

# **Invitation to tender**

## **Outsourcing of tasks related to the receipt of applications for visa**

### **General Information**

The Ministry of the Republic of Hungary (hereinafter: MFA) considers as its main goal to reach the highest standards while completing its tasks. With regard to this, our ambition is to provide favourable conditions for the visa applicants during the visa application process. In accordance with the EC Regulations 810/2009 of the European Parliament and of the Council of 13 July 2009 establishing a Community Code on Visas Article 43 and Article 44, and with the decision of the MFA taken by number KÜM/4972/2011/Adm, the Ministry hereby invites a selection of suppliers to take part in a competition not involving negotiation for a contract to provide consultancy services in connection with outsourcing of tasks related to the receipt of applications for visas and other preliminary tasks in New Delhi (India).

### **1. Object of the tender**

The MFA is inviting tenders for the provision of services related to the receipt and control of applications for Schengen visas.

At the Embassy of the Republic of Hungary in New Delhi (India) there were 2399 visa applications processed in the year 2010. Due to outsourcing, unforeseeable number of visa applicants will be able to submit their application at the office of the chosen external service provider in New Delhi.

### **2. Description of needs**

In the context of the present call for tender it is important that the external service provider must be able to assume responsibility for all preliminary tasks which includes all tasks prior to the actual processing of the applications, such as checking/screening applications and making sure that the required documentation has been submitted, providing information to applicants about Hungarian regulations and procedures, answering telephone inquiries from applicants, handling application fees, managing appointments for interviews, delivering applications on a general basis to the Hungarian Embassy and returning the passports to the applicants after the application has been processed.

While outsourcing the visa process the organisation of the tasks - listed below - will be realized in different measures. In the first phase, after signing the contract, there will not be electronic connection between the external service provider and the foreign mission. The receipt of the applications, the transfer of the documents to the consulate will be delivered manually. The documents will be processed at the consulate.

By a future point of time, the chosen external service provider should provide the necessary conditions for the preliminary process of the visa application data and for the transfer of the data to the consulate responsible for the visa process in an electronic form according to the instructions of the MFA.

It is also of high importance that the external service provider can offer a high level of data security in accordance with the national legislation. The external service provider shall make all the necessary arrangements in terms of offices, staff and organization, so that applicants may submit their applications without undue delay. The external service provider must also ensure that the requirements stated in the EC Regulations 810/2009 of the European Parliament and of the Council of 13 July 2009 establishing a Community Code on Visas, article 43, article 44 and Annex X, are to be complied with.

The services in scope for outsourcing comprise the following tasks:

- receipt and screening of applications to ensure that they are duly completed, signed and contain all the required supporting documentation;
- provide general information about the Hungarian visa and immigration regulations and procedures on a designated website;
- collection and transfer of application fees;
- establish and operate an appointment scheduling system for interviews at the Embassy in New Delhi;
- answer general telephone inquiries concerning rules and regulations as well as application status;
- frequent delivery of applications, passports and supporting documentation to and from the Embassy in a secure manner;
- handing out of passports and supporting documentation to the applicants when they are returned from the Embassy;
- training of staff to receive and screen applications as well as provide applicants with updated information about the Hungarian regulations and procedures;

#### Receipt of applications

The task of the external service provider is to check that all required fields of the visa application forms are filled in and that the application has been signed by the applicant. It should be also checked that the required supporting documentation is delivered together with the application forms and passport photos which meet specific requirements. The application forms are available on the Embassy's website, and the website of the external service provider shall contain a link to these forms. All forms and checklists should be made available for the applicants at the Visa Application Centre. In case an application appears incomplete as per the checklist, the applicant should be made aware about the lack of sufficient documentation. The external service provider shall further ensure that applications are received in a strictly neutral manner, so that the staff does not in any way influence applicants by providing any assurances on behalf of the Visa Section at the Hungarian Embassy.

#### Payment of fees

Applicants are required to pay a fee for submitting applications for Schengen visas. The external service provider shall collect the administration fee of 60 Euros. In addition to the administration fee, the external service provider may charge a service fee as per contract, though not exceeding 30 Euros or the equivalent in local currency per applicant and application. The external service provider shall set the fees for the services it offers to visa applicants after receiving prior approval from the MFA. Any changes in service fees by the external service provider shall be made with the prior approval of the MFA in accordance with local regulations. The external service provider

shall give the applicant a receipt stating the amount collected. The receipt shall clearly distinguish between the administrative fee and the service fees. Applicants who submit their applications at the Visa Application Centre, and who fall under the categories of persons who are exempt from paying the administration fee of 60 Euro, are only required to pay the service fee. The Hungarian Embassy shall receive a copy of the receipts and/or a weekly report of the administrative and service fees collected by the external service provider. The external service provider may offer additional services like photocopying, passport photographs, courier service for delivery of passports. Accordingly, for these additional services extra fee can be charged. All services offered and extra fees have to be approved by the MFA. The external service provider shall clearly inform applicants that additional services are optional and not required or operated by the Hungarian Embassy.

