

## **AEREN LPO**

**A Division of Karin Informatics Pvt. Ltd., INDIA**

### **Request for Proposal (RFP) for the Legal Outsourcing to India**

#### **1. Company Profile**

**AEREN** is one of India's leading legal & knowledge AEREN by using well defined process & technology at low cost, high quality & quick turn around time. We have been providing knowledge services since 1988.

We have transformed outsourcing services & provide the domain expertise in various verticals / sectors. We leverage our tenets of quality and innovation, the best people talent and self sustaining process framework to deliver long term benefits and measurable high value to our customers.

The partners and members of AEREN are highly skilled and competent professionals with years of experience. They bring the highest level of professional excellence, integrity and sound ethical and fair practices.

#### **2. Introduction**

The objective of this Request for Proposal (RFP) is to offer Law firm / Attorney, Legal outsourcing services in the field of .....and to enter into contract with the ....., to provide Legal Outsourcing services.

The AEREN LPO will provide the Law firm with .....services for .....period. This is, however, only an estimate and the client do not guarantee this number. The AEREN LPO will subsequently deliver the complete project assigned in a prescribed manner with in framed timelines to .....

#### **3. Request for Proposal (RFP):**

This is a limited RFP. The firm is invited to submit a priced proposal for the delivery of legal Outsourcing services in accordance with this RFP. The proposal would be valid for a period of .....months after the RFP. The Contract, if signed, as a result of submitting proposal will be signed for a period of .....years/months with review of operations after .....months. The AEREN will start operations within .....days/week of signing the Contract and full operations within .....days of

starting partial operations. Operations, whether partial or full, can start only after the law firm conveys its satisfaction with the format, process, technique, delivery mode arrangements made by the AEREN.

**4. Clarification/ Additional Information required:**

Requests for further information must be in writing and be sent to the contact person mentioned in this document; only communications that are in writing from the Consulate may be considered as properly authorized expressions on the AEREN's behalf;

Law firm /Attorney shall provide the name and contact details of an individual to act as a point of contact during the project tenure. That person may be asked to provide additional information during the project tenure.

**5. Proposed Programme for the RFP Process**

The detail of services, process, format, timelines to complete the services  
Date:

To be sent by fax to .....or e-mail to  
.....com

Pre-contract questions and response to questions    Date:

**6. Statement of Service Requirements**

The AEREN will establish required team at its Centers adhering to good industry practice standards in India keeping view and following a timelines of Client. The AEREN will enter into full consultation and planning with the client.

**Scope of Work and Deliverables Required**

- a. The AEREN ensures that then team is fully trained in all Technologies and Databases with in the premises and easily accessible appropriate facilities and conveniences for the client project requirements while endeavoring with complete quality.
- b. The AEREN shall be responsible for ensuring that wherever project is assigned the AEREN can undertake all of the functions for the Client in the following manner:

- i.** The AEREN will arrange to print all the required documents at his own cost in the format prescribed by client from time to time.
- ii.** Assist client in completion of documents on the bases of factual information on the various categories available.
- iii.** Accept documents, including those received by FAX, post, email (in different formats like Microsoft Word, World Perfect, PTX, FTP mail etc.). Fee will be accepted in all manners of payment generally used in INDIA, including bank transfers, credit cards and debit cards. However, any bank/agency charges levied on such transactions will be borne by the client.
- iv.** Such fees due as AEREN's service fee, in the AEREN's bank account on the day of receipt of Complete Project. Clear and transparent fees taken will be supplied at the time the relevant applications are submitted, in a format to be agreed between the client and AEREN.
- v.** Provide a bar-coded receipt showing the service fee paid to the AEREN. A copy of the bar coded receipt is to be with the client.
- vi.** Electronic data entry of client in a format prescribed by the client as per requirements of the project (the timings and manner of which will be determined by the client).
- vii.** On receipt of documents, scrutinize the various documents and forms to ensure they are properly completed and ensure that each document has clear information on it to allow easy process and in a timely manner (the timings and manner of which will be determined by the parties).
- viii.** Delivery of project will be done in a procedure which will be determined by the parties.

An official leaflet explaining clearly how to complete the project with relevant guidance and Proper records of every document and fees taken on databases and systems, and in accordance with practices to be prescribed by the client and

- a.** Have in place an efficient system.
- b.** Have an efficient system for returning project (with associated documents) in a timely and orderly fashion to the client.
- c.** Have a reliable quality control system that maintains continuous surveillance on service standards.
- d.** Put in place a viable and effective security and vigilance system.
- e.** Operate an e-mail, tele-enquiry facility in order that applicants can track the progress of project by client.

### **Facilities**

The AEREN shall be having the following facilities to meet the client requirements:

- a.** Effective systems and processes to train staff who can clearly and accurately work on project
- b.** An IT system which will allow the entire AEREN's service network access to access client's data.
- c.** A security system for the safe custody of documentation collected, including information held on IT systems.
- d.** An effective quality control system.
- e.** The AEREN will maintain records and statistics in the format required by the client.
- f.** The AEREN will ensure that project will be completed in the turn around time.
- g.** The AEREN shall ensure complete confidentiality of the information provided by client and will further ensure that it is used for no purpose other than completion of project.

### **Service Standards**

The AEREN shall ensure a high level of service standard, efficient processing of project and high satisfaction.

## **7. Response to the RFP**

### **Contract Price**

The AEREN will charge fee, on Contract/hour/project bases. The fee should be quoted inclusive of any local taxes and VAT currently applicable in INDIA. This fee will remain fixed for the entire duration of Contract and can be changed only if there is a change in the rate of local taxes or VAT.

The applicable law in respect of the RFP is Indian law and the contract is subject to Indian Court's jurisdiction.

**Organisation Profile:**

Please provide an organization profile as also the following information:

- Full Legal name;
- Complete address, including registered office of company;
- Contact person;
- Telephone, facsimile and email contact details;
- Summary of locations and number of staff in....., if any;
- Summary of services looking forwarded by client for outsourcing;
- Company Head office location, and branch office locations;
- Website address of any website currently operating for that service.

**Method Statement**

The purpose of the Method Statement is to enable us to evaluate understanding of your requirements. Your method statement should describe clearly how you will provide each of the main requirements indicated in the Statement of Service Requirements.

Please explain under the following headings and order. Particular questions to be addressed in your response are given below:

**Professional Plan**

- Describe service areas relating to this Proposal.
- Describe capacity for flexibility in service provision - e.g. a sudden increase in demand
- Describe the time lines and the pricing for the services

**Resource Plan**

- Give details of the resources expected to be used to service the Contract, including the number of staff expected to be employed for providing the service.

- Indicate in each case whether the Staff is expected to be drawn from within AEREN's organisation or to be newly recruited and where staff will not be employed full time on this Contract.
- The detailed sub-contract plan, if any.

**Additional Information**

Please give any additional information you think would be useful in support of your proposal, including any additional facilities not included in the Statement of Service Requirements that will make the Service more customer-friendly.

**Contract Price**

Contract price will have to be indicated as the price that the AEREN will charge the client for the service provided by them for each service.

Daily average of documents volume of handled to AEREN/Client.

The final proposal should be mailed / addressed to

The proposal must contain the information required by the RFP, as sought in 'Response to the RFP' along with the RFP Form duly completed and signed by the authorized representative.

The original must be signed by an authorized representative of the Firm. This copy is deemed to be the master copy.

The proposal may form part of the final contractual documentation (if any).

Matters regarding dispute resolution between the AEREN and the High Commission will be under the jurisdiction of Indian Courts. The contract will also include provisions of Force Majure, termination of contract, consequences of termination and re-tendering after termination of contract.

Date \_\_\_\_\_

Signature(s) \_\_\_\_\_

In the capacity of \_\_\_\_\_]