

**CONSULATE GENERAL OF INDIA
JEDDAH**

NOTICE INVITING TENDER

**FOR THE SELECTION OF MEDICAL SERVICE PROVIDER TO PROVIDE MEDICAL
SUPERVISION SERVICES FOR HAJ- 1447 H / 2026 G**

No. Jed/Haj/118/01/2026

Dated: 08.12.2025

The Consulate General of India, Jeddah invites sealed tenders/quotations from interested and eligible Medical Service Providers holding all requisite licences, registrations, and permissions from the relevant local authorities in the Kingdom of Saudi Arabia, for providing Supervision Services to the Indian Haj Medical Office for Haj 1447 H / 2026 G.

2. Interested and eligible private health sectors may submit their sealed bids in accordance with the procedure outlined in the Tender Document. The bids should be dropped in the Tender Box marked “**Tender Box**” placed at the **Reception of the Consulate General of India, Tahlia Street, Jeddah**. The offer must be submitted no later than **21st December 2025 by 1500 hrs.**

3. The detailed Tender Document can be downloaded from:

- The official website of the Consulate General of India, Jeddah:
www.cgijeddah.gov.in
- The Central Public Procurement Portal of the Government of India:
<https://eprocure.gov.in/eprocure/app>

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Item	Descriptions
Title of Work:	Medical Supervision Services
<i>Period for which service is required:</i>	1 st Zul Qadah 1447H - 15 th Muharram, 1448H (corresponding to 18.04.2026 to 30.06.2026)
<i>Purpose:</i>	Mandatory Medical Supervision Services as specified by the Ministry of Hajj and Umrah, Kingdom of Saudi Arabia
<i>Location of Work</i>	Makkah, Madinah and Jeddah
<i>Earnest Money Deposit</i>	SAR 26,250/-
<i>Description of Work</i>	<p>The Medical Service Provider (MSP) shall support the Indian Medical Mission during the Hajj season by delivering the following services in full compliance with the regulations of the Ministry of Health (MOH), Kingdom of Saudi Arabia, and all other relevant authorities.</p> <p>1. Provision of Official Policy Documents</p> <p>The MSP shall:</p> <p>1.1 Provide official documents of policies and procedures published by MOH related to the Hajj Medical Mission, including explanations of requirements and responsibilities.</p> <p>1.2 Provide Saudi Food and Drug Authority (SFDA) requirements and labeling standards for all medicines imported from India.</p> <p>1.3 Provide MOH manuals and protocols for preventive and infection control procedures.</p>

1.4 Provide updates on regulatory changes, new circulars, and emergency directives issued during the Hajj period within 24 hours of publication.

2. Obtaining the Necessary Permits

The MSP shall:

2.1 Apply for and obtain preliminary and final approvals (license) of each medical office (observation center, clinics and examination rooms) through the Seha platform.

2.2 Apply for, register, certify, and obtain licenses of all health practitioners (Doctors and Paramedics) working under the Indian Medical Mission.

3. Provision of Supervisory Personnel as per the actual requirements mandated by the Ministry of Hajj and Umrah, Kingdom of Saudi Arabia

The MSP shall:

3.1 Appoint a Licensed Administrative and Technical Supervisor to manage reporting and communication with MOH.

3.2 Assign a Data Entry Officer (may be the same individual) to input statistics and self-assessments into MOH platforms.

3.3 Designate a Supervising Physician licensed by MOH for every five (5) medical offices.

3.4 Ensure backup supervisors and data entry staff are available during absences or emergencies.

3.5 Appoint additional staff as per applicable scope defined by the concerned local authorities and actual requirements

3.6 Conduct orientation and training for arriving medical mission staff on MOH rules and reporting procedures.

4. Periodic Supervision of Medical Offices

The MSP shall:

4.1 Conduct regular supervisory visits to all medical offices to monitor operations, ensure adherence to MOH guidelines, and provide on-site guidance to medical staff.

4.2 Provide MOH instructions and circulars issued from time to time and assist medical offices in timely compliance.

4.3 Support medical offices for compliance with all requirements outlined in the MOH licensing documents.

5. Primary and Specialized Care for Pilgrims

The MSP shall facilitate:

5.1 Primary and specialized clinical care for referred cases, including but not limited to General clinical services, Surgical services, Gynecology services, Dermatology services, ENT services, Ophthalmology services, Orthopedic services, Cardiology services, Pulmonary services, GIT and Endocrine Services, Trauma Services, Emergency dental services, Neurosurgical services, Neuropsychiatric services, and other allied specialties as required.

