



ދިވެހި ޖަޙްޖް ކޯޕަރޭޝަން ލިމިޓެޑް  
MALDIVES HAJJ CORPORATION LIMITED

## **TOR FOR PROVIDING AIR TRANSPORTATION SERVICE FOR PILGRIM OF HAJJ 1445 AND UMRAH TRIPS OF 2024**

### **Background**

Maldives Hajj Corporation Ltd (MHCL) invites all interested Airline operators to submit proposals to provide the air transportation services to and from Velaanaa International Airport, Hulhulé, Republic of Maldives and King Abdulaziz International Airport, Jeddah, Saudi Arabia, for the planned Umrah trips of 2024 and Hajj 1445.

The eligible bidders are limited to the airlines operating chartered, direct, connecting and/or codeshare flights between Velaanaa International Airport, Hulhulé, Republic of Maldives and King Abdulaziz International Airport, Jeddah, Saudi Arabia.

### **1. Instruction to Bidders**

- 1.1. It shall be the bidders' responsibility to read this entire document, review all enclosures and attachments, and comply with all requirements specified within.
- 1.2. Proposals or a part of the proposals received after the deadline will not be accepted or considered.
- 1.3. Negligence on the part of the bidder in preparing the proposals confers no rights for the withdrawal of the bid after it has been opened.
- 1.4. By submission of this proposal, the bidder certifies that the pricing structure offered has been arrived at independently without consultation, communication, or agreement of such prices for the purpose of restricting competition with any other bidder or competitor.

### **2. Terms & Conditions**

- 2.1. The airline should be an IATA approved airline and the representative of airlines should be Direct Passenger Sales Agents or General Sales Agent who are registered in Maldives. The airline should have the permission to land and take off from Velaanaa International Airport (Male') and King Abdulaziz International Airport, Jeddah, Kingdom of Saudi Arabia.



ދިވެހިރާއްޖޭގެ ޖަޞްދު ޖަޞްދު ޖަޞްދު  
MALDIVES HAJJ CORPORATION LIMITED

- 2.2. The flights should be direct (preferable), or transit or code-share flight operation from Velaanaa International Airport to King Abdulaziz International Airport, Jeddah, Kingdom of Saudi Arabia.
- 2.3. Proposed fees should include all the charges including tax levied as specified in the Scope of Work.
- 2.4. Bids shall remain valid for 60 days after the bid opening.
- 2.5. All pages of the bid shall be stamped with company seal and initialed by the person or persons signing the bid.
- 2.6. MHCL will consider no more than one proposal per bidder under the same or different names. If MHCL discovers or has a reason to believe that collusion exists among any/all bidders, any/all such proposals will be rejected, and all participants in such collusion will be excluded from consideration for future proposals for the same work.
- 2.7. Agents should be stationed at Velaanaa International Airport, Hulhulé, Republic of Maldives and King Abdulaziz International Airport, Jeddah, Saudi Arabia to attend all the issues on flights and provide assistance on check-in process and other issues in the airport. The contact details of the agents should be provided to MHCL 48 hours prior to departure / arrival.
- 2.8. If any delays are confirmed to occur from Male' sector, prior to 3 (three) hours of the check-in timings provided by the airline, then it should be announced publicly and informed to MHCL as soon as the airline gets the confirmation of such occurrences. In addition, if any delays are confirmed to occur from Jeddah sector, prior to 8 (eight) hours of the check-in timings provided by the airline, then it should be informed to MHCL as soon as possible. In case of the delays are occurred after the fixed check-in timings said above, the airline should take the responsibility of flight delay and compensate the pilgrims for inconveniences and financial loss by providing food and accommodation until the departure as from Male' pilgrims will depart to airport prior to three hours and from Jeddah pilgrims will depart from their hotel to airport prior to eight hours of the check-in timings.
- 2.9. Upon check-in of luggage the airline shall take responsibility for any lost luggage. If the luggage is not located, the airline shall bear compensation payable to the passenger as per the rules set by IATA.



