

HIGH COMMISSION OF INDIA, KUALA LUMPUR

REQUEST FOR PROPOSAL (RFP)

Dated: December 15, 2014

Note: *The bidding companies should respond to all the items in the Request for Proposal (RFP) clearly and without any ambiguity and in the same order as the RFP. The Technical Bids are liable to be rejected if all the points in the RFP are not adequately responded to. The decision of the High Commission in this regard is final. The Organisation profile in soft copy, as required in Para XIV.18.b, should be sent immediately to the High Commission for onward transmission to Ministry of External Affairs without waiting for tender finalization, for pre verification purposes. Bidding companies not security cleared by the Ministry will not be eligible to participate in this tender.*

I. INTRODUCTION

1. The objective of this RFP is to select an appropriately qualified and adequately experienced Company, to act as the Service Provider, to enter into a contract with High Commission of India, Kuala Lumpur herein after referred to as the High Commission to provide Visa support services at Kuala Lumpur, Klang, Johor Bahru, Penang, Ipoh, Melaka, Seremban, Kuantan, Kota Kinabalu and Kuching.

2. The High Commission undertook, on an average, Visa transactions in the last three years approx. 650 per working day on the basis of 250 working days of the year. However, this is only an estimate and the High Commission does not guarantee this number. High Commission wishes to engage a Service Provider Company to collect applications along with passports and other relevant documents to be specified by the High Commission, of applicants received in person as well as by post/courier on its behalf, deliver them to the High Commission and subsequently return the processed passports to the applicants in a secure and expeditious manner.

II. REQUEST FOR PROPOSAL

3. Bidding Companies are invited to submit a priced proposal for the delivery of Visa support services in accordance with this RFP. The proposal would be valid for a period of 6 months after the RFP closing date. Award of Contract will be on L1 basis of financial bids in the two-tier tender process consisting of Technical Bids and Financial Bids. The Contract signed will be valid for a period of 4 years, with review of operations after each completed year. High Commission has the right to terminate the contract if during the review process, it is found by High Commission that the services rendered by Service Provider did not meet with the quality and efficiency of the services expected of the Service Provider as per the RFP. Full services at the Indian Visa Application Centres (IVAC) shall commence on 18.6.2015. All the IVACs should be opened simultaneously i.e. should commence operations w.e.f. 18.6.2015. Operations may be started only after High Commission conveys in writing its satisfaction on the arrangements made by the Service Provider.

4. High Commission may terminate the contract at any time by giving 2 to 6 months advance notice without assigning any reason. The Service Provider may terminate the contract by giving six months advance notice with justification for termination of services. High Commission reserves the right to impose a financial penalty as prescribed under Para 'XIII.17.b - Penalties' in case the latter terminates the contract without providing six months termination notice. The Notice of termination will be effective from the date of Notice or from the date of receipt by the party concerned or from the date mentioned in the Notice, whichever is later.

III. ELIGIBILITY

5.
 - i. The Bidding Company must have at least three years' experience of operating a centre for Visa services on behalf of a Diplomatic Mission of Government of India or any other Government dealing with at least 200 applications per working day.
 - ii. Bidding Company should have a minimum net worth equivalent of RM 16 million.

iii. The average annual turnover of the Bidding Company should be at least 1.5 times the expected annual turnover from IVAC operations of the bidding company under the contract.

6. The Bidding Company must provide supporting documentary evidence for the current experience claimed by providing details of web-links of such services being rendered as well as necessary certificates/testimonials in support of the same. In the case of past services, necessary certificates from the Diplomatic Missions/Governments concerned must be provided.

7. The Bidding Company must comply with the following additional/technical eligibility requirements:

- a. If the Bidding Company proposes to implement the project in collaboration with a local business partner, details of partnership, including the copy of the Agreement must be provided. Partner Company should have at least 50% net worth stipulated for the main Bidding Company. However, the local partner must also meet with all the other eligibility requirements indicated in this RFP for the Bidding Company.
- b. The Bidding Company and its sister Companies or subsidiaries should not bid separately for the same tender. A certificate to this effect should be given by the Bidding Company.
- c. The Bidding Company must submit audited balance sheets and income statements for last three years to demonstrate its current financial soundness, ability to undertake the project and its net worth. A certificate from a recognized external audit agency regarding the financial soundness of the Company and its ability to provide Bank Guarantees in respect of the services undertaken with the High Commission should be submitted. In case the bidding entity is a joint venture, information must be provided for all the partners of the joint venture as well as for local partner.
- d. The Bidding Company shall provide audited information on annual turnover for the last three years to substantiate that the average annual turnover should be at least 1.5 times the expected annual turnover from IVAC operations of the bidding company under the

contract. In case of joint ventures, information must be provided for all partners of the joint venture and a copy of the contract.

- e. The Bidding Company must provide documentation to show that it has the qualified personnel for key positions in the IVAC. The details of the proposed key personnel and their experience record must be provided.
- f. The Bidding Company must certify that the company and its subsidiaries/partners are not involved in any unlawful or illegal activity including in human trafficking, anti-Indian activities, hawala, etc.
- g. The Bidding Company must provide a list of all its pending litigations.
- h. The Bidding Company must provide details of all its past and present litigations with Government of India and with the Ministry of External Affairs, New Delhi. Similar information may be provided for its partner companies and local partners.
- i. The Bidding Company must certify that it has not been convicted for, or involved in, bribery, corruption or fraud.
- j. The Bidding Company must certify that key personnel proposed for IVAC have not been convicted of any criminal offence or on charges of bribery, corruption or fraud.
- k. The Bidding Company must provide certification that its operations are compliant with local labour laws and relevant tax regime.
- l. The Bidding Company should have ISO-9001-2008(or equivalent) certification for quality management and ISO-27001-2013(or equivalent) certification for IT related services.
- m. The Bidding Company provide plan for a viable and effective security system for premises, personnel and data relating to the IVAC.
- n. The Bidding Company must deposit a Bid Security of RM 163500/- (RM One hundred and sixty three thousand and five hundred only) by bank draft in favour of High Commission of India, Kuala Lumpur, refundable not later than 15 (fifteen) days from the opening of

financial bid, except in the case of the Selected Bidding Company whose Bid Security shall be retained till it has provided Bank Guarantees as indicated in Para VIII - Financial Guarantees of this document.

IV. AWARD OF CONTRACT TO MORE THAN ONE COMPANY

8. High Commission has the right to award the outsourcing contract to one additional bidding company, in the order of L2, L 3 on the same price and terms & conditions as L1 if the volume of work is 250,000 transactions and above annually. In such a situation, the work would be distributed in the ratio of 60%:40% :: L1:Lx (the new L1) by considering the volume and the number of centres.

V. TIMELINES

9. The Service Provider must ensure the following:
 - a. Selection of premises for the IVAC and approval of High Commission for the same- within 21 days of award of contract. Service Provider must certify and provide documentation from concerned authorities that all local regulations of the city are being complied with. IVAC must be located, in a reputable area where security is not an issue, and must be easily accessible by public transport.
 - b. Finalization of premises and signing of the contract between High Commission and Service Provider - within 30 days of award of contract.
 - c. 60 days after signing of the contract the (High Commission) will evaluate situation. If not satisfied with the progress made by service provider to commence the services, the High Commission will have the right to terminate the Agreement and encash the Bank Guarantee provided in terms of Para VIII.12.c. High Commission must be provided status of progress achieved every week in writing in accordance with timeline of implementation set by Service Provider.

- d. Simultaneously, personnel for IVAC must be selected, trained, and be in place within 60 days of signing of contract. Service Provider must provide employee details together with copy of signed contract.
- e. Readiness of IVAC premises including installation of hardware, furniture, signage, etc. - within 75 days of signing of the contract.
- f. Personnel selected for IVAC must be available to the High Commission for training for 10 days in High Commission - 3 weeks prior to commencement of services.
- g. Trained personnel must work concurrently with previous service provider for 15 days for the taking over process - 2 weeks prior to commencement of services.

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VI. DETERMINATION OF SERVICE FEE

10. The procedure for determination of Service Fee is as follows:

- a. The High Commission will not pay for the services rendered by the Service Provider. The Service Provider will charge fee equal to the contract price per Visa application, denominated in Malaysian Ringgit from the applicant.
- b. The fee per Visa application should be quoted inclusive of any local taxes and VAT or GST currently applicable in Malaysia.
- c. This fee will remain fixed during the term of the Contract and can be revised upwards during the period of the contract, rounded off to the next higher denomination, only if there is cumulative rise in the local cost of living as per UN CPI, rate of local taxes and/or VAT and/or GST by more than 25%. Bidding company may specify the rate of local taxes and VAT and UNCPI in the bid to avoid any ambiguity in future in this regard.

VII. SCOPE OF WORK AND DELIVERABLES REQUIRED

11. The scope of work and deliverables required are as under:

a. Dealing with Applicants and Documents

- i. Distribute Visa application forms as prescribed by the High Commission, where required. The Service Provider will arrange to print these forms at own cost.
- ii. Publish, display and distribute a leaflet explaining clearly how to apply for an Indian Visa services, complete with relevant guidance.
- iii. Assist applicants in completion of forms and provide factual information on the various categories of Visa services available and the application process.
- iv. Accept Visa applications, including those received by post, together with the applicant's passport, visa fee, Indian Community Welfare Fund (ICWF), Service Provider's service fee (equal to the Contract Price) and supporting documents as prescribed by the High Commission from applicants and agents, if any, approved by the High Commission.
- v. Accept additional documents requested by the High Commission from the applicants.
- vi. On receipt of applications, scrutinize the various documents and forms to ascertain that they are properly completed and ensure that each visa/ passport/ consular application form has clear audit information on it to allow easy identification of the fee paid, type of visa required and date of payment.
- vii. Provide to High Commission a list of persons recommended for interview at least one day prior to the date of interview. Provide applicants who are required to go to the High Commission for interview, with the date & time of interview in consultation with the High Commission.
- viii. Put in place an efficient system for scheduling appointments for applicants requiring an interview with High Commission; and an online appointment scheduling system for biometrics at the IVAC.

- ix. Operate an e-mail, tele-enquiry/call centre facility to respond to queries from applicants.
- x. Put in place a system where telephone enquiries are answered promptly and email and postal letters are replied to within two working days of receipt.
- xi. In case of deficiencies in applications, the service provider will convey deficiencies to the applicant immediately through tracking status/email. The applications may be retained for two weeks to enable corrections and rectify deficiencies.
- xii. Depute staff to make available the applications/documents during weekends/holidays/after office hours to the High Commission to deal with any emergency situation.

b. Acceptance of Fee

- i. Accept fee in all manners of payment generally used in Malaysia including credit cards and debit cards and online payment facility except personal/Company/travellers cheques. However, any bank charges levied on such transactions will not be borne by the High Commission.
- ii. Should also display prominently both in the Centre and website, information regarding Visa fee, service charges, charges such as ICWF contribution and charges for value added services, etc.
- iii. Bank agency charges to be collected from the applicants must be on actuals. This shall not become a source of income for the Service Provider. For this, the Service Provider must display prominently the bank agency charges applicable, both at the IVAC and on the website.
- iv. Service Provider to issue the automatically generated bar-coded receipt to each applicant showing the service fee paid to the service provider, the visa fee or any other fee, the category of visa services applied for and the date of payment. A copy of

the bar-coded receipt to be enclosed with the application for submission to the High Commission.

- v. Generate proper records of every application received, cross-referenced to individual fees taken on databases and systems, and in accordance with practices prescribed by the High Commission. Duration of records to be maintained by Service Provider after the service is completed should not exceed two weeks unless specifically requested by High Commission. The Service Provider should ensure that the data has been transferred correctly and the same has been digitized and indexed, stored and transferred to the High Commission as per the requirements of the High Commission. The Service Provider should provide monthly certification that it does not hold any personal records of applicants beyond the stated limit.
- vi. Maintain proper accounts of all the Visa fees received for each individual sub-head.

c. Transfer of amounts to High Commission's account

- i. Deposit fees due to the High Commission i.e., fees excluding the Service Provider's service fee, in High Commission's bank account on the day of receipt or within 24 hours of receipt, as agreed upon with High Commission. *The rule of 24 hours of receipt will be adjusted for fee collected on days preceding closed holidays. The fee be deposited directly online to HCl Kuala Lumpur Bank accounts.*

[High Commission reserves the right to install NIC software for accounting. Thereafter, the Service Provider will provide clear and transparent audit trail of fees taken to the High Commission along with relevant applications submitted in a format/system to be agreed between the High Commission and the Service Provider.]

d. Dispatch of documents to the High Commission

- i. Electronic data entry of Visa applications and documents in a format prescribed by the High Commission and transfer this

data physically to the High Commission two times on each working day (timings and manner will be determined by High Commission).

- ii. Delivery of applications, documents and passports to the High Commission and collection of passports will be done twice each working day at Kuala Lumpur, the timings and number of which will be determined by the High Commission). Handing/Taking over of the applications and passports will take place at the premises of the High Commission.

e. Return of documents to the applicants

- i. Return passports to applicants in a timely, orderly and secured manner on the same day or within the next working day after receipt of passport from High Commission.
- ii. Information on status of application, including dispatch of documents must be updated in a timely manner on Service Provider's website, in accordance with procedure to be established by Service Provider and agreed to by High Commission, to facilitate tracking of applications.

f. Quality Control

- i. Ensure a reliable quality control system that maintains continuous monitoring and ensuring of service standards. The Service Provider should have ISO-9001-2008 (or equivalent) certification for quality management and ISO-27001-2013 (or equivalent) certification for IT related services.

g. Digitisation & Indexation of Documents and Biometric Procedures

- i. Digitisation/Indexation of visa application forms along with enclosures, capturing of biographic data and photograph and transfer such data electronically to enable the High Commission to upload the same into the Immigration, Visa and Foreigner's Registration & Tracking (IVFRT) platform. Similar procedures should be done in the case of services pertaining to other

services by creating metadata file and an attachment/sub- file for enclosures. This must be done in coordination with High Commission and National Informatics Centre (NIC) to install an appropriate procedure for search and retrieval requirements for visa and other services as the case may be. The specifications for digitization of documents is at Annexure-A.

- ii. Capturing of fingerprints and facial biometric data and making provisions for staff, space and furniture for the same. The biometric data collected should be transferred electronically to enable High Commission to upload the same into the IVFRT platform.
- iii. Acquiring technical equipment as specified by NIC. (Details regarding hardware/software requirements for biometric enrolment are enclosed at Annexure-B).

h. Contingency Plan

- i. Have in place an adequate contingency plan (within 90 days of signing of Agreement), to maintain an acceptable level of service if operation of the IVAC/(s) is interrupted for any reason.

i. Miscellaneous

- i. Issue news releases as and when required by the High Commission.
- ii. Carry out any other related activities as instructed by the High Commission in the discharge of the functions of the IVAC.

j. Facilities at the IVAC

- i. The Service Provider shall ensure that IVAC is easily accessible to members of the public. The IVAC shall have sufficient space in terms of waiting area, adequate number of counters and processing area, which would be determined through a factor of number of daily visitors, turnaround time of 30 minutes per applicant, counter opening hours, minimum

number of staff required to assist applicants to complete forms and availability of personnel capable of communicating in identified Indian languages in addition to the local language, token display system, etc including provision of drinking water, heating/air-conditioning, lighting arrangements, washrooms, and internet/wi-fi for online application submission, etc. All of these would take into account the peak season. High Commission shall specify minimum requirements.