5.2 Diagnostic services, including Laboratory services, X-ray and Radiology services, Cardiac catheterization services, and other diagnostic support as required.

6. Ambulance and Emergency Response

The MSP shall:

6.1 Assist all ambulances hired by the Indian Medical Mission in complying with the specifications outlined in Annexure 23 of the Executive Regulations for Private Health Institutions.

6.2 Link all ambulances hired by the Indian Medical Mission with the Saudi Red Crescent Authority (SRCA) emergency system.

6.3 Assist the Indian Medical Mission's ambulance command operations in coordinating with SRCA and other relevant authorities.

6.4 Transport emergency cases requiring transfer from MSP hospitals to Saudi referral hospitals in accordance with approved procedures.

7. Preparing the Necessary Reports and Directives

The MSP shall:

7.1 Provide medical offices with technical guidance, monitor compliance, and support the Indian Medical Mission in meeting regulatory requirements.

7.2 Provide support in maintaining and submitting the International Patient Summary (IPS) to MOH.

7.3 Assist medical offices in record-keeping, including medical records, laboratory records, radiology records, and death records.

7.4 Assist medical offices in reporting suspected or confirmed infectious disease cases to the appropriate authorities.

8. Biomedical Waste Management (if mandatory as per local guidelines)

The MSP shall:

8.1 Provide policies and procedures for biomedical waste collection and disposal.

8.2 Provide contractual biomedical waste management services in compliance with Saudi regulations, including:

- Collection and disposal of waste from clinics, observation centers, and examination rooms in Makkah, Madinah, and the Masha'er.
- Provision of required waste-handling materials (bags, bins, containers, etc.).

9. Patient Referrals

The MSP shall:

9.1 Provide policies and procedures for patient transfers/referrals from medical offices to MSP and MOH hospitals.

9.2 Facilitate hospital referrals, ensure follow-up, and manage repatriation of ill pilgrims after the Hajj season.

9.3 Maintain a logbook of all referred cases, including diagnosis, receiving hospital, and outcome.

10. Operational Support

The MSP shall:

10.1 Assist medical offices in the transfer of bodies of deceased pilgrims to authorized hospitals.

10.2 Assist medical offices in implementing preventive and infection control procedures as specified in MOH manuals and protocols.

10.3 Provide support through periodic quality assurance audits, performance reporting, and necessary assistance to enhance service delivery.

11. Coordination with Saudi Authorities

The MSP shall coordinate with Ministry of Health, Ministry of Hajj and Umrah and other relevant Saudi authorities and assist medical offices in complying with all applicable guidelines.

12. Other Provisions

12.1 The MSP shall not charge pilgrims for any services under the agreed terms.

12.2 The MSP shall not refuse treatment of any pilgrim patient referred from Hajj Medical Offices.

12.3 The MSP shall maintain confidentiality of all patients' health information in accordance with Saudi and international standards.

12.4 The MSP shall establish a 24/7 helpdesk or communication channel for the Indian Medical Mission.

12.5 The MSP shall provide risk assessment and emergency preparedness plans prior to the Hajj season.

Brief Overview of Medical Infrastructure set up by IHPO

The Consulate General of India (CGI) in Jeddah offers medical services to approximately 175,025 pilgrims arriving from India. Below is a summary of the medical setup established by the Indian Haj Pilgrims Office.

Location	Facility	Details
Makkah	Observation Centers	3 Centers across Al Aziziya area with a total capacity of 110 beds: <ul style="list-style-type: none"> 2 centers with 40 beds capacity each 1 center with 30 beds capacity dedicated for female pilgrims
	Medical Dispensaries (Clinics)	14 clinics across Al Aziziya area for providing general medical care to Indian pilgrims
	Examination Rooms	31 Examination rooms each in Mina and Arafat
	Ambulance Services	20 Basic Life Support (BLS) ambulances for emergency transport
	Ambulance Command Centre (ACC)	Operates 24x7 from the IHPO main office for emergency coordination
Madinah	Observation Center	1 Medical Center with a 20-bed capacity, equipped for general medical needs and emergencies
	Medical Dispensaries (Clinics)	2 clinics for providing general medical care to Indian pilgrims
	Ambulance Services	4 Basic Life Support (BLS) ambulances
	Ambulance Command Centre (ACC)	Operates 24x7 from the IHPO main office
Jeddah Haj Terminal	Medical Dispensary (Clinic)	1 clinic to provide care at the Haj Terminal, Jeddah

