

## CONSULATE GENERAL OF INDIA

### JEDDAH

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## TENDER NOTICE FOR PROVIDING AZIZIA-HARAM SHARIEFTRANSPORTATION OF INDIAN HAJ PILGRIMS for HAJ-2025/H. 1446

### I. INTRODUCTION

On behalf of the Haj Committee of India(HCOI), Indian Haj Pilgrims' Office (IHPO), invites sealed quotations from Naqaba Sayyarat approved transport companies licensed for providing buses to the Indian pilgrims' accommodation outside Markazia (Azizia and other contiguous area) for their round the clock movement between their accommodation to Haram Sharief and vice-versa during Haj-2025 season. The scope includes requisite compliance of applicable local rules and regulations with respect of such transporter ensuring that the pilgrims transport through the tunnels leading to the Haram is also ensured.

2. The quotation, containing both technical bid and financial bid, should be submitted to ***Vice Consul (Haj), Consulate General of India, Jeddah latest by 27<sup>th</sup> January (till 1700 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.

3. Before submission of technical and financial bids, interested companies are advised to go through this tender notice to apprise themselves of the process of selection of the company to be awarded the contract as well as the main terms and conditions of the contract.

### II. STAGES OF PROCESS OF BID EVALUATION:

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

- i.* Copy of Company's valid license and Registration with NaqabaSayyarat.

*ii.* Detailed profile of the company.

*iii.* Earnest Money of SR 7,65,000/- in the form of **Demand Draft or Bank Guarantee** issued by the local Saudi bank in favour of “**Consulate General of India, Jeddah**” will be accepted. If any other kind of bank cheques submitted, the bid can be deemed non-responsive and rejected. ***Bids without the Earnest Money shall be summarily disqualified.***

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

**A.** The venue, date and timing for opening of Technical bids will be intimated at least 5 days in advance to the interested bidders.

**B.** A Committee will assess the companies for submission of the documents and fulfillment of the criteria as below:

*(i)* Copy of Company's valid license and Registration with Naqaba Sayyarat.  
*Note: License should be in the name of the bidding company. Submitting a copy of license of another company, even if from the same group of companies, will be considered invalid.*

*(ii)* **Submitting duly filled technical bid Form, duly signed by the authorized signatory and stamped with the company's seal, as provided in Annexure I.**

*(iii)* Company should have its own bus fleet registered in its name;

*(iv)* Company should have at least 300 buses of 2021 & above model, having a capacity of 45 & above. The details should be provided in the duly filled Technical Bid Form.

*(v)* Earnest money of SR 7,65,000/- in the form of a Demand Draft or Bank Guarantee issued by the local Saudi bank should be submitted, which will be used as performance guarantee, which is mentioned in point No. 9.

*(vi)* The company must have a pre-existing office in Makkah. If the company does not have an office in Makkah, it should submit an undertaking to establish a well-equipped office in Makkah before the start of Haj season.

(vii) The company should have at least 5 Haj years of experience in providing buses to the Haj Mission(s) of any country and must have transported a minimum of 63,000 Hajis per year during the last 5 Haj years.

(vii) While evaluating the maximum number of pilgrims that a bidder is technically qualified to accommodate, it will be ensured that the number does not exceed 250 pilgrims per bus (of the approved model and from the company's own fleet) proposed to be supplied by the company.

**C.** A physical verification and checking of the model buses at their depots, along with a review of relevant documents, may be conducted. The date for the physical verification will be communicated to the interested bus companies in advance.

**6. Financial bid:** The interested companies should submit a Financial bid in a separate envelope (*with "Financial Bid" written over it*) consisting the following documents/details:

- (i) The company should submit a duly filled Financial Bid Form, as provided in Annexure II, quoting the price per pilgrim transported between Azizia and Haram Sharief.
- (ii) The rate quoted per pilgrim transported should not exceed SR 250/- (inclusive of VAT and all other applicable taxes and charges).

**7 Evaluation of financial bid:**

- i. Only those companies which qualify at the technical stage will be considered for selection.
- ii. Since 1,22,518 HCOI pilgrim's quota is a high number, for the functional reasons and efficiency of operation, the Committee would award upto 60 percent of total HCOI pilgrims' quota to the bus company offering lowest Financial Offer (L1). The bus company with the 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 to L1 bidder, subject to submission of proof of capacity documents within a stipulated time by IHPO.

