

## **HIGH COMMISSION OF INDIA CANBERRA**

### **INVITATION FOR BIDS**

The High Commission of India, Canberra and Indian Consulates in Sydney, Melbourne and Perth intend to pre-qualify agencies to assist its Consular Wing in the processing of outsourcing the collection and delivery of documents (Police Clearance Certificate and Indian Driving Licence Verification (IDLV) Certificate) for the High Commission of India in Canberra and Consulates in Sydney, Melbourne and Perth. The agencies so identified, would have, on behalf of the High Commission of India and Consulates in Sydney, Melbourne and Perth, the responsibility for the following broad activities :

- Distribution, Collection and scrutiny of document(s) from the applicant or authorised person as prescribed along with Passport and Indian Driving Licence, supporting documents and fee from the applicants;
- Depositing the PCC/IDLV applications, passport/Indian Driving Licence in original as well as in electronic format and other related documents at the Consular Wings of the High Commission of India in Canberra and Consulates in Sydney, Melbourne and Perth by the quickest and safest means and fees.
- Collection of Passport/Driving Licence along with PCC/IDLV Certificate from the Consular Wings of the High Commission of India in Canberra and Consulates in Sydney, Melbourne and Perth after the service there has been rendered;
- Despatching/handing over documents to applicants by secure and fast means;
- As per current estimates, the High Commission of India and its Consulates in Sydney, Melbourne and Perth receive daily approximately 100 documents for PCC and 20 documents for IDLV respectively. This is only an estimate and the High Commission of India cannot guarantee this number.
- Maintenance of an information desk/service to answer enquiries over telephone, distribute printed guidelines and handling 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 Mission/Post, where required. Maintenance of an interactive Website for dissemination of information.

1. To carry out these activities on behalf of the High Commission of India in Canberra and its Consulates in Sydney, Melbourne and Perth, the agencies would be expected to establish collection centres at prominent localities easily accessible to the general public in Canberra, Sydney, Perth, Melbourne, Adelaide and Brisbane. The agencies would be expected to provide courteous and efficient service at all times. The High Commission of India, Canberra reserves the right to monitor the quality of service provided and impose necessary corrective measures on the agencies in terms of their contractual obligations.
2. Agencies with sound financial and business credentials, having at least one year experience in providing similar services and dealing with at least 300

applications 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 A\$ 3000.00 by cheque/draft drawn in favour of High Commission of India, Canberra. This deposit will be refunded within five working days of the Mission and Bank of 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.**

1. 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 by the Tender Committee and only 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 would stand qualified for the Financial Bids before opening of the Financial Bids.
2. The proposal would be valid for a period of 90 days after the closing date. The contract, if signed, as a result of submitting the proposal, will be signed for a period of **one year and six months** w.e.f. 1st April 2012. The Service

Provider will be required to start operation with effect from 1st April 2012. Either party may terminate the contract by giving three months' advance notice of being unable to carry on the services will deem to begin from the date of receipt of the notice by the other party or from the date as stated in the notice, whichever is later and the process of termination/smooth takeover will be completed in a reasonable period of time of not more than three month. The Service Provider shall ensure that their Collection Centre(s) is/are situated in the premises easily accessible to the

general public. The Centre shall have sufficient space in terms of waiting area, application counters and processing area, sufficient parking space and enough public utilities services.

1. The Service Provider shall be responsible for the security of the documents. The High Commission of India will not be responsible for the loss of the documents by the Service Provider.
2. On receipt, the Service Provider will scrutinize the documents and ensure that these are in order and are properly authenticated before forwarding to High Commission of India in Canberra and its Consulates in Sydney, Melbourne and Perth.
3. A fee of A\$ 21 (Twenty One only) is payable to the High Commission of India, Canberra by way of Postal Order/Bank Draft for each PCC/IDVL Service. The Service Provider should accept the fees for PCC/IDVL services as above (excluding the Service Provider's fee) and deposit the same into the High Commission's account.
4. The Service Provider will be allowed to charge service fee, equal to the Contract Price, from all applicants for PCC/IDLV of each document. This fee will be collected by the Service Provider from applicants at the time of receiving the application. Receipt books and other documents relating to collection of Service Fee will be properly maintained and will be made available for inspection by the designated officer of the High Commission.
5. The High Commission will not pay for the services rendered by the Service Provider. The Service Provider will charge fee, per document (separately for PCC and IDLV). The fee per document should be quoted inclusive of all taxes and VAT as applicable as Contract Price. The fee will remain fixed during the term of the contract.
6. The Service Provider will issue receipt to each applicant showing the service fee paid to the Service Provider, a copy of which should be enclosed with the documents submitted to the High Commission of India Canberra/Consulate General of India.
7. The Service Provider will ensure access of authorized officials of the High Commission of India/Consulates to its premises and documents.

