

**CONSULATE GENERAL OF INDIA
JEDDAH**

**TENDER NOTICE FOR PROVIDING TRANSPORTATION SERVICES FOR INDIAN
HAJ PILGRIMS FOR HAJ 2026 G (1447 H)**

On behalf of the Haj Committee of India (HCOI), Indian Haj Pilgrims' Office (IHPO), Makkah, invites sealed quotations from Naqaba Sayyarat approved and licensed transport companies for providing good quality and new buses for movement of approximate 1,22,518 (One Lakh Twenty-Two Thousand and Five Hundred and Eighteen) Indian pilgrims, coming through Haj Committee of India during Haj 2026 G (1447 H). The transport companies should provide buses for the following routes:

- **Pilgrims' residence in Makkah to Jeddah Airport during the post Haj phase (return journey)**
- **Pilgrims' residence in Madinah to Madinah Airport during the post Haj phase (return journey)**
- **Madinah to Makkah (pre-Haj) / Makkah to Madinah (post Haj).**
- **Mashaer transport journeys (Pilgrims' accommodation – Mina – Arafat – Muzdalifa – Mina - Pilgrims' accommodation) for camps on the bus route. Mashaer journeys would be on Raddain basis.**

2. Interested and eligible Pilgrim Transport Companies may submit their sealed bids in accordance with the procedure outlined in the Tender Document. The bids should be dropped in the Tender Box marked **"Tender Box"** placed at the **Reception of the Consulate General of India, Tahlia Street, Jeddah**. The offer must be submitted no later than **19.11.2025 by 1700 hrs**.

3. Further details in respect of the Tender are available at www.cgijeddah.gov.in (Haj News) & on <https://eprocure.gov.in/eprocure/app>. For any clarification, please contact 012-663951

**CONSULATE GENERAL OF INDIA
JEDDAH**

No. Jeddah/Haj/118/10/2026

Date:30.10.2025

**TENDER NOTICE FOR PROVIDING TRANSPORTATION SERVICES FOR INDIAN
HAJ PILGRIMS FOR HAJ 2026 G (1447 H)**

I. INTRODUCTION

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3. Before submission of technical and financial bids, interested companies are advised to go through this tender notice to apprise themselves of the process of selection

of the company to be awarded the contract as well as the main terms and conditions of the contract.

4. Critical dates:

Sl. No.	Particulars	Date	Time
a.	Tender publishing date	30.10.2025	10.00 hrs
b.	Bid submission start date	30.10.2025	10.00 hrs
c.	Start date for seeking clarification	Immediate after publishing	
d.	Pre-Bid Meeting date	13.11.2025	12.00 hrs
e.	Last date for seeking clarification	18.11.2025	17.00 hrs
f.	Bid submission end date	19.11.2025	17.00 hrs
g.	Bid opening date	19.11.2025	18.00 hrs

4.1 Auto extension of critical dates: If number of bids received is found to be less than 03 (three) on the end date of bid submission, the last date of bid submission and bid opening date of the Tender will be automatically extended for a period of 03 (three) working days ending at 17.00 hrs. The auto extension shall work on the basis of number of bids received only.

4.2 If any of the above extended dates falls on a Holiday i.e. a non-working day then the same is to be rescheduled to the next working day.

4.3 This extension will be also applicable in case of receipt of zero bid.

4.4 After extension, the tender shall be opened irrespective of available number of bids on the extended date of opening of tender, if they are less than 03 (three).

II. STAGES OF PROCESS OF BID EVALUATION:

5. Technical bid: Interested companies should submit a technical bid in a separate envelope (*with "Technical Bid" written over it*) consisting of the filled Technical bid form along with the following documents /details:

- i. Duly filled Technical bid Form as provided in **Annexure I**
- ii. Copy of Company's valid license and Registration with Naqaba Sayyarat.
- iii. Detailed profile of the company.
- iv. Earnest Money of **SAR 3,500,000/-** in the form of **Demand Draft or Bank Guarantee** issued by the local Saudi bank in favour of **“Consulate General of India, Jeddah”** will be accepted. If any other kind of bank cheque is submitted, the bid can be deemed non-responsive and rejected. ***Bids without the Earnest Money may be disqualified.***
- v. Proof of experience of minimum 5 years in providing buses to the Haj Mission(s) of any country and must have transported a minimum of 63,000 Hajis (Haj Mission/ Private) per year during those 5 years.
- vi. Proof of possessing a Bus fleet of at least 500 buses of 2022 & above model, each bus having a capacity of 45 and above.
- vii. Proof of experience of providing buses to the India Haj Mission in any of the last five Haj years.

Note: In the event that any documents are submitted in the Arabic language, it is requested that an Official English Translation of the same be provided alongside. This will ensure clarity, facilitate accurate understanding, and assist in timely processing of the documents by the concerned authorities.

6. Evaluation of Technical bid:

A. The venue, date and timing for opening of Technical bids will be intimated in due course of time to the interested bidders. Representatives of the bidders must attend the bid opening.

B. A Committee will assess the companies for submission of the documents and fulfillment of the Technical criteria as below:

(i) Copy of Company's valid license and Registration with Naqaba Sayyarat.
(Note: License should be in the name of the bidding company. Submitting copy of license of another company, even if from the same group of companies, will be considered invalid.)

(ii) Submitting duly filled Technical bid Form as provided in **Annexure I**

(iii) Company should have its own bus fleet registered in its name;

(iv) Company should have at least 500 buses of 2022 and above model, each bus having a capacity of 45 & above. The details should be provided in the duly filled Technical Bid Form.

(v) Earnest money of **SAR 3,500,000/-** in the form of **Demand Draft or Bank Guarantee** issued by the local Saudi bank in favour of “**Consulate General of India, Jeddah**” should be submitted;

(vi) The company must have a pre-existing office in Makkah. If the company does not have an office in Makkah, it should submit an undertaking to establish a well-equipped office in Makkah during the Haj season.

(vii) The company should have at least 5 years of experience in providing buses to the Haj Mission(s) of any country and must have transported a minimum of 63,000 Hajis (Haj Mission/ Private) per year during those 5 years.

(viii) The company should have experience of providing buses to the Indian Haj Mission in any of the last five Haj years

C. A physical verification and checking of the model buses at their depots, along with a review of relevant documents, may be conducted. The date for the physical verification will be communicated to the interested bus companies in advance.

7. Financial bid: The interested companies should submit a Financial bid in a separate envelope (*with “Financial Bid” written over it*) consisting of the following documents/details:

(i) The Company should submit duly filled Financial Bid Form, as provided in **Annexure II**, quoting the price per pilgrim transported between:

○

- **Pilgrims’ residence in Makkah to Jeddah Airport during the post Haj phase (return journey)**
- **Pilgrims’ residence in Madinah to Madinah Airport during the post Haj phase (return journey)**
- **Madinah to Makkah (pre-Haj) / Makkah to Madinah (post Haj).**
- **Mashaer transport journeys (Pilgrims’ accommodation – Mina – Arafat – Muzdalifa – Mina - Pilgrims’ accommodation) for camps on the bus route. Mashaer journeys would be on Raddain basis.**

(ii) The rate quoted per pilgrim transported should not exceed the Saudi authorities approved ceiling.

(iii) **Disqualification Due to Overwriting or Zero Bid:** Bidders are advised that any overwriting, alterations, or submission of a zero (0) bid in the financial bid shall lead to automatic disqualification. All entries in the Bid must be clear, unambiguous, and duly filled in accordance with the instructions provided in this Tender Document.

8. Evaluation of bids:

TEC will first evaluate the Technical bids and, technically qualified bidders will be informed of TEC's decision and invited to be present for the opening of Financial bids. Thereafter, financial bids of only technically qualified bidders will be opened, in presence of representatives of technically qualified bidders. The EMD of the remaining bidders who could not meet the requirements of Technical bid would be returned after the bidding process.

8.1 Decision of L1 bidder & Issue of work order:

(a) The rate quoted will be evaluated individually for each route, and the contract for each route will be awarded separately to the bidder quoting the lowest financial offer (L1) including VAT, subject to approval of the Competent Authority for that specific route. If L1 bidder backs out, the bidder will be debarred from participating in tenders floated by the Consulate General of India, Jeddah for minimum one (1) year.

(b) In the event that two (or more) companies quote the same L1 rate, the contract may be awarded to one of them, selected randomly through a transparent process.

(c) The approval for award of work to L-1 Bidder will be accorded by the Competent Authority. Only after such approval, the Letter of Acceptance/Work order to the L-1 Bidder will be issued.

(d) On receipt of Letter of Acceptance (LOA)/Work Order of the tender issued by the Consulate, the successful tenderer shall execute the contract agreement within 15 days starting from the day the draft agreement is shared by the Consulate or as per the date/time indicated by the Consulate. **Failure to enter into the required contract within the specified period the work order/LOA shall be cancelled.** In addition, the Consulate may debar the bidder from participating in future bids for at least 12 months and the EMD/bid security would be forfeited.

III. REQUIREMENTS:

9. The details of the requirements of the vehicles to be supplied and the bus transport operation services are detailed below:

S.No.	Description
II.	The Indian Haj Pilgrims' Office requires suitable, low floor buses of the 2022 and above model for the transportation of Haj Committee of India (HCOI) pilgrims, having a capacity of 45 & above in the following routes: ○ Pilgrims' residence in Makkah to Jeddah Airport during the post Haj phase (return journey) ○ Pilgrims' residence in Madinah to Madinah Airport during the post Haj phase (return journey) ○ Madinah to Makkah (pre-Haj) / Makkah to Madinah (post Haj). ○ Mashaer transport journeys (Pilgrims' accommodation – Mina – Arafat – Muzdalifa – Mina - Pilgrims' accommodation) for camps on the bus route. Mashaer journeys would be on Raddain basis. Bidding companies are requested to specify the number of buses meeting the required technical specifications that they propose to provide for this purpose. Note: a) The exact number of pilgrims will be intimated later. b) The schedule of movement of pilgrims will be provided by IHPO/Service Provider Company (SPC) handling HCOI pilgrims and remaining details of the numbers and timings of supply of buses will be communicated through the e-path system.
(ii)	The normal capacity of the buses is about 45-49 seats. However, if 10 or more pilgrims are to be transported, the company must do so using a proper and good quality bus. Such pilgrims left should not be transported on coasters or minibuses.
(iii)	Buses should be supplied timely as per the demand of the Consulate and/or the concerned Maktab (concerned service centre of the SPC). If due to delay in supply of buses, the concerned Maktab must step in and arrange buses/transport, the expense incurred by the Maktab should be paid by the bus

	company. The Consulate will not incur any additional expense on transportation of the India Haj pilgrims.
(iv)	The transportation is likely to be required from 1 st Zul Qada 1447 to 15 th Muharram 1448. The said period may slightly vary.
(v)	The company shall be responsible for obtaining all necessary permissions and approvals required from the local government/Haj agencies (including Naqaba Sayyarat) for transporting Indian pilgrims. This includes making all payments, such as applicable taxes, to the local government and Haj agencies.
(vi)	The company must provide at least two (02) water bottles of minimum 0.5 liters each for every pilgrim for each journey.
(vii)	The company must keep spare buses ready in case of any breakdown, whatsoever, on a regular basis. The company shall ensure spare bus must reach the spot of breakdown within one hour of breakdown.
(viii)	The company must deploy a Main Coordinator along with 3 sub Coordinators, all conversant in English/Hindi/Urdu or any other Indian language, to coordinate with their counterparts from Indian Haj Pilgrims' Office (IHPO), both in Makkah and Madinah.
(ix)	The company set up a Control Room at Makkah and Madinah, to monitor the movement of the pilgrims.
(x)	The Company shall ensure that all vehicles deployed for transportation of Haj pilgrims are equipped with a functional GPS-Based Vehicle Monitoring System of International standards and specifications, which shall remain active and operational throughout the period of engagement to enable real-time monitoring of vehicle location, speed, and route. The Company shall provide access to the GPS monitoring system, including a web-based dashboard and credentials, to the authorized representatives/officials of the Government of India. The Company shall ensure that the GPS devices are maintained in proper working condition and any malfunction is rectified within 24 hours at no additional cost.
(xi)	The transport company shall ensure that a substantial number of drivers and service staff possessing valid permits and proficiency in Hindi/Urdu are directly employed. Short-term or contractual hiring of such personnel shall not be permitted.

10. Performance Security/Security Deposit: Performance security to be submitted by the successful bidder at the award of work should be 5% of the contract amount and should be submitted within 15 days of issuance of work order by the Consulate in the form of a **Demand Draft or Bank Guarantee** in favour of “**Consulate General of India, Jeddah**”. It should remain valid for a period of sixty days beyond the date of completion of the work.

IV. TERMS AND CONDITIONS AND PAYMENT

11. Terms and Conditions:

- i. An agreement will be signed with the successful bidder(s), outlining detailed terms and conditions. The company will be provided with the arrival schedule of the pilgrims in advance, to ensure buses are available for their transport.
- ii. The selected bidder will not be allowed to back out of the contract. If the company fails to provide the required services, the Earnest Money will be forfeited and will not be refunded.
- iii. It must be ensured that the buses are provided in strict accordance with the agreement. In the event of non-compliance with the terms and conditions or any deficiency in the services, a suitable penalty, as determined by the IHPO, will be imposed. This may include cancellation of the contract with no further payments, forfeiture of the earnest money, and blacklisting of the company and a complaint will be raised against the company with concerned Saudi authorities.
- iv. Outsourcing will attract penalty provisions.
- v. If the successful bidder has contracted a manpower/service provider to supply field staff for the smooth operation of the bus services, the bus company must ensure timely payments to the contracted company to prevent any service disruptions. In the event of a disruption in service, if the manpower/service provider claims that it is due to non-payment by the bus company, the IHPO reserves the right to directly pay the due amount to the service/manpower company. This amount will then be deducted from any pending payments to the bus company by the IHPO.
- vi. In the event of any accident or damage occurring during the transportation process, all liability, including but not limited to compensation, repairs, and legal responsibilities, shall be solely borne by the transporting company in accordance with the applicable local laws and regulations.

12. **Payment:**

Consulate General of India, Jeddah, will make payments to the Company supplying buses through the e-Haj portal or as per the norms of Saudi Ministry of Haj and Umrah Affairs.

Note: Consulate General of India, Jeddah, reserves the right to reject any or all tenders without assigning any reason thereof.

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TECHNICAL BID FORM

SUPPLY OF BUSES FOR HAJ 2026

1. Name of bus company (or bidder): _____

2. License/ Registration No.: _____

(Enclose copy of valid License/Registration)

3. Complete Office address in Makkah: _____

4. Number of buses (of own fleet) available with the Company:

Sl. No.	Model	No. of buses (of own fleet only) available
1.	2022	
2.	2023	
3.	2024	
4.	2025	
	Total	

5. Number of buses* (of own fleet only) which the company is offering to supply to Indian Consulate, Jeddah for transportation of Haj Committee of India (HCOI) pilgrims = _____

*(*Minimum qualifying criteria is 500 buses)*

6. Number of years of experience in the field of providing transport services in the last 5 Hajjs:

Sl No.	Year	No. of Hajjis	Country
i	2025		
ii	2024		
iii	2023		
iv	2022		
v	2019		

7. I/We hereby declare that all information and documents submitted in connection with this tender are true, accurate, and complete. I/We further undertake that I/we have read, understood, and accepted all terms and conditions of the tender document. Any false information or non-compliance may result in rejection of my/our bid, forfeiture of deposits, or termination of the contract, with legal consequences as per applicable laws.

Signature:

Name and Designation of the Representative/Signatory:

Company Seal:

FINANCIAL BID FORM**TRANSPORT SERVICES FOR INDIAN PILGRIMS FOR HAJ 2026**

1. Name of bidding company: _____

2. Price quote per pilgrim in SAR: _____

Sl.No.	Route	Rate (in SAR including taxes)
1.	<i>Pilgrims' residence in Makkah to Jeddah Airport during the post core-Haj phase (return journey)</i>	
2.	<i>Pilgrims' residence in Madinah-to- Madinah Airport during the post core-Haj phase (return journey)</i>	
3.	<i>Madinah to Makkah (Pre Haj) / Makkah to Madinah (post Haj).</i>	
4.	<i>Mashaer transport journeys (Pilgrims' accommodation – Mina – Arafat – Muzdalifa – Mina - Pilgrims' accommodation) for camps on the bus route. Mashaer journeys would be on Raddain basis.</i>	

Rate quoted should include VAT and all taxes/charges and should not be more than the rates approved by Saudi Authorities.

Signature:

Name of the Representative:

Company Seal:
