



## **Outsourcing of Visa Service by High Commission of India, Dar-es-Salaam**

### **Invitation for Expression of Interest**

The High Commission of India, Dar-es-Salaam, intends to select AN AGENCY TO ASSIST ITS CONSULAR WING IN THE PROCESSING OF APPLICATIONS FROM FOREIGN NATIONALS FOR ISSUANCE OF VISAS. The agencies so identified would have, on behalf of the High Commission of India, responsibility for the following broad activities:

- Distribution, collection and scrutiny of visa applications as prescribed, along-with passports, supporting documents and fees from the applicants;
- Depositing the visa applications, passports in original as well as in electronic format and other related documents at the Consular Wing of the High Commission by the quickest and safest means; and fees at the bank designated by the Mission;
- Collection of passports from the Consular Wing after the service therein has been rendered;
- Dispatching/handing-over document/s to applicants by secure and fast means;
- Maintenance of an information desk/service to answer enquires 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, where required.

**[The RPF for the purpose of explaining outsourcing requirement is available below.](#)**

**Agencies interested in the participating in the tender process should have a minimum of 1(one) year experience in:**

- Providing similar service on behalf of Diplomatic Mission/s;
- Dealing with at least 75 visa applications per day on an annual-average basis;
- Following good industry practice in providing facilities at the Centre for Visa Services in terms of office accommodation, applicants waiting area and other services to the applicants;
- Having IT resources and capability to electronically operate the entire application process from start to end, including electronic data entry of these applications, their data storage and security;
- Having sufficient resources to finance the operation for a minimum period of three

years as per the obligation outlined in the RPF & the contract that will be finally signed with the selected party;

- Having the capability and willingness to furnish performance guarantee of Tanzanian Shillings 40,000,000 (Tanzanian Shillings Forty million)

**Interested parties are invited to submit technical and financial proposals, in two separate envelopes. Tenderers are required to submit 5(five) copies of their Proposal (one signed original) and 4(four) copies;**

- The main/outside envelopes must be clearly superscribed “Visa Outsourcing”; and
- The two inner envelopes must each be clearly marked with the name of the Tenderer and the works “Technical” and “Financial”.

In the first stage only the technical bids will be opened and examined as per the criteria detailed in the RPF and only the bidders fulfilling the criteria set out in the RPF 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:

The proposal should be addressed to:  
Head of Chancery  
High Commission of India  
82, Kinondoni Road,  
Dar es Salaam,  
Tanzania

**The proposal must be submitted to the office by 1600 hrs on May 31, 2009.**

High Commission of India, Dar es Salaam, Tanzania

Request for Proposal (RFP) for the Visa Support Services  
to its High Commission for  
Travel to India

1. **INTRODUCTION**

The High Commission of India (“HCI”), Dar es Salaam, render visa services to nationals of Tanzania and other countries residing in Tanzania.

The High Commission of India (“HCI”) is inviting proposals from experienced and suitably qualified parties for the provision of Visa Support Services to its Consular Wing for issuance of visas.

**It is estimated that during 2009, the HCI will receive approximately 13,000 visa applications. Of these estimated applications, approximately 70% are received from applicants in person and approximately 30% are received by post, couriers and from travel agents. However, HCI/CGI does not guarantee these figures.**

The successful Bidder shall be required to collect and collate these applications on HCI's behalf, to deliver them to the HCI, Dar es Salaam and to subsequently return the passports to the applicants in an expeditious and secure manner.

The successful Bidder must commit itself to total and strict confidentiality throughout the outsourcing process and to abide by the general and broad terms and conditions set out in this RFP.

2. **REQUEST FOR PROPOSAL (RFP)**

This is a limited RFP. Bidders are invited to submit a priced proposal in accordance with this RFP for the delivery of visa support services by the establishment of Visa Application Centres in Dar es Salaam.

The proposal will be valid for a period of 4 months after the RFP closing date during which period the Bidder agrees not to withdraw its bid or derogate from its effect.