8. The offers/bids may be sent in sealed covers (superscribed '**PCC/IDLV Outsourcing' containing two separate sealed covers superscribed "Technical Bid" and "Financial Bid"**) to the Head of Chancery, High Commission of India, 3-5 Moonah Place, Yarralumla, ACT 2600 so as to reach the Mission by 1500 hours on 13th March 2012. All the Technical Bids shall be opened simultaneously at 1600 hours on the same day. The High Commission of India's decision on the pre-qualification of the agencies shall be final.

**DVERTISEMENT  
HIGH COMMISSION OF INDIA CANBERRA**

**INVITATION FOR BIDS**

High Commission of India in Canberra is looking for competent and experienced service provider Indian company which is registered in India under Companies Act 1956 including those owned by NRI's and persons of Indian Origin and operating in India for outsourcing the task of Police Clearance Certificate (PCC) and Indian Driving License Verification (IDLV) Certificate. The service provider will perform several tasks including:

1. Distribution, collection and scrutiny of documents received from applicants or authorised person as prescribed along with Passport and Indian Driving License, supporting documents and fee from applicants;
2. Depositing the PCC/IDLV applications along with Passport/Indian Driving License in original as well as in electronic format and other related documents and daily fees collection to be deposited in a designated bank account.
3. Despatching/handing over documents to applicants by secure and fast means. Full details of the services required may be obtained from :

Mr. R.K. Kapoor, Head of Chancery, High Commission of India 3-5 Moonah Place,  
Yarralumla, Canberra ACT 2600 Tel 02-62733999 Email : hoc@hcindia-au.org

Interested parties with sound financial and business credentials having experience of one year in India or abroad in Consular Services handling at least 300 applications per day may submit their offer/bids in a sealed cover superscribed PCC/IDLV Outsourcing containing two separate sealed covers superscribed "Technical Bid" and "Financial Bid" latest by 13th March 2012

For details regarding Invitation of Bids including Technical/Financial information, please visit the website of the High Commission of India, Canberra at [www.hcindia-au.org](http://www.hcindia-au.org)

## **ANNEXURE-I**

### **TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

**For providing outsourcing PCC/IDLV services for collection and distribution of documents after service has been rendered by the High Commission of India, Canberra and its Consulates in Sydney, Melbourne and Perth.**

1. Name of Tendering Company (Attach certificates of registration with a brief profile of the Company)
2. Name of Proprietor/Director of Company
3. Full address of Registered Office with Telephone No., Fax and EMail address and details of total office space
4. Full address of operating/Branch Office with Telephone No., Fax and E-Mail address
5. Banker of Company with full address (Attach certified copy of statement of A/C/ for the last three years)
6. PAN/GIR No. (Attach attested copy)
7. Service Tax Registration No. (Attach attested copy)
8. E.P.F. Registration No. (Attach attested copy)
9. E.S.I. Registration No. (Attach attested copy)
10. Proof of handling of at least 300 documents per day by the Company during the last one year.
11. Give details of outsourcing jobs relating to PCC/IDLV handled by the Tendering Company during the last three years.
12. Affidavit stating that the company is/ has not been black-listed by Central/ State Government/ PSU (Attach copy)
13. Profiles of all officers and officials working in the Company and its Branch Offices
14. A brief write-up on how the company proposes to handle the job of outsourcing of collection and distribution of documents.
15. Declaration about Fraud and corrupt practices \*Duly signed & attested as given in the Tender Document-Annexure-III
16. List of other clients
17. Any other information Signature of authorized person  
Full Name:  
Seal:  
Date:  
Place:

## **ANNEXURE-II**

### **FINANCIAL BID**

(To be enclosed in a separate sealed envelope)

#### **For providing outsourcing services for collection and distribution of PCC and IDLV documents after service has been rendered by the High Commission of India, Canberra**

1. Name of tendering Service Provider Company:
2. Details of Earnest Money Deposit  
Amount :  
D.D./P.O. & Date :  
Drawn on Bank :
3. Rates are to be quoted in accordance with the Terms and Conditions of the Tender Bid and other bye-laws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc.). The rate will be exclusive of the fee of A\$ 21 in respect of each PCC and IDLV document be charged by the High Commission of India/Consulates from the applicants.  
Service fee per PCC/IDLV document to be charged by the Service Provider from the applicant.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

### **ANNEXURE-III**

#### **DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES (TO BE SUBMITTED ALONGWITH THE TECHNICAL BID)**

We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or authority nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part. We declare that : a) we have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; and b) we have taken steps to ensure that in conformity with provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law. We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors/managers/employees.

Signature Name & Designation with office Seal



## DECLARATION

I, \_\_\_\_\_ Son/Daughter/wife of

Mr. \_\_\_\_\_ Proprietor/Director, authorized signatory of the

Company, mentioned above, is competent to sign this declaration and execute this

tender document;

1. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
2. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law. Signature of authorized person

Full Name: \_\_\_\_\_

Seal Date :

Place: