

DETAILS OF REQUEST FOR PROPOSALS (RFP)

Scope of Work Proposed to be Outsourced / Details of Request for Proposal (RFP)

Visa

The Service Provider(s) shall be responsible for ensuring that wherever a visa application is made, the Service Provider(s) can undertake all of the following functions for the Embassy:

- i) Distribute Visa Application Forms. The Service Provider(s) will arrange to print Visa Application Forms at his own cost in the format prescribed by the Embassy from time to time.
- ii) Assist applicants in completion of forms and provide factual information on the various categories of visa available and the application process. A separate fee, as agreed to by the Embassy, towards such facilitation may be charged by the Service Provider(s).
- iii) Accept visa applications together with passport, visa fee, Service Provider(s)'s service fee (equal to the Contract Price) and supporting documents from applicants and agents approved by the Embassy. Accept additional documents requested by the Embassy from existing applicants. Fee will be accepted in all manners of payment generally used in the Sultanate of Oman, including credit cards and debit cards. However, any bank/agency charges levied on such transactions will be borne by the applicants.
- iv) Accept such fees and pay the fees due to the Embassy i.e. fees excluding the Service provider's service fee, in Embassy's bank account on the day of receipt. Clear and transparent audit trails of fees taken will be supplied at the time the relevant

applications are submitted, in a format to be agreed between the Embassy and Service Provider(s). Provide reconciliation of fees remitted daily and at any other interval as decided by Embassy from time to time. The Service Provider shall provide a Bank Guarantee amounting to R.O.8,000/- (Omani Rials Eight Thousand only) for the government funds held by it temporarily and for the safety of documents.

(v) The Embassy will not pay for the services rendered by the Service Provider. The Service Provider will charge fee, per visa/consular service application, denominated in Omani Rials. The fee per visa/consular service application should be quoted inclusive of any local taxes and VAT currently applicable in the Sultanate of Oman. This fee will remain fixed during the term of Contract and can be revised upwards during this period, rounded off to the next higher denomination, only if there is cumulative rise in the local cost of living as per UN CPI, rate of local taxes and/or VAT by more than 25%.

vi) Provide a bar-coded receipt to each applicant showing the service fee paid to the Service Provider(s), the visa fee or any other fee, the category of visa applied for and the date of payment. A copy of the bar coded receipt is to be enclosed with the application.

vii) Electronic data entry of visa applications in a format prescribed by the Embassy and transfer this data physically to the Embassy twice each working day (the timings and manner of which will be determined by the Embassy).

viii) On receipt of applications, scrutinize the various documents and forms to ensure they are properly completed and ensure that each visa application form has clear audit information on it to allow easy identification of the fee paid, type of visa required and date of payment. Application documents along with passports to be forwarded to the Embassy securely and in a timely manner twice each working day (the timings and manner of which will be determined by the Embassy).

ix) Collect from the Embassy both processed applications and passports twice each working day.

- x) Return passports and visas to successful applicants in a timely and orderly fashion and provide those, who are required to go to the Embassy for interview, with the date & time of interview in consultation with the Embassy.
- xi) Delivery of applications and collection of passports will be done twice each working day or as frequently as decided by the Embassy (the timings and manner of which will be determined by the Embassy). Handing / Taking over of applications and passports will take place at the premises of the Embassy;
- xii) Publish and distribute an official leaflet explaining clearly how to apply for an Indian visa, complete with relevant guidelines and guidance.
- xiii) Maintain proper records of every application received, cross-referenced to individual fees taken on databases and systems, and in accordance with practices to be prescribed by the Embassy.
- xiv) Maintain proper accounts of all the visa and passport fees received by individual subhead.
- xv) Ensure confidentiality and security of all documents;
- xvi) Have in place an efficient system for scheduling appointments for applicants requiring an interview.
- xvii) Have an efficient system for returning passports (with associated documents) in a timely and orderly fashion to the applicants.
- xviii) Have in place a reliable quality control system that maintains continuous surveillance on service standards.
- xix) Put in place a viable and effective security and vigilance system, including at their centers.
- xx) Operate an e-mail, tele-enquiry facility and electronic display in order that applicants can track the progress of their applications.
- xxi) Put in place a system where telephone enquiries are to be answered promptly and

email and postal letters are to be replied to within a maximum of 2 working days of receipt.

xxii) Issue news releases as and when required by the Embassy.

xxiii) Carry out any other related activities as instructed by the Embassy.

xxiv) Have in place an adequate contingency plan, prior to operation of the agreement, to maintain an acceptable level of service if the operation of any/all Visa Application Centers is interrupted for any reason.

