

**High Commission of India
Kuala Lumpur**

REQUEST FOR PROPOSAL

23.09.13

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 High Commission of India, Kuala Lumpur (hereafter referred as the Mission) to provide Passport and Other Consular support services at Kuala Lumpur.

It is estimated that in 2014 the Mission will receive approximately 12000 Passport applications and 13000 Other Consular Services applications. This is, however, only an estimate and the Mission does not guarantee this number. The applications are received from applicants in person as well as by post/courier. The Mission is looking for an outsourcing agency to collect and collate these applications along with passports/ relevant documents of the applicants on its behalf, deliver them to the Mission and subsequently return the passports/ documents to the applicants in an expeditious and secured manner.

2. Request for Proposal

Bidders are invited to submit priced proposals, for the delivery of Passports and Other Consular Services 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 from the date of contract. The Service Provider can start the outsourcing operations only after Mission conveys its satisfaction with the arrangements made by the Service provider. Mission 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. (Mission may impose a penalty clause 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/passport/consular 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 Indian 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) 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 email id fscons@indianhighcommission.com.my or in writing to the contact person mentioned in this document below;

- ii) Only communications that are in writing from the Mission may be considered as properly authorized expressions on behalf of the Mission.
- iii) The Mission 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 Oct 14, 2013 two working days before the Pre-bid conference. The Pre-bid conference will be held, as far as possible, 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: Oct 14, 2013

Pre-bid conference: Oct 17, 2013 at 1400 hrs

Deadline for Submission of Proposals: Nov 22, 2013 before 1500 hrs i.e. RFP closing date

7 Statement of Service Requirements

The Service Provider shall establish Passport and Other Consular Services Application Centres adhering to good industry practice standards in Malaysia, in Kuala Lumpur following a timetable of openings agreed with the Mission. The Mission will enter into full consultation and planning with the Service Provider in such cases.

8. Scope of Work and Deliverables Required

a. The Service Provider shall ensure that Passport and Other Consular Services Application Centres 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 Centre should have atleast 1300 sq ft area, 6 counters including one dedicated enquiry counter with minimum 60 seats in the waiting area. The Centre should also employ atleast 14 staffs with proficiency in local language and Indian languages such as Hindi, Tamil, and Malayalam etc. The centre should have provision of drinking water, newspapers, TV, lighting arrangements, washrooms etc. Each Centre will have appropriate facilities and conveniences for the applicants while endeavoring to minimize waiting time. The Centre shall be open from 0830 hrs to 1730 hrs on all days, except weekends and public holidays in Malaysia as decided by the Mission.

b. The Service Provider shall be responsible for ensuring that wherever an application is made, the Service Provider should undertake all of the following functions for the Mission:

i) Distribute Passport and Other Consular Services Application Forms. The Service Provider will arrange to print Passport and Other Consular Services Application Forms at their 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 Passport and Other Consular Services available and the application process.

iii) Accept Passport and Other Consular Services applications, including those received by post, together with applicant's passport documents, Passport and Other Consular Services fee, Indian Community Welfare Fund (ICWF), Service Provider's service fee (equal to the Contract Price) and supporting documents from applicants and agents, if any, approved by the Mission. Accept additional documents requested by the Mission from the applicants. Fee will be accepted in all manners of payment generally used in Malaysia 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 Passport and Other Consular Services fees, 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 Mission i.e., fees excluding the Service Provider's service fee, in Mission's 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 High Commission of India, Kuala Lumpur and the Service Provider. The service Provider shall provide a Bank Guarantee amounting to RM 35000 (Malaysian Ringgit Thirty Five Thousand) for the government funds held by it temporarily and for the safety of documents.

vi) The Mission will not pay for the services rendered by the Service Provider. The Service Provider will charge fee per Passport and Other Consular Services application, denominated in Malaysian Ringgit. The fee per passport and other consular application should be quoted inclusive of any local taxes and VAT currently applicable in Malaysia. 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 also 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 Passport and Other Consular Services fee or

any other fee, the category of Passport and Other Consular Services 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 Passport and Other Consular Services applications and documents in a format prescribed by the Mission and transfer this data physically to the Mission twice each working day (the timings and manner will be determined by Mission)

x) On receipt of applications, scrutinize the various documents and forms to ensure they are properly completed and ensure that each Passport and Other Consular Services application form has clear audit information on it to allow easy identification of the fee paid, type of service required and date of payment. Application documents along with passports and relevant documents to be forwarded to the Mission securely and in a timely manner twice each working day (the timing and manner will be determined by the Mission).

xi) Collect from the Mission processed applications and passports, twice each working day.

xii) Return Passport and Other Consular Services documents to applicants in a timely, orderly and secured fashion and provide those, who are required to go to the Mission for interview, with the date & time of interview in consultation with the Mission.

xiii) Delivery of applications and collection of passports will be done twice each working day at the Mission, the timings and number of which will be determined by the Mission. Handing / Taking over of applications and passports will take place at the premises of the Mission.

xiv) Publish, Display and distribute an official leaflet explaining clearly how to apply for Passport and Other Consular Services, 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 Mission.

xvi) Maintain proper accounts of all the Passport and Other Consular Services 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 Mission.

xxiv) Carry out any other related activities as instructed by the Mission.

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 Passport and Other Consular Services Application Centre is interrupted for any reason.

c. The service provider would also be responsible for

i) Digitisation/Indexation of Passport and Other Consular Services application forms along with enclosures, capturing of biographic data and photograph and transfer such data electronically to enable the Mission to upload the same. It will also be responsible for creating metadata file and an attachment/sub- file for enclosures. This must be done in coordination with the Mission and NIC to install an appropriate procedure for search and retrieval requirements for Passport and Other Consular 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/Post to upload the same.

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 Passport and Other Consular Services Application Centre:

(a) Effective systems and processes to recruit and train staff who can explain clearly and accurately the Passport and Other Consular Services 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 Passport and Other Consular Services 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 computerise operations related to data capture and scanning/digitising/indexing of applications and photographs on behalf of the Mission

(d) The ability to computerise operations related to the accounting of fee collection.

(e) The ability to computerise operations related to the tracking of passport/ Other Consular Services documents 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 Mission.

(i) The Service Provider will be allowed to charge Passport and Other Consular Services Service Fee (SF), equal to the Contract Price, from all individuals who make a Passport and Other Consular Services application. This fee will be collected by the Service provider from applicants at the time of receiving the application and Passport and Other Consular Services 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 Mission or any audit team.

(j) The Service provider may secure additional sources of revenue through advertising subject to the agreement of the Mission and subject to the terms and conditions of local laws, if there is no conflict of interest. The decision of the Mission on obtaining written approval from Ministry of External Affairs will be final in this case.

(k) The service provider will ensure that the turnaround time for Passport and Other Consular Services applicants applying for services will not be more than 20 minutes. Machine generated tickets should be given to the applicants which 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 Passport and Other Consular Services 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 after obtaining approval from Ministry of External Affairs and subject to the local laws.

(m) The Service provider shall not receive any payments from the Mission, for setting up these offices, nor for providing services for Passport and Other Consular Services applicants. The Mission shall entertain no claim for expenses or liability for loss of passports or documents. The Service provider shall indemnify the Mission 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 Mission, which will contain all information relevant and useful to Passport and Other Consular Services applicants. All information posted on the website will be agreed to in advance with the Mission.

(o) The Service Provider shall ensure complete confidentiality of the information provided by Passport and Other Consular Service seekers and will further ensure that it is used for no purpose other than processing of the applications. The service provider shall indemnify the Mission, in the

event of any leakage of such information and a consequential claim made by the applicant/applicants.

(p) The Service Provider will ensure access of authorized officials from the Mission 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 himself and will ensure that its officials and sub-contractors do not represent themselves as an official or agency or organ of the Mission 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 this Agreement without the prior written approval of the Mission. 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 Embassy 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 Mission on a monthly basis and any serious complaints should be brought to the notice of the Mission 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 Passport and Other Consular Services 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 Passport and Other Consular Services Application Centre 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 Mission will take all reasonable steps to maintain the confidentiality of any of the bidders' information, which is clearly marked 'confidential'. However, the Mission 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 Mission or any of its representatives, is to be kept confidential except to the extent already publicly available or authorized by the Mission. 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 Mission contact person. All material supplied to the Mission in relation to the bidder's proposal becomes the property of the Mission and may not be returned to the bidder, unless requested in writing beforehand or agreed to by the Mission.

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 Mission who in turn would obtain the approval from Ministry of External Affairs.

vi) The Mission 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 Mission, 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 Mission.

ix) In submitting a proposal to the Mission, 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 Mission 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 Mission 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 Mission will not pay for the services rendered by the Service Provider. The Service Provider will charge fee, denominated in Malaysian Ringgit. The fee per Passport and Other Consular Services application should be quoted inclusive of any local taxes and VAT currently applicable in Malaysia. Any changes to the 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 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 the Malaysia and any other neighbouring country(ies);
- vi. List of services provided in the Malaysia and any other neighbouring country(ies);
- vii. Number of years that the organization has been providing visa/passport/ consular 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, 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 organisations. 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 address of any website currently operating for that service.

The referees may be advised that the Mission 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 Mission, to evaluate bidder's understanding of the requirements 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 organisational 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 application. The comments both appreciation and criticism should be closely watched and appropriate steps taken as necessary. A monthly report to the Mission should be sent regularly. Any serious complaints should be brought to the notice of the Embassy immediately for further instructions from the Mission.

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; 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 Fingerprint biometrics;

iii) Facial biometric capture.

All the above information pertaining to Passport and Other Consular Services needs to be transferred electronically to enable Embassy to upload the same.

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 L1 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 "Head of Chancery, Head of Chancery, High Commission of India, Menara 1 Mont Kiara, Level 28, No.1, Jalan Mont Kiara, 50480 Kuala Lumpur 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 Nov 22, 2013. The Technical bids will be opened in the presence of the bidders or their authorised representative (limited to one person per bidding company only) at the Mission at 1510 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 Mission 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 Mission 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 Mission 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 Mission 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 Mission 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:

Shri. Yash Pal

Head of Chancery,

High Commission of India, Menara 1 Mont Kiara,

Level 28, No.1, Jalan Mont Kiara, 50480 Kuala Lumpur.

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 Passport 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%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 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
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 NIC 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
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.
