

**EMBASSY OF INDIA  
TOKYO  
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**Dated: MAY 12, 2014**

**INVITATION FOR BIDS**

The Embassy of India, Tokyo intends to pre-qualify agencies to assist its Consular Wings at (i) Embassy of India, Tokyo (Mission) and (ii) Consulate General of India, Osaka (Post) in the processing of applications from foreign nationals for the issuance of visas. The agencies so identified would have, on behalf of the Mission and Post, 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 Wings of the Mission and Post by the quickest and safest means; and fees at the bank designated by Mission and Post;
- iii) Digitisation/Indexation of Visa application form along with enclosures, capturing of biographic data and photograph and transfer the data electronically to enable Mission and Post to upload the same into the IVFRT (Immigration, Visa and Foreigner's Registration & Tracking) platform as per requirement under procedures. This data duly indexed should also be provided in a CD or any other storage format to Mission and Post 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 Mission and Post to upload the same into the IVFRT platform;
- iv) Collection of passports from the Consular Wings after the service there 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, SMS, 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 Mission and Post, the agencies would be expected to establish Application and Bio-metric data Collection Centre(s) at a prominent locality within the close proximity of Mission and Post.

3. The agencies would be expected to provide courteous and efficient service at all times. Mission and Post both reserve 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 bank guarantees, the amounts of which are specified in the Request for Proposal (RFP) available on the websites of the Embassy of India, Tokyo ([www.indembassy-tokyo.gov.in](http://www.indembassy-tokyo.gov.in)), Ministry of External Affairs, New Delhi (<http://mea.gov.in>) Central Public Procurement Portal of Government of India (<http://eprocure.gov.in>).

4(i). Agencies with sound financial and business credentials, having at least three years' experience of operating a centre for visa/passport/consular services on behalf of a Diplomatic Mission of Government of India or any other Government dealing with at least 200 applications per working day, with electronic data entry, are invited to send their profiles and expression of interest, along with a detailed offer for pre-qualification.

(ii) Bidding Company should have a minimum net worth equivalent of US\$ 5 million.

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

5. All offers/bids should be accompanied by a refundable Bid Security of US \$ 50,000/-(US Dollars Fifty Thousand only) by bank certified 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 Bid Security would be refunded within fifteen working days of the opening of Financial Bids, except in the case of the selected company, whose Bid Security shall be retained till it has provided Bank Guarantees as indicated in the RFP.

6. The agencies are required to submit Technical and Financial Bids in two separate sealed 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 in technical evaluation will become eligible.

7. The Technical Bids will be evaluated by the Embassy of India, Tokyo and graded according to the quality of services offered by the bidding Companies. This information would be given to the Companies, which qualify 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.

8. The offers/bids may be sent in sealed covers superscribed 'Visa Outsourcing' (containing two separate sealed covers superscribed "Technical Bid" and "Financial Bid") addressed to Mr. Om Parkash, Head of Chancery, Embassy of India, 2-2-11, Kudan Minami, Chiyodaku, Tokyo 102 0074, Tel. : +81-3-3262 2605. These offers/bids should reach the Embassy latest by 1200 hrs. on 25<sup>th</sup> June, 2014. All the Technical Bids shall be opened simultaneously at 1600 hrs. the same day. The Embassy's decision on the pre-qualification of the agencies shall be final.

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