

HAJ COMMITTEE OF INDIA

Ministry of Minority Affairs

Government of India

Bait-ul-Hujjaj (Haj House)
7-A, M.R.A. Marg (Palton Road)
Mumbai-400 001

NOTICE INVITING TENDER

Issued by	Haj Committee of India
Tender Reference No	HCOI19-0039/1/2025-HCOI
Date of Issue	9 th December, 2025

The Haj Committee of India (HCoI), a statutory body established under the Act of Parliament No. 35 of 2022 and functioning under administrative control of the Ministry of Minority Affairs, Government of India, hereby invites sealed bids (in two-bid system – Technical and Financial) from reputed, eligible, experienced and qualified Indian smartwatch manufacturers (OEM) and technology providers or their authorized bidders for the following:

Sl. No.	Brief Description of Goods	Quantity	Earnest Money Deposit	Time Period for completion of supply
1	2	2	4	5
1	Design, Manufacture, Supply and Deployment of Tailormade Smart Watches	1,22,518 units	₹4,00,00,000/- (Rupees Four Crore Only)	60 days from tender award date
2	Local/Roaming IOT SIM/eSIM Card with preloaded 1 GB data valid for 60 days working in the Kingdom of Saudi Arabia	1,22,518 units		

2. Interested bidders may submit their sealed bids in accordance with the procedure outlined in the Tender Document. The bids should be dropped in the Tender Box marked “Tender Box” placed at the Reception of the Haj Committee of India, Bait-ul-Hujjaj (Haj House), 7-A, M.R.A. Marg (Palton Road), Mumbai-400 001 **latest by 04:00 PM on 22.12.2025.**

3. The detailed NIT is available on HCoI website (<https://hajcommittee.gov.in>) and Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

4. Contact Person for Queries: Incharge, Computer Cell, Haj Committee of India, Email ID: compcell.hci@gov.in

5. The HCoI reserves the right to accept or reject any tender offer, or to cancel the entire tender process, at any stage, without assigning any reason thereof.

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Bait-ul-Hujjaj (Haj House)
7-A, M.R.A. Marg (Palton Road)
Mumbai-400 001

TENDER DOCUMENT

Issued by	Haj Committee of India
Tender Reference No	HCOI19-0039/1/2025-HCOI
Date of Issue	9 th December, 2025

SECTION – I

1. NOTICE INVITING TENDER

- 1.1. The Haj Committee of India (HCOI), a statutory body established under the Act of Parliament No. 35 of 2022 and functioning under administrative control of the Ministry of Minority Affairs, Government of India, hereby invites sealed bids (in two-bid system – Technical and Financial) from reputed, eligible, experienced and qualified Indian smartwatch manufacturers (OEM) and technology providers or their authorized bidders for the following:

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- 1.3. Before submission of technical and financial bids, interested bidders are advised to go through this tender document to apprise themselves of the process of selection of the bidder to be awarded the contract as well as the terms and conditions of the contract.

2. TENDER SCHEDULE

S. N.	Activity	Date/Time
1	Date of Issue of Notice Inviting Tender	09.12.2025
2	Start Date for Submission of Tender Document	09.12.2025
3	Last Date for Submission of Queries	15.12.2025
4	Pre-Bid Meeting - Time and Date - Venue - VC Link	Yes 04:00 PM, 15.12.2025 Committee Room, Haj Committee of India, Haj House, 7-A, M.R.A. Marg (Palton Road), Mumbai 400001 Available on request
5	Issue of Corrigendum (if any)	Latest by 16.12.2025
6	Last Date and Time for Tender Submission	04:00 PM, 22.12.2025
7	Time, Date & Place of Opening of Technical Bid	05:00 PM, 22.12.2025
8	Time, Date & Place of Opening of Financial Bid	To be announced after approval of Technical Bids by Competent Authority

