



OFFICE OF PILGRIMS AFFAIRS PAKISTAN (OPAP)
Consulate General of Pakistan, Jeddah



Invitation to Expression of Interest / Request for Proposal for Hajj-2025/1446AH

Office of Pilgrims Affairs of Pakistan (OPAP) at Jeddah invites Expressions of Interest / Bids from relevant Saudi registered enterprises/ companies/ service providers or their authorized representatives, for provision of goods and services including buildings, catering, transport and other services in Makkah Mukarramah, Madinah Munawwarah and Jeddah in line with the regulations issued by the Saudi authorities, the Procurement Rules of the Government of Pakistan and in accordance with Request for Proposal (RFP, which is available in the Directorate General of Hajj, Jeddah and these websites: (<https://mora.gov.pk/>, <https://www.ppra.org.pk/>. & <https://parepjeddah.org>).

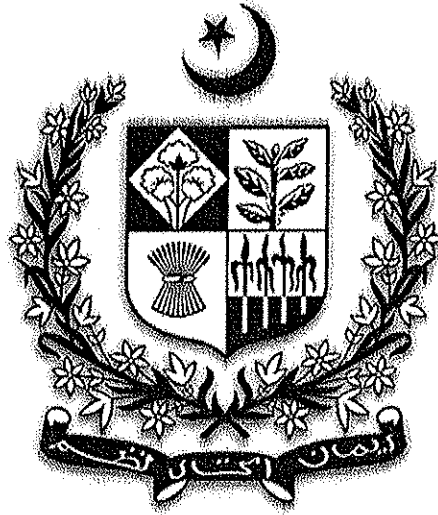
2. All EOIs/ Bids must be submitted as per prescribed procedure to OPAP, Consulate General of Pakistan, P.O. Box 182 Jeddah 21411, in person or through courier before the closing date and time **mentioned below**. These bids shall be opened in the presence of bidders or their representative, **as per the following scheduled:**

#	Bid	Tech & Financial Bid Submission Date And Time	Tech Bid Opening Date And Time	Financial Bid Opening Date and Time
1	Makkah Buildings	----	----	----
2	Madinah Buildings	18 th November, 2024 at 1400 hours	18 th November, 2024 at 1430 hours/On-going	
3	Catering (Makkah & Madinah)	17 th November, 2024 at 1400 hours	17 th November, 2024 at 1430 hours	To be announced
4	Transport (Inter-City, Mashaer)	18 th November, 2024 at 1400 hours	18 th November, 2024 at 1430 hours	To be announced
5	Other Services	19 th November, 2024 at 1400 hours	19 th November, 2024 at 1430 hours	

For further details, please visit or contact OPAP, Jeddah Tele:012-6125531

English.

**REQUEST FOR PROPOSAL FOR
HIRING AND PROCUREMENT OF
BUILDINGS, TRANSPORT, CATERING & OTHER SERVICES
FOR HAJJ 2025 (1446H)**



**Office of Pilgrims Affairs Pakistan (OPAP)
Consulate General of Pakistan, Jeddah.**

**Ministry of Religious Affairs & Interfaith Harmony
(MoRA&IH)
Government of Pakistan**

Preamble

Ministry of Religious Affairs & Interfaith Harmony (MoRA&IH) is mandated under the Rules of Business 1973 of the Government of Pakistan with Hajj arrangements for Pakistani Hujjaj and endeavors to ensure safe, cost effective and comfortable performance of the Manasik-e-Hajj.

Office of Pilgrims Affairs Pakistan (OPAP), Jeddah, an attached department, and an operational arm of MoRA&IH, is entrusted with making Hajj arrangements in Saudi Arabia, in line with the policies of Governments of Pakistan and Saudi Arabia, with objectives of *safety, comfort and economy*. In this regard, MoRA&IH has notified a Hiring and Procurement Committee (H&PC) and assigned it the responsibility for all Hajj related procurements in Saudi Arabia.

The H&PC for the Hajj 2025 comprises of nine members under the convenorship of Senior Joint Secretary (IH) along with four Members from MoRA&IH, three members from OPAP and a representative of Ambassador of Pakistan from Pakistan Consulate Jeddah.

Bid Submission & Opening Schedule

S.No.	Bid	Technical & Financial Bid Submission Date And Time	Technical Bid Opening Date And Time	Financial Bid Opening Date and Time	Remarks
1	Makkah Buildings	----	----	----	Ongoing
2	Madinah Buildings	18 th November, 2024 at 1400 hours	18 th November, 2024 at 1430 hours/On-going		
3	Catering (Makkah & Madinah)	17 th November, 2024 at 1400 hours	17 th November, 2024 at 1430 hours	To be announced	
4	Transport (Inter-City, Mashaer)	18 th November, 2024 at 1400 hours	18 th November, 2024 at 1430 hours	To be announced	
5	Other Services	19 th November, 2024 at 1400 hours	19 th November, 2024 at 1430 hours		

