



**Government of India
Ministry of External Affairs
PSP Division
Patiala House Annexe
Tilak Marg, New Delhi
New Delhi 110001**

**E-NOTICE INVITING TENDER FOR COLLECTION, PACKAGING & AIRFREIGHT
CONSIGNMENT (DESK-TO-DESK) OF PRINTED PASSPORT BOOKLETS AND
OCI CARDS FROM CIPPS & OCI CELL, PSP DIVISION, MINISTRY OF
EXTERNAL AFFAIRS, PATIALA HOUSE ANNEXE TO
INDIAN MISSIONS/POSTS ABROAD**

Tender No: V.III/875/3/2019	DATED: 18.11.2021
<u>IMPORTANT DATES- Tentative</u>	
Published dated	18.11.2021
Bid Document Download Start Date	18.11.2021 (18:00 hrs)
Clarification Start Date	18.11.2021 (18:00 hrs)
Clarification End Date	10.12.2021 (10:00 hrs)
Bid Submission Start Date(online)	18.11.2021 (18:00 hrs)
Bid Submission End Date(online)	10.12.2021 (10:00 hrs)
Pre-Bid Meeting Date	23.11.2021 (16:00 hrs)
Date of Technical Bid Opening(Online)	13.12.2021 (15:00 hrs)
Date of Financial Bid Opening (Online)	To be intimated later

The bid shall be submitted online only at Central Public Procurement Portal
Website: <http://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted.

Each submitted **.pdf** document (as requested under **Annexure-I**) must clearly mention the Serial Number and title from the tabular requirements under **Annexure-I** to identify corresponding point for which the document has been submitted.

Section Officer (PSP-III)
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REQUEST FOR PROPOSAL

1. INTRODUCTION

Passport Seva Programme (PSP) Division of the Ministry of External Affairs invites bids from reputed authorized courier agencies/ contractors/ companies/firms to collect, pack and deliver under acknowledgment through courier service (**desk-to-desk**) to Indian Missions/Posts abroad and the additional stations that may be added from time-to-time. The estimated cost of work is approximately Rs. 2 crore annually. List of stations is appended as **Annexure-VI**. The period of validity of the contract initially will be two (**02**) **years** from the date of signing of the Contract, extendable by another year on same terms and conditions through mutual consent.

2. Brief description of the Selection Process:

PSP Division will evaluate the E-Proposals comprising Two Covers (Technical and Financial bids) online through CPP Portal Website: <http://eprocure.gov.in/eprocure/app> in two-stage selection process. In the first stage, a technical evaluation will be carried out. Online bidders fulfilling all the requirements under **Annexure- I – Cover 1 (S.No. 1 to 16)**, as well as, scoring more than 70% and above marks in questionnaire under the Heading: Technical Evaluation (Annexure-I) shall qualify the Technical bid.

In the second stage, Financial Bids of only those Bidders will be opened, who will qualify the Technical bids.

In the scenario in which two or more bidders have offered the same rate, the job will be awarded to the Bidder scoring a higher percentage of marks during the Technical Bid stage.

3. Scope of Work: To collect, package and deliver under acknowledgment through courier service (desk-to-desk) to Indian Missions/Posts abroad and the additional stations that may be added from time-to-time.

- (i) All the consignments will have to be picked up from CIPPS & OCI Cell, Patiala House Annexe, Ministry of External Affairs, New Delhi - 110001, or any other destination as specified by the Ministry as and when required for safe delivery to all Indian Missions/ Posts all over the world.
- (ii) The entire work of providing packing material and final packaging will have to be done free of cost by the courier bidder at “Central Indian Passport Printing System” (CIPPS) and OCI Cell, Patiala House Annexe, MEA, New Delhi.
- (iii) All the packages must be strong enough, easy to pack and unpack, and water proof. On each box, dimensions of the box/addresses etc. would be written by the bidder.

- (iv) The Packing material to be used should be of standard quality. Packing material of sub-standard quality will not be allowed to be used for packing and same shall be taken back by the bidder at its own cost.
- (v) The schedule to be given for above services at site is to be strictly adhered to in view of the strict time schedule for implementation of various Projects of MEA.
- (vi) In case of loss of consignment(s) due to fire, theft, accident or natural calamity, wrong delivery, damage etc. during transit, Courier/ Cargo Bidder will provide Statement of Facts and issue a certificate of facts to the Ministry of External Affairs. All the responsibility of the safe delivery will lie with the bidder. In the event of any loss of the item, the cost of the same will be recovered from the bidder's Invoices/ security deposit.
- (vii) The Proof of Delivery (POD) will have to be obtained on the delivery with valid seal and signature with date of the authorized concerned person and POD has to be submitted to MEA along with the bills for releasing the payment.
- (viii) The selected bidder shall not outsource the work to any other associate/ franchisee/third party under any circumstances. If so happens then MEA shall impose sanctions which shall include: forfeiture of the security deposit, and termination of the Contract for default.
- (ix) The selected bidder will have to execute a 'Non-Disclosure Agreement' with the Ministry of External Affairs to maintain secrecy and confidentiality of the work allotted. The Agreement shall be valid for a period of two years and extendable for another year on mutually agreeable terms & conditions.
- (x) Any Bidder who does not accept the contract after award in their favour would be debarred for future participation in MEA tender bids for a period of 3 (Three) years.
- (xi) The bidder should not assign or sublet the empanelment or any part to any other party in any form.
- (xii) The contract to be signed is required for certain important time bound projects of the Government of India, being executed by MEA. Therefore, bidder should be also able to fulfill the terms of the contract/work orders, as time is of essence in this contract. If the bidder fails to do so within the specific period, MEA will have the right to cancel the order/contract and EMD/Security money will also be forfeited. In that event, MEA may get the same services from any other panel bidder or alternate source and the cost difference, if any, will be recovered from their EMD/Security Deposit who could not fulfill the contract.