- ii. Each IVAC will have appropriate facilities and conveniences for the applicants while endeavouring to minimize the waiting time. The IVACs shall be open from 8.30 am to 5.30 pm on all days (with 1 hour lunch time preferably 1 PM to 2 PM), excluding weekends and public holidays as decided by the High Commission.
- iii. Provide an electronic information display at IVAC.
- iv. Provide a customer feedback system for IVAC services.

VIII. FINANCIAL GUARANTEES

12. The following irrevocable Bank guarantees should be provided by the Service provider:

- a. The Service Provider shall provide a Bank Guarantee amounting to Malaysian Ringgit (RM) 400000/- (RM four hundred thousand) for the government funds held by it temporarily, after collection, and for the safety of documents. In case of repeated defaults, the High Commission reserves the right to terminate the contract.
- b. The Service Provider shall provide a performance Bank Guarantee of RM 65000 (RM sixty five thousand) for penalties due as explained under Para XIII-Penalties- of RFP and in accordance with the Contract.
- c. The Service Provider shall provide a Bank Guarantee for premature termination of Contract, for a sum of RM 185000 (RM one hundred eighty five thousand for the purpose mentioned at Para XIII.17.b.

- d. The Service Provider will effect and maintain insurance equivalent to the total annual revenue to cover its obligations under the Agreement, including those obligations which survive the expiration or termination of the Agreement/Contract.
- e. All Bank Guarantees are irrevocable and must be submitted at the time of signing of contract.

IX. VALUE ADDED SERVICES

13. The procedure for Value Added Services are as follows:

- a. In order to assist applicants, Value Added Services (VAS) offered as an optional facility to applicants would include: (i) filling up application forms; (ii) provision of photocopier/s; (iii) photograph booth; (iv) courier service for same/next day delivery; (v) SMS service (vi) Printer (vii) Computer with internet facilities. The details of prices chargeable for (i) - (vii) will be determined by the High Commission on the basis of market survey. However, Bidding Companies may offer a lower bid for the same. Rates prescribed by the Mission are as follows:

<u>S.No.</u>	<u>Services</u>	<u>Rate (in RM)</u>
1	Courier Delivery	to be quoted by bidder (upper limit should be RM 6.00)
2.	Photocopy	to be quoted by bidder [upper limit should be RM 0.50 (per copy)]
3.	Photographs	to be quoted by bidder [upper limit should be RM 12.00 (for 4 photographs)]
4.	Text Messaging	to be quoted by bidder

(upper limit should be 5 cents)

5. Printer charges to be quoted by bidder

 (per page)
 6. Computer with internet to be quoted by bidder

 Facility
 7. Online form filling to be quoted by bidder
- b. Website and notice boards of High Commissions/Service Provider should indicate that 'Value Added Services are purely optional and if any compulsion is being made on applicant for availing the same then complaint should be made by fax/e-mail/phone to the Consular Officer of the High Commission'.
- c. Bidders should note that VAS is a facility made available to applicants as optional service and applicants should not in any way be forced to avail of those services. Value Added Services are not meant to supplement the revenue to the Service Provider. Such attempts would be viewed seriously and could lead to termination of the Contract.

X. OPERATIONAL SYSTEMS AND INFRASTRUCTURE

14. The Service Provider shall provide the following for each IVAC:
- a. Details of personnel to be deployed in the IVACs for pre-verification purposes and approval of the High Commission.
 - b. Persons not cleared by High Commission shall not be appointed in the IVAC.
 - c. Effective systems and processes to train staff who can explain clearly and accurately the application process and documentation required.

- d. An IT system which will allow the Service Provider's visa service network access to any centrally based appointment system. The IT service provided must be in accordance with standards prescribed by an officially accredited agency of the host country, wherever stipulated.
- e. The ability to computerize operations related to data capture and scanning/digitizing/indexing of applications and photographs on behalf of the High Commission.
- f. The ability to computerize operations related to the accounting of fee collection.
- g. The ability to computerize operations related to the tracking of passport movement from receipt to delivery.
- h. An effective security system for access control of applicants and safe custody of documents collected, including information held on IT systems. These include control of entry to the IVAC both electronically and manually, CCTV System with recording and review facilities, transportation of documents in closed containers with appropriate security lock and key system, fully secured area/rooms for storage of documents and IT related biographic and biometric data and other related measures.
- i. An effective quality control system, in consultation with the High Commission. The Service Provider should have ISO-9001-2008 certification or equivalent. The Service Provider will maintain data in the format required by the High Commission.
- j. The Service Provider will be allowed to charge Visa Service Fee (SF), equal to the Contract Price, from all individuals who make a visa application. This fee will be collected by the Service Provider from applicants at the time of receiving the application and the Visa fees. Documents relating to collection of the service fee (receipt books, etc.) will be properly maintained and made available for inspection by the designated officer of the High Commission or any audit team of Government of India.

- k. The Service Provider will ensure that the turnaround time for Visa applicants applying for visas will not be more than 30 minutes. Machine generated tickets should be given to visa applicants which will indicate date and time of entry at the IVAC.
- l. The Service Provider shall not receive any payments from the High Commission, for setting up these offices, nor for providing services for Visa applicants.
- m. The High Commission shall entertain no claim for expenses or liability for loss of passports or documents. The Service Provider shall indemnify the High Commission in the event of any claim made by any applicant on any account e.g. loss of passports or documents and it shall be the Service Provider's responsibility to compensate applicants if such losses occur.
- n. The Service Provider will develop and operate a website both in English and local language, where applicable, which will contain all information relevant and useful to Visa applicants. All information posted on the website will be in consultation and approval of the High Commission.
- o. The Service Provider shall ensure complete confidentiality of the information provided by Visa service seekers; for safe custody of all documents; and will further ensure that it is used for no purpose other than processing of the applications in conformity with Indian and local laws. The Service Provider shall indemnify the High Commission in the event of any leakage of such information and any consequential claim made by the applicant/applicants.
- p. The Service Provider will ensure access of authorized officials from the High Commission to its premises and documents.
- q. The Service Provider will not represent itself and will ensure that its officials and sub-contractors do not represent themselves as an official or agency or organ of the High Commission or of the Government of India.
- r. The Service Provider should pay such penalty as may be determined in terms of the Contract, for violating the term(s) and condition(s) of

the Contract. The details of such penalties are included in Para XIII of the RFP.

- s. The Service Provider will not assign in whole or in part its rights under this Agreement without the prior written approval of the High Commission.
- t. The Service Provider will not assign in whole or in part its obligations under this Agreement.
- u. The Service Provider will not consult with any other person or body for the purposes of entering into an arrangement which will require novation of the Agreement without first consulting the High Commission who would seek the approval of Ministry of External Affairs.
- v. The Service Provider should have a feedback form for applicants while returning the passport to survey satisfaction with quality of their service rendered. The feedback should be constantly watched and measures taken to overcome any defects noticed during the feedback. A summary of the feedback should be sent to High Commission on a monthly basis and any serious complaints should be brought to the notice of the High Commission immediately.
- w. The Service Provider should install a complaint/suggestion box at the IVAC which will be operated by the officials of High Commission only. The Service Provider should also have a separate section titled 'Suggestions and Complaints' in its website to receive suggestions and complaints from the applicants which must be available for viewing by public. The Service Provider should respond to such complaints to clarify the situation.

XI. SERVICE STANDARDS

- 15. The following standards shall be ensured by the Service Provider:
 - a. The Service Provider shall ensure a high level of service standard with regard to the facilities and amenities in the IVAC, efficient processing of cases so that waiting time is minimal and customer satisfaction is high.

- b. The Service Provider should ensure that the staff of the IVAC are courteous and helpful and should not indulge in unpleasant arguments or use of foul language or engage in any corrupt practices/activities. The Service Provider should ensure strict discipline, punctuality and decorum of office amongst the staff of the centre.
- c. There will be a provision for review after each year of operation in terms of service standards. During the review, any inadequacies or fall in standards of service rendered by the Service Provider should be resolved to the satisfaction of the High Commission. If the High Commission is not satisfied with the response of the Service Provider, the Contract shall be terminated by giving appropriate Notice.

