

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

Dated: 19<sup>th</sup> February 2025

Reference Request for Proposal for outsourcing of CPV Services for Consulate General of India, Hong Kong published on 5<sup>th</sup> February, 2025.

2. The following modifications in the RFP may kindly be noted:
- i. **Annex J, Part III: Technical Bid Evaluation Proforma.** The modified Technical Bid Evaluation Proforma under Annex J, Part III of the RFP may kindly be noted as per the attached Annexure – I.
  - ii. **Annexure-K, Financial Bid:** Financial Bid Proforma under Annexure-K of the RFP has been modified and attached as Annexure - II. Bidders shall submit their Financial Bid as per the modified Annexure – K.

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Consulate General of India  
Hong Kong

## Annexure: J 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.No		B) Criteria	C) Response of the bidder	D) Scoring Criteria/Remarks
1		<p><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.</p> <p><b>(8 Marks)</b></p>	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.</p> <p>The offer that provides the best locations for ICAC 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>08</b>, and the others will be given a lower mark on a relative basis to the best offer.</p>
2	a	<p><b>Area of ICAC</b>  (Refer to 1(A) (xi) of Chapter VII)</p> <p><b>(8 Marks)</b></p>	Response of the bidder	<p>i) 6 marks- Minimum Prescribed Area</p> <p>ii) Offer with Area more than the prescribed Minimum will be given higher marks relative to (i) above</p> <p>iii) 0 Marks- Less than the Minimum prescribed Area</p>
	b	<p><b>Layout and Physical Infrastructure of ICAC</b> <b>(10 Marks)</b></p> <p>The bidding company shall describe (with photograph or 3D) the</p>	Response of the bidder	<p>Marks will be given as per Post's judgment on the basis of information provided by the bidding company.</p> <p>The best offer will be given the highest marks (10), and the others will be given a lower mark on a relative basis to the best offer.</p>

		layout of each ICAC showing the reception area, the number and size of service/submission counters, the size of the waiting area, and its seating capacity and quantity & quality of physical infrastructure including furniture, restroom, drinking water facilities, 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) Biometric capture (vi) Submission (vii) Fee Collection (viii) Delivery etc. <b>(10 marks)</b>		<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) 7.5 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) Less than 7.5 Marks for the sub-optimal submission process</li> </ul>
4	a	<b>Provision of Application Facilitating Services at ICACs</b> a) Photocopying b) Photograph	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.</p> <p>Based on the explanation/solution for</p>

		<p>c) Form Filling d) Courier Services</p> <p>Refer to Chapter VII, para (3) of the RFP</p> <p><b>(7 marks)</b></p>		<p>the provision of Application Facilitating Services, the best offer will be given <b>07</b> marks, and others given reduced marks relative to that. If all the bidding companies give explanation/solution of similar quality, all of them will be given 07 marks.</p>
	b	<p><b>Quality of Organisational Structure:</b></p> <p>The description of the organization structure 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.</p> <p><b>(6 marks)</b></p>	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 organizational Structure.</li> <li>ii) Offer with the organizational structure better than the Optimal will get higher marks relative to (i) above.</li> <li>iii) Less than 4.5 Marks for sub optimal organization structure.</li> </ul>
5	a	<p><b>The availability of appointment slots</b> at ICAC within 05 working days</p> <p><b>(5 marks)</b></p> <p>The proposed appointment slot management system to be described by 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	<ul style="list-style-type: none"> <li>i) 3.5 Marks- Offer which ensures the minimum prescribed appointment window of five days.</li> <li>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</li> <li>iii) 0 Marks- Offer with appointment window of more than 05 days.</li> </ul>
	b	<p><b>Total Turnaround time</b> for submission (from the time of entry/token</p>	Response of the bidder	<ul style="list-style-type: none"> <li>i) 5 Marks - Prescribed Turn Around Time (30 minutes)</li> </ul>

		<p>generation to the time of generation payment receipt (Subject to a maximum of 30 minutes)</p> <p><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>		<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) 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 are prohibited.</p> <p><b>(5 Marks)</b></p>	Response of the bidder	<p>The bidding companies shall describe how the call centre will be operated with commensurate resources.</p> <p>Best offer in terms of the call waiting period, number of call lines and efficiency of the Call centre will be given 5 Marks and others given reduced marks relative to the best offer.</p>
7	a	<p><b>Online enterprise web application and innovative web design</b></p> <p><b>(8 Marks)</b></p> <p>The dedicated website should have user-friendly appointment</p>	Response of the bidder	<p>Based on the quality of the website proposed, the best offer will be given 08 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 08 marks.</p>

		<p>scheduling facility and application tracking system The information on services rendered, document checklist, GOI fees, Service Fee, 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>		
	b	<p><b>Grievance Redressal Mechanism Arrangement and Analysis</b> <b>(7 marks)</b></p> <p>The following will be considered:</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. Digital Customer satisfaction rating</li> </ul>	Response of the bidder	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.

		(CSAT) and feedback Mechanism at ICACs and its integration with system.  iii. An efficient and prompt e-mail response system.		
8		<p><b>Record of Past Performance with Post</b></p> <p><b>(8 marks)</b></p> <p>The following aspects are 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> <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 pay-</li> </ul>	Response of the bidder	<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 4 marks, with a maximum of 8 marks</li> <li>ii) Neutral Rating for those bidders, who have not worked with the Post - 4 marks</li> <li>iii) Lower rating for those bidders who have worked with the Post and have provided non-satisfactory services- (Less than 4 marks)</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>

		<p>ment of penalties imposed by the Post.</p> <p>v. Harmonious and constructive relationship with the Post.</p> <p>vi. Performance regarding digitization/ indexation of documents.</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.</p> <p><b>(7 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 five years old with the length of service being minimum of two years.</li> <li>3. The services under reference should pertain to categories of services eligible for the present tender process.</li> </ol>	Response of the bidder	<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 07 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>



	<b>Total Marks - 100</b>	
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Note:1 Marks under the 9 items will be fixed giving due weightage

Note:2 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 for award of the contract.

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**Annexure: K FINANCIAL BID**

This Financial Bid should be enclosed and sealed in a separate envelope superscribed 'Financial Bid'

**Note:** Service Fee (in HKD) must be filled correctly both in figures and in words, without any discrepancy. Any vague details /no response may lead to rejection of the bid.

**Proforma for Service Fee**

Name of the Bidding Company:

S.No	Description	Offer of the bidder (in HKD)
1	Service Fee as per deliverables in the RFP	Amount in figures: .....  Amount in words: .....

**Notes:**

- i) Service Fee quoted above is the 'Service Fee per application' payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrollment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.
- ii) Financial bid that quotes zero Service Fee will be rejected and will not be considered for the calculation of the L1 bidder.
- iii) Service Fee per application quoted above shall be inclusive of all local taxes (VAT, GST, etc.) as applicable in different provinces of the HKSAR. It is the responsibility of the Service Provider to pay applicable taxes to the concerned Governmental authorities.
- iv) Service fee quoted above will be the same for all types of CPV services as per the deliverables in the RFP.

Signature..... Date.....  
Designation with seal of the bidding Company  
(to be signed by CEO or equivalent Authority)

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