

**GUIDELINES/ TERMS AND CONDITIONS FOR HIRING OF**  
**BUILDINGS, TRANSPORT, CATERING & OTHER SERVICES FOR**  
**HAJJ 1444H/2023**



**Government of Pakistan**  
**Ministry of Religious Affairs & Interfaith Harmony**  
**Office of Pilgrims Affairs Pakistan (OPAP)**  
**Consulate General of Pakistan, Jeddah.**

**Phone: 0126125531 Fax: 012-5500431; e-mail: dghajjpc@gmail.com**

## CONTENTS:

<u>S.No.</u>	<u>Subject</u>	<u>Page</u>
1	Hajj – 2023 (1444 H): Guidelines/ Terms and conditions for Selection of Buildings for Stay of Hujjaj at Makkah Al-Mukarama	4
2	Hajj – 2023 (1444 H): Guidelines/ Terms and conditions for Selection of Buildings for Stay of Hujjaj at Madina Munawara	10
3	Hajj 2023/ 1444 H: Guidelines/ Terms and conditions Governing Supply of Catering Services in Makkah and Madina	14
4	Hajj 2023/ 1444 H: Guidelines/ Terms and conditions for Transport Services	20
5	Hajj 2023/ 1444 H: Procurement Procedure For Catering & Transport Services	27
6	Hajj – 2023 (1444 H): Guidelines/ Terms and conditions for Selection of Hotels/Buildings Providing Full Board Services for Stay of Hujjaj at Makkah Al- Mukarama	28
6	Other Services i Hajj 2023/ 1444 H: Guidelines / Terms & Conditions for Setting Up of OPAP Offices and Camps at Mina And Arafat ii. Hajj 2023/ 1444 H: Guidelines / Terms & Conditions for Setting Up of Airport/Sector/Sub-Sector Offices, Medical Mission, Dispensaries in Makkah-Al-Mukaramah And Madinah-Al- Munawarah iii. Gift Pack for Hujjaj	34

	iv. Welcome Snacks to Hujjaj At Jeddah/Madinah Al-Munawwarah Airports on Arrival of Hujjaj v. 4/6/10 Ton Trucks for Inter-City Cargo Transportation vi. Provision of Human Resource/Security Personnel for Temporary Employment During Hajj Season vii. Services for Lifting and Disposal Of Garbage viii. Rent-A-Car Services ix. Installation of Camera Systems	
7	<b>PROCUREMENT / GOODS REQUIRED FOR HAJJ – 2023 (1444 H)</b> i. Office Stationery & Miscellaneous Items ii. Office Furniture and Fixture iii. IT Equipment (Computers, Printers, Scanners, Computer Accessories, Photocopiers, Bar Code Scanners) iv. Printing Works v. Sign boards on buildings of hujjaj vi. Wheel chairs and wheel chair accessories	46
8	Bid Security Form (catering services)	52
9	Bid Security Form (transport services)	53
10	Bid Security Form (Provision of Accommodation Madinah)	54
11	Appendix <ul style="list-style-type: none"> <li>• A (Menu)</li> <li>• B (Stationery)</li> <li>• C (Sign Boards)</li> </ul>	55

## **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 2023/ 1444H.

## **CHAPTER 1**

### **I. Hajj – 2023 (1444 H): Guidelines / Terms and Conditions for Selection of Buildings for Stay of Hujjaj at Makkah Al-Mukarramah**

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, Consulate General of Pakistan Jeddah and PPRA websites), for Hajj-1444H/ 2023, 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 2023 until the time of its 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 1444H/2023; in case the original Tasreeh has not been issued, the last original Tasreeh (1441 to 1443 AH) along with proof of processing of Tasreeh for 1444H 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 1444H. In this case, the decision of OPAP, after due analysis of the vakala, will be final.
  - iii. In case, original Tasreeh of 1444H 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 1444 H.
  - 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. OPAP reserves the right to accept or reject a building based on availability of quota of Hujjaj.

- vi. The owner/mustajir will ensure food distribution points floor-wise if required by OPAP for the convenience of hujjaj.
- vii. 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, food distribution points etc without any additional payment; and,
- viii. 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.
- ix. 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;
- x. Applications will only be deposited personally (as mentioned Clause 1 (d) above), however, applications may also be deposited online, by the authorized persons, through email on [dghajjpc@gmail.com](mailto:dghajjpc@gmail.com)
- xi. 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;
- xii. 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;
- xiii. 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 2023 (1444H) commences with the publication of an invitation in the local newspapers and on the MORA&IH/Consulate General of Pakistan/ PPRA, Pakistan websites;

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)/relevant authorities. 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 any other lower number, 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. **Under no circumstances a hotel will be hired at a capacity which exceeds the legal capacity mentioned in the Tasneef on EHajj Portal.**

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. OPAP reserve the right to fix the capacity of a building keeping in view its installed number/capacity of lifts. 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 in working condition as per agreement i.e. by Shawwal 15, 1444H;
- n. Internet/wi-fi is/shall be made available in the building to be used by hujjaj;
- o. Housekeeping services and staff including “building Haris” shall be made available on 24/7 basis 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. All COVID-19/other pandemics related protective arrangements have been made in the building/Hotel as per Saudi Taleemat;
- s. All equipment/gadgets related to COVID-19/other pandemics prevention like Hand Sanitizers, Thermal Scanners, Masks etc. has been made available in the building/Hotel;
- t. 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 alongwith seeking legal remedies, if required.*

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. 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 MoRA&IH (<https://mora.gov.pk/>) PPRa Pakistan (<https://www.ppra.org.pk/>) & Consulate General of Pakistan, Jeddah (<https://parejeddah.org>) websites.

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 Area
- v. Condition of 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)
- iii. COVID-19 & Public Health related arrangements
- iv. Housekeeping Services
- v. CCTV Cameras
- vi. Telephone Line at reception.