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1. General

1.1. Terms and Conditions

- 1.1.1. The Office of Pilgrims Affairs Pakistan (OPAP) at the Consulate General of Pakistan in Jeddah seeks to procure various goods and services through this Request for Proposal (RFP) from eligible KSA-Approved suppliers, contractors, and service providers. This procurement is governed by the applicable laws and regulations of both Pakistan and Saudi Arabia for Hujjaj arriving from Pakistan as part of the Government Scheme for Hajj 2025/1446H season. In case of any conflict or confusion, KSA Laws/Hajj Taleemat will take precedence to obtain most advantageous bid ensuring best value for money in the interests of Pakistani Hujjaj.
- 1.1.2. Bidders must provide information in accordance with the various forms provided in **Appendix A**, which will be evaluated as per criteria outlined in **Appendix B**. OPAP may host pre-bid conferences to explain the bidding process and address any queries from bidders. However, OPAP does not accept responsibility for any omissions or failures by bidders to understand or comply with any terms and conditions mentioned herein or in any other applicable laws and regulations.
- 1.1.3. Bidders may be required to present their qualifications, experience, capabilities, and financial strength to H&PC, which will evaluate their ability to provide the services requested in this RFP. Such presentations, along with any subsequent questions, may significantly influence the final selection of the successful bidder for the contract award.
- 1.1.4. Failure to submit Bid Security (Bankers Cheque) as specified in **Appendix C** may lead to the outright rejection of the bid. The Bid Security will be returned to unsuccessful bidders after the bid opening. For the successful bidder, it will be retained as a Performance Guarantee until all payments, dues, and fines are settled at the conclusion of the contract.
- 1.1.5. By submitting a bid, the bidder agrees to understand and adhere to all terms and conditions specified herein, acknowledging that the decisions made by OPAP will be final. The bidder also affirms that all information provided is accurate and true and acknowledges that any misrepresentation may permanently disqualify them from providing services to OPAP in the future and could lead to legal action by OPAP. Bidders must ensure that all required documents specified in the Bidding Documents are submitted without exception. Bids that are submitted without essential undertakings, valid documentation, supporting materials, or test certificates may be rejected at any stage.
- 1.1.6. All bidders are required to secure the necessary governmental permissions to provide the goods and services outlined in this RFP, as OPAP will not be responsible for obtaining these permissions on behalf of the bidders. Should any regulations be violated or if there are complaints from customers, the bidder will assume full legal responsibility.
- 1.1.7. Financial offers must be signed by **the owner or an authorized representative** of the bidding entity. Bids will remain valid for the duration of the business relationship with OPAP. If any periodic renewals are due, these must be processed and provided to OPAP before the respective deadlines.
- 1.1.8. OPAP does not engage any Agents, and interested bidders are encouraged to contact OPAP directly for all inquiries and concerns. By submitting a bid, it will be assumed that no intermediaries are involved and that no illegal payments have been made by the bidder to any individual or entity.
- 1.1.9. Bids submission timelines for all goods and services will be outlined in the bid invitation appearing in Saudi newspapers and on the MoRA&IH and PPRA websites. The submission of a bid and its acknowledgment does not grant any rights to the bidder or impose any obligations on OPAP regarding the acceptance of the bid.

- 1.1.10. OPAP reserves the right to amend or modify the RFP or any draft agreements associated with it until the signing stage, or to reject any or all bids or proposals at any time prior to acceptance. Any complaints regarding lack of cooperation or unlawful demands made by OPAP staff or representatives of the Consulate General of Pakistan should be promptly reported to the Director General of Hajj. All such reports and information will be treated with confidentiality.
- 1.1.11. Bids can be submitted in person or via registered courier services in accordance with the standard bidding documents, which may be collected from OPAP in Jeddah on any working day between 0900 hrs. and 1600 hrs. Alternatively, the documents can be downloaded from the websites of MoRA&IH (<https://mora.gov.pk>), PPRA Pakistan (<https://www.ppra.org.pk>), and the Consulate General of Pakistan in Jeddah (<https://parepjeddah.org>).
- 1.1.12. Bids should be submitted to the "Office of Pilgrims Affairs of Pakistan, Consulate General of Pakistan, PO Box 182, Jeddah 21411." Any queries regarding this RFP can be directed to opapjeddah@gmail.com or on the landline 012-6125531.
- 1.1.13. **In case of any inconsistency between English and Arabic versions of the RFP the English version shall be deemed the official version and shall prevail.**
2. **Buildings for Hujjaj at Makkah and Madinah**
- 2.1. **Terms and Conditions**
- 2.1.1. Per bed/pilgrim rates are invited for hiring preferably new, well-maintained and KSA Government approved buildings in Aziziya and Batha Quresh or adjoining areas from interested bidders by submission of the following documents:
- Form A-1 (for Makkah) and Form A-2 (for Madinah)
 - Valid Tasreeh for Hajj 1446H/2025 (with Location Map) and Vakala-Sharia, if applicable
 - Previously OPAP hiring record if any and Floor Plan showing number of floors, rooms, bathrooms, and service areas etc.
 - Proof of ownership or agreement with the owners of the same. (title deed, lease deed or MOU duly attested by MoHU)
- 2.1.2. A building/hotel may be evaluated and inspected at the discretion of H&PC, with measurements taken for all floors in the case of Makkah and hotel quality, location and beds as per tasreeh/tasneef in case of Madinah Munawara, including rooms and service areas, even if the floors are identical. For larger rooms, the Tasreeh will be capped at a maximum of six persons per room for Makkah and beds as per Tasreeh/tasneef for Madinah. Any additional space available beyond the adjusted Tasreeh capacity will be utilized by OPAP for the benefit of the Hujjaj in case of Makkah, including purposes such as sector offices, dispensaries, and food distribution points, at no extra cost. **In the case of Madinah hotels wherein beds are hired for a specific time slot (Fatara) space for dispensaries will be negotiated with the Accommodation Groups for suitable location** in the light of KSA Health requirements.
- 2.1.3. For hotels that have received a Tasneef (a hotel registration permit issued by the Saudi Ministry of Commerce), OPAP will establish an optimal and mutually agreed capacity based on the hotel's overall condition and other relevant factors. However, room occupancy must not exceed six (6) people per room in Makkah while in Madinah beds occupancy must not exceed the approved capacity. The ratio of bedrooms to washrooms at 1:1 shall be preferred.
- 2.1.4. In general, any building considered for rent should be free of all encumbrances, such as legal disputes. It must include essential facilities and amenities, including but not limited to an uninterrupted power supply with backup

generator options, a fully functioning air-conditioning system, a proper sewage system with waste disposal and cleaning services, water dispensers supplying free drinking water, beds and mattresses in clean condition, and housekeeping services that include **changing toiletries, bed sheets, and pillow covers twice a week, on Fridays and Tuesdays**. Additionally, there should be building attendants available 24/7, a landline telephone at reception, and CCTV surveillance at the entrance, dining hall, prayer area, lobby, and all corridors.

- 2.1.5. The building must also be equipped with lifts of required capacity, a dining area with chairs and tables capable of accommodating at least one-third of the Tasreeh capacity of the Hujjaj at any time, a designated prayer area with prayer mats, a lobby with a 55" TV, laundry and kitchen area. It should have adequate water storage reservoirs, free internet/Wi-Fi connectivity providing seamless broadband access throughout the building, accessibility options for differently abled pilgrims, disaster management equipment (such as fire extinguishers and emergency exits), and compliance with public health regulations as per KSA applicable laws.
- 2.1.6. OPAP will assess the building/hotel considering its location, overall condition, availability, flight schedule, and the specific features mentioned in the previous paragraph. If the building does not have a one-to-one ratio of rooms to bathrooms, then rooms exceeding the number of bathrooms shall not be considered.
- 2.1.7. In case of Makkah buildings, an amount of SAR 300 will be deducted from the total payment, divided into SAR 50 for a Prayer Mats for a pilgrim on behalf of the building owner and SAR 250 retained as a guarantee to address any deficiencies in building during pilgrims' stay. In the event of failure to provide accommodation as agreed or non-acceptance of alternative buildings by the OPAP, fresh accommodation shall be hired from market at the expense of defaulting bidder in terms of Saudi laws
- 2.1.8. Negotiations for finalizing the rate per bed, as per past practice, shall only be held with owner, mustajir or authorized representative of either.**
- 2.1.9. The tasreeh/tasneef for buildings/hotels shall continue to be received in OPAP's Jeddah and Makkah offices till hiring is completed as per OPAP's requirement. In case offers received are less than the required number of beds, the H&PC shall as per past practice approach building suppliers to complete procurement in time.

2.2. Bid Submission

- 2.2.1. In the case of Makkah or Madinah buildings/hotels, bids shall be submitted in OPAP office Jeddah. For Madinah, bids shall contain rates quoted for "complete Hajj season (1st Dhulqadah, 1446H to 15th Muharram 1447H) with and without Fatrah al har", and "pre- and post- hajj Fatrah-Wise", at different or uniform per bed/per haji rates, separately for long/traditional Madinah hajj stay (40 prayers/8 to 9 days) and short duration stay (with 3 night/days stay). Rates may further be quoted for full-board services (accommodation plus catering services). However, the catering facilities will be evaluated against the laid down criteria.

3. Catering Services in Makkah and Madinah

3.1. Terms & Conditions

- 3.1.1. Bids are invited for catering services (food and beverages) from eligible proprietors of establishments (Moassassah) / companies (shirkah) or their duly authorized representatives by submitting following documents:
- Form A-3, Sijil Tijari, Baldia Certificates, and Civil Defense Certificates
 - Vakala-Sharia, if applicable, and Valid Tasreeh for Hajj 1446H/2025,
 - Previously OPAP experience, if any, and Evidence of at least 3 years' experience in the catering sector.
 - Evidence of working with hajj missions of at least 3,000 Hujjaj on average during past two Hajj Seasons, not including provision of food to Hujjaj in Masha'ir catering.

- v) Registration with Saudi Ministry of Health and the Municipalities of Makkah or Madinah, and other relevant agencies.
- vi) All operational permissions/licenses from all the relevant Saudi governmental agencies.
- vii) Proof of two (2) Pakistani chefs working with the kitchen for at least two consecutive years with relevant experience in Pakistani cuisine.
- viii) Proof of financial position & appropriate managerial and logistics capability, and any other factor that the procuring agency may deem relevant.

3.1.2. Bidders shall prepare/arrange, deliver, distribute, and serve food and beverages in sufficient quantity as per the Menu at **Annex-A** in designated buildings / hotels at Makkah and Madinah through their delivery fleet for distribution. Bidders shall also arrange to clean the premises during and after dining. The eligible bidder should preferably have their own Makhbaz (Tandoor) for Roti, and capacity to deliver the same in proper hot boxes.

3.1.3. OPAP shall evaluate bids based on eligibility and qualifying criteria covering experience, location, general condition, capacity, scale and facilities of the Kitchen.

3.2. Bid Submission

3.2.1. Bids shall be submitted in a sealed envelope containing two more sealed envelopes titled "Technical Bid" and "Financial Bid". The Technical Bid envelope shall contain all the documents demonstrating the eligibility, experience, and capability of the bidder in terms of Evaluation Criteria, and the **Financial Bid envelope shall contain demand for pilgrim quota in multiples of thousand and indicate price per meal per haji per day. The Financial Bid envelope shall also contain Bid Security equivalent to SAR 02/- per Haji per day for an average 28 days x quota demanded for Makkah Catering and SAR.02/- Per haji per day for an average 8 days x quota demanded for Madinah Catering (For instance if the quota requested is 5000, then the bid security will be = 02x28x5000 for Makkah and =02x08x5000) for Madinah.**

3.3. Bid Evaluation

3.3.1. For promoting healthy and fair competition among the bidders, the technical bids shall be evaluated in three logical and rational stages to qualify bidders for consideration of their financial bids. **The bidders failing submission of correct bid security and within the envelope of Financial Bid shall be rejected outrightly.** Firstly, the core and most fundamental experience of serving to hujjaj (35 Marks) shall be considered. **All the caterers securing at least 10marks in the core category of evaluation criterion shall be considered qualified for visiting their Infrastructure (kitchen and allied resources).** In the second stage the marks secured for experience (out of 35 Marks) and infrastructure (out of 50 Marks) shall be combined. If the combined marks are less than 55, the bidder shall not be considered for the final stage. In the final stage the marks for financial information (out of 15 Marks) shall be added to determine the total marks out of 100 marks. All bidders securing 70% or above marks shall be considered qualified for opening their financial bids.

4. Transport Services

4.1. Terms & Conditions

4.1.1. Bids are invited for the provision of transport services (Salawat, intercity, and Mashair) from eligible transport companies or their duly authorized representatives by submitting following documents:

- a) Form A-4
- b) Valid Tasreeh for Hajj 1446H/2025,
- c) Evidence to work in at least 3 Hajj operations and serving at least 50,000 Hujjaj per Hajj Season on average.
- d) Ownership of at least 500 buses, preferably of 2020 onward models.

- e) Registration with Naqaba Sayyarat and other relevant agencies as per law.
- f) Specifications of buses / equipment, Proof of HR, equipment, and workshop.
- g) Proof of financial capacity & appropriate managerial capability.
- h) License(s) from all concerned authorities specifically the Ministry of Hajj, KSA for Hajj 2025.
- i) Proof/undertaking that the company will be able to secure sufficient bus stops near Haram to pick and drop Pakistani Hujjaj.

4.1.2. The selected bidder shall provide round the clock transport services through state-of-the-art buses from Haram to pilgrim residential buildings in Aziziya and Batha Quresh or adjoining areas in Makkah (in the case of Salawat Transport), between Jeddah-Makkah-Madina (in the case of intercity transport) and in Minna-Arafat-Muzdalifa (in the case of Masha'ir Transport) and if applicable, Madinah Salawat Transport for approximately 90,000 pilgrims as per their arrival/exit schedule.

4.1.3. The selected bidder shall also establish stops/sheds (4mX10m& 3mx5m) made of Iron with 'Canvas or Fiber' roof for approximately 6 Bus Drop Points, along with 10 plastic chairs in each Bus Shed and drinking water arrangements for hujjaj at Bus Drop Points for Salawat transport facility.

4.2. Bid Submission

4.2.1. Bids shall be submitted in a sealed envelope containing two more sealed envelopes titled "Technical Bid" and "Financial Bid". The Technical Bid envelope shall contain all the documents demonstrating the eligibility, experience, and capability of the bidder, and the Financial Bid envelope shall contain **offered rate per pilgrim and per bus** basis separately for Salawat Transportation. **Bidders are also encouraged to offer additional free of cost services in case of winning the contract. It will be the choice of the H&PC to go for either of the options keeping in view the operational convenience of Hujjaj as well as cost of the services.** The Financial Bid envelope shall also contain **SAR one million as Bid Security for Salwat Transportation.**

5. Other Procurements

5.1. Temporary Human Resource (Local Based Moavineen)

5.1.1. Bids are invited for services of companies to provide about fifteen hundred (1500) legally permitted workers of Pakistani origin, preferably well conversant in Arabic/ English and Urdu, having valid Iqamas and acquainted with Makkah Mukarramah and Madinah Munawwarah surroundings, as the case may be, for Temporary Employment to perform different duties (Hujjaj facilitation in OPAP office, medical mission, accommodation, catering and transportation etc.) during Hajj Season 2025 (1446 H).

5.1.2. The Committees constituted and notified for the purpose shall interview the candidates supplied by the company, as per set criteria and recommend the selection of these to the Director General (Hajj). Bid Security?

5.2. Prayer Mats for Hujjaj

5.2.1. Bids are invited from eligible suppliers for prayer mats as per specifications provided below for 90,000 Hujjaj, to be distributed in a parachute bag package at the buildings of Hujjaj in Makkah and Madinah as per distribution schedule conveyed to the bidder in writing.

- a) **Prayer Mat:** customized design (70 x 115 cm) weight: (700 grams) composition: minimum 25-30% cotton and 70-75% polyester (variations up to 5% are acceptable)
- b) **Muzdalfa Mat:** customized design, (140 x 200 cm) weight: (1750 grams) composition: 20-25% cotton, 70-75% polyester, 5% acrylic (variations up to 5% are acceptable).

5.2.2. Bidders shall submit **four to five designs for each item (Prayer mat, Muzdalfa mat, and Parachute bag) according to the specifications outlined above** and quote a **single price** along with a certificate confirming

that the items meet the specified requirements. OPAP reserves the right to send these samples for laboratory testing of its choice, if deemed appropriate.