SECTION – II

1. BACKGROUND

- 1.1. The Haj Committee of India, a statutory body established under the Act of Parliament No. 35 of 2022 and functioning under administrative control of the Ministry of Minority Affairs, Government of India, hereby invites sealed bids (in two-bid system – Technical and Financial) from reputed, eligible, experienced and qualified Indian smartwatch manufacturers (OEM), and technology providers or their authorized bidders for design, manufacture, supply and deployment of 1,22,518 smartwatches tailor-made for Indian Haj pilgrims participating in Haj 2026, each device with pre-installed ready to use Local/Roaming IOT SIM/eSIM with preloaded 1 GB data valid for 60 days working in the Kingdom of Saudi Arabia.
- 1.2. This initiative is part of HCoI's ongoing commitment to modernize pilgrim support systems through digital innovation and enhanced safety protocols. The proposed smartwatch will serve as multi-functional wearable device, offering critical features such as:
 - 1.2.1. Live location GPS tracking to assist in group coordination, location sharing, and emergency response.
 - 1.2.2. Health monitoring tools including heart rate, oxygen saturation (SpO₂), step count, and sleep tracking to ensure timely health alerts and preventive care.
 - 1.2.3. Religious facilitation features, such as Namaz time alerts based on geolocation, Qibla direction, and Islamic notifications.
 - 1.2.4. Instant alert messaging from HCoI and group leaders, enabling timely dissemination of instructions, safety advisories, and schedule updates.
 - 1.2.5. Emergency SOS functionality, allowing pilgrims to signal distress and receive rapid assistance from designated support teams.
- 1.3. The selected bidder shall be responsible for ensuring technical readiness, multilingual interface or guide (including Hindi, Urdu, and English), training support, and on-ground deployment of smartwatches during the Haj period.

2. SPECIFICATIONS AND SCOPE OF WORK

2.1. Smartwatch Specifications

- 2.1.1. The smartwatches proposed under this tender document must meet the following minimum technical and functional requirements to ensure reliability, usability, and suitability for Haj pilgrims:

Item	Details	Description
ID	Material	ABS+PC
	Lens	Semi-transparent coated mirror glass lens

Item	Details	Description
	Strap	Comfortable, skin-friendly liquid soft silicone strap
	Color	Neutral/dark shades preferred
Waterproof	Yes	IP67 or higher
Battery	Charging voltage (MAX)	5.0V
	Capacity	Minimum 800 mAh or higher
	Standby	5-7 days
	Voltage	Suitable for India & KSA
	Material	LiPO (lithium polymer)
Screen	Type	Touch-enabled TFT/IPS or equivalent
	Size	2 inch (diagonally)
	Pixel	Minimum 240*285
Panel	Capacitive Touch Panel	Capacitive Touch Panel
Chip	CPU	ASR8601/ Spreadtrum 8541E or equivalent industry-standard CPU suitable for smartwatch applications
	OS	Android 8.1 or above
	Memory	Minimum RAM 1GB+ROM 8 GB
	WiFi	2.4GHz or higher
	GPS	Built-in GPS with support for AGPS/LBS
Sound & Communication	Ring	Yes
	Hands-free	Yes
	Loudspeaker	High-quality speakers
	Microphone	Yes
Port	Earset	No
	Charger	4 pin USB magnetic dock with at least 1 metre long wires
	SIM	1 SIM
Sensor	G-sensor	14-bit MEMS accelerometer with FIFO and ultra-low power motion/tilt detection (5–44 μ A)
	Fall Detection	Yes
Heart rate & SpO ₂	Health & SpO ₂ monitoring sensor	Integrated PPG sensor with green (\approx 525 nm) and IR (\approx 940 nm) LEDs for accurate heart rate and SpO ₂ monitoring or equivalent
Others	Antenna	FPC GSM antenna or equivalent
	Pedometer	YES
Net	GSM	Should support India and KSA bands
	WCDMA	
	FDD-LTE	
	3G	
	2G	
Positioning	GPS	Built-in
	WiFi	Yes
	AGPS	Class12

Item	Details	Description
	LBS	Yes
	MMS	NO
	EMS	NO
	E-mail	NO
	Remote monitoring	Support remote monitoring in dial-back mode
	Frequency of positioning	10 minutes, 60 minutes or turn off positioning
	Electronic fence	Multiple electronic fences can be set
	Device info setting	Avatar, birthday, pilgrim ID, etc.
	Message remind	entering and leaving the electronic fence, the battery is low or full
	History tracking	check the history tracking within one month.
	Play history tracking	auto play
	Positioning accuracy	WIFI:3-50m、GPS:3~10m、LBS:100~500m
	Battery level monitoring	Always know the battery level
	Automatic time calibration	After binding, the watch automatically synchronizes with the network time
Material	Modern locking mechanism	Skin-friendly, hypoallergenic strap material suitable for hot climates
Operating Environment		Must withstand 0°C – 60°C, direct sunlight, and high humidity
SOS Button		SOS button available
Warranty		Doorstep/Onsite Replacement Warranty of Minimum 12 Months

- 2.1.2. The device must be **fully compatible** with Android (Android 8.1 or above) enabling optional pairing for enhanced functionality.
- 2.1.3. The device must be equipped with cellular network support (4G LTE or higher), with seamless fallback to lower network bands (3G/2G or equivalent legacy networks) in areas where LTE connectivity is weak or unavailable, ensuring uninterrupted communication.
- 2.1.4. Haj Suvidha App Integration will be done by the supplier in collaboration with the system integrator of HCoI. The device must be capable of seamless integration with the Haj Suvidha mobile app, dashboard, and any other android wearable platform feature proposed by HCoI. The device should support real-time updates, health notifications, and Namaz time alerts for pilgrims and support staff. The device shall include the following features:
- Digital ID integration
 - Navigation and guidance system
 - Multilingual interface
 - Prayer and ritual reminders
 - SOS emergency support
 - Health and medical alerts

