

OFFICE OF PILGRIMS AFFAIRS PAKISTAN · JEDDAH, KSA

Pre-Bid Conference

Selecting a Service Provider Company for the
Comprehensive Hajj Services Package

HAJJ 2027–2029 · 1448H–1450H



RFP NO.

H27/RFP/SPC



BASIS

PPRA Rules 2004



ADVERTISED

17 July 2026

Today's Agenda



01

The Procurement

Legal basis & bidding schedule



02

Eligibility & Submission

Who may bid & the envelope process



03

Evaluation (QCBS)

How the 70:30 score is built



04

Scope of Work

Services OPAP expects from the SPC



05

Governance

Contract term & bidder duties



06

Open Floor

Your questions, answered

Why This RFP Exists



Four-Year Hajj Policy

Cabinet-approved 2027–2030 policy replaces annual cycles with long-term contracting.



Comprehensive Service Package

MoHU now requires one SPC to deliver accommodation, catering, transport & Holy Site services.



One Partner, Three Seasons

OPAP is procuring a single accountable service partner — not a contractor.

This Procurement at a Glance

~110K

Pilgrims covered (PGS cohort)

3 Yrs

Contract term: 2027–2029

70:30

Technical to Financial weighting

1 SPC

No subcontracting, no JVs

SAR

All pricing, taxes included

36(b)

Two-envelope bidding rule

How the RFP is Organized

	Instructions to Bidders	Legal framework
	Appx-1 — Scope of Work	Full obligations
	Appx-2 — Package C	Holy Site standards
	Annexure-1 — Eligibility	Proof of experience
	Annexure-2 — Technical	100-mark matrix
	Annexure-3 — Financial	Pricing schedule
	Annexure-4 — Integrity Pact	Anti-corruption pledge

KEY DATES

Bidding Schedule 2026



17 Jul

Advertisement



1 Aug

Submission & Tech. Opening



5 Aug

Technical Results



6–10 Aug

Grievance Window



11 Aug

Financial Opening



12 Aug

Contract Award

ELIGIBILITY

Who May Bid

Both thresholds, in ANY ONE of the last 4 Hajj seasons.



25,000+

Pakistani pilgrims served



90,000+

Total external pilgrims served



Below either floor = ineligible. Both envelopes are returned unopened.

Two-Envelope Procedure

Rule 36(b), PPRA Rules 2004 — one outer sealed envelope containing:



Letter of Eligibility

Outermost document, proofs
annexed



Technical Proposal

Sealed · indexed · 100 marks



Financial Proposal

Opened only if eligible
& $\geq 70/100$

Quality & Cost Based Selection

70%

TECHNICAL (T)

100-mark matrix. Below 70 = non-responsive;
Financial Proposal stays sealed.

30%

FINANCIAL (F) — MoHU Package C rate only

$$S = 0.70T + 0.30F$$

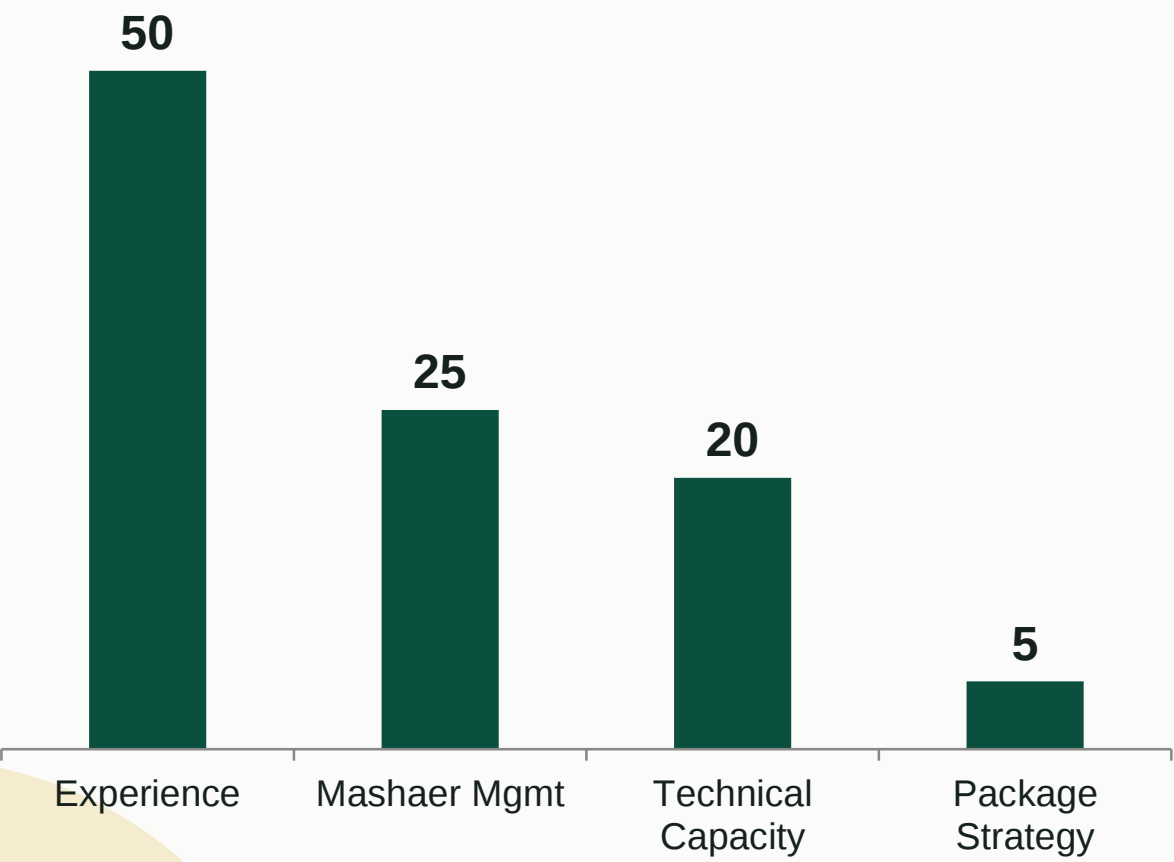
$F = (F_{\min} \div F_{\text{bid}}) \times 100$ — lowest bid scores 100

Award (Rule 38)

Highest combined score S wins — the most advantageous bid, not the cheapest.

Rule 2(1)(h)(ii), PPRA Rules 2004

100-Mark Technical Matrix



50 Experience & Track Record

25 Mashaer Management

20 Technical Capacity

5 Package Strategy

Balancing Quality & Price

The RFP's own illustration of the combined score S.

BIDDER A

84.06

COMBINED SCORE

Technical: 80/100

Price: SAR 3,100

BIDDER B

81.50

COMBINED SCORE

Technical: 75/100

Price: SAR 3,000

WINNER

BIDDER C

93.00

COMBINED SCORE

Technical: 90/100

Price: SAR 2,900 (lowest)

What Gets Priced vs. Scored



SCORED

MoHU Package C rate

Quoted for 2027, 2028 & 2029 — the ONLY figure that drives OPAP's award decision.



DISCLOSED ONLY

- Makkah & Madinah accommodation
- Transportation (all tiers)
- Catering — 3 meals/day

Reviewed for reasonableness — does not affect ranking.

Appendix-1: The Four Parts

I



General Framework

Contract term & annual review

II



Core Verticals

Mashaer, accommodation, transport, catering

III



Pilgrim Journey

Pre-arrival to departure, phase by phase

IV



Cross-Cutting Rules

Personnel, digital systems, health & media

Core Service Verticals



Accommodation

- Madinah: Markaziyah zone
- Makkah: 8–10K per cluster
- Star & seasonal mix



Transportation

- Intercity fleet 2024–27
- Mashaer shuttles & trains
- 24/7 Salwat to Haram



Catering

- 3 Pakistani meals daily
- 1 caterer per 8–10K
- Menu & hygiene approved

The Pilgrim Journey

1



Pre-Arrival

Nusuk sync, SOPs, field offices ready

2



Arrival

Nusuk cards within 12 hrs, 24/7 desks

3



Mashaer

Tafweej compliance, Nazim-led groups

4



Departure

Exit clearance, luggage-with-pilgrim

Digital Systems, Part 1

Digital self-service first — human staff as the escalation layer.



Wayfinding Maps

Urdu digital maps to camps & drop points



WhatsApp Coordination

Structured groups for Tafweej alerts



Live Dashboards

Real-time tracking, visible to OPAP

Digital Systems, Part 2



Allocation Algorithms

Buildings & camps keep groups together



Complaint Management

Automated intake, tracked to closure



Nusuk Integration

Manifests reconciled against profiles

People on the Ground



Urdu–Arabic staff at every tier



**5 resident coordinators at
OPAP office**



24/7 liaison across 3 shifts



**OPAP can demand staff
replacement**

Health & Media Supervisors



Health Supervisor

- SCFHS licensing support
- 24-hr MoH directive relay
- Clinic & hygiene audits



Media Supervisor

- Saudi Media Company liaison
- Safety & awareness campaigns
- Rumor & misinformation watch

Contract Term & Performance Review

Hajj 2027 (1448H)

JPRC review →

Hajj 2028 (1449H)

JPRC review →

Hajj 2029 (1450H)

JPRC review →



Joint Performance Review Committee

3 members per side, chaired by DG OPAP.
Reviews pilgrim feedback after each season —
can invoke the exit clause on unsatisfactory
performance.

Contingency & Continuity



1% of camp space reserved for the Mission



Reserve camp if beds fall short



Backup food for every meal cycle



Unrestricted OPAP field access



Quota growth — no cost escalation

Goodwill Gestures

Free to OPAP & pilgrims — scored under Technical Criterion 4(c).



Welcome kits



Extra orientation



More wheelchairs



Connectivity upgrades



CCTV feed to OPAP



Extra medical support

Bidder Obligations, Part 1



No Subcontracting

Single entity only — no JVs or pass-throughs



Nusuk Masar Settlement

All payments via the official e-Haj portal



Integrity Pact

Rule 7 declaration — breach voids the bid

Bidder Obligations, Part 2



Data Protection

Pilgrim data secured;
evaluations confidential until
announced



Force Majeure

No liability for delay from
binding MoHU/Saudi
directives



Grievance & Disputes

Rule 48 committee, then
good-faith consultation



Open Floor for Questions

Cite specific clauses — answers are recorded in the pre-bid minutes and, where needed, issued as a formal addendum.



SUBMISSION

1 Aug, 1:00 PM



GRIEVANCES

6 Aug 2026



AWARD

12 Aug 2026

Thank you.