

Government of Pakistan
Ministry of Religious Affairs
and Interfaith Harmony

Subject: - REQUEST FOR PROPOSALS (RFPs) HAJJ 2024

The Ministry of Religious Affairs and Interfaith Harmony (MORA&IH), Government of Pakistan seeks the RFPs from scheduled banks for providing following services/items to the intending pilgrims for Hajj - 2024: -

- i) The banks shall register/receive the Registration Form from the intending pilgrims online on Ministry's website with collection of Hajj dues along with Hajj application form (the Forms) in accordance with the format (including reports) to be prescribed by Information Technology (I.T) Cell of the Ministry.
- ii) The banks shall ensure opening of account for each applicant for which awareness campaign through media including print, electronic and various social media platforms.
- iii) The bank shall process Hajj applications under Regular and Sponsorship Schemes on the given terms & conditions.
- iv) The banks shall collect the Hajj applications from intending pilgrims on the date to be announced by the Ministry on prescribed form, till closing date, duly completed in all respects and verified by the concerned banks on behalf of the intending pilgrims.
- v) The banks shall ensure authentic & error free data entry while giving special attention to CNIC number, DOB, POD, name as per passport, bank account details, qurbani option, total Hajj dues, additional facilities and any other instructions issued by the Ministry. Failing which the omission of data shall be considered as Major Fault while entry of incorrect data will be considered as Minor Fault.
- vi) Collection of Passports from successful intending pilgrims within prescribed time to be announced by the Ministry and submission thereof to the Ministry through their respective coordinator based at Islamabad whose designation, name, landline phone, cell # and Email address must be indicated.
- vii) The banks shall provide following items to the successful applicants under Corporate Social Responsibility (CSR) as per the approved standard, color and specifications by the Ministry:
 - a. Trolley bag for luggage (28" with 4 wheels)
 - b. Hand carry bag (4 or 2 wheels as per approved sample)
 - c. Shoe bag
 - d. Belt with pockets for male
 - e. Scarf for female (large size in cotton /weather friendly stuff)

2. ELIGIBILITY CRITERIA:

- i) The banks must have Islamic banking facility & have a minimum network of **400** branches all over the country duly certified by the State Bank of Pakistan.

- ii) Minimum credit rating of the bank should not be less than AA from the State Bank of Pakistan.
- iii) The Ministry reserves the right to accept or reject the bank(s) on the basis of their performance during the last three Hajj and as per rule 2(f) (i-v) of the PPRA rules-2004.

3. **TERMS AND CONDITIONS:**

- i) Hajj dues collected by the banks from the successful applicants shall be placed in Shariah Compliant remunerative account as per contract agreement.
- ii) Hajj applicants who have deposited entire Hajj dues as prescribed by the Ministry shall be eligible for ballot.
- iii) The banks shall transfer Hajj dues of successful applicants in the Ministry's account as per following schedule through Real Time Gross Settlement (RTGS):

Installment	Date	Percentage
1 st installment	Within 07 days of the ballot	35% of the amount
2 nd installment	Within 30 days of the ballot	35%
3 rd Installment	Within 60 days of the ballot.	15%
4 th Installment	Within 90 days of the ballot.	10%
5 th Installment	Reconciliation till 30 th day of Safar.	05%

- iv) The schedule of transfer of payment has been worked out on the basis of normal performance of Hajj. However, the Ministry may change the schedule of payment or direct the bank to transfer any amount immediately in the circumstances advised by Office of the Pilgrims Affairs of Pakistan (OPAP) in the interest of Hujjaj for smooth performance of Hajj.
- v) In case, the banks fail to transfer Hajj dues of successful intending pilgrims to the Ministry according to the given schedule, late fee, in addition to agreed profit, shall be as follows:

1	Deposited after 1-10 days.	2.00% per day of the un-paid amount.
2	Deposited after 11-20 days.	3.00% per day of the un-paid amount.
3	Deposited after 21-30 days.	4.00% per day of the un-paid amount.
4	Deposited after 31-60 days	5.00% per day of the un-paid amount.
5	Deposited after 60 days	6.00% per day of the un-paid amount

- vi) For retention of Hajj dues by the banks have to quote expected profit rates on daily product basis in following format that shall be paid on or before 10th of each month:

Detail	Expected Rate of Profit (Gross)
Retention of Hajj dues up to 30 days.	
Retention of Hajj dues for more than 30 days and up to 60 days	
Retention of Hajj dues for more than 60 days and up to 90 days	
Retention of Hajj dues beyond 90 days and up to reconciliation as per contract agreement.	
Ratio of profit sharing in case dues are placed in Shariah account	Ministry's Share _____%, Bank's Share _____%

- vii) The banks shall upload Hajj receipts (system generated signed with stamp) on the online system of successful applicants to the Ministry.

- viii) The banks shall ensure the provision and receipt of Iqrar Nama and medical certificates from every successful Hajj applicant after ballot.
- ix) Banks shall establish dedicated counter at designated branches to collect Hajj applications online. They shall also establish Hajj booths at Haji Camps with Identification Boards and bear all expenses relating to its establishment and utilization of resources at each Haji Camp.
- x) The interested banks shall establish their credit rating, status, and detail of branch network specifying the branches having online connectivity. The Hard copy of Branch Net-work (District-Wise and Tehsil-wise) may be furnished with RFP and soft copy of the same may be emailed at “aopwfmora@gmail.com”.
- xi) Banks are required to disseminate information amongst the applicants about the designated branches and period of registration.
- xii) The banks shall enter data of refund to the unsuccessful applicants online on the Ministry’s website on daily basis, to calculate the remaining balance, otherwise banks shall not be considered for the next year.
- xiii) The banks shall make refund to the unsuccessful applicants immediately after balloting in their given account numbers which is mandatory on next day of ballot and shall ensure entering this data on Ministry’s Portal. However, if any amount is left unreturned after (07) seven days of balloting, the same shall be reported to the Ministry in writing with cogent reasons and the bank shall be liable to pay the profit on unreturned amount to Ministry at following rates:

1	8-14 days after ballot	5.00% per day
2	15-21 days after ballot	6.00% per day
3	22- 30 days after ballot	7.00% per day
4	31-60 days after ballot	8.00% per day
5	60 days after ballot	10.00% per day

This performance shall be considered for selection of banks in the next Hajj season.

