

Embassy of India
Consular Section
Tokyo

Dated: 11.03.2013

REQUEST FOR PROPOSAL

Note: The bidding companies should respond to all the items in the RFP clearly without any ambiguity and in the same order of RFP. The Technical Bids are liable to be rejected if all the points in the RFP are not adequately responded. The decision of the Mission in this regard is final.

1. Introduction:

The objective of this Request for Proposal (RFP) is to select a reliable and experienced outsourcing agency to contract with the Embassy of India, Tokyo/Consulate General of India, Osaka-Kobe to provide visa support services at Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe.

It is estimated that in the year 2013-I4 the EMBASSY OF INDIA, TOKYO will receive approximately 1,11,000 and CONSULATE GENERAL OF INDIA, OSAKA-KOBE will receive 29000 visa applications. This is, however, only an estimate and Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe does not guarantee this number. The applications are received from applicants in person as well as by post/courier. The Embassy/Consulate is looking for an outsourcing agency to collect and collate these applications along with passports of the applicants on its behalf, deliver them to the Embassy/Consulate and subsequently return the passports to the applicants in an expeditious and secured manner.

2. Request for Proposal:

Bidders are invited to submit priced proposals, for the delivery of visa support services in accordance with this RFP. The proposal would be valid for a period of six months after the RFP closing date. The selected Contract will be signed for a period of three years with review of operations after every year. The Service providers will be required to start full operations in all the service centres within three months of signing the Contract. The Service Provider can start only after the Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe conveys its satisfaction with the arrangements made by the Service provider. Mission/Post may terminate the contract by giving two months advance notice. The service provider may terminate the contract by giving six months advance notice of being unable

to carry on the services any longer. (In case, the service provider fails to adhere to the above stipulation, the security deposit will stand forfeited for premature termination of contract by the service provider. However, it should be applicable only if the service provider terminates the contract without giving at least 6 months notice.) In such circumstances, the process of smooth takeover of services will deem to begin from the date of receipt of the notice by the other party or from the date as stated in the notice, whichever is later and the process of termination/smooth takeover will be completed in a reasonable period of time within the notice period.

3. **Eligibility:**

- i) Only Indian/Indian origin companies with or without a local partner either of Indian/foreign origin are eligible to apply.
- ii) The bidder must have experience of operating a Centre for Visa Services on behalf of a Diplomatic Mission/Missions or Ministry of External Affairs of the Government of India for at least one year; dealing with at least 100 applications per day on an annual-average basis, with electronic data entry.
- iii) The bidding company should be free from any legal, administrative cases and cases related to human trafficking, Hawala etc. The bidding company should be free from any anti India activities.
- iv) The bidding company and its sister company or subsidiary should not bid separately in the same bid. A certificate to this effect should be given by the bidding company at the time of bidding.

4. **Definitions and explanations:**

- i) Only Indian companies as defined in Income Tax Act 1961 and registered in India under Companies Act 1956 are eligible to take part in the tender process. Such a company must have its principal office in India, in this case principal office dealing with outsourcing activities. Further, the financial and decision making powers should wholly rest with Indians. This also includes companies owned by NRIs meeting with the above requirements.
- ii) Indian origin companies mean, Indian companies, as defined and explained above, owned by PIO/OCI card holders.

- iii) Only Indian companies/Indian origin companies, as explained above, can be the principal bidder in the tender process and is wholly responsible for the contract. Only Indian/Indian origin companies would be responsible for execution of the Contract and for the data protection, transfer and security of documents /biometrics. Only Indian/Indian origin companies will deal with Mission/Post and National Informatics Centre pertaining to software and hardware related matters concerning IVFRT and related issues.
- iv) There is no objection to an Indian/Indian origin company, as explained above to make a joint bid with another Indian/ Indian origin company meeting the same requirements.
- v) Local partner is a partner (company) normally resident, registered and operating in the place of tender application. They will be responsible for matters other than explained in (iii) above.
- vi) Companies which are not operating in the place of tender and registering only for the purpose of joining the present tender process will not be eligible to take part in the tender process as local partner.
- vii) The decision of the Ministry of External Affairs in deciding the eligibility of the company to take part in the tender process is final.

