

I. Hajj 2015/ 1436: General Terms Governing Supply of Services & Goods

All bidders must meet the following general terms & conditions as well as the specific conditions for each service listed below separately. As part of their bids, the companies should provide complete details about their organization, (including copies of registration with the respective Saudi Arabian authorities for Hajj), names of Directors and main supervisory employees (especially those who will be handling the Hajj operations) as well as information showing previous experience in the area /service being applied. OPAP shall have the right to select the best evaluated bid in consonance with its requirements. **The bids must include a cover document with the following info**

- (a) Name of the company:
- (b) Address, phone and fax and email:
- (c) Name of main contact person for this project:
- (d) Names of persons designated for this project
- (e) Clients' references:

(i) All bidders must provide all relevant governmental permissions that are required for the project (for example the food supplying company must at least be registered with the Saudi Ministry of Health, Makkah al-Mukarramah and Madinah al-Munawwarrah municipalities). OPAP will not actually undertake any efforts or assume responsibilities to obtain permissions for the contractors. In case of contravention of any regulation or any customer complaint the individuals and/or companies shall bear full legal responsibility. An affidavit to this effect shall be provided on the company stationery. Briefly, the bidding companies should

(ii) Have at least 2-3 years' experience in the provision of the same or similar goods and services as the ones for which bid is being submitted along with appropriate evidence of having performed a similar function during the Hajj operations for this period.

(iii) Identify the appropriate available human resources and how it would be hiring these for the stated purpose.

(iv) Successful (selected) bidders will have to provide a Banker's Cheque equal to ten percent of the total bid amount within one week of the award of the contract which will be returned by Muharram 30, 1437 failing which award may be given to the best evaluated bid that is next in terms of scores/evaluation.

(v) However, the return of the Banker's Cheque will be made after the contractor has paid any fines that may be imposed on the company /supplier who shall be informed in writing about the reason for imposition of fine and shall have full opportunity to contest the fine.

(vi) Only proprietors of the establishment (*moassasah*) or persons authorized by the bidding company (*shirkah*) shall be allowed to make a bid or Saudi employee of the company in the OPAP; proof of such proprietorship or in case of company relationship (e.g. employee) and authorization to participate in the bidding process for Hajj 2015 shall be submitted by way of Sukk Waqalah from Katib-e-Adal(attestation) prior to start of the bidding process.

(vii) All bidders must make a presentation detailing the system by way of which they intend to provide the service(s). The presentation and questions to follow will have a major determinant on the award of the contract. Under the procedure all bidders will first make a separate presentation followed by a common debriefing / discussion.

(viii) All successful bidders will have to submit an affidavit stating

(a) that they have read all the terms and conditions in this document and agree to abide by these as well as any new conditions mutually agreed.

(b) No agent or intermediary has been involved and that no illegal payment has been made to anyone.

(ix) OPAP is not bound to intimate/respond to any or all the bids offered.

(x) 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.

(xi) These terms and conditions are being issued only in English, the working language of OPAP. Bidders may, if they so wish, obtain an Arabic translation on their own but the English version shall prevail and OPAP takes no responsibility for any omissions or mistakes in the Arabic translation.

(xii) All successful bidders shall sign a pledge to the effect that they have read and understood these general conditions for award of contract and agree with these.

Services and scope of work

1. Food catering services for 72,000 hujjaj at Madinah residences only

(i) These meals are to be provided at the place of residence whether cooked/served as applicable at the premises (if allowed by Saudi authorities) or pre-cooked at the company's legally authorized premises and then distributed in the dining halls of buildings (where available) or from any appropriate public area prescribed under Saudi *taleemat* like the lobby; access to the rooms / floors of residence of hujjaj is banned.

(ii) Applicants must have a license to handle and supply food stuffs from all concerned authorities in consonance with the laws of the Kingdom and specifically the Ministry of Hajj, KSA for Hajj 2015. In case of contravention of any regulation(s) or any customer complaint(s) the individuals and/or company (ies) shall bear full legal responsibility; such permissions must be deposited with the OPAP prior to starting work. OPAP shall assume no responsibility for any financial or other losses resulting from closure of the

facility. The interested companies shall get health certificates of their workers from the ministry of Health and written permission to work from Maktab-ul-Amal.

