

Embassy of India
Doha, Qatar

Reference No. Eol Doha/ Cons/OS/RFP/2016

Dated: 28 December, 2016

CORRIGENDUM (03) TO RFP REFERENCE NUMBER
Eol Doha/ Cons/OS/RFP/2016 DATED 21 NOVEMBER, 2016
FOR OUTSOURCING OF CONSULAR SERVICES
EMBASSY OF INDIA, DOHA

Amendments to Annexure E and Annexure C

1. Amended **Annexure E** (Proforma for Evaluation of Technical Bids - Grading companies giving marks) is enclosed.
2. Annexure C (Financial Bid), Part III (Justification for Service Fee Quoted), serial no (f):-

Explanatory Note:

(f) **Total Anticipated Revenue** is the sum of the following:-

No of Anticipated Consular Applications X C (Actual Service Fee Quoted for Consular) +
No of Anticipated Passport Applications X P (Actual Service Fee Quoted for Passport) +
No of Anticipated Visa Applications X V (Actual Service Fee Quoted for Visa)

Proforma for Evaluation of Technical Bids - Grading companies giving marks

Note: Bidding Companies should fill up the details carefully without omitting any items in text form only. Any tables, photos etc may be enclosed as Annexures, i.e BC-1, BC-2 etc. (BC : Bidding Company)

	Criteria	Quality of Solution Proposed (Extra Marks for solution better than the minimum specified by the Mission)				Remarks
		Bidder-1	Bidder-2	Bidder-3	Bidder-n	
A	B	C			D	
1	<p>Location of the IVACs [as per local zoning regulations (mandatory) (10 marks)</p> <p>i) with convenient accessibility in the city concerned with actual location of the building(s) – to be explained by the bidder (4 Marks)</p> <p>ii) Parking facilities with capacity and type of parking (3 Marks)</p> <p>iii) proximity to the Mission/ Post (3 Marks)</p> <p>(distance in Kms should not be more than the maximum</p>				<p>Marks will be given as per the information provided by the bidding company.</p> <p>The best offer will be marked as 10, as indicated under column B, and the others at a lower level on a relative basis to that offer.</p>	

	distance prescribed by Mission)					
2	<p>Size of the centre including area and layout)' (10 marks)</p> <p>Area: (6 marks)</p> <p>Layout details: (explanation with drawing) (4 marks)</p>					<p><u>Area:</u></p> <p>If all the bidding companies provide the mandatory requirement only. Every bidder will be given six marks. If any bidder gives additional area of 20% or more than the mandatory area, then the bidder will be given six marks and others reduced relative to that.</p> <p><u>Lay out details:</u></p> <p>If all the bidding companies provide the similar quality explanation, then every bidder will be provided 4 marks. However, in case of difference in quality, the best will be given 4 marks and others reduced relative to that.</p>
3	submission counters and submission process					<p><u>Number of submission counters:</u></p>

	<p>(10marks)</p> <p>i)Number of submission counters (6 marks)</p> <p>ii) efficiency of the submission process.- to be explained by the bidder (4 marks)</p>					<p>If all the bidding companies give the mandatory requirement, then every company will be given six marks. However, if any company gives additional staff of 20% or more, the company will be given six marks and others will be reduced relative to that.</p> <p><u>Efficiency of the submission process:</u></p> <p>The best process proposed will be given 4 marks and the others reduced relative to that. However, if all the bidding companies propose similar processes, then all will be given 4 marks.</p>
4	<p>Quality of Organisational Structure with number of staff. (10 marks)</p> <p>i) Quality of organisational structure (4 marks)</p>					<p><u>Quality of Organisational Structure</u></p> <p>The best structure proposed will be given 4 marks and the others reduced relative to that.</p>

	<p>ii)Number of staff at each level and qualification (Manager, Supervisor, counter staff, security staff, data entry staff, receptionists, others)</p> <p>(6 marks)</p>					<p>However, if all the bidding companies provide similar quality explanation, then all will be given 4 marks.</p> <p><u>Number of Staff:</u></p> <p>If all the bidding companies give the mandatory requirement, then all of them will be given six marks. However, if any company gives additional staff of at least 20% or more, the company with the highest number of staff will be given six marks and others will be reduced relative to that.</p>
5	<p>Working hours and Submission* hours of the IVAC per week (5 marks)</p> <p>Minimum working hours per week: 45 hrs excluding weekends with minimum 9 hrs per day.</p> <p>Minimum submission hours per week: 33</p>					<p>If all the bidding companies give the mandatory requirement only, all of them will be given 5 marks.</p> <p>However if at least one company gives a minimum of 5 hrs of additional submission hrs per week, then that company will</p>

	<p>hrs with minimum 6½ hrs per day. (5 marks)</p> <p>Al Hilal, Doha [Sunday to Thursday] Working Hours – 0800-1800 hrs [Lunch Break – 1300-1400] Submission Timings – 0800-1300, 1630-1800] Delivery Timings – 1400-1800 Hrs</p> <p>Salwa [Industrial Area] [Friday and Saturday] Working Hours – 0900-1700 hrs [Lunch Break – 1300-1400] Submission Timings – 0900-1300, 1400-1700 hrs] Delivery Timings – 1400-1700 hrs</p> <p>Al Khor [Friday and Saturday] Working Hours – 0900-1700 hrs [Lunch Break – 1300-1400] Submission Timings – 0900-1300, 1400-1700 hrs] Delivery Timings – 1400-1700 hrs</p>					<p>be given 5 marks and others will be given reduced marks relative to that</p>
6	<p>Total Turnaround time for submission</p>					<p>If all the bidding companies give</p>

	<p>of applications (5 marks)</p> <p>(from the time of entry/token generation to the time of generation To the time of exit after submission of application and enrolment of biometric procedures) (subject to a maximum of 60 minutes)</p>					<p>the mandatory requirement only, all of them will be given 5 marks.</p> <p>However, if at least one bidding company offers 25% or less of turnaround time, that company will be given 5 marks and others given reduced marks relative to that.</p>
7	<p>Call Centres including call waiting time and efficient answering system. (10 marks)</p> <p>i. Call waiting times - not more than 5 minutes response period</p> <p>Marks : 5</p> <p>ii. Efficient VOIP (Voice over Internet Protocol) or Toll free calls should be used. (First three minutes (at the minimum) should be toll free) after which only normal charges should apply. Special higher call charges for Call Centres prohibited. (5 marks)</p>					<p><u>Call waiting period:</u></p> <p>5 marks to be awarded for the bidder with the shortest waiting period and the others to be reduced relative to that. If all the bidding companies give the mandatory requirement only, all of them will be given 5 marks.</p> <p><u>Efficiency of the Call Centre:</u> Based on the detailed explanation provided, 5 marks will be awarded to the best and others given reduced marks relative to that.</p>

8	<p>i) Quality of the website and Grievance redressal system (10 marks)</p> <p>i) Quality of the website (5 marks)</p> <p>ii) Grievance Redressal Arrangement and Analysis. (5 marks)</p> <p>(Quality of the website of the Service provider with appropriate certification. The information on services rendered, GOI fees, Service Fee, VAS and charges for Bank Commission should be indicated clearly and easily available by a drop down menu under fee schedule main menu, without the requirement of filling up of individual data.</p> <p>The website should be interactive with a grievance redressal mechanism and ability to generate Reports as per requirement of the Mission. An</p>					<p><u>Quality of the website:</u></p> <p>Based on the quality of the website proposed, the best will be given five marks and others given reduced marks relative to that. If all the bidding companies give explanations of similar quality, all of them will be given five marks.</p> <p><u>Quality of the grievance redressal system:</u></p> <p>Based on the quality of the grievance redressal system proposed, the best will be given five marks and others given reduced marks relative to that. If all the bidding companies give explanations of similar quality, all of them will be given five marks.</p>

	<p>efficient Management Information System (MIS) should be incorporated in the system. The complaint blog must be linked to the Mission's website. (presentation and content will be considered)</p>					
9	<p>Record of Past Performance with Mission/MEA/GOI (20 marks) The following aspects to be considered:</p> <p>i) Past performance in the Mission (Show cause notices issued, reasons therefor and the quality of responses received.)</p> <p>ii. Nature of complaints received from the applicants against the Service Provider</p> <p>iii. Any premature termination of Contract by the Service Provider for reasons not accepted by the Mission/MEA</p> <p>iv. Termination of Contract by the Mission due to deficiency in</p>					<p>In the tendering Mission</p> <p>Performance of the bidding companies on other Mission/Posts</p> <p>Under this column, marks may be awarded on a scale of 1 to 20, but it is not necessary to award 20 marks to any company, unless past performance has been exemplary.</p> <p>(In cases where the Mission claims that the performance has been poor in the past, it should be able to produce records in support of the claim.) Companies applying for the</p>

	<p>services/security/data leakage etc</p> <p>v. Attitude towards Mission's instructions to the Service Provider –reliability and faithfulness in implementing Mission's instructions</p> <p>vi.. quarrelsomeness and litigiousness of the service provider</p> <p>vii. Record of payment of penalties imposed by the Mission</p> <p>viii. delivery of VAS without complaints</p> <p>ix. Performance regarding digitisation/indexation of documents</p> <p>x. Delays in transfer of money to the Government Account.</p> <p>xi. Instances of bounced cheques</p> <p>xii. complaints in other Missions/Posts/MEA</p>					<p>first time may be given a neutral evaluation for the purpose of ranking (10 marks) while the SPs with a poor record will be given a symbolic mark more than zero. The SPs with a good record may be given marks between 10 and 20.</p>
10	<p>Reputation of the bidding company in the market and quality of non-GOI client list and references received</p>					<p>Based on the information provided by the bidding companies, the marks will be</p>

<p>from them (10 marks)</p> <p>[i] Minimum three references required</p> <p>ii) Period of referred service should not be more than five years old with length of service being minimum one year.</p> <p>iii) The services under reference should pertain to categories of services eligible for the present tender process]</p> <p>(</p>						<p>awarded subject to the conditions explained in column B being fulfilled.</p> <p>Explanation:</p> <p>The bidder with the best market reputation and references should be awarded 10 marks. The others will be awarded less marks on a scale relative to the best offer.</p> <p>At the other end, bidding companies not satisfying the above stipulation will be given zero mark.</p>
<p>Total Marks 100</p>						

Total Marks : 100

***Qualifying mark (75%) : 75**

(marks under the 10 items will be fixed giving due weightage)

(Note:* to change for each market)

Note : Only those companies who obtain 75% in the Technical Bid stage will be eligible for Financial Bid Stage where L1 will be the deciding Factor.
