

Annexure-D

Mandatory Criteria

Note for Mission: **Mission may kindly specify the Mandatory requirements under Section III, S.Nos. 1 to 6 and 10**

Bidding companies should give their responses under each item without fail. Any incomplete details will lead to rejection of the bid.

S.No.	Parameters
I	Experience
1.	Three years of experience in the field of outsourcing for CPV services or Government of India (GOI) e-governance projects or ten years in the travel/related industry (certificate to be provided) <u>(Response of the Bidding Company to be filled here)</u>
2	Capacity to handle two hundred applications per day on a three year average on any existing/ previous project. (Certificate to be provided) <u>Response of the Bidding Company</u>

II	FINANCIAL STRENGTH OF THE COMPANY
1	<p>Bidding Company should have a minimum net worth equivalent of US\$ 2.5 million or a turnover of US\$ 2.5 million per annum based on the last three years' average- Certificate from an authorised external Auditing Agency.</p> <p><u>Response of the Bidding Company</u></p>
2	<p>Capacity to provide financial guarantees as per RFP. -Certificate from an authorized external Auditing Agency -multiple Bank Guarantees of different amounts to be specified by Mission for encashment against non-payment of penalties.</p> <p><u>Response of the Bidding Company</u></p>

3	<p>Capacity to provide Insurance for services and obligations The insurance should cover the properties of IVACs and services rendered by the Service Provider and the obligations including legal obligations arising out of them and should survive expiry or termination of Contract in regard to legal issues.</p> <p><u>Response of the Bidding Company</u></p>
III	Scope of the work and deliverables required
1	<p>Location of the service centre in a reputed area with convenient accessibility and proximity to the Mission (maximum distance to be specified by Mission) - The location of the Centres must be permissible under local zoning laws.</p> <ol style="list-style-type: none"> 1.Tehran- 4 Kms 2.Esfahan – conveniently accessible place 3. Mashhad – conveniently accessible place 4. Shiraz - conveniently accessible place 5. Tabriz – conveniently accessible place <p><u>Response of the Bidding Company</u></p>

2.	<p>Number of Centres (to be specified by Mission)</p> <ol style="list-style-type: none">1. Tehran - 12. Esfahan - 13. Mashhad - 14. Shiraz - 15. Tabriz - 1 <p><u>Response of the Bidding Company</u></p>
3	<p>Size of the centre (area and layout), to be specified for the respective Centres</p> <ol style="list-style-type: none">1. Tehran – 2000 Sq ft.2. Esfahan – 400 Sq ft.3. Mashhad – 400 Sq ft.4. Shiraz - 400 Sq ft.5. Tabriz – 400 Sq ft. <p><u>Response of the Bidding Company</u></p>

4	<p>Number of staff specifying nature of work to be handled (to be specified for the respective Centres</p> <ol style="list-style-type: none">1. Tehran - 122. Esfahan - 23. Mashhad - 24. Shiraz - 25. Tabriz - 2 <p><u>Response of the Bidding Company</u></p>
5	<p>Number of counters specifying the work to be handled (to be specified for the respective Centres)</p> <ol style="list-style-type: none">1. Tehran - 62. Esfahan - 13. Mashhad - 14. Shiraz - 15. Tabriz - 1

Response of the Bidding Company

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Submission hours (acceptance of applications at the Counters of IVAC should be 33 hrs per week(5 working days), with 45 hrs of back-office working time.

(working hrs/submission hrs to be specified by Mission time which should be applicable to all the Centres).

City	Working hours(per week)	Submission hrs (per week)	No. of working days (per week)
Tehran			
Esfahan			
Mashhad			
Shiraz			
Tabriz			

Response of the Bidding Company

7	<p>Total turnaround time should not be more than 60 minutes from arrival to submission of application. - Delays in providing service will lead to imposition of penalties.</p> <p><u>Response of the Bidding Company</u></p>
8	<p>Bar-coded receipt and electronic data entry system - Detailed explanation should be given in the Bid. If needed a presentation is to be given in the Mission and Ministry</p> <p><u>Response of the Bidding Company</u></p>

