

**INVITATION OF PROPOSALS FOR PROVIDING SIM CARDS FOR INDIAN
PILGRIMS IN HAJ-2022**

I. INTRODUCTION

Consulate General of India, Jeddah, invites proposals/offers from licensed telecom companies for providing complimentary SIM cards to the Haj Committee of India (HCOI) pilgrims at the embarkation points in India during Haj-2022. The proposals should be submitted to Vice Consul (Haj), Consulate General of India, Jeddah latest by **Thursday, 21 April 2022** (till 1700 hrs).

Before submission of the Proposals/offers, the interested companies may also attend (*attendance is optional*) a pre-submission meeting at Consulate General of India, Jeddah on **Tuesday, 19 April 2020** (1000 hours) to clarify their doubts, if any.

Proposals are invited only from telecom companies and not an intermediary.

II. EXPECTED OFFERS:

Details of the services and offers expected are indicated below:

| S.No | Description |
|-------------|---|
| a) | Supply of SIM cards to all HCOI pilgrims at 10 embarkation points in India free of cost. Number of HCOI pilgrims is not yet known. |
| b) | The company will bear the cost of shipment of the SIMS, if any, to India within the stipulated time period. |
| c) | Every SIM card has to have some initial free talk time and free incoming facility during the Haj season. |
| d) | SIM recharge counters at Hajis locations in Makkah, Madinah and Mina. |
| e) | All SIMs to have 4G or 5G internet facility with economical data rates. |
| f) | Provide help desks at all branch offices in Makkah & Madinah, Main Office in Makkah & Madinah, and Haj Terminals at Jeddah & Madinah. |
| g) | Customer services are provided to HCOI pilgrims in Indian language on a toll free number |

| S.No | Description |
|------|---|
| h) | Facility of at least 600 CUG (common users group) SIM for free calls within the network (preferably with additional facilities like WhatsApp) |
| i) | Sufficient facilities and man-power to carry out mobile SIM activation process at designated places. |
| j) | A special package for calling mobile/landline numbers in India |

III. SUBMISSION OF PROPOSALS BY THE TELECOM COMPANIES:

A. The interested companies (*telecom companies only*) should submit the following documents /details:

- (i) Plan for smooth distribution of all the SIM Cards to 10 different embarkation points in India;
- (ii) The telecom company may also submit documents showing the number of Haj pilgrims served in previous years; and
- (iii) The telecom company should submit full details of a) all complimentary offers, including free talktime, SMS, data etc. ; b) full details of tariffs and charges for call/SMS/data; c) Packages/offers for calling mobile/landline numbers in India

IV. PRESENTATION BY THE COMPANIES & EVALUATION

The companies who have submitted their offers by due date will be invited for a detailed presentation of their offers on a particular day (***tentatively 24 April 2022 at 1200 hrs***) before a Committee of the Indian Consulate which will evaluate the offer and decide on the company providing the best offer suited to the interest of the HCOI (Haj Committee of India) pilgrims from India

An agreement encompassing elaborate terms & conditions will be signed with the selected company .

Please note that: The Consulate reserves the right to cancel this Invitation for Offer without assigning any reason thereof.
