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The Presidency
NATIONAL HAJJ COMMISSION OF NIGERIA
(NAHCON)

GUIDELINES

for

PROVISION OF FEEDING SERVICES TO NIGERIAN
PILGRIMS

(January, 2019)

**GUIDELINES FOR THE PROVISION OF FEEDING SERVICES TO
NIGERIAN PILGRIMS.**

PREAMBLE:

The National Hajj Commission of Nigeria hereby issues the following guideline so as to set standard for the provision of feeding services to Nigerian pilgrims and the requirements for the provision of catering and pilgrims' feeding services.

All Caterers interested in the provision of pilgrims' feeding for Nigerian pilgrims in Makkah, Mashaeer and Madinah shall fulfill the following requirements:

1.0 COMPANY REQUIREMENTS:

Any Catering Company applying to provide pilgrims' feeding shall submit the followings:

- i) Copy of Commercial registration/license of the company with Saudi Arabia;
- ii) Copy of the current membership of the Chamber of Commerce;
- iii) Copy of the valid municipal (Baladiyyah) license specifying the address and place of the company;
- iv) Copy of current Certificate of the Social Insurance Institute specifying the number of employees registered in the company;
- v) Proof of previous experience, certificate of satisfactory performance for providing catering/feeding services for pilgrims in the last 3 (three) years, as well as certification from Muassasah or the Adilla that the services rendered for the previous years were satisfactory and in line with the extant regulations;
- vi) Proof of ownership of the kitchen or signed agreement with the original owners and the certificate of accreditation of the competent authorities, with photographs of the kitchen;



- vii) Proof of financial capacity, the share capital should not be less than **SR2,000,000 (twomillion Saudi Riyals)** and must be clearly written on the license of the company;
- viii) Ability of the company to render catering services for at least 5,000 (five thousand) pilgrims at a time;
- ix) The company shall also provide its statement of account for the last three calendar years in English language (in order to clarify the ability of the company to meet its obligations);
- x) All applicants would be required to write a declaration of strict compliance on the company's letter headed paper, the format of which would be provided by the Hajj Affairs Office of Nigeria (NAHCON); and that
- xi) Original copies of all the above mentioned documents requested should be made available for citing during the screening exercise.

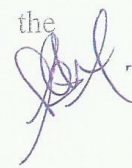
2.0 KITCHEN REQUIREMENTS:

- i) Must be standard and well equipped with modern facilities;
- ii) Must be duly licensed to operate by the relevant Saudi Authority;
- iii) Must be located in a suitable environment; and
- iv) Must be operational.

3.1 OTHER REQUIREMENTS (CATERERS):

Applicants should submit the following along with their application forms:

- i) certified translated copies of all Arabic documents (Company license, kitchen/Restaurant licenses, registration documents, bank references, etc) in English language;
- ii) the Caterer must have the financial strength to undertake the services, and shall provide all the necessary Bank guarantees before payment of any advance fees;
- iii) any other document(s) indicating ownership of the Kitchen/Restaurant;



- iv) soft copies of all information concerning Kitchen/Restaurant and their locations; and
 - v) Comprehensive company profile.
- 3.2 All applicants shall bring along and present the following documents during the screening exercise:
- i) original copies of all the supporting documents attached (for sighting);
 - ii) letter of authorization or the Company's I.D. card from the applicant company for representatives that are not owners/Directors of the company;
 - iii) Pictures of Kitchen/Restaurant showing the front view equipment's and other facilities in the kitchen.

4.0 RESPONSIBILITIES OF THE CATERERS:

In addition to the above, applicants understand that they shall undertake to provide the following services;

- i) Ensure the cleanliness of the environment at all times;
- ii) Ensure that the meal served is in line with the agreed menu in terms of quality and quantity;
- iii) Ensure timely delivery of the meals;
- iv) Ensure the provision of customized coupons to pilgrims;
- v) Daily reconciliation of meals served;
- vi) Provide serving personnel and utilize the dining facilities in the pilgrims' accommodation;
- vii) Ensure the provision of 30% of pre-cooked meals (frozen and hygienic) to pilgrims at Holy Mashaeer (Mina and Arafat) as well as the facility to comply with the directives;
- viii) Ensure the engagement of Nigerian local partner to assist in the preparation of local menu and other services as well as employment of Nigerian local ad-hoc staff that are residing in the Kingdom that has the requisite permit and ensure prompt payment of services rendered.