- xiv) The banks shall submit adjustment account of payments made against refund authorities of Hajj 2024 after conclusion of Hajj operation and at the time of final reconciliation.
- xv) Banks shall establish secure network (VPN) with Ministry for online website access. The banks shall pay VPN and other charges (SMS etc.) direct to the concerned agencies.
- xvi) Ministry shall impart training of Master Trainers of banks in consultation with PITB. After this, banks shall train their staff at branch level for which schedule of their training shall be communicated to MORA.
- xvii) The banks shall establish a “Hajj Cell” at Controlling Branch having at least three persons. The contact numbers and email of this staff shall be communicated to MORA within a week of its selection.
- xviii) The banks shall clear all Hajj dues, profit and other dues of the previous years, failing which MOU shall not be signed with the bank(s).
- xix) The banks shall give undertaking that matters relating to the current or previous years objection raised by audit or any other body would be amicably settled.
- xx) The banks shall ensure utilization of each module of the Ministry portal. In case of Major Fault, blacklisting for next Hajj operation and in case of Minor Fault, loss

sustained/payment made by the applicant / intending pilgrim on account of accommodation charges & compulsory Hajj dues etc. shall be borne by the banks and shall be contributed towards welfare of Hujjaj in PWF account.

- xxi) The banks must have sufficient and trained staff in each branch to carry out above mentioned tasks efficiently.

4. **REQUEST FOR PROPOSAL EVALUATION:**

- i) A committee notified by MORA & IH will evaluate the documents submitted by the interested banks for finalization.
- ii) The Ministry reserves the right to examine / verify the supporting documents / reports furnished by the banks through any third party/source etc.
- iii) The Ministry will rank the banks on the basis of rate of the profit.
- iv) On the basis of evaluation, five (05) banks may be selected for Hajj operation 2024. However, this Ministry reserves the right to increase or decrease number of banks as per requirement.
- v) Banks, so designated shall enter into a formal contract agreement with the Ministry within the time prescribed by the Ministry.

5. The Ministry reserves the right to accept or reject any or all proposals or call off this procurement process at any time without assigning any reason.

6. **SUBMISSION OF REQUEST FOR PROPOSAL:**

The banks fulfilling the eligibility criteria and interested in providing the services/items on the terms and conditions may submit their **SEALED** proposals on the prescribed Proforma to the undersigned within stipulated time. The RFP shall be received on closing date on or before 30-10-2023 at 1230 hours and shall be opened on the same date at 1400 hours in the Committee Room of the Ministry. After stipulated time no bid will be entertained.

(M. Hafeez Khokhar)
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PROFORMA FOR REQUEST FOR PROPOSAL (RFP)

1. Bank Detail

a. Name of Bank				
b. Type of Bank				
c. Credit Rating	Long Term		Short Term	

2. Branch Network Coverage

Area	District Level		Tehsil Level		Town Level		Total	
	Off Line	On Line	Off Line	On Line	Off Line	On Line	Off Line	On Line
Federal								
Punjab								
Sindh								
KPK								
Baluchistan								
AJK								
Gilgit Baltistan								
Total								
No. of Islamic Branches								

Note: List of branches (Province/District/Tehsil wise) to be attached

3. Financial

Expected rate of profit (Gross) on the Hajj dues to be retained in Shariah Compliant Remunerative account for the following period commenced from the next day of balloting:

a. Retained for 30 days.	b. Retained from 31 to 60 days	c. Retained from 61 to 90 days
d. Retained beyond 91 days and up to reconciliation (30 th Safar)	e. Percentage Share	f. Average rate of profit paid for 2023
	Ministry%, Bank%	Short Term____, Mid Term____, Long Term____

Note: i) Profit Rate offered shall be based on Islamic Instrument.

4. General

- (i) Bank shall bear any cost (printing of instructions, data collection & system generated Hajj receipts etc.) relating to processing of Hajj applications and transportation of Machine-Readable Passports (through designated coordinator at Islamabad);
- (j) Bank shall provide Trolley bag for luggage, Hand carry bag, Shoe bag, Belt for male & Scarf for female to the successful applicants under Corporate Social Responsibility (CSR) as per the approved standard by the Ministry;
- (k) Bank under takes to advertise for the publicity of Hajj application for intending pilgrims, facilitate the illiterate applicants, verify the data of the intending pilgrims, formation of the groups as per Ministry's Portal and to entertain claim for refund;
- (l) Bank shall register/receive the Registration Form from the intending pilgrims online on Ministry's website with deposit of Hajj dues along with Hajj application form (the Forms) in accordance with the format (including reports) to be prescribed by Information Technology (I.T) Cell;
- (m) Bank is willing to open booths at 10 Haji Camps across Pakistan;
- (n) Bank shall enter into a formal agreement with MORA&IFH within one week of issuance of acceptance of the letter failing which offer will be considered as withdrawn;
- (o) Facilities to be offered by the banks to the Hujjaj please specify.

Signature	
Name & Designation	
Contact No.	
Stamp	