

Request for Proposal

for

Providing Catering Services to Haj Committee of India Pilgrims during their stay in Madinah-Haj 2015

***Indian Haj Pilgrims' Office,
Consulate General of India, Jeddah***

13th April, 2015

**Responses are due no later than 1:00 PM,
Thursday, April 30, 2015.**

**Request for Proposal
for
Catering Services to Haj Committee of India Pilgrims during their stay in Madinah –
Haj 2015**

The Indian Haj Pilgrims' Office (IHPO), Consulate General of India, Jeddah invites written proposals from qualified companies for providing Catering Services to Haj Committee of India (HCOI) Pilgrims during their stay in Madinah – Haj 2015, which includes the following:

- ✓ Providing minimum 16 meals comprising of 8 Lunches and 8 Dinners to HCOI Pilgrims in their buildings in Madinah
- ✓ Providing Lunches and Dinners as per pre-set menu

The successful company shall be required to enter into a contract that incorporates this Request for Proposal (RFP). Significant general contract terms and conditions will include, but are not limited to those included in the “Agreement for providing Catering Services to Haj Committee of India (HCOI) Pilgrims during their stay in Madinah – Haj 2015” included with this RFP (the “Agreement”).

Purpose of Request

The purpose of this solicitation is to provide Catering Services to Haj Committee of India (HCOI) Pilgrims during their stay in Madinah – Haj 2015. The pilgrims stay in Madinah for 8 days to offer 40 prayers in Prophet’s Mosque. The pilgrims have to be provided lunch and dinner every day during their stay in Madinah.

Meals have to be provided to 100020 HCOI Hajis during their stay in Madinah for 8 days. For reference, a chart containing information of number of HCOI Hajis, to whom the meals were provided during Haj-2014 in Madinah, is attached herewith. The number of meals to be provided during Haj-2015 in lunch or dinner may vary from 2000 to 30000. The number of buildings in which the Hajis are accommodated in Madinah may also vary from 10 to 100 in different locations in Madinah.

Timings for distribution of meals at Hajis’ buildings in Madinah would be (i) For Lunch - from 1200 hrs. to 1500 hrs. and (ii) For Dinner – from 1900 hrs to 2200 hrs.

The Hajis are grouped into North Indian, South Indian and East Indian based on their food habits and meals may be provided to them as per the following menu:

(a) For North Indian

Each Meal shall comprise of a minimum of (i) 150 gms of rice (ii) 2 Rotis/ Chapattis (100 gm) (iii) Dal - 150 gm (iv) Mixed vegetable/Chicken/Meat on rotation basis-150 gm (v) Pickle and (vi) water bottle – 500ml. Curd – 100 gms to be provided during lunch.

(b) For South Indian

Each Meal shall comprise of a minimum of (i) 250 gms of rice (ii) Sambar- 150 gm (iii) Mixed vegetable/Chicken/Meat/Fish on rotation basis-150 gm (iv) Pickle and (v) water bottle – 500ml. Curd – 100 gms to be provided during lunch.

(c) For East Indian

Each Meal shall comprise of a minimum of (i) 250 gms of rice (ii) Dal - 150 gm (iii) Mixed vegetable/Chicken/Meat/Fish on rotation basis-150 gm (iv) Pickle

and (v) water bottle – 500ml. Curd – 100 gms to be provided during lunch.

The Company will be informed about the daily requirements of lunch and dinner about 24 hrs. before the arrival of the Hajjis.

The cost of each meal should not be more SR 10.

The Companies should provide information as part of the bid on the following issues:

(a) **Use of good quality raw materials for cooking of meals:**

- (i) Good quality of flour should be used for chapatties/roties;
- (ii) Good quality pulses should be used for making Dal/Sambar;
- (iii) Fresh vegetables should be used;
- (iv) Branded chicken and meat should be used such as Alwatani, Fakieh, etc.;
- (v) Branded rice like Saa'lan should be used;
- (vi) Standard yoghurt should be used such as Almarai/Al-Nadi, etc.

(b) **Chefs**

- (i) The company should deploy chefs having knowledge of North Indian/South Indian/East Indian food;
- (ii) Only experienced and professional chefs should be deployed;
- (iii) The company should provide the list of chefs (Name, Iqama No./National Id No./Nationality, Contact No., length of experience).

(c) **Supporting Staff in Kitchen**

- (i) The company should have experienced Staff for kitchen related works including maintaining a hygienic environment and packing of meals;
- (ii) The company should provide the list of manpower (Name, Iqama No./National Id No./Nationality, Contact No., length of experience)

(d) **Utensils/Equipments**

- (i) The company should provide information regarding the quantity and the quality of cooking utensils to be used;

- (ii) The company should provide information regarding the number of cooking stoves to be used, refrigerators/warmer/utensil cleaning machines;

(e) **Distribution of Meals**

- (i) The company should provide a clear plan for timely distribution of meals;
- (ii) The company should provide a list of hydraulic trucks (including make and model) along with details of drivers;
- (iii) The company should provide a list of warmers (including make and model);
- (iv) The company should provide a list of staff that will be deployed at distribution points in various Hajis' buildings in Madinah.

Time Schedule

IHPO will use the following time-line to select catering company/companies:

Date/Time Task

April 13, 2015	Advertise Request for Proposal
April 20, 2015 (3:00 pm)	Pre-Bid Meeting on RFP at CGI, Jeddah
April 30, 2015 (1:00 pm)	Deadline for Proposals
April 30, 2015 (3:00 pm)	Proposal Opening

Instructions

Further information of the Request for Proposal may be obtained from:

Haj Section
Consulate General of India,
Jeddah
dcg@cgijeddah.com

Proposal Requirements:

1. The process of selection of final bidder will consist of following two stages:

A. *Technical Bid Stage:*

Eligibility criteria will be laid down by the designated Committee in order to assess professionalism, resourcefulness, etc of the companies. Broadly, following indicators will be taken into account to decide eligibility of the companies:

- i). Licensed by appropriate Saudi Authorities for providing Catering Services to Hajjis in Madinah;
- ii). Minimum 5 years experience in providing Catering Services to Hajjis in Madinah;
- iii). Logistics strength including kitchen facilities, number and nationality of chefs, number of meal distribution trucks and their quality (Make & Model), number of meal warmers and their quality (Make & Model), number of manpower;
- iv). Plan for preparation of meals including particular variety of rice, chicken, meat, vegetables, etc.;
- v). Plan for smooth distribution of the meals, along with deployment of manpower at kitchen, Hajjis' buildings, etc.;
- vi). Reputation and credibility of the companies. Certain documents like turnover of the supplier, no. of clients in previous years to whom the company has supplied meals, etc. may be required to assess the credential of the company.

B. *Financial Bid Stage:*

Price bids of only those companies will be opened which qualify in the Technical Bid Stage.

2. Separate sealed tender in two envelopes – one for Technical Qualification and the other for Financial Bid should reach Haj Section, Consulate General of India, Jeddah latest by **30th April, 2015 till 1300 hrs.** The quotation must consist of detailed information regarding their license to operate, their kitchens, staff, logistics arrangements for distribution of meals including vehicles and warmers, plan for

distribution of meals, etc. Tenders will be opened on **30th April, 2015 at 1500 hrs.** at the Consulate.

3. A committee consisting of 3 officials of the Consulate would open/evaluate the bids.
4. The committee will first open the Technical Bid and only after the Committee approves the bid, the price bid would be opened.
5. The price quoted for lunch/dinner should be inclusive of the cost of delivery and distribution of the meals at the Hajjis' buildings.
6. A pre-bid meeting will be held in the Consulate on **20th April, 2015 at 1500 hrs** to clear the doubts, if any, of the bidders. Interested bidders may attend the meeting.
7. The Consulate reserves the right to reject any or all tenders without assigning any reason thereof.
8. An agreement will be signed with successful bidder(s) encompassing elaborate terms and conditions. In case of non compliance of terms and conditions or any kind of deficiency in the services, a penalty as decided by the Consulate would be imposed on the supplier.
9. The first installment of **50%** of the total amount will be paid on The second installment of **50%** will be released after completion of the Haj.
10. Timely distribution of good quality meals as per the designated quantity should be ensured. In case of deficiency of services, penalty as decided by the IHPO will be imposed.
11. The payment will be made based on the actual number of meals supplied to the Hajjis and timely distribution of meals. Penalty, if any, imposed by the IHPO for deficiency of services will be deducted from the outstanding payment.

**Indian Haj Pilgrims' Office
Consulate General of India,
Jeddah**