#### Security and service level

The premises of the external service provider shall be protected against criminal and terrorist acts by means of metal detectors, code locks on doors and similar measures. It is important, however, that these security measures respect cultural and religious traditions, for example in connection with body search.

The external service provider shall be able to offer a high level of data security (**minimum requirement**). Application data is confidential and must be protected against fraud and data corruption.

The external service provider shall be able to offer a high level of physical security (**minimum requirement**). Passports and supporting documentation must be kept in safes overnight and transfer of passports and documentation to and from the Embassy must take place in guarded vehicles. Surveillance cameras in the offices and the service area should be used as far as possible and with regard to the relevant legislation of the Republic of India. The external service provider must present the measures taken to protect material (such as IT-equipment, documents and passports) against risks of major disasters (fires, water damage, and destruction of material). Physical security and data security requirements are **minimum requirements**. If a tenderer fails to comply with these requirements his bid will not be considered.

#### Service level

The external service provider shall provide information on Hungarian legislation and procedures concerning visas on their website or, if no such homepage exists, create a website for this information to be posted. The information on Hungarian legislation and procedures is available on the Hungarian Embassy's website, and the website of the external service provider shall contain a link to the homepage of the Hungarian Embassy in order to ensure that applicants will, at any time, have access to updated information. The information to be published will be provided by the Hungarian Embassy in New Delhi. The information on legislation and procedures shall also be posted on the walls at the Visa Application Centre or available through freely accessible information stands. In addition, the external service provider shall operate a call centre offering the same general information on legislation and procedures and on the status of the applications.

Preferably, the website of the external service provider shall carry information on the status of individual applications as far as this information is available to the external service provider. Status information might be given as

- Application received
- Application transferred to mission
- Answer received from mission
- Passport (and returned documentation) sent by courier (if this service is part of the offer to the applicants)

Applicants can be entitled to have access to this information using a password issued by the external service provider when the application is delivered. The staff of the external service provider must be service-minded and receptive to the national, cultural and religious traditions of the country in which they are operating.

#### Payments and financial control

The external service provider will receive no payments from the Hungarian Embassy but will be entitled to collect a fee from each applicant as per contract. The external service provider shall set up a list of service fees in accordance with different levels of service, and in agreement with the MFA.

#### Transfer of fees

Application fees must be transferred to the Embassy's account. The Hungarian Embassy will decide upon a transfer frequency with the signing of the contract.

#### Financial control

The external service provider shall demonstrate that they are subject to regular audits in accordance with the legislation of Republic of India. Furthermore, the operation of the external service provider shall be subject to internal financial control.

#### Performance control and security checks

The Hungarian Embassy will be responsible for checking the performance and security of the services of the providers. The checks will be made by means of status meetings and inspections. Inspections may be unannounced and involve fictitious customers appearing as applicants at the Visa Application Centre.

### **3. Deadlines**

The MFA has set up the following time frames for the procurement process:

<b>Activity</b>	<b>Date</b>
Deadline for receipt of tenders	11.05.2011. 16:30 (Budapest)
Period for evaluation of tenders	11.05.2011 – 14.06.2011
<b>Contract signing</b>	before 30.06.2011

**The right is reserved to make changes in the process.**

#### **4. Qualification requirements**

##### Performance capability and relevant experience for meeting the requirements of the contract

The external service provider shall submit a detailed presentation of the service provider's composition/structure and a description of the external service provider's relevant experience and competence. A statement of tools, technical equipment, IT-systems and support available to the external service provider for carrying out the contract.

##### Economic ability

A credit report from a credit analysis company showing the tenderer's financial economic situation must be submitted with the tender. The credit report should show the external service provider's credit score along with an analysis of the score. The credit report should not be older than six months on the last date for tenders, whereupon the date on the report must be clearly marked.

##### Legally established enterprise

The external service provider must enclose a certificate of registration or a register printout.

