

Office of the Pilgrim Affairs of Pakistan (OPAP)

Consulate General of Pakistan, Jeddah

1. Ministry of Religious Affairs, Pakistan (MoRA)

This Ministry is responsible for all pilgrimage beyond Pakistan, especially Muslims pilgrims' visits to India for Ziarat and Saudi Arabia for Hajj; the link with Umra visits is only by way of attesting agreements of Umra operators. The main activities also include research based Islamic studies, holding of conferences, seminars, training education of Ulema and Khateeb, exchange of visits of scholars of Islamic learning with the liaison amongst foreign and international institutions. This Division also performs the activities like management of Ruit-e-Hilal, Dawah, Council of Islamic Ideology, infants and minor adoption laws. There are six subordinate offices working as Directorates of Hajj of this Ministry and two Autonomous bodies i.e. Council of Islamic Ideology and Pakistan Madrassah Education Board.

Directorate General Hajj (DGH)

Directorate General Hajj is an attached department of the MoRA and provides various services and facilitation to Pilgrims, the main functions of the Directorate of Hajj are:

- To assist the Ministry of Religious Affairs in connection with matters pertaining to framing the Hajj Policy.
- To make all Hajj arrangements and review the same for improvement on year to year basis.
- To coordinate all the allied agencies connected with Hajj operation such as Airlines, Banks, Civil Aviation Authority, Saudi Consulate, Pakistan Boy Scouts Association, Local Administration, CDA, Pak. PWD, IESCO, Sui Gas, Customs, Immigration, Anti-Narcotics and ASF etc. for providing all adequate facilities to the intending pilgrims.
- To extend all possible help and cooperation to the Bank Officers for filling up Hajj Application Forms and to extend guidance and assistance to the intending Hajj Pilgrims.
- To arrange Hajj training programs to the intending pilgrims and Welfare Staff in collaboration with Master Trainers.
- To provide necessary guidance to intending pilgrims before their departure for Hajj.
- To process and finalize all administrative and financial matters relating to Hajj Directorates and intending pilgrims.
- Endorsement of Hajj Visas from Saudi Consulate on the Passports of intending pilgrims.
- Fool proof boarding, lodging arrangements of intending pilgrims in Haji Camps.
- To provide proper medical/welfare facilities to the pilgrims on round the clock basis in Haji Camps and at airports.
- To arrange 100% inoculation of the intending pilgrims against Meningitis.
- Arrangements for collection and delivery of personal effects/belongings of the deceased pilgrims and left over baggage of the pilgrims received from Saudi Arabia after completion of Hajj operation.
- Dispatch of Hajj material i.e. (Hajj Booklets, Treatment/Health Cards etc.) to the intending pilgrims all over the country.
- Monitoring of Hajj Group Organizers.

General Terms & Conditions for OPAP Requirements, 2013

Bidders must meet the following general terms & conditions as well as the specific conditions for each service.

- (i) Bidding companies should provide complete details about their organization, directors and chief employees (especially those who will be handling the Hajj operations) as well as information showing previous experience in the area /service being applied. **The bids must include a cover document with the following info**
 - (a) Name of the company:
 - (b) Address with phone and fax and email:
 - (c) Name of main contact person for this project:
 - (d) Names of persons designated for this project
 - (e) Clients' references
- (ii) The firm should have at least two years' experience in the provision of the same or similar goods and services as the ones for which bid is being submitted. Acceptable proof of this function must be provided.
- (iii) The firm should have at least two years' experience in the service being provided and provide record of having performed a similar function. The acceptance or rejection of "experience" of one company being counted towards the experience of a "sister" or new company shall be at the discretion of the OPAP/ committee set up in this regard.
- (iv) The firm should be registered in either Pakistan or KSA; Pakistani firms should have an affiliate office in KSA with sufficient managerial capacity.
- (v) The company must identify the appropriate human resources and how it would be hiring these for the stated purpose
- (vi) All bidders for transport and IT services must make a presentation detailing the system by way of which they intend to provide the service(s). The presentation and question to follow will have a major determinant on the award of the contract, Under the procedure all bidders will first make a separate presentation followed by a common discussion.
- (vii) Provide a bank guarantee of five percent of the bid amount which will be returned to the successful candidate by Muharram 1435 after deducting any fines that may be imposed on the contractor/supplier who shall be informed in writing about the reason for imposition of fine and shall have full opportunity to contest the fine. In case of the food services provision contract this bond shall be equal to SR 20 per haji contracted.
- (viii) The firm or its principals should not been convicted / involved in any criminal/ civil/ administrative offence, particularly an offence relating to dishonesty, fraud / forgery, financial /investment/ / business crime/ misconduct or other criminal acts or been involved in any acts of misfeasance or serious misconduct nor have been black listed