The successful Bidder will be required to sign a formal contract with HCI, which contract will, inter alia –

- 2.1. **be for a period of 3 (three) years;**
- 2.2. **be subject to review of performance and operations after 1 (one) year;**
- 2.3. require the successful Bidder to commence with partial operations within 3 (three) months of signing the contract and full operations within 1 month of starting the partial operations;
- 2.4. be subject to and conditional upon the prior written approval of the commencement date by the HCI;

- 2.5. contain the terms referred to in this RFP and such other terms as the HCI may, in its sole discretion, require;

HCI reserves the right to amend any of these conditions / requirements where it is of the view that such amendment is expedient.

### 3. **CLARIFICATION/ ADDITIONAL INFORMATION**

- 3.1. Requests by Bidders for further information must be in writing and must be sent to the HCI's contact person mentioned in this document.
- 3.2. Only communications that are in writing from the HCI may be considered as properly authorized expressions on the HCI's behalf.
- 3.3. The HCI shall provide a copy of all questions and answers provided during the tendering process to all Bidders. The source of questions will not be divulged.
- 3.4. Each Bidder shall provide the name and contact details of an individual to act as its point of contact /representative during the tender process. This individual shall be deemed to have been duly authorised to represent the Bidder.
- 3.5. The HCI shall be entitled and the Bidder's representative shall be obliged to provide any additional information required by HCI during the bid evaluation process.

### 4. **PROPOSED PROGRAMME FOR THE RFP PROCESS**

The proposed timetable for the RFP process shall be –

- 4.1. Closure of Bidders questions - May 15, 2009

To be sent by fax to 00255-22-2669050 or e-mail to [couns@hcindiatz.org](mailto:couns@hcindiatz.org)

- 4.2. Pre-bid conference and response to Bidder's questions –

1600 Hours, May 20, 2009

To be held at the High Commission office and limited only to written questions from Bidders.

Venue of pre-bid conference – High Commission of India, 82, Kinondoni Road, Dar es Salaam

- 4.3. Final Submission of Proposals - May 31, 2009  
i.e. RFP closing date (by 1600 hrs)

Bidders will be required to adhere to the time schedules detailed above.

HCI shall be entitled in its sole discretion to revise any of the scheduled times if it considers it expedient to do so.

## 5. **SCOPE OF SERVICES AND DELIVERABLES REQUIRED**

The successful Bidder ("Service Provider") shall be required to –

- 5.1. establish Visa Application Centres ("VAC") adhering to good industry practice standards in Dar es Salaam following a timetable of openings agreed with the HCI after full consultation and planning-
- 5.2. ensure that the VACs are situated in locations which are easily accessible to members of the public. For purposes of this requirement, easy access shall include, but shall not be limited to, access to public transport, **adequate parking, adequate safety and security;**
  - 5.2.1. ensure that the VAC are situated in:
    - 5.2.1.1. the central business district (CBD) of Dar es Salaam
- 5.3. ensure that the premises comprising each VAC –
  - 5.3.1. **has sufficient space, at least 100 square meters in terms of waiting area, application counters and processing area, which shall include but shall not be limited to, adequate seating arrangements for at least 50 (fifty) people, provision of drinking water, toilets, provision of space for keeping newspapers, magazines and other reading material supplied by HCI or Government of India Tourism Bureau from time to time;**
  - 5.3.2. has a layout and appropriate facilities which the HCI is satisfied is designed for the convenience of applicants and to minimise waiting time;
  - 5.3.3. **provides for a minimum of 2 (two) visa counters per centre and 3 (three) counters per centre, if possible, during peak months of October to January;**
  - 5.3.4. provides for adequate security with security guards on 24 (twenty four) hour duty;
  - 5.3.5. is open from 0830 to 1700 hours all days, except Saturday, Sunday and public holidays in Tanzania/India (to be finalised in consultation with HCI)
- 5.4. be responsible for ensuring that wherever an application is made the Service Provider can undertake all of the following functions for the HCI
  - 5.4.1. distribute Visa Application Forms. The Service Provider will arrange to print Visa Application Forms at his own cost in the format prescribed by the HCI from time to time;
  - 5.4.2. assist applicants in completion of forms and provide factual information on the various categories of visa available and the application process;
  - 5.4.3. *Accept visa applications, including those received by post, together with passport, visa fee, Service Provider's service fee (equal to the Contract Price) and supporting documents from applicants and agents approved by the HCI.*
    - 5.4.3.1. Accept additional documents requested by the Consulates from existing applicants.
    - 5.4.3.2. **Payment of fees will be accepted in cash in local currency or through bankers**

