BIDDING DOCUMENT

The Prime Minister's financial assistance packages for the Shuhada of Mina stampede during Hajj 2015 also includes arrangement of Umrah for legal heirs/nominees of these Shuhada.

2. In pursuance thereof, Ministry of Religious Affairs and Interfaith Harmony intends to arrange 15 days (14 nights) Umrah package, for a group of 103 family members/legal heirs/nominee of Shaheedi hujjaj, during 2nd week of May 2016.

3. The Ministry of Religious Affairs and Interfaith Harmony therefore invites sealed bids from interested registered Umrah operators having following qualifications for arrangement of Umrah:

   1. The bidder should have valid DTS registration certificate.
   2. The bidder should have valid IATA license 2016.
   3. The bidder should have valid Umrah agreement with Saudi Umrah Service Provider Company and attested by Ministry of Religious Affairs.
   4. The bidder should have arranged at least fifteen thousands Umrah Zaireen during last two years (i.e. 1435, 1436AH).
   5. The bidder should quote NTN numbers alongwith certificate of registration with FBR.
   6. Provide Form A of the company duly issued by SECP.
   7. The bidder should provide copy of building agreements both at Makkah and Madinah in terms of requirement of bidding hotel documents.
   8. The bidder shall submit 10% bid security of the quoted bid for total number of zaireen.
   9. Each bidder shall also be required to submit an undertaking on stamp paper of rupees 100 that the service provider is not blacklisted from any related agencies i.e. DTS, IATA, Saudi Service Provider and Bank etc.

SALIENT ASPECTS OF UMRA ZAIREEN.

1. Umra Schedule. Detailed schedule along with breakdown of stay will be shared with the selected bidders. Following policy parameters may be kept in mind while preparing Umra schedule:-

   a. Friday Prayers at Makkah & Madina. Pilgrims should be able to offer one Friday prayer each at Makkah and Madina.
b. Changes in Schedule. Minor changes in departure/arrival schedule may be made to suit flight schedule of particular carrier.

c. The Zaireen would be assisted in visiting the graveyard, where shaheed Hujjaj are buried, in consultation with DG(Hajj) at Jeddah.

2. Size of Zaireen

a. Group size may be minimum 30 x individuals and maximum 103 x individuals.
b. All zaireens must be informed confirmation of visa endorsement well in advance before their departure.

3. Umra Packages. Bid should be quoted based on the following:

1. Endorsement of visas.
2. Hotels at Makkah 3 star Hotels at Makkah within 500 Ms from Harm.
3. Hotels at Madina 3 Star Hotels at Madina within distance of 500 Ms from Harm. Hotels should have Pakistani restaurant in near vicinity.
4. Room configuration (Db1, Tpl and Quad) may be offered.
5. Good quality transport i.e. 2012 and up model buses for traveling with in KSA.
6. Visit to Ziarat with professional guides at Makkah and Madina.
7. Provision of sealed 5 Lits Abe Zam Zam to each pilgrims.
10. Documents bags.

4. Quotation of Umra packages.

a. Quotations will be worked out as per above parameters.
b. Incomplete quotations will not be considered.
c. Quotations should only be prepared on Company's letter head, with seal/stamp.

Terms and Conditions

5. Following terms & conditions will apply on provision of facilities for Umra Contingents:-
a. Hotels at Makkah & Madina

1. Hotel which are being offered should have the following facilities:-
   
a. Rooms with attached bathrooms and toilet accessories.
   b. Room makeup services every third day and room cleaning on daily basis.
   c. An adequate No. of lifts.
   d. A spacious lobby, dining hall and living rooms.
   e. A proper sitting lobby.
   f. The Pakistani restaurant or food point in near vicinity.
   g. Be located at main road.

2. Hotel’s rooms should be prepared/ready within 12 hours before arrival of pilgrims.

3. Contractor will be responsible to provide room configuration at least one week in advance.
4. Hotels with good room services and lifts, spacious lobby/living rooms, will be given preference.

5. Building converted into hotels will not be accepted.

b. Transport. Contractor will:-

1. Provide SAPTCO or any good quality buses. Buses older than 2011 will not be accepted.
2. Provide loading/unloading facility of baggage at airport and hotel.
3. Ensure arrival of buses at given timings.

c. Visit to Ziarat. Good quality buses with professional guides will be arranged for visit to Ziarat as per given program.

d. Provision of Abe Zam Zam. Contractor will provide 5 Liters (ready to board), Abe Zam Zam sealed/packed) to each pilgrim before departure for Pakistan.

e. Endorsement of Visas
-4:-

1. Contractor will ensure endorsement of Umra visas at least 15 days prior to departure with correct particulars of pilgrims.
2. Contractor will be responsible to arrange air travel of pilgrims within same cost if they are left due to problems in visas.
3. Contractor will process visas for individuals U/40 years of ages as deem appropriate.

f. Booking of Flights

1. Contractor will be responsible to complete departure formalities like:
   a. Preparation of PNRs.
   b. Confirmation/re-confirmation of flights.
   c. Preparation of tickets when asked.
   d. Completion of formalities of refund/cancellation of tickets (if any) as per airline policy.

2. In case the tour operator has attractive option for carrier other than given above may be considered.

g. Reception/See off. Contractor will ensure:-

1. See off/reception of Zaureen at airport in Pakistan.
2. See off/reception at Jeddah/Medina airport and Makkah/Medina.
3. Detailing of dedicated staff to address routine problems complaints during stay at hotels.

h. Health. Contractor will ensure:-

1. Pick/drop of serious patients to hospitals (if any).
2. Detailing of attendant for pilgrims admitted in hospitals.
3. In case of death, disposal of dead body as per Saudi Laws in consultation with the Ministry of Religious Affairs.

i. Delays due to Flight. In case of delay/postponement of flight, contractor will be responsible to arrange accommodation within same package in the same hotels.
j. Change of Hotels Offered. After award of contract, the contractor cannot change the hotels. In case hotels are changed, this Ministry will have the liberty to book/arrange better hotels and the contractor will have to make the payments.

k. Optional Services. In case extra services are asked by any Zair, will be arranged as asked and payments will be received in cash from the respective Zair by Contractor at KSA.

l. Children. In case of infant or children for whom bed is not required, Umrah dues will not be paid except visa charges.

m. Submission of Company’s Profile. Company’s profile and documents as asked in tender notice should be attached with quotations as per format attached.

6. Bid Security. The bidders are required to submit 10% bid security of the bid amount. The bid security so deposited will be released soon after evaluation of bid to the unsuccessful bidders. 5% of the bid security will be released to the successful bidder whereas the remaining 5% will be released on successful completion of the contract. In case of non-compliance of the contract or the bid as the case may be, the bid security/performance security shall be deemed forfeited.

7. Payment Policy. Payments will be made to the Contractor as per following policy:-

a. 60% payment at the time of submission of passports with Saudi consulate.

b. 20% on receipt of passports and tickets.

c. 20% on return of Zaireen to Pakistan and on receipt of final bill from contractor.

d. Airfare is paid 100% at the time of preparation of tickets to the Airline by the Ministry.

e. All payments will be made through crossed cheques issued on contractor’s company name.

8. Acceptance or Rejection of Bids. Competent authority has the right to reject any or all offers.
Instructions for submission of bid.

9. Following may be kept in mind before submitting bids.

a. All interested Bidder to forward bids along with Pay Orders /Bank Draft of Rs. 15,000/- (non refundable) in favour of Ministry of Religious Affairs.
b. Bids must reach the undersigned (BY hand /By courier) in sealed envelope before 1000 hours on 7th May the Saturday at following address:-
c. Mail should preferably be dispatched as Registered Letter through Pakistan Postal Service. In case TCS is used, envelope should be marked as Personal collection.
d. Bids received after due date will not be considered.
e. The bidders will be opened on 1200 hrs on 10th May, in the presence of all Tour Operators. Time and place will be intimated later.
f. Further information, if needed, may be obtained from undersign term 0900-1400 hrs during working days.

Farid Islam Khattak  
Deputy Secretary (HP)  
Ministry of Religious Affairs  
And Interfaith Harmony 
051-9203114

Bid Price

Name of Company

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<td>Rs. ____________________ each</td>
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