- by the KSA or any foreign government. The firm or its principals should not have been declared defaulter by any bank or financial institution in connection with payment of loan or taxes in the capacity of individual as director / chief executive or company as a whole. A certificate to this effect must be provided from the “Umda” (area notary), or respective CCI or any government authority.
- (ix) In case any Saudi government permissions are required by the successful bidders, Office of Pilgrims Pakistan will only issue letters of support to the successful/selected companies for obtaining such permissions but will not actually undertake any efforts to obtain these permissions for the contractors. In case of contravention of any regulation or any customer complaint the individuals and/or companies shall bear full legal responsibility. A certificate to this effect shall be provided on the company stationery.
 - (x) The process will be governed by Pakistan Public Procurement Regulatory Authority (PPRA) Rules, (www.ppra.org.pk) under which technical and financial proposals must be placed in separate sealed envelopes.
 - (xi) All bids must be deposited by 11 a.m. on 11th May, 2013 after which these will be opened before any bidders who are present. The OPAP is not bound to intimate/respond to any or all the bids offered.
 - (xii) The OPAP accepts no liability for any failure to comply with these terms and condition where such failure is due to circumstances beyond its reasonable control.
 - (xiii) These terms and conditions are being issued only in English, the working language of OPAP. Bidders may, if they so wish, obtain an Arabic translation on their own but the English version shall prevail and OPAP takes no responsibility for any omissions or mistakes in the Arabic translation.
 - (xiv) All successful bidders shall sign a pledge to the effect that they have read these general conditions for award of contract and agree with these.

Company selection points criteria (where applicable)

	Criteria	Points
1	Specific experience of the primary bidder or affiliate firm relevant to the project (that is, in similar projects)	20
2	Adequacy of the proposed methodology and work plan with the clients requirements as per the Terms of Reference	50
3	Key professional staff qualifications and competence for the assignment	20
4	Primary bidders company profile having a strong financial background and experience working on large projects of similar nature	10
	Total	100

Services and scope of work

(1) Transport Services

- (i) For Office of Pilgrim Affairs, Pakistan (OPAP) staff from Hajj Terminal, KAAI Airport to Makkah Mukarramah and back; from Makkah Mukarramah to Madinah Munawwarah and back (or to Jeddah); from Makkah to Mashair (Muna and Arafat) and back; charges to be provided in terms of per minivan (13 seats) and per minibus (24-26 seats), per bus (47 seats) and per “city bus” / 24 hours
- (ii) For official hujjaj transport to and from the Haram to their residences; rates for this may also be provided in terms of per minivan (13 seats) and per minibus (24 seats) and per bus (46 seats)/ 24 hours Rates for buses should be given per bus day and total availability of vehicles be given as follows:

Model Year No. of buses available Rate/vehicle/24 hours No. of drivers

- (iii) Separate quotation to be provided for managing the whole transportation operation for about 85,000 hujjaj independent of OPAP which will only supervise the system. In this case a presentation explaining the full management along with HR assigned for the job is essential. Differential rates from various areas may be provided.
- (iv) All vehicles must have tasreehs to operate in Makkah Mukarramah from the traffic and other authorities.
- (v) Obtaining permission for operating the buses direct to the Harum bus stops, permission for setting up bus-stops near the Harum, and arranging inter-connect permissions with the authorized operators (SAPTCO, etc) at designated stops like Makhtuta, Mehbasul Jinn, Kudai, etc) will be the responsibility of the company bidding for award of contract.