- g. Fitness tracker and pedometer
 - h. Broadcast alerts from authorities
 - i. Weather updates
 - j. Location-based info on nearest health and transport facilities
 - k. Anti-tamper/removal alert
 - l. Pilgrim feedback and assistance request button
 - m. Battery-saving mode.
- 2.1.5. The device must be designed for **secure and reliable connectivity**, with support for encrypted data exchange and remote device management.
- 2.1.6. The bidder shall ensure that all supplied devices are **pre-configured, tested, and ready for deployment**, with necessary accessories (charging cables, manuals, protective cases (if applicable) included.
- 2.1.7. The device is to be branded/co-branded as “Haj Committee of India”.
- 2.1.8. The supplier has to distribute the devices to the legitimate pilgrims at designated Embarkation Points across India.
- 2.1.9. The device must accept over-the-air (OTA) updates for firmware and feature enhancements during the Haj season.
- 2.1.10. The bidder shall ensure that all supplied smartwatches are **durable, user-friendly, and optimized for field use** during the Haj journey, with multilingual interface or guide options (including Hindi, Urdu, and English) and robust battery performance suitable for extended outdoor activity.
- 2.1.11. **Warranty and After-Sales Support (Minimum 01 Year):** The selected bidder shall provide **door-step/onsite replacement warranty of at least one (01) year** from the date of final delivery/distribution and acceptance of the smartwatches by the Haj Committee of India (HCoI). This warranty must cover:
- 2.6.1.1 Manufacturing defects** in hardware components.
 - 2.6.1.2 Software malfunctions** or firmware issues not caused by misuse.
 - 2.6.1.3 Battery performance degradation** beyond acceptable thresholds.
 - 2.6.1.4 Sensor failures** (e.g., heart rate, SpO₂, GPS).
 - 2.6.1.5 Display or connectivity issues** under normal usage conditions.
- 2.1.12. During the Haj season, the bidder shall immediately provide replacement of defective devices, while during the remainder period of warranty, the bidder shall provide free-of-cost repair of defective smartwatch units or replacement for beyond repair cases. The bidder must have repair facilities with spare parts.
- 2.1.13. The bidder must maintain a spare unit buffer stock (minimum 2% of total supply) for immediate replacement during deployment or during pilgrims stay in Kingdom of Saudi Arabia.

2.1.14. To ensure uninterrupted service and timely replacement of defective smartwatch units, the selected bidder shall deploy at least one qualified technical representative at 18 designated embarkation points (distribution points) in India, and two qualified technical representatives for round the clock support and service in the two holy cities of the Kingdom of Saudi Arabia—Makkah and Madinah—for the entire duration of the Haj season.

2.1.15. Data Security: End-to-end encryption (TLS 1.2+); secure OTA updates.

2.2. **Specifications of SIM Card**

2.2.1. Each Smart Watch unit must be supplied with pre-inserted/preinstalled ready to use IOT SIM/eSIM meeting the following specifications with preloaded 1 GB data valid for 60 days from the date of distribution/deployment:

Features	Specification
Roaming / Local IOT SIM/eSIM	Should work in KSA
Data	1 GB
Validity	60 days (from the date of distribution/deployment)
4G Network Band Support with seamless fallback to 3G & 2G	Should support India and KSA Bands
SIM Card Size	Nano SIM Card / eSIM

2.3. **Scope of Work / Bidder's Responsibilities**

2.3.1. The bidder should manufacture and supply smartwatches that comply with the technical specifications, durability standards, and certification requirements outlined in the Tender document.

2.3.2. The HCoI reserves the right to increase or decrease the order quantity at the time of contract placement. The HCoI may also increase or decrease the contracted quantity by up to 5% during the validity of the contract at the same rates and terms.

2.3.3. The products supplied must be brand new, unused, and free from defects.

2.3.4. The products must be BIS-certified and compliant with Indian government norms.

2.3.5. The products must be capable of functioning reliably in extreme climatic conditions and high-density crowd environments typical of Haj operations.