(iii) Bids will be evaluated on the basis of the supplier's facilities (like capacity of the kitchen, distribution vehicles, distance from the accommodation clusters of the hujjaj, number of staff), previous experience in the provision of the same services for which documentary evidence like contract copies may be required to be provided and the presentation to be made to the Procurement Committee accordingly,

(v) All meals must be of sufficient quantity to serve one average adult person (as determined a common person of ordinary prudence. In case of difference of opinion, the judgment shall lie with the authorized officer of OPAP in this regard.

(vi) The bidders must also indicate the following

(a) Total capacity of hujjaj they are willing to provide for,

(b) Distribution mechanism i.e. how food will be brought to the premises and distributed (e.g. pre-packed or distributed in plastic plates on the spot from large pans and whether by coupons or timed service.

2. Mobile telephone services, internet Wi-Fi, for hujjaj and officials of the OPAP (Close User Group facility) from authorized KSA telecommunication companies.

3. Provision of human resources for temporary employment in Hajj season from authorized and registered Saudi Arabian Companies only. Rates to be quoted in terms of per person/ day for the whole season from Dhulqadah 01 1436 to Muharram 15, 1437

4. Miscellaneous Services

(a) Mina, Arafat arrangements for setting up camps of the OPAP with allied facilities,

(b) Golf carts fit for transport of 6-8 persons along with *tasreeh* for movement in Mina.

(c) Printing of stickers, information materials, brochures/posters. Pakistani flags and scarves; samples and details available on request.

(d) Panaflex signs, sign boards for buildings /Mina; (e) Secure money transfer facility for hujjaj from Pakistan to Saudi Arabia

(f) Laundry Services: rates to be quoted per piece/ pair of shalwar-qameez; other conditions to be provided.

(g) Cargo Handling services through mini trucks (Dyna or equivalent) from Makkah-Madinah, Madinah-Makkah, Makkah-Jeddah; rates per sector/trip

(h) Stationery requirements: exact details available on request

(i) Mini stores opening in the premises of the hujjaj residences.

(j) Rent a car services in Makkah and Madinah only

(k) Cargo handling services for city check in of the hujjaj

(l) Prayer mats (custom made design not sold in the market showing Faisal Mosque), superior quality, jacquard spiegel ornamental weave in golden color; field in dark green, size 70 x 110, weight not less than 550 grams/piece (sample is available for viewing).

(m) Blankets of superior quality polyester size 160 cm x 220 cm.

(n) Ambulances of model year 2015 as per requirements of Hilal-e-Ahmer KSA.

II. Guidelines for Selection of Buildings for Stay of Hujjaj at Makkah for Hajj 2015 (1436H)

The Office of Pilgrims Affairs Pakistan (OPAP), Consulate General of Pakistan Jeddah intends to hire accommodation for about 72,000 hujjaj arriving from Pakistan under the government scheme for Hajj 2015 / 1436H. In order to make improved arrangements for Pakistani hujjaj, the foremost of which is hiring of buildings, the process of acquiring comfortable accommodations shall be carried out through a transparent and objective system; The following terms and conditions will be followed in this process:

1. All buildings will be hired by the Hiring Committee notified by the Ministry of Religious Affairs & Interfaith Harmony and on the basis of Saudi Hajj *taleemat* and the provisions of the Hajj Policy read with instructions from the Ministry of Religious Affairs and Interfaith Harmony, Government of Pakistan (MoRA-IFH, GoP).
2. The basic terms and conditions and process are provided below. However, interested persons/owners or authorized Saudi representatives may obtain a copy of the agreement to be signed between OPAP and building owners / lessors to acquaint themselves of the mechanism and conditions of hiring of buildings for Pakistani hujjaj. OPAP reserves the right to make amendments in the building agreement of 2015 until the time of signing.
3. The owners/*mustajirs* i.e. legally entitled lease holders (Saudi nationals only) who intend to lease out their buildings may directly apply OPAP, Consulate General of Pakistan, Jeddah / Makkah on the designated form along with the following documents at any time within 15 days of publication of the public notice (Invitation to Submit Expressions of Interest / Bids) in newspapers/MoRA-IFH website; this period may be extended by OPAP without any further public announcement if inadequate number of applications are received within the given timeline.
 - i) Original *tasreeh* for year 1436H/2015; in case the original *tasreeh* has not been issued, the last original *tasreeh* (1435 AH) along with proof of processing of *tasreeh* for 1436 AH 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 1436. In this case, the decision of OPAP – after due analysis of the vakala – will be final.
 - iii) A personal affidavit stating the following:
 - (a) the general condition of the building is excellent or good;
 - (b) the building is free of any encumbrance (e.g. ownership / legal disputes);

(c) the 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

(d) the building has at least two lifts

(e) all requirements (excluding *tasreeh* which is to be provided as per terms above) i.e. facilities / amenities etc. specified in Saudi *tal'eemat* are available / or shall be made available as per agreement i.e. by Shawwal 15, 1436.