5. **Clarification/Additional information required:**

- i) Requests for further information must be in writing and be sent to the contact person mentioned in this document;
- ii) Only communications that are in writing from the Mission/Post may be considered as properly authorized expressions on behalf of the Embassy/Consulate;
- iii) The Embassy/Consulate shall provide a copy of all questions and answers provided during the tendering process to all bidders. The source of questions will not be divulged;
- iv) Questions from bidders will be accepted until two working days before the Pre-bid conference. The Pre-bid conference will be held, as far as possible, about 15 days before the RFP closing date.

- v) Each bidder shall provide the name and contact details of an individual to act as a point of contact during the tender process. That person may be asked to clarify the bid to provide additional information during the evaluation process.

6. **Proposed Programme for the RFP Process**

Closure of bidders questions: 10th April, 2013

The question may be sent by E-mail to the Consular Wing at both the following contact E-mail IDs: fscons@indembjp.org and cons.osaka@mea.gov.in

Replies to the questions would be sent through E-mail.

Pre-bid conference: 11th April, 2013

Deadline for Submission of Proposals: 22nd April, 2013 (1500hrs), i.e. RFP closing date

7. **Statement of Service Requirements**

The Service Provider shall establish Visa Application Centres adhering to good industry practice standards in Japan, in the following cities: Tokyo and Osaka-Kobe, following a timetable of openings agreed with the Embassy of India, Tokyo/Consulate General of India, Osaka-Kobe. The Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe will enter into full consultation and planning with the Service Provider in such cases:

In Tokyo, near to the vicinity of the Embassy

In Osaka-Kobe, near to the vicinity of the Consulate

8. **Scope of Work and Deliverables Required**

- a. The Service Provider shall ensure that Visa Application Centre(s) are situated in the premises easily accessible to members of the public. The Centre shall have sufficient space in terms of waiting area, application counters and processing area. The minimum required public area at the Centre in Tokyo is 180 sqm including a seating arrangement in theater style for 120 people. In Osaka, the minimum required public area is 100 sqm, with similar seating arrangement for 60 people. The Embassy also expects the Service provider to operate a minimum of six public counters in Tokyo and three in Osaka. The minimum staff strength of the Centre should be 14 in Tokyo and 6 in Osaka, with at least 50% engaged in public dealing. The Service

Provider should designate one Head of Operations to manage the Centre and to facilitate smooth coordination with the Embassy. Each Centre will have appropriate facilities and conveniences for the applicants while endeavoring to minimize waiting time. The Centre should have an electronic token system. The applicants should be provided access to newspapers, TV, lighting arrangements, washrooms etc. Each Centre will have appropriate facilities and conveniences for the applicants while endeavoring to minimize waiting time. The service provider should ensure that the standard of the facilities at the Centre are as prevalent in Japan. The Centre should be located in an area with easy access to public transport and within close proximity to the Embassy in Tokyo and Consulate General in Osaka. The Centre shall be open from 9.00am to 5.30pm on all days, except Sundays and public holidays in Japan, as decided by the Mission/Post.

- b. The Service provider shall be responsible for ensuring that whenever an application is made, the Service provider should undertake all of the following functions for the Mission:
 - (i) Distribute Visa Forms. The Service Provider will arrange to print Visa Forms at his own cost in the format prescribed by the Mission from time to time.
 - (ii) Assist applicants in completion of forms and provide factual information on the various categories of visa services available and the application process.
 - (iii) Accept visa applications, including those received by post, together with applicant's passport, visa fee, Indian Community Welfare Fund (ICWF) fee, Service provider's service fee (equal to the Contract Price) and supporting documents from applicants and agents, if any, approved by the Embassy/Consulate. Accept additional documents requested by the Embassy/Consulate from the applicants. Fee will be accepted in all manners of payment generally used in Japan including credit cards and debit cards except personal/company cheques. However, any bank/agency charges levied on such transactions will be borne by the applicants.
 - (iv) Bank agency charges to be collected from applicants must be on actual basis as charged by the banks/agencies and should not become a source of income for the Service Provider. For this, the Service Provider should prominently display, such various charges applicable, both in the Centre and website, for the benefit of applicants. The Service Provider 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.