Passport

The agency selected for the work will be responsible for the following areas of work:

i. Distribution of blank Indian Passport application forms and relevant guidelines (to be printed by the service provider);

ii. Collection and preliminary scrutiny of Indian passport applications along with all supporting documents and the prescribed fee;

iii. Depositing of applications along with passports with the Embassy by quick and secure means and depositing the fee collected daily in a designated bank account of the Embassy;

iv. Capturing of the application data in an electronic format and transferring the same to the Embassy in a secure manner;

v. Collection of passports and supporting documents from the Embassy and handing over/dispatch of the same to the applicants by secure and fast means;

vi. Ensure confidentiality and security of all documents;

vii. Maintenance of a Help Desk/Information Desk to answer enquiries by visitors, handling of telephone queries, information service to handle queries by email, post, facsimile or text message; provision of assistance to applicants in the filling up of various forms etc. (Such assistance would be required to be provided in various Indian languages over and above English and Arabic, as may be decided by the Embassy);

- viii. Ensure that the above services are rendered to applicants in a speedy manner, in comfortable conditions and within the stipulated time frame; and
- ix. Schedule of personal interviews of applicants with concerned Officers at the Embassy wherever necessary.
- x. The Service Provider(s) will also collect a fee on behalf of Indian Community Welfare Fund (ICWF) as may be prescribed by the Embassy on each service rendered and deposit in ICWF bank account on the day of the receipt.
- xi. Other conditions mentioned for the Visa services and not mentioned here will be applicable *mutatis mutandis*.

REQUEST FOR PROPOSAL

1. Introduction

The objective of this Request For Proposal (RFP) is to select reliable and experienced outsourcing agency/agencies (Hereinafter called as the “Service Provider(s)”) to contract with the Embassy of India, Muscat to provide Passport/Visa services for the Embassy of India, Muscat (Hereinafter called as the “Embassy”).

It is expected that in the year 2010 the Embassy of India in Muscat will receive approximately over 33,000 visa applications. This is, however, only an estimate and the Embassy does not guarantee this number. Most of these applications are received from applicants in person. The Embassy is looking for an outsourcing agency to collect and collate these applications on its behalf, deliver them to the Embassy of India in Muscat, and subsequently return the passports with visas to the applicants in an expeditious manner.

In the year 2009, the Embassy of India rendered 44,842 passport services and 31,463 Visa services. The services are growing at a rate of around 10-12% per year. The Service Provider(s) would assist the Embassy in processing applications for passport services which include issue of fresh passport, extension of validity and miscellaneous services like change of name, address, additional endorsements, etc.

2. Request for Proposal:

This is a limited RFP. Bidders are invited to submit a priced proposal for the delivery of visa/passport support services in accordance with this RFP. The proposal would be valid for a period of 6 months after the RFP closing date. Company / Agency to complete, within 30 days from the date of the Letter of Acceptance, necessary steps for compliance with the legal and regulatory requirements of the Sultanate of Oman, including, but not limited to, commercial registration. The Contract, if signed, as a result of submitting proposal will be signed for a period of three years with review of operations after each year. The Service Provider(s) will be required to start partial operations within 3 months of signing the Contract and full operations within one month of starting partial operations. Operations, whether partial or full, can start only after the Embassy conveys its satisfaction with the arrangements made by the Service Provider(s). The Service Provider(s) will enjoy no Diplomatic immunity.

3. Clarification/ Additional Information required:

- Requests for further information must be in writing and be sent to the contact person mentioned in this document;
- Only communications that are in writing from the Embassy with a reference number may be considered as properly authorized expressions on the Embassy's behalf;
- Questions from bidders will be accepted until 20 (twenty) days before the RFP closing date.

Each bidder shall provide an authenticated name and contact details of an individual to act as a point of contact during the tender process. That person may be asked to clarify the bid to provide additional information during the evaluation process.

4. Proposed Programme for the RFP Process

Closure of bidders questions - 01st October 2010

Pre-bid conference (If required) - 7th October 2010 (11 a.m.) local time

Deadline for Submission of Proposals - 20th October 2010(5 p.m.) local time

i.e. RFP closing date

Opening of bids. - 28th October 2010 (11 a.m.) local time

5. Statement of Service Requirements

The Service Provider(s) shall establish Passport/Visa Application Centers adhering to good industry practice standards in the Sultanate of Oman in various centers indicated below with a timetable of openings agreed with the Embassy.

The Service Provider(s) shall be required to initially establish Passport/Visa application Centers in Muscat and thereafter Application Centers/Mobile Application Centers in Salalah, Sohar, Khasab, Sur, Ibri, Nizwa, Shinas, Buraimi, Daba (Dibba) and Masirah, adhering to good industry standards, following a time table of openings agreed with the Embassy. The Embassy will enter into full consultation and planning with Service Provider(s) in such cases.

Scope of Work and Deliverables Required/ Request for Proposal (RFP)

The Service Provider(s) shall ensure that Passport/Visa Application Centers are situated in the premises easily accessible to members of the public. The Centers shall have sufficient space in terms of waiting area, application counters and processing area. The Embassy may indicate some standards such as seating arrangements, number of counters, provision of drinking water, newspapers, TV, lighting arrangements, etc. Each Center will have appropriate facilities and conveniences for the applicants while endeavoring to minimize waiting time. The Centers shall be open from 0800 to 2000 hrs on all days, excluding Fridays and public holidays in the Sultanate of Oman. The timing and days of opening of Centers may be altered subject to the advice or approval of the Embassy.

The Service Provider(s) shall be responsible for ensuring that wherever an application is made the Service Provider(s) can undertake all of the following functions for the Embassy:

- i) Distribute Application Forms for services for Passport and Visa. The Service Provider(s) will arrange to print all Application Forms at his own cost in the format prescribed by the Embassy from time to time.
- ii) Assist applicants in completion of forms and provide factual information on

the various categories of visa available and the application process as well as on passport. A separate fee, as agreed to by the Embassy, towards such facilitation may be charged by the Service Provider(s);

iii) Accept passport/visa/ applications, including those received by post, together with passport, prescribed fee, Service Provider(s)'s service fee (equal to the Contract Price) and supporting documents from applicants and agents approved by the Embassy. Accept additional documents requested by the Embassy from existing applicants. Fee will be accepted in all manners of payment generally used in the Sultanate of Oman, including credit cards and debit cards. However, any bank/agency charges levied on such transactions will be borne by the applicants.

iv) Accept such fees and pay the fees due to the Embassy i.e. fees excluding the Service Provider(s)'s service fee, in Embassy bank account on the day of receipt. Clear and transparent audit trails of fees taken will be supplied at the time the relevant applications are submitted, in a format to be agreed between the Embassy and Service Provider(s). Provide reconciliation of fees remitted daily and at any other intervals decided by the Embassy from time to time. The Service Provider(s) shall provide a Bank Guarantee for the government funds held by it temporarily.

v) The Service Provider(s) will also collect fee on behalf of Indian Community Welfare Fund (the quantum to be decided by the Embassy) on each service rendered and deposit in ICWF bank account on the day of the receipt.

vi) Provide a bar-coded receipt to each applicant showing the service fee paid to the Service Provider(s), the visa fee or any other fee, the category of visa applied for and the date of payment. A copy of the bar coded receipt is to be enclosed with the application.

vii) Electronic data entry of visa applications in a format prescribed by the Embassy and transfer this data physically to the Embassy each working day (the timings and manner of which will be determined by the Embassy), at least twice everyday.

- viii) On receipt of applications, scrutinize the various documents and forms to ensure they are properly completed and ensure that each visa application form has clear audit information on it to allow easy identification of the fee paid, type of visa required and date of payment. Application documents along with passports to be forwarded to the Embassy of India, Muscat securely and in a timely manner twice or as frequently as decided by the Embassy each working day (the timings and manner of which will be determined by the Embassy).
- ix) Collect from the Embassy and both processed applications and passports twice each working day.
- x) Return passports and visas to successful applicants in a timely and orderly fashion and provide those, who are required to go to the Embassy or the for interview, with the date & time of interview in consultation with the Embassy.
- xi) Delivery of applications and collection of passports will be done twice each working day or as frequently as decided by the Embassy (the timings and number of which will be determined by the Embassy). Handing / Taking over of applications and passports will take place at the premises of the Embassy;
- xii) Publish and distribute an official leaflet explaining clearly how to apply for an Indian visa, complete with relevant guidance.
- xiii) Maintain proper records of every application received, cross-referenced to individual fees taken on databases and systems, and in accordance with practices to be prescribed by the Embassy.

- xiv) Maintain proper accounts of all the visa and passport fees received by individual subhead.
- xv) Have in place an efficient system for scheduling appointments for applicants requiring an interview.
- xvi) Have an efficient system for returning passports (with associated documents) in a timely and orderly fashion to the applicants.
- xvii) Have in place a reliable quality control system that maintains continuous surveillance on service standards.
- xviii) Put in place a viable and effective security and vigilance system.
- xix) Operate an e-mail, tele-enquiry facility and electronic display in order that applicants can track the progress of their applications.
- xx) Put in place a system where telephone enquiries are to be answered promptly and email and postal letters are to be replied to within 2 working days of receipt.
- xxi) Issue news releases as and when required by the Embassy.
- xxii) Carry out any other related activities as instructed by the Embassy.
- xxiii) Have in place an adequate contingency plan, prior to operation of the agreement, to maintain an acceptable level of service if the operation of any/all Passport/Visa Application Centers is interrupted for any reason.

Facilities

The Service Provider(s) shall be required to have the following facilities at each Passport/Visa Services Application Center:

- (a) Effective systems and processes to recruit and train staff who can explain clearly and accurately the passport/visa services and the details of which documents must be submitted with the application.
- (b) An IT system which will allow the entire Service Provider(s)'s passport/visa service network access to any centrally based appointment system.
- (c) The ability to computerise operations related to data capture and scanning of applications and photographs on behalf of the Embassy.
- (d) The ability to computerise operations related to the accounting of fee collection.
- (e) The ability to computerise operations related to the tracking of passport movement from receipt to delivery.
- (f) A security system for the presence of applicants and safe custody of documentation collected, including information held on IT systems.
- (g) An effective quality control system.

(h) The Service Provider(s) will maintain records and statistics in the format required by the Embassy.

(i) The Service Provider(s) will be allowed to charge service fee, equal to the Contract Price, from all individuals who apply for services for passport/visa/. This fee will be collected by the Service Provider(s) from applicants at the time of receiving the application and fees prescribed by the Embassy for the service. Documents relating to collection of the service fee (receipt books, etc.) will be properly maintained and made available for inspection by the designated officer of the Embassy or any audit team).

(j) The Service Provider(s) may secure additional sources of revenue through advertising subject to the agreement of the Embassy and subject to the terms and conditions of the local laws of the Sultanate of Oman if there is no conflict of interest. The decision of the Embassy will be final in this case.

(k) The service Provider(s) will ensure that turn around time for applicants applying for various services will not be more than 30 minutes. Machine generated tickets should be given to the applicants, which will indicate date and time of entry and of exit from the collection center.

