

Consulate General of India, Jeddah

No. Jed/Haj/118/11/2025

Date: 16.10.2024

Mashaer Package/Services to Haj Committee of India **Pilgrims for Haj 2025**

On behalf of the Haj Committee of India (HCoI), Indian Haj Pilgrims' Office (IHPO), invites sealed offers from the Service Provider (Tawaffa) Companies, licensed and authorized by concerned authorities of the Kingdom of Saudi Arabia, for providing Mashaer Services (Package C) for about 1,22,518 (One Lakh Twenty-Two Thousand and Five Hundred and Eighteen) Indian pilgrims, coming through HCoI during Haj 2025.

2. Sealed offers, containing Technical offer and Financial offer, separately in sealed envelopes, should be submitted by the interested companies, to **Vice Consul (Haj), Consulate General of India in Jeddah, latest by 29th October, 2024 on 17:00 hrs.**
3. Service Provider (Tawaffa) Companies submitting their offers are requested to be present at the time of opening of the Tender (refer to the note below for the venue and time). The interested Service Provider (Tawaffa) Companies must note that HCoI Pilgrims will stay in Mashaer from the evening of 7th Zul Hijja till the 13th of Zul Hijja. Their movement and stay are in accordance with the instructions of the concerned authorities of the Kingdom of Saudi Arabia during the core Haj period. In general, the pilgrims will start arriving to Mina from the evening of 7th Zul Hijja. Stay in Mina Tent on day of 8th Zul Hijja. From the evening of 8th Zul Hijja, start moving towards Arafat and stay there till sunset of 9th Zul Hijja. Proceed to Muzdalifah around Maghrib prayer time. Proceed to Mina on 10th Zul Hijja and stay there till the completion of the core Haj period.
4. Interested Service Provider (Tawaffa) Companies are advised to peruse this Tender Document in detail, to apprise themselves of the information required for the submission of the offers. By submission of offers, it will be deemed that the applicant has accepted all the terms and conditions of the IHPO. Please note that IHPO reserves the right to reject/cancel this document/process without assigning any reasons thereof.

Note:- “The Offers submitted by Service Provider (Tawaffa) Companies will be evaluated on **30th October, 2024 from 10:00 hours** onward in the Consulate General of India, Jeddah. All interested Service Provider (Tawaffa) Companies, which have submitted their offers by last date, are requested to be present.

5. Terms and Conditions

5.1 Auto extension of critical dates:

If number of bids received is found to be less than 03 (three) on the end date of the bid submission process, then 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 1700 hrs of the last date of the 3-day extension. The auto extension shall work on the basis of number of bids received only.

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. This extension will be also applicable in case of receipt of zero bid. After the expiry of the auto extension period, the tender shall be opened irrespective of the available number of bids on the extended date of opening of tender, i.e., even if the number of submitted bids is less than 3.

5.2 General Essential Requirements:

In order to qualify in the tender, the Bidders have to accept all the Terms and Conditions of the Tender Document unconditionally. The tenderer shall closely study the Tender Document.

Each Bidder shall submit only one Bid. **A Bidder who submits or participates in more than one Bid will cause all the proposals with the Bidder's participation to be disqualified.**

Bids should be submitted for Package C only. Any company submitting bids for more than one package will be summarily rejected.

5.3 Performance Guarantee

A Performance Bank Guarantee to the tune of **5%** of the awarded contract value is to be submitted by the successful tenderer, within 30 days of communication to the successful tenderer regarding the award of the work. The Performance Bank Guarantee should be valid beyond the completion of Haj 2025 for at least 3 months. There will be proportional deduction of the Bank Guarantee, if deficiencies are reported in the services

committed.

5.4 Submission of bid:

Technical and Financial bids must be submitted in two separate sealed envelopes with “Technical Bid” & “Financial Bid” clearly mentioned on the envelopes. The e-mail and mobile numbers of the bidder should be written on the envelope containing the Technical and Financial bids.

5.5 Payment:

Payment to the companies (successful bidders) will be made through the e-Haj portal only.

5.6 Submission of valid license:

If the bid is accepted, the company must submit valid proof from the Ministry of Haj and Umrah Affairs, KSA (MoHU), authorizing it to serve about 122,518 HCoI pilgrims. Failure to comply will result in the cancellation of the provisional award.

