

**Consulate General of India**  
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**Subject: Tender for setting-up 24x7 hotline services with related equipment at Consulate General of India, Frankfurt.**

Consulate General of India in Frankfurt seeks to contract services of a firm/agency having minimum three years' experience of providing hotline services in Central Government/State Government office/Institutions offices. Bids are accordingly invited from the eligible reputed agencies.

**2. Scope of Work:** The scope of work broadly includes the following :-

- (i). There is a requirement for installation of a facility for calls to be received and directed to different options depending on the nature of call.
- (ii). On selection of an option, the caller should receive a pre-recorded message that his/her voice is being recorded and it will be forwarded to the concerned section for further action.
- (iii). These recordings should be available to the Consulate on a real-time basis. Any Consulate staff wanting to access these recordings should be able to hear them as and when desired.
- (iv). The telephone service company should also, on a daily basis, send an email to the Consulate including all the recording of voice messages for the said day.
- (v). The company bid should include the cost of all the necessary infrastructure, equipment and details on the services being provided including one-time expense and recurring monthly charges. For more details on scope of work, please refer to step-by-step Flowchart *attached*.

**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 **16<sup>th</sup> April, 2021 (1700 hrs)** and should be sent by e-mail to **[hoc.frankfurt@mea.gov.in](mailto: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](mailto: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 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**

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**FLOWCHART FOR UTILIZATION OF HOTLINE SERVICE  
AT THE CONSULATE**

1. A central number is created and circulated as the hotline number. When a call is received at the hotline number, a pre-recorded message plays which gives the following options (which will be recorded in English, Hindi and German language) –

i- For emergency services including theft of passport, medical emergency or death cases, please press 1.

ii- For consular services including passport, visa, OCI, attestation and birth and death certificate, please press 2.

iii- For personal matters including domestic violence cases and marital disputes and to access women helpline, press 3.

iv- For any other general query, please press 4.

2. Once the caller has selected any of these options, the following subsequent actions takes place –

**i. In case a caller selections option No. 1.** the call is directed to another emergency number of the Consulate which is answered by the Consulate's staff.

**ii. If a caller selects option No. 2, a pre-recorded message plays which broadly mentions the following –**

“For any Consular services, please visit CGI Frankfurt's website – <https://cgifrankfurt.gov.in/>. For queries on application's process which have already been initiated, please send an email to [cons.frankfurt@mea.gov.in](mailto:cons.frankfurt@mea.gov.in). For any other consular query, please record your query after you hear a beep. Someone from the Consulate will call you back to answer your query at the earliest possible opportunity (*beep sound plays after which the message is recorded*).

**iii. In case the caller selects option No. 3, the following recorded message plays –**

“Please send an email with complete details of the marital dispute including passport details,

phone numbers and address in Germany of you and your spouse on email to [cons.frankfurt@mea.gov.in](mailto:cons.frankfurt@mea.gov.in). Please include all possible details in the email. For any urgent necessity, please call local German Police on the helpline No. 112. If you have sent the email already and need to speak with Consulate Staff, please record your message after the beep” (*beep sound plays after which the message is recorded*).

**iv. In case the caller selects option No. 4, the following recorded message plays –**

Please record message after the beep. The Consulate staff will call you at the earliest possible opportunity. (*beep sound plays after which the message is recorded*)

The caller may be asked to leave his/her contact number or email on which the Consulate may contact them later. Sometimes they may call from general number and it may be difficult for the Consulate to contact him/her later.

3. The telephone company records these messages in 4 separate folders as per options 1, 2, 3 & 4. These recorded messages under each of these categories are to be available for downloading to Consulate staff on real-time bases as and when they may want to hear the messages.

4. The telephone company at the end of the day (preferably 1700 hrs everyday including on weekends) emails the recorded messages in 4 different folders as per options selected to a pre-designated Consulate’s email ID.

5. Final modalities of how many options might be offered to the caller and the nature of recorded messages can be changed as and when the hotline system is put in place.

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**Annexure-I**

**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		
<b>Annual Turnover :</b> <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		
<b>Registration Particulars</b> <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.	Setting up hotline services at Consulate General of India as per scope of work mentioned in Para 2 of tender document	
2.	Taxes/VAT (if any)	
3.	Grand Total	
<i>[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.]</i>		