



**EMBASSY OF INDIA
WASHINGTON, DC**

INVITATION FOR BIDS

The Embassy of India, Washington DC intends to **PRE-QUALIFY AGENCIES TO ASSIST ITS CONSULAR WING AND THOSE OF THE CONSULATES GENERAL OF INDIA IN NEW YORK, SAN FRANCISCO, CHICAGO AND HOUSTON, IN THE PROCESSING OF APPLICATIONS FROM INDIAN NATIONALS FOR THE ISSUANCE OF PASSPORTS AND RELATED SERVICES.** The agencies so identified would have, on behalf of the Embassy of India at Washington DC and the Consulates General, responsibility for the following broad activities:

- Distribution, collection and scrutiny of applications for passport and related services as prescribed, along with passports, supporting documents and fees from the applicants;
- Depositing the applications, passports in original as well as in electronic format and other related documents at the Consular Wings of the Embassy of India at Washington DC and its Consulates General by the quickest and safest means; and deposit fees at the banks designated by the Embassy and the Consulates General ;
- Collection of passports from the Consular Wing after the service there has been rendered;
- Dispatching / handing-over document/s to applicants by secure and fast means;
- Maintenance of an information desk/service to answer enquiries over telephone, distribute printed guidelines 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 the Mission/Post , where required.

To carry out these activities on behalf of the Embassy of India and the Consulates General, the agencies would be expected to establish collection centre/s at a prominent locality in Washington DC, New York, San Francisco, Chicago and Houston. The Mission/Post may need to increase the number of centers in other cities of the US, if deemed necessary. The agencies would be expected to provide courteous and efficient service at all times. The Embassy and the Consulates General reserve 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, 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\$5,000/- by cheque drawn in favor of Embassy of India, Washington DC. The deposit of those Agencies whose offers/technical bids are unsuccessful, would be refunded within five days of opening of pre-qualification bids. The deposits of the unsuccessful financial bidders would be returned in five days of a decision on the award.

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.

For details of evaluation criteria etc., please refer to the Request For Proposal posted on the website of the Embassy of India, Washington DC (<http://www.indianembassy.org/UserFiles/File/Request%20for%20Proposal%20-Passport.pdf>)

The offers/bids may be sent in sealed covers (superscribed '**Passport Outsourcing**') addressed to the Head of Chancery, Embassy of India, 2107, Massachusetts Avenue, N.W, Washington DC-20008, so as to reach **latest by 1500 hours on March 08, 2011**. The technical bids will be opened at **1600 hours on March 09, 2011**. After evaluation of the technical bids, the financial bids in respect of the short-listed companies will be opened on **March 17, 2011**. The decision of the Embassy of India, Washington DC, on the pre-qualification of the agencies shall be final.

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