**cheque issued in favour of HCI, Dar es Salaam. Any bank/agency charges levied on such transactions will be borne by the Service Provider;**

- 5.4.4. accept such fees and pay the fees due to the High Commission i.e. fees excluding the Service provider's service fee, in the High Commission'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 High Commission and Service Provider. Provide reconciliation of fees remitted daily and at any other intervals decided by the HCI from time to time.

**5.4.4.1 The Service Provider shall be required to provide a Bank Guarantee for the government funds held by it temporarily, equivalent to 150% of the average fee collection during a day in the previous one year;**

- 5.4.5. provide a bar-coded receipt to each applicant showing the service fee paid to the Service provider, 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;
- 5.4.6. capture electronic data entry of visa applications in a format prescribed by the HCI and transfer this data physically to the HCI once each working day (the timings and manner of which will be determined by the HCI in its sole discretion);
- 5.4.7. 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 must be forwarded to the respective Consulate, securely and in a timely manner once each working day (the timings and manner of which will be determined by the HCI in its sole discretion);
- 5.4.8. collect processed applications and passports from the HCI, once each working day. Return passports and visas to successful applicants in a timely, secure and orderly fashion and provide those, who are required to go to the HCI for interview, with the date & time of interview in consultation with the HCI. Delivery of applications and collection of passports shall be done once each working day (the timings and number of which will be determined by the HCI in its sole discretion). Handing / taking over of applications and passports will take place at the premises of the High Commission;
- 5.4.8.1. shall assist the HCI in storing the applicant data on the HCI server after the visa has been serviced so that the data could be accessed later for verification of visa issued by the HCI;
- 5.4.8.2 Service Provider shall detail one staff member to the High Commission to assist in processing data for visa applications and other liaison functions;
- 5.4.9. publish and distribute an official leaflet explaining clearly how to apply for an Indian visa, complete with relevant guidance
- 5.4.10. 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 HCI. Maintain proper accounts of all the visa fees received by individual subhead;

- 5.4.11. have in place an efficient IT system for scheduling appointments for applicants requiring an interview;
- 5.4.12. have an efficient system for returning passports (with associated documents) in a timely and orderly fashion to the applicants;
- 5.4.13. have in place a reliable quality control system that maintains continuous surveillance on service standards;
- 5.4.14. put in place a viable and effective security and vigilance system to ensure the maintenance of the confidentiality of information of each applicant by installing adequate IT systems/firewalls to secure and protect the applicant data against cyber intrusion/theft.
- 5.4.15. operate an e-mail, tele-enquiry facility and electronic display in order that applicants can track the progress of their applications.

Put in place a system where telephone enquiries are answered promptly and email and postal letters are replied to within 2 working days of receipt;

Maintain proper record of complaints and appreciations received from the public and provide the same to the HCI on demand. Ensure that such data is secured and not destroyed without written authorisations from the Consulates;