(l) The Service Provider(s) can also introduce value-added services for the benefit of applicants and offer these services for a charge if there is no conflict of interest. Introduction and rates to be charged of these value-added services is subject to the prior written approval of the Embassy and subject to the terms of the local laws of the Sultanate of Oman.

(m) The Service Provider(s) shall not receive any payments from the Embassy for setting up these offices, nor for providing services for applicants. The Embassy shall entertain no claim for expenses or liability for loss of passports or documents. The Service Provider(s) shall indemnify the Embassy in the event of any claim made by any applicant and it shall be the Service Provider(s)'s responsibility to compensate applicants if such losses occur.

(n) The Service Provider(s) will establish and operate a website on behalf of the Embassy which will contain all information relevant and useful to applicants for passport/visa. All information posted on the website will be agreed in advance with the Embassy.

(o) The Service Provider(s) shall ensure complete confidentiality of the information provided by applicants and will further ensure that it is used for no purpose other than processing of passport/visa services. The service Provider(s) shall indemnify the Embassy in the event of any leakage of such information and a consequential claim made by applicant(s).

(p) The Service Provider will ensure access of authorized officials from the Embassy to its premises and documents.

(q) The service Provider will effect and maintain adequate insurance to cover its obligations under the Agreement, including those obligations which survive the expiration or termination of the Agreement/Contract.

(r) The Service Provider will not represent itself and will ensure that its officials and sub-contractors do not represent themselves as an official or agency or organ of the Embassy or of the Govt. of India.

(s) The Service Provider should be prepared to agree to pay such penalty as may be

determined in terms of the Contract, for violating the term(s) and condition(s) of the Contract.

(t) The Service Provider will not assign in whole or in part its rights or obligations under this Agreement without the prior written approval of the Embassy. The Service Provider will not consult with any other person or body for the purposes of entering into an arrangement which will require notation of the Agreement without first consulting the Embassy.

Service Standards

The Service Provider(s) shall ensure a high level of service standard with regard to the facilities and amenities in the Passport/Visa Services Application Center, efficient processing of cases such that waiting time is minimal and customer satisfaction is high.

There will be a provision for review one year after commencement of full operations in terms of service standards and thereafter at the end of every subsequent year.

6. Guide to Bidders

It is also essential that other criteria such as organization profile, experience, method statement and standards be also met.

The Embassy will take all reasonable steps to maintain the confidentiality of any of the bidders' information, which is clearly marked 'confidential'. However, the Embassy is subject to the Right to Information Act 2005 of the Government of India and it may be required to release information supplied in this RFP in accordance with that Act.

The information in this RFP, or otherwise supplied by the Embassy or any of its representatives, is to be kept confidential except to the extent already publicly available

or authorized by the Embassy. In case of any damage either direct or indirect including any legal action filed by any individual, in respect of the RFP the vendor shall be solely responsible and the Embassy will not be liable.

The bidders shall not at any time make any public statements in relation to this RFP or any proposal without obtaining prior written approval from the Embassy contact person. All material supplied to the Embassy in relation to the proposal becomes its property and may not be returned to the bidder, unless requested in writing and agreed to by the Embassy.

The bidders should note that in the event of Contract having been awarded, the Service Provider will not assign in whole or in part its rights or obligations without the prior approval of the Embassy.

The Embassy will not be liable to contract and tort (including negligence), equity or any other cause of action for any direct or indirect damage, loss or cost (including legal and lawyer/client costs) to the bidders or other persons in respect of this RFP.

This RFP will be governed by the law currently in force in India. The concerned party/parties shall submit to the exclusive jurisdiction of the Indian courts any dispute or difference of any kind that may arise concerning this RFP or any related contract.

In submitting a proposal to the Embassy, the bidder will be deemed to have understood this RFP, obtained all requisite information and verified the correctness of any information to be relied upon, as may be necessary to prepare the proposal and for any

subsequent negotiations with the Embassy.

In submitting a proposal to the Embassy, the bidder will be deemed to be fully informed and to have accepted the terms and conditions outlined in this request for proposals.

The cost of preparing and submitting the proposal shall be borne by the bidders.

