

CONSULATE GENERAL OF INDIA, JEDDAH

TENDER NOTICE

**NOTICE INVITING TENDER FOR MEDICAL SUPERVISION SERVICES FOR
HAJ 2025**

No. Jed/Haj/118/06/2025

Dated: 18.03.2025

Sealed Tenders/Quotations are invited from interested and eligible service providers for Medical Supervision Services for Haj 2025.

2. Interested companies may submit their proposal as detailed in the Tender Document published in the local dailies, uploaded on the Consulate Website and CPP Portal to Vice Consul (Haj), Consulate General of India, Villa No. 34, Saudi National Bank, Tahaliya Street, P.O.Box No. 952, Jeddah-21421 (Telephone No. 6639351) **by 27th March, 2025 (till 17:00 hrs).**

3. Further details in respect of the Tender are available at www.cgijeddah.gov.in & on <https://eprocure.gov.in/eprocure/app>.

Consulate General of India, Jeddah

No. Jed/Haj/118/06/2025

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TENDER DOCUMENT FOR MEDICAL SUPERVISION SERVICES **FOR HAJ 2025**

Brief of the work: Consulate General of India, Jeddah, invites sealed quotations from the eligible bidders in the concerned field, having all the requisite license/registration/permissions etc. from concerned local authorities in the Kingdom of Saudi Arabia for the following work:

Description of work	Location	Earnest Money deposit in SR	Period of completion (in Days)
<p>1.Obtaining the necessary permits Apply for a medical office permit from the Hajj Affairs Office, ensuring that all requirements are provided. Registration of health practitioners affiliated with the medical mission with the Authority of Health specialties.</p> <p>2.Providing supervisory personnel Appointing two health practitioners licensed by the Ministry of Health, one of whom must be a deputy physician at least, as a technical supervisor of the medical office.</p> <p>3. Coordination with relevant authorities. Cooperate with the Ministry of Health to ensure the implementation of</p>	Makkah and Madinah	22,000/-	1 st ZulQadah - 15 th Muharram, 1447

<p>quality standards. Provide recommendations for development of health care policies and procedures.</p> <p>4. Periodic supervision of the medical office Verifying the office's compliance with the requirements contained in the medical office licensing document and compliance with the health standards contained in the Ministry's regulations.</p> <p>5. Ambulance and Emergency Response Providing ambulance transportation to the medical office and linking with the Saudi Red Crescent Authority, and transporting cases that require ambulance transportation according to approved procedures.</p> <p>6. Preparing the necessary reports and directives: Provide the medical office with technical guidance and improvements necessary for compliance according to the requirements of the Ministry of Health.</p>			
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2. 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
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Makkah Al-Mukarramah	Medical Centers	3 Centers with a total capacity of 110 beds: <ul style="list-style-type: none"> • 40 beds in one centre • 40 beds in a general centre • 30 beds dedicated for female pilgrims
	Medical Dispensaries	14 Medical Dispensaries across Al Aziziya areas for easy access to pilgrims
	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

Al Madinah Al-Munawarah	Medical Center	1 Medical Center with a 20-bed capacity, equipped for general medical needs and emergencies
	Medical Dispensaries	2 Medical Dispensaries for providing medical care
	Ambulance Services	4 Basic Life Support (BLS) ambulances
	Ambulance Command Centre (ACC)	Operates 24x7 from the IHPO main office

Jeddah Haj Terminal	Medical Dispensary	1 Medical Dispensary to provide care at the Haj Terminal, Jeddah
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Medical Staff	Doctors	155
	Paramedics	199

3. Critical dates:

S.No.	Particulars	Date	Time
a.	Tender publishing date	18.03.2025	---

b.	Bid submission start date	18.03.2025	0900 hrs
c.	Start date for seeking clarification	Immediate after publishing	
d.	Pre-Bid Meeting date	19.03.2025	1000 hrs
e.	Last date for seeking clarification	26.03.2025	1700 hrs
f.	Bid submission end date	27.03.2025	1700 hrs
g.	Bid opening date	02.04.2025	1000 hrs

3.1 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.

3.2 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.

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

3.4 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).

4. Bid Security/Earnest Money Deposit (EMD): The bidder shall furnish, as part of his bid, a Bid Security/**EMD of SR. 22,000.00** as shown in para 1 above **by means of Demand Draft or Bank Guarantee issued by the local Saudi bank in favour of “Consulate General of India, Jeddah”**. Any Bid not accompanied by an acceptable Bid Security/EMD shall be summarily rejected by the Consulate as non-responsive. The bid security/EMD, of the successful bidder may be retained and adjusted with performance security/security deposit.

4.1 The Bid Security/EMD may be forfeited:

(a) if the Bidder withdraws the Bid after Bid opening 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.

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

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

4.4 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.

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

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

5.2 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.

5.3 At the option of the Bidder, the EMD of successful Bidder (on the Award of Contract) will be retained by the Consulate and will be adjusted to Performance Security/Security Deposit.

6. Performance Security/Security Deposit: Performance Security to be submitted at the award of work should be **5%** of the contract amount and should be submitted by the successful bidder within 15 days of issuance of work order by the Consulate in the form Demand Draft or Bank Guarantee in favour of "Consulate General

of India, Jeddah". It should remain valid for a period of sixty days beyond the date of completion of the work.

6.1 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.

7. Pre-Bid Meeting: The purpose of the pre-bid meeting is to clarify the issues and to answer the 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 phone within the specified period.

8. Eligibility of the bidder: The invitation for bid is open to 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.

9. 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.

9.1 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.**

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

10. Submission of bid: Technical and Financial bids must be submitted in two separate sealed envelopes with "Technical Bid" & "Financial Bid" clearly mentioned on the envelopes. Both the envelopes should be placed in one large sealed envelope. The e-

mail & mobile numbers of 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:

- The bidder must own and operate licensed medical institution (hospitals / clinics) with a cumulative minimum hospital bed capacity of 100 within Makkah Region.
 - Relevant Supporting Document: Self attested copy of official valid documents issued by concerned Saudi authorities mentioning the hospital bed capacity in each of the respective medical institute owned and operated by the concerned bidder in Makkah Region.
- The bidder should be a qualified medical service provider as declared by the concerned Saudi authorities by Ministry of Hajj and Umrah (MoHU)
 - Relevant Supporting Document: Self attested copy of the valid license issued by Ministry of Health (MoH), Saudi Arabia; and if applicable, any linked document issued by MoHU
- Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI)
 - Relevant Supporting Document: Self-attested copy of CBAHI accreditation/certificate issued from the concerned Saudi authorities.
- Supporting documents mentioned in 11 (c) (i to iii)

b. **Financial bid**: The financial bid containing the Bill of Quantity should be quoted by the bidder in the following format. **The rate 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 unit rate shall be quoted by the Bidder entirely in Saudi Riyals (SR) only as under:

Medical Service provider Charges in SR for Model 1	
Rate per pilgrim in SR excluding Vat	

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11. Opening of bids:

a) A Tender Evaluation Committee of the Consulate General of India, Jeddah will open the bids on 02.04.2025 at the Consulate. Representatives of the bidders may attend the bid opening.

b) TEC will first evaluate the technical bids and, bidders who meet the technical eligibility criteria would stay 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.

c) In case of more than one bidder quoting the same L1 rate, preference will be given to bidders based on the criteria below applied in the order described below. If the qualified bidder is determined based on the first applicable criteria, say criteria (i) then the other criteria (ii) & (iii) would not be applied. (Bidders may include supporting documents for criteria (i) to (iii) as part of their technical submission in the order given below)

- i. JCI certification
- ii. Presence in Makkah and Madinah
- iii. Higher number of beds owned and operated in Makkah and Madinah.
- iv. EMD

(d) If a definitive decision cannot be reached based on above criteria (i to iii), a random selection through a draw of lots may be used.

11.1 Decision of L1 bidder & Issue of work order: The ranking of the bidders will be decided based on rates quoted by the bidders, item-wise 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.**

11.2 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.

11.3 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 the time stipulated by the Consulate. **Failure to enter into the required contract within the specified period in the work order shall entail cancellation of LOA/work order.** 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.

12. 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 1446 H (corresponding to Gregorian 10th July 2025). **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.

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

14. Sub-letting of work: No subletting/out sourcing of work by the successful bidder is permissible.

15. Payment: Payment to the companies (successful bidders) for execution of the work will be made either through bank transfer or cheque after the completion of maintenance/service of items demanded.

16. 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

17. 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.**

**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)

