

Ministry of Religious Affairs and Interfaith Harmony  
Government of Pakistan,  
Office of Pilgrim's Affairs Pakistan (OPAP)  
Consulate General of Pakistan, Jeddah.

“In the name of Allah, the Most Gracious, the Most Merciful; All Praises and thanks be to Allah, Lord of the Worlds; Blessings and peace be upon the Prophet Muhammad and his Relatives.”

**I. Guidelines for Selection of Buildings for Stay of Hujjaj at Makkah Hajj – 2016 (1437 H)**

The Office of Pilgrims Affairs Pakistan (OPAP), Consulate General of Pakistan, Jeddah intends to hire accommodations for hujjaj arriving from Pakistan under the government scheme for Hajj 2016 / 1437H. 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 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 should obtain a copy of the agreement to be signed between OPAP and building owners / lessors in 1437H / 2016 to acquaint themselves of the mechanism and conditions of hiring of buildings for Pakistani hujjaj and services to be provided by the owner in the building. OPAP reserves the right to make amendments in the building agreement of 2016 until the time of signing.

3. 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 on the designated form along with the following documents during office hours (09.00 am -04.00 pm) within 15 days of publication of public notice (invitation to submit Expressions of interest/Bids) in the newspapers/MoRA-IFH website;

i) Original *tasreeh* for year 1437H/2016; in case the original *tasreeh* has not been issued, the last original *tasreeh* (1436 AH) along with proof of processing of *tasreeh* for 1437H 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 1437. In this case, the decision of OPAP – after due analysis of the vakala will be final.

iii) A personal affidavit stating the following that:

- the general condition of the building is excellent or good;
- the building is free of any encumbrance (e.g. ownership / legal disputes);
- 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 number of Bathrooms.
- the building has at least two lifts
- all requirements(excluding *Tasreeh* which is to be provided as per term above , facilities /amenities etc., specified in Saudi Taleemat are available / or shall be made available as per agreement i.e. by Shawwal 15, 1437H.
- the building shall be made available to OPAP for at least 30 working days from the date of registration or until the inspection whichever is later. In case, original *tasreeh* of 1437H is not provided on the date of inspection, the OPAP reserves the right to either cancel the building or place it at the bottom of registration 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;

- 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 shall be permanently barred from offering buildings in the future.
- 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;
- the applications will only be personally deposited after being checked and approved by an officer of the OPAP designated by the Director General (Hajj) in OPAP Jeddah.
- the depositing of an application - and the receipt issued therefor - 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;
- 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 2016 (1437H) commences with the publication of an invitation in the local newspapers.

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 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 buildings with 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.

8. The distance of the building will be measured from the **outermost** periphery of the Haram 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 of the Director (A&T) shall be considered. Copies of hiring record of previous years would be attached at the time of giving new file number to the building by the OPAP.

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

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

## **II. Hajj 2016/ 1437: 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;**

Name of the company:

- (b) Address with phone and fax and email:
- (c) Name of main contact person for this project:
- (d) Names of persons designated for this project
- (e) Clients' références:

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 Heath, 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;

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.

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

Bidders will have to provide at the time of submission of bid a Banker's Cheque equal to ten (10)% of the approximate value of contract/agreement which will be returned to successful bidders by Muharram 30, 1438 failing which award may be given to the best evaluated bid that is next in terms of scores/evaluation. Banker's Cheque will be returned to un-successful bidders soon after the evaluation of the bids and awarding of the contracts to the successful bidders.

- (i) However, the return of the Banker's Cheque to successful bidders will be made after the contractors/bidders have 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.

Only proprietors of establishments (*Moassassah*) or persons authorized by the bidding company (*shirkah*) or Saudi employee of the company shall be allowed to make a bid 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 2016 shall be submitted by way of Chamber of Commerce attestation prior to start of the bidding process.

All bidders for food supply 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.

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.

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

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.

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.

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**

Food and beverage catering services at residences of hujjaj of hajj-2016.

These meals are to be provided at the place of residence whether cooked 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 (but not a vehicle standing outside the premises); access to the rooms / floors of residence of hujjaj is banned.

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 2016. 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 for the CCs from Maktab-ul-Amal.

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

(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) Cleanliness of food service area and removal of waste/garbage generated as a result of food supply operation after every meal will be the responsibility of food Supply Company.

(vii) The bidders must also indicate the following;

(a) Total capacity of hujjaj in multiples of thousand they are willing to provide for.

(b) Whether they can provide service in both Makkah al Mukarramah and Madinah al-Munawwarrah or just in one city.

(c) 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. Transportation services;



Only Naqaaba tus sayyarat registered companies are eligible to directly apply without any intermediary. In addition to the documents required as stated in the general terms and conditions governing supply of services of goods in paragraph II, only the company representative shall brief and make a presentation on the proposed transportation plan and services being offered. All bidders must provide certificates of their registration for hajj season -2016 with Naqaba-tus-Sayyarat in addition to other documents.

a. **Salawat Transportation.**

Only 2007-2016 model buses are required in proportionate numbers. Bidding companies must include the year and model of buses, rates, detailed operation and management plan including details of company reps to be deployed for execution or operation of the plan etc.

b. **Inter-City Transportation.**

Only 2013-2017 model buses are required in proportionate numbers. Bidders shall inform the number of buses to be provided for each model year of buses. Detailed operation and management plan including details of company reps to be deployed for execution or operation of the plan.

3. Mobile telephone services, internet Wi-Fi, for hujjaj and officials of the OPAP (CUG) from authorized telecommunication companies.

4. Provision of human resources for temporary employment in Hajj season.

5. Miscellaneous.

(a) Mina Arafat arrangements

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

- (c) Printing of Stickers, information materials,
- (d) Panaflex signs for buildings/ information.
- (e) Secure money transfer facility for hujjaj from Pakistan to Saudi Arabia.
- (f) Transportation of extra luggage of the hujjaj to Makkah, Madinah and Airports through approved company of luggage carrier vehicles.

The submission timelines for items 3 onwards are end of Month of Shabaan, 1437H (approximately June 5, 2016) the scope of work for these services may be obtained from OPAP, Jeddah.

OPAP has no agent and the Saudi owners / Mustajirs are informed to directly contact OPAP for all their inquiries and issues. For further information and clarification, kindly contact;

**Directorate General of Hajj, Consulate General of Pakistan, Jeddah;**

**Phone: 0126670980 Fax: 012-6670988; e-mail: dghajjjeddah@gmail.com**

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 and Consul General Jeddah on the following contacts directly. All reports/information shall be treated confidentially.

**Dr. Sajid Yoosufani, Director General Hajj:0555920786**

**Shehryar Akbar Khan Consul General Jeddah:  
0543333197**