

**CONSULATE GENERAL OF INDIA, JEDDAH**

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**NOTICE INVITING TENDER FROM LICENSED  
FIRMS/COMPANIES WHICH COULD PROVIDE MEDICAL  
ESCORT FOR SMOOTH TRANSFER OF INDIAN PATIENTS  
DURING HAJ 2024 TO INDIA**

No. Jed/Haj/118/52/2024

Dated: 21.02.2024

Sealed Tenders/Quotations are invited from the reputed, licensed companies for providing medical escort for smooth transfer of Indian patients during Haj 2024 to India.

2. Interested companies may submit their proposal **as detailed in the Tender Document available** to Consul (Haj), Consulate General of India, Villa No. 34, Behind National Commercial Bank, Tahaliya Street, P.O.Box No. 952, Jeddah-21421 (Telephone No. 6639351) by **Wednesday 13<sup>th</sup> March, 2024 till 17:00 hrs.**

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

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## Consulate General of India, Jeddah

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No. Jed/Haj/118/52/2024

Date: 21.02.2024

### **Tender Document for Medical Escort for Smooth Transfer of Indian Patients during Haj 2024 to India**

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

Description of work	Location	Estimated cost of work (exclusive VAT) in SR.	Earnest Money in SR.	Period of completion (in Days)
<p>1. Qualified medical professional as medical escort for Indian patients to handover the patient to their relatives in India (Bed to Bed service, flight arrival at nearest airport to the pilgrim's residence).</p> <p>2. Any Life saving machines like suction machine or other medical equipment required during transfer is to be provided by the firm.</p> <p>3.To liase with the local physician treating the Indian patient.</p>	Makkah & Madinah		<b>**5% of the estimated value to be deposited as Earnest Money by means of Certified Cheque issued by the local Saudi bank (In the name of Consulate General of India, Jeddah)</b>	Till the last Haji leave the Kingdom of Saudi Arabia.

<p>4. Obtain medical report &amp; fit to fly certificate form the Healthcare facility.</p> <p>5. Booking of stretcher installation, tickets of patient &amp; medical escort.</p> <p>6. Collection of passport from Muallim, and the authorized person of firm should be available in Makkah for coordination during the Haj season.</p> <p>7. Arrange &amp; provide all ground transportation ambulance services in K.S.A and in India.</p> <p>8. Coordinate the transfer with the attending and receiving facility.</p> <p>9. To ensure availability of the sufficient medical team on emergency basis for immediate transfer of patients without delaying and engaging the same medical escort. Also arrange proper equipment &amp; supplies for transferring of patient to India.</p>				
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10. Coordinate the entire transfer to India with Indian Haj Pilgrims Office (IHPO) Medical Team & update the progress with photos, collect satisfactory report from pilgrims relative and submit it in IHPO office along with invoice for every transferred pilgrim.				
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**\*EMD submitted if found less than 5% of the estimated value, the bid submitted will be rejected as non-responsive.**

**\*Only Certified Cheque issued by the local Saudi banks is accepted as EMD and no other kind of cheque will be accepted. In case of other kind of cheque, if submitted, the bid will be rejected as non-responsive.**

**2. Critical dates:**

S.No.	Particulars	Date	Time
a.	Tender publishing date	21.02.2024	--
b.	Bid submission start date	22.02.2024	0900 hrs.
c.	Bid submission end date	13.03.2024	1700 hrs.
d.	Start date for seeking clarification	Immediate after publishing	
e.	Last date for seeking clarification	05.03.2024	1700 hrs.
f.	Pre-Bid Meeting date	25.02.2024	1500 hrs.
g.	Bid opening date	20.03.2024	1300 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, then the last date of bid submission and bid opening date of the Tender will be automatically extended for a period of 03 (three) 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, even less than 3.

**3. Earnest Money Deposit (EMD):** The bidder shall furnish, as part of his bid, a Bid Security/Earnest Money of **5%** the estimated value of tender as shown in Para 1. 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.

**3.1** The Bid Security/Earnest Money 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.

**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 Earnest Money/ Bid Security 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 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).

**4.1** In case the tender is cancelled then 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.

**4.3** 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 Deposit.

**5. Performance Security/Security Deposit:** Performance Security to be submitted at the award of work should be **3%** 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 of Bank Guarantee. **It should remain valid for a period of sixty days beyond the date of completion of the work.**

**5.1 Refund of Performance Security:** The refund of security deposit shall be subject to Consulate's right to deduct/appropriate its due against the successful bidder.

**6. 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.

**7. Eligibility of the bidder:** The invitation for bid is open to all bidders including an individual, proprietorship firm, and 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 sealed envelopes with “Technical Bid” & “Financial Bid” clearly mentioned on the envelopes.

**a. Technical Bid:** Technical bid (in a sealed envelope) consisting of following documents/details:

- Copy of valid license and registration
- Profile of the company, also reflecting experience in the field of Medically ill patients transferring.

**b. Financial bid:** The financial bid containing the Bill of Quantity should 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 unit rates and prices shall be quoted by the Bidder entirely in Saudi Riyals only.

## Quotations:

Quotations should be in the following format:

Sl.	Item Description	Quoted Price
1.	Charge per patient (Recliner seat with Wheelchair assistance at both ports + Nurse Escort)	
2.	Charge per patient (Stretcher case with Nurse Escort)	
3.	Charge per patient (Stretcher case with Doctor and Nurse Escort)	
4.	Charge per patient (Only Medical Escort Doctor Service)*	
5.	Charge per patient (Only Medical Escort Nurse Service)*	

### Note:

The Consulate will provide to & fro air ticket in economy class only for medical escort (\*in case of point No. 4 & 5).

The Consulate will not be responsible for arranging exit-re-entry visa for the medical escort(s).

### 10. **Opening of bids:**

a) A Tender Evaluation Committee of the Consulate General of India, Jeddah will open the bids on **20.03.2024 @ 09.00 hrs** at the Consulate. Representatives of the bidders may attend the bid opening.

b) **In case of more than one company quoting the same L1 rate, those companies will be asked to resubmit financial bids** (only rates lower than the original quote will be entertained) for those items in a sealed envelope by 27.03.2024 (17:00 hrs).

**10.1 Decision of L1 bidder & Issue of work order:** The L1 bidder will be decided item-wise and not of overall Bid Value. 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.**

**10.2** In case the L1 Bidder is rejected due to noncompliance of the stipulated conditions in this document then the L-2 Bidder will become L-1 Bidder.

**10.3** 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.

**10.4** 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 7 days. **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.

**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. 15<sup>th</sup> Muharram 1446 H (corresponding to Gregorian 21.07.2024). **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 of work by the successful bidder is permissible. Subletting of work is only permissible with the prior approval of the Consulate. In such case, the Contractor will specify major items for which the contractor proposes to engage sub-contractor/sub-vendor.

**14. Payment:** Payment to the companies (successful bidders) for maintenance will be made either through bank transfer or cheque

after the completion of maintenance/service of items demanded. **No request for any advance payment shall be entertained.**

**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 cancel 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)**