

Pakistan Hajj Mission, Jeddah

Provision of Services to Pakistani Hujjaj in Hajj 1432

The Pakistan Hajj Mission invites bids for provision of welfare services to Pakistani hujjaj during Hajj 1432 from registered companies which meet all legal requirements for operating in KSA and providing such services. These services include provision of meals, beverages and other essential items of daily use to hujjaj at their residences, sacrificial animals, and transport to and from the Harum.

Bids are also invited for setting up a toll free help-line with provision of a IC T-based grievance redress system.

For detailed terms and condition please visit www.hajjinfo.org or contact Pakistan Hajj Mission Jeddah (contact: 02-6670980/ fax 6670988/ dghaj@yahoo.com) Arabic speakers may call 0562512412 (Mr. Abdul Malik)

General Terms

Bidders must meet the following general terms & conditions as well as the specific conditions for each service listed below:

As part of their bids the companies should provide complete details about their organization, directors and chief employees (especially those who will be handling the Hajj operations) as well as information showing previous experience in the area /service being applied.

In case any government permissions are required by the successful bidders, Pakistan Hajj Mission will only issue letters of support to the successful/selected companies for obtaining such permissions but will not actually undertake any efforts to obtain these permissions for the contractors.

- (i) The firm should have at least three years experience in the service being provided and provide record of having performed a similar function
- (ii) The firm should be registered in and have an established office in KSA with sufficient managerial capacity.
- (iii) The company must identify the appropriate human resources and how it would be hiring these for the stated purpose
- (iv) Provide a bank guarantee equal to five percent of the total bid amount which will be released by Muharram 30, 1433.
- (v) The firm or its principals should not been convicted / involved in any criminal/ civil/ administrative offence, particularly an offence relating to dishonesty, fraud / forgery, financial /investment/ / business crime/ misconduct or other criminal acts or been involved in any acts of misfeasance or serious misconduct nor have been black

listed by the KSA or any foreign government. The firm or its principals should not have been declared defaulter by any bank or financial institution in connection with payment of loan or taxes in the capacity of individual as director / chief executive or company as a whole. A certificate to this effect shall be provided.

Services and scope of work

1. Supply of meals

- (i) These meals are to be provided at the place of residence whether cooked at the premises (where full licensed kitchens are available) or pre-cooked at company premises and then distributed in the dining halls of buildings (where available) or in the rooms of hujjaj.
- (ii) Applicants must have a license to handle and supply food stuffs from all concerned authorities (in case of contravention of any regulation or any customer complaint the individuals and/or companies shall bear full legal responsibility)
- (iii) While there is no limit to the items that may be provided, a menu with rates must be openly displayed in every building; the menu must carry an “economy package” of the following items the rates of which must not exceed as listed below per person
 - One piece chicken (1/8 of full) with curry and 2 rotis: SR 04 or 1/4 chicken for SR 07
 - Dal with two rotis per person: SR 03
 - Chicken Biryani/pulao with 1/4 chicken: SR 08
 - Tea with milk and sugar: SR 01 per cup
 - Paratha with chana (for breakfast): SR 02

2. Transport Services

- (i) For PHM staff from Hajj Terminal, KAAI Airport to Makkah Mukarramah and back; from Makkah Mukarramah to Madinah Munawwarah; from Makkah to Mashair (Muna and Arafat) and back; charges to be provided in terms of per minivan (13 seats) and per minibus (24 seats) and per bus (46 seats)/ 24 hours
- (ii) For official hujjaj transport to and from the Haram to their residences; rates for this may also be provided in terms of per minivan (13 seats) and per minibus (24 seats) and per bus (46 seats)/ 24 hours
- (iii) Extra-transport services: although transport will be provided in buildings beyond 2000 meters (as per rules) and also voluntarily in many buildings which are located on steep / hilly areas, many hujjaj living inside 2000 meters desire to use transport to go to the Harum; in this case a voluntary transport will be authorized to ply their vehicles from our buildings housing Pakistani hujjaj.

- (iv) Voluntary hujjaj transport will be an independent agreement between individual hujjaj and the transport contractor; money will be obtained by the contractor from the hujjaj who may be willing to avail this service. The contractor will be provided space for setting up a table in large reception areas; in other buildings the contractor may place signs with telephone contact numbers. While contracts for such voluntary transport may be made for the whole period of the stay of hujjaj in Makkah, payment may only be charged from hujjaj for one day.
- (v) All vehicles must have tasreehs to operate in Makkah Mukarramah from the traffic and other authorities.

