

**Consulate General of India
Friedrich-Ebert-Anlage 26,
60325 Frankfurt Am Main (Germany)
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adm.frankfurt@mea.gov.in**

TENDER NO. FRA/CONS/415/01/2021

Last date for submission of BIDS : 10/04/2021 UP TO 1500 HRS (Frankfurt time)

Date of opening BIDS : 10/04/2021 at 1600 hrs (Frankfurt time)

Subject: Tender for designing and booking online appointment for Consular, PCC, OCI, Attestation, Visa, Commercial etc. at at Consulate General of India, Frankfurt.

The Consulate General of India in Frankfurt invites bids from eligible reputed agencies/firms having minimum three years' experience of designing and maintenance of online appointment system in Central Government/State Government office/Institutions offices. B

2. Scope of Works: The scope of work for designing and maintenance of online appointment system for Consulate General of India, Frankfurt includes the following :-

- (I) General instructions are enclosed. The general information should be posted just above the appointment link so that the applicants are able to read the information carefully.
- (ii) The first slot can be booked from 0930 and the last at 1230hrs with 12 minutes gap between the two appointments. The maximum number of appointments at a given day cannot be more than 15. The slots should be utilized in the following manner:
- (iii) There cannot be more than 07 appointments for Passport and Police Clearance Certificate (PCC) at a given day.
- (iv) For Birth Registration, there cannot be more than one appointment on a given day.
- (v) For OCI, there cannot be more than three appointments on a given day.
- (vi) For attestation and Miscellaneous Services, there cannot be more than 4 appointments at a given day.
- (vii) Applicant cannot book the new appointment without cancelling or availing the already booked appointment.
- (viii) Appointment can be booked three months in advance and upto 1200hrs on the day before the appointment.

(ix) Applicant can cancel the appointment two days before the date of appointment. At the time of cancellation, there should be a pop-up warning (Are you sure you want to cancel the appointment).

(x) Applicant should get notification on his/her email id immediately after booking or cancelling the appointment.

(xi) List of appointments booked for the following day should be generated in PDF and sent by 1600hrs on previous day by email on e-mail ids: cons.frankfurt@mea.gov.in, passport.frankfurt@mea.gov.in, oci.frankfurt@mea.gov.in, visa.frankfurt@mea.gov.in, passportsection@cgifrankfurt.de and cgooffice.frankfurt@mea.gov.in

(xii) There should be Admn user id and password to check the status of the appointments for all days. Consulate should be able to take print-out of the appointment in PDF and excel sheet. Consulate should also be able to generate a PDF file of particular period as an overview of the total number of appointments given for different services.

A template for online application for the appointment system is enclosed. However, the firm/company is welcome to suggest a better template.

3. Submission of Bids: Prospective bidders are requested to submit their bids in **two parts** i.e. (i) Technical Bid and (ii) Financial Bid. The last date for submission of duly completed bids is **10th April, 2021 (1700 hrs)** and should be sent by e-mail to hoc.frankfurt@mea.gov.in in **.pdf** format.

A. Technical Bid: The following documents should be attached with technical bid (*Annexure-I*):

- (i) Registration, PAN & GST/VAT Certificate.
- (ii) The firm/agency should be registered and should have existence of at least 3 years.
- (iii) The firm/agency should have the experience of working with Central or State Government / Indian Missions & Posts abroad/ Public Sector Undertaking and Autonomous bodies for 3 years in hotline services. Copies of the experience certificates/word orders should be self-attested and submitted.
- (iv) A certificate to be submitted from the firm that the firm has not been debarred for award of contract during past 3 years.
- (v) Certified copy of Income tax returns for last 3 years (2017-18, 2018-19 and 2019-20).
- (vi) Certified copy of last three years' balance sheet showing minimum average annual turnover of Rs. 25 lakhs (2017-18, 2018-19 and 2019-20).
- (vii) Name, address, contact no., designation/capacity of the authorized person assigned on behalf of the firm/agency to represent and sign.

