

**HIGH COMMISSION OF INDIA
KUALA LUMPUR
INVITATION FOR BIDS**

Date: 15.12.2014

The High Commission of India, Kuala Lumpur, intends to PRE-QUALIFY AGENCIES TO ASSIST ITS CONSULAR WING IN THE PROCESSING OF APPLICATIONS FROM FOREIGN NATIONALS FOR THE ISSUANCE OF VISAS. The agencies so identified would have, on behalf of the High Commission of India (HCI), responsibility for the following broad activities:

- Distribution, collection and scrutiny of visa applications as prescribed, along with passports, supporting documents and fees from the applicants.
- Depositing the visa applications and passports in original as well as in electronic format, and other related documents at the Consular Wing of HCI by the quickest and safest means; and fees at the bank designated by HCI;
- Collection of passports from the Consular Wing after the service has been rendered;
- Dispatching / handing-over document/s to applicants by secure and fast means;
- Maintenance of a website and an information desk/service to answer enquiries over telephone, distribute printed guideline and handle queries by e-mail, post or fax, as the case may be; and
- Scheduling of personal interviews of the applicants at the Consular Wing of HCI, where required.
- Digitization of visa applications together with enclosures consisting of printed or handwritten documents photographs etc.

To carry out these activities on behalf of HCI the agencies shall establish Indian visa application centres (IVAC) adhering to the good industry practice standards in Malaysia at prominent localities in Kuala Lumpur, Penang, Johor Bahru, Klang, Ipoh, Melaka, Seremban, Kuantan, Kota Kinabalu and Kuching. All IVAC locations must commence operations simultaneously. The HCI may need to increase the number of centres in Malaysia if deemed necessary in the future. The agencies would be expected to provide courteous and efficient service at all times. HCI reserves the right to monitor the quality of service provided and impose necessary corrective measures on the agencies in terms of their contractual obligations. The short-listed agencies will have to furnish a bank guarantee, the amount of which is specified in the Request For Proposal (RFP).

Agencies with sound financial and business credentials, with at least three year experience in providing similar services and dealing with at least two hundred (200) visas per day or a year average, and having a minimum net worth equivalent of RM 16 million are invited to send their profiles and expression of interest, along with a detailed offer for pre-qualification. The average annual turnover of the bidding company should be at least 1.5 times the expected annual turnover from IVAC operations of the bidding company under contract. All offers/bids should be accompanied by a refundable deposit of RM 163500/- (RM One hundred and sixty three thousand and five hundred only) by bank draft in favour of High Commission of India, Kuala Lumpur. This deposit would be refunded within fifteen working days by the Mission after opening of pre-qualification bids in respect of unsuccessful bids.

The agencies are required to submit technical and financial bids in two separate envelopes. In the first stage, only the technical bids will be opened and examined and only those bidders fulfilling the technical requirements will be selected for opening the financial bids. Any remaining bids will not be processed further. The Technical Bids will be evaluated by HCI and graded according to the quality of services offered by the bidding Companies. This information would be given to the Companies which qualify for the Financial Bids before the opening of the Financial Bids. Financial bids of companies qualifying on technical evaluation will be opened in the next stage and the Contract Price shall be the criteria for selecting the successful Service Provider. If the contract price is the same for more than one company; the company that is graded higher will become eligible.

For details of evaluation criteria etc., please refer to the Request For Proposal posted on the HCI's website www.indianhighcommission.com.my (under the headings "Press Releases and Announcements").

The offers/bids should be sent in a sealed cover super scribed 'Visa Outsourcing', which should contain two separate sealed covers super scribed "Technical Bid" and "Financial Bid" (together with bank draft of RM 163500/- as refundable deposit), addressed to the Head of Chancery, High Commission of India, Level 28, Menara 1 Mon't Kiara, No.1 Jalan Mont Kiara, 50480 Kuala Lumpur, so as to reach the Mission/Post **latest by 1500hrs on February 2, 2015**. All the Technical Bids shall be opened simultaneously at 1500 hours on the same day. The HCI's decision on the pre-qualification of the agencies shall be final.