4. Eligibility Criteria:

- (a) The Registered Office or one of the Branch Offices of the Bidder company should be located either in Delhi/New Delhi or in any of the satellite towns of Delhi.
- (b) The Bidder should be registered/ incorporated under the Indian Companies Act, 1956.
- (c) The Bidder should have at least three years experience in providing courier service to private and/or public sector Company/banks and Government Departments etc. Bidder should furnish '**User Satisfaction Certificates**' from **at least three (03) Ministries/Departments under Government of India** serviced during the **last 02 years in the area pertaining to this proposal**.
- (d) Bidder should have its own Bank Account.
- (e) Bidder shall be required to submit copies of Income Tax Returns of the **last three (03) years**.
- (f) The Bidder must have a turnover of Rs. 5 crore per year during the last three financial years. Bidders should submit Turnover Certificates for the **last three years ending as on 31.3.2021**, duly ratified by a practicing Chartered Accountant.
- (g) The Bidders should have completed at least one service contract of value not less than Rs. 1 Crore per annum or completed at least two service contracts of value not less than Rs. 50 lakh each per annum related to providing courier service in a single contract.
- (h) Bidder should be registered with Income Tax and Service Tax Departments. PAN/TAN numbers allotted to the Bidder by Income Tax Department and GST number allotted by Service Tax Department to the Bidder should be clearly mentioned in the tender and self-attested copies should also be enclosed.
- (i) The Bidder will submit an affidavit/certificate to the effect that the information submitted by him is correct and he will abide by the decision of competent authority of Ministry of External Affairs regarding collecting, packaging and airfreight consignments/consignments (Desk-to-desk). In the event of the information submitted by Bidder being found to be false or fabricated in any manner whatsoever, the Bidder may be suspended and/or debarred from bidding for all future projects/proposals of Ministry of External Affairs. The Earnest Money Deposit (EMD) may also be forfeited in case false information is discovered at a subsequent stage.
- (j) The Bidder is to confirm in writing the acceptance of all the terms and conditions for collecting, packaging and airfreight consignments (on Desk-to-Desk basis) in consideration of declaration as per **Annexure-III**.

- (k) The Bidder shall submit affidavit stating that the Company is not/has not been de-registered/blacklisted previously by any Central/State government organization or any Public Sector Undertaking.
- (l) Non-compliance with any of the above conditions by the Bidder company will amount to non-eligibility for the services for which tender has been floated and bid will be ignored summarily.
- (m) The Bidder should submit a signed declaration about not indulging in any corrupt, fraudulent, coercive, undesirable, restrict practice and that no investigation by a regulatory authority is pending against it, as per **Annexure-IV**.
- (n) The Bidder should provide an affidavit concerning 'Non-disclosure' of any kind of information supplied by the Ministry of External Affairs to prevent any unauthorised access/ sharing, as per **Annexure-V**.

5. Submission of online bids:

- (a) The bid shall be submitted only online over the Central Public Procurement (CPP) Portal Website: <http://eprocure.gov.in/eprocure/app>. **Manual bids will not be accepted under any circumstances.**
 - (b) The online bids (complete in all respect) must be uploaded online on the CPP Portal in two separate parts, viz.:
- (I) Submission of Technical Bid:** to be uploaded in the format, as given in **Annexure-I**, together with documents to provide eligibility criteria, along with EMD/Bid Security Declaration.
- (i) Technical Bids of only those Bidders shall be opened whose tender fee and EMD/Bid Security Declaration is found to be in order and have not withdrawn their Bids.
 - (ii) However, the MEA reserves the right to call for additional information from the Bidders to fully establish their eligibility. Such information should be submitted within the time frame as set by the MEA, otherwise the Bid may not be considered for further evaluation.
 - (iii) Technical Bids will be evaluated to examine the eligibility of the Bidders as per the tender specifications. Bids not satisfying the eligibility criteria will be rejected.
 - (iv) The bidder who does not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be rejected.

Technical Specifications:

A	Name of Work	Collection, packaging and airfreight consignments (Desk-to-desk). It will be the Bidder's responsibility to deliver the consignment at the door of the Mission/Post, and obtain signed acknowledgment.
B	Material to be shipped	Passport Booklets and OCI Cards to be shipped as Diplomatic documents/cargo with due security consideration.
C	Packing Specifications	All the packages must be strong enough, easy to pack and unpack, and water proof. On each box, dimensions of the box/addresses etc. would be bidder. The packing material to be used should be of standard quality. Packing material of sub-standard quality will not be allowed to be used for packing and same shall be taken back by the bidder at its own cost.

