

CONSULATE GENERAL OF INDIA

JEDDAH

**TENDER NOTICE FOR PROVIDING AZIZIA-HARAM SHARIEF
TRANSPORTATION OF INDIAN HAJ PILGRIMS**

I. INTRODUCTION

Consulate General of India, Jeddah, 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 (including tunnels) during Haj-2024 season.

2. The quotation, containing both technical bid and financial bid, should be submitted to Vice Consul (Haj), Consulate General of India, Jeddah latest by 18th April 2024 (**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, the 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 Naqaba Sayyarat.

ii. Detailed profile of the company.

iii. Earnest Money of **SAR 1,522,000/-** 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 may be disqualified.

5. Evaluation of technical bid:

A. The venue, date and timing for opening of Technical bids will be intimated 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 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 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 2023 & above model, having a capacity of 45 & above. The details should be provided in the duly filled Technical Bid Form.

(v) Earnest money of **SAR 1,522,000/-** in the form of a valid cheque should be submitted;

(vi) Should have a pre-existing office in Makkah. In case the company does not have an office in Makkah, it should submit an undertaking to have well-equipped office in Makkah during the Haj season

(vii) The company should have experience of providing buses to the Haj Missions of any country in at least one year in the past five years and transporting minimum 20,000 Hajjis.

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

C. A physical verification/checking of the model buses at their depots as well as checking of documents may be conducted. Date of physical verification will be intimated to the interested bus companies.

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 duly filled Financial Bid Form, as provided in Annexure II, giving quotation per pilgrim transported between Azizia and Haram Sharief.
- (ii) Rate quoted per pilgrim transported should not exceed SR 250/- (inclusive of VAT and all other applicable taxes & charges).

7 Evaluation of financial bid:

- i. Only those companies which qualify at the technical stage will be considered for selection.
- ii. 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 the bus company offering lowest Financial Offer (L1). The bus 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 to L1 bidder, subject to submission of proof of capacity documents within a stipulated time by IHPO.

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 7th Zul qada 1444 to 10th Muharram 1445 (Approximately 40 – 42 days). The said period may slightly vary.

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

Section A: Requirements of the vehicles to be supplied	
(i)	<p>The requirement of Consulate General of India, Jeddah is low floor buses of 2023 and above model for round-the-clock transportation of Haj Committee of India (HCOI) pilgrims between their accommodation outside Markazia (Azizia and other contiguous areas) and Haram Sharief. Exact number of HCOI pilgrims will be confirmed later. Number of buses required may vary from 50 to 570 per day depending on number of pilgrims and pilgrims' arrival schedule.</p> <p>The bidding companies should indicate the number of buses (<i>counting only the specified technical requirements</i>) proposed to be provided for India, and the number of pilgrims proposed to be catered to by these buses, by enclosing the duly filled Technical Bid Form.</p>
(ii)	<p>Uninterrupted supply of gasoline, mobile repair workshop should be the responsibility of the Company.</p>
(iii)	<p>Buses which are not running at a moment either due to repair needed or driver taking a break will not be counted as available. Additional/replacement bus should be provided immediately.</p>
(iv)	<p>For every bus, provide 2 drivers daily and attendant/cleaner for round the clock services. All bus drivers and attendants should be briefed properly to take care of safety and good experience of Haj pilgrims.</p>

Section A: Requirements of the vehicles to be supplied	
(v)	One bus shall be counted for a maximum of 250 Hajis per day.
(vi)	The selected companies will also have to provide buses as per prescribed ratio by the Saudi authorities for the tunnel shuttle movements, which may not be more than 1200 pilgrims/bus per day, whenever required, or as per the norms of Saudi Arabia.
(vii)	All necessary permissions/approvals (<i>and payments including all applicable taxes, if any, to the local Government/Haj agencies</i>) required for transporting Indian Pilgrims from their accommodation to Haram Sharief and back (including tunnels, wherever required) should be done by the company.
(viii)	Necessary approval for the tunnel movement and payments (including VAT and applicable taxes) for the buses required for tunnel shuttle movements will have to be borne by the selected company(s).
(ix)	In addition to the buses supplied for pilgrims, the company should provide atleast one Coaster, on complimentary basis, for every 15000 pilgrims. The Coaster bus(s) should be provided along with 2 drivers, fuel, maintenance, replacement in case of breakdown.

Section B: Requirements for operation of the transportation service	
(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 Makkah. The company must ensure round-the-clock availability of sufficient number of buses at all the bus points near Haram Sharief and pilgrim's accommodation. There should not be a need for overloading of pilgrims in the buses.

Section B: Requirements for operation of the transportation service

(ii)	<p>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. The company which is awarded the contract should ensure that the required number of buses are timely provided.</p> <p>In case the Consulate feels that the number of buses deployed is fewer than the desired number, the Consulate will demand additional buses and those have to be promptly added.</p>
(iii)	<p>The company will also have to set up shaded bus points at designated places near pilgrims accommodation in Makkah and points near Haram Sharief. IHPO will designate such places near pilgrim's accommodation and the company has to establish shaded bus stands equipped with water, chair, and electricity at such points.</p>
(iv)	<p>Company should Set up a control room in Azizia, Makkah to monitor the supply of buses.</p>