- (v) Accept such fees and pay the fees due to the Embassy/Consulate i.e., fees excluding the Service Provider's service fee, in Embassy/Consulate bank account on the day of receipt. Clear and transparent audit trails of fees taken will be supplied at the time the relevant applications are submitted in a format to be agreed between the Mission/Post and the Service Provider. The Service Provider shall provide a Bank Guarantee amounting to JPY3,500,000 (Japanese Yen three million and five hundred only) for the government funds held by it temporarily and for the safety of documents.
- vi) The Embassy of India, Tokyo and Consulate General of Osaka-Kobe will not pay for the services rendered by the Service Provider. The Service Provider will charge fee per visa application, denominated in Japanese Yen. The fee per visa application should be quoted inclusive of any local taxes and VAT currently applicable in Japan. This fee will remain fixed during the term of Contract and can be revised upwards during this period, 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 by more than 25%.
- vii) The Service Provider's Service Fee (SF) would not be changed on account of inflation, changes in number of visa applications and fluctuations in rate of exchange. Any change in Service Fee is possible on account of changes as described in sub para vi) above. The rounding off must be done in two halves, i.e. less than half would be reduced to the previous lower denomination; and half and above would be rounded off to the next higher denomination taking in to account the practicability of implementation.
- viii) Provide a 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 applied for and the date of payment. A copy of the bar coded receipt is to be enclosed with the application.
- ix) Electronic data entry of visa applications and documents in a format prescribed by Embassy/Consulate and transfer this data physically to the Embassy/Consulate twice each working

day (the timings and manner will be determined by the Embassy/Consulate)

- x) On receipt of applications, scrutinize the various documents and forms to ensure they are properly completed and ensure that each visa application form has to clear audit information on it to allow easy identification of the fee paid, type of visa required and date of payment. Application documents along with passports to be forwarded to the Embassy/Consulate securely and in a timely manner twice each working day --- (the timing and manner will be determined by the Embassy/Consulate).
- xi) Collect from the Embassy/Consulate processed applications and passports, twice each working day.
- xii) Return passports to applicants in a timely, orderly and secured fashion and provide those, who are required to go to the Embassy for interview, with the date & time of interview in consultation with the Embassy/Consulate.
- xiii) Delivery of applications and collection of passports will be done twice each working day at Embassy of India, Tokyo/Consulate General of India, Osaka-Kobe, the timings and number of which will be determined by Embassy/Consulate. Handing/Taking over of applications and passports will take place at the premises of the Embassy/Consulate.
- xiv) Publish and distribute an official leaflet explaining clearly how to apply for an Indian visa, complete with relevant guidance.
- xv) Maintain proper records of every application received, cross-referenced to individual fees taken on databases and systems, and in accordance with practices to be prescribed by the Embassy/Consulate.
- xvi) Maintain proper accounts of all the visa fees received by individual subhead.
- (xvii) Have in place an efficient system for scheduling appointments for applicants requiring an interview.
- (xviii) Have in place a reliable quality control system that maintains continuous surveillance on service standards.

- (xix) The Service Provider should have appropriate certification from a reputed agency of the country where the services are provided wherever feasible.
- xx) Put in place a viable and effective security and vigilance system.
- xxi) Operate an e-mail, tele-enquiry facility and electronic display in order that applicants can track the progress of their applications.
- xxii) Put in place a system where telephone enquiries are to be answered promptly and email and postal letters are to be replied to within two working days of receipt.
- xxiii) Issue news releases as and when required by the Embassy/Consulate.
- xxiv) Carry out any other related activities as instructed by the Embassy/Consulate.
- xxv) Have in place an adequate contingency plan, prior to operation of the agreement, to maintain an acceptable level of service if the operation of any all Visa Application Centre is interrupted for any reason.

c. The service provider would also be responsible for:

- i) Digitisation/Indexation of visa application forms along with enclosures, capturing of biographic data and photograph and transfer such data electronically to enable the Embassy to upload the same into the 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 Embassy/Consulate and NIC to install an appropriate procedure for search and retrieval requirements for visa and other services as the case may be.
- ii) Capturing of fingerprints and facial biometric data and making provisions for staff, space and furniture for the same. The data collected should be transferred electronically to enable Mission to upload the same into the IVFRT platform.
- iii) Acquiring technical equipment as specified by NIC.