(II) Submission of Financial Bid: to be uploaded in the format, as given in **Annexure-II**.

- (i) The Bidder must submit their financial bid in the prescribed format (BOQ.XXXX File) - specified at **Annexure-II** of this tender document and no other format is acceptable. Bidders are required to download the BOQ File, open it and complete the unprotected cells with the irrespective financial quotes [the rate per 500 gm for each Station, the GST percentage charged and the GST amount charged] and other details (such as name of the Bidder). No other cells should be changed. Once the details have been completed, the Bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the Bidder, the bid will be rejected.
- (ii) The rates in Indian Rupees should be quoted as per locations given in the **Annexure-II – Financial Bid**, inclusive of all surcharges but exclusive of GST as applicable from time to time.
- (iii) The rates are to be quoted for desk-to-desk transportation of the consignment on per 500 gm basis for the entire lot for all destinations. In case of any loss, damage/shortage, wrong/non-delivery of consignment, the entire cost of the consignment will be recovered from the cargo/transport bidder from security deposit/pending bills or otherwise or by raising a claim.
- (iv) Arithmetical error will be rectified on the following basis – If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected and the EMD forfeited. If

there is a discrepancy between words and figures, the amount in words will prevail.

(III) Additional Instructions:

- (a) Both Technical and Financial bid are to be submitted concurrently, duly digitally signed on the CPP Portal.
- (b) The Bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by the respective Bidder.
- (c) The technical bid containing the eligibility criteria and EMD/Bid Security declaration only will be opened in the first instance in the presence of bidders' representatives. The financial bids of only those bidders, whose eligibility criteria and EMD/Bid security declaration are in order, will be opened on a specified date. Only one representative of each of the bidders would be permitted to be present at the time of the opening of the tender.
- (d) The bidder shall bear all costs associated with the preparation and submission of its bid. MEA will in no case be responsible or liable for those costs, regardless of the outcome of the tendering process.
- (e) At any time prior to the last date for receipt of bids, MEA, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment. The amendment will be notified in writing by Fax or by E-mail to all prospective bidders who have received the Tender Document and such amendment will be binding on them. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, MEA may, at its discretion, extend the last date for the receipt of Bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender..
- (f) MEA will not be responsible for any delay in submission of the tender document.
- (g) The offers submitted through telegram/fax/e-mail or any manner other than online on CPP portal will not be considered for bidding process and shall be summarily rejected. No further correspondence will be entertained on this matter.
- (h) When deemed necessary, MEA may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. This would also not mean that their quotation has been accepted.

- (i) The duly constituted Committee may, at its own discretion, decide to inspect the Bidder's office premises to evaluate and ascertain the details as furnished by the bidder in the basic bid and bidder's competence to perform the offered services. All expenses incurred on such inspection will be borne by MEA.
- (j) MEA may waive any minor infirmity or non-conformity in a bid, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- (k) Alterations, if any, in the tender should be attested properly by the bidding bidder, failing which the tender is liable to be rejected.
- (l) The Financial bid will be opened at Ministry of External Affairs, PSP Division, New Delhi – 110001 and should be valid for a period of 180 days extendable upto one year or signing of agreement.
- (m) Conditions mentioned in the tender of bidders will not be binding on Ministry of External Affairs. If, however, any specific condition is to be accepted by the Ministry it should be specifically mentioned clearly including the reasons for the same in the bid. All the terms and conditions for the dispatch services, payment terms, penalty etc. will be those as mentioned herein and no change in the terms and conditions will be acceptable. Any deviation while submission of tender will lead to rejection of the quotation. Alterations, if any, in the tender should be attested properly by the authorized signatory of the tendering firm, failing which the tender is liable to be rejected.

(IV) Pre-Bid Meeting:

A pre-bid meeting will be held (**refer table 'Important Dates'**) to provide clarification(s) on the expected requirements and the Tender formalities pertaining to the dispatch of travel documents to Missions/Posts abroad.

The pre-bid will be held at the Conference Room at the PMU, Patiala House Annexe, Ministry of External Affairs, New Delhi. In addition to attending the pre-bid meeting, the prospective bidder may choose to reach-out to the PSP Division of the Ministry at the email: dirpspc@mea.gov.in & sopsp3@mea.gov.in, up to the scheduled time & date for seeking clarifications.

6. Evaluation of Bids:

Technical Bid containing the Eligibility Criteria only will be opened in the first instance in the presence of Bidder's representative. In case, the Technical Bid is not accompanied by listed documents, the bid will be summarily rejected and the financial bid shall not be opened.

Financial Bid of only those bidders, whose documents as above are found in order, as well as, scoring more than 70% and above marks in questionnaire under the Heading: Technical Evaluation (Annexure-I) who qualify the Technical bid, will be opened on a specified date. Only one representative on behalf of each Bidder would be allowed to attend the opening.

Bidders should submit financial bids as per **Annexure-II** and must quote rates for all the zones.

Lowest bidder (L1) will be the bidder which has quoted the lowest rate in Annexure-II after applying the formula ($M1 = 0.25 \cdot Z1 + 0.05 \cdot Z2 + 0.30 \cdot Z3 + 0.10 \cdot Z4 + 0.20 \cdot Z5 + 0.10 \cdot Z6$). However, the lowest bidder has to agree to the lowest rates for all the zones quoted by the responding bidders.

There will be no negotiations regarding the financial / commercial bids.

MEA shall, however, not bind itself to accept the lowest and/or any bid and reserves the right to accept and/or reject any bid, wholly or in part, without assigning any reason.

7. Earnest Money Deposit (EMD) / Bid Security Declaration.

On account of slowdown in economy due to pandemic, Bidders, in lieu of EMD, shall furnish an EMD/Bid Security Declaration in a format given below:-

Performa for EMD / Bid Security Declaration

[To be submitted by bidder on its Company Letterhead (scanned copy)]

It is hereby submitted that if I/We ----- (Name of bidder/firm/company) withdraw or modify the bids during period of validity, or if I/We----- (Name of bidder/firm/company) are awarded the contract and I/We ----- (Name of bidder/firm/company) fail to sign the contract or to submit a performance security before the deadline defined in the tender documents, I/We ----- (Name of bidder/firm/company) will be suspended to take part in tendering process of Govt. of India for the period of two years from the date of occurrence of the above mentioned default.”

Dated:

Authorised Signatory

Name & Seal

- (a) Bidder withdraws its bids during the validity period specified in e-Tender document.
- (b) Bidder does not respond to request for clarification of its Proposal/ substandard works.
- (c) Bidder fails to provide required information during the evaluation processor is found to be non-responsive.
- (d) Bidder does not accept the correction of errors.
- (e) In case the successful Bidder fails to sign the Agreement, or furnish the Performance Security at the time of signing of agreement.

8. Performance Security:

Performance Security shall be submitted by the successful Bidder in the form of an account payee Demand Draft from a Nationalized bank/ Commercial Bank or Bank Guarantee from any of the Commercial Bank in favour of **"Pay & Accounts Officer, MEA, New Delhi"** payable at New Delhi, along with the final agreement and it shall remain valid up to 60 days after the completion of the tenure of contractual obligations.

The value of the Performance Security for the Bidder for an amount equivalent to three percent (3%) of the total value of the contract to ensure due performance of the contract.

This Performance Guarantee shall be encashed by the Ministry of External Affairs in case the contractor fails to adhere to the terms and conditions of the Agreement signed with the Ministry.

No Interest shall be paid on the Performance Guarantee.

9. General Terms & Conditions:

- (a) The cost indicated in the Financial Bid corresponding to each Country shall be treated as final and reflecting all inclusive.
- (b) The tender is non-transferable. The incomplete and conditional tenders will be summarily rejected.
- (c) No Bidder will be allowed to withdraw after e-submission of bids/opening of the tender as per Bid Security/EMD Declaration submitted by the firm, otherwise, the firm will be suspended to take part in tendering process of Govt. of India for the period of two years from the date of occurrence of the above mentioned default.
- (d) During the contract period, no request for increase in quoted rates shall be accepted under any circumstances.

(e) If the firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its Performance Guarantee shall be forfeited.

(f) The travel documents for packing and dispatch shall be collected from CIPPS & OCI Cell, Ministry of External Affairs, Patiala House Annexe, New Delhi, or from any other address in Delhi-NCR, as intimated by the Ministry.

(g) In the scenario of exigent deliveries to Station(s), the Bidder will adhere to the timelines for delivery as directed by the Ministry.

(h) Ministry of External Affairs also reserves the right to call for additional information from the Bidders.

10. Payment modalities:

The Company, once awarded the work, will submit a pre-receipted invoice, in triplicate, along with Proof of Delivery (POD) to **PSP-III Section, PSP Division, Ministry of External Affairs, Room No. 30-D, Patiala House Annexe, New Delhi-110001**" on monthly basis for full calendar month. Payment of invoices will be examined and released as early as possible after the submission of invoices in prescribed and satisfactory manner.

MEA reserves the right to deduct amount from the bill as may be considered reasonable for unsatisfactory / delayed execution of the work. The decision of MEA will be final in this regard.

11. Force Majeure:

Force Majeure clause shall mean and be limited to the following in the execution of the contract/purchase orders placed by MEA:

- (a) War / armed hostilities.
- (b) Riots or Civil commotion.
- (c) Earthquake, flood, tempest, lightning or other natural disaster.
- (d) Restriction imposed by the Government or other statutory bodies, which is beyond the control of the bidders, which prevents or delays the execution of the order by the supplier.

The bidder shall advise MEA in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of events as listed in the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, MEA reserves the right to cancel the order without any obligation to compensate the bidder in any manner for whatsoever reason.

12. Contact details:

Queries pertaining to the Tendering may kindly be addressed to:

Section Officer (PSP-III)
PSP Division
Room No. 30-D, Patiala House Annexe
Ministry of External Affairs, New Delhi
Tel: 011-23387508
E-mail: sopsp3@mea.gov.in

13. Submission of proposal:

(i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

(ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

(iii) Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.

(iv) Bidder should prepare the EMD/Bid Security Declaration as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. Otherwise the uploaded bid will be rejected.

(v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

(vi) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

(vii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening.

(viii) The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public

keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(ix) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

(x) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

(xi) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

(xii) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

(xiii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

14. Instructions to bidders regarding uploading of tender on CPP Portal:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

a) Registration

(i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.

(ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

(iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

(iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

(v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

(vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

b) Searching for Tender Documents

(i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

(ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

(iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

c) Preparation of Bids

(i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

(ii) Bidders are requested to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

(iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

(iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

15. Settlement of Disputes and Arbitration:

MEA and the successful bidder shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order or the terms of the contract awarded. If any dispute shall arise between parties on aspects not covered by contract, or the construction or operation thereof, or the rights, duties or liabilities except as to any matters the decision of which is specially provided for by the general or the special conditions, which cannot be settled amicably, such disputes shall be referred to a sole arbitrator, to be appointed by the parties in consultation with each other and the award of the sole arbitrator shall be final and binding on the parties. The sole arbitrator, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The costs of arbitration shall be borne by the parties equally unless otherwise ordered by the arbitrator. The arbitration proceedings shall be held in New Delhi, India.

16. Disqualification of bids:

Even though the Bidders meet the above criteria, they are subject to be disqualified if any Bidder has:

- (a) A criminal history or has been convicted by any court of law for any of the offences under any Indian laws.
- (b) If any criminal proceeding(s) is/are pending in any court of law in India against any of the Bidder and if any such proceeding culminates into conviction.
- (c) Made misleading or false representation in the forms, statements and attachments submitted.
- (d) The Bidder who does not submit hard copy of EMD will be disqualified from the tendering process.
- (e) The Bidder quotes unrealistic prices at which they may not provide services later.

In the event of disqualification, the Bidder will be de-barred from participating in future Tenders in all the Ministries/ Departments attached to Government of India. Moreover, the EMD/Performance Security deposited by the Bidder with the Ministry will be forfeited.

17. Validity of the Contract:

The validity of the contract shall be two years from the date of its signing. Ministry of External Affairs may decide to extend the contract for a further period of one year on the same rates and terms & conditions, provided the requirement of the Ministry for packing and courier services to the Indian Missions/Posts abroad persists at that time. The validity of the contract may be curtailed / terminated before the expiry of the contract period owing to deficiency in service or

substandard quality of service by the service providers. The Ministry, however, reserves the right to terminate this initial contract at any time after giving one month's notice to the selected service providing Company.

In case of an extension of the Contract beyond the period of two years, the consent of the successful Bidders will be sought on the same rate and terms & conditions, as quoted for this proposal, for the extended period as well. Moreover, the Performance Bank Guarantee will be renewed for its validity, for the renewed period of the Contract.

18. Penalty:

Delays are unacceptable and will invite penalties. If the consignment is delayed beyond seven days for the US, Middle East, Scandinavian and European Countries and ten days for the remaining countries from the date of receipt of consignment by the Company, courier charges for that particular consignment will be deducted from the bills. No payment will be made for any parcel/ consignment delivered/dispatched to a wrong destination.

Any extra expenditure for getting the work done from other empanelled bidders / open market due to the failure of the vendor to provide support within the scheduled time will be recovered from the vendor through Performance Guarantee or pending bills or other dues if any or by raising claims.

In case of loss, damage, pilferage etc. of consignments booked under Courier in transport (Cargo) services for non-commercial documents, Courier / Transport (Cargo), vendor will be liable for payment of the cost of the document on the declared value of invoice.

19. Miscellaneous:

- (i) Any effort by a bidder to influence MEA's bid evaluation process, bid comparison or contract award decisions is liable to result in the rejection of the bidder's bid.
- (ii) MEA reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s), of any obligation to inform the affected bidder(s) of the grounds for MEA's action and without assigning any reasons.
- (iii) The selected bidder shall not, without MEA's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample of information furnished by or on behalf of MEA in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- (iv) If the selected bidder is not able to fulfill its obligations under the contract which includes non-completion of the work, MEA reserves the right to accomplish the work through another bidder. Any costs,

damages etc. resulting out of the same shall have to be borne by the selected bidder, which can be recovered from his bills or sending a claim.

- (v) Printed terms and conditions of the bidders will not be considered as forming part of the tender. Any award of the contract to successful bidder is exclusively subject to the terms of this tender only. In case terms and conditions of the contract applicable to the Invitation of Bid are not acceptable to any Bidder, he should clearly specify deviation in its tender and seek written approval of MEA to such deviation, for it to be legally valid.
- (vi) MEA may, by one month advance written notice to the selected Bidder, terminate the work order and/or the Contract, in whole or in part at any time at its convenience. The notice of termination shall specify that termination is for MEA's convenience, the extent to which performance of work under the work order and for the Contract is terminated, and the date upon which such termination becomes effective. MEA reserves the right to have any portion completed at the work order and/or the Contract terms and prices; and/or cancel, the remainder and pay to the selected Bidder an agreed amount for partially completed services.
- (vii) The decision of MEA arrived at as above will be final and no representation of any kind will be entertained on the above. Any attempt by any bidder to bring pressure of any kind shall disqualify the bidder for the present tender, and the bidder may be liable to be debarred from bidding in MEA's tenders in future for a period of three years.
- (viii) In the event of the Bidder's Company or the concerned Division of the Company is taken over / bought over by another company, all the obligations under the agreement with MEA, should be passed on for compliance by the new company / new Division in the negotiation for their transfer. A written intimation of such change in ownership/management shall be made to MEA.
- (ix) All panel bidders automatically agree with MEA for honouring all aspects of fair trade practices in executing the orders placed by MEA.
- (x) Any other terms & condition, mutually agreed to prior to finalization of the contract shall be binding on the selected bidder.
- (xi) MEA stands absolved from any liability on account of death or injury sustained by the Bidder employee(s) during the performance of this empanelment and also for any damages or compensation due to any dispute between the bidder and its employee(s).
- (xii) The bidder will indemnify MEA of all its legal/ contractual obligations to its staff deputed to work.
- (xiii) MEA reserves the right to modify and amend any of the above stipulated condition/criteria depending upon project priorities vis-à-vis urgent

commitments. MEA also reserves the right to cancel this tender without assigning any reason therefor.

20. Termination for Insolvency:

MEA may at any time terminate the work order/agreement by giving written notice of one month to the selected Bidder, without any compensation to the selected Bidder, if the selected Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to MEA.

21. Termination for default:

- a) Default on the part of bidder is said to have occurred:
 - (i) if the bidder fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by MEA.
 - (ii) if the bidder fails to perform any other obligation(s) under the contract / Agreement.
- b) If the bidder, in either of the above circumstances, does not take:
 - (i) remedial steps within a period of 15 days after receipt of the default notice from MEA (or takes longer period in spite of what MEA may authorize in writing), MEA may terminate the contract / work order in whole or in part. In addition to above, MEA may at its discretion also take the following action:
 - (ii) MEA may complete the tasks, upon such terms and in such manner, as it deems appropriate, and the defaulting vendor shall be liable to compensate MEA for any extra expenditure involved in this regard to complete the scope of work in totality.

22. Applicable law:

The contract and work order shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings.

23. Amendment of Bidding Document:

- (a) At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification request by a prospective Bidder, modify the bid document.
- (b) Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, shall be uploaded as 'corrigendum' on <http://eprocure.gov.in/eprocure/app> and www.mea.gov.in. Such amendments modification shall be binding on all the prospective Bidders.

(c) Ministry at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective Bidder time to take into the consideration the amendments while preparing their bids.

(d) The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

(e) Further Addendum/Corrigendum if any will be uploaded onto website of MEA only besides the CPP portal. The decision of Ministry, in this regard, shall be final and binding on all.

24. Corrupt or Fraudulent Practices:

(a) It is expected that the Bidders who wish to bid for this tender have highest standards of ethics.

(b) Ministry shall reject bid if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.

(c) Ministry may declare a Bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the Bidder has engaged in corrupt and fraudulent practices during the execution of contract.

25. Opening of e-Tender

Technical Proposals shall be opened as per Schedule mentioned in the table: **'Important dates'** at the office of the Ministry of External Affairs, in the presence of Bidders or their authorized representatives who choose to attend the opening of Bids. Authorized representative with authority letter on the letter-head of tendering company/firm/agency etc. duly signed by the tenderer will only be allowed to attend the meeting of the Tender Committee to be held at the location **Conference Room, Patiala House Annexe, Ministry of External Affairs, New Delhi** for opening the Technical Bids.

ANNEXURE – I**TECHNICAL BID (Cover 1)**

No.	Document	Format
1	Name of the Bidder/Company/ Firm/Agency with Year of Establishment along with Name of Proprietor/Director of Company, Detailed office address with Telephone and Email ID and Certificate of Incorporation Details. (Please Attach certificates of registration with a brief profile of the company)	.pdf
2	EMD / Bid Security Declaration	.pdf
3	Banker of the bidder with Full address of operating/ Branch Office with Telephone no., FAX and E-Mail. (Please attach certified copy of statement of A/C for the last three years)	.pdf
4	'User Satisfaction Certificates' from services during the last 03 years as proofs of experience of working with 03 Ministries/ Department/security sensitive organizations under Government of India in the field of collecting, packaging and airfreight of consignments, as per the scope of this proposal	.pdf
5	GST Registration No. with Certificate issued by Service Tax Department (Please attach attested copy).	.pdf
6	Income Tax Returns for last 03 years (minimum annual turnover Rs.30 Lakh) and PAN/TAN/GST registration certificates (Please attach attested copies)	.pdf
7	Documents showing completing at least one service of value not less than Rs. 1 crore per annum <u>or</u> at least two services of value not less than Rs. 50 lakh each per annum related to providing courier service in a single contract.	.pdf
8	Document showing the Company having turnover of Rs.5 crore per year during the last three financial years.	.pdf
9	Give details of the major similar contracts/assignments in providing courier service by the bidder on behalf of Private Sector Company/PSUs/Banks and Government Departments during the last three years ending 31.3.2021. (Please Attach attested copy of work orders).	.pdf
10	List of other clients.	.pdf
11	Affidavit stating that the Bidder has not been blacklisted by any Departments/ Ministries/ Organizations of the Govt. of India/ State Govt./ PSU in the last three years nor should have any litigation pending with any of Government Departments. (Attach copy)	.pdf
12	Affidavit/ Certificate to the effect that the information provided by the Bidder is correct and the decision of competent authority of the Ministry of External Affairs will be abided by.	.pdf
13	Written acceptance of all the Terms & Conditions for collecting, packaging and airfreight consignments (Desk-to-Desk) consideration of the application for declaration as shown in Annexure-III .	.pdf
14	Declaration about fraud and corrupt practices Annexure-IV .	.pdf
15	Affidavit regarding a Non-Disclosure of information to protect the information shared by the Ministry of External Affairs from unauthorized access/ sharing, as per Annexure-V .	.pdf
16	Bidder must furnish as physical sample of the material to be used for packaging the travel documents, in a separate cover while submitting the EMD / Bid Security Declaration.	Physical sample material

TECHNICAL EVALUATION		
Total Weightage = 100 Marks		Format of submission
* Relative grading will performed for each item below		
(a)	Annual Turnover of the Bidder for the last 03 years ending 31.3.2021. Max. Weightage = 20 Marks	.pdf to be uploaded online
(b)	Previous experience of the Bidder in service to Ministries/ Department/security sensitive organizations under Government of India in the field of collecting, packaging and airfreight of consignments, during the last 03 years, as per the scope of this proposal. Max. Weightage = 20 Marks	.pdf to be uploaded online
(c)	Previous experience of the Bidder in service to Private Vendors in the field of collecting, packaging and airfreight of consignments, during the last 03 years, as per the scope of this proposal. Max. Weightage = 20 Marks	.pdf to be uploaded online
(d)	Bidder must furnish as physical sample of the material to be used for packaging the Passport booklets and OCI Cards, as specified under Para 3 (c) e.g. type & quality of material used for packaging i.e. weather-proof, etc in a separate cover while submitting the EMD/Bid Security Declaration. Max. Weightage = 20 Marks	Physical sample material
(e)	On the day of the Technical Bid opening, the Bidder must provide an overview of the Company, the end-to-end process of dispatch of the consignment, as practised at the Bidding firm, and the related infrastructure involved in dispatch of consignment. Max. Weightage = 20 Marks	Presentation/ Explanation by the Bidder

ANNEXURE-II**FINANCIAL BID**

(Financial Bid Format to be submitted in BOQ.xls format online)

Desk-to-Desk Courier Services for Printed Travel Documents by Air from Ministry of External Affairs to the Indian Missions/ Posts abroad daily/ twice/ thrice/ weekly or as per requirement of MEA.

Rates in Rupees

Weight	Zone	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
500gm						
Additional 500gm						
Total for 500gm+addl 500gm for zone	Z1	Z2	Z3	Z4	Z5	Z6
$M1 = 0.25 * Z1 + 0.05 * Z2 + 0.30 * Z3 + 0.10 * Z4 + 0.20 * Z5 + 0.10 * Z6$						

L 1- Minimum of M1	
Zone 1	North American Countries
Zone 2	South American Countries
Zone 3	European Countries
Zone 4	African Countries
Zone 5	Australia & Asian Countries
Zone 6	Gulf Countries

All the rates should be inclusive of packing charges

Any applicable Govt. levies viz. service tax, work tax, etc. (as mentioned in Payment Under clause 9) should be mentioned in the bid.

DECLARATION

I, _____ Son /
Daughter / Wife of Shri _____
Proprietor/Director, authorized signatory of the Company, mentioned above, is
competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions contained
in the e-tender and undertake myself/ ourselves to abide by them;

3. The information / documents furnished along with the above application are
true and authentic to the best of my knowledge and belief. I / we, am/ are well
aware of the fact that furnishing of any false information/ fabricated document
would lead to rejection of my tender at any stage besides entailing liabilities
towards prosecution under appropriate law.

Date: _____ Signature of authorized person

Place: _____ Full Name: _____

Office Seal: _____

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

(i) We certify that in last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

(ii) We declare that:

(a) we have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; and

(b) we have taken steps to ensure that in conformity with the provisions of para 24 of Corrupt and Fraudulent Practices of the terms and conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

(iii) We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

(iv) We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

(v) We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors/managers/employees.

Date:

Signature of authorized person

Place:

Full Name:

Office Seal:

Affidavit for Non-Disclosure of Information

I, undersigned, do hereby certify that all the information provided by the Ministry of External Affairs shall be protected from unauthorized access/ sharing.

Date:

Signature of authorized person

Place:

Full Name:

Office Seal:

ANNEXURE – VI - LIST OF MISSIONS/POSTS

No.	Name of Mission/Post	No.	Name of Mission/Post	No.	Name of Mission/Post	No.	Name of Mission/Post
1	E/I Abidjan	50	E/I Conarky	100	E/I Ouagadougou	150	HCI Accra
2	E/I Abu Dhabi	51	E/I Copenhagen	101	E/I Oslo	151	CGI Atlanta
3	E/I Addis Ababa	52	E/I Dakar	102	E/I Panama City	152	CGI Bali
4	E/I Algiers	53	E/I Damascus	103	E/I Paramaribo	153	CGI Bandar Abbas
5	E/I Astana	54	E/I Djibouti	104	E/I Paris	154	CGI Birgunj
6	E/I Amman	55	E/I Doha	105	E/I Phnom Penh	155	CGI Birmingham
7	E/I Ankara	56	E/I Dublin	106	E/I Prague	156	CGI Chiangmai
8	E/I Antananarivo	57	E/I Dushanbe	107	E/I Pyong Yang	157	CGI Chicago
9	E/I Ashgabat	58	E/I Guatemala City	108	E/I Rabat	158	CGI Dubai
10	E/I Asmara	59	E/I The Hague	109	E/I Riyadh	159	CGI Durban
11	E/I Athens	60	E/I Hanoi	110	E/I Rome	160	CGI Edingburgh
12	E/I Baghdad	61	E/I Havana	111	E/I Reykjavik	161	CGI Erbil
13	E/I Bahrain	62	E/I Helsinki	112	E/I Sanaá	162	CGI Frankfurt
14	E/I Bamako	63	E/I Jakarta	113	E/I Santiago	163	CGI Guangzhou
15	E/I Bangkok	64	E/I Juba	114	E/I Seoul	164	CGI Geneva
16	E/I Baku	65	E/I Kabul	115	E/I Sofia	165	CGI Hambantota
17	E/I Beijing	66	E/I Kathmandu	116	E/I Stockholm	166	CGI Hamburg
18	E/I Beirut	67	E/I Khartoum	117	E/I Tashkent	167	CGI Herat
19	E/I Belgrade	68	E/I Kinshasa	118	E/I Tehran	168	CGI Ho-Chi-Minh-City
20	E/I Berlin	69	E/I Kuwait	119	E/I Tel Aviv	169	CGI Hong Kong
21	E/I Berne	70	E/I Kyiv	120	E/I Thimphu	170	CGI Houston
21	E/I Bishkek	71	E/I Lima	121	E/I Tokyo	171	CGI Istanbul
22	E/I Bagota	72	E/I Lisbon	122	E/I Tripoli	172	CGI Jaffna
23	E/I Brasilia	73	E/I Ljubljana	123	E/I Tunis	173	CGI Jalalabad
24	E/I Bratislava	74	E/I Luanda	124	E/I Ulan Bataar	174	CGI Jeddah
25	E/I Brazzaville	75	E/I Madrid	125	E/I Vienna	175	CGI Johannesburg
26	E/I Brussels	76	E/I Malabo	126	E/I Vientiane	176	AHCI Sylhet
27	E/I Bucharest	77	E/I Manila	127	E/I Warsaw	177	HCI London
28	E/I Budapest	78	E/I Mexico City	128	CGI Sittwe	178	HCI Lusaka
29	E/I Buenos Aires	79	E/I Minsk	128	HCI Brunei	179	HCI Male
30	E/I Cairo	80	CGI Saint Denis	130	HCI Canberra	180	HCI Malta
31	E/I Cape Town	81	CGI Saint Petersburg	131	HCI Colombo	181	HCI Maputo
32	E/I Caracas	82	CGI Sydney	132	HCI Dar-e-Salaam	182	HCI Nairobi
33	CGI Kandahar	83	CGI Toronto	133	HCI Dhaka	183	HCI Nicosia
34	CGI Mandalay	84	CGI Vancouver	134	HCI Gaborone	184	HCI Ottawa
35	CGI Mazar-E-Sharif	85	CGI Vladivostok	135	HCI Georgetown	185	HCI Port Louis
36	CGI Medan	86	CGI Zahidan	136	HCI Harare	186	HCI Port Moresby
37	CGI Melbourne	87	CGI Zanzibar	137	HCI Islamabad	187	HCI Port of Spain
38	CGI Milan	88	AHCI Chittagong	138	HCI Kampala	188	HCI Pretoria
39	CGI Munich	89	AHCI Kandy	139	HCI Kingston	189	HCI Singapore
40	CGI New York	90	AHCI Khulna	140	HCI Kuala Lumpur	180	PMI Geneva
41	CGI Osaka Kobe	91	AHCI Mombasa	141	HCI Lilongwe	191	PDI Paris
42	CGI Perth	92	AHCI Rajshahi	142	Indian Mission to ASEAN in Jakarta	192	India-Taipei Association (Taiwan)
43	CGI Phuentsholing	93	E/I Berlin	143	PMI, New York	193	HCI Freetown
44	CGI Sao Paulo	94	HCI Wellington	144	HCI Mbabane	194	E/I Monrovia
45	CGI San Francisco	95	HCI Windhoek	145	E/I Washington	195	
46	CGI Shanghai	96	HCI Yaoundé	146	E/I Yangon	196	
47	HCI Suva	97	E/I Moscow	147	E/I Yerevan	197	
48	HCI Victoria (Mahe)	98	E/I Muscat	148	E/I Zagreb	198	
49	HCI Kigali	99	E/I Niamey (Niger)	149	HCI Abuja	199	