#### **5. General requirements**

The external service provider must confirm that the following criteria will be met:

- The premises of the Visa Application Centre should be in appropriate, secure offices with access and facilities for disabled people.
- Choose its staff according to skill and integrity criteria. The external service provider shall also ensure that the staff is appropriately trained so that they receive applicants courteously, that they do not discriminate against persons on the grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation, and that they respect the rules of confidentiality which shall also apply once members of staff have left their job.
- Take all necessary measures to achieve direct monitoring and effective management of its staff, especially by adopting and implementing work regulations, where necessary in a service contract drawn up by the external service provider.
- Install and ensure the maintenance of a surveillance system in the offices where visa application will be received. The external service provider shall be responsible for its possible connection with the Hungarian Embassy.
- Computer equipment used by the external service provider must ensure optimal security for all collected data.
- The offices of the external service provider must be equipped with emergency an electrical power supply and two separate computer connections or a maintenance contract ensuring the reestablishment of normal working conditions in less than an hour.
- Preferably use of a computerized system for setting appointments and tracking visa applications as to be able to determine at any time where an application is in the decision process and inform the visa applicant of such. Data used for this tracking shall not include any biometric items. Such data shall be deleted after the passport has been returned to its holder, the visa having been granted or refused, or where necessary, the day after the appointment in the event the visa applicant fails to attend an appointment.

## 6. Award criteria

The tenders will be ranked on the basis of an overall assessment of compliance with the award criteria in order to determine which tender is the most economically advantageous. A scoring scale of 1-100 is used.

Tender replies should be drawn up in accordance with the table below:

<b>Award criteria</b>	<b>Weight in % (total sum is 100%)</b>
<b>The area, location, conditions of the proposed Visa Application Centre</b> The premises should be modern, secure, and inviting with access and facilities for disabled people. A precise description of the procedures envisaged. A document summarizing the proposed provisions for the protection of personal data. Particular attention should be given on measures taken to ensure the confidentiality of information of application data. A description how the applicants can obtain information and make appointments.	40
<b>Previous experiences, references</b> Detailed description of the previous experiences, references of the external service provider. Processed Schengen visas in 2010, listed Schengen countries with which the external service provider already cooperates.	30
<b>Price of the service</b> The external service provider is to specify the fees they will charge per application at the Visa Application Centre, herein the standard service fees. The fee amount should be quoted in Euros.	20
<b>A timetable for opening the Visa Application Centre</b>	10

## 7. Tender structure

Tenders must be written in English. They must be structured as shown below, divided into the chapters shown and in the sequence stated:

### **Tender letter**

- Reference number
- Firm's legal name
- Address, enterprise registration number
- Contact person with postal address, e-mail address and telephone number
- Confirmation of tender validity period
- Confirmation of compliance with the general requirements in point 5

### **Documentation of fulfilled qualification requirements**

- Detailed presentation of the external service provider's composition/structure, relevant experience and competence
- A list of countries for whose Ministries of Foreign Affairs and/or Embassies are currently utilizing the services of the external service provider
- Copy of Certificate of registration
- Declaration of no outstanding public dues
- Draft external service provider contract
- Statement according to which the applicant accept the result of the tender and renounce the right of contest in administrative or judicial way

## **8. Submission of tenders**

**Deadline: 11 May 2011, 16:30 (Budapest time)**

Complete tenders must be delivered by post in a closed envelope to the following address:

<i>Magyar Köztársaság Külügyminisztériuma</i>	<i>Ministry of Foreign Affairs of the Republic of Hungary</i>
<i>Konzuli Főosztály</i>	<i>Consular Department</i>
<i>Dr. F. Tóth Gábor, főosztályvezető</i>	<i>Dr. Gabor F. TOTH, Head of Department</i>
<i>Budapest</i>	<i>Nagy Imre ter 4.</i>
<i>Nagy Imre tér 4.</i>	<i>1027 Budapest</i>
<i>1027</i>	<i>Hungary</i>

## **9. Treatment of the tenders**

The MFA will make the decision until 31 May 2011. Afterward the applicants will be informed about the results and the negotiations will be opened immediately with the chosen applicant/applicants about the signature of the contract and the starting date of the service.

The MFA reserves the right to declare the application as invalid if the above mentioned requirements are not fulfilled. Furthermore the MFA reserves the right to declare the whole tender as invalid.

## **10. Contact**

All questions related to the visa application process, the number of visa applications, the seasonal changes of the visa application process can be asked at the Hungarian Embassy in New Delhi directly.

Any queries relating to this invitation to tender may be addressed to the contact person: Mr. Bela BATHORI (e-mail: [BBathori@kum.hu](mailto:BBathori@kum.hu), tel.: +36-1-458-1935)

Budapest, 27 April 2011