

Mashaer Package/Services to Haj Committee of India Pilgrims for Haj 2024

Indian Haj Pilgrims' Office (IHPO), invites sealed offers from the Tawafa Companies, licensed and authorised by concerned Saudi Authorities, for providing Mashaer Package/Services for about 1,40,020 (One Lakh Forty Thousand and Twenty) Indian pilgrims coming through the Haj Committee of India (HCOI) during Haj 2024.

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 14:00 hrs. on 15th February.

Tawafa companies submitting their offers are requested to be present at the time of opening of the Tender. The interested Tawafa Companies must note that HCOI 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 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.

Interested Tawafa Companies are advised to peruse this 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 Tawafa Companies will be evaluated on 15 Feb 2024 from 1500 hours onward in the Consulate General of India, Jeddah. All interested Tawafa Companies, which have submitted their offers by last date, are requested to be present.

Envelope 1: Technical Offer:

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

- i. Valid License from the Saudi Ministry of Haj and Umrah affairs to provide the Mashaer Package/ Services in Haj 2024.
- ii. Proof of necessary license from Saudi authorities to serve at least 1,00,000 pilgrims.
- iii. An undertaking duly signed as given in Annexure I.

Envelope 2: Financial Offer:

The Financial offer should NOT include compulsory Ground Service fees, Camp fees, visa fees etc and ***should include only the rate/fees charged by the Tawafa 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

Name of the Tawafa Company	Rate/Fees (inclusive of VAT/all applicable taxes)

Evaluation of the Offers

1. A Committee will evaluate the submitted offers in two stages.

Firstly, technical offers will be evaluated.

Subsequently, the Financial offers of only technically qualified Tawafa Companies will be opened to discover Lowest Financial Offer (L1)

2. Since 1,40,020 HCOI pilgrims quota is a high number, for the functional reasons and efficiency of operation, the Committee would award upto 50 percent of total HCOI pilgrims quota to Tawafa Company offering lowest Financial Offer (L1). The Tawafa Company with second lowest Financial Offer (L2) will be given an opportunity to take the remaining pilgrims provided that it matches the L1 rates. If L2 is not willing to accept the L1 or not able to fulfill the remaining capacity, L3 will be given the L1 rate offer and so on. If no other bidder is willing to accept the L1 rate, the total/remaining quota of HCOI will be awarded L1 bidder, subject to submission of proof of capacity documents within a stipulated time by IHPO.

Undertaking by Tawafa Company

- i. The Tawafa Company will provide all the necessary services mandated by the Saudi Ministry of Haj and Umrah affairs.
- ii. All Haj Committee of India pilgrims, allotted to the Tawafa Company, will be provided freshly cooked meals at pilgrim's respective camps (Breakfast, Lunch & Dinner).
- iii. The Tawafa Company will ensure and facilitate all the services to Indian pilgrims mandated to be provided by the Saudi Ministry of Haj and Umrah Affairs, in coordination with all concerned Saudi agencies, including Zamazema, Kidana, Maktabul Wukala , Naqaba Sayarat, Adillah.
- iv. The Tawafa Company will provide one Service Center/Maktab for upto 4,000 pilgrims.
- v. The Tawafa Company will deploy, at least three senior officials/staffs at managerial level, in the Indian camp offices in Mina and Arafat, round the clock, to address the pilgrims grievances.
- vi. The Service centers engaged by Tawafa Company will provide sufficient staff with fluency in Indian languages.

Signature_____

Name _____

Designation in Tawafa Company_____

Tawafa Company Name_____

Seal _____