2.3.6. The bidder shall ensure device configuration & customization as per the requirement of Haj Committee of India.

2.3.7. The device must have emergency contact details and SOS functionality.

- 2.3.8. The bidder must provide support to establish compatibility with HCoI's monitoring dashboard, mobile apps, or backend systems as per requirement.
- 2.3.9. The bidder must package each unit with charging cables, manuals, protective cases if applicable, warranty card and support contact details.
- 2.3.10. The device must have unique pilgrim ID label / name or pilgrim cover number embossed on Smart Watch, in a manner to be decided by HCoI.
- 2.3.11. The bidder shall maintain a master inventory list with serial numbers, batch codes, and delivery status.
- 2.3.12. The bidder shall be responsible for delivering and distributing smartwatches to each pilgrim at designated embarkation points or HCoI offices across India, in accordance with the approved delivery schedule to be provided by HCoI.
- 2.3.13. The bidder is responsible for procuring SIM cards from Indian/Saudi Telecom companies, installing them in the smartwatches, and ensuring activation prior to distribution.
- 2.3.14. The bidder shall ensure timely dispatch and secure transit.
- 2.3.15. The bidder shall be responsible for clearing transportation and certification required for transport and distribution of smartwatch to the Haj pilgrims.
- 2.3.16. The bidder shall be responsible for taking all necessary certificates, licenses, any clearance required either by India government or from Saudi government or by custom or any authorizes.
- 2.3.17. The bidder must ensure buffer stock availability for replacements of faulty smart watch at the point of distribution and in two holy cities in Kingdom of Saudi Arabia (Makkah and Madinah)
- 2.3.18. The selected bidder must replace the faulty smart watch within 12 hours of the claim which is made either at distribution place or in two holy cities in Kingdom of Saudi Arabia (Makkah and Madinah) during the Haj period.
- 2.3.19. The bidder shall submit periodic reports to HCoI on:
- Delivery status.
 - Device activation and usage.
 - Warranty claims and support tickets.
- 2.3.20. The bidder shall maintain full compliance with:
- Data privacy norms.
 - Government procurement guidelines.
 - Audit and inspection protocols.

- Compliance with Personal Data Protection Act.

2.3.21. Coordination & Communication: The bidder shall appoint a dedicated project manager to liaise with HCoI, CGI, Jeddah and MoMA.

2.3.22. Warranty & Support Services: The bidder shall provide minimum 1-year onsite/doorstep replacement warranty for Smart Watch.

2.3.23. The bidder shall set up a support helpline and service escalation matrix active during the Haj season.

2.3.24. Software & MIS Integration: The bidder shall ensure:

2.3.24.1. Real-time location tracking on cloud dashboard.

2.3.24.2. Health parameter monitoring (HR, SpO2, steps, sleep, falls).

2.3.24.3. SOS button for emergencies with direct alert to control room.

2.3.24.4. Attendance/entry recording at Haj sites.

2.3.24.5. Data exportable in CSV/Excel for reports.

2.3.25. The bidder shall ensure that technical support team is available in India & KSA during Haj period.

2.3.26. The bidder shall ensure pre-testing of devices and SIM before distribution.

2.4. Inspections and Tests

2.4.1. The bidder shall, on their own cost, facilitate HCoI to inspect and/or test the goods, in order to verify their conformity with the specifications set forth in the Contract.

2.4.2. The HCoI shall notify the Bidder in writing, in a timely manner, of the identity and details of any representatives or third parties to carry out such inspections and/or tests.

2.4.3. The Bidder shall provide reasonable access, assistance, and facilities to the HCoI or its representatives for carrying out such inspections and/or tests.

2.4.4. Should any inspected or tested goods fail to conform to the specifications, the HCoI shall have the right to reject such goods.

2.4.5. Upon rejection, the Bidder shall, at its own cost and without delay, replace the rejected Goods with Goods that fully comply with the Contract specifications.

2.4.6. All replacements shall be carried out by the Bidder/ OEM free of cost to the HCoI.

2.4.7. Any replaced Goods shall be subject to re-inspection and/or re-testing by the HCoI or its authorized representative, at no additional cost to the HCoI.

2.4.8. The decision of the HCoI regarding the conformity of the Goods to the specifications shall be final and binding on the Bidder.

