

Indian Haj Pilgrims' Office

No. Jed/Haj/118/11/2025

Date:21.08.2025

Selection of Service Provider Company for Haj Committee of India Pilgrims for Haj 2026

On behalf of the Haj Committee of India (HCoI), Indian Haj Pilgrims' Office (IHPO), invites sealed offers from the Service Provider Companies, licensed and authorized by concerned authorities of the Kingdom of Saudi Arabia, for providing services as specified in the tender document for about 1,22,518 (One Lakh Twenty-Two Thousand and Five Hundred and Eighteen) Indian pilgrims, coming through HCoI during Haj 2026.

2. Sealed offers, comprising the Technical Offer and Financial Offer in separate sealed envelopes, must be submitted by interested Service Provider Companies in the Tender Box labelled 'Tender Box' placed at the reception of the Consulate General of India, Jeddah. The offers must be submitted no later than **27th August 2025 by 17:00 hrs.** All companies submitting bids are requested to be present at the time of opening of the Tenders. (Please refer to the note below for details on the venue and time of the opening session.)

3. Interested Service Provider Companies are advised to peruse this Tender Document in detail, to apprise themselves of the information required for the submission of the offers. By submission of offers, it will be deemed that the applicant has accepted all the terms and conditions of the IHPO. Please note that IHPO reserves the right to reject/ cancel this document/process without assigning any reasons thereof.

4. The Service Provider Company shall be responsible for managing the movement, accommodation, and all related logistical arrangements for Haj Committee of India (HCoI) pilgrims, as mandated by the competent authorities of the Kingdom of Saudi Arabia, from the time of their arrival in the Kingdom until their departure. During the core Haj period, HCoI pilgrims will stay in the Mashaer region from the evening of 7th Zul Hijja until 13th Zul Hijja 1447H, and their movement and stay shall be strictly in accordance with the instructions issued by the Saudi authorities. The schedule is as follows:

- Evening of 7th Zul Hijja onwards: Arrival in Mina
- 8th Zul Hijja: Stay in Mina tents
- Evening of 8th Zul Hijja onwards: Movement to Arafat
- 9th Zul Hijja until sunset: Stay in Arafat
- Post-Maghrib on 9th Zul Hijja: Movement to Muzdalifah
- 10th Zul Hijja onwards: Return to Mina, with continued stay until the end of the core Haj period (13th Zul Hijja)

4.1 It is to be noted that HCol pilgrims will also stay in Madinah, either before or after the core Haj period, as per their scheduled itinerary. The Service Provider Company shall ensure that all arrangements related to transportation, accommodation, and service delivery in both Makkah and Madinah are in place and in compliance with applicable regulations and guidelines.

Note:- “The Offers submitted by Service Provider Companies will be evaluated on **27th August 2025 from 18:00 hours** onward in the Consulate General of India, Jeddah. All interested Service Provider Companies, which have submitted their offers by the last date, are requested to be present.

5. Brief of Services to be Provided by the Service Provider Company

5.1 For Mashaer, the services to be provided by the selected Service Provider Company shall be in accordance with the mandatory services under **Package C (Except for the service classification for certain specific services as given in 5.1.1)**, as specified by the Ministry of Haj and Umrah Affairs (MoHU), Kingdom of Saudi Arabia and additional services as given in clause 5.2 as given in this Tender Document.

5.1.1 The Service Provider Company shall deliver the following services in accordance with the basic minimum service standards (most economical) as mandated by the Ministry of Haj and Umrah Affairs.

Location	Service	Specific classification
Mina	camp	Camp and walkway cleaning services
Arafat	camp	Conditioning
Mina	Human Resources	Providing a sufficient number of employees/workers within the work team
Muzdalifah	Human Resources	Providing a sufficient number of employees/workers within the work team
Arafat	Human Resources	Providing a sufficient number of employees/workers within the work team
Mina	Human Resources	Providing customer service supervisors

Muzdalifah	Human Resources	Providing customer service supervisors
Arafat	Human Resources	Providing customer service supervisors
Mina	Nutrition	Juices, healthy water, tea, coffee
Arafat	Nutrition	Juices, healthy water, tea, coffee
Mina	Nutrition	Snacks
Arafat	Nutrition	Snacks
Mina	Nutrition	Ready-made/dry breakfast
Arafat	Nutrition	Ready-made/dry breakfast
Mina	Nutrition	Hot dinner
Mina	Nutrition	Hot lunch
Arafat	Nutrition	Hot lunch

5.2 In addition to the standard requirements under **Package C**, the following specific provisions shall also be ensured by the Service Provider Company for pilgrims of the Haj Committee of India (HCoI):

5.2.1 Mashaer region

i. Construction of Camps Using Gypsum Boards

All pilgrim camps in Mina shall be constructed using **gypsum board (single) panels** to ensure structural integrity, insulation, and comfort.

ii. Provision of Sofa-Cum-Beds with Labels

Each pilgrim is to be provided with a **sofa-cum-bed (Number (1) sofa bed, size (12*175*50) cm, with a minimum of (60) pressure per person) with one sided canopy in Mina**, clearly **labeled with their individual allotment details**, to facilitate orderly accommodation and identification.

iii. Overhead Luggage Racks

Each tent shall be equipped with **sufficient overhead luggage racks** to allow pilgrims

to securely store their personal baggage off the ground, ensuring better space management and safety.

iv. **Provision of Artificial Turf**

The Service Provider shall ensure provision of artificial turf with, hair length (40) mm, density (17000) stitches/m², compliant with ISO (9001) and ISO (1400) conforming to Civil Defense instructions, in Mina camps outside the tents in pathways, reserve areas, sit outs etc.

v. **Provision of refrigerators**

Sufficient water bottles may be kept outside the tents in refrigerators for the consumption of pilgrims.

5.3 In addition to the services mentioned in clauses 5.1 and 5.2 the SPC may note the following points which are part of the standard elements/aspects for compliance. The elements provided under this Clause should not be considered towards additional services.

5.3.1 Mashaer region

i. **Pre-Allotment of Accommodation**

A detailed pre-allotment plan must be prepared and shared with IHPO at least one month before the start of the core Haj period, including:

- Service Centre (Maktab) number
- Tent number
- Bed number for each pilgrim

This plan should be clearly mapped and formatted for operational use by IHPO staff.

ii. **Medical and Administrative Facilities in Mina**

Each Service Centre in Mina shall include a **dedicated Medical-cum-administrative Centre** for the deployment and operations of IHPO staff for providing medical services with the pilgrims and ensuring administrative coordination with Service Centers and IHPO.

iii. **Provision of Freshly Cooked Meals**

The Service Provider shall ensure the provision of freshly cooked meals (breakfast, lunch, and dinner) to all HCoI pilgrims at their respective camps throughout the core Haj period, in accordance with MoHU standards.

iv. **Accommodation and food contingency plan**

In case of any shortage of beds in the designated camps in Mina, the Service Provider shall arrange **alternative accommodation** within a **designated reserve camp** located

preferably **in the same Zone as per the original allotment**, with comparable facilities and services. The Service Provider Company shall ensure that an adequate reserve of food is maintained for each meal during the Mashaer period, with the ability to deliver it within a reasonable timeframe inside the camp when required

v. Access for Indian Haj Mission Members

The Service Provider shall facilitate unrestricted access for Indian Haj Mission members to all Indian pilgrim camps located in Mashaer and Service Centers in Makkah.

5.3.2 General requirements

i. Service Centres.

- a. Each Service Centre shall be staffed with personnel proficient in English and Indian languages, and shall operate in full compliance with the regulations and directions issued by the Indian Haj Pilgrims' Office (IHPO). The Service Centres must ensure smooth delivery of services and provide effective mechanisms for grievance redressal.
- b. IHPO shall reserve the right to replace the Service Centre Head at any time on grounds of non-performance, non-cooperation, or failure to comply with prescribed service standards.

ii. Deployment of Coordination Personnel

- i. A dedicated Relationship Manager (English/Indian language-speaking) shall be appointed for coordination with the Service Provider Company (SPC) and the Indian Haj Pilgrims' Office (IHPO). An alternative Relationship Manager also may be appointed as a backup to ensure uninterrupted coordination.
- ii. Liaisoning officials shall be deployed round the clock at IHPO in three shifts to ensure continuous coordination and immediate resolution of operational issues.
- iii. Service-specific managers shall also be appointed for key functional areas, including:
 - a. Housing (Makkah and Madinah)
 - b. Mashaer (Mina and Arafat)
 - c. Transportation
 - d. Service Centres

iii. Coordination with Saudi Authorities

The Service Provider shall liaise with all relevant Saudi agencies, including but not limited to Zamazema, Kidana, Maktab al-Wukala, Naqaba Sayarat, and Adillah, to ensure the timely and uninterrupted provision of all services mandated by MoHU for Indian pilgrims. The Service Provider Company (SPC) shall ensure that all necessary pre-checks and verifications are conducted to assess the capability and readiness of the Housing and

Transport Service Providers to deliver the required services. This includes, but is not limited to, verifying the validity of licenses, approvals, and operational clearances from the local government authorities.

iv. **Housing and Transportation contracts.**

The Service Provider shall facilitate accommodation and Transportation contracts through the Nusuk portal, as finalized by the Indian Haj Mission at approved rates and the cost of housing should not be included as a part of Package C. All designated buildings must be fully prepared and ready before the arrival of pilgrims.

v. **Pilgrim Transportation**

The Service Provider shall coordinate with the designated Transport Service Provider/ Naqaba Sayarat for intercity and Mashaer transportation, ensuring all movements are carried out in a timely, safe, and efficient manner.

vi. **Nusuk card distribution**

The Service Provider Company shall ensure that the Nusuk cards are distributed to the pilgrims at their accommodation upon arrival in the kingdom. For any assistance towards this, one Nusuk coordination desk may be set up by the SPC in Indian Haj Offices of both Makkah and Madinah.

vii. **Baggage Handling**

The Service Provider shall coordinate with Maktab al-Wukala/SGS and the designated baggage transport agency for proper handling, loading, and unloading of pilgrims' baggage at accommodations in Makkah.

6. Critical dates:

Sl.No.	Particulars	Date	Time
a.	Tender publishing date	21/08/2025	10:00 AM
b.	Bid submission start date	21/08/2025	10:00 AM
c.	Start date for seeking clarification	Immediate after publishing of the tender	
d.	Pre-Bid Meeting date	25/08/2025	2:00 PM
e.	Last date for seeking clarification	27/08/2025	4:00 PM
f.	Bid submission end date	27/08/2025	05:00 PM
g.	Bid opening date	27/08/2025	06:00 PM

7. Terms and Conditions

7.1 Auto extension of critical dates:

If number of bids received is found to be less than 03 (three) on the end date of the bid submission process, then 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 1700 hrs of the last date of the 3-day extension. The auto extension shall work on the basis of number of bids received only.

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. This extension will be also applicable in case of receipt of zero bid. After the expiry of the auto extension period, the tender shall be opened irrespective of the available number of bids on the extended date of opening of tender, i.e., even if the number of submitted bids is less than 3.

7.2 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 bidder shall closely study the Tender Document.

Each Bidder shall be permitted to submit only one Bid under this Tender. A Bidder who submits or participates in more than one Bid will cause all the proposals with the Bidder's participation to be disqualified. The determination of a **distinct Bidder** shall be made in accordance with **Clause 7.6 of this Tender** Document.

Bids should be submitted for Services as specified in the tender document. Any company submitting bids for additional services/multiple package will be summarily rejected.

No Joint Ventures (JV) or Pass through entity/Sub contracts will be entertained.

7.3 Performance Guarantee

A Performance Bank Guarantee to the tune of **5%** of the awarded contract value is to be submitted by the successful tenderer, within 30 days of communication to the successful tenderer regarding the award of the work. The Performance Bank Guarantee should be valid beyond the completion of Haj 2026 for at least 3 months. There will be proportional deduction of the Bank Guarantee, if deficiencies are reported in the services committed.

7.4 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. The e-mail and mobile numbers of the bidder should be written on the envelope containing the Technical and Financial

bids.

7.5 Payment:

Payment to the companies (successful bidder) will be made through the e-Haj portal only.

7.6 Valid license:

For the purposes of this tender, each company possessing a distinct and valid license issued by the Ministry of Haj and Umrah shall be considered a separate and independent entity.

7.7 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

7.8 Postponement or cancel of tenders/bids:

The Consulate reserves the right to postpone the date of receipt and opening of tenders or to cancel the tenders or bid submitted by any of the parties **without assigning any reason whatsoever.**

7.9 Change in number of pilgrims

In the event of an increase in the number of HCoI pilgrims beyond the initially indicated figure, the Service Provider Company shall extend all agreed services to the additional pilgrims at the same rates, terms, and conditions as stipulated in the original contract, without any escalation in cost.

7.10 Compliance with Saudi Laws and Regulations

All services, operations, and contractual obligations under this tender shall be executed in full compliance with the rules, regulations, and guidelines of the Kingdom of Saudi Arabia, including those issued by MoHU and other competent authorities.

7.11 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.

8. Submission of Tender documents:

8.1. Envelope 1: Technical Offer:

The Technical Offer, in a sealed envelope, should contain the following documents:

- i. Valid License from the Ministry of Haj and Umrah Affairs, Kingdom of Saudi Arabia, to provide the Mashaer Services and Makkah-Madinah Ground Services.
- ii. An undertaking duly signed as given in **Annexure I**.
- iii. Proof of experience of having provided Mashaer package to a minimum of 122,518 pilgrims in any of the last two Haj years, i.e., Haj 2024 and Haj 2025 with value of services (Contract value). (Copy of valid agreement between the SPC and Haj Missions(B2B) or private tour operators or proof from Nusuk portal showing the number of pilgrims may be submitted.)
- iv. Workplan and Methodolgy of the SPC for the 2 month long period of Haj- 2026 covering all Mashaer services (format is given towards the end of this document).
- v. Financial statement of the SPC for the last 2 Haj years i.e., Haj 2024 & Haj 2025

Note: *In the event that any documents are submitted in the Arabic language, it is requested that an **Official English Translation** of the same be provided alongside. This will ensure clarity, facilitate accurate understanding, and assist in timely processing of the documents by the concerned authorities*

8.2. Envelope 2: Financial Offer:

The Financial offer should **NOT** include compulsory Camp fees, Visa fees, electronic fees etc., and **should include only the rate/fees charged by the Service Provider Company (inclusive of VAT and all applicable Charges/taxes)**. The Financial Offer should be submitted in a separate sealed envelope with **signature and stamp** in the following format:

Financial Offer (As per the Brief of Services to be Provided by the Service Provider Company given under clause 5 of this Tender document)

Name of the Service Provider Company:

Sl. No.	Service	Offer Rate per Pilgrim (in SAR)	VAT (in SAR)	Total (in SAR)
1.	SPC Services			

Name: _____

Designation: _____

Company Name: _____

Stamp & Signature: _____

Date: _____

9. Evaluation of the Offers

QCBS (Quality and Cost based selection) method will be used for the evaluation with a ratio of 30:70 (30 marks allotted to quality/technical parameters and 70 marks to cost/financial parameters). A Committee will evaluate the submitted offers in two stages. Firstly, technical offers will be evaluated. If available, the Committee may also refer to the list of Service Provider companies provided by the MoHU to verify the eligibility of the company. After technical evaluation, marks will be awarded to the bidders which will be normalized to marks out of 30. Subsequently, the financial offers of only technically qualified Service Provider Companies will be opened to discover Lowest Financial Offer (L1).

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) in a sealed envelope. During financial evaluation L1 will be given 70 full marks, and for other bidders, marks will be calculated on percentile basis compared to L1.

Finally, total marks will be calculated adding in the following formula:

$$\text{Total Marks} = (\text{Technical Marks out of } 100 \times 0.30) + (\text{Quotation of L1/Quotation of SPC}) \times 70$$

SPC with maximum total marks will be termed as H1 and HCoI will sign a contract with the selected company (H1) within one week of receiving the final approval. If the company fails to enter into the contract within the specified time frame, their provisional selection will be cancelled.

