

Embassy of India

Doha

Dated 20.02.2025

Corrigendum-I

This is with reference to the Embassy's TENDER No. DOH/CONS/415/2/17 dated 07th February, 2025 inviting proposal from prospective Service Providers for outsourcing of Consular, Passport and Visa services of the Embassy of India, Doha-Qatar.

2. Prospective bidders may kindly note the modifications in Annexure-J (Part III), Annexure-K and Chapter VII A-xi (a) and submit their Technical and Financial Bid as per the modified proforma appended below.

FINANCIALBID**Annexure: K**

This financial Bid should be enclosed and sealed in a separate envelope superscribed 'Financial Bid'

Note: Service Fee (in Qatari Riyal) must be filled correctly both in figures and in words, without any discrepancy. Any vague details /no response may lead to rejection of the bid.

Proforma for Service Fee

Name of the Bidding Company:

S.No	Description	Offer of the bidder (in Qatari Riyal)
1	Service Fee as per deliverables in the RFP	Amount in figures: Amount in words:

Notes:

- i) Service Fee quoted above is the 'Service Fee per application' payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.
- ii) Financial bid that quotes zero Service Fee will be rejected and will not be considered for the calculation of the L1 bidder.
- iii) Service Fee per application quoted above shall be inclusive of all local taxes (VAT, GST, etc.) as applicable in different provinces of Qatar. It is the responsibility of the Service Provider to pay applicable taxes to the concerned Governmental authorities.
- iv) Service fee quoted above will be the same for all types of CPV services as per the deliverables in the RFP.

Signature..... Date.....
Designation with seal of the bidding Company
(to be signed by CEO or equivalent Authority)

Annexure: J

Part III: TECHNICAL BID EVALUATION PROFORMA

Note: Bidding Companies should fill up the details carefully, without omitting any items, in text form only. Any tables, charts, photos etc may be enclosed as Annexures, indicating Name of the Bidding company, page number, etc.). Bidders are required to make Presentation(s) at the time of evaluation of Technical Bids as per the date and time fixed by the Mission. Marks will be given as per the Mission’s judgment on the basis of information provided by the bidding company/Quality of Solution Proposed.

A) S.No	B) Criteria	C) Response of the bidder	D) Scoring Criteria/Remarks
1	<p>Location of the ICACs</p> <p>[as per local zoning regulations (mandatory)</p> <p>with convenient accessibility in the city concerned with actual location of the building(s) – to be explained by the bidder</p> <p>(10 Marks)</p>		<p>Marks will be given as per the Mission’s judgment on the basis of information provided by the bidding company.</p> <p>The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 10, and the others will be given a lower mark on a relative basis to the best offer.</p>
	<p>Parking facilities with capacity and type of parking</p> <p>(5 Marks)</p>		<p>5 Marks- Exclusive Parking with adequate slots in ICAC</p> <p>4-Marks- Adequate parking slots in or near ICAC</p> <p>Less than 4 Marks – for Inadequate slots/slots not closer to ICAC</p>

2	a	<p>Area of ICACs</p> <p>(Refer to 1(A) (xi) of Chapter VII)</p> <p>(8) Marks)</p>	Response of the bidder	<p>6 marks- Minimum Prescribed Area</p> <p>Offer with Area more than the prescribed Minimum will be given higher marks relative to (i) above</p> <p>0 Marks- Less than the Minimum prescribed Area</p>
	b	<p>Layout and Physical infrastructure of ICACs</p> <p>(10) Marks)</p> <p>The bidding company shall describe (with photograph or 3D) the layout of each ICAC showing the reception area, the number and size of service/submission counters, the size of the waiting area, and its seating capacity and quantity & quality of physical infrastructure including furniture, restroom, drinking water facilities, access to the building of ICAC for differently able applicants, etc,</p>	Response of the bidder	<p>Marks will be given as per Mission's judgment on the basis of information provided by the bidding company.</p> <p>The best offer will be given the highest marks (10), and the others will be given a lower mark on a relative basis to the best offer.</p>
3	a	<p>Number of submission</p>	Response of the bidder	

		<p>counters</p> <p>Refer to 1(A) (xi) of Chapter VII)</p> <p>(06 marks)</p>		<p>4.5 Marks- Minimum Prescribed Number of counters</p> <p>Offer with counters more than the minimum prescribed will be given higher marks relative to (i) above</p> <p>0-Marks- Less than the Minimum Number of counters</p>
	b	<p>Operational efficiency of the submission process - to be explained by the bidder</p> <p>(i) Reception</p> <p>(ii) Enquiry/ information</p> <p>(iii) Examination of documents</p> <p>(iv) Verification of application form</p> <p>(v) Biometric capture</p> <p>(vi) Submission</p> <p>(vii) Fee collection</p> <p>(viii) Delivery etc.</p> <p>(10 marks)</p>	Response of the bidder	<p>Marks will be given, as per the Mission's judgment on the basis of information provided by the bidding company, as under:</p> <p>7 Marks- Optimal Process</p> <p>Offer with the submission process better than the optimal, will get higher marks relative to (i) above.</p> <p>Less than 7 Marks for the sub-optimal submission process</p>
4	a	<p>Provision of Application Facilitating Services at ICACs</p> <p>Photocopying</p>	Response of the bidder	<p>Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company.</p>

		<p>Photograph</p> <p>Form Filling</p> <p>Courier Services</p> <p>Refer to Chapter VII, para (3) of the RFP</p> <p>(8 marks)</p>		<p>Based on the explanation/solution for the provision of Application Facilitating Services, the best offer will be given 08 marks, and others given reduced marks relative to that. If all the bidding companies give explanation/solution of similar quality, all of them will be given 08 marks</p>
	b	<p>Quality of Organisational Structure:</p> <p>The description of the organization structure including the roles and numbers and resource planning (including backup plan) for each ICAC as well as for overall operations in the country, is to be provided by the bidder. (6 marks)</p>	Response of the bidder	<p>Marks will be given, as per the Mission's judgment on the basis of information provided by the bidding company, as under:</p> <p>4.5 Marks- the optimal organizational Structure</p> <p>Offer with the organizational structure better than the Optimal will get higher marks relative to (i) above.</p> <p>Less than 4.5 Marks for sub optimal organization structure.</p>
5	a	<p>The availability of appointment slots at ICACs within 05 working days (5 marks)</p> <p>The proposed appointment slot management system to be described by the bidder. Also, the bidder shall explain how will they ensure the proposed</p>	Response of the bidder	<p>3.5 Marks- Offer which ensures the minimum prescribed appointment window of five days.</p> <p>Offer which ensures appointment slots in less than 05 working days will be given a higher mark relative to (i) above, subject to the explanation to handle appointments with commensurate resources</p>

		appointment window (even in case of surge), given their resources.		0 Marks- Offer with appointment window of more than 05 days.
	b	<p>Total Turnaround time for submission (from the time of entry/token generation to the time of generation payment receipt (Subject to a maximum of 30 minutes)</p> <p>05 Marks</p> <p>The bidder needs to explain how they will ensure the proposed Turn Around Time, given the processes and resources (physical and human).</p>	Response of the bidder	<p>5 Marks - Prescribed Turn Around Time (30 minutes)</p> <p>0 Marks- More than 30 Minutes</p>
6		<p>Call Centres</p> <p>Call waiting time- Not more than 03 minutes response period</p> <p>Efficient VOIP (Voice over Internet Protocol) or Toll-free calls should be used. (First five minutes (at the minimum) should be toll-free) after which only normal charges should apply.</p>		<p>The bidding companies shall describe how the call centre will be operated with commensurate resources.</p> <p>Best offer in terms of the call waiting period, number of call lines and efficiency of the Call centre will be given 5 Marks and others given reduced marks relative to the best offer.</p>

		<p>Special higher call charges for Call Centres are prohibited.</p> <p>(5 Marks)</p>		
7	a	<p>Online enterprise web application and innovative web design</p> <p>(8 Marks)</p> <p>The dedicated website should have user-friendly appointment scheduling facility and application tracking system The information on services rendered, document checklist, GOI fees, Service Fee, and charges for bank commission, should be clearly and easily available by a drop-down Menu under fee schedule main menu without filling up of individual data.</p> <p>(Content and Demo of website application and Dash Board will be considered)</p>		<p>Based on the quality of the website proposed, the best offer will be given 08 marks and others given reduced marks relative to that. If all the bidding companies give explanation of similar quality, all of them will be given 08 marks.</p>
	b	<p>Grievance Redressal Mechanism Arrangement and Analysis</p> <p>(7 marks)</p>		<p>Based on the quality of the Grievance Redressal and Feedback Mechanism proposed, the best offer will be given 07 marks and others given reduced marks relative to</p>

	<p>The following will be considered:</p> <p>An interactive webpage with a grievance redressal mechanism, with a Management Information System (MIS) and its ability to generate reports as per the requirement of the Mission, will be considered.</p> <p>Digital Customer satisfaction rating (CSAT) and feedback Mechanism at ICACs and its integration with system.</p> <p>An efficient and prompt e-mail response system.</p>		<p>that. If all the bidding companies give explanation of similar quality, all of them will be given 07 marks.</p>
8	<p>Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.</p> <p>(07 Marks)</p> <p>Minimum three references required</p> <p>Period of referred service should not be more than five</p>		<p>Based on the information provided by the bidding companies, the marks will be awarded.</p> <p>The bidder with best market reputation and references should be awarded 07 marks. The others will be awarded less marks on a scale relative to the best offer. At the other end, bidding companies not satisfying the stipulated requirement, will be given zero mark.</p>

		<p>years old with the length of service being minimum of two years.</p> <p>The services under reference should pertain to categories of services eligible for the present tender process</p>		
		Total Marks -100		

Note:1 Marks under the 8 items will be fixed giving due weightage

Note: 2 Only those companies who obtain 70% in the Technical Bid stage will be eligible for the financial bid stage where L1 will be the deciding factor for award of the contract.

CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED

A. Dealing with Applicants and Documents

(xi) Indian Consular Application Center (ICAC):

- a) The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants. The proposed locations for the ICACs should have an area of minimum office space as specified in the table below sufficient for Reception desk/counters/workstation/walk-in applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc. At all times SP shall facilitate the availability of appointment slots for submission of application within FIVE working days. The SP shall maintain a turnaround time of 30 minutes for each application processed at the ICAC. The Embassy of India, Doha may need to increase or decrease the number of ICACs if deemed necessary, and the SP shall be required to increase or decrease the number of ICACs at no additional expenditure/charge to be borne on such account by GoI/Mission/Post/applicants:

SI No.	Location of ICAC	Minimum No. of Counters	Minimum Area of ICAC in Sq.Ft	Minimum Staff Required	Remarks
1	Bin Omran, Al Messila, Al Sadd and adjoining areas	20	5500	Country Manager-01 ICAC Manager-1 Counter Staff-20 IT handler-01 Messenger-02 Staff for Application Facilitating Services-03	SP shall provide space/working station for officials of the Mission for attestation or other services as decided by the Mission.

				Security/Usher-03	
2	Al Wakrah	15	3500	ICAC Manager-1 Counter Staff-15 IT handler-01 Messenger-02 Staff for Application Facilitating Services-2 Security/Usher-01	SP shall provide space/working station for officials of the Mission for attestation or other services as decided by the Mission.
3	Al Khor	5	1500	ICAC Manager-01 Counter Staff-05 IT handler-01 Messenger-01 Staff for Application Facilitating Services-2 Security/Usher-01	SP shall provide space/working station for officials of the Mission for attestation or other services as decided by the Mission.