

ARMY UMRA CONTINGENTS 2019 – TENDER NOTICE

1. Sealed tenders are invited from Government approved Tour operators for Umra services. Tentative Umra schedule is as under:-

Group Number	Tentative Flight Schedule (Can be changed)		Stay		Days	Strength
	Departure	Return	Medina	Makkah		
183	Isb-Med	Jed-Isb	24 Nov – 3 Dec 18	3 – 8 Dec 18	15	150
	24 Nov 2018	8 Dec 2018				
184	Isb-Med	Jed-Isb	15 –24 Dec 18	24 – 29 Dec 18	15	150
	15 Dec 2018	29 Dec 2018				
185	Lhr-Jed	Med-Lhr	26 Dec – 1 Jan 19	1 – 10 Jan 19	16	150
	26 Dec 2018	10 Jan 2018	(Makkah)	(Medina)		
186	Isb-Med	Jed-Isb	2 – 11 Feb 19	11– 16 Feb 19	15	175
	2 Feb 2019	16 Feb 2019				
187	Isb-Med	Jed-Isb	23 Feb – 4 Mar 19	4 – 9 Mar 19	15	175
	23 Feb 2019	9 Mar 2019				
188 (Ramzan)	Tentatively 3/4 nights at Makkah and 10/11 nights at Medina i.e complete last Ashra				15 / 16	150

2. Facilities Required

<u>BLUE PKG (4 STAR)</u>	<u>GREEN PKG (5 STAR)</u>
<ul style="list-style-type: none"> • 4 Star hotel at Makkah within 600 Ms • 4 Star hotel at Medina within 300 Ms • Kit items • Air travel in economy class • Travel by bus within KSA • Guided Ziaraat • Issue of 5 Liters Zam Zam bottle 	<ul style="list-style-type: none"> • 5 Star hotel at Makkah • 4 / 5 Star hotel in Medina • Kit items • Air travel in economy class • Travel by bus within KSA • Guided Ziaraat • Issue of 5 Liters Zam Zam bottle

Note: Handout giving details of facilities required and terms & conditions is available on Pak Army website i.e www.pakistanarmy.gov.pk.

3. Bids will be closed at **1000 hours** on **5 November 2018** and will be opened at **1100 hours** on same day.

Lieutenant Colonel
(Hajj & Umra Cell, GHQ)
Tel: 051-9272874

ARMY UMRA SCHEME - 2019
HAND OUT – TERM & CONDITIONS

General

1. Army Umra Scheme is operative since 1987 for the welfare of serving and retired Army personnel and their families. To organize these contingents, services of well reputed and Government approved tour operators with valid IATA license are hired through invitation of quotations. For Umra Contingents 2019, advertisement has been published in Daily **Express Tribune, Daily Nation, English (Islamabad, Lahore & Karachi)** and Daily **Express (Urdu) (Rawalpindi, Lahore & Karachi)** dated **21 October 2018 (Sunday)**.

Salient Aspects of Umra Contingents

2. **Umra Schedule**. Tentative schedule along with breakdown of stay is attached as **Annex A**. Following policy parameters have been kept in mind while preparing Umra schedule:-

- a. **Friday Prayers at Makkah & Medina**. Pilgrims should be able to offer at least one Friday prayer each at Makkah and Medina.
- b. **40 Prayers**. Pilgrims should get an opportunity to offer 40 prayers in Medina.
- c. **Observance of Itekaaf**. During Ramzan, pilgrims should be able to observe Itekaaf at Medina.
- d. **Changes in Schedule**. Minor changes in departure / arrival schedule may be made to suit flight schedule of airline.

3. **Size of Contingents**

- a. Group size may be minimum 40 x Individuals and maximum 150 x individuals.
- b. Umra Contingents are organized by inviting applications from desirous individuals.
- c. Applications for each contingent are closed three weeks prior to departure.
- d. Contingents having less than 40 applicants may be cancelled or merged with the other Contingent.

4. **Umra Packages**. Two packages are organized in each contingent as under:-

a. **Blue Category**

- (1) Endorsement of visas.
- (2) **Kit items to include as following:-**
 - (a) Ahram for gents and scarf for ladies
 - (b) Small trolley bag (Hand carry)
 - (c) Shoe Pouch (back bag)
 - (d) Documents bag
 - (e) Belt
 - (f) Umra Guide Books
- (3) **Hotel in Medina (with complimentary breakfast)**. Royal Al Eiman / Roves / Saja Al Medina / Al Haram / Rowada Tul Bait.
- (4) **Hotel in Makkah (with complimentary breakfast)**. Al Shohada / Agyad Mukarim / Elaf Ul Mushair / Anjum.
- (5) Room configuration (Double, Triple and Quad) may be offered.
- (6) Good quality transport (2015 / 16 model) for travelling within Saudi Arabia.
- (7) Visit to Ziaraat with professional guides at Makkah and Medina.
- (8) Issue of sealed 5 Liters ready to board Abe Zam Zam to each pilgrim.
- (9) Religious guides for performance of Umra.
- (10) Reception / See off arrangements.

b. **Green Category**

- (1) Endorsement of visas.
- (2) **Kit items to include as following:-**
 - (a) Ahram for gents and scarf for ladies
 - (b) Small trolley bag (Hand carry)
 - (c) Shoe Pouch (back bag)
 - (d) Documents bag
 - (e) Belt
 - (f) Umra Guide Books
- (3) **Hotel in Medina (with complementary breakfast)**. Dar Ul Taqwa / Shaza Al Medina / Hilton Medina.

- (4) **Hotel in Makkah (with complementary breakfast)**. Swissotel / Marwa Rotana / Movinpick / Fairmount.
- (5) Room configuration (Double, Triple or Quad) may be offered as per size of the family instead of sharing.
- (6) Good quality separate transport for travel within Saudi Arabia.
- (7) Visit to Ziaraat with professional guides at Makkah and Medina.
- (8) Issue of sealed 5 Liters Abe Zam Zam to each pilgrim.
- (9) Religious guides for performance of Umra.
- (10) Reception / See off arrangements.

5. **Quotation of Umra Packages**

- a. Quotations will be worked out as per duration given in the schedule.
- b. Quotations for each Contingent will be quoted by giving options of hotels in each package as per format at **Annex B & C**.
- c. Additional information about hotels offered will also be submitted along with quotations as per format given at **Annex D**.
- d. Incomplete quotations will not be considered.
- e. Quotations should only be prepared on Company's letter head, with seal / stamp.

Terms and Conditions

6. Following terms & conditions will apply on provision of facilities for Umra Contingents:-

a. **Hotels at Medina & Makkah**

- (1) Hotels offered should have:-
 - (a) Rooms with attached bathrooms and toilet accessories.
 - (b) Room makeup services and room cleaning on daily basis or whenever asked by the pilgrim.
 - (c) Adequate lifts.
 - (d) Spacious lobby, dining hall and living rooms.
 - (e) Telephone, Refrigerator, TV, Iron with stand and Electronic Locker in each room.
 - (f) Pakistani restaurant or food point in near vicinity.
- (2) Hotel's rooms must be prepared / ready before arrival of pilgrims.

- (3) Contractor will be responsible to give room configuration at least one week in advance. Hajj & Umra Cell will prepare accommodation plan and issue it to Contractor for implementation. In case of sharing, fractions (if any) will be adjusted by the Contractor.
- b. **Transport**. Contractor will:-
- (1) Provide SAPTCO or any good quality buses. Buses older than 2015 / 2016 will not be accepted.
 - (2) Provide loading / unloading facility of baggage at airport and hotel.
 - (3) Ensure arrival of buses at given timings.
 - (4) Provide guides with every bus.
- c. **Visit to Ziaraat**. Good quality buses 2015 / 2016 model with professional guides will be arranged for visit to Ziaraat as per given program.
- d. **Issue of Abe Zam Zam**. Contractor will issue 5 Liters (ready to board), Abe Zam Zam (sealed / packed) to each pilgrim before departure for Pakistan.
- e. **Endorsement of Visas**
- (1) Contractor will ensure endorsement of Umra visas at least 15 days prior to departure with correct particulars of pilgrims.
 - (2) Contractor will be responsible to arrange air travel of pilgrims within same cost if they are left due to problems in visas.
 - (3) Contractor will process visas for individuals U/40 years of age as per instructions of this office.
- f. **Booking of Flights**
- (1) PS Dte will be responsible to complete departure formalities like:-
 - (a) Preparation of PNRs.
 - (b) Confirmation / re-confirmation of flights on PIA / Saudi Airlines.
 - (c) Preparation of tickets.
 - (d) Completion of formalities of refund / cancellation of tickets (if any) as per airline policy.
 - (2) In case the tour operator has an attractive option on carrier other than the one's given above those will be considered.

- g. **Reception / See Off.** Contractor will ensure:-
- (1) See off / reception of Contingents at airport in Pakistan.
 - (2) See off / reception at Jeddah / Medina airport and Makkah / Medina.
 - (3) Detailing of dedicated staff to address routine problems / complaints during stay at hotels.
- h. **Health.** Contractor will ensure:-
- (1) Pick / drop of serious patients to hospitals (If any).
 - (2) Detailing of attendant for pilgrims admitted in hospitals.
 - (3) In case of death, disposal of dead body as per Saudi Laws in consultation with this office.
- i. **Delays due to Flight.** In case of delay / postponement of flight, contractor will be responsible to arrange accommodation within same package in the same hotels.
- j. **Change of Hotels Offered.** After award of contract, Tour Operator cannot change the hotels. In case hotels are changed, this office will have the liberty to book / arrange better hotels and Tour Operators will have to make the payment.
- k. **Optional Services.** In case extra services are asked by any of the pilgrims, will be arranged as asked and payments will be received in cash from the respective pilgrim by Contractor at Saudi Arabia.
- l. **Children.** In case of infant or children for whom bed is not required, Umra dues will not be paid except visa charges.
- m. **Agreement.** Agreement between **Personnel Services Directorate** and concerned **Tour Operator** will be finalized soon after the award of contract.
- n. **Submission of Company's Profile.** Company's profile and documents as asked in **profile card** should be attached with quotations as per format at **Annex E.**

7. **Payment Policy.** Payments will be made to the travel agent as per following policy:-

- a. 60% payment at the time of submission of passports with Saudi Consulate by the Tour operator.
- b. 20% on receipt of passports and tickets.
- c. 20% on return of Contingent to Pakistan and on receipt of final bill from contractor after cutting the deductions / penalties (if any).
- d. Airfare is paid 100% at the time of preparation of tickets to the Airline by Personnel Services Directorate.
- e. All payments will be made through crossed cheques issued on company's name.

8. **Acceptance or Rejection of Bids.** *Competent* authority has the right to reject any or all offers in the light of PPRA rules, if the same are found to be lacking the conditions / requirements.

Instructions for Submission of Quotations

9. Following may be kept in mind before submitting quotations.
- a. All interested Tour Operators to forward quotations to **Hajj & Umra Cell, Personnel Services Directorate, General Headquarters.**
 - b. Quotations must reach the undersigned (**By hand / By Courier**) in sealed envelope as per date given in advertisement at following address:-

Hajj & Umra Cell

Personnel Services Directorate

AG's Branch, GHQ

Rawalpindi.

- c. Mail should preferably be dispatched as **Registered Letter / UMS** through **Pakistan Postal Service**. In case TCS is used, envelope should be marked as **Personal Collection**.
- d. The quotations will be opened on **5 November 2018 (Monday) at 1100 hours** in the presence of all Tour Operator at **44 Corps Composite Transport Battalion near Qasim Market / Askari XI.**

- e. Further information, if needed, may be obtained from 0900-1500 hours during working days (Monday – Friday).

Personnel Services Directorate

(Hajj & Umra Cell), General Headquarters

Tel: 051-9272874 / 051-5563307

Email: hajjumrawelservices@gmail.com

Lt Col
For Adjutant General
(Qamar Uz Zaman)

Annexure 'A'**TENTATIVE SCHEDULE**
ARMY UMRA CONTINGENTS – 2019

Contingent No	Tentative Flight Schedule		Stay		Days	Str
	Departure	Return	Medina	Makkah		
183	Isb-Med	Jed-Isb	24 Nov – 3 Dec 18	3 – 8 Dec 18	15	150
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	23 Feb 2019	9 Mar 2019				
188 (Ramzan)	Tentatively 3/4 nights at Makkah and 10/11 nights at Medina i.e complete last Ashra			15 / 16	150	

Note: Contingent No. 185 will proceed to Makkah first.

BLUE CATEGORY

Ser	Contingent No	Options	First Period	Second Period	Packages / Rates			Remarks
			Hotels at Medina with Distance from Haram	Hotels at Makkah with Distance from Haram	Quad	Triple	Double	
1	183	Option 1						
		Option 2						
		Option 3						
2	184	Option 1						
		Option 2						
		Option 3						
3	185	Option 1						
		Option 2						
		Option 3						

Ser	Contingent No	Options	First Pd	Second Pd	Packages / Rates			Remarks
			Hotels at Medina with Distance from Haram	Hotels at Makkah with Distance from Haram	Quad	Triple	Double	
4	186	Option 1						
		Option 2						
		Option 3						
5	187	Option 1						
		Option 2						
		Option 3						
6	188 (Ramzan)	Option 1						
		Option 2						
		Option 3						

Annexure 'C'

GREEN CATEGORY

Ser	Contingent No	Options	First Pd	Second Pd	Packages / Rates			Remarks
			Hotels at Medina with Distance from Haram	Hotels at Makkah with Distance from Haram	Quad	Triple	Double	
1	183	Option 1						
		Option 2						
		Option 3						
2	184	Option 1						
		Option 2						
		Option 3						
3	185	Option 1						
		Option 2						
		Option 3						

Ser	Contingent No	Options	First Pd	Second Pd	Packages / Rates			Remarks
			Hotels at Medina with Distance from Haram	Hotels at Makkah with Distance from Haram	Quad	Triple	Double	
4	186	Option 1						
		Option 2						
		Option 3						
5	187	Option 1						
		Option 2						
		Option 3						
6	188 (Ramzan)	Option 1						
		Option 2						
		Option 3						

ADDITIONAL INFORMATION OF HOTELS OFFERED

HOTEL _____

MEDINA / MAKKAH

Ser	Description	Remarks
1.	Quality of Hotel (Stars)	
2.	Distance from Harm	
3.	Located on Road	
4.	Number of Lifts	
5.	Number of Floors	
6.	Total Rooms at Each Floor	
7.	Quad Rooms per Floor	
8.	Triple Rooms per Floor	
9.	Double Rooms per Floor	
10.	Shuggas per Floor	
11.	Total Capacity of Hotel	
12.	Capacity of Dining Hall	
13.	Capacity of Lobby	
14.	Have you used this Hotel earlier?	
15.	Any complaints observed previously?	
16.	Do you have any holding in this hotel?	

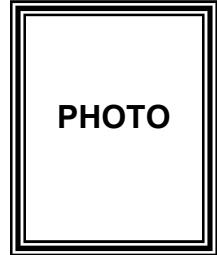
Note:

1. Same Form should be filled for each Hotel being offered.
2. If you have any brochures or CD of hotels will help us understanding the hotel.

COMPANY'S PROFILE

1. **Company's Particular**

- a. Name -
- b. CEO -
- c. Registration No. -
- d. IATA or Non IATA -
- e. IATA License No. -
- f. Board of Directors
 - (1) _____
 - (2) _____
 - (3) _____
- g. Company's Offices
(In other cities)
- h. **Contact Details**
 - (1) Address -
 - (2) Tel No -
 - (3) Fax No. -
 - (4) CEO Mob No. -
 - (5) Email Address -
 - (6) Website Address -



2. **Umra Experience**

- a. Total Umra Contingent sent in last 2 years -
- b. Name of Saudi Group with which working -

3. **Hajj Experience**

- a. Registration No
- b. Hajj quota in 2016, 2017 & 2018 -
- c. Maktab -
- d. Any additional information about company or CEO-

4. **Documents to be attached**

- a. Copy of IATA license
- b. Copy of Company's Registration
- c. 3 x Photographs of CEO (Passport Size)
- d. 3 x Copies of CNIC
- e. 3 x Photocopies of Passport