Details regarding hardware/software specifications required for biometric enrollment are enclosed at Annexure-A.

9. **Facilities:**

The Service Provider shall be required to have the following facilities at each Visa Application Centre:

- (a) Effective systems and processes to recruit and train staff who can explain clearly and accurately the visa application process and the details of which documents must be submitted with the application.
- (b) An IT system which will allow the entire 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 appropriate agency of the host country wherever possible or by India's National Informatics Centre (NIC), as determined by the Mission.
- (c) The ability to computerize operations related to data capture and scanning/digitizing/indexing of applications and photographs on behalf of the Mission/Post.
- (d) The ability to organize operations related to the accounting of fee collection.
- (e) The ability to organize operations related to the tracking of passport movement from receipt to delivery.
- (f) A security system for the control of access of applicants and safe custody of documents collected, including information held on IT systems.
- (g) An effective quality control system.
- (h) The Service Provider will maintain records and statistics in the format required by the Embassy/Consulate.
- (i) The Service Provider will be allowed to charge Visa Service Fee, 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 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 Embassy/Consulate, or any audit team.

- (j) The Service provider may secure additional sources of revenue through advertising subject to the agreement of the Embassy of India, Tokyo and Consulate General of India, Osaka-Kobe and subject to the terms and conditions of local laws, if there is no conflict of interest. The decision of the Embassy/Consulate will be final in this case.
- (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 who will indicate date and time of entry and of exit from the collection centre.
- (l) The Service provider can also introduce value-added services for the benefit of visa applicants and offer these services for a charge if there is no conflict of interest. Introduction of these value-added services is subject to the prior written approval of the Mission/Post and subject to the local laws.
- (m) The Service provider shall not receive any payments from the Embassy/Consulate, for setting up these offices, nor for providing services for visa applicants. The Embassy/Consulate shall entertain no claim for expenses or liability for loss of passports or documents. The Service provider shall indemnify the Embassy/Consulate, in the event of any claim made by any applicant and it shall be the Service provider's responsibility to compensate applicants if such losses occur.
- (n) The Service Provider will establish and operate a website in consultation with the Embassy/Consulate, which will contain all information relevant and useful to visa applicants. All information posted on the website will be agreed in advance with the Embassy/Consulate.
- (o) The Service Provider shall ensure complete confidentiality of the information provided by visa seekers and will further ensure that it is used for no purpose other than processing of visa. The service provider shall indemnify the Embassy/Consulate, in the event of any leakage of such information and a consequential claim made by visa applicant/applicants.

- (p) The Service Provider will ensure access of authorized officials from the Mission/Post to its premises and documents.
- (q) The Service Provider will effect and maintain adequate insurance to cover its obligations under the Agreement, including those obligations which survive the expiration or termination of the Agreement/Contract.
- (r) The Service Provider will not represent itself and will ensure that its officials and subcontractors do not represent themselves as an official or agency or organ of the Embassy/Consulate or of the Government of India.
- (s) The Service Provider should be prepared to agree to pay such penalty as may be determined in terms of the Contract, for violating the term(s) and condition(s) of the Contract.
- (t) The Service provider will not assign in whole or in part its rights or obligations under the Agreement without the prior written approval of the Embassy/Consulate. The Service Provider will not consult with any other person or body for the purposes of entering into an arrangement which will require innovation of the Agreement without first consulting the Embassy/Consulate who would seek the approval of Ministry of External Affairs.
- (u) The Service Provider should have feedback from the applicants regarding the quality of service rendered by them at the time of returning the passport by means of an objective feedback form. 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 Embassy/Consulate on a monthly basis and any serious complaints should be brought to the notice of the Embassy/Consulate immediately.

10. **Service Standards:**

- i) The Service Provider shall ensure a high level of service standard with regard to the facilities and amenities in the Visa Application Centre, efficient processing of cases so that waiting time is minimal and customer satisfaction is high.
- ii) There will be a provision for review one year after commencement of full operations in terms of service standards and thereafter at the end of every subsequent year.

- iii) The Service Provider should ensure that the staff of the Indian Visa Application Centre (IVAC) be courteous and helpful and should not indulge in unpleasant arguments or use of foul language. The Service Provider should ensure strict discipline, punctuality and decorum of office amongst the staff of the centre.

11. **Guide to Bidders:**

- i) It is essential that other criteria such as organization profile, experience, method statement and standards are also met.
- ii) The Embassy of India, Tokyo, will take the reasonable steps to maintain the confidentiality of any of the bidders' information, which is clearly marked 'confidential'. However, the Embassy is subject to the Right to Information Act 2005 of Government of India and it may be required to release information supplied in this RFP in accordance with that Act.
- iii) The information in this RFP, or otherwise supplied by the Embassy of India, Tokyo, or any of its representatives, is to be kept confidential except to the extent already publicly available or authorized by the Embassy/Consulate. 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 Mission will not be liable.
- iv) The bidders shall not at any time make any public statements in relation to this RFP or any proposal without obtaining prior written approval from the Embassy's contact person. All material supplied to the Mission in relation to the bidder's proposal becomes the property of Embassy of India, Tokyo, and may not be returned to the bidder, unless requested in writing beforehand or agreed to by the Embassy.
- v) The bidders should note that in the event of contract having been awarded, the service provider will not assign in whole or in part its rights or obligations without the prior approval of the Embassy of India, Tokyo who in turn would obtain the approval from Ministry of External Affairs.
- vi) The Embassy/Consulate, 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 bidders or other persons in respect of this RFP.

- vii) Any dispute or difference regarding the interpretation of the provisions of this Agreement shall be resolved amicably between the parties. If the dispute is not resolved through mutual consultations within a period of six months, either party may refer the dispute to arbitration in accordance with the Arbitration & Conciliation Act 1996 of India as amended from time to time. The number of arbitrators shall be one and that the place of arbitration shall be New Delhi, India. In such a situation the applicable law will be the law of India. The language of the Tribunal shall be English. The cost shall be borne by the parties equally unless otherwise determined by the Arbitral Tribunal.
- viii) In submitting a proposal to the Embassy of India, Tokyo, the bidder 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 Embassy.
- ix) In submitting a proposal to the Embassy, the bidder will be deemed to be fully informed and to have accepted the terms and conditions outlined in this request for proposals.
- x) The cost of preparing and submitting the proposal shall be borne by the bidders.
- xi) The Embassy shall arrange a pre-bid conference for bidders about the project under consideration, about 15 days prior to the last date for submission of bids.
- xii) The Embassy of India, Tokyo, 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.

12. **Response to the RFP:**

a) **Contract Price**

- i) The Embassy/Consulate will not pay for the services rendered by the Service Provider. The Service Provider will charge fee, denominated in Japanese Yen. The fee per visa application should be quoted inclusive of any local taxes and VAT currently applicable in Japan. Any changes to the Visa Service Fee would be in accordance with para 8(b)(vi) *ibid*. For an increase under

this clause, the Service Provider should make a formal request to the Mission/Post with supporting documents for consideration and approval by Ministry of External Affairs.

- ii) The applicable law in respect of the RFP is Indian laws and the contract is subject to para 9(vii) above and Indian Courts' jurisdiction.

b) Organisation Profile

Please provide an organization profile as also the following information:

- i. Full Legal name;
- ii. Complete address, including registered office of company;
- iii. Contact person;
- iv. Telephone, facsimile and email contact details and website address(es);
- v. List of locations and number of staff in Japan and any other neighbouring country(ies) ;
- vi. List of services provided in Japan and any other neighbouring country(ies);
- vii. Number of years that the organization has been providing visa outsourcing services;
- viii. Company ownership, structure and location of ultimate Holding Company;
- ix. Company head office location, and branch office locations;
- x. The Bidding company should be free from any legal, administrative cases and cases related to human trafficking, Hawala etc. The bidding company should be free from any anti India activities. If it was found at a later stage that such information was hidden from the Mission/Post, the bidding company would become ineligible to take part in the process. If during the contract period such information came to light, the contract would be liable to be terminated immediately and all costs on such a termination should be borne by the Company.

c) **References**

Provide information on work that has been undertaken for similar sized organizations. At least three referees are required. The bidders 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 addresses of any website currently operating for that service.

The referees may be advised that the Embassy/Consulate, or the Ministry of External Affairs, New Delhi may contact them. A latest certificate in original from the foreign Mission(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 Embassy of India, Tokyo to evaluate bidder's understanding of the requirements of the Embassy/Consulate and the quality of bidder's proposals for meeting them. Bidder'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 bidder's response are given below:

e) **Professional Plan**

1. Describe organisation's experience in the areas relating to this Proposal. This must be substantiated adequately by supporting documents and presentation by the bidder.
2. Describe capacity for flexibility in service provision – e.g. a sudden increase in demand.
3. Describe proposals for monitoring and evaluating service usage.

4. Describe proposals for innovative web-site design and online development.
5. Describe proposals for managing risks and contingencies.

f) **Resource Plan**

1. 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. Also include an organizational chart indicating responsibilities and reporting lines in respect of this proposal.
2. Indicate in each case whether the Staff is expected to be drawn from within service providers' organisation or to be newly recruited and where staff will not be employed full time on this Contract.
3. Explain plan for the training of Staff to be employed on the Contract.
4. Please give names and position held of Key Staff who will be responsible for the management of the contract.
5. Please provide curriculum vitae for each member of Key staff.
6. The detailed sub-contract plan, if any.

g) **Quality Plan**

The Service provider 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

1. 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.
2. the proposed contract management and supervisory systems.
3. the proposed customer liaison arrangements including procedures for dealing with complaints and problems.
4. The Service provider should have a system of feedback proforma to be filled by the applicants at the time of receiving the passport with visa. The comments both appreciation and criticism should

be closely watched and appropriate steps taken as necessary. A monthly report to the Mission/Post should be sent regularly. Any serious complaints should be brought to the notice of the Embassy/Consulate immediately for further instructions from the Embassy/Consulate.

h) **Additional Information**

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.

13. **Submission Requirements:**

- I) The bidders should submit “two envelope” bids – technical and financial separately. The technical bid should contain all the information sought as per the preceding paragraphs of this RFP. In order to qualify technically, a bidder must fulfill all the following requirements:-
- a) A confirmation to comply fully and without any reserve with the scope of work and deliverables included in this RFP.
 - b) The bidder must confirm his willingness to provide facilities of good industry practice standards of visa applicants.
 - c) The bidding company should provide three financial bids separately as below:
 - i) Basic outsourcing activities including biographic data generation and digitization/indexation of application forms with enclosures and photograph; Similar procedures should be done for other services, if any, by creating metadata file and an attachment sub-file for enclosures. The entire documents must be digitized and indexed in coordination with Embassy and NIC to install an appropriate procedure for search and retrieval requirements.
 - ii) Enrollment of Finger print biometrics;
 - iii) Facial biometric capture.

All the above information needs to be transferred electronically to enable Embassy/Consulate to upload the same into IVFRT platform.

II) (a) In the first stage only the technical bids, in presence of the bidding companies on the appointed date and time, will be opened and examined as per the above criteria and only the bidders fulfilling all of the three criteria mentioned at (a), (b) and (c) above will be selected for opening the financial bids. The Technical Bids will be graded giving marks on the basis of responses given to the RFP by the bidding companies. Lack of satisfactory response would lead to the rejection of the Technical Bid. Any remaining bids will not be processed further. Financial bids of companies which qualify on the basis of technical evaluation will be opened in the next stage and the Contract Price shall be the criterion for selecting the successful Service Provider. However, in the event of more than one company giving the same lowest price, the company graded higher on the basis of marks would be declared L 1 bidder.