SECTION – III

1. INSTRUCTIONS TO BIDDERS

- 1.1. Bidders are advised to visit HCoI website / CPPP website regularly to keep themselves updated, for any changes/ modifications in the Tender Enquiry Document and any corrigendum or extension, till final closing date of submission of bid.
- 1.2. The EMD/Bid Security in the form of Bank Guarantee / Demand Draft of ₹4,00,00,000/- (Rupees Four Crore Only) in favour of Haj Committee of India should be submitted along with technical bid.
- 1.3. The bidders registered under Startup India, Micro, Small Enterprises (MSEs) exempted from paying Earnest Money Deposit (EMD) fee must submit necessary documents supporting the same. After proper verification, payment of EMD fees may be exempted.
- 1.4. EMD fees is returned back to all unsuccessful bidders once the evaluation is completed and the contract is signed by the successful bidder.
- 1.5. The bid validity period will be 180 days.
- 1.6. Estimated value of Bid is ₹863,751,900.00 (Rupees Eighty-Six Crore Thirty-Seven Lakh Fifty-One Thousand Nine Hundred Only).
- 1.7. No bidder shall be permitted to submit more than one Bid for the same work/same NIT number.
- 1.8. The specifications, dimensions and terms & conditions once fixed by the HCoI shall not be allowed to be changed or deviated by the bidder and the bidder has to strictly follow them. It is the responsibility of the bidder to test the quality, technical specifications of the goods before supply to the designated locations.
- 1.9. Notwithstanding anything to the contrary contained in this BID, that any conditions or obligations imposed on the bidder hereunder shall continue to have effect.
- 1.10. The bidder shall furnish in the format annexed for Technical Bid (along with specified annexures) and for Financial Bid. Bid amount shall be indicated clearly in both figures and words, in Indian Rupees (INR) and shall be signed by the bidder or the bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account and no argument/ reason and claim whatsoever shall be entertained.

- 1.11. The Bid Security for unsuccessful bidders shall be on hold till finalization of orders on L1 rates to the selected bidder. Selected bidder's security deposit will be returned after submission of Performance Bank Guarantee.
- 1.12. Any conditions or qualifications or any other stipulations contained in the Bid shall render the Bid liable to be rejected as a non-responsive Bid.
- 1.13. The Bid and all communications in relation to or concerning the Bidding Documents and the Bid shall be in English language.
- 1.14. The Tender document and all attached documents, provided by the Authority are and shall remain or becomes the property of the Authority and are transmitted to the Bidders solely for the purpose of preparation and the submission of a Bid in accordance to terms & conditions. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. The same provisions shall also apply mutatis mutandis to Bids and all other documents submitted by the Bidders, and the Authority will not return to the Bidders any Bid, document or any information provided along therewith.
- 1.15. This BID is not transferable.
- 1.16. Any award of work pursuant to this BID shall be subject to the terms & conditions of tender document.
- 1.17. **Blacklisting/Conviction:** The Bidder (OEM/Bidder) must not have been blacklisted, banned, or convicted by any Court of Law for any criminal or civil offences, nor declared ineligible by the Central Government, any State Government, Union Territories, or any Public Sector Undertaking (PSU) at the time of submission of the bid.
- 1.18. The Authority shall place sole reliance on the self-attested certifications submitted by the Bidder in this regard, as part of its Technical and Financial Bid.

2. ELIGIBILITY CRITERIA

2.1. The bidder must fulfil the following minimum eligibility criteria and must submit the required documents (sequence-wise) to be considered technically eligible:

S. N.	Qualification Criteria	Supporting Document/ Material
1.	Legal Eligibility	
	Bidder must be a company/LLP registered in India for businesses related to the tender for at least 5 years.	Certificate of Incorporation / Registration AND Company Profile
	Must possess valid PAN, TAN, GST, and legally required registrations.	Copy Required
2.	Financial Capability	
	The bidder must have an average annual turnover of at least ₹200 crore in the last 3 financial years.	ITR/ Audited Balance Sheet/ Certificate from Statutory Auditor for FY 2023-24, 2022-23, 2024-25
	The bidder must have positive net worth in the latest financial year.	
3.	Technical Capability / Past Performance	
	The bidder must have successfully completed at least one similar project in the last 5 years, involving supply of minimum 10,000 GPS-enabled or connectivity-enabled wearables / devices to Government / PSU / large enterprise OR Must have manufactured/ supplied/ sold at-least 50,000 connectivity-enabled GPS tracking wearables over the last 5 years	Work Order, Completion Certificate or Any Other Valid Supporting Document
4.	Manufacturing / Technology Capability	
	If bidder is OEM	Proof of manufacturing facility
	If bidder is authorized partner	MAF as per Annexure-III
5.	Execution Capability and Plan	
	The bidder must submit a comprehensive project execution plan, and present before TEC	Print copy of execution plan
	Details / proofs of resources (financial, human, operational, etc.) for project execution	Related documents / proofs/ details
6.	Product Sample	
	The bidder should submit 01 (one) sealed sample	One unit of Smart Watch with Accessories
7.	EMD of required amount	Original Demand Draft / Bank Guarantee
8.	Power of Attorney authorizing the signatory	Power of Attorney (as per Annexure-IV)

- 2.2. Joint ventures or consortium in any form are not eligible to bid.
- 2.3. Bidders recognized as ‘Startup’ by DPIIT (Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India) will be exempted from furnishing Bid Security / Earnest Money Deposit, subject to submission of required documents.
- 2.4. In line with Policy Circular No. 1(2) (1)/2016-MA Dated 10th March, 2016 of the Ministry of Micro, Small & Medium Enterprises on “Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience and Prior Turnover Criteria”, the Criteria of Prior Turnover and Prior Experience are relaxed for MSEs, subject to meeting of quality and technical specifications.