- ix) The Caterer should ensure that all the requirements requested in clause 1, 2 and 3 above are fully provided and adhered to.

5.0 RESPONSIBILITIES OF SMPWB/C/A:

The SMPWB/C/A should ensure that:

- i) the selected caterer(s) in Makkah and Masha'ir are amongst the approved list shortlisted and forwarded to the SMPWB/C/A by the Commission in the prescribed format;
- ii) necessary approval of the Board and or the Governor's approval is obtained (where applicable), and a copy of same should be attached with the letter forwarding the selected Caterer;
- iii) where there are more than one SMPWB/C/A under one field office, all must agree on only one caterer at Masha'ir in line with the Saudi regulations on Masha'ir pilgrims feeding;
- iv) they have duly filled and returned the necessary monitoring and assessment forms provided by the Commission on daily basis stating the standard/quality, quantity and total number of the meal provided by the Caterer;
- v) they developed their menu taking into consideration that pilgrim(s) on special diets were adequately catered for and that meals served are in conformity with the agreed menu in terms of quality and quantity and was delivered as at when due;
- vi) they developed a comprehensive meals distribution schedule (timetable) so as to ensure orderly and smooth distribution process;
- vii) their ICT Unit should be fully equipped with qualified IT personnel so as to log into the online Feeding Monitoring App developed by the Commission;
- viii) substandard and bad food should be rejected, appropriately documented and reported to the Commission immediately;

- ix) there are designated officers in charge of feeding in Makkah and Masha'ir whom must be bonafide staff of the SMPWB/C/A;
- x) each pilgrims batch going to Madinah must have a dedicated representative to oversee and record the delivery or otherwise of the contracted meals for the period of the pilgrims stay in Madinah;
- xi) unified feeding contract agreement with the caterers must be properly executed and attested to by the Commission;
- xii) copy of the executed feeding contract agreement must be deposited with the Commission's Legal Unit; and
- xiii) proper monitoring and supervision of the kitchens/caterers is made by the SMPWB/C/A management team throughout the period of the feeding exercise and report accordingly to the Commission, the Executive Secretary/Chairman should be fully in-charge of pilgrims' feeding activities; Government ad-hoc appointees such as Amirul Hajj Team, Government delegation or any supervisory authorities of the Board are ineligible;
- xiv) The SMPWB/C/A should NOTE that payment to Caterers is electronic, automatic and online through the Ministry of Hajj portal and that it is one of the condition precedent before issuance of Hajj visa to pilgrims. Hence, the need for proper monitoring and supervision of the Caterers.
- xv) Make necessary arrangement with the Caterer(s) in respect of local foodstuffs to be used as agreed in the local menu content to be served to pilgrims and duly secure necessary authorization from both the Saudi and Nigerian authorities and thereafter properly packaged and transported the required local foodstuffs into the Kingdom.



6.0 PENALTY:

The Commission reserves the right to sanction and or penalize any Caterer that was found wanting in the discharge of his contractual obligations to pilgrims in the areas of:

- a) Provision of substandard, unhygienic or inadequate meals;
- b) Failure to pay fees/charges lawfully imposed by the Commission or any other Saudi authority;
- c) Non-payment of the engaged local partner or the local ad-hoc staff employed; and
- d) Breach of any term and or condition provided in the feeding contract.

The SMPWB/C/A may also be sanctioned or penalized if it failed in its assigned responsibilities or had compromised its position and that the Executive Secretary/Chairman would solely be held responsible for any unlawful act or omission.

NOTE:

These guidelines provide for pilgrims' feeding requirements and may be reviewed by the Commission from time to time as the need arises. Non compliance with any provision of this guideline shall attract sanction in line with the extant provisions provided under the Hajj & Umrah (Registration, Licensing and Operations) Regulations, in addition to reduction of slot allocation.