

Embassy of India  
Consular Section  
Tokyo

Dated: 11.03.2013

**INVITATION FOR BIDS**

The Embassy of India, Tokyo/Consulate General of Osaka-Kobe intends to pre-qualify agencies to assist its consular wing in the processing of applications from foreign nationals for the issuance of visas. The agencies so identified would have, on behalf of the Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe take responsibility for the following broad activities:

- i. Distribution, collection and scrutiny of visa applications as prescribed, along with passports, supporting documents and fees from the applicants;
- ii. Depositing the visa applications, passports in original as well as in electronic format and other related documents at the Consular Wing of the Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe by the quickest and safest means; and fees at the bank designated by the Mission/Post.
- iii. Digitization/Indexation of Visa application form along with enclosures, capturing of biographic data and photograph and transfer the data electronically to enable the Embassy/Consulate to upload the same into the IVFRT platform as per requirement under procedures. This data duly indexed should also be provided in CD or any other storage format to Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe 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 Embassy/Consulate to upload the same into the IVFRT platform.
- iv. Similar procedure should be done in the case of services pertaining to passports and consular applications by creating metadata file and an attachment/sub-file for enclosures. This must be done in coordination with Embassy and NIC to install an appropriate procedure for search and retrieval requirements for visa and other services as the case may be.
- v. Collection of passports from the Consular Wing after the service there has been rendered;
- vi. Dispatching/handing-over document/s to applicants by secure and fast means;

- vii. 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 maybe; and
- viii. 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 Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe, the agencies would be expected to establish collection centre/s at a prominent locality of Tokyo /Osaka-Kobe. The Mission/Post may need to increase the number of centers in Tokyo/Osaka-Kobe and other cities of Japan, if deemed necessary. The agencies would be expected to provide courteous and efficient service at all times. The Mission/Post 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 latest by 25<sup>th</sup> March, 2013 (1200hrs).

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 US\$3,000/- by cheque drawn in favour of Embassy of India, Tokyo. The cheque 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 the 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 'Visa Outsourcing' (containing two separate sealed covers superscribed "Technical Bid", "Financial Bid") addressed to the: Head of Chancery, Embassy of India, 2-2-11 Kudan Minami, Chiyoda-Ku, Tokyo 102-0074 (Tel. No.81 – 3 3262 2688), so as to reach the Mission latest by 1500 hours on 22<sup>nd</sup> April, 2013. All the Technical Bids shall be opened simultaneously at 1600 hours on the same day. The Embassy's decision on the pre-qualification of the agencies shall be final.