B. Financial Offer: The financial bid (*Annexure-II*) should be sent as a separate .pdf file as "**password-protected**" and along with the technical specifications. Those received in any other format and also without having been protected with password, will not be considered and the quotation will be rejected. The password will have to be shared by the bidders exactly on the date and time specified for opening of the bids received by the last date. In the event of unforeseen conditions, the opening may be deferred and new date and time will be accordingly intimated to those who applied by the last date. All the prospective service providers should

invariably share the contact details of the person to coordinate in this process.

4. Late Applications: Any bid received after the last date and time specified for submission for the same, shall not be accepted under any circumstances. Bids received after the last date and time shall be summarily rejected and no correspondence in this regard will be entertained.

5. Clarification and Amendment: In case any prospective bidder requires any clarification with regard to the terms and conditions, a written clarification may be sought by email addressed to hoc.frankfurt@mea.gov.in. At any time prior to the deadline for submission of bids, the Embassy may, for any reasons, whether on its own initiative or suitability of its own requirement or in response to a clarification requested by a prospective bidder, modify the terms and conditions by making necessary amendment(s). The amendment(s) will be notified on CPP Portal and Post's website and will be binding on them. The deadline for submission of bids may also be extended at the sole discretion of the Consulate.

6. Undertaking: The bid must be signed by the authorized person and seal affixed on every page of this his notice and thereafter complete signed document must be submitted. An undertaking should be submitted along with the bid indicating that "I/We accept the above terms and conditions. I/We undertake that I/we have carefully studied all the terms and conditions and understand the parameters of the proposed work of the Consulate General of India and shall abide by them. I/we further undertake that the information given are true and correct in all respect and I/we hold the responsibility for the same."

7. Bid Security Declaration: Prospective bidders are required to submit a signed Bid Securing Declaration along with their bids to the effect and stating that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the tender document, they will be suspended for the period of one year from being eligible to submit Bids/Proposals with the Consulate General of India, Frankfurt.

8. Evaluation Criteria: A duly constituted Tender Evaluation Committee will evaluate all the bids received in accordance with the stipulated terms and conditions. List of all the agencies fulfilling the technical requirements will be prepared. The financial bids of only those firms who are found technical qualified on all technical parameters will be opened on the day and time specified. The Committee may seek clarification/additional information from the firm/agency in case it is so required to evaluate the bids and help in decision-making for the purpose of selection of successful service provider. Incomplete and conditional bids will not be accepted and summarily rejected.

9. Other Terms and Conditions:

- i. The selected firm/agency shall not utilize or publicize or disclose or part with any statistic, data or information collected with contract, failing which contract awarded may be cancelled and action as deemed fit may be taken.
- ii. The rates shall remain fixed & valid for a period of contract from the date of acceptance of contract on successful award of the same.
- iii. No terms and conditions other than as stipulated above will be entertained. Bids without acceptance of the terms and conditions stipulated above are liable to be rejected.

- iv. The selected firm/agency shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labour Acts. The Consulate shall not be liable for any financial burden/ liability due to negligence by the contractor or his failure to comply with labour laws or any other Statutory Acts/Rules as per notifications issued from the government of India/Local Government from time to time.
- v. The Consulate reserves the right to accept or reject any or all the bids without assigning any reason thereof. The decision of the Consulate will be final. Bids submitted in the format other than specified and not containing requisite prescribed documents may be rejected.
- vi. All disputes relating to this process shall be referred to sole arbitrator to be appointed by the Consulate, whose decision will be binding on both the parties.
- vii. The service contract is for one year initially and may be extended for further period based on work performance of the firm succeeded in getting contract at the same cost and same terms & conditions.
- viii. The successful firm/agency will depute one authorized developer to resolve the issues, if any, at any time as per the requirement of the Consulate. Contact details of the person identified will be shared immediately on signing and acceptance of the contract.
- ix. All disputes arising out of this tender shall be subjected to jurisdiction of Courts at New Delhi/Frankfurt.
- x. Payment would be made on monthly basis.