The Embassy shall arrange, if required, a pre-bid conference for bidders about the project under consideration; about 10/15 days prior to the last date for submission of bids. The confirmation of the conference will be posted on the website of the Embassy.

The Embassy reserves the right to accept or reject any or all Proposals and/or to annul the proposal process, at any time, thereby rejecting all proposals, prior to any Contract being awarded without assigning any reason thereof.

7. Response to the RFP

Contract Price

The Embassy will not pay for the services rendered by the Service Provider(s). The Service Provider(s) will charge fee, per application for services for visa/passport, denominated in Omani Rial. The fee per application should be quoted inclusive of any local taxes, if any, applicable in the Sultanate of Oman. This fee will remain fixed for the entire duration of Contract and can be changed only if there is a change in the local taxes.

The applicable law in respect of the RFP is Indian law and the contract is subject to Indian Courts' jurisdiction.

Organization Profile:

Please provide an organization profile as also the following information:

- · Full Legal name;
- · Complete address, including registered office of company;
- · Contact person;
- · Telephone, facsimile and email contact details;
- · Bankers of the company;
- · Registration detail with the Ministry of Commerce & Industry and/or Oman Chamber of Commerce industry, as applicable;
- · Summary of locations and number of staff in the Sultanate of Oman and any other GCC country, if any;
- · Summary of services provided in the Sultanate of Oman and any other GCC country, if any;
- · Number of years that the organization has been providing visa/passport outsourcing services;
- · Company ownership, structure and location of ultimate Holding Company;
- · Company Head office location, and branch office locations;

References

Provide information on work that has been undertaken for similar kind of services. At

least three referees are required. The bidders must provide the following information:

- · The name, business and location of the organization that outsourced its services;
- · The name and contact phone number of a referee at the organization;
- · Date on which the work was undertaken and the length of time involved;
- · Brief description of the products or services provided;
- · Website address of any website currently operating for that service.

Please advise the referees that the Embassy of India, Muscat or the Ministry of External Affairs, New Delhi may contact them.

Method Statement

The purpose of the Method Statement is to enable the Embassy to evaluate bidder's understanding of the Embassy's requirements and the quality of proposals for meeting them. The bidder's method statement should describe clearly how it will provide each of the main requirements indicated in the Statement of Service Requirements. Please explain under the following headings and order. Particular questions to be addressed in bidder's response are given below:

Professional Plan

- 1 Describe organization's experience in the areas relating to this Proposal.

- 2 Describe capacity for flexibility in service provision - e.g. a sudden increase in demand
- 3 Describe proposals for monitoring and evaluating service usage
- 4 Describe proposals for innovative web-site design and online development
- 5 Describe proposals for managing risks and contingencies

Resource Plan

1. Give details of the resources expected to be used to service the Contract, including the number of staff expected to be employed for providing the service. Also include an organizational chart indicating responsibilities and reporting lines in respect of this proposal.
2. Indicate in each case whether the Staff is expected to be drawn from within Service Provider's organization or to be newly recruited and where staff will not be employed full time on this Contract.
3. Explain plan for the training of Staff to be employed on the Contract.
4. Please give names and position held of Key Staff who will be responsible for the management of the contract.
5. Please provide curriculum vitae for each member of Key Staff.
6. The detailed sub-contract plan, if any.

Quality Plan

Give details of how the Service Provider(s) will ensure that a high quality service is maintained and that any performance targets mentioned in the Statement of Service Requirements will be met:

1. Describe the proposals for the monitoring and reporting on the quality of the Services delivered including the performance checks Service Provider(s) will perform, their frequency and scope, and who will perform them.
2. Details of Service Provider(s) proposed contract management and supervisory

systems.

3. Set out Service Provider(s)'s customer liaison arrangements including procedures for dealing with complaints and problems.

Additional Information

Please give any additional information you think would be useful in support of bidder's proposal, including any additional facilities not included in the Statement of Service Requirements that will make the Service more customer-friendly.