- 5.4.16. issue news releases as and when required by the HCI;
- 5.4.17. carry out any other related activities as instructed by the HCI;
- 5.4.18. 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 Centres is interrupted for any reason;
- 5.5. ensure that each VAC has the following additional facilities –
  - 5.5.1. effective systems and processes to recruit and train staff who can explain clearly and accurately the visa application process and the details of which documents must be submitted with the application;
  - 5.5.2. an IT system for scheduling appointments of applicants in the concerned Consulate;
  - 5.5.3. the ability to computerise operations related to data capture and scanning of applications and photographs on behalf of the HCI/CGI;
  - 5.5.4. the ability to computerise operations related to the accounting of fee collection;
  - 5.5.5. the ability to computerise operations related to the tracking of passport movement from receipt to delivery;
  - 5.5.6. a security system for the presence of applicants and safe custody of documentation collected, including information held on IT systems;
  - 5.5.7. an effective quality control system;

- 5.5.8. maintain records and statistics in the format required by the HCI;
- 5.6. charge a service fee, equal to the Contract Price, from all individuals who make a visa application. This fee will be collected by the Service provider from applicants at the time of receiving the application and visa fees. 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 HCI or any audit team).
- 5.6.1 The Service provider may secure additional sources of revenue through advertising subject to the agreement of the HCI and subject to the terms and conditions of Tanzanian law if there is no conflict of interest. The decision of the High Commission will be final and binding on the Service Provider;
- 5.7. ensure that turn around time for visa applicants applying for visas will not be more than 30 minutes. Machine generated tickets should be given to visa applicants which will indicate date and time of entry and of exit from the collection centre.;
- 5.8. introduce value-added services for the benefit of visa applicants and offer these services for a charge if there is no conflict of interest. Introduction of these value-added services is subject to the prior written approval of the HCI and subject to the terms of Tanzanian law;
- 5.9. not receive any payments from the HCI for setting up these offices, nor for providing services for visa applicants. The HCI shall entertain no claim for expenses or liability for loss of passports or documents. The Service provider shall indemnify the HCI in the event of any claim made by any applicant and it shall be the Service provider's responsibility to compensate applicants if such losses occur.
- 5.10. the Service Provider will establish and operate a website on behalf of the HCI, which will contain all information relevant and useful to visa applicants. All information posted on the website will be agreed in advance with the HCI;
- 5.11. ensure complete confidentiality of the information provided by visa seekers and will further ensure that it is used for no purpose other than processing of visa. The service provider shall indemnify the HCI in the event of any leakage of such information and a consequential claim made by visa applicant/applicants.

## 6. **SERVICE STANDARDS**

- 6.1. The Service Provider shall ensure a high level of service standard with regard to the facilities and amenities in the VAC, to facilitate efficient processing of applications ensuring that waiting time is minimal and applicant satisfaction is high.
- 6.2. Service standards will be subject to annual review by HCI after the commencement of full operation by the Service Provider and thereafter at the end of every subsequent year.
- 6.3. HCI shall have the right to appoint at any time, a member of its staff of appropriate expertise to review or audit or report to HCI on the due performance by the Service Provider of its functions and duties in terms of this RFP and Service Provider contract and the Service Provider shall render such co-operation as may reasonably be

requested by such staff member in regard to the conduct of such review or audit.

- 6.4. HCI shall be entitled to deploy its own staff member for liaison with the Service Provider and for monitoring the due performance by the Service Provider of its obligations in terms of the contract for the provisions of the services, for such a period of time as HCI in its sole discretion may determine.
- 6.5. **Any breach by the Service Provider of its obligation to maintain the high levels of service standards required by the HCI shall be deemed to be a material breach of the contract with HCI for the provision of the services.**

## 7. **TRANSITION PERIOD PROVISIONS**

- 7.1. HCI will require a transition period of 1 (one) month during which period the visa application process will be dealt with jointly between HCI's existing services and the Service Provider's services on a phase-out basis.

