

CALL FOR TENDER

SELECTION PROCEDURE OF AN EXTERNAL SERVICE PROVIDER TO SUPPORT THE ITALIAN CONSULAR/DIPLOMATIC MISSION IN THE PROCESSING OF VISA APPLICATION

For the purposes of this procedure, the following definitions are adopted.

"VISA" means individual entry visa to Italy, type C, and D (or other types of visas).

"OFFICE" means the Consular Office or the consular section of the Embassy or Consulate responsible for issuing the visa.

"OUTSOURCER" means the company identified through the selection procedure that will be part of the contract.

"MINISTRY" means the Ministry of Foreign Affairs of the Republic of Italy.

"USER" means the VISA applicant using the services provided by the Outsourcer.

SECTION I: CONTRACTING AUTHORITY

I.1) OFFICIAL NAME AND ADDRESS OF THE CONTRACTING AUTHORITY

Embassy of Italy in Jakarta
Jl. Diponegoro no. 45 – Menteng, Jakarta 10310, Indonesia
Email: ambasciata.jakarta@esteri.it
FAX : +62-21-31937422
Website : <http://www.ambjakarta.esteri.it>
Official responsible for the procedure : Federico Novellino

I.2) TYPE OF CONTRACTING AUTHORITY

Administration of the Republic of Italy

SECTION II: OBJECT OF THE CONTRACT:

II.1.1) Type of external services related to the processing of visa applications: services related to the issuing of visa, in particular:

- (a) providing general information on visa requirements and application forms;
- (b) informing the applicant of the required supporting documents, on the basis of a checklist;
- (c) collecting data and applications in an appropriate office (including collection of biometric identifiers) and forwarding the application to the Office within 24h;
- (d) collecting the visa fee;
- (e) managing the appointments of the applicants who have to appear in person to the Office or the visa center of the external provider;
- (f) collecting the travel documents, including a refusal notification if applicable, from the Office and returning them to the applicant;

The offer of additional services will be evaluated by the Office, in the framework of the “organization assessment”.

The examination of applications, interviews (where appropriate), the decision on applications and the printing and affixing of visa stickers will be carried out only by the Office.

According to EU law all applicants can lodge their applications directly at the Office.

II.1.2) Name of the procedure: selection of an external service provider to support the Italian consular/diplomatic mission in the processing of visa application. Procedure number: 980

II.1.3) Decision to contract: Act no. 980 date 23th May 2016

II.1.4) Place of execution: Consular Chancellery in Indonesia

II.2.1) Value of the contract: The Outsourcer is entitled to direct payment by the user for every Visa application, as provided in the tender. The average annual flow of visas over the last three years was 23.500. The estimated value of the contract for three years is €4.000.000

The Office is not responsible for any modification to ANNEX 1 of the Regulations (EC) n. 539/2001 that led to the reduction of VISAS.

II.3) Duration of the contract : three years. At the end of the three years, should the Office decide to keep outsourcing, it will proceed within a period of 6 months by issuing a new call for tender or by extending in writing the existing contract for a maximum period of three more years.

In the latter case, the Office will review the contract according to the VISA Code

SECTION III: CONDITIONS OF PARTICIPATION

III.1) Legal persons allowed to participate: please refer to art. 2 of the Rules of Participation. The legal person taking part to the selection shall be properly constituted under the law of the State to which they belong. The selected company agrees to register in the commercial register of the State where the service is provided, or to establish a local company in the territory of competence of the Office, within 60 days from the communication of award, under the penalty of the exclusion from the contract.

III.2) Deposits and guarantees required: Safe deposit equal to 2% of the estimated value of the contract, as indicated in point II.2.1. Final guarantee 10% of the value of the contract.

III.3) Requirements for grouping, partnership or joint venture: mandate resulting from private deed and power of attorney granted to the authorised representative. All the partners will be jointly and severally responsible.

III.4) Special conditions: in the case of events with implications in terms of numbers of visa applications to Italy (i.e. Olympics games, Expo, international conferences) the Office has the right to withdraw or extend the contract with 6 months notice.

III.5) Statutory form of participants : single companies or groups shall cope with the general admission requirements set out in Article 3 of the rules of participation.

III.6) Economic and financial capacity: please refer to Article 4 the Rules of participation .

SECTION IV: SELECTION PROCEDURE

IV.1) Type of procedure: open tender. The bidder should express its interest within 30 days from the publication of this notice by sending the application attached to this announcement, the offer, and the provisional guarantee. The application, the offer and the provisional guarantee must be received by the Office as indicated in article 7 of the Rules of participation.

IV.2.1) Selection criteria: Best bidder in terms of the following criteria:

a) Previous experienceup to 20 points
Evaluation will be conducted on previous shown experience of the company in managing the services of visa externalization in Indonesia and in other countries. Major consideration will be given to the previous experience, firstly with the Italian foreign network and secondly with the embassies of other Schengen countries, especially in consideration of the number of the visa applications handled annually and of the quality of the offered service, measured mainly in the speed of the handling of the visa applications, in the efficacy of the administrative structure, and in the quality of the welcome offered to the applicants.

b) Organizationup to 15 points.
The service is to be offered continuously from 08.00 a.m. to 4 p.m. from Monday to Friday, in accordance with calendar of festivities of the Embassy of Italy in Jakarta, or under other indication from the latter. It is requested the possibility that users be able to communicate by phone or by online means in the three languages previously indicated (Italian, Indonesian, and English). The visa applications and the related visa fees are to be consigned to the Embassy by 11 a.m. of the next working day and, under specific requests, consigned and collected at the earliest within the same day. A physical point/counter must be present in which it would be possible to obtain the information regarding visa applications procedures in Indonesian and in English.

c) Infrastructure provided up to 20 points
The outsourcer must provide a website that contains all the necessary information on how to obtain the visa in three languages: Italian, Indonesian, and English. The company must provide an online appointment system that is based on the principles of equity and non-discrimination, by through an online procedure or call centre. The waiting list should be maximum 15 days. Under specific request from this Embassy, it should be foreseen specific appointment system for certain persons. The outsourcer must provide at least 2 (two) visa application centres, one in Jakarta, and

one in Bali. The centres must be situated in a central position, clearly visible by public and easily reached by users. With reference to the site in Jakarta, it will also be evaluated positively the distance between the centres and the Embassy of Italy in Jakarta. The centres must provide a welcoming environment and other additional services offered that will render the services easier and more comfortable for the applicants' waiting time will also be evaluated positively. The structures must be furnished with biometric equipment as per ministerial specifications. The outsourcer must also provide a booth for tourism, cultural and economic promotion of the sistema Italia that will be managed in coordination with the embassy.

d) Personnelup to 10 points

Number of employee in correspondence with the number of the visa applications:

- up to 10.000 : 10 personnel
- 10.000-20.000 : 15 personnel
- 20.000-30.000 : 20 personnel
- 30.000-40.000 : 25 personnel

The personnel must be adequately trained on the Schengen and national regulation related to visa application procedures. There must be a supervisor/manager with proper professionalism and the knowledge of Italian language will be favourably evaluated.

e) Proposals for improvement up to 5 points

The possibility of future opening of other visa application centres with the same characteristics to the principal centres will be evaluated positively, as well as the creation of the video conference system to conduct eventual interview by the Embassy to the applicants without the need for the users to come to the Embassy of Italy. The system and all the related internet protected connectivity at the centres as well as at the Embassy will be under the responsibility of the Company. It could also be installed a tracking and identification system that will enable user to know the exact position and movement of the visa application. The Embassy will have the possibility to access the tracking system. It will also be evaluated positively the arrangement of mobile points that can be created in strategic locations to promote the image of Italy.

f) Economic Offer (Final cost for the user, excluding any optional service).....up to 30 points.

IV.3.1) File reference number attributed by the contracting authority:

IV.3.3) Conditions to obtain additional information:

Time limit for receiving requests for additional information 22th June 2016 hours 3.00 p.m. The documents downloaded from the website are free.

IV.3.4) Time-limit to send bids: 23th June 2016 hours 11.59 p.m..

IV.3.5) Opening of envelopes with offers : Will be held at the Office of the Embassy of Italy in Jakarta on June 2016 the 24 day at 10.00 a.m..

IV.3.6) Language used for submission of bids: Italian and English, the Italian text having legal value in case of disputes.

IV.3.7) Minimum time frame during which the bid is valid: 180 Days from the date indicated at point IV.3.4

IV.3.8) Conditions for opening the bids: the session is public and may be attended by the authorised representatives of the competitors, i.e. those with the specific mandate.

SECTION V: ADDITIONAL INFORMATION:

V.1) Periodic contract: YES

V.2) Contract related to a project and / or program financed by EU funds: NO.

[V.3) Only one competitor: in the presence of only one competitor the Office will proceed with the tender.]

V.4) Additional information:

All the costs of the contract shall be covered by the Outsourcer.

The rules of participation, the specifications and the application form are essential part of this announcement and reference should be made to them.

All the above documents are available on the website

http://www.ambjakarta.esteri.it/Ambasciata_Jakarta

Information and clarifications on the bid documents may be requested by e-mail at the following address: politico.jakarta@esteri.it and amm2.jakarta@esteri.it .

The questions and answers will be published on the website

http://www.ambjakarta.esteri.it/Ambasciata_Jakarta

The responsible for the tender procedure is Head of the Consular Chancellery : Federico Novellino

V.5) Procedures of appeal: The competent court for any dispute between the Office and the Outsourcer or participant to the procedure is the Tribunal of Rome – Italy.

V.6) DATE:

NB: all documents related to the calls for tender for the outsourcing of VISA services provided in the English language are merely informative. In case any controversy arises, the Italian text shall prevail.