9	<p>ISO *certification - The following ISO certification should be provided : ISO- 9001-2008 (QMS-Quality Management System) ISO-27001-2013(ISMS- Information Security Management System) (to be submitted along with the Technical Bid) ISO 23026-2015(Website Quality certification) (to be submitted before three months from the date of award of Contract) -Certification must be as per the latest version wherever applicable.</p> <p><u>Response of the Bidding Company</u></p>						
10	<p>Security and vigilance system in the centre- (to be specified by Mission for each centre)</p>						
	S.No	Details	Tehran	Esfahan	Mashhad	Shiraz	Tabriz
1		No. of security staff					
2		No. Of metal detectors					
3		No. of CCTV cameras with computer/ recording facility					

	<p><u>Response of the Bidding Company</u></p>
11	<p>Storage and security of documents in the centre (strong room, cabinets and key system, details of staff responsible for the same) Detailed explanation should be given. If needed a presentation is to be given in the Mission or Ministry.</p> <p><u>Response of the Bidding Company</u></p>
12	<p>Security of movement of documents between the centre and Mission (nature of vehicles used and containers and key system) Dedicated cars/vans Containers with lock for carrying documents Security staff for transportation of documents. (The keys of the containers should be available only in the IVACs and Mission. Transportation of documents by public transport is prohibited If needed a presentation is to be given in the Mission/Post)</p> <p><u>Response of the Bidding Company</u></p>

13	<p>Electronic display of the progress of the applications in the centre. Detailed explanation should be given. If needed a presentation is to be given in the Mission and Ministry.</p> <p><u>Response of the Bidding Company</u></p>
14	<p>Data security and secure transfer of data including possession of appropriate certification and full compliance with local legal regulations. Detailed explanation should be given. If needed a presentation is to be given in the Mission.</p> <p><u>Response of the Bidding Company</u></p>

15	<p>Wherever online application is not used, creation of meta data file along with sub-files for enclosed documents. Detailed explanation should be given. If needed a presentation is to be given in the Mission.</p> <p><u>Response of the Bidding Company</u></p>
16	<p>Hardware for capture of ten finger biometrics and facial biometrics Detailed explanation should be given. If needed a presentation is to be given in the Mission.</p> <p><u>Response of the Bidding Company</u></p>

17	<p>Efficient and secured system for storage and transfer of biometric data, in full compliance with local regulations. Detailed explanation should be given. If needed a presentation is to be given in the Mission.</p> <p><u>Response of the Bidding Company</u></p>
18	<p>Five stage Online tracking system, as specified, of the status of applications in the website. The data on the website must be uploaded on real time basis. Detailed explanation should be given. If needed a presentation is to be given in the Mission i)Acceptance of application at the IVAC, ii) dispatch of passport and documents to Mission iii) processing at Mission iv) receipt of documents from Mission v) ready for delivery/dispatch of documents with details</p> <p><u>Response of the Bidding Company</u></p>

IV	Facilities
1	<p>Computerisation of operations related to data capture and scanning of applications, photographs and enclosures including digitization and indexation for efficient and fast search and retrieval operations. Detailed explanation should be given. If needed a presentation is to be given in the Mission.</p> <p><u>Response of the Bidding Company</u></p>
2	<p>Computerisation of operations related to accounts matters. The software system (CONSPROM) prepared by NIC should be introduced immediately when provided.</p> <p><u>Response of the Bidding Company</u></p>
3	<p>Security system to control access of applicants, safe custody of documents and security of information held on the service provider's IT system, in full compliance with local legal requirements</p> <p><u>Response of the Bidding Company</u></p>

4	<p>Maintenance of logs/records and statistics as specified by Mission</p> <p><u>Response of the Bidding Company</u></p>
5	<p>Machine generated tickets of the applicants indicating date and time of entry (token issue time) and exit (receipt generation time). Detailed explanation should be given. If needed a presentation is to be given in the Mission.</p> <p><u>Response of the Bidding Company</u></p>

6	<p>Maintenance of confidentiality of the information and prevention of leakage of information from the centre, in compliance with local laws. Detailed explanation should be given. If needed a presentation is to be given in the Mission.</p> <p><u>Response of the Bidding Company</u></p>

Signature:

Name & Designation:

(with seal of the bidding Company)

(to be signed by CEO or equivalent Authority)