XII. GUIDE TO BIDDERS

16. The following guidelines shall be observed by both parties:

- a. The High Commission of India, Kuala Lumpur reserves the right to reject any tender on security considerations at any stage in the tender process.
- b. The High Commission will take all reasonable steps to maintain the confidentiality of the Bidding Company's information, which is clearly marked 'confidential'. However, the High Commission is subject to the Right to Information Act 2005 of Government of India and may be required to release information supplied in this RFP in accordance with that Act.
- c. The information in this RFP, or otherwise supplied by the High Commission or any of its representatives, is to be kept confidential except to the extent already publicly available or authorized by the High Commission. In case of any damage either direct or indirect including any legal action filed by any individual, in respect of the RFP the vendor shall be solely responsible and the High Commission will not be liable.

- d. Bidding companies shall not at any time make any public statements in relation to this RFP or any proposal without obtaining prior written approval from the High Commission. All material supplied to the High Commission in relation to the Bidding Company's proposal becomes the property of the High Commission and may not be returned to the Bidding Company, unless requested in writing beforehand or agreed to by the High Commission.
- e. The High Commission will not be liable to contract and tort (including negligence), equity or any other cause of action for any direct or indirect damage, loss or cost (including legal and lawyer/client costs) to the Bidding companies or other persons in respect of this RFP.
- f. If a dispute arises out of or in connection with the contract arising from this RFP, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to resolve the same amicably between the parties. If the dispute is not resolved through mutual consultations, the courts in Delhi shall have exclusive jurisdiction. The Agreement shall be governed and interpreted in accordance with the laws of India.
- g. In submitting a proposal to the High Commission, the Bidding Company will be deemed to have understood this RFP, obtained all requisite information and verified the correctness of any information to be relied upon, as may be necessary to prepare the proposal and for any subsequent negotiations with the High Commission.
- h. In submitting a proposal to the High Commission, the Bidding Company will be deemed to be fully informed and to have accepted the terms and conditions outlined in this request for proposals and that all commitments as per proposal will be met.
- i. The cost of preparing and submitting the proposal shall be borne by the Bidding Company.
- j. The High Commission shall arrange a Pre-bid Conference about the project under consideration, about 15-20 days prior to the last date for submission of bids.

- k. The High Commission reserves the right to accept or reject any or all Proposal(s) and to annul the proposal process, at any time, thereby rejecting all proposals, prior to any Contract being awarded.

XIII. PENALTIES

17. The various penalties chargeable will be as under:

- a. **Delay in opening of IVAC:** The Service Provider will ensure that all IVACs are established as per the time frame agreed with the High Commission and other required infrastructure and systems such as the website, the call centre(s) are in place within the agreed time-frame to the satisfaction of the High Commission. The Service Provider agrees to forfeit the Bid Security in case of delay in establishing the Centre/(s). In that event, High Commission has the right to terminate the Contract and also en-cash the Bank Guarantee referred to in sub-clause 17.b below, if alternative arrangements are not provided by the Service Provider for smooth functioning of the outsourced services of the High Commission.

- b(i). **Premature Termination of Contract:** The Bank Guarantee, referred to under Para VIII.12.c, shall be forfeited to the High Commission in the event of a premature termination of contract of less than six months. This would be applicable only if the service provider terminates the contract without giving at least 6 months notice.

(ii) Failure to comply with the terms and conditions of payment of fees due to the Government of India and penalties imposed by the High Commission within the prescribed time limits in the previous contracts with Ministry of External Affairs or Missions/Posts shall make the company ineligible to take part in the tender process.

c. Operational Penalties:

- i. **Incomplete Documents:** Acceptance of incomplete documents from the applicants at the IVAC counters leading to delay in processing the application: cost of Service Fee multiplied by number of days of delay.

- ii. **Delay in sending the completed application form along with documents to the High Commission:** Cost of Service Fee multiplied by number of days of delay.
- iii. **Delay in returning passport/documents to applicants by Service Provider after service by High Commission:** Cost of Service Fee multiplied by number of days of delay.
- iv. In case of **delay in transfer of amounts to High Commission's accounts**, referred to under Para VII.11.c, the Service Provider will pay a penalty equivalent to 0.5% of the non-deposited amount x number of days of delay.
- v. The decision on the period of delay would be at the discretion of High Commission.
- vi. The Service Provider shall render Value Added Services (VAS), which are purely optional, as far as the applicants are concerned, as per the rates approved by the High Commission. Any rendering of VAS not approved by the Mission or in excess of the rates approved by the Mission or by coercion/misguidance shall result in imposition of penalties equal to three times the amount collected by the Service Provider for such services from the applicants.
- vii. All the documents shall be digitized and indexed and transferred to Mission/Post within seven days or the time frame fixed by Mission/Post. Delays beyond the fixed time frame will lead to imposition of penalty of US\$ 5 per application with enclosures per day. In case of continued delays beyond one month, Mission has the right to terminate the contract and encash all the Bank guarantees.
- viii. The penalty amounts will be collected immediately from the Service Provider or from the Bank Guarantee indicated in Para VIII.12 after High Commission's decision is conveyed. The forfeited Bank Guarantee shall be replaced by a fresh Guarantee by the Service Provider.

XIV. RESPONSE TO THE RFP

18. The Bidding Companies should clearly convey their responses as indicated below:

a. **Contract Price**

- i. The Service Provider will charge fee, denominated in Malaysian Ringgit (RM) as per the Contract from the applicants. The fee per application should be quoted inclusive of any local taxes and VAT or GST currently applicable in Malaysia. Any changes to the Service Fee would be in accordance with Para VI.10.c. For an increase under this clause, the Service Provider should make a formal request to the High Commission with supporting documents for consideration and approval by Ministry of External Affairs.
- ii. The Bidding Company must, in the Technical bid, provide details of the costing process by which the Service Fee in the Financial Bid has been determined (without disclosing the Financial Bid). It must detail the cost estimates on overheads and running cost should include, but not be limited to costing on account of personnel, logistical requirements and physical infrastructure (premises, equipment, vehicle, etc.) Details of the same may be provided as per Annexure 'C'. The details must be monetised in the Financial Bid.

b. **Organisation Profile:**

- i. The Bidding Company should not be involved in any anti India activities. If such information is found later, the Bidding Company would become ineligible to take part in the process. If information comes to light during the contract period, the contract would be liable to be terminated immediately and all costs on such a termination borne by the Company. (An undertaking in this regard should be given by the bidding company).
- ii. Please provide an organization profile as also the following information (include copy of registration certificate):
 - i. Full Legal name;
 - ii. Complete address, including Registered Office/Corporate Office/Head Office of Company;

- iii. Registration Number and details;
- iv. Contact person (Name and Designation);
- v. Telephone, facsimile and email contact details;
- vi. Website address(es) of the Company which give details of the activities of the Company including outsourcing activities;
- vii. List of locations and number of staff in Malaysia; in any neighbouring country(ies) and in all other countries;
- viii. List of services provided in the Malaysia; in any neighbouring country(ies) and in all other countries;
- ix. Number of years that the organization has been providing Visa outsourcing services; (please specify separately in the respective category)
- x. Company ownership, structure and location of Holding Company;
- xi. Location of branch office/s.

c. References

i. Provide information, on work that has been undertaken for similar sized organisations. At least three referees are required. Decision of the High Commission in this regard is final. The Bidding Companies must provide the following information:

- i. The name, business and location of the organization;
- ii. The name and contact phone number of a referee at the organization;
- iii. Date on which the work was undertaken and the length of time involved;
- iv. Brief description of the products or services provided;

- v. Website address of any website currently operating for that service.
- ii. The referees may be advised that the High Commission or the Ministry of External Affairs, New Delhi may contact them. A latest certificate in original from the foreign High Commission(s) concerned regarding visa outsourcing services and length of service should be provided at the time of bidding.

d. **Method Statement**

The purpose of the Method Statement is to enable the High Commission, to evaluate Bidding Company's understanding of the requirements and the ability of Bidding Company's proposals for meeting them. Bidding Company's method statement should describe clearly how he/she will provide each of the main requirements indicated in the Statement of Service Requirements. Explanation may be given under the following headings and order. Particular questions to be addressed in Bidding Company's response are given below:

i. **Professional Plan**

- a. Describe Company's experience in the areas relating to this Proposal. This must be substantiated adequately by supporting documents, relevant website links, and presentation by the Bidding Company.
- b. Describe capacity for flexibility in service provision - e.g. a sudden increase in demand.
- c. Describe proposals for monitoring and evaluating service usage.
- d. Describe proposals for innovative web-site design and online development.
- e. Describe proposals for managing risks and contingencies.

ii. **Resource Plan**

- a. Give details of the resources expected to be used to service the Contract, including the number of staff expected to be employed for providing the service (High Commission may specify minimum number of staff required). Also include an organizational chart indicating responsibilities and reporting lines in respect of this proposal.
- b. Indicate in each case the number of Staff expected to be drawn from within service providers' organization, staff newly recruited, and staff on part time employment under this Contract.
- c. Explain plan for the training of Staff to be employed on the Contract.
- d. Please give names and position held of Key Staff who will be responsible for the management of the contract, along with their experience in this field. Copy of Service Contract or Appointment letter may be provided.
- e. Please provide curriculum vitae for each member of Key Staff.
- f. Please provide the detailed sub-contract plan, if any.
- g. Please provide Step by Step Plan for IVAC rollout.

iii. **Quality Plan**

- a. The Bidding Company should give details as to how it will ensure that a high quality Service is maintained and that any performance targets mentioned in the Statement of Service Requirements will be met in respect of the following:
 - i. The monitoring and reporting on the quality of the Services delivered including the performance checks that it will perform, their frequency and scope, and who will perform them.
 - ii. The proposed contract management and supervisory systems.

- iii. The proposed customer liaison arrangements including procedures for dealing with complaints and problems.

e. Additional Information

- i. The Bidding Company should give any additional information that it thinks would be useful in support of its proposal, including any additional facilities not included in the Statement of Service Requirements that will make the Service more customer-friendly.

XV. SUBMISSION REQUIREMENTS

19. The Bidding Company should submit "two-envelope" bids - technical and financial separately (together with a bank draft of RM 163500, payable to High Commission of India, Kuala Lumpur, as refundable deposit). The technical bid should contain all the information sought as per the preceding paragraphs of this RFP. In order to qualify technically, Bidding Company must fulfil all the following requirements:

- i. A confirmation to comply fully and without any reserve with the scope of work and deliverables included in this RFP.
- ii. The Bidding Company must confirm its willingness to provide facilities of best industry practice standards.
- iii. Bidding Company should provide four financial bids separately as below:
 - a. **Basic outsourcing activities** including biographic data generation and digitization/indexation of visa application forms with enclosures and photograph; by creating metadata file and an attachment/sub-file for enclosures. The entire set of documents must be digitized and indexed in coordination with High Commission and NIC to install an appropriate procedure for search and retrieval requirements.
 - b. **Enrolment of Fingerprint biometrics;**
 - c. **Facial biometric capture.**

- d. Value added Services for specified services.** The price quoted should not exceed the maximum price prescribed by High Commission.

XVI. OPENING OF BIDS

20. The stages of opening of bids will be as under:

- a. In the first stage, only the Technical Bids will be opened on the appointed date and time (in presence of bidding companies and members of High Commission's Outsourcing Committee) thus closing the tender. The Technical Bids will be examined and graded by the Outsourcing Committee on the basis of responses to the RFP. Incomplete response by Bidding Company would lead to rejection of the Technical Bid.
- b. Bidding Company not fulfilling the mandatory criteria as per Annexure 'D' will be disqualified, and its Financial Bid will be returned.
- c. Financial bids of only those companies which qualify on the basis of technical evaluation will be opened in the next stage. Evaluation of Technical Bids will be as per proforma enclosed in Annexure 'E'.
- d. Consideration of the technical bids by the High Commission may take up to 3-4 weeks. Technically qualifying Bidding companies will be called to be present on the date and time fixed by the High Commission and the financial bids will be opened in their presence.
- e. All the four financial bids for the three different categories as in Para 19.iii above would be opened on the same day.
- f. The lowest quotation would be decided on the basis of the sum of the first three bids as indicated in Para XV.19.iii. In case of a tie, the Bidding Company graded higher in the evaluation of Technical Bids will be declared L1. In the event of a tie in this procedure as well, the company which has quoted lower in VAS would be declared L1.
- g. The Service Provider will apply charges to applicants according to the services introduced and rendered.

- h. Service Provider shall charge for prescribed Value Added Services as per rates fixed by the High Commission or as per the offer in the Financial Bid whichever is lower.
- i. The proposal should be addressed by name to "Head of Chancery, High Commission of India, Kuala Lumpur" and sent so as to reach before the due date. RFP must be submitted in a secure package containing:
 - A signed original
 - Four copies of the original proposal.
 - A CD copy of the proposal in Microsoft Word
 - The Bid Security
- j. Faxed or e-mailed proposals will not be accepted. The envelopes should be superscribed 'Visa Outsourcing'.
- k. The proposal must contain the information required by the RFP, as sought in Para XV.19 above along with the RFP Form duly completed and signed by the authorized representative of the Bidding Company.
- l. The original must be signed by an authorized representative of the Bidding Company. This copy is deemed to be the master copy.
- m. The proposal must be received by 1500 hours on February 2, 2015 (Monday). The Technical bids will be opened in the presence of the Bidding Companies or their authorized representative (limited to one person per bidding Company only) at the High Commission at 1500 hrs. on the same day.
- n. The receipt of the proposal will be duly acknowledged as and when received.
- o. The name, title, profile, address, phone and fax numbers, website and e-mail address of the Bidding Company in respect of this RFP must be provided to the High Commission in the proposal. This must be sent to the High Commission along with the organization profile as indicated in Para XIV.18.b immediately for verification of antecedents.

- p. The Bidding Company's proposal will constitute an offer to develop a contract based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation, if the Bidding Company is invited by the High Commission to enter into a contract. The contract will also include provisions for the Service Provider to adhere to all local laws applicable to the operation of the outsourcing centre, including on employment of staff, banking operations, environment, safety, insurance, privacy and payment of local taxes, etc. Matters regarding dispute resolution between the Service Provider and the High Commission will be as indicated in Para XII.16.f above. The contract will also include provisions of Force Majeure, termination of contract, and consequences of termination.

XVII. CLARIFICATIONS/ ADDITIONAL INFORMATION

21. Requests for further information must be in writing and be sent to the contact person mentioned in this document.

- a. Only communications in writing from the High Commission will be considered as authorized communications on behalf of the High Commission.
- b. The High Commission shall provide a copy of all questions and answers addressed during the tendering process to all the bidding companies. The source of questions will not be divulged.
- c. Questions from bidding companies will be accepted until 26.12.2014. The Pre-bid conference will be held, as far as possible, 15 days before the last date for submission of bids. Question may be forwarded by emails only on email Ids fscons@indianhighcommission.com.my with copy to attcons@indianhighcommission.com.my.
- d. Each Bidding Company shall provide the name and contact details of an individual to act as a point of contact during the tender process. Such nominated person may be asked to clarify the bid and to provide additional information, if required, during the evaluation process.

