

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.”

OPAP invites Expressions of Interest (EoI)/bids from owners / or authorized attorneys of service providers and owners of companies which have been registered in their respective fields in KSA for following goods and services for Hajj-2016.

1. Welcome Snacks at Jeddah and Madinah Airports on the arrival of hujjaj.

The catering companies/bidders must have valid permission/Tasreeh to bring, store and distribute dry and packed food items among hujjaj within the premises of Airports. Moreover, catering companies or bidders with year round experience of supply of food to Umrah/Hajj Zaireen at airports and having capacity of storing food items inside the airports will be given priority. The following food items hygienically packed in one pack are required.

- Samoli or croissant/cheese sandwich (150-170 grams)
- English/Sweet Cake (170-190 grams)
- Juice (250 ml)
- Dates (100 grams)
- Biscuits (50-60 grams)
- Water (600 ml)

2. Prayer mats Muzdalfa mats, inflatable pillows and blankets for Hujjaj.

The bidder/company registered with Saudi Authorities must apply directly. The company may make design of some famous religious site of Pakistan on prayer mats. The specifications of these items are given as under;

- Prayers mats. Length& width (70*114 cms) Weight (620-30 grams)
- Muzdalfa mats. Length& width (105*200 cms) weight (1200-1300 grams)
- Blankets. Length& width (155*210 cms) weight (1700-1800 grams)
- Inflatable Pillow. Length & Width (45*30 cms)

3.Approved Shippers/Freight forwarders with valid Tasreeh for city check-in.

The company will be responsible to lift, transport luggage of the hujjaj from their buildings at Makkah and Madinah and to process flight wise check-in of the luggage at Madinah and Makkah Airports.

4. Stationery items, sign boards on buildings of hujjaj, Pana-flex maps, Pakistani flags and printed materials.
5. Arrangements for setting up OPAP camps at Mina, Arafat.
6. Mobile telephone and IT services for Hujjaj.
7. Provision of human resource for temporary employment (local Khuddam)in Hajj season. The company must have the license of Maktab-ul-Amal.
8. Laundry services, cargo handling services, mini-stores in hujjaj premises, provision of golf carts; rent-a-car services.
9. Transportation of extra luggage of the hujjaj to Makkah, Madinah and Airports through approved company of luggage carrier vehicles.

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;**

- (a) 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

- (i) All bidders must provide all relevant governmental permissions that are required for the project (for example the welcome snacks supplying company at Jeddah and Madinah Airports must at least be registered with the Saudi Ministry of Health, Makkah al-Mukarramah and Madinah al-Munawwarrah municipalities and other relevant authorities of the Jeddah and Madinah Airports). 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) 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.
- (v) 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.
- (vi) 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.

- (vii) All bidders for supply of welcome snacks 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) Bidders of Welcome snacks, Prayer mats, Muzdalfa mats, Blankets and inflatable pillows will have to deposit samples of their products with their bids.
- (ix) 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.
- (x) OPAP is not bound to intimate/respond to any or all the bids offered.
- (xi) 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.
- (xii) 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.
- (xiii) 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

- a. The food catering companies/applicants which will provide welcome snacks at both airports 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.

- b. 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
- c. All food packets must be of sufficient quantity as per given items and their weight which can 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.
- d. Cleanliness of food service area and removal of waste/garbage generated as a result of food supply operation will be the responsibility of food Supply Company.
- e. 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/welcome snacks at both Jeddah and Madinah airports or just in one airport.
 - (c) Distribution mechanism i.e. how welcome snacks will be brought to the airport and distributed.

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: 012-6670980 Fax: 012-6670988; e-mail: dghajjeddah@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