- iii. In the event that two companies quote the same L1 rate, the contract may be awarded equally to both. However, if there is a tie between more than two bidders, the contract may be awarded to two of them, selected randomly through a transparent process and allocated 50% of the order quantity each .

### III. **REQUIREMENTS:**

8. The Company which is awarded the contract will be responsible for the supply of adequate number of buses and smooth operation of bus service for transporting Indian pilgrims between Haram Sharief and their accommodation, round the clock. Bus transportation is likely to be required from 7<sup>th</sup> Zul qada 1446 to 10<sup>th</sup> Muharram 1447 (Approximately 40 – 42 days). The said period may slightly vary.

9. **Performance Security/Security Deposit:** The successful bidder is required to submit a performance security equivalent to 5% of the contract amount before or at the time of signing of the agreement. The security should be submitted in the form of a Demand Draft or Bank Guarantee in favour of the “Consulate General of India, Jeddah” which must remain valid for a period of 60 days beyond the date of completion of the work.

10. The details of the requirements of the vehicles to be supplied and the bus transport operation services are detailed in two sections below:

<b>Section A: Requirements of vehicles to be supplied</b>	
(i)	<p>The Indian Haj Pilgrims’ Office requires low-floor buses of the 2021 model or newer for the continuous transportation of Haj Committee of India (HCOI) pilgrims. These buses will operate between the pilgrims' accommodations outside Markazia (Azizia and adjacent areas) and Haram Sharief. The exact number of HCOI pilgrims will be confirmed at a later stage, and the daily requirement for buses may range from 50 to 570, depending on the number of pilgrims and their arrival schedules.</p> <p>Bidding companies are requested to specify the number of buses meeting the required technical specifications that they propose to provide for this</p>

	purpose. Additionally, they should indicate the number of pilgrims these buses are expected to serve by completing and submitting the attached Technical Bid Form.
(ii)	The company shall be responsible for ensuring an uninterrupted supply of gasoline and providing a mobile repair workshop to maintain the operational readiness of the buses.
(iii)	Buses that are not operational at any given time, whether due to repairs or the driver taking a break, will not be considered available. The company must ensure an immediate provision of additional or replacement buses to maintain uninterrupted service.
(iv)	Each bus must be staffed with two drivers, per day and an attendant/cleaner to ensure round-the-clock service. All drivers and attendants should be thoroughly briefed to prioritize the safety and comfort of Haj pilgrims, ensuring a positive and secure experience throughout their journey. The drivers should be able to speak Hindi/Urdu or any of the Indian Languages
(v)	Each bus shall be allocated to serve a maximum of 250 Hajis per day.
(vi)	The selected companies must also provide buses for tunnel shuttle movements as per the prescribed ratio set by the Saudi authorities, which may not be more than 1200 pilgrims/bus per day, whenever required, or as per the norms of Saudi Arabia.
(vii)	The company shall be responsible for obtaining all necessary permissions and approvals required for transporting Indian pilgrims between their accommodations and Haram Sharief, including tunnels, as needed. This includes making all payments, such as applicable taxes, to the local government and Haj agencies.
(viii)	The selected company(s) will be responsible for obtaining the necessary approvals for tunnel movements and covering all associated costs, including VAT and other applicable taxes, for the buses used in tunnel shuttle operations.