XVIII. SCHEDULE FOR THE RFP PROCESS

S.No	Date	Timeline	Remarks
1	15.12.14 Monday	Notification of 'Invitation for Bids' (publication on MEA, Central Public Procurement Portal and Mission's websites and in the local newspapers). and RFP (on the Mission's websites)	-
2	26.12.14 Wednesday	Last date for receiving questions from prospective bidders. Queries by email only (on fscons@indianhighcommission.com.my and attcons@indianhighcommission.com.my).	-
3	12.1.15 Monday	Upload of questions of bidders and their replies on the Mission's website	-
4	19.1.15 Monday	Pre-bid Conference at the High Commission at 1500 hrs	-
5	2.2.15 Monday	Closure of RFP for receiving bids at 1500 hrs and opening of Technical Bids (Financial bids not to be opened) before the representatives of the bidding companies at 1500 hrs at High Commission	-

XIX. STATEMENT OF SERVICE REQUIREMENTS

23. The Service Provider shall establish Visa Application Centres adhering to good industry practice standards in Malaysia, in the following cities:

Kuala Lumpur, Klang, Johor Bahru, Penang, Ipoh, Melaka, Seremban, Kuantan, Kota kinabalu and Kuching in accordance with the timetable of commencement of operations agreed with the High Commission. All the IVACs in the said 10 cities must commence operations simultaneously.

XX. RFP FORM TO BE SENT TO:

24.

Head of Chancery
High Commission of India, Level 28, Minara 1, No. 1 Jalan Mont Kiara, 50480 Kuala Lumpur.

25. Certified that the undersigned has read, understood and complied with all the conditions as indicated in the RFP document.

26. It is acknowledged that the proposal remains open for six months following the Closing Date of the RFP.

Bidding Company: _____

Date: _____

Signature(s): _____

In the capacity of _____

Witness(es): _____

Annexure A

Technical specifications for Digitization of Consular documents

1. Deliverables

Scanning/ Digitization work has to be carried out at the respective Indian High Commission where-in all infrastructure/ manpower shall belong to vendor. The work involves in-house scanning of Printed or Handwritten Documents, Photographs, with necessary formatting and conversion of scanned pages into PDF/JPEG or other standard formats at selected Indian High Commission, Kuala Lumpur. Scanning/ Digitization work of Visa applications (including enclosures) shall be carried out with the job specifications as in 3.1. The specialized software should be used for image processing. The data is to be stored in simple CD/DVD format with retrieval customized software.

2. Job Specifications

The project is inclusive of jobs like all statutory levies, transportation, taking over documents, re-arranging, stapling-de stapling, scanning/ verification - validation/ Meta data entry, handing over and finally supplying the contents in the DVD media, rebinding of the documents etc. The empanelled vendor has to scan the documents which may be in the form of loose sheets, files, registers. At the end of the job, the vendor needs to return the documents in their original shape.

2.1. Jobs Specifications are as follows:-

Job 1: Scanning one page of size A3/A4 with 200 DPI.

Job 2: Scanning one page of size A2 with 200 DPI.

Job 3: Scanning of one passport size colored photograph and/or Signature with 200DPI.

Job 4: Entering Meta data of about 300 Character (pertaining to each case) with 100% accuracy.

Job 5: OCR / ICR of one Page of scanned Image

Job 6: Image conversion to PDF format and affixing digital signature on scanned documents

3. The PDF's should comply with the following specifications:

A. PDF/A format (ISO 19005-1:2005)

B. The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4/JPEG compression (in TIFF/JPEG/PDF file format) for Mono/Color/Grey scale images retaining Search ability, good view and print quality.

C. In case of images with printed English text, the output PDF document should be searchable. In this case the PDF should also be reflowable such that the text readjusts itself on the basis of the size of the screen. PDF should have live fonts without compromising on look and feel of original scanned image.

D. Searchable PDF should be created in one single step by processing the input image file thus ensuring that there is no intermediate manipulation of content is possible

E. Should be enabled for interactive use (applying digital signatures, annotations, comments) with free Adobe Reader ver. 6.0/7.0/8.0/9.0

F. PDF/A should be digitally signed (using available digital signature in batch mode). Also it should be possible to digitally sign these PDF files using free Adobe Reader. Each PDF file should be password protected.

G. Security features for the required output PDFs - All these security features should be applied to PDFs in a single step while creating the PDF files:

- a. Password protected
- b. Certificate protected

- c. FIPS-140 compliant AES-256 encryption
 - d. Digital signature, and secure Time-stamping
 - e. Print-disabled
 - f. Policy-protecte
- i. It should be possible to apply persistent and dynamic policies that help maintain confidentiality and control use of PDFs even when these PDFs go out of EDMS. EDMS is to be arranged by service provider.
 - ii. One should be able to change usage rights for a PDF, even after the file is distributed to users outside the EDMS
 - iii. One should be able to create a short-term offline access to PDF by adding an expiration date after which the document can no longer be opened even when it is outside EDMS
 - iv. It should be possible to apply dynamic watermark on these PDFs (in one step while creation) based on the policy used to create the PDF
- H. Automated Meta data insertion in the PDF files - Metadata available in any format such as XML, CSV, MS-Excel or text file should be inserted into the PDF file in a single step during the creation of the PDF file itself
- I. The vendor needs to arrange the retrieval software also. The retrieval software should have the provision to retrieve the image file on the basis of any Indexing field.
- J. Depending upon the document, the vendor may have to use OCR/ICR setups. The desired accuracy will be 99%.

- Password for the DVD need to be communicated in writing to the Indian High Commission. Frequency for change shall be decided by the High Commission.
- Vendor need to maintain the backup media for a period of 6 months. The certificate and digital signature will be on PDF. The fields to be indexed/OCR/ICR will be in English only. The vendor shall reconcile the documents before handing over back to the concerned Indian High Commission.
- No hardware shall be provided by MEA/Indian High Commission.

- 100% accuracy is required in indexing, which shall be verified against the scanned image. If image quality is not properly readable, the same rejection conditions arise.

4. Specification of images:

- a. It should be in black and white at 200 dPI with maximum size of 50KB per page
- b. The photograph on pages should be automatically (to prevent possible mismatching) scanned in color and cropped at the same time. This ensures quality photos with minimum size.
- c. The pages should be deskewed without any noise, punch holes and dots.
- d. Each file should be in a single multipage pdf file.
- e. Also, the vendors are instructed to use high-resolution scanners, so that the files are permanently stored. The quality of documents scanned need to be checked with original documents on test basis.

5. Parameters for retrieval of consular documents

(ii) Visa files:

- a. Name
- b. Surname
- c. Date of Birth
- d. Nationality
- e. Date of Application
- f. Present and previous passport number
- g. Previous visa number
- h. Visa Number, date of issue and expire
- i. File Number

Annexure-B

Provisioning Implementation of Biometric Enrollment at Indian High Commissions

Under the Visa issuance system, implementation of enrollment (collection) of biometric is under process. In addition to alphanumeric details outsourcing agencies need to capture biometric (ten finger prints and facial) also in due course. **However, separate rates are to be quoted for enrollment of fingerprint biometrics and facial biometric.**

1. Enrollment of 10 finger printers as per the format specified at annexure-"A". It may be noted that the finger print enrollment application software shall be provided by Government of India. NIC had already integrated few devices (Morpho Top 100, Cogent CS500E and Suprema RSG10) with application software. If outsourcing agency deploy different make/ models certified by STQC (http://stqc.gov.in/sites/upload_files/stqc/files/UID%20certificate%20of%20approval%20list%2013-10-2011.pdf), NIC technical team shall integrate the proposed device with its enrollment software. For the purpose on integration technical resource of the concerned outsourcing agency need to interact with NIC technical team and provide all the SDKs, DLLs and other technological requirements. Recording of the finger print enrollment process with time stamp shall be part of the other infrastructural requirements (as per the requirements of High Commission/ local laws) in finger print enrollment process.

2. Enrollment of facial biometric as per the Indian eGovernance standards available on <http://egovstandards.gov.in/> . Government of India may provide the facial capturing software for the purpose.

I. Technical Specifications**A. Requirement of Number 4+4+2 FP Biometric Devices**

S No.	Item	Make / Model
1) Enrollment	4+4+2 FP Biometric Device	As specified in the STQC certified list < http://www.stqc.gov.in/ >

B. Technical Tools required to support integration efforts of the devices with IVFRT systems:

S No.	Mandatory Technical Requirements
A	Supply SDK and API (Enrolment) (.Net and Java)
1	SDK for 4+4+2 Capturing
2	SDK with capability for Fragmentation to 10 Images
3	NFIQ Quality Check with grading
4	Images - Raw, PNG, WSQ, JPEG 2000 Loss less Images
5	Minex Compliant Alogorithm for Minutia Extraction
6	Necessary Licenses
7	Minutia Templates (Proprietary)
B	Technical Requirements for 1:1 Verification Software
	1) Minex Compliant Algorithm for Minutia based matching on the same 4+4+2 device
C	Recording of the biometric enrollment process shall be mandatory in addition to other requirements of the RFP and local laws

**C. Technical Specification for Slap Fingerprint Scanner
(Recommended)**

"4-4-2" Finger print Device Specification

As per specifications provided by STQC.

Device Characteristics	Values
Capture Mode	Plain live scan capture
Image Acquisition requirements	Setting level 31 or higher
Image evaluation frame rate	>3 frames/sec, continuous image capture
Capture Mode	Auto capture with built-in quality check (incorporates NIST quality considerations)
Capture Area	>76mm x 80mm
Connectivity*	USB 2, USB-IF certified
Power	Through USB
Dimension (W x H x D)	<160mm x 160mm x 160mm
Weight	Maximum 2.5 Kg
Operating Temperature	0 - 50C
Humidity	10 -90% non-condensing
Durability/Shock	IP54

*Total of only 1 USB port available for connectivity and power

Notes for the bidder:

1. The biometric devices should comply to the National e- governance standards for Biometrics

<http://egovstandards.gov.in/standardsandFramework/biometric-standards/view>.

1. SDK environment should be in Java and .net.
2. Extraction and Matching Algorithm should be Minex Compliant/listed

3. Fingerprint Device should support 4+4+2 capture & storing of the image in raw format, Lossless PNG. The devices shall also support segmenting, compressing images to WSQ format(1:15 compression ratio) and/or lossless JPEG2000
4. SDK should be available for integrating the finger print device with the application software. During the integration of the device with our application, vendor has to ensure technical support from the manufacturer regarding SDK as and when required.
5. Drivers for the device should be available on Windows and/or Linux platform
6. High quality computer based fingerprint capture (enrolment)
7. Capable of converting Fingerprint image to "Fingerprint image and Minutiae data standard for e-Governance application in India" formulated by Department of Information Technology, Ministry of Communications and Information Technology (DIT), GOI.

Annexure 'C'

Standard Cost Sheet for outsourcing of visa Services in High Commission of India, Kuala Lumpur

S No.	Parameter	Name of the locations where the outsourcing centers are proposed to be opened in the said 10 cities of Malaysia			Total anticipated cost (in local currency)
		Centre 1 (with name of the city and name of the	Centre 2 (with name of the location)	Centre 3 (with name of the location)	

		location) e.g. for Kuala Lumpur	e.g. for Penang	e.g. for Johor Bahru (similar data to be given for other remaining 7 cities)	
1.	Accessibility by public transport/taxi				NA
2.	Distance from the High Commission/City Centre				NA
3.	Size of the Centre	(in sq mts)	(in sq mts)	(in sq mts)	NA
4.	Cost of renting the premises	(in local currency)	(in local currency)	(in local currency)	(in local currency)
5.	Number of computers to be installed (including for counters, office work, for internet usage by public etc.)	For 1. Counters 2. Office 3. Public	For 1. Counters 2. Office 3. Public	For 1. Counters 2. Office 3. Public	NA
6.	Cost for 5 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
7.	Number of counters, cubicles and office rooms to be installed				NA
8.	Cost for 7 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
9.	Description of furniture to put in				NA

	the Centre				
10.	Cost of 9 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
11.	Cost of Server, hardware to capture ten finger and face biometrics, storage and transfer of bio-metric data	(in local currency)	(in local currency)	(in local currency)	(in local currency)
12.	List of equipment for CCTV i.e. cameras, computer and hard disc				NA
13.	Cost of 12 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
14.	Equipment to be kept for public use, e.g. seating arrangement, writing facilities for filling applications, TV, drinking water, washrooms etc.				NA
15.	Cost of 14 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
16.	Additional facilities-coffee/tea/soft drinks vending machine, photocopier, photo booth etc on payment basis				NA
17.	Cost of 16 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)

18.	Cost of installing ticket vending machine, electronic display of the applications in progress	(in local currency)	(in local currency)	(in local currency)	(in local currency)
19.	Number of phone lines and internet connections				NA
20.	Cost of 19 above for one month	(in local currency)	(in local currency)	(in local currency)	(in local currency)
21.	Description of contingency plan in case of interruptions				NA
22.	Cost of 21 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
23.	Description and number of equipment to be installed for computerization of operations related to data capture and scanning of applications, photographs and enclosures including digitization and indexation for efficient and fast search and retrieval operations				NA
24.	Cost of 23 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)

25.	Cost of operation of website in coordination with High Commission giving information on the services being rendered. Quality of website proposed	(in local currency)	(in local currency)	(in local currency)	(in local currency)
26.	Number of staff in different areas of operation indicating the position and responsibilities of executives/staff deployed. Organizational chart indicating the position and responsibilities of executives/staff deployed	a. Executive b. Staff c. Security d. Peons e. Cleaning	a.Executive b. Staff c. Security d.Peons e. Cleaning	a. Executive b. Staff c. Security d. Peons e. Cleaning	NA
27.	Cost of 26 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
28.	Additional services to be provided in the centre/to the applicants to increase efficiency and customer satisfaction.				NA
29.	Cost of 28 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
30.	Mechanism for monitoring the quality of services and performance				NA

	checks including its frequency and remedial measures				
31.	Cost of 30 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
32.	Transportation of documents between Outsource Centre and Embassy. Details of vehicles and staff to be engaged and safety measures to be taken.				NA
33.	Cost of 32 above	(in local currency)	(in local currency)	(in local currency)	(in local currency)
34.	Cost on electricity, water etc. (per annum)	(in local currency)	(in local currency)	(in local currency)	(in local currency)
	Total Cost				

ANNEXURE D

Mandatory Criteria to Evaluate Technical Bids

1. Three years experience of operating CPV application center - Para 5.i
 2. Processing of 200 applications per day - Para 5.i
3. Minimum net worth of RM 16 million of bidding company - Para 5.ii
4. Audited information on annual turnover for past three years, which should be at least 1.5 times the expected annual turnover from IVAC operations of ;the bidding company - Para 7.d
5. Qualified personnel for key positions in the IVAC - Para 7.e
6. Certification in respect of bribery, corruption and fraud - Para 7.f
 7. ISO Certifications - Para 7.l
8. Bid security of RM 163500 or equivalent - Para 7.n

