

**High Commission of India  
Kuala Lumpur**

**23.09.13**

**INVITATION FOR BIDS**

The High Commission of India, Kuala Lumpur intends to pre-qualify agencies to assist its consular wing in the processing of applications for the issuance of Passports and Other Consular Services. The agencies so identified would have, on behalf of the High Commission of India, responsibility for the following broad activities:

- i) Distribution, collection and scrutiny of Passports and Other Consular Services applications as prescribed, along with passports, supporting documents and fees from the applicants;
- ii) Depositing the Passports and Other Consular Services applications, passports in original as well as in electronic format and other related documents at the Consular Wing of the High Commission by the quickest and safest means; and fees at the bank designated by the Mission
- iii) Digitisation/Indexation of Passports and Other Consular Services applications form along with enclosures, capturing of biographic data and photograph and transfer the data electronically to enable the High Commission as per requirement under procedures. This data duly indexed should also be provided in CD or any other storage format to Mission for efficient search and retrieval operations. Capture fingerprint biometric and facial biometric data, as and when introduced and pass on such data electronically to enable the High Commission to upload the same. Creating metadata file and an attachment/sub- file for enclosures. This must be done in coordination with the Mission and NIC to install an appropriate procedure for search and retrieval requirements for Passports and Other Consular Services as the case may be.
- iv) Collection of Passports and Other Consular Services documents from the Consular Wing after the service has been rendered;
- v) Dispatching / handing-over document/s to applicants by secure and fast means;
- vi) Maintenance of an information desk/service to answer enquiries over telephone, distribute printed guidelines and handle queries by e-mail, post or fax, as the case may be; and
- vii) Scheduling of personal interviews of the applicants at the Consular Wing of the Mission/Post, where required.

2. To carry out these activities on behalf of the Mission, the agencies would be expected to establish collection centre/s at a prominent locality of Kuala Lumpur. The Mission may need to increase the number of centres in Kuala Lumpur and other cities of Malaysia, if deemed necessary. The agencies would be expected to provide courteous and efficient service at all times. The Mission reserves the right to monitor the quality of service provided and impose necessary corrective measures on the agencies in terms of their contractual obligations. The short-listed agencies will have to

furnish a bank guarantee, the amount of which will be specified in the Request for Proposal (RFP).

3. i) Agencies with sound financial and business credentials, having at least one year experience of operating a centre on behalf of a Diplomatic Mission/Missions or Ministry of External Affairs of the Government of India in providing similar services and dealing with at least hundred visas or passports or consular services per day on a one year average, are invited to send their profiles and expression of interest, along with a detailed offer for pre-qualification.

(ii) **Only Indian/Indian origin companies with or without a local partner either of Indian/Foreign origin are eligible to apply.** (Definitions and Explanations may be seen in the Request for Proposal).

4. All offers/bids should be accompanied by a refundable deposit of Malaysian Ringgit 20,000 (Twenty Thousand) by Bank Draft drawn in favour of High Commission of India, Kuala Lumpur. The Bank Draft should be put in a separate envelope marked 'refundable deposit' and not with envelopes for 'Technical Bid' or 'Financial Bid'. This deposit would be refunded within five working days of the Mission and Bank of opening of pre-qualification bids.

5. The agencies are required to submit technical and financial bids in two separate envelopes. In the first stage, only the technical bids will be opened and examined and only the bidders fulfilling the technical requirements, will be selected for opening the financial bids. Any remaining bids will not be processed further. Financial bids of companies qualifying on technical evaluation, will be opened in the next stage and the Contract Price shall be the criterion for selecting the successful Service Provider. If the contract price is same for more than one company, the company graded higher will become eligible. The Technical Bids will be evaluated by the Mission and graded according to the quality of services offered by the bidding Companies. This information would be given to the Companies which qualified for the Financial Bids before opening of the Financial Bids. Bidding agencies should give specific and clear response to the RFP in the same format and order without omitting any point mentioned therein.

6. The offers/bids may be sent in sealed covers (superscribed 'Passport and Other Consular Services Outsourcing' (containing two separate sealed covers superscribed " Technical Bid" and "Financial Bid") addressed to the Head of Chancery, High Commission of India, Menara 1 Mont Kiara, Level 28, No.1, Jalan Mont Kiara, 50480 Kuala Lumpur, so as to reach the Mission by 1500 hours on November 22, 2013. All the Technical Bids shall be opened simultaneously at 1510 hours on the same day. The Mission's decision on the pre-qualification of the agencies shall be final.

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