5.7 Canvassing in Tender:

Canvassing in connection with the tenders in any shape or form is strictly prohibited and tenders submitted by such tenderers who resort to canvassing shall be liable for rejection

5.8 Postponement or cancel of tenders/bids:

The Consulate reserves the right to postpone the date of receipt and opening of tenders or to cancel the tenders or bid submitted by any of the parties **without assigning any reason whatsoever.**

6. Envelope 1: Technical Offer:

The Technical Offer, in a sealed envelope, should contain the following Documents:

- i. Valid License from the Ministry of Haj and Umrah Affairs, Kingdom of Saudi Arabia, to provide the Mashaer Services and Makkah-Madinah Ground Services for Haj 2025.

- ii. An undertaking duly signed as given in **Annexure I**.
- iii. **Proof of experience of having provided Mashaer package to a minimum of 1,22,518 pilgrims cumulatively in the last two Haj years, i.e., Haj 2023 and Haj 2024.**
- iv. **Proof of experience of providing Mashaer package to pilgrims of Haj Mission of any country in any of the two previous Haj years, i.e., Haj-2023 & Haj-2024.**

7. Envelope 2: Financial Offer:

The Financial offer should **NOT** include compulsory Camp fees, Visa fees, electronic fees etc., and *should include only the rate/fees charged by the Service Provider (Tawaffa) Company (inclusive of VAT and all applicable Charges/taxes)*. The Financial Offer should be submitted in a separate sealed envelope in the following format:

Financial Offer for Mashaer Services (Package C)

Name of the Service Provider (Tawafa) Company:

Sl. No.	Service	Offer Rate per Pilgrim (in SAR)	VAT (in SAR)	Total (in SAR)
1.	Mashaer Services			
2.	Makkah & Madinah Services			
Total (per pilgrim offer rate in SAR)				

8. Evaluation of the Offers

A Committee will evaluate the submitted offers in two stages. Firstly, technical offers will be evaluated. The Committee may also refer to the list of Service Provider (Tawaffa) companies provided by the MoHU to verify the eligibility of the Tawaffa company. Subsequently, the financial offers of **only technically qualified** Service Provider (Tawaffa) Companies will be opened to discover Lowest Financial Offer (L1).

In case of more than one company quoting the same L1 rate, those companies will be asked to resubmit financial bids (only rates lower than the original quote will be entertained) in a sealed envelope. HCoI will sign a contract with the selected company within one week of receiving the final approval. If the company fails to enter into the contract within the specified time frame, their provisional selection will be cancelled.

Annexure- I

Undertaking by Service Provider (Tawaffa) Company

- i. If the provisional contract is awarded, valid license to serve about 1,22,518 HCoI pilgrims will be submitted in due course of time.
- ii. The Service Provider (Tawaffa) Company will provide all the necessary services mandated by the Ministry of Haj and Umrah Affairs (MoHU), Kingdom of Saudi Arabia, under the ‘Service C’ package.
- iii. All the Haj Committee of India (HCoI) pilgrims, allotted to the Service Provider (Tawaffa) Company, will be provided freshly cooked meals at pilgrim’s respective camps (Breakfast, Lunch & Dinner) in accordance with the service standards, terms and conditions mandated by MoHU, Saudi Arabia.
- iv. The Service Provider (Tawaffa) Company will ensure and facilitate all the services to Indian pilgrims mandated to be provided by MoHU, Saudi Arabia, in coordination with all concerned agencies of Saudi Arabia, including Zamazema, Kidana, Maktabul Wukala, Naqaba Sayarat, Adillah and so on.
- v. The Service Provider (Tawaffa) Company will deploy a dedicated Relationship Manager (English speaking preferably) for overall coordination with HCoI and the Indian Haj Pilgrims’ Office (IHPO). In addition, the Service Provider (Tawaffa) Company will also assign service specific managers for different departments like housing, transportation, service centres’ matters etc., for necessary coordination with concerned staff of IHPO to address any issues on real-time basis.
- vi. The Service Centers engaged by Service Provider (Service Provider (Tawafa) Company will provide sufficient English/Indian languages speaking staff.
- vii. Unrestricted access of Indian Haj Mission Members to the Indian Camps shall be facilitated by Service Provider (Tawaffa) Companies in Mashaer.

Signature _____

Name _____

Designation in the Service Provider (Tawaffa Company) _____

Service Provider (Tawaffa) Company Name _____

Seal _____