ދިވެހިރާއްޖޭގެ ޖަހަޖް ޖަހަޖް ޖަހަޖް ޖަހަޖް  
MALDIVES HAJJ CORPORATION LIMITED

- 2.10. Airlines should submit a contingency plan, and act upon the plan. The contingency plan should consist of procedures, implementation time-period, compensation rates, communication channels, action plan and services provided for the following points:
- 2.10.1. Details of the lost luggage claim procedure
  - 2.10.2. Duration of locating the luggage's / baggage's
  - 2.10.3. Compensation amounts payable to lost luggage / baggage.
  - 2.10.4. Duration to compensate the amount payable for lost luggage / baggage if required.
  - 2.10.5. Recovery of lost Zam-Zam water bottles.
  - 2.10.6. Informing delays prior to the checking timings
  - 2.10.7. Plan upon delays of flights.
  - 2.10.8. Plan upon cancellations of flights.
  - 2.10.9. Plan on providing meals, transportation, and accommodation in case of any delays or cancellations of flight.
- 2.11. A performance guarantee of 10% of the amount quoted must be submitted by the bidder within 7 days of signing the agreement. A performance guarantee should be a bank guarantee dated cheque cashable on any date during the term of the agreement.
- 2.11.1. The conditions under which MHCL may require forfeiture of the performance guarantee are as follows:
- 2.11.1.1. Airlines should follow the general procedure of providing meals, transportation, and accommodation in case of any delays in flights in accordance with the rules set by IATA and in accordance with the contingency plan submitted. Failure to do as per the rulings of IATA or the contingency plan will be eligible to a fine of 10%, therefore the performance guarantee will be forfeited.
  - 2.11.1.2. If luggage/baggage is lost and the airline failed to act upon the contingency plan submitted.
  - 2.11.1.3. If Zam-Zam water checked-in is lost during the flight and the airline fails to act upon the contingency plan submitted. In this case MHCL will consider the amount of the 'Zam 'Zam water lost and act at the discretion of the MHCL management.



ދިވެހި ޖަހްޖް ކޯޕަރޭޝަން ލިމިޓެޑް  
MALDIVES HAJJ CORPORATION LIMITED

2.12. The bidders must submit a Bid Security of 20% of the amount quoted along with the proposals, issued by any Bank having its operations in the Maldives. The bid security must have its validity up to the validity period of the bid.

2.13. Upon signing the letter of acceptance, the airline agrees to provide the air transportation services for the number of pax on the dates mentioned in the letter of acceptance. If any party fails to sign the acceptance letter or denies signing the acceptance letter and refuses to provide the air transportation service, the party who did so shall pay a fine of 20% of the total amount quoted. MHCL reserves the right to forfeit the Bid Security if the fine or a part thereof is not paid before expiry date of the Bid Security.

### 3. Scope / Details of the work

3.1. Air transportation services to and from Velaanaa International Airport, Hulhulé, Republic of Maldives and King Abdulaziz International Airport, Jeddah, Saudi Arabia, for the planned Umrah trips of 2024 and Hajj 1445.

3.2. Expected number of passengers & travel dates are as follows:

Details	Estimated No of Pax	Estimated Date of departure	Estimated Travel of Arrival
Cultural Tour	50	01 <sup>st</sup> March 2024	21 <sup>st</sup> March 2024
March Umrah	50	06 <sup>th</sup> March 2024	21 <sup>st</sup> March 2024
Ramadan Umrah – Group 1	50	23 <sup>rd</sup> March 2024	10 <sup>th</sup> April 2024
Ramadan Umrah – Group 2	50	23 <sup>rd</sup> March 2024	17 <sup>th</sup> April 2024
Hajj 1445	1200	03 <sup>rd</sup> June 2024 – 07 <sup>th</sup> June 2024	28 <sup>th</sup> June 2024 – 01 <sup>st</sup> July 2024
July Umrah	400	10 <sup>th</sup> July 2024	25 <sup>th</sup> July 2024
October Umrah	250	10 <sup>th</sup> October 2024	21 <sup>st</sup> October 2024
December Umrah	400	20 <sup>th</sup> December 2024	04 <sup>th</sup> January 2025

Please note that the Airline should strictly follow the schedule provided.