Evaluation of Technical Bids- Grading companies giving marks

Proforma - Evaluation of Technical Bids- Grading companies giving marks

S.No	Parameters	Marks (Max.)	Name of the Companies and marks allotted				Remarks of High Commission
			AAA	BBB	CCC	DDD	
I	Experience	30					
1.	Number of years of experience in the field of outsourcing for CPV services over and above the prescribed minimum	5					
2	Number of Indian High Commissions/Posts presently working with. (testimonials required)	5					
3	Number of Indian High Commissions/Posts previously working with. ((testimonials required)	5					
4	Number of foreign High Commissions/Posts presently	5					

	working with (both in India and abroad) (testimonials required)						
5	Number of foreign High Commissions/P osts previously working with.(both in India and abroad)	5					
6	Number of applications processed per day in passport/ visa/ consular services separately on the basis of last three years.	5					
II	FINANCIAL STRENGTH OF THE COMPANY	20					
1	Annual Turnover for last three years. (1.5 times of CPV annual revenue is mandatory)	5					
2	Net worth of the company (US\$ 5 million is mandatory)	5					
3	Net profit figure for last three	5					

	years						
4	Capacity to provide financial guarantees as per RFP. (This is mandatory)	5					
III	Scope of the work and deliverables required	130					
1	Location of the service centre with convenient accessibility and proximity to the High Commission	5					
2	Size of the centre (proposals for more area will be given additional marks).	5					
3	Number of staff specifying nature of work to be handled	5					
4	Number of counters specifying the work to be handled	5					
5	Facilities at the centre (seating arrangement, writing facilities	5					

	for filling up applications, TV/ reading material, drinking water, washroom etc.) (mandatory)						
6	Working hours of the centre including weekends. (additional marks for extra hours)	5					
7	Additional facilities- coffee/tea/soft drinks vending machine, photocopier, photo-booth, printer and internet, fax facilities etc on payment basis by individuals) (facilities fixed by High Commission is mandatory)	5					
8	Turnaround time (should not be more than 30 minutes) (mandatory)	5					
9	Number of service centres with	5					

	places/cities (Prescribed minimum centres is mandatory)						
10	Bar-coded receipt and electronic data entry system (mandatory)	5					
11	Quality control system to maintain high service standards. (marks will be given on the basis of clear explanations by the company)	5					
12	Appropriate certification form the host country or India (mandatory)	5					
13	Security and vigilance system in the centre- security staff, metal detectors, CCTV cameras etc. (marks on the basis of provisions)	5					
14	Storage and security of documents in the centre	5					

	(strong room, cabinets and key system, details of staff responsible) (marks on the basis of provisions)						
15	Security of movement of documents between the centre and High Commission (nature of vehicles used and containers and key system) (marks will be given by High Commission on the basis of facilities offered)	5					
16	Electronic display of the progress of the applications in the centre. (mandatory)	5					
17	Email enquiry facilities-response period (mandatory. Additional marks for higher facilities)	5					

18	Telephonic enquiry facilities-response period (mandatory. Additional marks for higher facilities)	5					
19	Contingency plan in case of interruptions (marks will be given on the basis of explanation provided by the bidding company)	5					
20	Data storage security and transfer of data security including possession of appropriate certification (mandatory. (No marks)	5					
21	Scanning and digitization of application forms with enclosures including capture of biographic data and photographs to upload the data	5					

	in the IVFRT platform wherever required (mandatory)						
22	In other cases creation of meta data file along with sub-files for enclosed documents (mandatory)	5					
23	Storage and indexation of documents to enable efficient search and retrieval operations. (mandatory-additional marks for higher facilities)	5					
24	Hardware for capture of ten finger biometrics and facial biometrics (mandatory)	5					
25	Efficient and secured system for storage and transfer of biometric data (mandatory)	5					
26	Online tracking system of the	5					

	status of applications in the website (mandatory)						
IV	Facilities	60					
1	Training of staff for efficient handling of the applicants (mandatory)	5					
2	Efficient IT system with requisite certification. (mandatory)	5					
3	Computerisation of operations related to data capture and scanning of applications, photographs and enclosures including digitization and indexation for efficient and fast search and retrieval operations. (mandatory)	5					
4	Computerisation of operations related to accounts matters (mandatory)	5					
5	Efficient tracking of	5					

	applications / passports from receipt to delivery (mandatory)						
6	Security system to control access of applicants, safe custody of documents and security of information held on the service provider's IT system (mandatory)	5					
7	Effective quality control system supported by appropriate certification (mandatory)	5					
8	Maintenance of records and statistics as required by High Commission	5					
9	Machine generated tickets of the applicants indicating date and time of entry and exit. (mandatory.- additional	5					

	marks for higher technology)						
10	Operation of website in coordination with High Commission giving information on the services being rendered (mandatory)	5					
11	Feedback system to monitor the quality of services rendered and the customers satisfaction (mandatory-higher marks for better system)	5					
12	Maintenance of confidentiality of the information and prevention of leakage of information from the centre (mandatory)	5					
V	Professional Plan	20					
1	Organisational experience in the field related	5					

	to the service under reference. (higher marks for more than the prescribed minimum)						
2	Capacity for flexibility in provision of service (mandatory-higher marks on the basis of satisfactory projection)	5					
3	Monitoring and evaluation of the services being provided (mandatory-higher marks on the basis of satisfactory projection)	5					
4	Management of risks and contingencies (mandatory-higher marks on the basis of satisfactory projection)	5					
VI	Resource Plan	25					
1	Number of staff in different areas of operation. (as already	5					

	explained. No marks to be given again)						
2	Organisational chart indicating the position and responsibilities of executives/ staff deployed Mandatory-higher marks for better explanation).	5					
3	Detailed plan for training of staff (mandatory-higher marks for better explanation)	5					
4.	Qualification of key personnel. (additional marks for higher qualification and specialized qualification)	5					
5.	Experience of Key personnel (additional marks for higher experience)	5					
VII	Quality Plan	15					
1	Mechanism for monitoring the quality of services and	5					

	performance checks including its frequency and remedial measures (mandatory-higher marks for better explanation)						
2	Contract management and supervisory system (mandatory-higher marks for better explanation)	5					
3	Customers liaison arrangements and mechanism to deal with complaints and problems (mandatory-higher marks for better explanation)	_5					
	Total Marks obtained	300					

Outsourcing company, qualifying for the contract, has to provide before the date of commencement of operations (i.e. before 18.6.2015), “Bank Guarantee” from their “Bank” to the Mission as per the following format:

BANK GUARANTEE

1. In consideration of the President of India, represented by Ministry of External Affairs, through Embassy/High Commission of India, Kuala Lumpur with the address No.1 Jalan Mont Kiara, Level 28, Menara 1, 50480 Kuala Lumpur hereinafter called the Mission having agreed under the terms and conditions of the Agreement dated_____made between the Mission _____ and M/s_____ (herein after called the said Service Provider) for outsourcing of visa related services(hereafter called the Agreement) to production of an irrevocable Bank Guarantee for RM 400000 (RM four hundred thousand only as security from the Service Provider for compliance of the said Service Provider’s obligations in accordance with the terms and conditions in the said Agreement, We,_____, (hereinafter referred(indicate the name of the bank) to as “the Bank”) at the request of _____[Service Provider(s)] do hereby undertake to pay to the Mission an amount not exceeding RM four hundred thousand only against any loss or damage caused to or suffered or would be caused to or suffered by the Mission/Post by reason of any breach by the said Service Provider(s) of any of the terms or conditions contained in the said Agreement.
2. We_____ (indicate the name of the bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Mission/Post stating the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Mission/Post by reason of breach by the side Service Provider(s) of any of the terms or conditions contained in the said Agreement or by reason of the Service Provider(s)’ failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding RM four hundred thousand only.
3. We undertake To pay to the Mission any money so demanded notwithstanding any dispute or disputes raised by the Service Provider(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Service Provider(s) shall have no claim against us for making such payment.

4. We, _____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Mission under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till Mission certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Service Provider(s) and accordingly discharges this guarantee.
5. We, _____ (indicate the name of bank) further agree with the Mission that the Mission shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Service Provider(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Mission against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Service Provider(s) or any indulgence by the Mission to the said Service Provider(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider(s).
7. We, _____ (indicate the name of bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Mission in writing.
8. The guarantee shall be valid up to a period of six months after the expiry of the Contract, unless extended on demand. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to RM four hundred thousand only and unless a claim in writing is lodged with us within six months from the date of expiry or the extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged.
9. Dated the ____ day of ____ for _____ (indicate the name of the Bank).

Signature
Name and Designation
Seal of the Bank