(f) the building shall be made available for visit by OPAP for at least 30 working days from the date of registration or until the inspection whichever is later. In case, *tasreeh* is not provided on the date of inspection, OPAP reserves the right to either cancel the building or place it at the bottom of registration/ inspection list. If the building is also to be offered 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;

(g) additional space, if available over and above the *tasreeh* capacity will be used by the Hajj Office for the welfare of hujjaj like sector offices, dispensary etc. without any additional payment.

Note: In case of any mis-statement in the affidavit, the owner or lessor or authorized person may be permanently barred from depositing buildings in the future.

iv) 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;

v) the applications will only be personally deposited after being checked and approved by the Director General or in his absence by any other member of the Hiring Committee nominated by the DG in OPAP Office;

vi) the depositing of an application - and the receipt issued in this regard - shall in no way confer any right on the depositor or obligation upon OPAP of either mandatory inspection or selection of the building. This statement shall be written on the receipt to be issued after acceptance of application;

vii) by the very act of depositing an application, it will be deemed that applicant has accepted all the terms and conditions governing the hiring of buildings by OPAP;

4. The process of hiring of accommodations for Hajj 2015(1436H) commences with the publication of an invitation in the local newspapers and MoRA's Website;

5. A list of buildings deposited for consideration with OPAP shall be generated 15 days after the publication of announcement 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;

6. Hiring shall be on the basis of the *tasreeh* (hujjaj housing permit) issued by the Makkah municipal authorities (*amanah asemah*). However, OPAP reserves the right to reduce the number of hujjaj appearing in the *tasreeh* to a number that reflects a

maximum of 6 persons/room or any other requirement. 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*.** 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.

7. Generally new or well-maintained buildings of recent origin, with capacity not less than 200 hujjaj, having adequate lift facilities (with a ratio of not more 1:33 i.e. two lifts of 10 persons' carrying capacity serving 330 persons or a lift of 8 persons serving 240 persons; in no case buildings of only one lift will be hired. Also required are adequate reception areas seating capacity as per *tasreeh* and size of the building, equal number of rooms and bathrooms and located in "clusters" will be hired for pilgrims. Under construction buildings will not be considered for selection no matter how advanced the level of completion.

8. The distance of the building will be measured from the **outermost** periphery of the Harum to the door of the building by the shortest route;

9. **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;

10. In case of buildings hired in previous years, observations by the Hajj administrative/welfare staff shall be duly considered. Copies of hiring record of previous years would be attached at the time of giving new file number.

11. The services will be provided by the applicant/owner in each building as per "agreement referred in Article 2 supra.

12. The inspection by the Hiring Committee will not be deemed final selection of the building.

13. The OPAP shall continue accepting the papers from legally authorized Saudi nationals or legal owners till the completion of the hiring requirements for Hajj 2015.

Except the Hiring of Buildings at Makkah specified in above, the deadline for the submission of bids for all items under the Services and scope of work (I) 1-4 shall be the 17th of May 2015 1600h and the bids shall be opened on the 18th of May 2015 at 1000h in the Office of the Director General OPAP at Jeddah.

The detailed scope of works for these services may be obtained from OPAP directly by the interested service providers. OPAP has no agent and the Saudi owners / *mustajirs* / services' providers are informed to directly contact OPAP for all their inquiries and issues. For further information and clarification, kindly contact;

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

Complaints (especially of a lack of cooperation or any illegal demand by any officers/ staff of OPAP/Consulate General of Pakistan should be immediately brought to the attention of the Director General Hajj or the Consul General of Pakistan, Jeddah on the following contacts directly. All reports/information shall be treated confidentially.

(i) Syed Abu Ahmad Akif, Director General Hajj: Mobile phone 0504517632

(ii) Mr. Aftab Ahmed Khokher, Consul General of Pakistan: Mobile phone 0550951964