3. BID EVALUATION CRITERIA

- 3.1. **Technical Evaluation Criteria:** Bidders who fulfill all pre-qualification and eligibility criteria shall be deemed qualified to proceed to the subsequent stages of evaluation, which include Technical and Financial assessments as outlined in the Tender document. A bidder may be disqualified if TEC is not satisfied with Execution Capability and Plan submitted / presented by the concerned bidder.
- 3.2. **Financial Bid Evaluation:** The Financial Bids of all technically qualified bidders shall be opened on the scheduled date, in the presence of authorized representatives of the participating bidders, as per the procedure. The contract shall be awarded to the bidder whose financial bid is the lowest (L1) among those who meet all qualifying criteria.
- 3.3. **Award of Contract:** The contract shall be awarded to the bidder whose financial bid is the lowest (L1) among those meeting all qualifying criteria and whose proposal is deemed substantially responsive, as per the evaluation process defined in the Tender document.
- 3.4. **Notification of Award:** Before the expiry of the bid validity period, HCoI shall notify the successful bidder in writing that their proposal has been accepted. If the procurement process is not completed within the stipulated time, HCoI may request bidders to extend the validity of their bids. This notification shall constitute the award of contract. Upon receipt of the Performance Bank Guarantee from the successful bidder, HCoI will initiate the return of their Earnest Money Deposits (EMDs).
- 3.5. **Contract Finalization and Award:** The HCOI shall reserve the right to further discuss commercial terms with the successful bidder, as per CVC guidelines.
- 3.6. **Right to Accept and To Reject Any or All Proposal(s):** HCoI reserves the right to accept or reject any proposal, in whole or in part, and to annul the tendering or public procurement process at any stage prior to the award of the contract. This may be done without assigning any reason and without incurring any liability whatsoever to the

affected bidder(s). HCoI is under no obligation to inform the bidder(s) of the grounds for such action.

- 3.7. **Performance Guarantee:** The selected bidder shall furnish a Performance Bank Guarantee (PBG) amounting to 5% of Total Contract Value (including taxes and levies) within 3 days from the date of Notification of Award. This period may be extended by an additional 02 days with prior approval of the CEO, Haj Committee of India. The PBG should remain valid until the completion of Haj Season 2026, i.e., the commencement of the last return Haj Charter flight to India.
- 3.8. **Signing of Contract:** Upon notification of award, HCoI shall enter into a formal contract with the successful bidder. The contract shall incorporate all terms and conditions of the tender, including pre-bid clarifications and the bidder's submitted proposal.
- 3.9. **Annulment of Award and Forfeiture of Performance Guarantee:** If the successful bidder fails to accept the Draft Legal Agreement or the Terms and Conditions specified in the tender documents, HCoI shall have the right to annul the award. In such cases, HCoI may either award the contract to the next best evaluated bidder or initiate a fresh procurement process. Further, HCoI reserves the right to invoke the Performance Bank Guarantee (PBG) submitted by the defaulting bidder.

4. FORCE MAJEURE

- 4.1. Occurrence of a Force Majeure event shall not absolve the bidder from liability for forfeiture of EMD, Performance Guarantee, liquidated damages, or termination due to default.
- 4.2. "Force Majeure" refers to unforeseen events beyond the control of the bidder, without any fault or negligence on their part. Such events may include, but are not limited to, acts of government, war, civil unrest, fire, flood, epidemic, quarantine restrictions, or transport embargoes.
- 4.3. If a Force Majeure event occurs, the bidder shall promptly notify HCoI in writing, stating the nature and cause. Unless otherwise instructed, the bidder shall continue to perform contractual obligations to the extent possible and explore reasonable alternatives.
- 4.4. If the bidder is unable to perform a significant portion of the services for up to 30 days due to Force Majeure, HCoI may terminate the contract by giving at least 30 days' written notice.

5. PAYMENT SCHEDULE

- 5.1. The payment will be made in accordance with the following schedule:

S. N.	Milestone	Payment Percentage	Conditions
1	Signing of Contract & Submission of PBG	5%	Upon execution of agreement and submission of valid Performance Bank Guarantee (PBG) of 5% of Total Contract Value (including taxes and levies)

2	Delivery of 50% of Devices at Designated Locations / Inspection by HCoI or its authorized agency	35%	Subject to inspection and acceptance by HCOI or its authorized representative
3	Delivery of remaining 50% of Devices at Designated Locations	35%	Subject to delivery and distribution
4	Successful Deployment, Activation & Training Support	10%	
5	Completion of Haj Season & Submission of Final Report	13%	After adjustment of any cost to HCoI or suitable penalty, if warranted.
6	Expiry of Smart Device Warranty	2%	

6. DELIVERY TIMELINE

The successful bidder shall ensure delivery of the complete consignment of the required goods at the designated locations, as specified by the Haj Committee of India (HCOI) in agreement, within a maximum period of 60 calendar days from the date of issuance of the Purchase Order (PO).

7. PENALTY & LIQUIDATED DAMAGES

- 7.1. If the Bidder fails to supply, configure, activate SIMs, or deploy the devices, complete distribution, or meet any project milestone within the stipulated timeline, the HCoI shall impose Liquidated Damages (LD) at the rate of 0.5% (one-half percent) of the total contract value for each week of delay or part thereof, subject to a maximum of 10% of the total contract value.
- 7.2. LD shall be calculated on the total contract value, not merely on the delayed portion.
- 7.3. Imposition of LD shall be without prejudice to any other remedies available to the Purchaser, including termination of contract.
- 7.4. If the supplied devices/products/services fail to meet the required technical specifications, performance parameters, or SLAs, the following penalties shall apply:
 - 7.4.1. Device-level failure rate exceeding acceptable limit of 2% during Haj in KSA: Replacement within 24 hours or penalty of 110% price of device.
 - 7.4.2. Failure to provide onsite/doorstep warranty support after Haj period in India: Penalty of ₹100 per device per day of non-compliance.
- 7.5. Imposition or non-imposition of penalty does not waive the HCoI's right to enforce future compliance or seek damages for consequential losses.

LETTER COMPRISING THE TECHNICAL BID

To,
The Chief Executive Officer
Haj Committee of India
Bait-ul-Hujjaj (Haj House)
7-A, M.R.A. Marg (Palton Road)
Mumbai-400 001

Subject: Technical Bid for Tender Reference No. _____ dated _____

Sir,

1. With reference to your tender document dated , I / we, having examined the BID document and understood its contents, hereby submit my/our Bid for the aforesaid work. The Bid is unconditional and unqualified.

2. I/We acknowledge that the HCoI will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the bidder and we certify that all information provided in the Bid and in Annexure are true and correct; nothing has been omitted which renders such information misleading; and all documents attached along with such Bid are from their respective originals.

3. I/We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.

4. I/We acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

5. I/We certify that in the last five years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

6. I/We certified that I/we have not been blacklisted, banned, or convicted by any Court of Law for any criminal or civil offences, nor declared ineligible by the Central Government, any State Government, Union Territories, or any Public Sector Undertaking (PSU) at the time of submission of the bid.

7. I/We declare that:

- a. I/We have examined and have no reservations to the BID document, including any Addendum issued by the Authority.

- b. I/We do not have any conflict of interest in accordance with Clauses of the BID document; and
- c. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central/UTs or State and we abide by the same we and our agents will not involve in any unlawful/fraud in this tender process, if any such act found noticed, our EMD shall be forfeited and we shall be charge sheeted.
8. I/We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the work, without incurring any liability to the Bidders, in accordance rules in the Tender document.
9. I/We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the provisions of this BID, we shall intimate the Authority of the same immediately.
10. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above-mentioned Project and the terms and implementation thereof.
11. In the event of my/our being declared as the Selected Bidder, I/We agree to enter into an Agreement within stipulated time.
12. I/We have studied all the Bidding Documents carefully and also understand scope of the work. We shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process.
13. I/We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the work is not awarded to me/us or our Bid is not opened or rejected.
14. The Bid work Cost has been quoted by me/us after taking into consideration all the terms and conditions stated in the BID, draft Agreement, our own estimates of costs and after a careful assessment of the work and all the conditions that may affect the work cost and implementation of the same.
15. I/We agree and undertake to abide by all the terms and conditions of the BID document.
16. I/We shall keep this offer valid for 180 days after Bid Due Date specified in the BID.

17. I/We declare that we have adequate and independent financial resources to undertake, execute, and complete the project without reliance on advance payments or deviation from the prescribed payment terms.

18. I/We understand and unconditionally accept that all payments under the contract shall be released strictly in accordance with the Payment Schedule specified in the Tender/Contract, and no request for advance payment, change in payment milestones, relaxation, or modification of the payment terms shall be entertained.

19. I/We hereby submit our Bid as indicated in Financial Bid for undertaking the aforesaid work in accordance with the Bidding Document.

20. In witness thereof, I/we submit this Bid under and in accordance with the terms of the BID document.

Yours faithfully,

(Signature of the Authorized Signatory/Bidder)
(Name, Designation and Contact Details of the of the Authorized Signatory)
Name and Seal of Bidder

Place:

Date:

Annexure – II

FINANCIAL BID

To,
The Chief Executive Officer
Haj Committee of India
Bait-ul-Hujjaj (Haj House)
7-A, M.R.A. Marg (Palton Road)
Mumbai-400 001

Subject: Financial Bid for Tender Reference No. _____ dated _____

Sl. No.	Brief Description of Goods	Unit Price (in figure and word)	GST (in figure and word)	Total Price (including GST) (in figure and word)	Total Units	Total Price (Inclusive of all goods and services involved including, but not limited to, Transportation Installation, Commissioning, Sample & Testing Charge, Warranty, Distribution etc.)
1	2	3	4	5 (3+4)	6	7 (5x6)
1	Smart Watch as per Specifications of Tender Document				1,22,518	
2	Local/Roaming IOT SIM/eSIM Card with preloaded 1 GB data valid for 60 days working in the Kingdom of Saudi Arabia				1,22,518	

(Signature of the Authorized Signatory/Bidder)
(Name and Designation of the of the Authorized Signatory)
Name and Seal of Bidder

Place:
Date:

Annexure – III

OEM /MANUFACTURE AUTHORIZATION FORM (MAF)

To,
The Chief Executive Officer
Haj Committee of India
Bait-ul-Hujjaj (Haj House)
7-A, M.R.A. Marg (Palton Road)
Mumbai-400 001

Subject: OEM/Manufacturer Authorization Letter (MAF) for Supply of 1,22,518 units of smartwatches under Tender No. _____ dated _____

1. We, (name and address of the OEM/manufacturer), established and reputed manufacturers of (name or list of the item/devices/equipment) having factories at (addresses of manufacturing locations) do hereby authorize M/s (name and address of the bidding firm) to submit the bid, negotiate and conclude the contract with you against the above mentioned tender.

2. We further declare that we meet all the Criteria detailed below in the compliance sheet.

Sl. No.	Item Description	Make & Model
1.	Smart Watch (Specifications as mentioned in Tender Document)	

Yours faithfully,

For and on behalf of M/s (Name of the OEM/Manufacturer)

Seal & Signature of OEM/Manufacturer

Name and Title of Signatory:

Designation:

Location:

Date:

Note: This letter of authority should be on the letter head of all the hardware manufacturer (OEM) and should be signed by the competent authority from OEM side and having the power of attorney to bind the manufacturer.

Annexure – IV

FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF BID

Know all men by these presents, We, _____ (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./MS (Name _____), son/daughter/wife of _____ and presently residing at _____, who is presently employed with us and holding the position of ... _____, as our true and lawful attorney (herein after referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for Tender No. _____ dated _____ issued by the Haj Committee of India (the “Authority”) including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said work and/or upon award thereof to us and/or till the entering into of the Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE _____ THE ABOVE HAVE EXECUTED THIS POWER

OF ATTORNEY ON THIS..... DAY OF, 2025.

For
(Signature, name, designation and address)
of person authorized by Board Resolution (in case of Firms/ Company)/
Partner in case of Partnership Firms

Witnesses: 1.
2.

Notarized

Person identified by me/personally appeared before me/ signed before me/ Attested/
Authenticated*

(*Notary to specify as applicable) (Signature, Name and Address of the Notary)

Seal of the Notary Registration Number of the Notary Date

Accepted

(Signature, name, designation and address of the Attorney)

Notes:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

**DECLARATION
(Annexure to Technical Bid)**

**(On Non–Judicial stamp paper of Rs.100/-duly attested by the first-class
magistrate/notary)**

1. I/We hereby declare that I/We am/are the Owner/Partner/Authorized Signatory of the bidding firm and that the firm is a duly constituted legal entity.
2. I/We declare that the firm has not been blacklisted, debarred, banned, convicted, or declared ineligible by any court of law or by the Government of India, any State/UT Government, any Public Sector Undertaking (PSU), or any Autonomous/Statutory Bodies.
3. I/We confirm that no conditions have been imposed by us which are in conflict with the terms and conditions of the tender. In case any such condition is found, the bid shall be treated as withdrawn.
4. I/We declare that no criminal case is pending or has been instituted against the firm by the Government of India, any State/UT Government, or any PSU or any Autonomous/Statutory Bodies in relation to any previous contracts.
5. I/We confirm that the firm has not breached any contractual obligations with any Government Department, State/UT Government, PSU or any Autonomous/Statutory Bodies.
6. I/We understand and agree that if this declaration is found to be false or incorrect, the HCoI shall be at liberty to take action, including forfeiture of EMD/Security Deposit and cancellation of contract, without prejudice to any other legal remedies.

Signature of the Bidder

With Designation & Seal