(2) Supply of meals

- (i) These meals are to be provided at the place of residence whether cooked at the premises (where full licensed kitchens are available) or pre-cooked at remote premises and then distributed in the dining halls of buildings (where available) or from any appropriate public area (but not a vehicle standing outside the premises); access to the rooms / floors of residence of hujjaj is banned.
- (ii) Applicants must have a license to handle and supply food stuffs from all concerned authorities. Prior to starting work such permissions must be deposited with the OPAP.

- (iii) While there is no limit to the items that may be provided, a menu with rates must be openly displayed by a large banner which is clearly visible in every building; small rate lists printed on paper will not be acceptable.
- (iv) The menu must carry an “economy package” of the following items the rates of which must not exceed as listed below per person
- One piece chicken (1/8 of full) with curry and 2 rotis: SR 04 or ¼ chicken for SR 07 (chicken not less than 800 grams
 - Dal (200 grams) with three rotis per person: SR 04
 - Chicken Biryani/pulao with ¼ chicken: SR 08
 - Tea with milk and sugar: SR 01 per cup
 - Paratha with chana (for breakfast): SR 02
- (v) A notice shall be placed at appropriate places stating that the OPAP has provided the space free of cost. The number for lodging complaints by hujjaj in both company headoffice of contractor and MCO of Hajj Mission shall be written on the notice.
- (vi) A mini-shop inside the buildings to provide tea and soft drinks (as well as small items of daily use) at fair market rates, all of which must be properly displayed may be set up.

3. Miscellaneous services

- (i) Stationery items, sign boards on buildings, Pakistani flags, printed material

The company should provide

- (i) Unit price
- (ii) Quality of Paper to be used in printing
- (iii) Delivery method /time period

Printed material for guidance of hujjaj

The detail of material to be printed for guidance of hujjaj is given below:

Sr.N	Description	size	(appx) Quantity
1	Stickers for buildings	50 X 50	250
2	Room Stickers	25 X 20	25000
3	Buss Stickers	23 X 33	6000

4	Arrow Stickers	20 X 40	1500
5	Stickers for guidance of Hujjaj	50 X 50	500
6	Welcome Stickers for Hujaj	21X 30	3000
7	Complaint Forms	23 X 33	13000
8	Qibla Stickers	12 X 15	8500
9	Stickers for lifts	17 X 14	4000
10	Stickers for bath rooms	17 X 14	10000
11	Maps for buildings	35 X 50	500
12	Makatib stickers	35 X 50	7000
13	Tags for luggage for Hujjaj	14 X 12	200000
14	Tags for Hujjaj stickers	14 X 12	50000
15	General instruction stickers	50 X 35	5000

3 (ii) Arrangements at Mina and Arafat

Office of Pilgrim Affairs, Pakistan (OPAP) requires tentage arrangement at Mina and Arafat for its staff. The company should provide Cost per tent having fixtures and services therein (such as water & electricity facility, quality of mats and security)

3 (iii) Laundry services

Company will collect laundry clothes from the building of hujjaj. Laundry charges, services issues etc. will be in between client and the company. Office of Pilgrim Affairs, Pakistan (OPAP) will have no responsibility in any matter/issue /case.

3 (iv) Preparation and installation of sign boards on hujjaj buildings

(4) Outsourced provision of Human Resource requirement: local Muavaneen-e-Hujjaj

Detailed technical and financial proposals are invited from the interested companies.

(5) Comprehensive and Third Party insurance coverage for Office of Pilgrim Affairs, Pakistan (OPAP) vehicles.

- (i) Insurance rate of compensation and Thirty Party Insurance be given
- (ii) Detailed procedure of indemnifying against losses and damage be mentioned
- (iii) Documents required for insurance claim on various grounds should be enlisted.
- (iv) Company should have its offices in major cities of KSA especially in Makkah Al Mukarramah, Madinah Al Munawwarah, Riyadh and Jeddah.