(ix)	In addition to the buses supplied for pilgrims, the company must provide at least one Coaster bus on a complimentary basis for every 15,000 pilgrims. Each Coaster bus should include two drivers, fuel, maintenance, and a replacement bus in case of a breakdown.
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<b>Section B: Requirements for operation of the transportation service</b>	
(i)	The company awarded the contract will be responsible for ensuring the smooth operation of bus services for transporting Indian pilgrims between Haram Sharief and their accommodations in Makkah. The company must guarantee the round-the-clock availability of an adequate number of buses at all designated bus points near Haram Sharief and the pilgrims' accommodations. Overloading of pilgrims in the buses must be strictly avoided.
(ii)	The company must assess the daily requirement of buses to ensure there are enough for the smooth transportation of pilgrims. If the IHPO determines that the number of buses deployed is insufficient, they will request additional buses, which the company must provide promptly.
(iii)	The company will be responsible for setting up around 22-25 shaded bus points and around 5 sub bus points at designated locations near the pilgrims' accommodations in Makkah and near Haram Sharief. IHPO will specify these locations, and the company must establish shaded bus stands at these points, equipped with water, chairs, and electricity.
(iv)	The company must set up a control room in Azizia, Makkah, to effectively monitor and manage the supply of buses.
(v)	<p>The company must deploy a sufficient number of staff who speak English, Hindi, Urdu, or other Indian languages at all bus stands, points near Haram Sharief, and any bus change points (in case the Azizia-Haram route requires a bus change) at all times. The minimum staffing requirements are as follows:</p> <ul style="list-style-type: none"> <li>• Two (02) staff members at each bus stop.</li> <li>• Four (04) staff members at each bus connection point where a</li> </ul>

	<p>change of bus is required before reaching the Haram Sharief bus stop.</p> <ul style="list-style-type: none"> <li>• Four (04) staff members at each bus stop near Haram Sharief.</li> </ul> <p>If the company does not have sufficient manpower, it may hire services from a manpower provider to meet the required staffing levels. However, the company remains solely responsible for the smooth operation of the transportation service. A list of the deployed manpower, along with their Iqama copies and mobile numbers, must be shared with IHPO in advance.</p>
(vi)	<p>The company must provide a main Coordinator and two sub-Coordinators to coordinate with the Indian Haj Mission. A list comprising their contact details, along with copies of their ID/Iqama, should be submitted by the 1st of Zulqada 1446.</p>
(vii)	<p>Each bus should have one designated field staff member responsible for tracking the bus round-the-clock to ensure smooth transportation services. These field staff members should be supervised by Field Supervisors.</p> <p>Additionally, there must be at least three active Saudi/Indian Field Supervisors who regularly inspect the Azizia-Haram route, addressing issues such as bus shortages, coordination with local authorities, and other operational concerns.</p> <p><b>Note:</b> These three Field Supervisors should be separate from the Main Coordinator and two sub-Coordinators mentioned in point V above.</p>
(viii)	<p>The company must provide a sufficient number of walkie-talkies and other communication devices to field staff and Transport Services Supervisors to ensure smooth communication. Additionally, some walkie-talkies should be provided for use and monitoring by Consulate Officials, to be returned later. In case the company is unable to provide the required walkie-talkies, the IHPO may purchase or hire them at the company's expense.</p>
(ix)	<p>The company should provide miscellaneous services to Haj pilgrims, including offering water, juice, slippers, umbrellas, and wheelchairs to those in need, especially on Fridays, at their own cost.</p> <p>The company will also be responsible for obtaining the necessary</p>

	permissions from the Saudi authorities for the distribution of these items.
(x)	Special arrangements will be required for Fridays, including the deployment of 10% additional buses beyond the daily requirement. A larger workforce must be deployed to ensure the availability of sufficient buses and the smooth movement of pilgrims. The company will also need to coordinate with the IHPO to provide any additional infrastructure necessary for the efficient operation of services on Fridays.
(xi)	The company(ies) awarded the contract are responsible for providing proper orientation and guidance to all drivers, field staff, and deployed manpower to ensure they are fully committed to delivering a positive experience for the Haj pilgrims. Field Supervisors must be available to handle any complaints regarding rash driving or aggressive behavior towards pilgrims.  In case of any injury to Haj pilgrims due to negligence by any driver or staff member, the Consulate will impose a heavy penalty on the company.
(xii)	While it is the responsibility of the bus service provider to manage and motivate the staff (whether direct employees or hired manpower), the IHPO will not accept any disruption to the bus transport services. It is the company's responsibility to ensure proper temporary accommodation and meal arrangements for the staff, so that they are not absent from duty or unable to perform effectively due to lack of rest or food.
(xiii)	It is emphasized that if a driver is on a break, a replacement must be provided. Similarly, if any field staff are absent, their replacement should be added. If a bus is under repair, a replacement must be deployed. Buses that are not operational, whether due to the driver taking a break or the bus being out of service, will not be considered as provided to the IHPO.