(b) There will be a minimum gap of four to six weeks for consideration of the technical bids by the Mission in consultation with Ministry and the companies selected will be called to be present on the date and time fixed by the Mission and the financial bids will be opened in their presence. Contract Price shall be the criterion for selecting the successful Service Provider which will be announced at the meeting.

(c) i) All the three financial bids for the three different categories should be opened on the same day.

ii) The lowest quotation would be decided on the basis of the sum of the three bids.

iii) The service providers should charge the amounts according to the services introduced and rendered. Till the biometric procedures are introduced, they must charge for item (i) only, and when fingerprint biometrics is introduced, the charges would be for items (i) and (ii) only and finally when facial biometrics is also introduced, the charges should be for items (i), (ii) and (iii).

III) i. The proposal should be addressed by name to Mr. T.N. Anantha Krishna, Head of Chancery, Embassy of India, 2-2-11 Kudan Minami, Chiyoda-Ku, Tokyo 102 0074, Japan, and sent so as to reach by before the due date. RFP must be submitted in a secure package containing:

a. A signed original

b. Four copies of the original proposal

- c. A CD copy of the proposal in Microsoft Word
- ii. Faxed or e-mailed proposals will not be accepted. The envelopes should be superscribed "Visa Outsourcing"
- iii. The proposal must contain the information required by the RFP, as sought in para 12 above along with the RFP Form duly completed and signed by the authorized representative of the bidder.
- iv. The original must be signed by an authorized representative of the bidder. This copy is deemed to be the master copy.
- v. The proposal must be received by 1500 hours on 22nd April, 2013. The Technical bids will be opened in the presence of the bidders or their authorized representative (limited to one person per bidding company only) at the Embassy of India, Tokyo at 1600 hrs. on the same day (*the same day on which the bids are closed*). The process of awarding of Contract will be as explained in para 11 (ii)
- vi. The receipt of the proposal will be duly acknowledged as and when received.
- vii. The Embassy of India, Tokyo, may accept or reject any proposals submitted late for consideration.
- viii. The name, title, profile, address, phone and fax numbers, website and e-mail address of the bidder in respect of this RFP must be provided to the Embassy of India, Tokyo, in the proposal. This must be sent to the Mission along with the organization profile as indicated in para 12 immediately for pre-verification of antecedents.
- ix. The Embassy of India, Tokyo, reserves the right to negotiate without restriction with bidders after the close of proposals on any matter contained in the proposal, without disclosing this to any other person.
- x. The bidder'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 bidder is invited by the Embassy of India, Tokyo, 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 Embassy/Consulate will be as indicated in para 9(vii) above. The contract will also include provisions of *Force Majeure*, termination of contract, consequences of termination and re-tendering after termination of contract.

IV) RFP Form to be sent to:

Name: T.N. ANANTHA KRISHNA
HEAD OF CHANCERY
EMBASSY OF INDIA,
2-2-11 KUDAN MINAMI
CHIYODA-KU, TOKYO
JAPAN

The bidder's response is submitted with this RFP Form and it is confirmed that he has read, understood and complied with all the conditions as indicated in the RFP document.

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

Bidder

Date

Signature(s)

In the capacity of

Witness(es):

Implementation of Biometric Enrollment in Indian Missions/Posts abroad

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 Tables A, B and C under Technical Specifications: 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%202013-10-2011.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 mission/ 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.

Technical Specifications

A. Requirement of Number 4+4+2 FP Biometric Devices

S No.	Item	Make / Model
8. 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.	
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 Algorithm 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
 2. SDK environment should be in Java and .net.
 3. Extraction and Matching Algorithm should be Minex Compliant/listed
 4. 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
 5. 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.
 6. Drivers for the device should be available on Windows and/or Linux platform
 7. High quality computer based fingerprint capture (enrolment)
 8. 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.
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