## 8. **GUIDE TO BIDDERS**

- 8.1. It is essential that other criteria such as organization profile, experience, method statement and standards are also met.
- 8.2. The HCI will take all reasonable steps to maintain the confidentiality of any of the Bidders' information, which is clearly marked 'confidential'. However, the HCI is subject to the Right to Information Act 2005 and it may be required to release information supplied in this RFP in accordance with that Act.
- 8.3. The information in this RFP, or otherwise supplied by the HCI or any of its representatives, is to be kept confidential except to the extent already publicly available or authorized by the HCI. 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 HCI will not be liable.
- 8.4. 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 HCI contact person. All material supplied to the HCI in relation to the RFP becomes HCI's property and may not be returned to the Bidder, unless requested in writing beforehand or agreed to by the HCI.
- 8.5. The HCI 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.
- 8.6. This RFP and entire tender process as well as the contract signed with the successful bidder 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 with regard to any dispute or difference of any kind that may arise concerning this RFP or the contract signed with the successful bidder.
- 8.7. In submitting a proposal to the HCI, 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 HCI.

- 8.8. In submitting a proposal to the HCI, the Bidder will be deemed to be fully informed and to have accepted the terms and conditions outlined in this request for proposals.
- 8.9. The cost of preparing and submitting the proposal shall be borne by the Bidder.
- 8.10. The HCI reserves the right, in its sole and absolute discretion –
- 8.10.1. to accept or reject any proposal;
- 8.10.2. to annul the proposal process, at any time, thereby rejecting all proposals, prior to any Contract being awarded;
- 8.11. HCI reserves the right in its sole and absolute discretion, not to consider any bid not suitably presented or comprehensively completed as well as the right to accept a bid in whole or part.

## 9. **RESPONSE TO THE RFP**

### 9.1. Contract Price

- 9.1.1. The HCI will not pay for the services rendered by the Service Provider. The Service Provider will charge fee, per visa application, denominated in Tanzanian currency Tanzanian Shilling.

**The fee per visa application should be quoted inclusive of any local taxes and VAT currently applicable in Tanzania.**

**This fee will be fixed for the first year and will thereafter be reviewed annually to accommodate any changes in the rate of local taxes/VAT or the Government published consumer price inflation index. The final decision in this regard shall rest with the HCI.**

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

### 9.2. Organisation Profile

Bidders are required to provide an organization profile incorporating the following information:

- Full Legal name;
- Complete address, including registered office of company;
- Contact person;
- Telephone, facsimile and email contact details;
- Summary of locations and number of staff in Tanzania, if any;
- Summary of services provided in Tanzania, if any;
- Number of years that the organization has been providing visa outsourcing services;
- Company ownership, structure and location of ultimate Holding Company;
- Company Head office location, and branch office locations;

### 9.3. References

Bidders are required to provide information on work that has been undertaken for similar sized organizations. At least three referees are required. The information must include the following -

- The name, business and location of the organization;
- 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.

Referees must be notified that the HCI or the Ministry of External Affairs, New Delhi may contact them for verification of any reference.

### 9.4. Method Statement

Bidders are required to provide a Method Statement to enable HCI to evaluate the Bidders' understanding of HCI requirements and the quality of the Bidders' proposals for meeting them. The Method Statement should describe clearly how the Bidder will provide each of the main requirements indicated in the RFP. Particular questions to be addressed in the response are to follow the order and headings set out below -

#### 9.4.1 Professional Plan

- Describe organisation's experience in the areas relating to this Proposal.
- Describe capacity for flexibility in service provision e.g. a sudden increase in demand, emergency situations.
- Describe proposals for monitoring and evaluating service usage
- Describe proposals for innovative web-site design and online development
- Describe proposals for managing risks and contingencies

#### 9.4.2. Resource Plan

- 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 organisational chart indicating responsibilities and reporting lines in respect of this proposal.
- Indicate in each case whether the Staff is expected to be drawn from within service providers' organisation or to be newly recruited and where staff will not be employed full time on this Contract.
- Explain plan for the training of Staff to be employed on the Contract.
- Give names and position held of Key Staff who will be responsible for the management of the contract.
- Provide curriculum vitae for each member of Key Staff and such information to confirm that each staff member has been duly screened for security purposes.

- Is there any intention to sub-contract either wholly or in part the provision of the services? If yes, provide details.