- d. Previous Performance with OPAP (Recommendation by A&T on performance) in case hired last Hajj Season. If new entry, recommendation by Proc Committee**

**II) Hiring of Accommodations at Madinah Munawwarah for Pilgrims under Government Scheme for hajj-2023 G /1444 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/Tasneef for 1444 H / 2023 AD who are registered with Shirka Adilla and Ministry

of Hajj or any other agency as provided under law of the land are eligible to apply directly to OPAP, Jeddah/Madinah Munawwarah 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 1<sup>st</sup> Dhulqadah, 1444H and ending on 15<sup>th</sup> of Muharram 1444H) 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-2023 (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 per Cycle.

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 shall provide a proportionate portion of the mezzanine or area of the restaurant 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 2023. 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 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 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 / Consulate General of Pakistan/PPRA websites.
23. Crookie/Floor/Room plan of hotel/building reserved for Pakistani Hujjaj will be provided at least 24 hours before the arrival of Hujjaj.
24. Internet/wi-fi is/shall be made available in the building to be used by hujjaj;
25. All COVID-19 and other pandemic related protective arrangements have been made in the building/Hotel as per Saudi Taleemat.
26. All equipment/gadgets related to COVID-19/other pandemic prevention like Hand Sanitizers, Thermal Scanners, Masks etc. has been made available in the building/Hotel.
27. 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 MoRA&IH (<https://mora.gov.pk/>) PPRA Pakistan (<https://www.ppra.org.pk/>) & Consulate General of Pakistan, Jeddah (<https://parepjeddah.org>) websites.

28. Applications will only be deposited personally, however, applications may also be deposited online, by the authorized persons, through email on [dghajjpc@gmail.com](mailto:dghajjpc@gmail.com)

29. **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/Consulate General of Pakistan/ 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: 012-6125531 Fax: 012-5500431;  
e-mail: [dghajjpc@gmail.com](mailto:dghajjpc@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. Sajid Manzoor Asadi, Director General (Hajj) Cell: 0591522786”**

**III). Hajj 2023/ 1444 H: Guidelines/ Terms& Conditions Governing Supply of Catering Services in Makkah and Madinah:**

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. Thus 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,
- iii. No quota either in full or part has been sublet.
- iv. space arrangements for serving food will be ensured by the owner/Mustajir/Accommodation Group in all hotels.

- c. The bidder **MUST** have;
- i. at least 3 Hajj Seasons' 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 Hajj Season during past Three Hajj Seasons but does not include Provision of food to Hujjaj in Mashaa'ir;
  - 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/licenses from all the relevant governmental agencies etc that are required for the operation; and
  - v. at least 2 Pakistani chefs with relevant experience in Pakistani food.

**Note; In case of non-fulfilment of any of the above conditions/qualification under clause (c), the company/firm will not be pre-qualified for technical evaluation.**

- d. Bidding company shall provide the followings alongwith their bids:
- i. Proof of 3 Hajj Seasons' 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 (if worked) during past Hajj Seasons;
  - iii. Show capabilities with respect to personnel, equipment and Kitchen;
  - 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 2023;
  - 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; and



- 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). In case of buffet/two dishes, the distribution mechanism should be clearly defined.
- 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 MoRA&IH (<https://mora.gov.pk>) PPRA Pakistan (<https://www.ppra.org.pk>) & Consulate General of Pakistan, Jeddah (<https://parejeddah.org>) websites.
- g. Bids will only be deposited personally (as mentioned Clause 1 (d) above), however, applications may also be deposited online, by the authorized persons, through email on [dghajjpc@gmail.com](mailto:dghajjpc@gmail.com)
- h. Bidders will have to provide a Banker's Cheque/Bid Security equal to (10%) ten percent of the value of offered bid as Bid Security, failing which the bid shall be rejected outrightly.
- i. Bid Security / Bankers cheque will be returned to un-successful bidders after the opening of bids.
- j. 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.
- k. 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 2023 shall be submitted prior to start of the bidding process.

- l. 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.
- m. OPAP is not bound to intimate/respond to any or all the bids offered.
- n. 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.
- o. 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.
- p. 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.
- q. 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 delivered & 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. The caterer should have proper/sufficient transport fleet for delivery/distribution of food at their premises.

- iii. Distribute the food in dining halls of the buildings (where available)/floors 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);
- iv. 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/Hubz in proper hot boxes;
- e. The bidder company must make COVID-19 & Public Health related arrangements in its all facilities as well as in the Dining Area.

**5. EVALUATION CRITERIA FOR CATERING COMPANIES:**

Sr. #	Category	Marks Allocated	Marks Achieved	Remarks
<b>Experience (35 Marks)</b>				
1	Number of years of catering Experience in KSA (1 mark for each year, maximum marks = 05)	<b>05</b>		
2	Number of years of working with Hajj Missions (2 mark for each year, maximum marks = 10)	<b>10</b>		
3	Experience of working with OPAP (1 mark for each year of catering experience with OPAP maximum of 5 marks)	<b>5</b>		
	Performance with OPAP	<b>5</b>		
4	Proof of work with average quota of hujjaj in last 5 Hajj 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	<b>10</b>		
<b>Capacity (50Marks)</b>				
5	General Condition of the Kitchen	<b>10</b>		
6	Makhbas (Tandoor) Makhbas not available = 0 marks 1 mark for each Makhbas upto maximum of 5 marks	<b>5</b>		
7	Capacity of storage, food delivery, equipment etc	<b>10</b>		
8	Distribution Strategy/ Mechanism	<b>05</b>		
9	Managerial Capability, HR	<b>10</b>		
10	Number of Pakistani chefs with experience in Pakistani food 2.5 marks for each chef upto maximum 10 Marks	<b>10</b>		

<b>Financial (15 Marks)</b>				
11	Annual Turn Over	<b>5</b>		
12	Assets & Liabilities	<b>5</b>		
13	Average Bank Balance for last 5 years	<b>5</b>		
Total:-		<b>100</b>		

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

**IV). Hajj 2023/ 1444 H: Guidelines/ Terms & Conditions for TRANSPORT SERVICES;**

1. 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, 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.