#### IV. TERMS AND CONDITIONS AND PAYMENT

##### 11. Terms and Conditions:

i) An agreement will be signed with the successful bidder(s), outlining detailed terms and conditions. The company will be provided with the arrival schedule of the pilgrims at each building in advance, to ensure buses are available for their



transport. The selected bidder will not be allowed to back out of the contract. If the company fails to provide the required services, the Earnest Money will be forfeited and will not be refunded.

ii) It must be ensured that the buses are provided in strict accordance with the agreement. In the event of non-compliance with the terms and conditions or any deficiency in the services, a suitable penalty, as determined by the IHPO, will be imposed. This may include cancellation of the contract with no further payments, forfeiture of the earnest money, and blacklisting of the company.

iii) Outsourcing also will attract penalty provisions.

iv) If the successful bidder has contracted a manpower/service provider to supply field staff for the smooth operation of the bus services, the bus company must ensure timely payments to the contracted company to prevent any service disruptions. In the event of a disruption in service, if the manpower/service provider claims that it is due to non-payment by the bus company, the IHPO reserves the right to directly pay the due amount to the service/manpower company. This amount will then be deducted from any pending payments to the bus company by the IHPO.

v) In the event of any accident or damage occurring during the transportation process, all liability, including but not limited to compensation, repairs, and legal responsibilities, shall be solely borne by the transporting company in accordance with the applicable local laws and regulations.

12. Payment Terms: IHPO, Consulate General of India, Jeddah, will make payments to the company supplying buses in three instalments, as per the terms of the agreement:

a. The first instalment of 30% will be paid on 1st Zul Qada, subject to the condition that the necessary measures, as outlined in the Tender Notice and contract, are put in place by the bus company.

b. The second instalment of 40% will be paid after the arrival of all HCoI pilgrims in Makkah.

c. The third and final instalment of 30% will be released upon the completion of Haj 2025, after certification by the Consulate that the services provided by the company were satisfactory.

***Note: Please note that Indian Haj Pilgrims' Office Makkah reserves the right to reject any or all tenders without assigning any reason thereof.***

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**TECHNICAL BID FORM**

**SUPPLY OF BUSES**

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**1. Name of bus company (or bidder):**

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**2. License/ Registration No^:**

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*(^Enclose copy of valid License/Registration)*

**3. Complete Office address in Makkah:**

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**4. Number of buses (of own fleet) available with the Company:**

Sl No.	Model	No. of buses ( <i>of own fleet only</i> ) available
1.	2021	
2.	2022	

3.	2023	
4.	2024	
5.	2025	
6.	Total	

**5. Number of buses\* (of own fleet only) which the company is offering to supply to Indian Consulate, Jeddah for transportation of Haj Committee of India (HCOI) pilgrims = \_\_\_\_\_**

*(\*Minimum qualifying criteria is 300 buses)*

**6. No. of years of experience in the field of providing transport services in the last five Hajis:**

Sl No.	Year	No. of Hajis	Country
a)	2024		
b)	2023		
c)	2022		
d)	2019		
e)	2018		

7. I/We hereby declare that all information and documents submitted in connection with this are true, accurate, and complete. I/We further undertake that I/we have read, understood, and accepted all terms and conditions of the tender document. Any false information or non-compliance may result in rejection of my/our bid, forfeiture of deposits, or termination of the contract, with legal consequences as per applicable laws.

Signature:

Name and Designation of the Representative/Signatory:

Company Seal:

**Annexure II**

**FINANCIAL BID FORM**

**SUPPLY OF BUSES & OPERATION OF AZIZIA-HARAM TRANSPORT  
SERVICES FOR INDIAN PILGRIMS**

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1. Name of bidding company: \_\_\_\_\_

2. Price quote per pilgrim in SAR: \_\_\_\_\_

*Rate quoted should include VAT and all taxes/charges and should not be more than **SAR 250/-** (Two Hundred and Fifty only)*

*[ It should factor in all services, including field support staffs, to be provided as listed in the tender document.]*

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Signature:

Name of the Representative:

Company Seal: