

REQUEST FOR PROPOSAL
FOR
PROCUREMENT OF GOODS & SERVICES
FOR HAJJ 2026 (1447H)



Office of Pilgrims Affairs Pakistan (OPAP)
Consulate General of Pakistan, Jeddah
Ministry of Religious Affairs & Interfaith Harmony
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.

Hajj, one of the five pillars of Islam, holds profound spiritual significance for Muslims worldwide. Each year, millions of believers journey to the holy city of Makkah, seeking to fulfill a sacred obligation and to demonstrate unity, equality, and submission before Allah. The pilgrimage is not only an act of worship but also a transformative experience, fostering a sense of global brotherhood and renewal of faith among those who undertake it. Performing Hajj leads to spiritual purification and forgiveness, allowing pilgrims to return home with a renewed sense of purpose and connection to the wider Muslim community (ummah). By gathering people of all backgrounds, languages, and cultures in a single place for worship, Hajj powerfully embodies the unity and universality of Islam.

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 Hiring and Procurement Committee (H&PC) assigning it the responsibility for all Hajj related procurements in Saudi Arabia.

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1) Bid Schedule – Hajj 2026 (1447H)

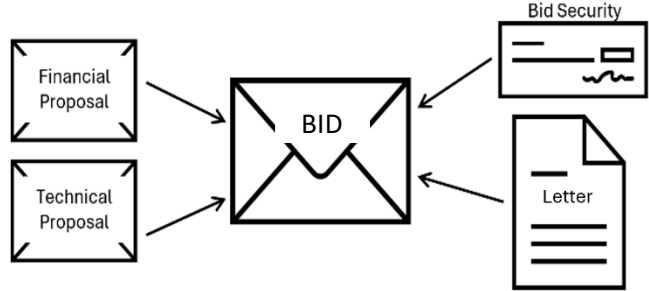
#	Bid	Technical & Financial Bid Submission Date And Time	Technical Bid Opening Date And Time	Financial Bid Opening Date and Time	Remarks
1	SPC	Monday 22 nd Sep 2025 @ 2: 00 pm	Same Day @ 2: 30 pm	TBA	
2	Makkah Buildings	Wednesday 24 th Sep @ 2: 00 pm		Same Day @ 2: 30 pm	Ongoing
3	Madinah Buildings	Wednesday 24 th Sep @ 2: 00 pm		Same Day @ 2: 30 pm	Ongoing
4	Transport (Salwat, Inter-City, Mashaer)	Wednesday 24 th Sep @ 4: 00 pm	Same Day @ 4: 30 pm	TBA	
	Catering (Makkah & Madinah)	Thursday 25 th Sept @ 2: 00 pm	Same Day @ 2: 30 pm	TBA	
6	Other Services	Thursday 25 th Sept @ 4: 00 pm		Same Day @ 4: 30 pm	
	HR				
	Renting a Car				
	Prayer Mats				
	SIM				

2) General Instructions to Bidders – Hajj 2026 (1447H)

a) Invitation to Bid and Governing Laws

- i) The **Office of Pilgrim Affairs Pakistan (OPAP)**, Consulate General of Pakistan, Jeddah, invites bids from **duly approved suppliers and contractors** within the **Kingdom of Saudi Arabia** for the provision of various goods and services required for **Hajj 2026 (1447H)**. This procurement process is intended to serve approximately **120,000 Pakistani pilgrims** arriving under the **Government Hajj Scheme**, with the principal objective of securing the **most advantageous bids** that ensure **optimal value for money** while safeguarding the **best interests of the pilgrims**.
- ii) All procurement activities under this **Request for Proposals (RFP)** shall comply with the **relevant legal and regulatory frameworks** of both **Pakistan** and the **Kingdom of Saudi Arabia (KSA)**. In the event of any **conflict or ambiguity** between these frameworks, the **prevailing laws and Hajj Taleemat of the Kingdom of Saudi Arabia** shall take precedence.

b) RFP Document and Bid Submission

- i) The RFP document may be obtained:
 - (1) **In person** from the **OPAP Office in Jeddah** during business hours (09:00–16:00), or
 - (2) **Downloaded** from the following official websites:
 - (a) Ministry of Religious Affairs & Interfaith Harmony (MoRA&IH): <https://mora.gov.pk>
 - (b) Public Procurement Regulatory Authority (PPRA) Pakistan: <https://www.ppra.org.pk>
 - (c) Consulate General of Pakistan, Jeddah: <https://parepjeddah.org>
- ii) Bids may be delivered **in person** or sent via **registered courier** to **Office of Pilgrim Affairs Pakistan** Consulate General of Pakistan P.O. Box 182, Jeddah 2141.
- iii) **Bids** must be dropped in the **appropriately labeled tender boxes** at the **OPAP Office, Consulate General of Pakistan, Jeddah**, according to the **Bidding Schedule**.
- iv) Bids shall be submitted in **one sealed outer envelope** containing **two further sealed envelopes** titled **“Technical Proposal”**, **“Financial Proposal”**, **Bid Security**, and a **Letter or Form** addressed to OPAP as shown in **APPENDIX-A**.
 
- v) All documents in the **Technical Proposal** must be **paginated and indexed**, with each part clearly stating the **document name** and **page number**. **Bids lacking mandatory declarations, certifications, or required materials** may be rejected. Bidders must use the **forms provided in the Annexures**, which will be evaluated against the **criteria outlined therein**.
- vi) As part of the evaluation, bidders may be required to **demonstrate qualifications, relevant experience, and financial stability**.
- vii) For **technical evaluation**, any bid **missing required documents** will be deemed **non-responsive**.
- viii) All **financial offers** must be **signed** by the **owner** or an **authorized representative** of the bidding entity, and the bidder is fully responsible for the **authenticity of the quoted rates**. Submitted bids shall remain **valid** for the **entire duration** of the business relationship with OPAP.
- ix) **Bids will be opened** in the presence of **bidders** or their **authorized representatives** who choose to attend.
- x) For **queries or clarifications**, bidders may contact OPAP via **email** at **OPAPjeddah@gmail.com** or by **telephone** at **012-6125531**. The **bidding schedule** is provided in **Part I** of this document.

c) Bidder Responsibilities

- i) It is the **sole responsibility** of each bidder to obtain all **relevant government approvals** necessary to supply the requested goods and services, as **OPAP will not assist** in securing such permissions. Bidders are fully responsible for **compliance** with all applicable regulations and for addressing any **customer complaints** that may arise.
- ii) By submitting a bid, each bidder confirms **unconditional acceptance** of all **terms and conditions** in this RFP and acknowledges that **OPAP's decisions are final**. All information provided must be **truthful and accurate**; any **misrepresentation** may result in **permanent disqualification** and potential **legal action**.

d) Bid Security & Performance Guarantee

- i) Where **Bid Security** is mandatory, it must be in the form of a **Banker's Cheque**; failure to comply will result in **immediate rejection**. The **Bid Security** will be returned after bid opening, except for the **successful bidder**, whose security will be converted into a **Performance Guarantee** and retained until **two months after Hajj 2026** to cover any **deficiencies, dues, fines, or settlements**. The bidder must **extend the cheque's validity** accordingly.

e) Ethical Conduct and Prohibition of Intermediaries

- i) The **use of intermediaries or agents** in the bidding process is **strictly prohibited**. All communication must be **direct** with OPAP, and submission of a bid presumes that **no illicit payments** have been made to secure the contract. Any **misconduct** or **unlawful demands** by OPAP staff or Consulate representatives should be reported directly to the **Director General of Hajj**, and such reports will be handled with **strict confidentiality**.
- ii) The **successful bidder** must also provide a **sworn undertaking** affirming that **no commission, bribery, or illegal gratification** was involved in securing the contract.

f) Contract, Appeals, and Dispute

- i) Upon conclusion of the bidding process, an **Acceptance Letter** will be issued to the **successful bidder**, who must confirm **acceptance or rejection** in writing by the **next business day**. **OPAP reserves the right to revise the RFP, reject any or all proposals**, and is under **no obligation** to accept any bid.
- ii) **Unsuccessful bidders** may file an **appeal** with the **Grievance Redressal Committee (GRC)** within **five (5) days** of the result announcement, and the **GRC** will decide before the **Acceptance Letter** is issued.
- iii) Any **disputes** arising during the contract period will first be referred to the **Ministry of Hajj and Umrah, KSA**, for **arbitration**. If unresolved, the matter will be taken to the **appropriate court of law**.

3) "D Plus" Services for Hajj 2026

a) Overview and Scope of Services

- i) The Office of Pilgrim Affairs Pakistan (OPAP) formally invites bids from duly registered and qualified Service Providing Companies (SPCs), approved by the Ministry of Hajj and Umrah (MoHU), for the provision of **"D Plus"** service package for approximately **120,000 pilgrims** performing **Hajj 1447 H / 2026 G** under the Government of Pakistan scheme.
- ii) The SPC shall assume full responsibility for the pilgrims, including managing their transportation, accommodation, and overseeing all related logistical details throughout their pilgrimage journey, starting from their arrival in the Kingdom of Saudi Arabia until their departure, in line with MoHU instructions. A key aspect of this responsibility includes the pilgrims' movement and stay within the Mashaer region, specifically from the evening of the 7th of Dhul Hijjah until the 13th of Dhul Hijjah in the year 1447 AH.
- iii) **"D Plus"** package shall encompass all mandatory quantitative and qualitative services as defined under the standard MoHU-notified "Category D" package, **supplemented by a range of mandatory additional services** as follows:
 - (1) **Tent Boundaries:** Gypsum board boundary walls for tents within the camps.
 - (2) **Air Conditioning:**
 - (a) **Mina:** One (1) 2.4-ton split air conditioner for every group of 32 pilgrims.
 - (b) **Arafat:** One (1) 5-ton tower air conditioner for every 5 square meters.
 - (3) **Bedding:** Sofa-cum-bed (minimum dimensions: 12x50x175 cm) with a minimum of (60) pressure per person in both Mina and Arafat labeled with pilgrim details.
 - (4) **Overhead luggage Racks:** One rack for every 16 pilgrims in Mina for storing personal belongings of pilgrims for effective space management.
 - (5) **Comfort Enhancements:** Passageways with artificial turf, grass, and canopies, supplemented with additional fans in corridors and inside tents.
 - (6) **Food and Catering:** Specific details of 5-day Mashaer freshly cooked three meal menu and snacks to pilgrims at various occasions during Hajj Session.
 - (7) **Meals and Refreshments:** Refrigerators in passageways stocked with constant supply of cold water and juices, alongside tea tanks available round the clock.
 - (8) **Gifts to Hujjaj (optional):** Details and specifications of all the gifts SPC intends to give to pilgrims during hajj season from their arrival to departure.
 - (9) **Training Sessions:** Details of all the training courses to be provided to pilgrims after their arrival, including scheduling of such training.
 - (10) **Information/Awareness:** Detailed list of all relevant information to be provided to pilgrims during their stay in Makkah, Madinah and Mashaer.
 - (11) **Unrestricted Access:** OPAP members unrestricted access to pilgrim camps in Mashaer and Service Centers in Makkah, including obtaining their permits for entry in Makkah before Hajj.
 - (12) **Medical-cum-administrative Centre:** A dedicated Medical-cum-administrative Centre for OPAP medical and welfare staff in Each Camp/Service center for providing medical services to pilgrims and administrative coordination with Service Centers.
 - (13) **Space Guarantee:** If the allocated space is insufficient for any number of pilgrims or OPAP staff, the SPC will procure and prepare additional space/camp at its own expense, preferably adjacent to OPAP camps.

b) Bid Submission

i) **Envelope 1: Technical Proposal** shall contain two parts:

- (1) **Part I: Company Qualifications and Documentation:** This section must contain the following mandatory documents to demonstrate the SPC's legal standing, experience, and capacity:
- (a) A valid license from the Ministry of Hajj and Umrah authorizing the provision of Mashaer and ground services for Hajj season 2026 mentioning the maximum quota limit.
 - (b) Proof of serving at least 50,000 pilgrims in Hajj 2024 and Hajj 2025 by submitting an agreement with a Hajj missions or proof from the Nusuk portal, including details of packages managed.
 - (c) Evidence, with a specific breakdown of serving at least 30,000 Pakistani pilgrims over the past three (3) years under OPAP or Hajj Group Operators.
 - (d) Proof of KSA ranking for Hajj 2025, if applicable, or records of any awards or recognitions received from MoHU.
 - (e) Information on IT systems used in past Hajj operations or planned for Hajj 2026.
 - (f) Proof of managerial capacity, including experience profiles for key personnel (Managers, Muallimeen, etc.).
 - (g) Copies of all other necessary operational permissions and licenses from relevant Saudi authorities.
- (2) **Part II: Operational Strategy and Commitment:** This section must provide a detailed strategy demonstrating operational readiness, including but not limited to:
- (a) **Reception and Logistics:** Procedures for receiving pilgrims at Jeddah and Madinah airports, ensuring their settlement, and distributing Nusuk cards.
 - (b) **Coordination Plan:** A plan for coordinating with Makatib, OPAP, and Moavineen, including the establishment of an OPAP office in Mina and stationing representatives at the office.
 - (c) **Liaison with KSA Authorities:** Proof of capability and readiness to effectively liaise with all relevant Saudi agencies, including but not limited to Kidana, Maktab al-Wukala, Naqaba Sayarat, Zamazema, accommodation, luggage, and transport providers for timely and uninterrupted provision of all services to Pakistani pilgrims.
 - (d) **Mashaer Management Strategy:** A comprehensive plan for the management of allocated space in Mina and Arafat, detailing staff accommodation, pilgrim entry/exit processes, labeling pilgrim details on sofa-beds, and a formal handover of camps via joint bed counting.
 - (e) **Service Delivery Plan:** A robust Mashaer movement plan with monitoring and crisis response mechanisms, including food delivery in Mashaer.
 - (f) **Support Services:** An outline of training programs for pilgrims, arrangements for inter-city movement of Furada Hujjaj, procedures for handling VIPs, dealing death cases, and the provision of complementary welfare staff.

ii) **Envelope 2: Financial Proposal:** This envelope must contain two documents:

- (1) The **final offered rate on a per pilgrim basis, inclusive of VAT, in Saudi Riyals (SAR), with** validity period of at least 180 days from the submission deadline, addressed to OPAP as follows:

Item	Rate per pilgrim	VAT	Final Rate with VAT
D Plus Package			
Quota (Pilgrims)			

c) **Bid Security**

- i) Bid Security **at the rate of SAR 140 (One Hundred and Forty) per pilgrim for the Quota requested** in the form of Banker's Cheque drawn in favor of Office of Pilgrim Affairs Pakistan, shall be deposited along with the **letter A-1 in Appendix A**.
- (1) For instance, if an SPC requests 50,000 Quota, then the bid security shall be SAR 7.0 million (50,000*140).

- (2) For instance, if an SPC requests 90,000 Quota, then the bid security shall be SAR 12.6 million (90,000*140).
- (3) For instance, if an SPC requests 120,000 Quota, then the bid security shall be SAR 16.8 million (120,000*140).
- d) **Bid Evaluation:** (Refer B-1 Appendix B)
 - i) The bids shall be evaluated on **QCBS (Quality and Cost Based Selection) method**, whereby **score to Quality and Cost shall be applied in the ratio of 50:50** which means Technical Evaluation shall have 50% weightage and Rate Quoted will have 50% weightage.
 - ii) **Minimum of 60% score in Technical Evaluation must be secured to qualify** for consideration of financial bid. All those securing 60 or above score in technical evaluation shall be marked as follows:
Total Marks = (Technical Marks out of 100 * 0.5) + (Lowest Quote/SPC Quote) *50)
 - iii) OPAP reserves the right to award the contract in its entirety to a single SPC or to divide the contract between two SPCs. The proportion of pilgrims allocated, should a split award be chosen, will be determined at the sole discretion of OPAP.

4) Pilgrim Accommodation for Hajj 1447H/2026

a) Overview and Invitation to Bid

- i) The Office of Pilgrim Affairs Pakistan (OPAP) formally invites interested parties to submit proposals for the hiring of buildings and hotels to accommodate pilgrims during the Hajj season of 1447H (2026).
- ii) Proposals should be submitted on a per-bed or per-pilgrim rate basis. Preference will be given to new or well-maintained properties that are approved by the Government of the Kingdom of Saudi Arabia (KSA). For properties in Makkah, locations near to Haram and within the Aziziya, Batha Quresh, Sheesha Bin Dawood, and Al Naseem areas are of particular interest.

b) Submission Process and Requirements

- i) All submissions must be accompanied by the following documents:
 - (1) **Application Form:** Form A-2 for Makkah properties and Form A-3 for Madinah properties as per Appendix A.
 - (2) **Valid Permit (Tasreeh):** An original, valid Tasreeh for Hajj 1447H/2026, including a location map.
 - (3) **Proof of Ownership/Authority:** Title deed, lease deed, a legally attested Power of Attorney (Wakala Sharia), or a Memorandum of Understanding (MOU) duly attested by the Ministry of Housing (MoHU).
 - (4) **Property Details:** A floor plan detailing the number of floors, rooms, bathrooms, and service areas.
 - (5) **Past Performance:** Records of any previous hiring contracts with OPAP, if available.

c) Rate Quotation

- i) The quoted rate must be provided on a per-bed basis and must be inclusive of Value Added Tax (VAT) and all other applicable taxes to facilitate a comprehensive price evaluation.
- ii) For properties in Madinah, bids must specify rates for the entire Hajj season, defined as the period from 1st Dhul-Qadah, 1446H to 15th Muharram, 1447H. Bidders must provide distinct pricing for:
 - (1) The full season, both with and without the peak period (*Fatrah al har*).
 - (2) Pre-Hajj and Post-Hajj periods, with options for different or uniform rates.
 - (3) Long/traditional stays (40 prayers / 8-9 days).
 - (4) Short duration stays (3 nights / 3 days).
- iii) Bidders may submit supplementary rates for full-board services, which include both accommodation and catering. Any proposed catering services will be evaluated against separate criteria established by OPAP.

d) Policy on Direct Negotiation

- i) To maintain the sanctity and transparency of transactions intended to serve the Guests of Allah Almighty, OPAP enforces a strict direct-negotiation policy.
- ii) **No Intermediaries:** OPAP does not permit the involvement of booking agents, commission agents, marketers, or any other form of intermediary.
- iii) **Authorized Representatives:** Negotiations will only be conducted directly with the building owner, the legal tenant (*mustajir*), or a formally authorized representative of either party. All owners and investors are required to approach the OPAP office directly for negotiations.

e) Evaluation and Inspection Protocol

i) General Assessment Criteria

- (1) Location and potential for clustering with other OPAP buildings.
- (2) Overall condition and maintenance standard.
- (3) Suitability in relation to pilgrim flight schedules.
- (4) Availability and quality of essential utilities and facilities, such as lifts, a mosque, a restaurant, and a lobby.
- (5) Quoted rate per bed.

ii) Physical Inspection and Capacity Verification

- (1) **Makkah:** A physical inspection will involve measuring all floors, rooms, and service areas, even if layouts are identical.
- (2) **Madinah:** Evaluation will focus on the hotel's quality, location, and the bed capacity as stated in the official Tasreeh/Tasneef.

iii) Property Specifications and Standards

- (1) All buildings or hotels considered for hire must be free of all encumbrances, such as legal disputes, and meet the following standards.

iv) Occupancy and Room Configuration

- (1) **Maximum Occupancy:** For Makkah properties, even in larger rooms, capacity will be capped at a maximum of six people per room. In Madinah, occupancy must not exceed the capacity approved in the Tasreeh/Tasneef.
- (2) **Bathroom Ratio:** A one-to-one ratio of rooms to bathrooms is highly preferred. Rooms that exceed the number of available bathrooms will not be considered for capacity calculations.
- (3) **Hotel Tasneef:** For hotels holding a Tasneef (hotel registration permit), OPAP will determine an optimal, mutually agreed capacity based on the property's overall condition and other relevant factors.

v) Utilization of Additional Space

- (1) **Makkah:** Any space available beyond the adjusted Tasreeh capacity may be utilized by OPAP at no extra cost for operational purposes, such as sector offices, medical dispensaries, or food distribution points.
- (2) **Madinah:** For hotels hired for specific time slots (*Fatara*), space for dispensaries will be negotiated with accommodation groups to secure a suitable location in compliance with KSA health requirements.

vi) Mandatory Facilities and Amenities

- (1) **Utilities:** Uninterrupted power supply with a backup generator, a fully functional air-conditioning system, and an effective sewage and waste disposal system.
- (2) **Core Amenities:** Free drinking water via water dispensers, clean beds and mattresses, and laundry facilities.
- (3) **Connectivity & Surveillance:** Free, seamless Wi-Fi access throughout the building, a landline telephone at reception, and CCTV surveillance covering the entrance, dining hall, prayer area, lobby, and all corridors.
- (4) **Common Areas:** A dining area with tables and chairs to accommodate at least one-third of the building's pilgrim capacity at one time, a designated prayer area with mats, and a lobby equipped with a 55-inch TV.
- (5) **Infrastructure:** Lifts of required capacity, adequate water storage reservoirs, and disaster management equipment (e.g., fire extinguishers, emergency exits).
- (6) **Accessibility:** Ramps and other accessibility options for differently abled pilgrims.

vii) Required Services

- (1) **Housekeeping:** Services must include changing toiletries, bed sheets, and pillow covers twice a week (on Fridays and Tuesdays).
- (2) **Staffing:** Building attendants must be available 24/7 at the property.

viii) Financial Terms and Compliance

- (1) For buildings in Makkah, an amount of SAR 100 per pilgrim will be retained as a security guarantee to address any deficiencies in the building during the pilgrims' stay.

ix) Fines and Penalties

- (1) OPAP reserves the right to impose fines for non-compliance with any provision of the signed contract agreement.
- (2) Fines will be determined by a committee of responsible officers and deducted from the security amount.
- (3) The building owner or *mustajir* has the right to appeal the committee's decision before an Appellate Committee, to be notified by OPAP.

x) Default and Breach of Contract

- (1) In the event that a supplier fails to provide the agreed-upon accommodation, and an alternative building is not accepted by OPAP, new accommodation will be hired from the market. The defaulting bidder will be held liable for any additional costs incurred, in accordance with the laws of Saudi Arabia.

5) Catering Services for Hajj 1447H/2026

a) Overview and Invitation

- i) Bids are formally invited from eligible catering service companies (*shirkah*) and establishments (*moassassah*) for the provision of catering services to approximately **120,000 Pakistani pilgrims** under the Government Hajj Scheme. This contract covers services in both Madinah Munawarah and Makkah Mukarramah for the Hajj 2026 / 1447H season.

b) Scope of Work and Service Requirements

- i) The selected catering companies shall be responsible for the comprehensive provision of food services. Key responsibilities include, but are not limited to, the following:
 - (1) **Food Provision:** Prepare, deliver, and distribute meals and beverages in sufficient quantities as per the official menu provided in **A-4 at Annex-A**. Services must be delivered to designated pilgrim accommodations in Makkah and Madinah via the company's own delivery fleet.
 - (2) **Cuisine Expertise:** Strictly adhere to the menu provided by the Office of Pilgrim Affairs Pakistan (OPAP) and demonstrate adequate expertise in preparing Pakistani cuisine.
 - (3) **Baking Facilities:** It is preferable for bidders to have their own *Makhbaz* (Tandoor) for fresh *Roti* production and the capacity to deliver it in proper hot boxes.
 - (4) **Hygiene and Cleanliness:** Maintain the highest standards of hygiene and cleanliness at all kitchen premises, which will be subject to monitoring by OPAP representatives. This includes cleaning the dining premises during and after mealtimes.
 - (5) **Inspections:** Permit the Hiring & Procurement Committee (H&PC) to conduct kitchen inspections and taste freshly prepared food for quality assurance.
 - (6) **Waste Management:** Arrange for the proper disposal of waste from pilgrim accommodation through a licensed waste disposal company.
 - (7) **Additional Services:** Arrange receptions and serve light refreshments to arriving pilgrims as requested by OPAP, and perform any other ancillary duties assigned.

c) Bid Submission Procedure

i) Technical Proposal

- (1) This envelope must contain all necessary documents demonstrating the bidder's eligibility, experience, and capability. Required documents include:
 - (a) Completed **Form A-5 at Appendix A**.
 - (b) Valid Commercial Registration (*Sijil Tijari*).
 - (c) Valid operational permit (*Tasreeh*) for Hajj 1447H / 2026.
 - (d) Valid certificates from the Municipality (*Baldia*) and Civil Defense.
 - (e) Registration with the Saudi Ministry of Health and the Municipalities.
 - (f) All other operational licenses and permissions
 - (g) Legally attested Power of Attorney (*Vakala-Sharia*), if applicable.
 - (h) Copies of previous contracts with OPAP as proof of experience, if any.
 - (i) Proof of having served other Hajj missions and Pakistan Hajj Mission for at least five years, (excluding Mashair catering).
 - (j) Proof of employment for at least **two Pakistani chefs** with relevant experience for a **minimum of two consecutive years**.
 - (k) Evidence of appropriate managerial and logistical capability.
 - (l) Relevant pages of the most recent annual audit report showing the company's net assets, liabilities, and annual income.

ii) Financial Proposal

- (1) This envelope must contain the following information:
 - (a) The requested pilgrim quota in **multiples of one thousand**.
 - (b) The final price, **per pilgrim, per day**, inclusive of VAT and all other taxes.

d) Bid Security (Bank Guarantee)

- i) This envelope must contain a Banker's Cheque for the Bid Security amount, calculated as follows:
 - (1) **For Makkah:** SAR 1.5 x 28 days x Quota Demanded
 - (2) **For Madinah:** SAR 1.5 x 8 days x Quota Demanded
- ii) **Example:** For a requested quota of 5,000 pilgrims, the Bid Security for Makkah would be SAR 210,000 (1.5 x 28 x 5000) and for Madinah would be SAR 60,000 (1.5 x 8 x 5000).

e) Technical Evaluation and Qualification Process (B-3 at Appendix B)

i) Stage 1: Past Performance Experience Assessment (40 Marks)

- (1) This stage assesses the bidder's core experience in serving pilgrims.
- (2) **Qualifying Score:** A minimum of **16 marks** is required to proceed.
- (3) Bidders failing to achieve 16 marks will be disqualified.

ii) Stage 2: Operational Capacity and Human Resource (60 Marks)

- (1) Bidders who pass Stage 1 will have their infrastructure (kitchens and allied resources) **visited and assessed**.
- (2) **Qualifying Score:** A minimum of **24 marks** is required.

f) Final Qualification for Financial Bid Opening

- i) All bidders who secure a total of **40 marks or more** will be considered technically eligible. However, out of this eligible pool, only the **top 15 bidders for Makkah and 12 bidders for Madinah in order of merit** will be deemed finally qualified. The financial bids of these bidders will then be opened.
- ii) A detailed breakdown of the marking criteria is available in **B-3 at Appendix-B**.