10. Period of Contract: The period of contract will be initially for one year and would be extendable on year to year basis, on the same terms and conditions and rates, subject to satisfactory performance of services and mutual agreement and the sole discretion of the Consulate.

11. Performance Security: The successful bidder will have to furnish the performance security equivalent to 3% of the contract amount at the time of entering into contract with Consulate. In case the successful bidder fails to accept and undertake the contract and does not deliver services according to the terms and conditions of the tender, the performance security will be forfeited.

12. Payment and Period of the Contract: The contract will be awarded to the successful bidder initially for a period of one year. This may be extended on a yearly basis on the same rates and terms and conditions with mutual agreement. No advance payment will be made. Payment on monthly basis will be released on submission of invoice for the same at the end of the respective month.



**Consulate General of India
Frankfurt**

Application Form for Online Appointment			
1	Select Service <i>(from drop down menu)</i> → Passport & PCC → New Birth Registration → OCI → Attestation & Misc. Services.	2	Appointment date <i>(from drop-down calendar)</i>
3	Applicant's Passport Number <i>(parent's passport in case of minor)</i>	4	Applicant's German ID number
5	Applicant's Name	6	Applicant's Date of Birth <i>(from the drop-down calendar)</i>
7	Federal State in which applicant is resident <i>(from drop down menu)</i> → Hessen → North-Rhine Westphalia → Rhineland Palatinate → Saarland	8	Applicant's e-mail id
9.	Mobile number	10	Capcha (In number)
Reset			
Book an appointment			

General Instructions for Booking Online Appointment

All applications for Passport, Police Clearance Certificate (PCC), OCI, Attestation and Misc. Consular Services will be entertained with prior appointment only.

Service to the Applicant will be given according to the Selection of Service selected by the applicant from the drop-down menu at the time of booking the appointment. Consulate will not entertain request for granting service other than the one selected by the applicant.

Only one applicant will be entertained against one appointment. Therefore, a separate appointment will be required for each applicant even if the other applicant(s) belongs to the same family.

Appointments can be booked maximum three months in advance. A second appointment by an applicant can be booked only after availing/cancelling the already booked appointment. Cancellation of appointment is possible until two days prior to the date of appointment.

Consulate will not entertain any request with regard to late arrival by the applicant. In such a case, applicant will have to book a fresh appointment. Any misuse of appointment system, false claim or pretext of emergency etc. may render the applicant liable for denial of services subsequently.

Time for submission of applications is between 0930 to 1230hrs from Monday to Friday.

For collection of documents, prior appointment is not required. Applicant must ensure that he/she carries receipt given at the time of submission of application. The time for collection of documents is between 1530hrs to 1630hrs on all working days. Collection of more than one document belonging to the same applicant is permissible.

In case of emergency, a supporting document must be produced such as certificate from doctor etc.

Technical Bid Proforma

Name of the Agency and address		
Website address		
Phone Numbers		
Fax Numbers		
E-mail		
Contact Person:		
Name		
Mobile No		
Fax No.		
E-mail		
Annual Turnover : <i>(Please enclose copies of Income Tax Returns/Audited Accounts in support of your claim)</i>		
	Financial Year	Turnover (In Rupees)
2017-2018		
2018-2018		
2019-2020		
Registration Particulars <i>(Please give details of registration wherever available/applicable, if any, with self-attested copy of original registration)</i>		
PAN No.		
GST Registration No.		
Registration with Central/State Government agencies		
The ISO 9001-2015 certificate		
The ISO certified CMMI Level-3/5 company		

Annexure-II

Financial Bid Proforma

S.No.	Description of Work	Annual Cost (in Rupees/Euro)
1.	Designing and booking online appointment system in Consulate General of India, Frankfurt	
2.	Taxes/VAT (if any)	
3.	Grand Total	

[Note: No other cost/ amount would be paid over and above the aforesaid proposal amount. Payment will be released on quarterly basis based on satisfactory performance.]