(6) Development and Implementation of Hajj Management IT System

Project Introduction

Implement a comprehensive integrated Hajj Management System incorporating latest technologies to

- improve its services for stakeholders of Hajj,
- automate processes to achieve better efficiency,
- provide business intelligence for timely decision making,
- develop effective usage of resources through better controls,
- achieve workflow automation to track and monitor pilgrim documents,
- offer tools / products to facilitate secure transfer of pilgrim's data

All information and data will be collated in the central database and enable the MoRA, Directorate General Hajj and other stakeholders to operate efficiently, disseminate up-to-date information via portals and ensure accurate and complete information is securely shared for timely actions.

The e-HMS system will provide Hajj stakeholders updated and relevant information with respect to their requirements. During the hajj operations the system will provide data and information about each individual pilgrim and also about groups and monitor complaints till their resolution.

A secure Hajj portal will be developed to share relevant information to applicants, selected pilgrims, authorities and other stakeholders.

Project Objectives: The Hajj management system project objectives are as follows:

TOP 2 Objectives

- Develop an accommodation allocation system to allot room numbers to all hujjaj
- Provide workflow system to track and monitor hujjaj booking progress at all levels of processing

Other Objectives

- Facilitate access to accurate and complete information in timely fashion to all stakeholders
- Ensure security and integrity of confidential and personal information
- Improve Hajj operation and associated services through use of advance technologies
- Support analytical decision making to achieve better results
- Maintain knowledgebase to retain learning and experiences for future planning
- Help MoRA/DGH to achieve cost efficiencies through better management of human, financial and other resources.

Project Scope

Implement an Electronic Hajj Management System (e-HMS) on Build, Operate and Transfer (BOT) basis for initial period of one year, renewable with consent of both parties. The main scope of work components consists of:

Scope of Work:

1. Implement comprehensive e-HMS application system providing
 - a. Automated processing of pilgrim registration, room allocation, tracking and monitoring
 - b. Integrated hajj operations management information dashboard
 - c. Secure data sharing between all related stakeholders
 - d. Automated analysis and allocation of groups based on;
 - i. Geographic location
 - ii. Family grouping
 - iii. Ensuring the cohesiveness of a family of hujjaj in the nearest possible rooms in the same rooms/ floor/ building
 - iv. Other customized criteria
 - e. Accommodation allocation through the system based on different criteria's such as;
 - i. Types of groups
 - ii. Pilgrim category
 - iii. Hotel capacity
 - iv. Rooms availability in each hotel

However, upon detailed discussion with the selected vendor, any one or more parts of the terms of reference may be amended/deleted/put forward to a subsequent year

2. Development of e-HMS portal for pilgrim's access providing the following information (to as many stakeholders as desired);
 - a. Updated status of the pilgrims hajj application, the applicant can access this portal to know the status of his/her hajj application

- b. After application acceptance, applicant can know regarding visa status, flight information, hotel/room/building allocation etc.
- c. Applicant can also register his / her special needs such as wheel chair or other requirements.
- d. Detailed information availability about following;
 - Arrival at Saudi Airport and transportation services to Makkah
 - Induction process, accommodation details and contact numbers
 - Saudi Government rules
 - Hajj ritual guidelines
 - Location map based on accommodation allocation
 - Maps of Makah, Arafat, Mina and Muzadalifah
 - Detailed guides, maps and information about each step of the hajj process.
 - Local emergency contact information
 - Contact details about the pilgrims Makteb / group

Deliverables

The following are considered part of the overall scope.

- System Design and development for the complete e-HMS system including, core application, database, frontend, e-complaint system, e-helpdesk system etc.
- System design and development of the e-HMS portal
- Supply, Implementation and integration of tracking solution including hardware, software and integration with e-HMS
- System operations, maintenance, enhancements and support for 3-5 years
- management of the e-complaint and e-helpdesk system through e-HMS

Technology Company Selection Criteria

The technical evaluation for selecting the technology firm will be carried out on the basis of the criteria set below:

- i. The bidder should be an Information Technology Company having presence in Pakistan and Saudi Arabia through its branch office or an affiliate.
- ii. The primary bidder should have been in IT business for a minimum of five (5) years with relevant software design development and execution along with a satisfactory report from the client

Content of Proposal

Technical Proposal

In the Technical proposal, the bidding firm should include time-lines, projected required personnel, and schedules for completing the project, and should at a minimum provide the following:

- I. Company Profile (Primary and affiliated firm)
- II. List of IT projects completed in last 5 years
- III. Scope of Work
- IV. Methodology and proposed outline of the work plan
- V. Deliverables
- VI. Estimated project timelines (phased approach)

Financial Proposal

The financial proposal should include the following:

- I. Total cost estimates for the project
- II. Payment Plan

Note: Successful bidder will be responsible for all legal and immigration arrangements in Kingdom of Saudi Arabia. Ministry of Religious Affairs / Hajj Directorate may provide assistance in this regard but cannot make any commitments with regard to provision of visa or other facilities. The PHM reserves the right to select the best evaluated bid in consonance with their requirements.

7. Call Centre / Complaint Handling Services Centred

The information and complaint handling services by way of a qualified call centre / information service provider shall be expected to meet the following minimum criteria:

- (i) A state of the art complaint management service bureau based inside the OPAP control office in Makkah Mukarramah utilizing the existing toll-free number which is capable of handling calls through automated as well as live handling bureau
- (ii) Capacity of play back of digitally recorded information to hujjaj and other concerned persons. This automated service shall be operated 24 /7, while live service shall be in two periods: (i) major activity for 12 hours (9 a.m. to 9 p.m. Saudi Arabia time) (b) minor activity (9 p.m. to 9 a.m. Saudia Arabia time)
- (iii) Digital recording and archiving of all calls for a period of 90 days from the date of recording.
- (iv) A complete MIS reporting mechanism, indicating number of calls, building of origin, nature of call (water, cleanliness, lift, lost pilgrims, lost baggage, transport, etc) duration, action taken, etc.

- (v) All agents should be computer literate and multi lingual (preference will be given to speakers of Urdu and regional languages including Balochi, Hindko, Pashto, Punjabi and Sindhi)
- (vi) **Bidders should provide** a scalable proposal starting with a minimum of 2 seats for 12 hours, scalable to 8 seats. Additionally, bidders are required to submit

1. Technology / HR Information

- Operational Flow Chart Of Service (Automated)
- In-Flow Calls (Live)
- Previous experience in complaint handling services:
- Clients' references:
- Technology platform:
- Channels on IVR (Automated Call Handling):
- network diagram and proposed methodology of call handling
- Name of Contact person for this project:
- Live support (number of agents which may be provided on a scalable basis):
- any proposed minimum legal requirements from their side for completing the contract (e.g. payment schedule, etc)

2. Financial Information

- Rate Of Per Agent/Month For Live Operations
- Rate Of Providing 24 Hours 7 Days A Week Automated Infoline

The selected party shall be given two (02) weeks to setup a service bureau for which no advance or upfront funds shall be given.

(7) Mobile telephone services for hujjaj and officials from telecommunication companies

Office of Pilgrim Affairs, Pakistan (OPAP) intends to provide 90,000 mobile sims cards to its hujjaj to be used during Hajj 2013/1434 H. The interested companies should provide:

- (i) Capacity of provision of 90,000 sim cards
- (ii) Whether Delivery will be made at Pakistan or in KSA
- (iii) Procedure of delivery i.e. how and when the sim cards will be delivered to hujjaj.
- (iv) Local and international calling cost per minute. Whether these charges will be permanent throughout the Hajj operation.

(8) Secure money transfer through debit /ATM card or e-purse

Detailed technical and financial proposals are invited from the interested companies for provision of debit/ATM card for Pakistani hujjaj.

(9) Installation of Security cameras in Pakistan Houses, Madinah Munawwarah

Office of Pilgrim Affairs, Pakistan (OPAP) requires installation of Close Circuit Cameras in two Pakistan Houses, Madinah Al-Munawwarah. The interested companies have to provide the following:

- (i) Per unit price.
- (ii) Picture quality, day/night vision, high/low resolution
- (iii) Online connectivity system
- (iv) Installation and monitoring security cameras.
- (v) Guarantee/ warranty offered, after sales service