

**Consulate General of India  
Hong Kong  
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**CORRIGENDUM**

Dated:6<sup>th</sup> May 2024

Reference Request for Proposal (RFP) for the outsourcing of CPV Services for Consulate General of India, Hong Kong published on 4<sup>th</sup> April 2024.

2. The following modifications in the RFP may kindly be noted:

- (i) **Annex E, Part III: Technical Bid Evaluation Proforma.** The modified Technical Bid Evaluation Proforma under Annex E, Part III of the RFP may kindly be noted as per the attached Annexure -I.
- (ii) **Annex-C, Part-II B: Offer for Optional Services:** The modified Offer for Optional services under Annexure-C, Part-II B of the RFP may be kindly noted as per the attached Annexure-II
- (iii) The following clauses are incorporated under Para 1, A(xi) of Chapter VII:
  - Out of the 6 (SIX) counter submission staff, at least 1 (ONE) should be proficient in the local language Cantonese.
  - Further, the ICAC should be located within 4km of aerial distance of the Consulate located in Admiralty.

4. The following amendments are incorporated in the RFP:

S.No.	Reference in RFP document	Amendment
1	<b>Annex-C : Financial Bid Part-III Justification for Service Fee quoted, Page No.99</b>  “The guiding principle of financial viability is that the Total estimated expenditure + Profit amount + Local taxes Payable (e) shall not exceed Total estimated revenue (f).”	“The guiding principle of financial viability is that the total estimated expenditure including local taxes payable shall in no case exceed total estimated revenue for the contract period”
3	<b>Chapter XII, Dispute Settlement Mechanism, Para 9 ( Page No.67)</b>  If the OSP after receiving show cause ..... may also be debarred for <b>3 years</b> from participating in any tender process of the Ministry/Mission/Post abroad	If the OSP after receiving show cause ..... may also be debarred for <b>five years</b> from participating in any tender process of the Ministry/Mission/Post abroad

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**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 Post. Marks will be given as per the Post's judgment on the basis of information provided by the bidding company/Quality of Solution Proposed.

A) S.I No		B) Criteria	C) Response of the bidder	D) Scoring Criteria/Remarks
1		<b>Location of the ICAC</b> [as per local zoning regulations (mandatory) with convenient accessibility in the city concerned with actual location of the building(s) – to be explained by the bidder <b>(13 Marks)</b>		Marks will be given as per the Post's judgment on the basis of information provided by the bidding company.  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 Post etc. will be given the highest mark <b>13</b> , and the others will be given a lower mark on a relative basis to the best offer.
2	a	<b>Area of ICACs</b> (Refer to 1(A) (xi) of Chapter VII)  <b>(10 Marks)</b>	Response of the bidder	i) 7 marks- Minimum Prescribed Area  ii) Offer with Area more than the prescribed Minimum will be given higher marks relative to (i) above.  iii) 0 Marks- Less than the Minimum prescribed Area
	b	<b>Lay Out of ICACs</b> <b>(5 Marks)</b>  The bidding company shall describe (with photograph or 3D) the layout of each ICACs showing the reception area, the number and size of service/submission counters, size of waiting area and its seating capacity & facilities, restrooms facilities,	Response of the bidder	Marks will be given as per Post's judgment on the basis of information as given in column B, provided by the bidding company.  The offer that provides the best Layout for ICACs will be given the highest marks (05), and the others will be given a lower mark on a relative basis to the best offer.

		access to the building of ICAC for differently able applicants, etc.,.		
3	a	<b>Number of submission counters</b> Refer to 1(A) (xi) of Chapter VII)  <b>(06 marks)</b>	Response of the bidder	<ul style="list-style-type: none"> <li>i) 4.5 Marks- Minimum Prescribed Number of counters</li> <li>ii) Offer with counters more than the minimum prescribed will be given higher marks relative to (i) above</li> <li>iii) 0-Marks- Less than the Minimum Number of counters</li> </ul>
	b	<b>Operational efficiency of the submission process</b> - to be explained by the bidder (i) Reception (ii) Enquiry/ information (iii) Examination of documents (iv) Verification of the latest photo and application form (v) Submission (vi) Fee collection (viii) Delivery etc. <b>(5 marks)</b>	Response of the bidder	<p>Marks will be given, as per the Post's judgment on the basis of information, as given in column B, provided by the bidding company, as under:</p> <ul style="list-style-type: none"> <li>i) 3.5 Marks- Optimal Process</li> <li>ii) Offer with the submission process better than the optimal, will get higher marks relative to (i) above.</li> <li>iii) 2 Marks- Less than the optimal process</li> </ul>
4	a	<b>Number of staff</b> at each ICACs and the back office  Refer to 1(A) (xi) of Chapter VII)  <b>(5 marks)</b>	Response of the bidder	<ul style="list-style-type: none"> <li>i) Minimum prescribed Staff – 3.5 Marks</li> <li>ii) Offer giving more than the prescribed Minimum staff will be given higher mark relative to (i) above.</li> <li>iii) Less than the Minimum Prescribed Staff - 0 Marks</li> </ul>
	b	<b>Quality of Organisational Structure:</b> The description of the organization structure	Response of the bidder	<p>Marks will be given, as per the Post's judgment on the basis of information provided by the bidding company, as under:</p> <ul style="list-style-type: none"> <li>i) 4.5 Marks- the optimal Struc-</li> </ul>

		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. <b>(6 marks)</b>		<p>ii) Offer with the organizational structure better than the Optimal will get higher marks relative to (i) above.</p> <p>iii) 2 Marks- Less than the optimal structure</p>
5	a	<p><b>The availability of appointment slots</b> at ICACs within 05 working days <b>(10 marks)</b></p> <p>The proposed appointment slot management system to be described the bidder. Also the bidder shall explain how will they ensure the proposed appointment window (even in case of surge), given their resources.</p>	Response of the bidder	<p>i) 7 Marks- Offer which ensures the minimum prescribed appointment window of 05 days.</p> <p>ii) 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> <p>iii) 0 Marks- Offer with appointment window more than 05</p>
	b	<p><b>Total Turnaround time</b> for submission (from the time of entry/token generation to the time of generation payment receipt (Subject to a maximum of 30 minutes) <b>05 Marks</b></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>i) 5 Marks - Prescribed Turn Around Time (30 minutes)</p> <p>ii) 0 Marks- More than 30 Minutes</p>
6		<p><b>Call Centres</b></p> <p>Call waiting time- Not more than 03 minutes response period</p> <p>Efficient VOIP (Voice over Internet Protocol)</p>		<p>The bidding companies shall describe how the call centre will be operated with commensurate resources.</p> <p>i. 3.5 Marks- Prescribed service time/ Free Call</p> <p>ii. The better offer in terms of Ser-</p>

		<p>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>Special higher call charges for Call Centres prohibited.</p> <p><b>(5 Marks)</b></p>		<p>vice time/ Free Call, shall be given higher mark relative to (i) above</p> <p>iii. 0 Marks- More than 03 minutes</p>
7	a	<p><b>Online enterprise web application and innovative web design (8 Marks)</b></p> <p>The dedicated website should have user friendly appointment scheduling facility and application tracking system The information on services rendered, document check list, GOI fees, Service Fee, Optional services 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 will be given 08 marks and others given reduced mark relative to that. If all the bidding companies give explanation of similar quality, all of them will be given 08 marks.</p>
	b	<p><b>Grievance Redressal Mechanism Arrangement and Analysis (7 marks)</b></p> <p>The following will be considered:</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 that. If all the bidding companies give explanation of similar quality, all of them will be given 07 marks.</p>

		<ul style="list-style-type: none"> <li>i. 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 Post, will be considered.</li> <li>ii. Customer satisfaction rating (CSAT) and feedback Mechanism at ICACs and its integration with system.</li> <li>iii. An efficient and prompt e-mail response system.</li> </ul>		
8		<p><b>Record of Past Performance with Post/MEA</b></p> <p><b>(7 marks)</b></p> <p>The following aspects to be considered:</p> <ul style="list-style-type: none"> <li>i. Past record of performance of the company with respect to the Post (Show cause notices issued, specifying reasons for the same and the quality of responses received).</li> </ul>		<p>The performance of the bidding companies with respect to the Post:</p> <ul style="list-style-type: none"> <li>i) Higher rating for those bidders, who have worked with the Post and have provided satisfactory services- More than 3.5 marks, with a maximum of 7 marks</li> <li>ii) Neutral Rating for those bidders, who have not worked with the Post- 3.5 marks</li> <li>iii) Lower rating for those bidders who have worked with the Post and have provided non-satisfactory services- Less than 3.5 marks)</li> </ul>

		<ul style="list-style-type: none"> <li>ii. Nature of complaints received from the applicants against the SP.</li> <li>iii. Attitude towards Post's instructions to the Service Provider – reliability and faithfulness in implementing Post's instructions.</li> <li>iv. Record of payment of penalties imposed by the Post.</li> <li>v. Delivery of Optional Services (OSs) without complaints.</li> <li>vi. Harmonious and constructive relationship with the Post.</li> <li>vii. Performance regarding digitization/ indexation of documents.</li> </ul>		<p>In cases where the Post claims that the performance has been poor in the past, it should be able to produce records in support of the claim.</p>
9		<p><b>Reputation of the bidding company</b> in the market and quality of non-GOI client list and references received from them. <b>(08 Marks)</b></p> <ol style="list-style-type: none"> <li>1. Minimum three references required</li> <li>2. Period of referred service should not be more than</li> </ol>		<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 08 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>five years old with the length of service being minimum of two years.</p> <p>3. The services under reference should pertain to categories of services eligible for the present tender process</p>		
		<b>Total Marks -100</b>		

\*Qualifying marks (70%): 70

(Marks under the 9 items will be fixed giving due weight.)

Note : Only those companies who obtain 70% in the Technical Bid stage will be eligible for Financial Bid Stage where L1 will be the deciding Factor.



**Annexure-II**

**PART-II-B**

**Offer for Optional Services**

<b>Sl.No.</b>	<b>Name of the Optional Service</b>	<b>Maximum Price Fixed by the Post ((in HKD)</b>	<b>Price Offered</b>
1.	Photocopying (per page)	3.00	
2.	Photographs (4 photographs)12 pt	60.00	
3.	Form filling and document upload for filling online application submission of Passport application	90.00	
4.	Form filling and document upload for filling online application submission of Visa application	90.00	
5.	Form filling and document upload for filling of online application submission for PCC	90.00	
6.	Form filling and document upload for filling of application online for Surrender Certificate (Renunciation of Indian Citizenship)	90.00	
7.	Form filling and document upload for filling of application online for GEP	90.00	
8.	Computer with internet facility for 30 minutes	50.00	
9.	Printing of documents (per page side)	12.00	
10.	Online Registration of birth on MHA website	90.00	
11.	Courier service regular (for Hong Kong)	100.00	
12.	Courier service regular (for Macau)	200.00	
13	Premium Lounge service	750.00	
Sum of all 13 Optional Services (OSs)			

**Note:1** The price quoted for Optional Service items, should not exceed the maximum prescribed by the Post. However, the OSP/Bidding Company can offer prices lower than the maximum prices fixed by the Post. Since the Quotient has a component of 10% OSs, this also needs to be suitably taken into account in the overall bid.

**Note 2:** Optional Service Fee quoted above shall be inclusive of all local taxes (VAT/GST etc.) as applicable in different provinces of Hongkong SAR. It is the responsibility of the OSP to pay applicable taxes to the concerned Governmental authorities.