Technical Evaluation Criteria

S. No.	Criteria	Range	Assigned Marks
1	Experience in B2B contracts with Haj Missions in the last 2 years (Haj-2024 & Haj-2025) (Cumulative number of projects)	0 to 5	05
		6 to 10	10
		More than 10	15
2	Total number of pilgrims served with Haj Missions in the last 2 years (Haj-2024 & Haj-2025)	1,22,518 to 2,00,000	05
		2,00,001 to 3,00,000	10
		More than 3,00,000	15
3	Past experience and capabilities (Cumulative contract value of all B2B contracts executed & completed in the last 2 years with supporting documents)	Less than 300 million SAR	05
		300 million SAR to 500 million SAR	10
		More than 500 million SAR	20
4	Methodology and Work Plan with timelines (Presentation before Technical Evaluation Committee)*	Poor	10
		Satisfactory	15
		Average	20
		Good	25
		Excellent	30
5	Financial Standing (Average annual turnover of SPC for the last 2 years with supporting documents)	Less than 500 million SAR	05
		500 million SAR to 700 million SAR	10
		More than 700 million SAR	20

Maximum marks = 100

Minimum qualifying marks = 70

**Methodology and work plan areas to cover:*

- Nusuk Portal contracting plan
- Building readiness plan in Makkah and Madinah
- Reception of pilgrims and arrangements
- Nusuk Card distribution plan to pilgrims
- Coordination plan with Indian Haj Mission (Prior to Haj & during Haj season)

- Madinah to Makkah movement plan
- Makkah to Mashaer movement plan
- Mashaer Services:
 - Transportaion within Mashaer
 - Accommodation plan
 - Catering plan
 - Sanitation plan
 - Movement plan within Mashaer
 - Jamaraat schedule
 - Train ticket distribution plan
 - Tent card distribution plan
 - Adahi coupon distribution plan
 - Contingency plan in Mashaer for space, food, etc.
- Return movement of pilgrims to Madinah or Jeddah
- Medical care & emergency plan
- Disaster preparedness plan
- Overall timeline of implementation
- Technical capabilities of SPC to execute these plans

(Poor = Insufficient information or information that lacks clarity, not covering all the plans.

Satisfactory = Insufficient information to demonstrate how the requirement will be met, but all plans/factors are covered.

Average = Sufficient information to demonstrate how the requirement will be met, but all plans/factors are not covered.

Good = Sufficient information to demonstrate how the requirement will be met and all plans/factors are covered.

Excellent = Sufficient information to demonstrate how the requirement will be met and all plans/factors are covered, with examples and sound knowledge of the assignment.)

Undertaking for acceptance of Term & Condition of the Tender
by Service Provider Company

To,

The Indian Haj Pilgrims' Office (IHPO)

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

Tender reference No.: **No. Jed/Haj/118/11/2025**

Name of Tender: **Selection of Service Provider Company for Haj Committee of India Pilgrims for Haj 2026**

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, hereby undertake and affirm that upon award of the contract, I/We shall provide all services mentioned in Para 5 of the tender document, in full compliance with the requirements set forth by the Indian Haj Pilgrims' Office (IHPO), and the Ministry of Haj and Umrah Affairs (MoHU), Kingdom of Saudi Arabia, and in strict accordance with the laws, regulations, and guidelines of the Kingdom of Saudi Arabia.

4. I/we here by submit all the documents as required to meet the eligibility criteria as per provision of the bid notice/document. I/We hereby undertake that all information submitted by me/us in connection with this tender is true, genuine, authentic, and valid as of the date of submission.

5. 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.

6. I/We understand and agree that if any information is found to be false, misleading, or incorrect at any stage during the tendering process or throughout the contract period, I/We shall be liable for penal action as deemed appropriate by the competent authority, including but not limited to:

- a. Cancellation of my/our bid or termination of the contract, as applicable;
- b. Forfeiture of the Performance Guarantee and banning of the firm;
- c. Any other action deemed appropriate by the Consulate in accordance with applicable rules and regulations.

Yours faithfully,

Name of the authorized Signatory: _____

Signature: _____

Designation: _____

Company Name: _____

Stamp: _____

Date: _____