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 **MUST**:
  - i. Have at least 3 Hajj Seasons' 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/Hajj Season on average, during past five Hajj
  - 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.
  - v. Give offer either per haji or per bus rate separately for Salawat Transportation. It will be the choice of OPAP either to go for either of the options keeping in view the operational convenience of hujjaj as well as cost of the service.  
**Note; In case of non-fulfilment of any of the above conditions/qualification under clause (d), the company/firm will not be pre-qualified for technical evaluation.**
- 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 Hajj Season.
  - 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 deem 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 2023.
  - 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 MoRA&IH (<https://mora.gov.pk/>) PPRA Pakistan (<https://www.ppra.org.pk/>) & Consulate General of Pakistan, Jeddah (<https://parepjeddah.org>) websites.
- g. Bids will only be deposited personally (as mentioned Clause 1 (d) above), however, applications may also be deposited online, by the authorized persons, through email on [\*\*dghajjpc@gmail.com\*\*](mailto:dghajjpc@gmail.com)
- 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 2023 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 2015-2023 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.; and
- iv. School Buses (with 3 seats on one side and 2 seats on other side) shall not be accepted.

b) **Inter-City Transportation.**

- i. Only 2016-2023 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; and
- v. School buses (with 3 seats on one side and 2 seats on other side) shall not be accepted.

c) **Mashaair Transportation.**

- i. Only 2015-2023 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.; and
- iv. School Buses (with 3 seats on one side and 2 seats on other side) shall not be accepted.

d) **Mashaer Movement of Support/Welfare Staff**

- i. Separate Rate may be offered per bus.
- ii. Only 2015-2023 model buses are required in proportionate numbers;
- iii. Bidding companies must include the number and year/ model of buses and the rates;



- iv. School Buses (with 3 seats on one side and 2 seats on other side) shall not be accepted.
- e) At least 5 Buses for Handicapped/Special Persons with additional arrangements for handicapped Hujjaj like ramp etc;
- f) Bidder must apply directly to OPAP, without any intermediary; and
- g) Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government

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

Sr. #	Category	Marks Allocated	Marks Achieved	Remarks
<b>Experience (35 Marks)</b>				
1	Number of years of Transport Sector Experience in KSA (1 mark for each year, beyond three years' experience to a maximum of 05 marks)	<b>05</b>		
2	Number of years of working with Hajj Missions (2 mark for each year, maximum marks = 10)	<b>10</b>		
3	Experience of working with OPAP (1 mark for each year of transport experience with OPAP Maximum Marks=5)	<b>5</b>		
	Previous performance	<b>5</b>		
4	Proof of work with average quota of Hujjaj of last 5 Hajj Seasons 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	<b>10</b>		
<b>Capacity (50 Marks)</b>				
5	Allotment of Bus drop points near Haram in last Hajj Season 2 marks for each drop point upto a maximum of 10 marks	<b>10</b>		
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.	<b>5</b>		
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.	<b>5</b>		
8	Number of new 2020 to 2023 model busses available for deployment in Hajj 2023	<b>5</b>		

	1 mark for each 100 buses upto a maximum of 05 marks			
9	Transport Operational Strategy/route Management	<b>10</b>		
10	Managerial Capability and HR	<b>10</b>		
11	Equipment & Maintenance Capacity	<b>5</b>		
	<b>Financial (15 Marks)</b>			
12	Annual Turn Over	<b>5</b>		
13	Assets & Liabilities	<b>5</b>		
14	Average Bank Balance for last 5 years	<b>5</b>		
	Total:-	<b>100</b>		

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

**V). Hajj 2023/ 1444 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.

## **CHAPTER-2**

### **I. Hajj – 2023 (1444 H): Guidelines / Terms and Conditions for Selection of Hotels/Buildings Providing Full Board Services for Stay of Hujjaj at Makkah Al- Mukarramah and Madinah Munawwarah.**

1. OPAP intends to hire Hotels/Buildings providing **Full Board Services Under One Roof** for stay of Pakistani Hujjaj under the Government Scheme for Hajj-2023/1444AH in Makkah Al-Mukarramah and Madinah Munnawwarah. The process of acquiring full board boarding, lodging & food services shall be carried out through a transparent and objective system. Stay of each Pakistani haji, for the purpose of this RFP, shall be in line with the duration to be determined by Saudi Authorities to enable Pilgrims to Perform their Hajj.

2. Following terms and conditions will be applicable in this process:

#### **a. Terms & Conditions for Accommodations:**

- i. Hotel/Building is being offered by the owner himself. In case of Mustaajir/Vakeel/authorized representative/Accommodation Group, valid legal document is attached;
- ii. General condition of the Hotel/building is safe for accommodation of Hujjaj;
- iii. It is free from all encumbrance (e.g. ownership / legal disputes);

- iv. Crookie (Floor Plan) is attached showing number of available floors, rooms & bath rooms;
- v. It has at least two lifts. In case of large buildings, lifts are available as per prescribed capacity/passengers;
- vi. Beds/Mattresses are in perfect condition, in case asked to be replaced during detailed inspection, would be replaced instantly;
- vii. 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;
- viii. It has sufficient Prayer Area with prayer mats available in the building;
- ix. It has centralized air-conditioning system or AC in each individual room, in working condition;
- x. It has its own water storage reservoir of a sufficient capacity enough, for utilization of hujjaj staying in the building;
- xi. It has stand by power arrangements (generator), at least for lifts and common area lights, to be used in case of power breakdown;
- xii. All the requirement, excluding Tasreeh/Tasneef 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 in working condition as per agreement i.e. by Shawwal 15, 1444H;
- xiii. Internet/wi-fi is/shall be made available in the building to be used by hujjaj;
- xiv. Housekeeping services and staff shall be made available in the Hotel/ building for rendering their services to hujjaj;
- xv. TV facility is/shall be made available in the lobby area;
- xvi. Water dispensers are/shall be made available at each floor for drinking water;
- xvii. All COVID-19 related protective arrangements have been made in the building/Hotel as per Saudi Taleemat;
- xviii. All equipment/gadgets related to COVID-19 prevention like Hand Sanitizers, Thermal Scanners, Masks etc. has been made available in the building/Hotel;
- xix. 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.

**b. Terms & Conditions for Food**

- i. Have indigenous in house food capacity/facility in the Hotel/Building which will be evaluated separately for full board facility proportionate to the capacity of accommodation offered/allocated. In case the cooking facility is outside the premises, the same shall also be evaluated as per the criteria for independent catering companies, proportionate to the capacity of accommodation offered/allocated.
- ii. No subletting will be allowed.
- iii. Evidence of having performed a similar function during the Hajj operations for the same period;
- iv. been registered with relevant Saudi Authorities;
- v. permissions/licenses from all the relevant governmental agencies etc that are required for the operation; and
- vi. at least 2 Pakistani chefs with relevant experience in Pakistani food.
- vii. Preferably should have their own makhbuz (Tandoor);
- viii. Capabilities with respect to personnel, equipment and Kitchen;
- ix. Proof of appropriate plan for procuring of human resource and how it would be hiring them for the stated purpose;
- x. 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 2023;
- xi. Produce necessary permissions and documents of their workers; and
- xii.** Demonstrate financial position & appropriate managerial capability, and any other factor that procuring agency may deem relevant.
- xiii. Bidders will have to provide a Banker's Cheque/Bid Security equal to (10%) ten percent of the value of offered bid to the extent of catering services as Bid Security, failing which the bid shall be rejected outrightly.
- xiv. Bid Security / Bankers cheque will be returned to un-successful bidders after the opening of bids.
- xv. 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.

**General Conditions:**

3. The owners or Lessees of hotels / buildings / Accommodation Groups having buildings with valid Tasreehs/Tasneef for 1444 H / 2023 AD who are registered with the relevant agency(ies) as provided under law of the land are eligible to apply directly to OPAP, Jeddah. In case the original Tasreeh/Tasneef has not been issued, the last original Tasreeh (1441 to 1443 AH) along with proof of processing of Tasreeh/Tasneef for 1444H will be required at the time of registration; however, original Tasreeh/Tasneef shall be produced before the scheduled visit of the Committee;

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

5. Bidders may apply for provision of accommodation for complete “Hajj season”. Complete Hotel/ 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.

6. Every bid should contain list of the offered Hotels/buildings, their location and a proof of their ownership or agreement with the owners of the same.

7. 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-2023 (Attested by the Ministry of Hajj).

8. Allocation of Hujjaj to the owners / lessees will be made on the basis of their registered capacity.

9. The Procurement 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.

10. 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.

11. 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 etc.

12. All owners/lessees will reserve a proportionate 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 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. In all hotels, space arrangements for serving food will be ensured by the owner/Mustajir/Accommodation Group..

13. 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 contarctor of such buildings along with demand of number of hujjaj to be accommodated and rate quoted for Hajj 2023. The sealed envelope will be opened by the Hiring Committee in the presence of bidders/owners/lessees.

14. 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.

15. The bids shall be strictly in consonance with the Hajj Policy of the Government of Pakistan and the Saudi Hajj Instructions.

16. Any clarifications or information must be sought in writing. No verbal communication will be entertained.

17. 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.

18. Beds offered in under construction buildings will not be considered for selection no matter how advanced the level of completion may be.

19. 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.

20. 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.

21. OPAP is not bound to intimate/respond to any or all the bids offered.

22. 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.

23. In case of 4/5 star hotels at Madinah Munawwarah, provision of space will be the responsibility of the concerned owner/mustajir/Accommodation Group.

24. The scheduled date and time for opening of bids will be as per advertisement given in the newspaper and MORA & IH / PPRA websites.

25. Crookie/Floor/Room plan of hotel/building reserved for Pakistani Hujjaj will be provided at least 24 hours before the arrival of Hujjaj.

26. 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 MoRA&IH (<https://mora.gov.pk/>) PPRA Pakistan (<https://www.ppra.org.pk/>) & Consulate General of Pakistan, Jeddah (<https://parejeddah.org>) websites.

27. Applications will only be deposited personally, however, applications may also be deposited online, by the authorized persons, through email on [dghajjpc@gmail.com](mailto:dghajjpc@gmail.com)

*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*

28. **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: 012-6125531 Fax: 012-5500431;  
e-mail: [dghajjpc@gmail.com](mailto:dghajjpc@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. Sajid Manzoor Asadi, Director General (Hajj) Cell: 0591522786”**

**CHAPTER-3**

**OTHER SERVICES:**

- D). **Hajj 2023/ 1444 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 2023 are as under:

a. **Mina – 1 (Office)**

The establishment of offices and camps at Mina-1 shall include erection of electric meter, laying 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 depending upon allocation of space) 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. Floor tile work (4m\*12m\*3m depending upon allocation of space), if required
3. 24 Counter Tables (size 1m\*0.70m) (10 Front, 8 Rear, 6 Folding small)
4. 30 office chairs with arm, steel frame with leather
5. 20 plastic dustbins small
6. Installation of one LCD (50' or above) with dish and receiver
7. Provisioning of 1 dish and receiver
8. Provision and Installation of two AC (50,000 btu) (Cabinet type)
9. Provision of 5 telephone landlines, two DSL and two wifi connections (20 mbps)
10. Installation of 2 LED lights (300W)
11. Installation new electricity meter 200A for ACs with Cable
12. Installation of electric Sign Boards (1\*0.40 m);
13. Information Desk
14. Complaints Desk
15. Lost and Found Desk
16. Death & Disease Desk

17. Desk for Guidance of Hujjaj

b. **Mina – 2 (Office)**

1. Floor tile work (4m\*4m depending upon), if required
2. Provision of Two Telephone Lines, one DSL / wifi (20 mbps)
3. Provision of 12 office chairs with arm, steel frame with leather
4. 4 small plastic dustbins
5. 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 increase/decrease in number of camps and 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), on rent
- Repair and Cleaning of the Washrooms;
  - i. Before Arrival of Hajj Mission Staff
  - ii. After each hour during their stay;
  - iii. After Departure of the Hajj Mission Staff
- 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:**

- 1000 Mattresses (70 cm\*180 cm\*12cm) good condition, on rent
- 1000 New Pillows new Bed Sheets (1500), on rent
- 100 plastic Water Coolers (large size) with stand filled with cold drinking water, on rent
- 40 Plastic Dust Bins (large size), on rent
- 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. on rent

e. **Arafaat 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. The place in Arafat has not been allotted yet, therefore the quantities/items may increase/decrease according to the terrain. The tentative requirements for Arafat Offices / Camps during Hajj 2023 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, on rent
- New Carpets in accordance with size and number of Tents, on rent
- Air conditioners Split Unit (in working condition) , on rent, as per following requirement:  
Tents size 4x4 meters - 01, Tents size 4x8 meters - 02, Tents size 8x8 meters - 04
- Electricity Power Back-up Generator, Minimum 270—300 KW in each Camp, on rent
- 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) Red Color
- 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 Hajj Mission Staff
- 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
- Filling of 50 Fire Extinguishers (Powder filled)
- Bottled Water (chilled) as per our requirements with Deep Freezer
- 50 plastic Dust Bins large, on rent

**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 4 pm. Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government**

**II) Setting Up Of Airport / Sector / Sub-Sector Offices, Medical Mission, Dispensaries and Bus Drop Point Sheds In Makkah-Al-Mukaramah And Madinah 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><b>1. <u>For Airport In-charge</u></b></p> <ul style="list-style-type: none"> <li>● 02 phone Direct national lines</li> <li>● 01 Wall Clock</li> <li>● Carpet for complete office</li> <li>● 2 Office Neon Signs Board</li> <li>● 2 Dispensary Neon Signs</li> <li>● 1 Notice Board</li> </ul>	<p><b>2. <u>For Shift In-charge</u></b></p> <ul style="list-style-type: none"> <li>● 12 visitor chairs (steel frame and leather)</li> <li>● 01 Phone Direct national lines</li> <li>● Availability of 08 bottle of drinking water per day (20 Lt)</li> </ul>
<p><b>3. <u>For HOAP Office, Jeddah</u></b></p> <ul style="list-style-type: none"> <li>● 01 Large table with side table,</li> <li>● 01 Phone landline set</li> </ul>	<p><b>4. <u>Dispensaries at Hajj Terminal, Jeddah, &amp; Madinah-al-Munawarah</u></b></p> <ul style="list-style-type: none"> <li>● 01 Medium table with Side table</li> <li>● 01 Telephone line with set</li> <li>● 01 Fridge (Medium size for medicines)</li> <li>● 2 white bed sheets and one pillow</li> </ul>

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 4 pm. Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government.**

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 Munawarah:**

Almost 10 sector offices and 25 sub-sector offices (Quantity may increase or decrease depending upon allocation of Quota) 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
- 3 chairs (steel frame and leather)
- 8 Visiting Chairs Plastic with Steel Frame
- 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

Note: **The bidder must possess a valid license to operate in Makkah Al Mukarramah & Madinah Munawwarah. The exact details can be obtained from the office during working**

days from 9am to 4 pm. Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government.

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;. The Requirement may increase or decrease on the basis of establishment of Sector/Sub Sectors and Saudi Taleemat:

**Requirements of Dispensaries at Makkah al Mukarramah Hajj 2023**

**Furniture**

1. Table for Doctors	02	} For 9 Disp
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 nine dispensaries all items will be required for 01x9.

**Director Medical Office**

1. Centre Table Set	01
---------------------	----

**Out Patient Department**

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

**Death & Diseased Cell**

2. Insect Killers for Main Hospital	10
-------------------------------------	----

**Waiting Area**

Chairs for Hujjaj	100
-------------------	-----

Note: **The bidder must possess a valid license to operate in Makkah Al Mukarramah & Madinah Munawwarah. The exact details can be obtained from the office during working days from 9am to 4 pm. Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government.**

### **III) BUS DROP POINTS SHEDS**

4. OPAP establishes 6 Bus Drop Points as per requirement to provide door step Salwaat transport facility to Hujjaj. The number of Bus stops/Bus Sheds may increase or decrease depending upon the number of Hujjaj and number of buildings hired. Bus sheds (4 m X 10 m & 3 m x 5m) , depending on availability of space) made of Iron with Canvas or Fiber roof are required to be established on these Bus Drop Points with following requirement:

- i. 6 Bus sheds (4 m X 10 m & 3 m x 5m, depending on availability of space).
- ii. 10 plastic chairs in each Bus Shed
- iii. Water arrangements at Bus Drop Points

Note: **The bidder must possess a valid license to operate in Makkah Al Mukarramah. The exact details can be obtained from the office during working days from 9am to 4 pm. Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government.**

### **IV). GIFT PACK FOR HUJJAJ**

As per previous practice, OPAP intends to procure gifts for distribution amongst its 50,000 hujjaj. These gifts are to be distributed at the buildings of Hujjaj in Makkah al Mukarramah. 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)
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.

**V). WELCOME SNACKS TO HUUJAJ AT JEDDAH/MADINAH AL-MUNAWWARAH AIRPORTS ON ARRIVAL OF HUUJAJ**

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 4 pm. The Bidder will comply with the COVID-19 & Public Health Protocols issued by Saudi Authorities.**

**VI). 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	4
Madinah building - Jeddah airport	6-8
(price for one way trip)	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.**

**VII. 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 2023 (1444 H), are required.

1. About two thousand (2000) local based employees will be hired as per requirement which may increase or decrease depending upon Quota allocated to Pakistan and Saudi Taleemat;
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.

## **VIII). 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 1<sup>st</sup> Zulqadh, 1444H to 15<sup>th</sup> Muharram, 1444H
4. The bidder shall submit 10% bid security in the form of Bankers Cheque or Bank Guarantee with his bid.

Note: **The bidder must possess a valid license to operate in Makkah Al Mukarramah. The exact details can be obtained from the office during working days from 9am to 4 pm. Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government.**

## **IX. RENT-A-CAR SERVICES FOR MAKKAH MUKARRAMA AND MADINAH MUNWARRAH**

Services of a Rent a Car Company is required for acquiring under mentioned category vehicles during Hajj Operation, Hajj – 2023 (1444 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.

Note: **The bidder must possess a valid license to operate in Hajj Season. The exact details can be obtained from the office during working days from 9am to 4 pm. Bidders will comply all COVID-19 & Public Health related protocols issued by the Saudi Government.**

**X). 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-2023/1444H. Bidder must have supplied this equipment to at least 3 organizations during last three years.

**XI) MOBILE TELEPHONE/WI-FI SERVICES**

Mobile telephone services and unlimited internet Wi-Fi, in Makkah and Madinah during the hajj season for officials of the OPAP (CUG) from authorized telecommunication companies.

## **PROCUREMENT / GOODS REQUIRED FOR HAJJ – 2023 (1444 H)**

### **I. OFFICE STATIONERY & MISCELLANEOUS ITEMS**

The stationery items (as per Annex-B) are required to be purchased for Hajj Operation, Hajj-2023 (1444 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.

### **II. OFFICE FURNITURE AND FIXTURE**

The under listed furniture and fixture items are required to be purchased for Hajj Operation, Hajj-2023 (1444 H).

<b>S. No.</b>	<b>Item</b>	<b>Description</b>	<b>Quantity</b>
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

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.

### **III. IT EQUIPMENT (COMPUTERS, PRINTERS, SCANNERS, COMPUTER ACCESSORIES, PHOTOCOPIERS, BAR CODE SCANNERS)**

The under listed IT equipment are required to be purchased for Hajj Operation-2023 (1444 H).

<b>S.NO.</b>	<b>ITEM</b>	<b>DESCRIPTION</b>	<b>QUANTITY</b>
<b>1.</b>	<b>COMPUTER</b>	<ul style="list-style-type: none"> <li>• Processor (i-9)</li> <li>• HDD: 500 GB</li> <li>• RAM: 8 GB</li> <li>• 22” LCD</li> </ul>	74
<b>2.</b>	<b>LAPTOP</b>	<ul style="list-style-type: none"> <li>• Intel Core i7</li> <li>• 11<sup>th</sup> Generation</li> <li>• 1 TB SSD</li> <li>• 8 GB RAM</li> <li>• 14” Display</li> </ul>	05
<b>3.</b>	<b>PRINTER</b>	HP Laserjet 404 or equivalent specs	65
<b>4.</b>	<b>SCANNER</b>	HP 2500F! or equivalent specs	30
<b>5.</b>	<b>Bar Code Reader</b>	Quoself or equivalent	30
<b>6.</b>	<b>COMPUTER ACCESSORIES</b>	<ul style="list-style-type: none"> <li>• Extension leads (4 sockets 3 Meter) (Best Quality)</li> </ul>	100
		<ul style="list-style-type: none"> <li>• Mouse (USB) Genix</li> </ul>	30
		<ul style="list-style-type: none"> <li>• Keyboard- Genix</li> </ul>	30
		<ul style="list-style-type: none"> <li>• HDM Cables (2 Meter)</li> </ul>	10
		<ul style="list-style-type: none"> <li>• Routers (TP Link Switch – 1200) 04 Antennas</li> </ul>	04
		<ul style="list-style-type: none"> <li>• VJ Cable (2 Meter)</li> </ul>	10
		<ul style="list-style-type: none"> <li>• Printer Cables (2 Meter)</li> </ul>	10
		<ul style="list-style-type: none"> <li>• Power Banks ( 50000mah)</li> </ul>	25
<b>7.</b>	<b>ELECTRIC ITEMS</b>	<ul style="list-style-type: none"> <li>• Intercom Set (Panasonic- KST7730)</li> </ul>	05
		<ul style="list-style-type: none"> <li>• Net Cable (CAT 6) – 300 meter</li> </ul>	02 Roll

		<ul style="list-style-type: none"> <li>• Telephone Wire 02 lines</li> </ul>	15 Coil
		<ul style="list-style-type: none"> <li>• Telephone Wire single line</li> </ul>	15 Coil
8.	<b>PHOTOCOPY MACHINE</b>	<ul style="list-style-type: none"> <li>• KYOCERA Model: M4125in</li> </ul>	04
		<ul style="list-style-type: none"> <li>• HP A3 B/WLASER MFP HP M436n</li> </ul>	04
9.	<b>MEGA PHONE</b>	Large Size, Made in China	50
10.	<b>CELL (PANASONIC)</b>	<ul style="list-style-type: none"> <li>• Large</li> </ul>	02 Carton
		<ul style="list-style-type: none"> <li>• Medium</li> </ul>	02 Carton
		<ul style="list-style-type: none"> <li>• Small (Pencil size)</li> </ul>	10 Packets
		<ul style="list-style-type: none"> <li>• Remote (Regular size)</li> </ul>	02 Packets
11	<b>Electric Kettle</b>	Philips (1.5 L) or equivalent spec	20 Nos
12.	<b>Iron</b>	Ocarina (1200 W) or equivalent Specs	10
13	<b>Heater Electric</b>	Hommer /GE (2500 W) or equivalent Spec	20

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.

#### **IV. 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

## V 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

## VI. WHEEL CHAIRS AND WHEEL CHAIR ACCESSORIES

Manual wheel chairs of standard size and accessories are required for Hajj Operation Hajj 2023 (1444 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	400
2.	Wheel Chair Tyre	Tyre with Stand	500

## VII. GENERAL EVALUATION CRITERIA

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

<b>Sr. #</b>	<b>Requirement</b>	<b>Marks</b>
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. 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.
- e. 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.
- f. 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.
- g. 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.
- h. 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:0126125531 Fax: 012-5500431;**

**e-mail: [dghajjpc@gmail.com](mailto:dghajjpc@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.**

**Sajid Manzoor Asadi, Director General Hajj:0591522786**

**\*\*\*\*\***

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

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

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

<b>BID SECURITY FORM (Transport)</b>			
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**

<b>BID SECURITY FORM</b> <b>(Provision of Full Board Services in Makkah &amp; Madinah)</b>		
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 TWO DISHES Buffet MENU**  
**FOR HAJJ-2023**

<b>DAY</b>	<b>BREAKFAST 0600 to 0900</b>	<b>LUNCH 1300:00 to 1500:00</b>	<b>DINNER 2100 to 2330</b>
Saturday	Lahori Chana + Halwa + Roti/Khubz + Milk Tea	Chicken Sindhi Biryani + Kashmiri Daal + Roti/Khubz + Yogurt + Apple	Aaloo Ghosht(Mutton) + Daal Loki + Roti/Khubz + Sawayyan + Green Tea
Sunday	Haleem + Roti/Khubz +Milk Tea	Palak Paneer + Daal Channa + Roti/Khubz + Orange	Aloo Kofta + Mix Vegitable + Roti/Khubz + Custard + Milk Tea
Monday	Red Beans (Lobiya) + Halwa + Roti/Khubz +Milk Tea	Mutton Kabli Pulao + Daal Masoor + Roti/Khubz + Yogurt + Pear	Achari Chicken + Green Beans + Roti/Khubz + Matanjan + Green Tea
Tuesday	Aloo Bujiya + Achaar + Roti/Khubz + Milk Tea	Matar Pulao + Haleem Naan + Roti/Khubz + Banana	Qeema Kareelay + Daal Moong + Roti/Khubz + Sawayyan + Milk Tea
Wednes day	Channa + Halwa + Roti/Khubz + Milk Tea	Vegetable Fried Rice + Chicken Munchorian + Brown Channa + Roti/Khubz + Apple	Mutton Qorma + Daal Makni + Royi/Khubz + Zerda + Green Tea
Thursda y	Haleem + Roti/Khubz + Milk Tea	Aloo Palak + Daal Mash + Roti/Khubz + Yogurt + Banana	Balochi Goshat (Mutton) + Kashmiri Daal + Roti/Khubz + Umme Ali + Milk Tea
Friday	Shimla Mirch Qeema+ Roti/Khubz + Milk Tea	White Rice + Mix Daal + Kubz/Roti + Yogurt + Pear	Beef Nihari + Mix Vegetable + Roti/Khubz + Kheer + Green 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	<b>16</b>
39	Gum glue stick (40 grams UHU)	Pieces	0	434	72	<b>506</b>
40	Highlighter (STABI LO BOSS) (D, Color)	Pieces	30	138	50	<b>218</b>
41	Identity Card Clips with Ribbon	Pieces	4500	0	500	<b>5000</b>
42	Laminating Pouch Film	Packet	3	0	0	<b>3</b>
43	Lead pencil (ALLIGATOR)	Packet	0	224	2	<b>226</b>
44	Log Book	Pieces	0	0	2	<b>2</b>
45	Note Book (Sinarline) L	pieces	60	150	12	<b>222</b>
46	Note Book (Sinarline) M	pieces	84	168	24	<b>276</b>
47	Note Book (Sinarline) S	Pieces	60	150	0	<b>160</b>
48	Paper A-3	Ream	0	7	0	<b>7</b>
49	Paper A-4	Ream	100	1210	200	<b>1510</b>
50	Paper Clips ( L )	Packet	0	10	0	<b>10</b>
51	Paper Cutter	pieces	20	53	0	<b>73</b>
52	Paper Clips (ABEL)	Packet	20	0	0	<b>20</b>
53	Paper Clips (Large Size)	Packet	0	10	0	<b>10</b>
54	Tape 2"(PRIMA) plastic white (1X36)	Carton	3	33	3	<b>39</b>
55	Paper tape 2" (1X24)	Carton	3	13	3	<b>19</b>
56	Pin Remover (301 OFIS)	Pieces	12	0	12	<b>24</b>
57	Punch Double Hole(7540 OFIS)	Pieces	0	30	6	<b>36</b>
58	Punch single hole	pieces	12	0	0	<b>12</b>
59	Push Pin(P 9523 OFIS)	Packet	6	12	0	<b>18</b>
60	Raid (Multi insect killer)	Pieces	0	12	0	<b>12</b>
61	Record Book	Pieces	0	0	0	<b>0</b>
62	Register Legal Size	pieces	0	362	100	<b>462</b>
63	Register A4 Size	pieces	0	100	0	<b>100</b>
64	Register Note Book Size	Pieces	0	100	20	<b>120</b>
65	Rubber Band	Packet	12	54	12	<b>78</b>
66	Scissor 8"	Pieces	0	<b>39</b>	0	<b>39</b>
67	Scotch Tape	Pieces	0	<b>220</b>	12	<b>232</b>
68	Sharpener (OMEGA)	Dozen	2	12	2	<b>16</b>
69	Short Hand Note book	Pieces	0	60	0	<b>60</b>
70	Stamp Pad (Blue)	pieces	6	100	6	<b>112</b>
71	Stamp Pad (Green)	pieces	0	0	6	<b>6</b>
72	Stapler (Heavy Duty)	Pieces	1	0	0	<b>1</b>
73	Stapler Pin (Heavy Duty)	Pieces	0	0	0	<b>0</b>
74	Stapler (large) NOVUS B-5	pieces	6	34	6	<b>46</b>
175	Stapler Medium NOVUS	pieces	6	44	6	<b>56</b>
76	Stapler Pin (Rexel) 24/6 (1000Pec)	Packet	0	170	240	<b>410</b>
77	Post-it/Notes 75cmx125cm	Dozen	2	1	2	<b>5</b>
78	Post-it/Notes (76x76)	Dozen	2	1	2	<b>5</b>
79	Post-it/Notes (51x51)	Dozen	2	1	2	<b>5</b>
80	Post-it/Notes (13cmx60cm)	Dozen	6	0	0	<b>6</b>
81	Post-it/Not(SIGN-HERE) 1.5cmx6cm	Dozen	6	0	0	<b>6</b>



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

#### Miscellaneous Items

Sr. No.	Items	Unit	Quantity Required			Total
			Jeddah	Makkah	Madinah	
1	Sleeper	Piece	100	2000	500	2600
2	Umbrella	Piece	100	500	100	700

**SIGN BOARDS**

<b><u>Sr.#</u></b>	<b><u>ITEM</u></b>	<b><u>Description/ Size</u></b>	<b><u>QTY</u></b>	<b><u>Job required</u></b>
1.	Signboard (OLD)	Buildings for Hujjaj Size: 110 x 130cm	200	<ul style="list-style-type: none"> <li>• Shifting from store to workshop for necessary repairing of lights, color and installation of fresh panaflex.</li> <li>• Installation in working condition at buildings along with electric connection.</li> <li>• After departure of hujjaj its removal from building and shifting back to Store</li> </ul>
2.	Signboard (OLD)	Sector Offices/ Dispensaries Size: 200 x 100cm	20	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex.</li> <li>• Installation at buildings along with electric connection.</li> <li>• After departure of hujjaj its removal from building and shifting back to Store.</li> </ul>
3.	Signboard (OLD)	Makatab Shoun Hujjaj Pakistan Size: 670 x 110cm	1	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex.</li> <li>• Installation at buildings alongwith electric connection.</li> <li>• After departure of hujjaj its removal from building and shifting back to Store.</li> </ul>
4.	Signboard (OLD)	Pakistan's Flag at Hajj Office Size: 320 x 195cm	1	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of and installation of fresh panaflex.</li> <li>• Installation at building</li> <li>• After departure of hujjaj its removal from building and shifting back to Store.</li> </ul>
5.	Signboard (OLD)	Makatab Shoun Hujjaj Pakistan (MINA) Size: 400 x 100cm	1	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panflex</li> <li>• Installation in working condition at Mina Camp Office alongwith electric connection.</li> </ul>

				<ul style="list-style-type: none"> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>
6.	Signboard (OLD)	Maktib No. Hujajj-e-Pakistan, (MINA) Size: 130 x 110cm	50	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex</li> <li>• Installation in working condition at Camps in Mina alongwith electric connection.</li> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>
7.	Signboard (OLD)	Maps Makatib Hujjaj Pakistan (MINA) Size: 200 x 100cm	45	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex</li> <li>• Installation in working condition at Camps in Mina alongwith electric connection.</li> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>
8.	Signboard (OLD)	Maps at Makatib Hujjaj Pakistan (MINA) Size: 400 x 200cm	1	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex</li> <li>• Installation in working condition at Mina Camp Office alongwith electric connection.</li> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>
9.	Signboard (OLD)	Hajj Terminal Jeddah (02) Makatab Shoun Hujjaj Pakistan Dispensary (02) Size: 185 x 195cm	04	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, change of Zinc and installation of fresh panaflex</li> <li>• Installation in working condition alongwith electric connection.</li> <li>• After departure of hujjaj its removal and shifting back to Store.</li> </ul>
10.	Signboard (OLD)	Pakistan Hajj Medical Mission Hospital	4	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex</li> </ul>

				<ul style="list-style-type: none"> <li>• Installation in working condition at PHM Hosp alongwith electric connection.</li> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>
11.	Signboard (OLD)	PHM Lost & Found Cell	1	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex</li> <li>• Installation in working condition at Lost &amp; Found Cell alongwith electric connection.</li> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>
12.	Signboard (OLD)	Two sided Arrow Sign Boards with Pakistani Flag (150cm x 80 cm)	10	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex</li> <li>• Installation in working condition at Lost &amp; Found Cell alongwith electric connection.</li> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>
13.	Signboard (OLD)	Two sided Arrow Sign Boards with City Name (50cm x 60 cm)	10	<ul style="list-style-type: none"> <li>• Shifting from store to Workshop for necessary repairing of lights, color and installation of fresh panaflex</li> <li>• Installation in working condition at Lost &amp; Found Cell alongwith electric connection.</li> <li>• After departure of hujjaj its removal from camps and shifting back to Store.</li> </ul>