

TENDER NOTICE FOR PROVIDING SIM CARDS

I. INTRODUCTION

Consulate General of India, Jeddah, invites sealed quotations from Saudi telecom companies for providing SIM cards to the Haj Committee of India (HCOI) pilgrims at all the embarkation points in India during Haj 2020. The quotation should be submitted to Vice Consul (Haj), Consulate General of India, Jeddah latest by **Wednesday, 18 Mar 2020** (till 1600 hrs). Bids must be submitted in a sealed envelopes with name of company and "Bid for providing SIM cards" clearly mentioned on the envelope.

2. Before submission of the bids, representatives of the interested telecom companies are advised to attend a pre-bid meeting at Consulate General of India, Jeddah on **Thursday, 05 March 2020** (1200 hours). They are also advised to go through this tender notice to apprise themselves of the process of selection of the company to be awarded the contract and terms and conditions of the contract.

II. REQUIREMENTS:

3. Bidder can only be a telecom company and not an intermediary.
4. Details of the services required are indicated below:

S.No.	Description
a)	Supply of SIM cards to all HCOI pilgrims (indicative number is 125,000) free of cost.
b)	The company will distribute the SIM cards at 22 embarkation points in India. The company will bear cost of shipment to India and distribution to the embarkation points within the stipulated time period.

S.No.	Description
c)	Every SIM card should have free incoming facility during the Haj season [1 st Zil Qada (or date of activation whichever is later) to 15 th Moharram]
d)	Mobile recharge counters should be available at Hajis locations in Makkah, Madinah and Mina.
e)	All SIMs should have 4G internet facility with economical data rates.
f)	Provide help desks at all branch offices in Makkah & Madinah, Main Office in Makkah & Madinah at Jeddah & Madinah.
g)	Customer services are to be provided to all pilgrims in Indian language on a toll free number. Bidding companies may clarify which Indian languages they are planning to provide customer service in the toll free number.
h)	Facility of at least 1000 CUG (common users group) SIM for free calls within the network (preferably with additional facilities like WhatsApp)
i)	Sufficient facilities and manpower to carry out SIM activation process at designated places.
j)	Every SIM Card should also have pre-saved Emergency Contact numbers like that of Fire Department, Police, Ambulance, etc.

II. EVALUATION OF BID:

5. The bid of the bidding companies should contain the following documents /details:

- (i) A detailed document specifying how the requirements mentioned in Para 4 will be met.
- (ii) A separate document detailing the plan for smooth distribution of all the SIM Cards to 22 embarkation points in India;

- (iii) The telecom company may also submit documents showing the number of Haj pilgrims served in previous years; and
- (iv) Another separate document titled "**Rate Charges and Offers**" containing the following details:
 - Local/National call charges within own network and outside own Network
 - Call charges for calls to India
 - National SMS charges; International SMS charges
 - Cost of data packages
 - Number of free local minutes, free minutes for calling to India
 - Number of free local SMS, free SMS to India
 - Complimentary offers, including free data, etc., if any
 - *(Additionally)* The bidding companies may also mention about call/data packages which may be of interest to Indian pilgrims

6. The bids will be opened on **19 March 2020** (Thursday) **at 1600 hrs.** A Tender Committee will assess the suitability of telecom companies for awarding the contract based on the details provided by the bidding telecom companies in the documents mentioned in para 4 above.

7. An agreement, encompassing elaborate terms and conditions, will be signed with successful bidder. There will be no financial liability to the Consulate or the HCOI on account of the successful bidder's supply of SIM card and providing telecom services to the HCOI Indian pilgrims.

The Consulate reserves the right to reject any or all tenders without assigning any reason thereof.
