

CONSULATE GENERAL OF INDIA

JEDDAH

NOTICE INVITING TENDER

**FROM LICENSED FIRMS/COMPANIES WHICH COULD PROVIDE MEDICAL
ESCORT FOR SMOOTH TRANSFER OF INDIAN PATIENTS DURING HAJ
1447 H – 2026 G TO INDIA**

No. Jed/Haj/118/37/2025

Dated:27.11.2025

The Consulate General of India, Jeddah invites sealed tenders/bids from the reputed, licensed companies for providing medical escort for smooth transfer of Indian patients during Haj 1447 H – 2026 G to India.

2. Interested and eligible Firms/Companies may submit their sealed bids in accordance with the procedure outlined in the Tender Document. The bids should be dropped in the Tender Box marked “**Tender Box**” placed at the **Reception of the Consulate General of India, Tahlia Street, Jeddah**. The offer must be submitted no later than **17.12.2025 by 1700 hrs**.

3. The detailed Tender Document can be downloaded from:

- The official website of the Consulate General of India, Jeddah:
www.cgijeddah.gov.in
- The Central Public Procurement Portal of the Government of India:
<https://eprocure.gov.in/eprocure/app>

Consulate General of India

Jeddah

No. Jed/Haj/118/37/2025

Dated:27.11.2025

NOTICE INVITING TENDER

The 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:

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Item	Description
Title of work:	Medical Escort for smooth transfer of Indian patients during Haj 1447 H – 2026 G to India
Period for which service is required:	During Haj & After Haj 1447 H – 2026 G
Location of work	Makkah, Madinah & Jeddah
Earnest Money Deposit	15000 SAR
Requirements	1. A qualified medical professional will accompany Indian patients as a medical escort, providing comprehensive bed-to-bed service and safely handing the patient over to their relatives upon arrival at the nearest airport to the pilgrim's residence in India 2. Lifesaving machines like suction machine or other medical equipment required during transfer is to be provided by the firm. 3.To liase with the local physician treating the Indian patient. 4. Obtain medical report & fit to fly certificate from the Healthcare facility. 5. Booking of stretcher installation, tickets of patient & medical escort.

	6. Collection of passport from Muallim, and the authorized person of firm should be available in Makkah for coordination during the Haj season. 7. Arrange & provide all ground transportation ambulance services in K.S.A and in India. 8. Coordinate the transfer with the attending and receiving facility. 9. Arranging proper equipment & supplies for transferring of patient to India. 10. Coordinate the entire transfer of patients to India in collaboration with the Indian Haj Pilgrims' Office (IHPO) Medical Team. Throughout the journey, ensure to document the progress with photos at each stage, capture pictures during the flight to show the patient's condition and the support provided. Photos at the Final Destination, collect a Satisfactory Report from the relatives of the patient & Submit the following documents in the IHPO office: All Medical Reports related to the patient's condition and care during the transfer, Fit to Fly Certificate issued prior to the journey. All documents should be in original, including the original invoice for each transferred pilgrim. Maintain clear communication with the IHPO Medical Team and provide regular updates throughout the process to ensure a smooth transfer.
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2. **Critical dates:**

Sl.No.	Particulars	Date	Time
a.	Tender publishing date	27.11.2025	09:00 Hrs
b.	Bid submission start date	27.11.2025	09:00 Hrs
c.	Start date for seeking clarification	Immediate after publishing	
d.	Pre-Bid Meeting date	02.12.2025	12:00 Hrs
e.	Last date for seeking clarification	16.12.2025	17:00 Hrs
f.	Bid submission end date	17.12.2025	17:00 Hrs
g.	Bid opening date	18.12.2025	11:00 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, 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.

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, if they are less than 03 (three).

3. Bid Security/Earnest Money Deposit (EMD): The bidder shall furnish, as part of his/her bid, a **Bid Security/Earnest Money Deposit of 15000 SAR** as shown in para 1 above by means of ***Account Payee Demand Draft, Banker's Cheque, Fixed Deposit Receipt or Bank Guarantee*** issued from the local Saudi commercial bank in favour of "**Consulate General of India, Jeddah**". Bids submitted without a valid Bid Security/EMD shall be deemed non-responsive and will be summarily rejected by the Consulate. The Bid Security/EMD of the successful bidder may be retained and adjusted against the Performance Security.

3.1 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:

- (iii) Sign the Agreement; OR
- (iv) 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 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.

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

4.1 In case the tender is cancelled the 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.

5. Performance Security: The Performance Security, amounting to 5% of the contract value, must be submitted by the successful bidder within 15 days of the issuance of the Work Order by the Consulate. It shall be in the form of an ***Account Payee Demand Draft, Banker's Cheque, Fixed Deposit Receipt, or a Bank Guarantee*** issued by a local Saudi commercial bank in favour of '**Consulate General of India, Jeddah**'. **The Performance Security must remain valid for a period of Ninety (90) days beyond the completion date of the Haj season 2026.**

5.1 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.

6. Pre-Bid Meeting: The purpose of the pre-bid meeting is to clarify the issues and to answer 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 official e-mail within the specified period.

7. Eligibility of the bidder: The invitation for bid is open to all bidders including an individual, 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.

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 duly sealed envelopes with "Technical Bid" & "Financial Bid" clearly mentioned on the envelopes. Both the envelopes should be placed in one large duly sealed envelope. Name of the Tender, Tender Reference No, Name and Address, e-mail, mobile number of the 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) must consist of the following documents/details:

- Copy of valid license and registration
- Copy of Company's VAT Registration
- Copy of Bank IBAN letter of the Company
- Profile of the company, also reflecting experience in the field of medical escort services
- Original EMD of 15000 SAR as specified in point 3 above

Note: If any of the aforementioned documents are submitted in Arabic, an "Official English Translation" of each document must be provided concurrently.

b. Financial bid: The financial bid should clearly mention the price per item per pilgrim, to 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 rates and prices shall be quoted by the Bidder entirely in Saudi Riyal only.

Quotations:

Quotations should be in the following format:

Sl.	Item Description	Quoted Price in SR. without VAT
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)*	
	Total	

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).

The financial bid must be submitted on the company's official letterhead, duly signed and stamped by an authorized representative of the Company.

9.2 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.

10. Opening of bids:

(a) A Tender Evaluation Committee (TEC) of the Consulate General of India, Jeddah will open the bids on 18.12.2025 at 11:00 hrs in the Consulate. Representatives of the bidders must attend the bid opening.

(b) TEC will first evaluate the Technical bids and, technically qualified bidders will be informed of TEC's decision and invited to be present 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 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.

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 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.

10.3 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 15 days starting from the day the draft agreement is shared by the Consulate or as per the date/time indicated by the Consulate. **Failure to enter into the required contract within the specified period the work order/LOA shall be cancelled.** 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.

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. 15th Muharram 1448 H (corresponding to Gregorian 30.06.2026). **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 execution of the work 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.**

**PROFORMA FOR LETTER OF BID TO BE ACCEPTED UNCONDITIONALLY
BY A BIDDER DURING SUBMISSION OF BID:**

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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.

c. Cancellation of my/our bid/contract (as the case may be)

d. 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)