*****The actual number of observation centers, clinics and examination rooms may vary depending upon need of Indian Medical Mission***

Medical Staff	Doctors	170
	Paramedics	199

2. Critical dates:

Sl.No.	Particulars	Date	Time
a.	Tender publishing date	08.12.2025	09:00 Hrs
b.	Bid submission start date	08.12.2025	09:00 Hrs
c.	Start date for seeking clarification	Immediate after publishing	
d.	Pre-Bid Meeting date	16.12.2025	12:00 Hrs
e.	Last date for seeking clarification	21.12.2025	12:00 Hrs
f.	Bid submission end date	21.12.2025	15:00 Hrs
g.	Bid opening date	21.12.2025	16:00 Hrs

2.1 Auto extension of critical dates: If number of bids received is found to be less than 03 (three) on the end date of bid submission, the last date of bid submission and bid opening date of the Tender will be automatically extended for a period of 03 (three) working days ending at 17.00 hrs. The auto extension shall work on the basis of number of bids received only.

2.2 If any of the above extended dates falls on a Holiday i.e. a non-working day then the same is to be rescheduled to the next working day.

2.3 This extension will be also applicable in case of receipt of zero bid.

2.4 After extension, the tender shall be opened irrespective of available number of bids on the extended date of opening of tender, if they are less than 03 (three).

3. Bid Security/Earnest Money Deposit (EMD): The bidder shall furnish, as part of his/her bid, a **Bid Security/Earnest Money Deposit of SAR 26,250/-** as shown in para 1 above by means of ***Account Payee Demand Draft, Banker's Cheque, Fixed Deposit Receipt or Bank Guarantee*** issued from the local Saudi commercial bank in favour of **“Consulate General of India, Jeddah”**. Bids submitted without a valid Bid Security/EMD shall be deemed non-responsive and will be summarily rejected by the Consulate. The

Bid Security/EMD of the successful bidder may be retained and adjusted against the Performance Security.

3.1 The Bid Security/EMD may be forfeited:

(a) if the Bidder withdraws the Bid after Bid opening or during the period of Bid validity
OR

(b) in the case of a successful Bidder, if the Bidder fails within the specified time limit to:

(i) sign the Agreement; OR

(ii) Furnish the required Performance Security/ Security Deposit.

3.2 Additionally, the Consulate shall ban such defaulting contractor from participating in future tenders of the Consulate for a period of minimum one year.

3.3 The Bid Security/EMD deposited with the Consulate will not carry any interest.

3.4 The Bid Security/EMD deposited shall be discharged when the successful Bidder has signed the Agreement and furnished the required Performance Security. The bid security deposited may be adjusted against the Performance security at bidder's choice.

4. Refund of Bid Security/EMD: If Bid Security/EMD is paid by the bidder then the EMD of rejected bidders will be refunded (except cases where EMD is to be forfeited).

4.1 In case the tender is cancelled, the EMD of all the participating bidders will be refunded unless it is forfeited by the Consulate.

4.2 If the bidder withdraws his/her bid (i.e. before the end date of submission of tender) then his/her EMD will be refunded automatically after the opening of tender.

5. Performance Security: The Performance Security, amounting to 5% of the contract value, must be submitted by the successful bidder within 15 days of the issuance of the Work Order by the Consulate. It shall be in the form of an ***Account Payee Demand Draft, Banker's Cheque, Fixed Deposit Receipt, or a Bank Guarantee*** issued by a local Saudi commercial bank in favour of '**Consulate General of India, Jeddah**'. **The Performance Security must remain valid for a period of sixty (60) days beyond the completion date of the Haj season 2026.**

5.1 Refund of Performance Security: The refund of security deposit shall be subject to Consulate's right to deduct penalties as determined on account of deficiency in services and non-compliance of terms and conditions of the agreement with the successful bidder.

6. Pre-Bid Meeting: The purpose of the pre-bid meeting is to clarify the issues and to answer questions on any matter that may be raised at that stage regarding Tender. Non-attendance at the pre-bid meeting will not be a cause for disqualification of a bidder

and it shall be presumed that the bidder does not require any clarification. The pre-bid meeting shall be held in Consulate General of India, Jeddah on the scheduled date & time. The bidder may also seek clarification over official e-mail within the specified period.

