

# Consulate General of India

## Jeddah

\*\*\*\*

### **Tender Document for providing Mashaer Package/Services to Indian Pilgrims coming in Haj 2023**

Indian Haj Pilgrims' Office (IHPO), Consulate General of India, Jeddah invites sealed offers from the *Tawafa Companies*, Licensed and authorised by concerned Saudi Authorities, for providing Mashaer Package/Services for 1,40,020 (*One Lakh Forty Thousand and Twenty*) Indian pilgrims coming through the Haj Committee of India during Haj 2023. Sealed offers, containing Technical and Financial offer separately in sealed envelopes, should be submitted to Vice Consul (Haj), Consulate General of India Jeddah latest by 27 April 2023 (till 1200 hrs). Tender will be opened by a committee on 27 April 2023 at 1400 hrs. in Consulate General of India, Jeddah. *Tawafa companies* submitting their offers are requested to be present at the time of opening of the Tender.

The Interested *Tawafa Companies* must read the following point about the movement of Indian Pilgrims during Core Haj Period in Haj 2023:

Pilgrims will stay in Mashaer from 07 Zulhijja evening till 13 Zul Hijja. Their movement and stay are in accordance with Saudi instructions during the core Haj period. In general, the pilgrims will start arriving to Mina from the evening of 7<sup>th</sup> Zul Hijja. Stay in Mina Tent on day of 8<sup>th</sup> Zul Hijja. From the evening of 8<sup>th</sup> Zul Hijja, start moving towards Arafat and stay there till sunset of 9<sup>th</sup> Zul Hijja. Proceed to Muzdalifah around Maghrib prayer time. Proceed to Mina on 10<sup>th</sup> Zul Hijja.

Interested *Tawafa 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, CGI, Jeddah.

**A. Technical Offer:** The Technical bid should be submitted in a separate sealed envelope and will be evaluated on the basis of the following criteria:

- i. Valid License from the Saudi Authorities to provide the Mashaer Package/ Services in Haj 2023
- ii. A laid out map/details of Mina wherein an estimated 140020 Indian pilgrims will be accommodated should be submitted in the Technical Documents. Preference will be given to that *Tawafa Company* which can accommodate all/maximum number of HCOI pilgrims within the traditional boundary (الحدود الشرعية) of Mina.
- iii. All 140020 pilgrims have to be provided **freshly cooked** meal for every pilgrim at their respective camp (Breakfast, Lunch, Dinner) as per the menu provided in *Annexure-I* of this Tender Document. There may be change in the menu, if desired, by IHPO.
- iv. The tents in Mina should have double Air cooler.
- v. The Arafat Camp should have Air Conditions.
- vi. The *Tawafa Company* has to ensure that all the services that has been mandated to be provided by the Saudi Ministry of Haj and Umrah in lieu of the payment of the “Ground Services Fee” and “Camp Fee” will be provided to the Pilgrims in coordination with *Zamazema, Kidana, Maktabul Wukalla* and *Al- Adillah* as there is share of all these agencies in the Ground Services and Camp fee apart from the services which the *Tawafa Company* has to provide under these fees.

**B. Financial Offer:** The Financial offer should be in a separate sealed envelope. The rate quoted in the sealed Financial offer should be inclusive of Ground Service fees, Camp fees, VAT or any other applicable taxes/charges.

**C.** Apart from providing the services as mentioned under the Technical Bid, the following services, as mentioned in Paras 1 to 4 below, are expected from *Tawafa Company*:

**1. Services to be provided to the pilgrim during movement from their accommodation in Azizia and contiguous area in Makkah to Mina and during their stay in Mina Camps:**

- i) Distribute Mina Camp Card to the pilgrims before departure from their accommodation in Makkah to Mina.
- ii) Arrange buses for Movement of pilgrims from their accommodation area in Makkah to Mina movement as required and regulated by Saudi Ministry of Haj and Umrah assuring every Hajji depart from Makkah accommodation to Mina camp before the Fajr Prayer of 8<sup>th</sup> Zul Hijja.
- iii) Provide one bus guide for each bus in Mashaer regions.
- iv) Putting Signboard of Indian Pilgrims camp at Mina.
- v) Provide ambulance facility for sick pilgrims for their movement in Mashaer Region
- vi) Provide good quality carpet on the floor inside every camp
- vii) Provide every Hajji with one sofa bed, one blanket, one pillow, one bed sheet.
- viii) Provide wheelchair as per the requirements of IHPO, Makkah
- ix) Provide water (3 litre per pilgrim per day) with regular supply of milk tea.
- x) Electric Socket for Pilgrims for Charging
- xi) Cleaning staff at every camp 24 hours continuously
- xii) Separate toilet facility for male and female pilgrims
- xiii) One Indian Language speaking staff at every camp in Mina
- xiv) Receive Metro train ticket from Municipality and hand over to Indian Haj Pilgrims Office (IHPO), CGI, Jeddah
- xv) Provide technician for emergency maintenance of electrical and plumbing issues.

xvi) Provide space to Indian doctors and nurses in the Camps.

**2. The *Tawafa Company* will provide following services during movement from Mina to Arafat and during their stay in Arafat:**

- i. Arrange buses for departure of those pilgrims from their camps in Mina for Arafat who do not have Metro Train Ticket. All pilgrims should reach latest by 10:00 am to Arafat on 09 Zulhijja.
- ii. Provide, at least, one guide on every 200 pilgrims at the time of departure from Mina to Arafat.
- iii. Provide Ambulance for the sick pilgrims as and when demanded by Indian Haj Pilgrims Office.
- iv. The floor of the area allocated to Indian pilgrims should be levelled with and have Carpets.
- v. Pilgrims to be provided Fresh food with Fruit, Juice and water in Arafat camp.
- vi. Separate toilet facility for male and female pilgrims
- vii. Few of the toilets should be user friendly for the specially abled and sick pilgrims with slopes made for access to these facilities.
- viii. Cleaning staff for camp every 6 hours.
- ix. Cleaning Staff to clean toilet cleaning every hour.

**3. The *Tawafa Company* will provide the following Services during movement from Arafat to Muzdalifah:**

- i. Arrange buses for departure of those pilgrims from Arafat to Muzdalifah who do not have Metro Train Ticket.
- ii. Provide, at least, one guide on every 200 pilgrims at the time of departure from Arafat to Muzdalifah
- iii. The ground of the location allocated for Indian Pilgrims in Muzdalifah to be furnished with Carpets.
- iv. Dry dinner including sandwiches fruit, juice, cold drinking water.
- v. Providing task force with sufficient number of employee /workers.
- vi. Providing a translator for each 2000 pilgrims.

**4. The *Tawafa Company* will provide the following services during movement from Muzdalifah to Mina:**

- i) Arrange buses for departure of those pilgrims from Arafat to Muzdalifah who do not have Metro Train Ticket
- ii) One guide, at least, for every 200 pilgrims at the time of departure from Muzdalifah to Mina camp
- iii) Guide from Mina camp to Jamarat for stone throwing as per the Ministry of Hajj prescribe timing
- iv) Provide sufficient drinking water to the pilgrims staying in Muzdalifa.

**A Committee will evaluate the submitted offers in two stages. Firstly, technical offers will be evaluated. At the second stage, the Financial offer of technically qualified *Tawafa Company* will be opened and assessed.**

\*\*\*\*

**Annexure-I**

**Menu with Meal descriptions for Indian Hajj Pilgrims  
for the Hajj Season- 2023**

**Mash'ar Mina: 8<sup>th</sup> Dhul-Hijjah**

Breakfast: Curry 300 grams or lentils 300 grams with 2 bread, fried eggs, 2 triangle cheese or halwa, packed rusk, apple, milk tea.

Lunch: korma karahi, vegetables 300 grams with white basmati rice 250 grams, yogurt, 1 orange, 1 juice.

Dinner: Curry tikka chicken masala 300 grams, 2 bread, white rice 250 grams, apple, juice, milk tea 4 times a day.

**Mash'ar Arafat: 9<sup>th</sup> Dhul-Hijjah**

Breakfast: minced meat with peas and potatoes 300 grams with bread, halwa taheena or cheese with honey, 2 bananas and juice.

Lunch: Biryani rice with meat (meat 250 grams - rice 250 grams), dessert, orange, juice, ice cream.

**Mash'ar Muzdalifah: 9<sup>th</sup> Dhul-Hijjah**

Dinner: snack, sandwiches (Gourmet or any company or sandwiches of Seven Days), chilled, orange and juice.

**Mash'ar Mina: 10<sup>th</sup> Dhul-Hijjah**

Breakfast: Potato curry (Bhujia) 300 grams with bread, suji halwa, apple.  
Lunch: Biryani rice with meat (meat 200 grams, rice 250 grams), 1 yogurt or milk, Sewai and orange.  
Dinner: Rogan Josh with lamb meat 300 grams with bread, rice 250 grams, Indian nuts 200 grams, apple, Milk tea 24 hours.

**Mash'ar Mina: 11<sup>th</sup> Dhul-Hijjah**

Breakfast: potato masala with peas 300 grams with bread, triangle shaped cheese, 2 slices of Jelly (Murabba), and orange.  
Lunch: chicken biryani rice (chicken 250 grams, rice 250 grams), yogurt, suji halwa, juice and orange.  
Dinner: minced meat qorma with potatoes and peas 300 grams with bread, apple, juice, milk tea 4 times a day.

**Mash'ar Mina: 12<sup>th</sup> Dhul-Hijjah**

Breakfast: lentils 150 grams, chickpeas curry 150 grams with bread, 2 cheese, 2 jam, apple.  
Lunch: white rice 150 grams, Meat Masala Curry with potatoes 300 grams, bread 1, yogurt, orange, juice.  
Dinner: Chicken qorma masala 300 grams with bread, banana, juice.  
Milk tea 4 times a day.

**Mash'ar Mina: 13<sup>th</sup> Dhul-Hijjah**

Breakfast: minced meat (Qeema) with potatoes and peas 300 grams with bread, halwa tahiniya 2, orange.  
Lunch: maharani lentils 150 grams, chicken curry 150 grams with 2 bread , apple, milk tea twice a day.

Time schedule for offering Meals

Type	From	To
Iftar	5:30	7:30
Lunch	11:30	3:30
Dinner	6:30	10:00

\*\*\*\*