#### 9.4.3. Quality Plan

- Give details of how the Service Provider will ensure that a high quality Service is maintained and that any performance targets mentioned in clause 5 of the RFP will be met.
- Describe your proposals for the monitoring and reporting on the quality of the Services delivered including the performance checks you will perform, their frequency and scope, and who will perform them.
- Details of your proposed contract management and supervisory systems.
- Set out your customer liaison arrangements including procedures for dealing with complaints and problems.

#### 9.5. Additional Information

Please give any additional information you think would be useful in support of your proposal, including any additional facilities not included in clause 5 of the RFP that will make the Service more customer-friendly.

#### 9.6 Tax Clearance and Good Standing

All Bidders are advised that it is an express condition of this RFP that all Bidders will be required to submit, as part of their Proposal, undertaking that the Bidder, or in the case of an artificial or juristic person, members or directors as the case may be, are in good standing in respect of any levy, rates, fine, service charge or the like, due to any Tanzanian Authority or Indian authorities or authorities of other country where the Bidder has operations, currently or past.

#### 9.7. Performance Guarantee

- 9.7.1. Within 30 (thirty) days of receipt of the notification by the HCI of acceptance of the Proposal, the successful Bidders shall furnish to the HCI a performance security of the amount of **T.Sh.40,000,000/-(Tanzanian Shillings Forty Million only)**.
- 9.7.2. The proceeds of the performance security shall be payable to the HCI as compensation for any loss resulting from the Service Providers' failure to fulfil its obligations under the contract.
- 9.7.3. The performance security shall be denominated in Tanzanian currency, or in a freely convertible currency acceptable to the HCI and shall be in one of the following forms –
- 9.7.3.1. a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in Tanzania or abroad, acceptable to the HCI, in the form provided in the bidding documents or another form acceptable to the HCI; or
- 9.7.3.2. a cashier's or certified cheque.

- 9.7.4. The performance security will be discharged by the HCI and returned to the Service Provider within 30 (thirty) days after the date of termination of the contract.

10. **SUBMISSION REQUIREMENTS**

The Process to be followed is described below.

10.1 **Tenderers are required to:**

**submit 5 (five) copies of their Proposal (one signed original and 4 (four) copies);**

**The main/outside envelope must be clearly marked “Visa Outsourcing”;  
and**

**The two inner envelopes must each be clearly marked with the name of the Tenderer and the words “technical” and “financial”;**

10.1.1 a CD copy of the Proposal in Microsoft Word format; and

10.1.2 a signed copy of the RFP Form and the contact details of the person nominated by the Tenderer as set out in Annexure B.

10.2 The RFP Form must be signed by an authorised representative of the Tenderer and accompany the original Proposal. This copy is deemed to be the master copy.

10.3 The Proposal should be addressed to :

Head of Chancery,  
High Commission of India,  
82, Kinondoni Street, P.O. Box 2684  
Dar es Salaam, Tanzania

10.4 The Proposal must reach the above by the **1600 hrs of May 31, 2009**. The receipt of the Proposal will be duly acknowledged as and when received.

10.5 Faxed or emailed Proposals will not be accepted.

**The Technical Proposal**

10.6 In order to qualify at the technical stage of the tender, a Tenderer must fulfil all the following requirements:

- 10.6.1 a written undertaking to comply fully and without any reserve with the scope of work included in this RFP; and
- 10.6.2 the Tenderer must have at least 1 year experience in providing similar service on behalf of a diplomatic mission, dealing with at least 75 visa applications per a day on an annual-average basis. The Tenderer must have made use of an electronic data entry system to process the applications received; and
- 10.6.3 the Tenderer must confirm its willingness and ability to provide the Services in accordance with the requirements set out in this RFP and those set out in the Contract and as those determined by the HCI from time to time and in line with good industry practice; and
- 10.6.4 that the Visa Application Centres in Dar es Salaam shall be situated in business premises that are attractive, that have sufficient toilets and amenities, that are easily accessible to members of the public, taking into account the availability of public transport to and from the Visa Application Centre and have sufficient parking.
- 10.6.5 provision of a performance guarantee in the amount of T.Sh.40,000,000 (Tanzanian Shilling Forty Million only) and
- 10.6.6 provide proof of its financial status and ability to finance its operations.

10.7 During the first stage of the tender process, only the Technical Proposals will be opened and examined as per the above criteria and only those Tenderers fulfilling all of the criteria mentioned in clause 5 of the RFP will be selected to proceed to the next stage in relation to the financial tenders.

10.8 Those Proposals that do not comply with the technical requirements will not be processed further.

### **The Financial Proposal**

10.9 The financial Proposals of those Tenderers qualifying on technical evaluation will be opened and the quantum of Tenderer's Fee (which is the fee which the tenderer seeks to charge each visa applicant plus the VAT) shall then be the criterion for selecting the Service Provider.

- 10.10. 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.
- 10.11. The original must be signed by an authorized representative of the Bidder. A certified copy or a resolution or other document of authorisation must be enclosed. This copy is deemed to be the master copy.
- 10.12. The HCI may accept or reject any proposals submitted late for consideration.
- 10.13. The name, title, address, phone and fax numbers and email address of the Bidder in respect of this RFP must be provided to the HCI in the proposal.
- 10.14. The HCI 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.
- 10.15. The Bidder's proposal will constitute an offer to enter into a definitive Service Provider 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 HCI to enter into a contract. **The contract will also include, *inter alia*, provisions for the Service Provider to adhere to all Tanzanian laws applicable to the operation of the outsourcing centre, including on employment of staff, environment, safety, insurance, privacy, payment of local taxes etc. The contract will also include provisions of Force Majeure, termination of contract, consequences of termination and re-tendering after termination of contract restrictions against cession and assignment by the Service Provider and such other provisions as the HCI may in its sole discretion require. Matters regarding dispute resolution between the Service Provider and the HCI will be under the jurisdiction of Indian Courts.**

## 11. **RFP FORM**

The Head of Chancery,  
High Commission of India,  
82, Kinondoni Road,  
Dar es Salaam, Tanzania

Proposal for Visa Support Services for

The Bidders' response is submitted with this RFP Form and the Bidder acknowledges and confirms that –

- (i) it has read, understood and complied with all the conditions as indicated in the RFP document;
- (ii) the proposal remains open for 4 (four) months following the Closing Date of the RFP and may not be withdrawn by the Bidder during this period;
- (iii) it is bound by the specifications, prices, terms and conditions stipulated in the Proposal read with the RFP;

- (iv) the information contained in the Proposal is true and correct;
- (v) the HCI has the right and is authorised by the Bidder to investigate any information contained in the RFP including but not limited to, qualifications, experience and performance of the Bidder and/or its representatives, directors / shareholders and members.

Bidder \_\_\_\_\_

Date \_\_\_\_\_

Signature(s) \_\_\_\_\_

In the capacity of \_\_\_\_\_

Witness(es): \_\_\_\_\_

**Details of contact person at the High Commission:**

Name of contact person: Mr. N. J. Gangte, Counsellor & HOC, High Commission of India

Postal address: P.O. Box 2684, Dar es Salaam

Physical address: 82, Kinondoni Road, Dar es Salaam, Tanzania

Telephone number: 00-255-22-2669047

Fax number: 00-255-22-2669043, 2669050

Email: [hci@hcindiatz.org](mailto:hci@hcindiatz.org), [couns@hcindiatz.org](mailto:couns@hcindiatz.org)

**Details of contact person for the Tenderer:**

Name of contact person: \_\_\_\_\_ (to be inserted)

Postal address: \_\_\_\_\_ (to be inserted)

Physical address: \_\_\_\_\_(to be inserted)

Telephone number: \_\_\_\_\_(to be inserted)

Fax number: \_\_\_\_\_(to be inserted)

Email: \_\_\_\_\_(to be inserted)