Section B: Requirements for operation of the transportation service

(v)	<p>The company should deploy sufficient number of English/Hindi/Urdu/Indian language speaking manpower at all bus stands, points at Haram Sharief and point of bus change (in case Azizia-haram route involves change of bus) at all times.</p> <p><u>The minimum number of field staff (not counting the field coordinators and supervisors) that should be available at anytime of the day (or round-the-clock availability) is a) two (02) staff in each bus stop; b) four (04) staff in each connection point in case of requirement of change of bus before reaching Haram Sharief bus stop; and c) four (04) staff in each bus stop near to Haram Sharief</u></p> <p>If the company is not having sufficient manpower, the company may hire the services of a manpower/services company which can provide the necessary number of English/Hindi/Urdu/Indian language speaking manpower. <u>However, in that case also, the sole responsibility of smooth operation of the transportation service will be the responsibility of the bus company. The list of manpower should be shared to IHPO in advance along with their Iqama Copy and mobile number.</u></p>
(vi)	<p>Company must provide a main Coordinator and 2 sub-Coordinators to coordinate with Indian Haj Mission. List of names along with copy of ID/Iqama should be submitted by 1st Zulqada 1444.</p>
(vii)	<p>Every bus should have one field staff designated (<i>he may also look for some other buses simultaneously</i>) to keep track of the bus round-the-clock for transport services. These staffs should be supervised by Field Supervisors.</p> <p>There should be at least three Saudi/Indian Field Supervisors who are very active and regularly go for inspection to cover the different parts of the Aziza-Haram route and address all issues, including shortage of buses, dealing with local authorities, etc.</p> <p><i>[Note- These 03 field supervisors should be different/in addition to the Main coordinator and 2 sub-Coordinators as mentioned in point V above]</i></p>

Section B: Requirements for operation of the transportation service

(viii)	<p>The company should provide sufficient number of walky-talky and other communication devices to field staffs and Transport Services Supervisors for smooth communication. Some walky-talky should be provided (to be returned later) for use/monitoring by Consulate Officials. In case of non-availability , the IHPO may buy/hire walky talky at the cost of the Bus Company.</p>
(ix)	<p>The company should also provide miscellaneous services to Haj pilgrims such as providing water & juice, slippers, umbrella & wheelchairs to pilgrims in need, especially on Fridays at their own cost.</p> <p>Obtaining necessary permission from the Saudi authorities for distribution of the above items will be the responsibility of the company.</p>
(x)	<p>Special arrangements would be required to be made for Fridays. Additional buses, over and above the daily requirement, are to be run. Larger manpower to be deployed to ensure availability of sufficient buses and smooth movement. Other necessary infrastructures needed are also to be placed in coordination with the IHPO.</p>
(xi)	<p>The company(ies) awarded the contract is/are responsible for doing proper orientation/guidance of all the drivers, field staff and all manpower deployed so that they are fully committed to deliver a good experience to Haj pilgrims. Field Supervisors must be available to handle complaints of rash driving or aggressive behavior towards Haj pilgrims.</p> <p>The Consulate will impose heavy penalty to the company in case of any injury to Haj pilgrims due to neglect of any driver or manpower deployed by them.</p>
(xii)	<p>While it is upto the bus service provider to take care of and motivate the staff deployed (<i>either their own direct staff or the hired manpower</i>), it is not acceptable to the IHPO if the bus-transport services are affected. The onus is on the Company to see for their temporary accommodation arrangements and meals so that the staff are not absent from duty or unable to perform well due to lack of sleep or meals.</p>

Section B: Requirements for operation of the transportation service	
(xiii)	It is emphasized that if a driver is on break, a replacement should be added. If some field staff are absent, their replacement should be added. If a bus is under repair, a replacement should be added. Buses when not running (either due to driver taking a break or bus not working) bus will not be counted as provided to the IHPO.

IV. **TERMS AND CONDITIONS AND PAYMENT**

10. Terms and Conditions:

i) An agreement will be signed with successful bidder/bidders encompassing elaborate terms and conditions. The company will be given in advance the schedule of arrival of the pilgrims at each building for providing buses to the pilgrims. The selected bidder will not be allowed to back off 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) It should be ensured that the buses are provided 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 IHPO, will be imposed, which may include cancellation of the contract with no further payment, forfeiture of the earnest money and blacklisting of the company

iii) If the successful bidder has contracted a manpower/service provider for providing field staff for smooth bus service operation, the bus company should ensure timely payments to the contracted company to ensure that service is not interrupted. However, if there is disruption in smooth operation of the services and the manpower/services company complains that it is due to non-payment by the bus company, the IHPO reserves the right to pay the due amount to the service/manpower company contracted by the bus company, and the same amount will be deducted from the pending payment to be made by the IHPO to the bus company.

11. **Payment:** IHPO, Consulate General of India, Jeddah, will make payments to the Company supplying buses, under the terms of the agreement, in three installments:

- a. First installment of 30% will be paid on 1st Zil Qada subject to the condition that the required measures are put in place by the bus company as mentioned in the Tender Notice and the contract.
- b. Second installment of 40% will be paid after arrival of all HCoI Pilgrims in Makkah.
- c. Third and Final installment of 30% will be released on completion of Haj 2024 after certification by the Consulate that the services rendered by the company were satisfactory.

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

TECHNICAL BID FORM

SUPPLY OF BUSES

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

2. License/ Registration No[^]: _____

([^]Enclose copy of valid License/Registration)

3. Complete Office address in Makkah: _____

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

SI No.	Model	No. of buses (<i>of own fleet only</i>) available
1.	2023	
2.	2024	
	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 7 Hajs:

Sl No.	Year	No. of Hajis	Country
a)	2023		
b)	2022		
c)	2019		
d)	2018		
e)	2017		
f)	2016		
g)	2015		

FINANCIAL BID FORM

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

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.]

Signature:

Name of the Representative:

Company Seal: