

# Consulate General of India Jeddah

## TENDER NOTICE FOR PROVIDING SERVICES FOR AZIZIA- HARAM BUS TRANSPORTATION

### I. INTRODUCTION

Sealed quotations are invited from licensed Saudi Companies for providing manpower services for operation of Azizia-Haram bus transportation (including bus movement through tunnels) of Indian pilgrims accommodated in Azizia during Haj 2020. The quotation should be submitted to Vice Consul (Haj), Consulate General of India, Jeddah latest by **Wednesday, 25 March, 2020** (till 1600 hrs). Technical and Financial bids must be submitted in two separate sealed envelopes with "Technical Bid" & "Financial Bid" clearly mentioned on the envelope. Both the envelopes should be put in a bigger sealed envelope at the time of submission to the Consulate.

2. Before submission of technical and financial bids, the interested companies are advised to attend a pre-bid meeting at Consulate General of India, Jeddah on **Tuesday, 10 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. STAGES OF PROCESS OF BID EVALUATION:**

3. **Technical bid:** The interested companies should submit a technical bid (in a separate envelope) consisting of the filled Technical bid form along with the following documents /details:

- (i) Copy of Company's valid Registration with Saudi Authorities.
- (ii) The company needs to fulfill the requirements of services as per the transport plan of pilgrims provided by the Consulate. It must submit number of the total manpower deployed in the project along with their detailed deployment at various locations.
- (iii) Detailed profile of the company.
- (iv) Earnest Money of SAR 75,000 in the form of cheque duly certified by the Bank and payable in favour of "**Consulate General of India, Jeddah**". Bids without the earnest money deposit will be disqualified.
- (v) Document duly certified by Saudi authorities, giving turnover of the company in last 3 years.

### **4. Evaluation of technical bid:**

The technical bids will be opened on **Thursday, 26 March, 2020 at 1000 hrs.** A designated Committee will assess the companies for fulfillment of the following criteria:

- a.** Submission of all valid documents as mentioned in Para 3 above.
- b.** Company should have a fully functional office in Makkah. If the company does not have such a facility at the time of tendering, it may set up the same by 12 April 2020. The details should be provided in the duly filled Technical Bid Form.

The Committee Members will do physical verification/checking of the office on **12 April 2020**.

- c.** Earnest money of SR 75,000 in the form of a bank certified Cheque;
- d.** The company should submit documents to show experience of last 3 years of providing manpower services and copy of duly certified documents of business turnover in the last 3 years.

## **5. Financial bid:**

- (i) The Company should submit filled Financial Bid Form, giving quotation per pilgrim to be transported between Azizia (including Mukhattat Al Bank, Bin Humaid, Abdulla Khayat and other contiguous areas) and Haram Sharief.
- (ii) Rate quoted per pilgrim transported should not exceed SR 25/- inclusive of VAT and all other applicable taxes & charges (if any).

**6. Evaluation of financial bid:**

- i. Only those companies will be considered for selection which qualify at the technical stage.
- ii. The bid evaluation Committee will open the financial bid on the same day, i.e. **Thursday, 26 March 2020.**
- iii. Contract will normally be awarded to the lowest evaluated bidder (L1) whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in this tender document.

**III. REQUIREMENTS:**

7. Details of the services that are to be provided by the company are indicated below:

<b>Sl. No.</b>	<b>Description</b>
i.	The Company which is awarded the contract will be responsible for smooth operation of bus service for transporting Indian pilgrims between Haram Sharief and their accommodation in Azizia. About 110000 pilgrims are likely to be accommodated in Azizia and will be using this bus service. In case of any increase in number, it will be informed to the company.
ii.	Services will be required from 7th Zilqada 1441 to 16th Muharram 1442. The said period may slightly vary.

<b>Sl. No.</b>	<b>Description</b>
iii.	While buses will be provided by the bus companies, the operation of the bus services, including ensuring round-the-clock availability of sufficient number of buses at all the bus points near Haram Sharief and Azizia. The company, therefore, will have to work in close coordination with the companies supplying buses.
iv.	The company has to assess the requirement of buses on a daily basis to ensure that there are sufficient buses for smooth transportation of pilgrims. On the basis of the assessment and the Consulate's own assessment, the Consulate will demand the requirement of buses from the bus companies. The company which is awarded the contract for providing the services also has to ensure that the required number of buses are timely provided by the bus companies. In this regard, if there is any resistance from the bus companies, the Consulate must be immediately informed.
v.	The selected company will also have to assist the selected bus companies for obtaining necessary approval for the tunnel movement, all necessary permissions, approvals required for transporting Indian Pilgrims from Azizia and other areas outside Markazia to Haram Sharief and back (including tunnels, wherever required).

Sl. No.	Description
vi.	The company will also have to set up shaded bus points at designated places at Azizia (and other continuous areas, if pilgrims are accommodated) and points near Haram Sharief as allotted to Indian Haj Office.
vii.	Company should provide a Coordinator and 3 Sub-coordinators to coordinate with Indian Haj Pilgrims' Office. Their names & Iqama copies should be submitted by 1st Zulqada 1441.
viii.	List of all staff/supervisor engaged in the operation along with Iqama copies should be submitted by 1st Zulqada 1441. Only Saudi and Indian nationals shall be employed.
ix.	Set up of Control Room to monitor the transport movement in Azizia. To make logistic arrangements for monitoring real time location of all the bus being used by the pilgrims through the GPS system.
x.	One additional field staff, per bus, round-the-clock for transport services. These staffs will be supervised by at least three Transport Services Coordinators (Saudi Supervisors). These coordinators are over and above the coordinators mentioned in Para 7(vii) above. Their tasks would be to assist Indian Hajis in the field in boarding and de-boarding the buses, coordinate with local Saudi officials for smooth movement of buses etc.

<b>Sl. No.</b>	<b>Description</b>
xi.	Provide walky-talky and other communication devices for field staffs and Transport Services Coordinators for smooth communication.
xii.	The company will also provide miscellaneous services to Hajis such as providing water & juice and providing slippers, umbrella & wheelchairs to pilgrims in need, and meals to drivers specially on Friday. To obtain necessary permission from the Saudi authorities for distribution of the above items will be the responsibility of the company.
xiii.	To arrange for the temporary accommodation for the drivers of the buses being used for Azizia transport during entire Haj period.
xiv.	Special arrangements for additional buses and other infrastructure needed for operation of the bus services would be required to be made for Fridays.

#### **IV. TERMS AND CONDITIONS AND PAYMENT**

##### **8. Terms and Conditions:**

(i) An agreement will be signed with successful bidder encompassing elaborate terms and conditions, substantial part of which are reflected in Para 7 above. The selected bidder will not be allowed to back off from the contract and in case the Company is not able to provide the desired services, the Earnest Money will be forfeited/ not refunded to the company.

(ii) The company will be given in advance the schedule of arrival of the pilgrims at each building for providing bus services to the pilgrims. It should be ensured that the bus service is operated as per the agreement. In case of non-compliance of terms and conditions or any kind of deficiency in the services, a suitable penalty as decided by the Indian Consulate, will be imposed, which may include cancellation of the contract with no further payment, forfeiture of the earnest money and blacklisting of the company.

**9. Payment:** Consulate General of India, Jeddah, will make payments to the Company providing services for Azizia transport, under the terms of the agreement, in three installments:

- a. First installment of 20% will be paid after 20<sup>th</sup> Zulqada 1441.
- b. Second installment of 30% will be paid after arrival of all HCoI Pilgrims in Makkah.
- c. Third and Final installment of 50% will be released on completion of Haj 2020 after certification by the Consulate that the services rendered by the company were satisfactory.

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

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