7. Eligibility of the bidder: The invitation for bid is open to all bidders including an individual, proprietorship firm, partnership firm, company registered with the Chamber of Commerce/Zakat, Tax and Customs Authority (ZATCA)/appropriate licensing authority of the Kingdom of Saudi Arabia.

8. General Essential Requirements: In order to qualify in the tender, the Bidders have to accept all the Terms and Conditions of the Tender Document unconditionally. The tenderer shall closely study the Tender Document.

8.1 Each Bidder shall submit only one Bid, either individually, or as a proprietor, or as a partner in a partnership firm. **A Bidder who submits or participates in more than one Bid will cause all the proposals with the Bidder's participation to be disqualified.**

8.2 The successful Bidder will be expected to complete the Work(s) by the Intended Completion period specified in the Tender document.

9. Submission of bid: Technical and Financial bids must be submitted in two separate duly sealed envelopes with "Technical Bid" & "Financial Bid" clearly mentioned on the envelopes. Both the envelopes should be placed in one large duly sealed envelope. Name of the Tender, Tender Reference No, Name and Address, e-mail, mobile number of the bidder should be written on the larger envelope containing the sealed envelopes with Technical & Financial bids respectively.

a. **Technical Bid:** Technical bid (in a sealed envelope) consisting of following documents/details (Self attested and duly stamped).

- **Qualification as a Medical Service Provider**

- The bidder must be a qualified as Medical Service Provider (MSP) authorized to operate in the Kingdom of Saudi Arabia, with the capability to provide MSP services under the supervision model for at least 175,025 Haj pilgrims.
- The bidder must be registered with the Council of Health Insurance (CHI).
- Supporting Documents:
 - Valid MOH license.
 - CHI registration certificate.

- **Company Profile (on company letterhead)**

- Overview of company history, structure, and expertise.

- Overview of the company's organizational structure, governance framework, and escalation hierarchy.
- Demonstrated experience in Medical Service Provider (MSP) services.
- List of medical & administrative staff allocated for the project.
- List of medical equipment, diagnostic services, ambulances, critical care facilities.

- **CBAHI (Saudi Central Board for Accreditation of Healthcare Institutions) Accreditation**
- Supporting Document:
- Copy of valid CBAHI accreditation/certificate.

- **Valid Company License**
- Copy of the current commercial registration / company license.

- **VAT Registration Certificate**
- Copy of company VAT certificate.

- **Bank IBAN Letter**
- Official IBAN letter issued by the bank.

- **Original Earnest Money Deposit**
- SAR **26,250/-** Original Earnest Money Deposit, as specified in point No. 3.

- **Compliance Declaration/Certificate (On company letterhead)**
- A signed and stamped declaration confirming:
 - Compliance with all Saudi laws, MOH regulations, CBAHI standards, and applicable labor and tax regulations.
 - Compliance with CHI requirements.
 - No government blacklisting.
 - No ongoing or major legal disputes that may affect the bidder's performance.

- **Annexure-I (Duly signed and stamped)**

Note: *If any of the aforementioned documents are submitted in Arabic, an “Official English Translation” of each document must be provided concurrently.*

b. Financial bid: The financial bid containing the Bill of Quantity to be quoted by the bidder in the following format. **The rates quoted by the bidder should be exclusive of VAT. The financial bid which is incomplete and not submitted as per instruction**

given in this document is liable for rejection. The rates and prices shall be quoted by the Bidder entirely in Saudi Riyal only.

Period	Rate for MSP Supervision Services as per the scope mandated by concerned local authorities
1 st ZulQadah 1447H - 15 th Muharram, 1448 H (corresponding to 18.04.2026 to 30.06.2026 G)	

The financial bid must be submitted on the company's official letterhead, duly signed and stamped by an authorized representative of the Company.

9.2 Disqualification Due to Overwriting or Zero Bid

Bidders are advised that any overwriting, alterations, or submission of a zero (0) bid in the financial bid shall lead to automatic disqualification. All entries in the Bid must be clear, unambiguous, and duly filled in accordance with the instructions provided in this Tender Document.

10. Opening of bids:

a) A Tender Evaluation Committee (TEC) of the Consulate General of India, Jeddah will open the bids on **21.12.2025 at 16:00 Hrs** in the Consulate. Representatives of the bidders must attend the bid opening.

b) TEC will first evaluate the Technical bids and, technically qualified bidders will be informed of TEC's decision and invited to be present for the opening of Financial bids. Thereafter, financial bids of only technically qualified bidders will be opened, in presence of representatives of technically qualified bidders. The EMD of the remaining bidders who could not meet the requirements of Technical bid would be returned after the bidding process.

10.1 Decision of L1 bidder & Issue of work order: The L1 bidder will be decided on overall Bid Value (Excluding VAT). **If L1 bidder backs out, the bidder will be debarred from participating in tenders floated by the Consulate General of India, Jeddah for minimum one (1) year.**

10.2 The approval for award of work to L-1 Bidder will be accorded by the Competent Authority. Only after such approval, the Letter of Acceptance/Work order to the L-1 Bidder will be issued.

10.3 On receipt of Letter of Acceptance (LOA)/Work Order of the tender issued by the Consulate, the successful tenderer shall execute the contract agreement within 15 days starting from the day the draft agreement is shared by the Consulate or as per the date/time indicated by the Consulate. **Failure to enter into the required contract within**

the specified period the work order/LOA shall be cancelled. In addition, the Consulate may debar the bidder from participating in future bids for at least 12 months and the EMD/bid security would be forfeited.

11. **Bid Validity**: The validity period of the tenders shall be from the date of issue of work order to the end of Haj Season i.e. 15th Muharram 1448 H (corresponding to Gregorian 30.06.2026). **The tenderer shall not, during the said period, revoke or cancel the tender or alter the tender or any terms/conditions thereof**. In case the tenderer violates to abide by this, the Consulate will be entitled to take suitable action.

12. **Contract Agreement Document (s)**: This Tender Document shall be deemed to be part of the Contract Agreement.

13. **Sub-letting of work**: **No subletting/outsourcing of work by the successful bidder is permissible.**

14. **Payment**: Payment to the companies (successful bidders) for execution of the work will be made either through bank transfer or account payee cheque after the completion of works/services and submission of valid VAT invoices.

15. **Canvassing in Tender**: Canvassing in connection with the tenders in any shape or form is strictly prohibited and tenders submitted by such tenderers who resort to canvassing shall be liable for rejection

16. **Postponement or cancellation of tenders**: The Consulate reserves the right to postpone the date of receipt and opening of tenders or to cancel the tenders **without assigning any reason whatsoever**.

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PROFORMA FOR LETTER OF BID TO BE ACCEPTED UNCONDITIONALLY BY A BIDDER DURING SUBMISSION OF BID:

LETTER HEAD OF BIDDER

To,

The Consulate General of India, Jeddah

Sub. : **Acceptance of Terms & Conditions of Tender**

Tender reference No.:

Name of Tender:

Dear Sir,

This has reference to above referred bid. I/we have read and examined the conditions of contract, Scope of Work, technical specifications, Bill of Quantity and other documents carefully.

2. I/We am/are pleased to submit our bid for the above work. I/We hereby unconditionally accept the bid conditions and bid documents as available on the website in its entirety for the above work and agree to abide by and fulfill all terms and conditions and specifications as contained in the bid document.

3. I/we here by submit all the documents as required to meet the eligibility criteria as per provision of the bid notice/document.

4. I/We hereby confirm that this bid complies with the Bid validity, Bid Security and other documents as required by the Bidding documents.

5. I do hereby undertake that all the information being submitted by me/us is genuine, authentic, true and valid on the date of submission of tender and if any information is found to be false at any stage of tendering or contract period, I/We will be liable to the following penal actions apart from other penal actions prescribed elsewhere in the tender document.

- a. Cancellation of my/our bid/contract (as the case may be)
- b. Reasonable action as deemed fit by the Consulate

6. That I/we accept all terms and condition of the tender document. I/We do not have relationship with any other participating Bidders, directly or through common third parties,

that puts us in a position to have access to information about or influence on the bid of another Bidder.

7. I do undertake that if any information and document submitted is found to be false/incorrect at any time, Consulate may cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm and all partners of the firm etc as per the tender document for which I/We shall have no claims against Consulate.

Yours faithfully,

(Authorized Signatory)
(Signature of the bidder & Official Seal)