5.3. Rent-a-Car Service for Makkah and Madinah for Field Staff/Hujjaj Facilitation During Hajj Operation

5.3.1. Bids are invited for services of a Rent a Car Company for under-mentioned category vehicles to be hired on a daily rent basis or on time and distance covered basis for Makkah and Madinah. **The rent includes fuel and the cost of drivers per vehicle for twenty-four hours duty (twelve hours each driver):**

Wagons	7 seaters (Large)	5 seaters (Small)	4-Seater
Coaster, Toyota HiAce / Hi Roof	H-I, Diesel Staria / Starex, Prado, GMC	Innova, Fortuner, Hilux/ Pick-Up Double/Single Cabin	Camry, Sonata, Civic, Corolla, Yaris, Elantra

5.3.2. Repairs & maintenance of vehicles, traffic violations/accidents, drivers' health, insurance, and legal requirements shall be the responsibility of the service providing company at its own cost. Office of Pilgrim Affairs of Pakistan will take no responsibility or make no payment other than the agreed daily rent for the twenty-four hours daily utilization. Monthly (per mensem) rent and Daily (per diem) rent both with or without fuel, with one, two or no drivers may also be mentioned.

5.3.3. The bidder shall deposit Bid security amounting to SR 100,000/- for Makkah and SR 50,000/- for Madinah with the bid.

5.4. 4/6/10 ton trucks for inter-city cargo transportation

5.4.1. Bids are invited from bidders with legal licenses/permits having undermentioned carrier vehicles (Trucks) with the permission and ability to carry cargo on the following routes:

Route	Truck (Tons)
Makkah – Jeddah	4
Jeddah – Makkah	6-8
(Price for one way trip)	10-14
Makkah – Madinah	4
Madinah – Makkah	6-8
(Price for one way trip)	10-14
Madinah airport - Madinah building	4
Madinah building – Madinah airport	6-8
(price for one way trip)	10-14
Jeddah airport – Madinah building	4
Madinah building - Jeddah airport	6-8
(price for one way trip)	10-14

5.4.2. The vehicles will be hired as per requirement at various buildings/hotels in Makkah and Madinah or at airports. The carriage rent includes fuel, loading, unloading, driver, tools, traffic violations, accidents, driver's health, insurance, and all other costs including any taxes/duties/tolls/fees/cesses/levies etc.

5.4.3. Completion of all legal requirements shall be the responsibility of the service providing company at its own cost. Office of Pilgrim Affairs of Pakistan will take no responsibility or make no payment other than the agreed rent based on actual use / number of sorties made.

APPENDIX - A: FORMS TO BE FILLED BY BIDDERS

FORM A-1: ACCOMMODATION-MAKKAH MUKARRAMAH

Building
Name:اسم
المبنى:Owner/Mustajir/Mu
stasmir:اسم
مالك/مستأجر/م
سئتم

Location/ Address	Tasreeh No	No. of Beds	No. of Rooms	No. of Wash rooms	No. of Lifts with Capacity	Restaurant seating capacity	Prayer Area	Parking Area	Lobby Area	Laundry Area
الموقع	رقم تصريح	عدد سرير	عدد الغرف	عدد الحمامات	عدد المصاعد	سعة جلوس المطعم	المصلى	منطقة انتظار السيارات	منطقة البهو	مغسلة منطقة

FINANCIAL OFFER

Rate Per Bed for complete Hajj Season معدل السرير لكامل موسم الحج (بالريال السعودي)	SAR: _____
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Undertaking/Affidavit:

I hereby undertake that all the above information is true to the best of my knowledge, and misrepresentation, concealment of facts and disinformation shall disqualify me from the current and future procurements of OPAP. I also agree with, the terms and conditions of the RFP and, specific requirements printed overleaf and authorize OPAP to impose any fine proportionate as per prescribed procedure to defaulting part of the services to be retained from the security deposit (SR 250) or approach Saudi Hajj Ministry for withholding equivalent amount from e-Hajj payments until final settlement by the Hajj Ministry. The non-performance of any of above commitments may also invoke legal action against the undersigned.

Name _____ اسم _____ Signature _____ توقيع _____

Cell No. _____ جوال _____ Email _____ بريد إلكتروني _____

Address: _____ /محل وقوع عنوان _____

SPECIFIC REQUIREMENTS FOR BUILDING

- a) Thoroughly cleaned, disinfected, sanitized, repainted, and ready for the Hajj Season 2025 (1446 H).
- b) Fully functional air conditioning system, and any dysfunctional Air Conditioner functioning poorly to be replaced within 8 hours after reporting.
- c) Each room equipped with beds/mattresses of KSA approved quality, size and thickness, pure cotton bed sheets, one almirah/wardrobe, clothes-hanger, and dust bins as per room capacity. The bed sheets to be changed every Friday and Tuesday by the owner, and standard soap bar/toiletry to be replenished in each washroom every 3rd day.
- d) Drinking water dispenser on each floor or chilled bottled mineral water, large refrigerators on every floor equivalent to the capacity of beds on the floor, and a small refrigerator in each room, and laundry facility on each floor or in some other suitable area with one washing machine for 35 pilgrims, preferably separately for males and females.
- e) A prayer room, dining area equivalent to at least *one third* of the bed capacity in the building, *with tables and chairs*, decent lobby area (with 55" TV facility with live Haramain transmission), Wi-Fi on each floor in a such manner that unlimited internet can be accessed in any area of the building seamlessly.
- f) Water reservoir for the capacity of the building along with functional pressure pump, alternate power back up and uninterrupted power supply arrangements, lifts in the ratio of one lift (min 6 pax) for preferably every 150 people.
- g) Urdu/English speaking Haaris available on 24/7 basis and sufficient janitorial and housekeeping staff to clean the building and remove the trash on daily basis.
- h) A dedicated space to establish an office for building in charge of Hajj Mission and temporary stay for Salawat transport drivers, accessibility for the differently-abled persons,
- i) Compliance with Saudi health regulations, Civil Defence, and Disaster Management risk mitigation measures.

FORM A-2: (HOTELS/BUILDINGS-MADINAH MUNAWARA)

Group
Name:اسم
مجموعهOwner/Mustajir/Mu
stasmir:اسم
مالك/مستأجر/م
ستثمر

S. No	Hotel Name	Star Category/ Tasneef	Location (Mark/Non- Markazia)	Tasreeh No	No. of Beds	No. of Rooms	No. of Wash rooms	No. of Lifts	Restaurant Seating Capacity
رقم	اسم الفندق	التصنيف النجمي	(مركزي / غير مركزي)	رقم التصريح	عدد الأسرة	عدد الغرف	عدد دورات المياه	عدد المصاعد	المطعم مع عدد الكراسي
1.									
2.									
3.									
4.									
5.									
6.									
7.									

FINANCIAL OFFER

Uniform rate (pre & Post Hajj Seasons)	Complete Hotel for Full Hajj Season	Complete Hotel for Hajj season except Fatra Al-Har	Short Stay (3 days- pre & post hajj)	Separate rate for each fatrah معدل منفصل لكل فترة	
معدل موحد (قبل و بعد موسم الحج)	المبنى كامل لموسم الحج بالكامل	المبنى كامل لموسم الحج باستثناء فترة الحر	الإقامة القصيرة (3 أيام - من موسم الأول، و موسم الثاني)	فترة اول	موسم اول
				فترة ثاني	
				فترة ثالث	موسم ثاني
				فترة أربع	
				فترة خامس	

By appending my signature infra, I hereby aver to abide by all general and specific conditions of this housing procurement as laid out in the RFP document of Pakistan Hajj 1446 procurement.

Name _____ اسم

Signature _____

توقيع

Cell No. _____ جوال

Email _____

بريد إلكتروني

Address: _____

المحل وقوع عنوان

FORM A-3: CATERING: MAKKAH /MADINAHKitchen
Name: _____اسم
مطبخOwner/Lessee/
Investor: _____اسم
مالك/مستأجر
مستثمر

Location	C.R No	No. ofPakistan i Chefs	No. ofMakhba z/ Tandoor	Experience with OPAP	Experience with other Hajj Missions	Quota Demand
موقع	رقم السجل التجاري	عدد الطهاة الباكستاني	عدد المخابز / التنور	تجربه مع بعثه حج باكستان	تجربه مع بعثات الحج الأخرى	الطلب على الحصص
				YES/NO If yes, then no of pilgrims and Hajj year(s)	YES/NO If yes, then country, no of pilgrims and Hajj year(s)	(In multiples of 1000)

UNDERTAKING/AFFIDAVIT:

I hereby undertake that all the above information is true to the best of my knowledge, and that any misrepresentation, concealment of facts/information shall disqualify me from the current and future procurements of OPAP. I also hereby agree with, the terms and conditions of RFP and, with those on the back of this form and authorize OPAP to impose any fine as per prescribed procedure proportionate to defaulting portion of the services to be retained from the security deposit or approach Saudi Hajj Ministry for withholding equivalent amount from e-Hajj payments until final settlement of matter by the Hajj Ministry. The non-performance of any of the above commitments may also invoke legal action against the undersigned.

Name _____

اسم

Signature _____

توقيع

Cell No. _____

جوال

Email _____

بريد إلكتروني

Address: _____

المحل وقوع عنوان

SPECIFIC TERMS AND CONDITIONS

1. I have read all the terms and conditions in this document, and I agree to abide by these as well as any new conditions mutually agreed.
2. I have neither paid any gratification nor involved any intermediary to secure this contract, and shall not sublet any quota either in full or part.
3. My kitchen is safe & has been approved by the civil defense and Saudi Ministry of Health and the Municipality and all permissions/licenses for operations have duly been secured from the relevant governmental agencies.
4. I have permanently hired 2 Pakistani chefs and shall also hire more seasonal Pakistani staff.
5. I have enough vehicles for transportation of food in an uninterrupted and smooth manner.
6. I shall strictly follow the menu appended at **Annex-A** of the RFP document in terms of quality, quantity, timeliness and punctuality.
7. I shall use only good quality and healthy ingredients in preparation of food and the taste shall correspond to that of standard Pakistani cuisine.
8. I shall serve meals to Pakistani Hujjaj in a dignified manner in a decent and hygienic environment, and my staff shall be courteous and there shall be no delays or shortages in food supply.
9. In case of a shortage of food or serving poor quality food, or not serving food in time, the OPAP or its authorized representative may impose a fine in a prescribed manner proportionate to the omission or negligence.
10. I understand that if I default on any of the above or any other agreed stipulations, my contract is liable to severance without any notice.

FORM A-4: BID FOR TRANSPORT SERVICES

Company
Name:اسم
شركةOwner/Lessee/
Investor:اسم
مالك/مستأجر
/مستثمر

Tasreeh 1446 AH Hajj	Salawat Experience	No. of Buses	Specs	Model Year	Sijjil/Tijari No.	Niqabah Reg. No	HR & Mgt capability	Workshop Location & Equipment	Financial Capacity القدرة المالية	
تصريح الحج 1446هـ	صلوات تجربة	عدد الحافلات	المواصفات	سنة الصنع	رقم سجل تجاري	رقم التسجيل نقابية	القدرة على إدارة الموارد البشرية	موقع الورشة والمعدات	ضمان بنكي	
									البيان السئوي	
									صافي الثروة	

UNDERTAKING: I hereby undertake that my company has duly been issued requisite licenses and permits from all concerned authorities in consonance with the laws of the Kingdom and specifically the Instructions of Ministry of Hajj, KSA for Hajj 2025 to supply, operate and handle transport services and I assure that my company will be able to secure sufficient bus stops near Haram to pick and drop Pakistani Hujjaj. I shall provide round the clock transport services through state-of-the-art buses from Haram to pilgrim residential buildings in Aziziya and Batha Quresh or adjoining areas in Makkah Mukarramah (Salawat Transport), and/or between Jeddah, Makkah and Madina (intercity) and/or between Minna-Arafat-Muzdalifa (Mashair) and/or Salawat transport in Madinah Munawwarah from Non-Markazia hotels to, and from, Haram Nabawi for approximately 90,000 Pakistani pilgrims of Government Scheme as per their arrival/exit schedule.

Name _____ اسم _____ Signature _____ توقيع _____
 Cell No. _____ جوال _____ Email _____ بريد إلكتروني _____
 Address: _____ /محل وقوع عنوان _____

SPECIFIC TERMS & CONDITIONS

1. I have read and agree to abide by all the *terms and conditions* in the *RFP document*, and any stipulation *supra* and *infra* and mutually agreed *later*.
2. I have neither paid any gratification nor involved any intermediary to secure this contract.
3. I shall *not sublet* any contracted quota either *in full or in part* thereof.
4. I have required *experience* of transport and required *buses of 2020 onwards* models with *no school bus* in it and at least *5 accessible buses* for the differently-abled pilgrims.
5. I have enclosed robust operational, human resource and management plans along with the Bid and shall make a presentation on all the details.
6. I have submitted the bid as a single package containing two separate envelopes, namely a) the technical proposal and b) the financial proposal.
7. I have given two financial offers, (a) *per haji rate* and (b) *per bus rate*, separately, for Salawat Transportation.
8. I understand that *the lowest evaluated financial offer* shall be accepted from amongst *only technically responsive bids*.
9. I agree that in case of any service complaint a fine proportionate to the omission may be imposed and deducted from my Performance Guarantee.

APPENDIX - B: EVALUATION CRITERIA

- I. MAKKAH ACCOMMODATION
- II. CATERING SERVICES
- III. TRANSPORT SERVICES
- IV. OTHER SERVICES

I. EVALUATION CRITERIA FOR MAKKAH MUKARRAMAH BUILDINGS:

#	Amenity Qualifying Criteria	Condition	Max Marks	Score	Remarks
1.	Room Type		10		
	Double or Tripple		10		
	Other		06		
2.	Washrooms		10		
	Attached		10		
	Separate		05		
3.	Airconditioning		15		
	Central		15		
	Split		10		
	Window		05		
4.	Dining area		10		
	Equal		10		
	2/3 rd		07		
	1/3 rd		05		
5.	Lift Capacity		10		
	6 people		10		
	Less		05		
6.	Prayer area		05		
7.	Lobby		05		
8.	Wi-Fi		05		
	Other Requirements				
9.	Laundry		05		
10.	Water Reservoir		05		
11.	Safety compliance		05		
12.	Landline		05		
13.	CCTC Camera		05		
14.	Stand by Generator		05		
	TOTAL		100		

Recommendations for H&PC

Category	A	B	C	D	Not Recommended
Marks	above 85 Marks	75 to 84 Marks	65 to 74 Marks	55 to 64 Marks	less than 55 Marks

DM	DH	PC	DCG	CFAO	JSH	DGH

II.EVALUATION CRITERIA FOR CATERING COMPANY

#	Category	Marks	Score	Remarks
Experience (35 Marks) Qualifying = 10				
1	Yearsof cateringexperience inKSA including Mashaer 2 mark for each year, Max= 10	10		
2	Yearsof workingwithHajjMissions excluding Mashaer 2 marks for each year, Max=10	10		
3	Average quota of Hujjaj in last 5 hajj seasons Less than 3000 =0 marks 3000 =1 mark 2 Mark for every additional 1,000	15		
Condition/Capacity (50Marks) Qualifying = 40				
4	General ConditionoftheKitchen	05		
5	Makhbas (Tandoor) 2 Marks for each owned, 1 Mark for each contracted. Max in either case or combination = 10	10		
6	Cooking and Handling Capacity	05		
7	Food Delivery Vehicles 1 mark for each vehicle, Max = 3 Delivery equipment, Max = 2	05		
8	Storage Facility	05		
9	Distance from nearest building cluster	05		
10	ManagerialCapability,HR (Supervisory staff for storage, purchasing, supply & distribution, female employees etc.)	05		
11	Pakistani chefs and Cooks with experience in Pakistani food 2 marks for each chef, Max = 10 marks	10		
Financial (15 Marks) Qualifying = 10				
12	AnnualTurnOver 1 mark for SAR 2million, Max = 5	05		
13	Assets&Liabilities(with debt to asset ratio of 0.4:0.6) 1mark for each 0.5 million worth, Max = 5 marks	05		
14	AverageAnnual Bank Balance per yearfor the last5years 1mark for each SAR 0.2million, Max = 5 marks	05		
Total: -		100		

Note:MinimumMarksforTechnicalPre-Qualificationare60outof100.

III. EVALUATION CRITERIA FOR TRANSPORT COMPANY

#	Category	Marks	Score	Remarks
Experience(30Marks), Qualifying (15)				
1.	Years of Transport Sector Experience in KSA Min. 3 years required 1 mark for each beyond 3 years, Max = 5	05		
2.	Years of working with Hajj Missions 2marksfor eachyear,Max=10	10		
3.	Average pilgrims handled in the last 5 Hajj Seasons Lessthan 50,000 = 0 marks 50,000 =10marks 1 Mark for every10,000 beyond 50,000, Max = 5	15		
Capacity (50Marks), Qualifying (30)				
4.	Bus drop points near Haram in last Hajj Season 1markforeach, Max = 5	05		
5.	Total buses owned with seating capacity ofmin45persons 300buses= 1marks 1 Mark for 100 buses above 300, Max = 5	05		
6.	Totalcity busesowned 100 buses= 1marks 1 Marks for 100 buses above 100, Max = 5	05		
7.	2020to2025 modelbusesinHajj2025 2marks foreach 100buses, Max = 10	10		
8.	Presentation to H&PC on Technical Bid	10		
9.	ManagerialCapabilityandHR	05		
10.	Equipment &MaintenanceCapacity	10		
Financial (20 Marks), Qualifying (10)				
11.	AnnualTurnOver 1 mark for every 2 million SAR, Max = 5	05		
12.	Assets&Liabilities(with debt to asset ratio of 0.4:0.6) 2 marks for each 2 million worth, Max = 10 marks	10		
13.	AverageBank Balanceforthe last5years 1 Mark for each SAR 05 million, Max = 5	05		
	Total	100		

Note:MinimumMarks forTechnicalPre-Qualification are60out of100.

Appendix C: Bid Security Forms

BID SECURITY FORM (Catering)			
1	Name of the Catering Company		
2	Name of the Manager		
3	Approximate number of days	Makkah	Madina
		30	8-9(long stay) 3-4(short stay)
4	Number of Hujjaj quota demanded		
5	Bid Security equivalent to SAR 02/- per Hajji per day for an average 28 days x quota demanded for Makkah Catering and SAR.02/- Per hajji per day for an average 8 days x quota demanded for Madinah Catering		
6	Signature of the Company representative		
7	Date		

BID SECURITY FORM (Transport)			
1	Name of the Transport Company		
2	Name of the Manager		
3	Bidding for (nature of service) please tick the related box	Salawat	Intercity
4	Bid Security of SAR 01 million		
5	Signature of the Company representative		
6	Date		

BID SECURITY FORM (Full Board Services in Makkah & Madinah)		
1	Name of the Hotel / Building / Accommodation Group	
2	Name of the Owner / Manager	
3	Number of Hujjaj (Quota demanded)	
4	Signature of the authorized Company representative	
5	Date	

Annex-A: Menu (Hajj 2025 /1446 H)

Timings		
Day	Breakfast/Brunch 07:00 to 11:00 hrs	Dinner 19:00to 21:00hrs
Saturday	(Bread + Butter + jam) + Murg Channa + Halwa Roti/Khubz+MilkTea + Orange	AalooQeemah (Mutton), Shimla + Mix Vegetable Roti/ Khubz + Laban + Sawayyan+ Green Tea
Sunday	(Bread + Butter + jam) + Anda Piaz + Oatmeal Roti /Khubz+ MilkTea + Pear	Chicken Qorma + Mix Daal Roti/Khubz+ Custard + MilkTea
Monday	(Bread + Butter + jam) + Haleem+ Halwa Roti / Khubz+MilkTea + Apple	Beef Kabuli Pulao + AalooGobhi Roti /khubz+ Yogurt + Zarda + GreenTea
Tuesday	(Bread + Butter + jam) + AalooBhujya + Oatmeal Roti /Khubz+MilkTea + Orange	Chicken Jalfraizi+Baingan Bartha Roti/Khubz+ Laban + Sawayyan + Milk Tea
Wednesday	(Bread + Butter + jam) + Lahori Channa + Halwa Roti /Khubz+MilkTea + Pear	Achar Goshat + Daal Channa Roti/Khubz+ Mutanjan+ Green Tea
Thursday	(Bread + Butter + jam) + Aaloo Anda + Oatmeal Roti/Khubz+MilkTea + Apple	Chicken Sindhi Biryani + Mix Vegetable Roti/Khubz+ Yogurt + Custard + MilkTea
Friday	(Bread + Butter + jam) + Beef Nihari + Halwa Roti/Khubz + Milk Tea + Banana	Mutton Qorma + Aaloo Palak Roti Khubz + OmiAli + Green tea

Note;

- i. Two 300 ml bottles of water for each haji at Breakfast and dinner
- ii. No dry milk to be used for the tea
- iii. Laban and Juices of reputable companies.