3. Qurbani services:

Bidders must show proof of their capacity and experience to undertake this service for hujjaj. Bidders must also present a licence/agreement from the official abattoir to sacrifice animals. Bidders should indicate the categories / rates for sacrificial animals they are offering. Successful bidders shall only be authorized their rate lists and contact numbers at appropriate places in buildings. The agreements shall be made directly between the contractors and the hujjaj; the Pakistan Hajj Mission shall however, obtain a bank guarantee from the bidders equivalent to the price of the animals being contracted multiplied by the rate to ensure that hujjaj are provided the service for which they have made the contract. If no complaint is received from any haji (for non provision of the contractual obligation) by Muharram 15, 1433 the bank guarantee will be released in full.

- 4. A mini-shop inside the buildings to provide tea and soft drinks (as well as small items of daily use) at fair market rates.
- 5. Printing and publication of awareness material, stationery items, preparation and installation of sign boards on hujjaj buildings, maps, Pakistani flags: samples may be obtained for providing quotations
- 6. PHM also desires to provide mobile SIM cards to its hujjaj for Hajj 2011/1432 H. Interested telecommunication companies (Pakistan or KSA based) may send their proposals which should include SIM cost along with minimum calling rates for receiving call in KSA from Pakistan and cost of making a call from KSA to Pakistan (per minute). The government cannot guarantee purchase of any minimum number of SIMS nor will the Ministry of Religious Affairs undertake any sale of SIMS itself in Pakistan.

**Expression of Interest in Setting up and Operating a
CALL CENTRE / COMPLAINT HANDLING SERVICES CENTRE**

The Pakistan Hajj Mission, an organization of the Ministry of Religious Affairs (www.mora.gov.pk) intends to outsource its information and complaint handling services to an experienced and qualified call centre / information service provider that meets the following minimum criteria:

- A state of the art complaint management service bureau capable of handling calls through automated as well as live handling bureau
- For Pakistani companies having a joint venture partner in Saudi Arabia and vice versa
- Capacity of announcing digitally recorded information to hujjaj and other concerned persons. This automated service shall be operated 24 /7, while live service shall be in two periods: (i) major activity for 12 hours (9 a.m. to 9 p.m. Saudi Arabia time) (ii) minor activity (9 p.m. to 9 a.m. Saudi Arabia time)
- Digital recording and archiving of all calls for a period of 60 days from the date of recording.
- A complete MIS reporting mechanism, indicating number of calls, building of origin, nature of call (water, cleanliness, lift, lost pilgrims, lost baggage, transport, etc) duration, action taken, etc.
- Ability to receive calls on a Saudi Arabia based number (preferably toll-free) with valid evidence
- Linkage of the bureau through digital network to ensure minimum call droppage.
- All agents should be computer literate and multi lingual (preference will be given to speakers of Urdu and regional languages including Balochi, Hindko, Pashto, Punjabi and Sindhi)

Bidders should provide a scalable proposal starting with a minimum of 2 seats for 12 hours, scalable to 16 seats. Additionally, bidders are required to submit the following:

- (i) network diagram,
- (ii) proposed methodology of call handling
- (iii) references/ commendations from clients
- (iv) any proposed minimum legal requirements from their side for completing the contract (e.g. payment schedule, etc)

The selected party shall be given two (02) weeks to setup a service bureau for which no advance or upfront funds shall be given.

The Proposal must include a cover document with the following information.

Name of the company:

Address:

Phone:

Fax:

Email:

URL (www):

Name of Contact person for this project:

Previous experience in complaint handling services:

Clients' references:

Technology platform:

Channels on IVR (Automated Call Handling):

Live support (number of agents which may be provided on a scalable basis):

Financial Proposal:

As per Pakistan Public Procurement Regulatory Authority (PPRA) Rules, (www.ppra.org.pk) the Technical and Financial proposals must be placed in separate sealed envelopes. These should include the following

- Rate of providing automated service
 - Rate per agent for live call handing
1. Call Chart Indication Its Capabilities Of Handle Calls From 90% Of Pakistan ((Already Send Via Hard Copy)
 2. Network Diagram (Already Send Via Hard Copy)
 3. Technology Information
 4. Operational Flow Chart Of Service (Automated)
 5. In-Flow Of Calls (Live) (Already Send Via Hard Copy Of The Graphically Displayed Flow)
 6. Financial Proposal
 - Rate Of Per Agent/Month For Live Operations
 - Rate Of Providing 24 Hours 7 Days A Week Automated Infoline