at Camps in Mina alongwith electric connection. • After departure of hujjaj its removal from camps and shifting back to Store.
9.	Signboard (OLD)	Maps Makatib Hujjaj Pakistan (MINA) Size: 200 x 100cm	•	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex

				<ul style="list-style-type: none"> • Installation in working condition at Camps in Mina alongwith electric connection. • After departure of hujjaj its removal from camps and shifting back to Store.
10.	Signboard (OLD)	Maps at Makatib Hujjaj Pakistan (MINA) Size: 400 x 200cm	•	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex • Installation in working condition at Mina Camp Office alongwith electric connection. • After departure of hujjaj its removal from camps and shifting back to Store.
11.	Signboard (OLD)	<ul style="list-style-type: none"> • Hajj Terminal Jeddah (02) Makatab Shoun Hujjaj Pakistan • Dispensary (02) Size: 185 x 195cm 	•	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary repairing of lights, change of Zinc and installation of fresh panaflex • Installation in working condition alongwith electric connection. • After departure of hujjaj its removal and shifting back to Store.

IRONSTANDS/ MAPS

<u>Sr.#</u>	<u>ITEM</u>	<u>Description/ Size</u>	<u>Remarks</u>
12.	Iron Strand	Aero Shape (Double Side) Plastic Sticker Pakistani Flag Size: 135 x 60cm	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary change of Stickers and coloring/ paint. • Colring of Iron Stands • After departure of hujjaj its removal and shifting back to Store.
13.	Iron Strand	Double Side Plastic Sticker Name of Cities (Pakistan) Size: 70 x 50cm	<ul style="list-style-type: none"> • Shifting from store to Workshop for necessary change of Stickers and coloring/ paint. • Coloring of Iron stands. • After departure of hujjaj its removal and shifting back to Store.
14.	Mina Maps	Building Hujjaj-e-Pakistan Size: 200 x 300cm	<ul style="list-style-type: none"> • Installation of flex Banners at buildings for hujjaj
