

CONSULATE GENERAL OF INDIA

JEDDAH

INVITATION FOR BIDS

The Consulate General of India Jeddah intends to PRE-QUALIFY AGENCIES TO ASSIST ITS CONSULAR WING IN

- PROCESSING OF APPLICATIONS FROM INDIAN NATIONALS FOR THE ISSUANCE OF NEW PASSPORTS AND OTHER PASSPORT SERVICES, AS DECIDED.
- PROCESSING OF APPLICATIONS FROM INDIAN NATIONALS FOR MISCELLANEOUS CONSULAR SERVICES AND ATTESTATIONS, AS DECIDED.
- PROCESSING OF APPLICATIONS FROM FOREIGN NATIONALS FOR THE ISSUANCE OF VISAS.

The agencies so identified would have, on behalf of the Embassy/ High Commission/Consulate General of India, responsibility for the following broad activities:-

- Dissemination of list of Passport/Visa/Consular services (mainly attestations) rendered by the Outsourcing agencies, and the requirements for availing these services. Also dissemination of information regarding cases, wherein the applicants need to directly approach the Consulate for the Passport/Visa/Consular services;
- Distribution, collection and scrutiny of passport/visa/consular services applications as prescribed, along with – mandatory documents (as prescribed), supporting documents (as prescribed) and fees from the applicants;

- Depositing the passport/visa/consular services applications, prescribed documents in original as well as in electronic format (in case of Passports/Visa applications only, and Consular Services applications, if prescribed) at the Consular Wing of the Consulate General by the quickest and safest means within a prescribed time limit; and fees at the bank designated by the Mission/Post ;
- Collection of passports (in case of Visa applications), newly issued passports (in case of Passport application) from the Consular Wing after the service there has been rendered;
- Dispatching / handing-over documents to applicants by secure and fast means;
- Maintenance of an information desk/service/customer call center (with a toll free line) to answer enquiries over telephone, issuance of text message alerts to the consumers, and handle queries by phone, e-mail, post or fax, as the case may be; and
- Scheduling of personal interviews of the applicants at the Consular Wing of the Post, where required.

To carry out these activities on behalf of the Post, the agencies would be expected to establish two collection centres in prominent localities of Jeddah. The Mission/Post may need to increase the number of centres in Jeddah and other cities of Kingdom of Saudi Arabia (within the jurisdiction of the Post), if deemed necessary. The agencies would be expected to provide courteous and efficient service at all times. The Mission/Post 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 will be specified in the Request for Proposal (RFP).

Agencies with sound financial and business credentials, having at least one year experience in providing similar services and dealing with at least hundred visas per day on a one year average, are invited to send their profiles and expression of

interest, along with a detailed offer for pre-qualification. All offers/bids should be accompanied by a refundable deposit of US\$ 5000 by cheque drawn in favor of Consulate General of India, Jeddah. This deposit would be refunded within five Mission's and Bank's working days upon opening of pre-qualification bids.

Only Indian/Indian origin companies with or without a local partner either of Indian/Foreign origin are eligible to apply.

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 the bidders fulfilling the technical requirements will be selected for opening the financial bids. Any remaining bids will not be processed further. Financial bids of companies qualifying on technical evaluation will be opened in the next stage and the Contract Price shall be the criterion for selecting the successful Service Provider. If the contract price is same for more than one company, the company graded higher will become eligible. The Technical Bids will be evaluated by the Mission and graded according to the quality of services offered by the bidding Companies. This information would be given to the Companies which qualified for the Financial Bids before opening of the Financial Bids.

For details of evaluation criteria etc., please refer to the Request for Proposal posted on the website of the Post (www.cgijeddah.com).

Companies interested in participating in offers/bids may send an initial letter of intent, furnishing details about the company (Indian partner and its address in India/Saudi Arabia; Saudi partner if any and its address; Details about their business profile/credentials; association with other Indian missions/posts, if any; and prominent shareholders of the company/holding company) by **1500 hrs on 1st of February, 2012.**

Later, the offers/bids may be sent in sealed covers (superscribed 'Passport/Visa Outsourcing' (containing two separate sealed covers superscribed "Technical Bid" and "Financial Bid") addressed to the Head of Chancery, Consulate General of

India, Jeddah (Postal Address: Building of Bughshan & Bros., Madinah Road, Near Al-Mira Carpets, P.O. Box No. 952, Jeddah 21421, Saudi Arabia) so as to reach the Mission/Post latest by 1500 hours on **7th of March, 2012**. All the Technical Bids shall be opened simultaneously at **1700 hours on 7th of March, 2012** in the presence of a nominated representative of the each of the bidding company. CGI Jeddah's decision on the pre-qualification of the agencies shall be final.