6) Transport Services for Hajj 1447H/2026

a) Overview and Invitation

- i) Bids are formally invited from eligible and qualified transport companies for the provision of comprehensive transport services for approximately **120,000 pilgrims** under the Government of Pakistan Hajj Scheme. This contract covers all required transport in both Makkah Mukarramah and Madinah Munawarah for the Hajj 2026 / 1447H season.

b) Scope of Work and Service Requirements

- i) The selected transport company shall be responsible for providing a complete and seamless transportation solution. Key responsibilities include, but are not limited to, the following:

(1) Core Transport Services

- (a) **Salawat Transport:** Provide 24/7 transport services using modern, state-of-the-art buses between the Haram and pilgrim residences in Makkah (specifically Aziziya, Batha Quresh, and adjoining areas). This service may also be required in Madinah, aligned with the pilgrim arrival and departure schedules.
- (i) **Bus Stops:** Establish and maintain bus drop points near Haram for the Salawat service. Each stop must feature a shelter (minimum size 4m x 10m or 3m x 5m) made of iron with a canvas or fiber roof, equipped with ten (10) plastic chairs and arrangements for drinking water.
- (ii) **Ancillary Duties:** Perform any other ancillary duties related to transport as assigned by the Office of Pilgrim Affairs Pakistan (OPAP).
- (b) **Intercity Transport:** Provide transport services for pilgrim movement between Jeddah, Makkah, and Madinah as required throughout the Hajj operation.
- (c) **Mashair Transport:** Provide transport services for pilgrim movement during the Hajj rituals between Mina, Arafat, and Muzdalifah, in strict accordance with the regulations of the concerned Saudi authorities.

c) Bid Submission Procedure

i) Technical Proposal

- (1) This envelope must contain all documents demonstrating the bidder's eligibility, experience, and capability. Required documents include:
 - (a) Completed **Form A-6 of Appendix A**.
 - (b) A valid operational permit (**Tasreeh**) for Hajj 1447H / 2026.
 - (c) Evidence of participation in at least **three previous Hajj operations**, with a service record of at least **25,000 pilgrims on average per season**.
 - (d) Proof of ownership of a vehicle fleet preferably year 2020 and above model for the quota requested.
 - (e) Official registration with the General Syndicate of Cars (**Naqaba Sayyarat**) and other relevant agencies.
 - (f) Detailed specifications of the bus fleet, along with proof of human resources, equipment, and workshop facilities.
 - (g) Relevant pages from the company's most recent annual audit report, showing net assets, liabilities, and annual income.
 - (h) Proof of appropriate managerial and logistical capability, which may be demonstrated in a presentation to the Hiring & Procurement Committee (H&PC).
 - (i) Copies of all required licenses from concerned authorities, specifically including those from the Ministry of Hajj, KSA, for the Hajj 2025 operation.
 - (j) A formal undertaking confirming the company's ability to secure sufficient bus stop locations near the Haram for pilgrim pick-up and drop-off.

ii) **Financial Proposal**

- (1) Offered rates quoted on both a **per-pilgrim basis** and a **per-bus basis**.
- (2) Rates must be provided separately for **Salawat, Intercity, and Mashair** transportation.
- (3) All quoted rates must be inclusive of VAT and any other applicable taxes.
- (4) Bidders are encouraged to offer any **additional value-added services free of cost**.

OPAP will assess all options based on operational convenience for pilgrims and overall cost-effectiveness.

d) **Bid Security**

- i) For Salwat: Quota * SAR 12 (If Quota is 120,000 => $120,000 \times 12 = 1,440,000$)
- ii) For Mashair: Quota * SAR 70 (If Quota is 50,000 => $50,000 \times 70 = 3,500,000$)
- iii) For Intercity: Quota * SAR 15 (If Quota is 40,000 => $40,000 \times 15 = 600,000$)

Note: In case the Bidder bids for more than one type of Transportation Services, then the **separate bid security shall be submitted for each type of transport** as per the quota requested.

e) **Evaluation Criteria**

- i) The Hiring & Procurement Committee (H&PC) will evaluate all submitted bids in accordance with the detailed criteria outlined for transport services in **B-4 of Appendix-B** of the standard bidding documents.

7) Human Resource Services for Hajj 1447H/2026

a) Overview

- i) Bids are invited from service companies for the provision of approximately **1,500 legally permitted workers** for temporary employment during the Hajj season.

b) Personnel Requirements

- i) Candidates supplied by the company must meet the following criteria:
 - (1) Be of Pakistani origin.
 - (2) Hold a valid Iqama (residency permit).
 - (3) Be well-acquainted with the surroundings of Makkah Mukarramah and Madinah Munawwarah.
 - (4) Possess proficiency in Urdu, with conversational skills in Arabic and/or English being highly preferred.

c) Scope of Duties & Selection Process

- i) Selected personnel will be assigned to perform various duties, including Hujjaj facilitation within OPAP offices, the medical mission, and support for accommodation, catering, and transportation services.
- ii) The selection will be conducted by officially constituted committees, which will interview the candidates supplied by the company against a set criterion and recommend the final selection to the Director General (Hajj).

8) Prayer Mats for Hajj 1447H/2026

a) Overview

- i) Bids are invited from eligible suppliers for a package containing a prayer mat and a Muzdalfa mat for **120,000 pilgrims**. The items must be packaged in a parachute bag and distributed to pilgrim accommodation in Makkah and Madinah according to a schedule provided by OPAP.

b) Product Specifications

i) Prayer Mat:

- (1) **Design:** Customized
- (2) **Dimensions:** 75 cm x 120 cm
- (3) **Weight:** 800 grams
- (4) **Composition:** 25-30% Cotton, 70-75% Polyester (variations up to 5% are acceptable).

ii) Muzdalfa Mat:

- (1) **Design:** Customized
- (2) **Dimensions:** 140 cm x 200 cm
- (3) **Weight:** 1750 grams
- (4) **Composition:** 20-25% Cotton, 70-75% Polyester, 5% Acrylic (variations up to 5% are acceptable).

c) Submission and Quality Control

- i) Bidders must have arrangements with a manufacturing unit to assure OPAP that the mats shall be manufactured in a factory to assure OPAP that only single profit margin shall be charged to pilgrims, instead of multiple profit margins in case the mats are purchased from market and supplied to OPAP.
- ii) The Bidder shall submit **three distinct designs** for each item (Prayer mat, Muzdalfa mat, and Parachute bag) that conform to the specifications.
- iii) The samples prepared must be freshly manufactured in the factory associated with the bidder and be affixed with the **Label “Pakistan Hajj Mission Hajj 2026”**. For Prayer and Muzdalifa mat the label must be interwoven at the back side.
- iv) A certificate confirming that the items meet all specified requirements.
- v) OPAP reserves the right to send samples for independent laboratory testing to verify their composition and quality.

d) Financial Proposal

- i) The financial offer must be a **single, consolidated price** per package, inclusive of VAT.

e) Bid Security:

- i) $120,000 * SAR 2.15 = 258,000$

9) Rent a vehicle for Hajj 1447H/2026

a) Overview

- i) Bids are invited from licensed Rent-a-Car companies for the provision of following vehicles for field staff and Hujjaj facilitation in Makkah and Madinah.

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

b) Pricing and Terms

- i) Bidders are required to provide quotes based on multiple pricing models:
- (1) Daily rent for 24-hour duty (with two 12-hour shift drivers).
 - (2) Rates based on time and distance covered.
 - (3) Monthly (per mensem) and daily (per diem) rates, with separate pricing options for:
 - (a) With or without fuel.
 - (b) With one driver, two drivers, or no driver.

c) Responsibilities and Liabilities

- i) The quoted rent must be all-inclusive, covering fuel, driver costs, and all ancillary expenses and taxes. The service provider shall be solely responsible for all costs and liabilities related to:
- (1) Vehicle repairs and maintenance.
 - (2) Traffic violations and accidents.
 - (3) Driver health, insurance, and all legal requirements.
- ii) OPAP will bear no responsibility or make any payment other than the contractually agreed-upon rent.

d) Bid Security

- i) **SAR 100,000 for Makkah and SAR 50,000 for Madinah.**

10) Intercity Cargo Services for Hajj 1447H/2026

a) Overview

- i) Bids are invited from licensed and permitted bidders for the provision of **4, 6, and 10-ton trucks** for cargo transportation on various routes as required.

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

b) Scope of Service and Payment

- i) Vehicles will be hired on an as-needed basis from various locations, including pilgrim accommodation in Makkah and Madinah, as well as airports. Payment will be based on actual use and the number of trips (sorties) made.

c) Responsibilities and Liabilities

- i) The quoted carriage rent must be fully comprehensive and include all associated costs:
- (1) Fuel, driver(s), and necessary tools.
 - (2) Loading and unloading services.
 - (3) Dropping luggage in 2-3 buildings with proper partitioning in the Diana and orderly unloading of luggage for each building. Violation of this SOP will result in fines.
 - (4) All costs and liabilities related to traffic violations, accidents, and insurance.
 - (5) All duties, taxes, tolls, fees, and other levies.
- ii) The service provider is solely responsible for ensuring compliance with all legal requirements at its own cost. OPAP will bear no responsibility or make any payment other than the agreed-upon rent for services rendered.

11) Provision of SIM & Internet Packages to Hujjaj for Hajj 1447H/2026

a. Overview

- i) In connection with the arrangements for Hajj 2026, OPAP intends to procure SIM cards enabled with international and local calling facilities, along with internet data packages for the use of 120,000 Pakistani Hujjaj during their stay in the Kingdom. The validity period of the Sim shall commence after arrival of pilgrims in the Kingdom.
- ii) Out of 120,000 sims, approximately 41,000 and 79,000 sims shall be required for 25 and 45 days respectively.
- iii) The service providers may explore the possibility for bulk provision of Sims to OPAP to supply for distribution to Hujjaj in Pakistan before their departure.
- iv) In this regard, all leading telecom operators of Saudi Arabia are hereby invited to submit their sealed bids/quotations for the provision of the above services, in accordance with the following broad parameters:
 - (a) Pre-activated SIMs with local and international calling facility including 100-120 minutes.
 - (b) 08 GB data package to cater to pilgrims' communication needs.
 - (c) The sims shall be fully operational in Hijaz region, especially during Mashaer days in Hajj
 - (d) The data package shall be disabled/deactivated for usage by YouTube, Facebook, Instagram and other video playing social media applications
 - (e) Competitive rates and bulk supply mechanism.
 - (f) After-sales support and service facilitation during Hajj season.
 - (g) Specify free add-ons to OPAP during Hajj season
- v) Interested companies are requested to submit their bids in two sealed envelopes:

b. Financial Proposal (containing tariff structures and related costs).

- vi) The Financial Bid shall contain the packages/rates inclusive of all taxes (local and international calling and data) and their rates in the sealed envelope along with company profile, market share, coverage and capability to demonstrate their operational efficiency.

APPENDIX - A: FORMS AND LETTERS FOR BIDDERS

1) A-1: Letter From SPC

Ref: _____

Date: _____

Director Hajj

Office of Pilgrim Affairs Pakistan (OPAP)

Consulate General of Pakistan

Jeddah, Kingdom of Saudi Arabia

Subject: Bid for Provision of “D Plus” Hajj Services – Hajj 1447H / 2026G

Dear Sir/Madam,

With reference to your “*Invitation to Bid*” for the provision of “**D Plus**” Hajj Services for the Pakistan Government Hajj Scheme Pilgrims for Hajj 1447H / 2026G, **[Your Company Name]** is honored to submit its comprehensive proposal for your esteemed consideration.

As a **Ministry of Hajj and Umrah (MoHU)–approved Service Providing Company** with extensive experience in delivering large-scale Hajj operations, we are confident in our ability to meet and exceed the high standards of service, comfort, and compliance required by the Office of Pilgrim Affairs Pakistan. Our proven track record, dedicated management team, and robust operational infrastructure ensure that we can deliver all mandatory **Category D** services along with the specified “**D Plus**” **enhancements** in Mina, Arafat, and other Mashaer sites.

In accordance with the tender requirements, **[Your Company Name]** hereby declares its capacity and commitment to serve a quota of **[Number of Pilgrims]** (**[Number in Words] Thousand**) pilgrims for Hajj 2026 season. We confirm our readiness to provide all additional services outlined in the RFP, including but not limited to: gypsum board tent boundaries, enhanced air conditioning, sofa-cum-beds with labeling, overhead luggage racks, artificial turf and canopies, 24-hour refreshments, dedicated medical-cum-administrative centers, and an operational coordination office in Islamabad, Pakistan.

Accordingly, **Bid Security** in the amount of SAR **[Amount]** (**[Amount in Words]**) — calculated at the rate of SAR 150 per pilgrim for the requested quota — is attached herewith in the form of a Banker’s Cheque in favor of the Office of Pilgrim Affairs Pakistan.

We look forward to the opportunity to partner with the Office of Pilgrim Affairs Pakistan in delivering a seamless, comfortable, and spiritually fulfilling Hajj experience to the esteemed guests of Allah.

Sincerely,

(Signature)

[Full Name]

Chief Executive Officer

[Your Company Name]

[Full Address]

[Phone Number]

2) A-2: Accommodation-Makkah Mukarramah

Building Name: _____ اسم المبنى: _____ Owner/Mustajir/ Mustasmir: _____ اسم مالك/ مستأجر/ مستثمر

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 معدن السرير لكامل موسم الحج (بالريال السعودي)	SAR: _____
--	------------

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 the 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 2026 (1447 H).
- b) I have neither paid any gratification nor involved any intermediary to secure this contract.
- c) Fully functional air conditioning system, and any dysfunctional Air Conditioner functioning poorly to be replaced within 4 hours after reporting.
- d) 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.
- e) 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.
- f) 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,
- g) laundry facility on each floor or in some other suitable area with one washing machine for 35 pilgrims, preferably separately for males and females.
- h) 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),
- i) Wi-Fi on each floor in such a manner that unlimited internet can be accessed in any area of the building seamlessly.
- j) Water reservoir for the capacity of the building along with functional pressure pump, alternate power back up and uninterrupted power supply arrangements,
- k) lifts in the ratio of one lift (min 6 pax) for preferably every 150 people.
- l) 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.
- m) 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,
- n) Compliance with Saudi health regulations, Civil Defense, and Disaster Management risk mitigation measures.

3) A-3: Hotels/Buildings-Madinah Munawara**Group
Name:**اسم
مجموعه**Owner/Mustajir/
Mustasmir:**اسم مالك/
مستأجر/مستثمر

S. No	Hotel Name	Star Category /Tasneef	Location (Mark/Non-Markazia)	Tasreeh (Tasneef) No	No. of Beds	No. of Rooms	No. of Washrooms	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 وبعده موسم الحج)	المبنى كامل لموسم الحج بالكامل	المبنى كامل لموسم الحج باستثناء فترة الحر	الإقامة القصيرة (3 أيام - من موسم الاول و موسم الثاني)	فتره اول		موسم اول
				فتره ثاني		
				فتره ثالث		موسم ثاني
				فتره أربع		
				فتره 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 1447 procurement.

Name _____ اسم

Signature _____ توقيع

Cell No. _____ جوال

Email _____ بريد إلكتروني

Address: _____ محل وقوع عنوان

4) A-4: Menu For Pilgrims**Timings**

Day	Breakfast 0515 to 0830	Lunch 1200 to 1500	Dinner 2000 to 2300
-----	---------------------------	-----------------------	------------------------

Saturday	Lahori Chana + Halwa + Roti/Khubz + Milk Tea	Chicken Sindhi Biryani + Haleem+ + Roti/Khubz + Yogurt + Apple	Aaloo Gosht (Mutton) + Bhindi Vegetable Roti/Khubz+ Sawayyan + Green Tea
Sunday	Aloo Anda + Roti/Khubz + Milk Tea	Chicken Qourma + Dal Channa+ Roti/Khubz + Orange +Laban	Achar Gosht+ Mix Vegetable + Roti/Khubz + Kheer + Milk Tea
Monday	Omellete/Scrambled egg + Halwa+ Roti/Khubz + Milk Tea	White Rice +Mix Dal + Roti/Khubz + Yogurt + Pear	Mutton Qourma + Bhaingan Bharta+ Roti/Khubz + Zarda + Green Tea
Tuesday	Aloo Anda + Halwa + Roti/Khubz + Milk Tea	Aaloo Mutton Qeema + Mix Vegetable + Roti/Khubz + Pear	Matar Pulao +Chicken Aachari + Roti/Khubz + Sawayyan + Milk Tea
Wednesday	Omellete/Scrambled Egg+ Halwa + Roti/Khubz + Milk Tea	Mutton Kabuli Pulao + Kari Pakora + Roti/ Khubz + Yogurt + Banana	Beef Nihari + Bhindhi Vegetable + Roti/Khubz + Kheer + Green Tea
Thursday	Haleem + Roti/Khubz + Milk Tea	Shaljam Gosht Mutton +Aaloo Palak + Roti/Khubz + Laban + Banana	Chicken Achari+ Dal Mash + Roti/Khubz + Sawwayan+ Milk Tea
Friday	Aaloo Paratha+Halwa+ Roti/Khubz + Milk Tea	ChickenRuz Bukhari+ Dal Moong + Roti/ Khubz+ Apple	Aaloo Mutton Quorma + Mix Vegetable + Roti/Khubz + Matanjan + Green Tea

Note;

- i. No African origin mutton will be used in any of Pakistani Cuisine
- ii. Two 300 ml bottles of water for each haji at Breakfast and dinner
- iii. No dry milk to be used for the tea
- iv. Laban and Juices of reputable companies

5) A-5: Catering: Makkah /Madinah**Kitchen
Name:**اسم
مطبخ**Owner/Lessee/
Investor:**اسم مالك/
مستأجر/مس
ثمر

Location	C.R No	No. of Pakistani Chefs	No. of Makhbaz / Tandoor	Experience with OPAP	Experience with other Hajj Missions	Quota Demand
موقع	رقم السج 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 _____

Cell No. _____ جوال _____ Email _____

Address: _____

توقيع

بريد إلكتروني
/محل 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,**
3. **I shall not sublet any quota either in full or part.**
4. 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.
5. I have permanently hired 2 Pakistani chefs and shall also hire more seasonal Pakistani staff.
6. I have enough vehicles for transportation of food in an uninterrupted and smooth manner.
7. I shall strictly follow the menu appended at **Annex-A** of the RFP document in terms of quality, quantity, timeliness and punctuality.
8. I shall use only good quality and healthy ingredients in preparation of food and the taste shall correspond to that of standard Pakistani cuisine.
9. 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.
10. 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.
11. 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.

A-6: Transport Services**Company
Name:**اسم
شركة**Owner/Lessee/
Investor:**اسم مالك/
مستأجر/مس
ثمر

Tasreeh 1447 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 نقابة	القدرة على إدارة الموارد البشرية	موقع الورشة والمعدات	ضمان بنكي	
									البيان السني	
									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 2026 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 three separate envelopes, namely a) the technical proposal b) the financial proposal and c) Bank Guarantee.
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

1) B-1: Service Providing Company

Criteria	Specific Measurable Indicators & Scoring Breakdown	Max. Score
1. Experience & Past Performance		50
a. Total Pilgrims Served (Last 2 Hajj Seasons)	<ul style="list-style-type: none"> • >125,000 pilgrims = 25 pts • 100,000 -125,000 = 20 pts • 75,000 – 100,000 = 15 pts • 50,000 – 75,000 = 10 pts • 25,000 – 50,000 = 05 pts • <25,000 = 00 pts 	25
b. Pakistani Pilgrims Served (Last 2 Hajj Seasons)	<ul style="list-style-type: none"> • >50,000 pilgrims = 15 pts • 30,000 – 50,000 = 10 pts • 20,000 – 30,000 = 05 pts • 10,000 – 20,000 = 02 pts • <10,000 = 00 pts 	15
c. MoHU Ranking / Awards	<ul style="list-style-type: none"> • Top 10 ranking or official MoHU award = 10 pts • Good standing with MoHU = 5 pts • No recognition = 0 pts 	10
2. Operational Capacity & Mashaer Management Plan		25
a. Mashaer Management Strategy (space allocation, staff accommodation, entry/exit flow, bed labeling, joint bed counting)	<ul style="list-style-type: none"> • Excellent (comprehensive, proactive, contingency plans) = 10 pts • Good (covers all requirements) = 05 pts • Basic (partial coverage) = 0 pts 	10
b. Service Delivery Plan (movement schedules, crisis response, food delivery, comfort enhancements)	<ul style="list-style-type: none"> • Excellent = 10 pts • Good = 05 pts • Basic = 0 pts 	10
c. Coordination Plan with OPAP & Saudi Agencies (Kidana, Maktab al-Wukala, Naqaba Sayarat, Zamazema, etc.)	<ul style="list-style-type: none"> • Excellent (dedicated teams, 24/7 liaison) = 05 pts • Standard = 0 pts 	05
3. Technical & Managerial Capacity		20
a. Experience of Key Personnel (Managers, Muallimeen, Supervisors) – Experience certificates from the relevant companies must be attached as a proof of experience	<ul style="list-style-type: none"> • >10 years' relevant experience (for a minimum of 10 persons otherwise weighted avg.) = 10 pts • 5–10 years (for a minimum of 10 persons otherwise weighted avg.) = 5 pts • <5 years = 2 pts (for a minimum of 15 persons otherwise weighted avg.) 	10
b. Logistical Infrastructure & IT Systems (fleet ownership, tracking systems, CRM, real-time monitoring)	<ul style="list-style-type: none"> • Advanced (own fleet, integrated IT) = 10 pts • Standard (leased fleet, basic IT) = 5 pts • Minimal = 2 pts 	10
4. Legal & Documentation Compliance		5
a. Completeness & Accuracy of Documents	<ul style="list-style-type: none"> • All mandatory documents valid and complete = 3 pts • Minor omissions = 1 pt • Major omissions = 0 pts 	
b. Valid MoHU License for Hajj 2026	<ul style="list-style-type: none"> • License with stated quota limit = 2 pts • License without quota limit = 1 pt • No valid license = 0 pts 	
Total		100

Minimum Technical Qualification: Bidders must score **at least 60 points** to qualify for financial evaluation. **Final Score Calculation (QCBS):** Total Marks = (Technical Score × 0.5) + (Lowest Financial Quote ÷ Bidder's Financial Quote × 50)

2) B-2: Makkah Mukarramah Buildings

#	Amenity	Condition	Max Marks	Score	Remarks
	Qualifying Criteria				
1.	Building category		15		
2.	Attach Washrooms		10		
3.	Airconditioning		15		
	Central		15		
	Split AC		10		
	Window AC		08		
4.	Dining area		10		
	Equal		10		
	2/3 rd		07		
	1/3 rd		05		
5.	Lift Capacity (Load 150 persons/ lift		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.	CCTC Camera		05		
13.	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	AO	JSH	JSDZ	DGH

3) B-3: Catering Services

The technical proposals will be evaluated based on the following quantifiable criteria.

Criteria	Specific Measurable Indicators & Scoring Breakdown	Maximum Score
1. Past Performance & Experience		40
a. Experience with Hajj Missions (Last 5 Hajj)	<ul style="list-style-type: none"> Served $\geq 25,000$ pilgrims = 20 pts Served 20,000 – 24,999 = 15 pts Served 15,000 – 19,999 = 10 pts Served 10,000 – 14,999 = 5 pts $< 10,000$ pilgrims = 01 pts for every 2,000 	20
b. Experience with Pakistani Pilgrims (Last 5 Hajj)	<ul style="list-style-type: none"> Served $\geq 15,000$ pilgrims = 20 pts Served 11,000 – 14,999 pilgrims = 15 pts Served 7,000 – 10,999 pilgrims = 10 pts Served 3,000 – 6,999 pilgrims = 05 pts Served $< 3,000$ Pakistani pilgrims = 0 pts 	20
2. Operational Capacity & Human Resource		60
a. Approved Meal Capacity (Baldya) vs. Quota	<ul style="list-style-type: none"> Capacity is $\geq 100\%$ of requested quota = 15 pts Capacity is 75-99% of requested quota = 10 pts Capacity is 50-74% of requested quota = 5 pts 	15
b. Qualified Pakistani Chefs (with Bidder's Iqama)	<ul style="list-style-type: none"> 1 Pak chef per 5,000 pilgrims = 5 pts (Max 3 Chefs) 	15
c. Transport Vehicles	<ul style="list-style-type: none"> 2 vehicles per 5,000 pilgrims Points should be commensurate with the quota demanded 	15
d. Tandoor	<ul style="list-style-type: none"> One Tandoor for every 2000 pilgrims; linked with the quota demanded 	05
e. Valid Licenses	<ul style="list-style-type: none"> All required licenses valid and clear = 10 pts Minor correctable issue with one license = 5 pts Major license missing/invalid = 0 pts 	10
TOTAL		100

A minimum qualifying score of **40 out of 100 points** is required for the Financial Proposal to be considered.

4) B-4: Transport Services

#	Category	Marks	Score	Remarks
Experience (35 Marks), Qualifying (18)				
1.	Years of Transport Sector Experience in KSA Min. 3 years required 1 mark for each year beyond 3 years, Max = 5	05		
2.	Years of working with Hajj Missions 2 marks for each year, Max = 10	10		
3.	Years of working with the OPAP 01 mark for each year, Max = 05	05		
4.	Pilgrims handled for Salawaat in the last 5 Hajj Seasons Total >150,000 = 15 marks Total 125,000 – 149,999 = 10 marks Total >100,000 – 124,999 = 05 marks Total >75,000 – 99,999 = 03 marks Total <75,000 = 0 marks	15		
Capacity (60 Marks), Qualifying (30)				
5.	Bus drop points near Haram in last Hajj Season 1 mark for each, Max = 5 Assurance of Masquta = 05	10		
6.	Total buses owned with seating capacity of min 45 persons 300 buses = 3 marks 1 Mark for 100 buses above 300, Max = 5	10		
7.	Total city buses owned 100 buses = 1 marks 1 Marks for 100 buses above 100, Max = 5	10		
8.	2020 to 2025 model buses in Hajj 2025 2 marks for each 100 buses, Max = 10	10		
9.	Presentation to H&PC on Technical Bid	05		
10.	Managerial Capability and HR	05		
11.	Equipment & Maintenance Capacity	10		
Financial (05 Marks), Qualifying (02)				
12.	Financial Health (Account balance on 01 Muharram during last five years. One point = > one million)	05		
	Total	100		

Note: Minimum Marks for Technical Pre-Qualification are 50 out of 100.

APPENDIX - C: Checklist

1) CHECK LIST FOR TRANSPORT COMPANIES

S.#	Details	Page #	Checked
1	Company Name		
2	Owner/Rep. Name		
3	Address		
4	Contact #		
5	Bid Security		
6	CR #		
7	Naqabah		
8	M/O Transport		
9	Experience in KSA		
10	Experience with Hajj Missions		
11	Average Pilgrims 5 Years		
12	Drop Points plan including Masquta		
13	Total Buses		
14	City Buses		
15	Model 2020+ Buses		
16	Managerial Capability/ HR details		
17	Equipment & Maintenance details		
18	Financial Capacity		
19	Assets & Liabilities		
20			
21			
22			
23			

Enlist other documents as per RFP requirement

2) CHECK LIST FOR TAWAFA COMPANIES

S.#	Details	Page #	Checked
1.	SPC Name		
2.	CEO Name		
3.	Contact No.		
4.	Address		
5.	Bid Security		
6.	CR #		
7.	Allocated Quota		
8.	Quota Demanded		
9.	Quota handled (Year & country wise)		
10.	Experience in years		
11.	Rating with MOHU		
12.	Managerial HR Details		
13.	Maulmeen Details		
14.	Service Centre Details		
15.	Price per Haji for “D+” category		
16.	Price for Add-ons		
17.			
18.			
19.			
20.			
21.			
22.			
23.			
24.			
25.			
26.	Total Pages submitted		

Enlist other documents as per RFP requirement

3) CHECK LIST FOR CATERING COMPANIES

S.#	Details	Page #	Checked
1	Company Name		
2	Owner/Rep. Name		
3	Address		
4	Contact #		
5	CR #		
6	Bid Security		
7	Sijil Tijari		
8	Experience with Hajj Missions		
9	Experience with OPAP		
10	Approved Cooking & handling capacity		
11	Number of Kitchens		
12	Number of Tandoors		
13	Detail of Delivery Vehicles		
14	Storage Facility		
15	Distance from nearest build.		
16	Managerial & HR details		
17	Pak Chefs details		
18	Civil Defense License		
19			
20			
21			
22			
23			
24	Total Pages submitted		

Enlist other documents as per RFP requirement