BIDDING DOCUMENT

The Prime Minister's financial assistance package for the shuhda of Mina stampede during Hajj-2015 also includes provisions, of Umrah facility for 104 legal heirs/nominees of these shuhda.

2. In pursuance thereof, Ministry of Religious Affairs and Interfaith Harmony had sent 56 legal heirs/nominees of aggrieved families of shuhda for Umrah in 2016. Whereas 48 nominees of these shuhda could not avail the Umrah facility due to deficiency in their travel documents. As such, this Ministry intends to send them for Umrah w.e.f. 1st April, 2017 to 15th May, 2017.

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

1. The bidder should have valid DTS registration certificate.
2. The bidder should have valid IATA license 2017.
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 thousand Umrah Zaireen during last two years (i.e 1436-1437 AH).
5. The bidder should quote NTN numbers along with certificate of registration with FBR.
6. Provide Form A of the company duly issued by SECP.
7. The bidder should provide copy of building agreement both at Makkah and Madinah in terms of requirement of bidding hotel documents.
8. The bidder shall submit 05% 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 services provider is not blacklisted from any related agencies i.e DTS, IATA, Saudi Service Provider and Bank etc.

4. SAILENT APSECTS FOR UMRAH ZAIREEN:-

1. **Umrah 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 Umrah schedule.

   a. **Friday prayers at Makkah & Madina.** Pilgrims should be able to offer one Friday prayer each at Makkah & 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 48 individuals.
   b. All Zaireen must be informed confirmation of visa endorsement well in advance before their departure.

3. Umrah packages. Bid should be quoted based on the following:
   i. Endorsement of visas.
   ii. Hotels at Makkah 3 star Hotels within 500 Meters from Haram.
   iii. Hotels at Madina 3 star within 500 meters from Haram.
   iv. Room configuration (Db1, Tpl and Quad) may be offered.
   v. Good quality transport i.e 2012 and up model buses for travelling within KSA.
   vi. Three times food for the Zaireen.
   vii. Visit of Ziarat with professional guides at Makkah and Madinah.
   viii. Provision of sealed 5 lits Aab-e-zam zam to each pilgrim.
   x. Provision of Umrah books.
   xi. Documents bags.

5. QUOTATION OF UMRAH PACKAGE:-
   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.

6. TERMS AND CONDITIONS:-
   Following terms and conditions will apply on provision of facilities for Umrah contingents:

a. Hotels at Makkah & Madinah.
   1. Hotels which are being offered should have the following facilities:
      a. Rooms with attached bathrooms and toilets accessories.
      b. Room makeup services every third day and room cleaning on daily basis.
      c. An adequate No. of lifts.
      d. A spacious lobby, dinning 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. Food for Zaireen.
The contractor will make arrangement for provision of three times buffet food to the zaireen in Makkah and Madina which include Daal, Vegetable, Mutton/chicken, Rice, sweet, cold and soft drink.

c. Transport. Contractor will:-
1. Provide SAPTCO or any good quality buses. Buses older than 2012 will not be accepted.
2. Provide loading/unloading facility of baggage at airport and hotel.
3. Ensure arrival of buses at given timings.

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

e. Provision of Abe zam zam. Contractor will provide 5 liter (ready to board), Abe zam zam sealed/packed) to each pilgrim before departure for Pakistan.

f. Endorsement of visas.
1. Contractor will ensure endorsement of Umrah 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.

g. Booking of flights.
1. Contractor will be responsible to complete departure from a list 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.

h. Reception/See off. Contractor will ensure:-
1. See off/reception of zaireen at airport in Pakistan.
2. See off/reception at Jeddah/Madinah airport and Makkah/Madina.
3. Detailing of dedicated staff to address routine problems complaints during stay at hotels.
i. **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.

j. 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.

k. 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.

l. Optional services. In case extra services are asked by Zair, will be arranged and payments will be received from the respective Zair by contractor at KSA.

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

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

7. **BID SECURITY:** - The bidders are required to submit 05% bid security of the bid amount. The bid security so deposited will be released soon after evaluation of bid to the unsuccessful bidders.

8. **PERFORMANCE GUARANTEE:** - The successful bidders will be required to furnish 10% performance guarantee of the total bid amount in shape of pay order or bank guarantee which shall be released soon after successful completion of the task assigned to the successful bidders.

9. **PAYMENT POLICY:** - Payments will be made to the contractor as per following policy:-
   a. 60% payments 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 will be 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.

10. **ACCEPTANCE OR REJECTION OF BIDS:** - The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any suppliers or contractor who submitted a bid or proposal, the ground for its rejection of all bids or proposals, but if not required to justify those grounds.

[Signature]
INSTRUCTIONS FOR SUBMISSION OF BID:-

Following may be kept in mind before submitting bids.

a. All interested bidder forward bids along with pay orders/Bank drafts 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 1200 noon on 17th March,2017 Friday 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 entertained.

e. The bids will be opened on 12:30 A.M on 17th March, 2017 in the presence of all tour operators, in the committee room of the Ministry.

f. Further information, if needed, may be obtained from undersigned from 0900-1400 hrs during working days.

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

Bid Price.____________________________________

(5% as Bids guarantee)____________________________________

Name of Company____________________________________

PER ZAIR COST INCLUSIVE ALL

Rs.____________________________________ each.