Submission Requirements:

The bidders should submit "two envelope" bids – technical and financial – separately. The technical bid should contain all the information sought as per the preceding paragraphs of this RFP. In order to qualify technically, a bidder must fulfill all the following requirements:

(a) A confirmation to comply fully and without any reserve with the scope of work and deliverables included in this RFP.

(b) Preferably, the bidder should have experience of operating a Center for Passport and Visa Services on behalf of a Diplomatic Mission for at least one year; dealing with preferably 200 applications per day on an annual-average basis, with electronic data entry.

(c) The bidder must confirm his willingness to provide facilities of good industry practice standards of applicants.

In the first stage only the technical bids will be opened and examined as per the above

criteria and only the bidders fulfilling all of the three criteria mentioned at (a), (b) and (c) above 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 in the presence of the bidders or their authorized representatives and the Contract Price shall be the criterion for selecting the successful Service Provider(s).

i. The proposal should be addressed either to “The Head of Chancery, Embassy of India, Diplomatic Area, Jamiat Al Dowal Al-Arabia Street, Diplomatic Quarters, Al-Khuwair, Muscat, Sultanate of Oman” by courier or by post to “The Head of Chancery, Embassy of India, P.O.Box 1727, Postal Code 112, Ruwi, Muscat, Sultanate of Oman” and sent so as to reach the Embassy latest by 20th October 2010 (5 p.m local time). RFP must be submitted in a secure package containing

- . A signed original
- . Four copies of the original proposal.
- . A CD copy of the proposal in Microsoft Word
- . An undertaking to complete, within 30 days from the date of the Letter of Acceptance, necessary steps for compliance with the legal and regulatory requirements of the Sultanate of Oman, including, but not limited to, commercial registration.

ii. Faxed or emailed proposals will not be accepted. The envelopes should be super scribed “Visa/Passport Services Outsourcing”.

iii. The proposal must contain the information required by the RFP, as sought in ‘Response to the RFP’ along with the RFP Form duly completed and signed by the authorized representative.

iv. The original must be signed by an authorized representative of the bidder.

This copy is deemed to be the master copy.

v. The proposal must be received by 5 pm local time on 20th October 2010. The receipt of the proposal will be duly acknowledged as and when received.

vi. The Embassy will reject any proposal submitted late for consideration.

vii. The name, title, address, phone and fax numbers and email address of the bidder in respect of this RFP must be provided to the Embassy in the proposal.

viii. The Embassy reserves the right to negotiate without restriction with bidders after the close of proposals on any matter contained in the proposal, without disclosing this to any other person.

ix. The bidder's proposal will constitute an offer to develop a contract based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation, if the bidder is invited by the Embassy to enter into a contract. The contract will also include provisions for the Service Provider(s) to adhere to the laws of the Sultanate of Oman applicable to the operation of the outsourcing center, including on employment of staff, environment, safety, insurance, privacy, payment of local taxes. Matters regarding dispute resolution between the Service Provider(s) and the Embassy will be under the jurisdiction of Indian Courts. The contract will also include provisions of *Force Majure*, termination of contract, consequences of termination and re-tendering after termination of contract.

9. RFP Form:

a) **By Courier**

The Head of Chancery,
Embassy of India, Diplomatic Area,
Jamiat Al Dowal Al-Arabia Street,
Diplomatic Quarters, Al-Khuwair, Muscat,
Sultanate of Oman.

b) **By Post**

The Head of Chancery,
Embassy of India,
P.O. Box: 1727, PC No:112, Ruwi, Muscat,
Sultanate of Oman.

Telephone No : (00968) 24684500

Fax No: (00968) 24698291

E-mail: cons.muscat@mea.gov.in

Website: www.indemb-oman.org

Proposal for “Visa/Passport Services Outsourcing”

The bidders’ response is submitted with this RFP Form and it is confirmed that the bidder has read, understood and complied with all the conditions as indicated in the RFP document.

It is acknowledged that the proposal remains open for six months from the Closing Date of the RFP.

Bidder _____

Date _____

Signature(s) _____

In the capacity of _____

Witness (es): _____