

Embassy of India, Bangkok

Date: 09-05-2024

SI No	Page Reference	RFP Statement	Clarification Required	Response from the Mission
1	Chapter I, Page-3, point 1	Proposal for the delivery of Consular/Passport/Visa/PCC/Surrender Certificate (Renunciation of Indian Citizenship)/ Global Entry Program (GEP) Verification/ Miscellaneous Attestation related support services	Please explain under what terms will Global Entry Program (GEP) Verification come into effect.	GEP verification service is already integrated into the Global Passport Seva Project of the Government of India.
2	Chapter I, Page-6, point 9	The Mission/Post handled approximately 51,025 no. of services/ transactions during the three-year period from Jan-2021 to Dec-2023 (equivalent to approximately 68 transactions/services per working day, assuming 248 working days in a year	Kindly provide the last 3 years volumes for application services for each category along with the breakup of each service.	A year-wise application count for Bangkok and Chiangmai is as under: <u>Jan 2019-Dec 2019</u> (Bangkok-40609, Chiangmai-231) <u>Jan 2020-Dec 2020</u> (Bangkok-15339, Chiangmai-136) <u>Jan 2021-Dec 2021</u> (Bangkok-11089, Chiangmai-77) <u>Jan 2022-Dec 2022</u> (Bangkok-18923, Chiangmai-222) <u>Jan 2023-Dec 2023</u> (Bangkok-20434,Chiangmai-280)
3	Chapter VII, Point A, xi, page 23	Indian Consular Application Center (ICAC): Counters details	The sizing of the proposed ICAC does not match with the given application count of 68 applications per working day. Kindly provide the revised ICAC sizing mandatory for the setting up of ICAC.	A corrigendum is being issued in this regard
4	Page 26, Point vi Postal applications	The applications received by Post/ Courier should be registered/brought into the main system on the same day of receipt at SP's office.	Kindly confirm if the Service provider is allowed to accept the applications through postal/courier.	Yes
5	Chapter I, Page-4, point 5	In the event of the rollout of chip-enabled e-passport services by the Ministry, the OSP shall be responsible for the enrolment and	In the event of the rollout of chip-enabled e-passport services -What is the expected increase in volume? What volumes are supposed to be considered by the	The expected increase cannot be speculated at this time. Regarding the number of anticipated CPV applications for the contract period, kindly refer to Part III of Annexure-C

		capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission.	bidders for calculating the service fee as per Annex C. This has been a major issue in the previous bid leading to huge ambiguity in calculations further resulting in under-bidding.	
6	Annexure D, Page 16, Point 2	Average Annual Turnover	As per RFP the bidder has to submit the audited financial statement for the year Jan-Dec 2021, Jan- Dec 2022 and Jan- Dec 2023. However, as per Central Bank of Bahrain, the financials for 2023 will be submitted only in June 2024. Considering the same we request the Mission to kindly accept the audited financial statements for the financial years 2020, 2021 and 2022 along with external auditor certificates for the same years.	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered. The Mission would accept available audited Financials for the last three years before 2023/2023-24, along with unaudited financials/certificates from the auditor for the year 2023/2023-24. The audited balance sheet for the year 2023/2023-24 shall be submitted before the award of the contract
7	Annexure E, Point vi, Page 112	The appointment slot at each ICACs should be always available within 07 working days	Is this allowed to charge the service fee to the applicant at the time of booking the appointment. This will prevent fraudulent bookings and blocking of appointment slots.	No, fee shall not be collected at the time of booking the appointment. Appointments must be available to applicants as per the provisions of the RFP.
8	Annexure E, Point vi, Page 112	Appointment System	Is there an already existing mobile application for Appointment System in Bangkok, If Yes, would the same will be used or the OSP has to develop a new application.	OSP has to develop its own Appointment system and Smart Queue management system as per the conditions of the RFP
9	Chapter VII, Point I, Page 36	Installation of Applications, Software and hardware for Consular Services.	Will the mission/MEA provide the software for Consular / Misc Attestation services.	If required, the Mission/MEA shall provide the software for Consular / Misc Attestation services
10	Chapter VII, Page 35, Point G	Return Of Documents to the applicant: Facilitate applicant or his/her authorized representative for collection of document / passport from ICAC.	Can we consider travel agent as the representatives of the applicants for the collection of documents.	No. Where biometrics need to be collected, applicants would need to appear individually. In other services, document submission can be done by a representative expressly authorized by the applicant. In no case, any unauthorized 3rd party or travel agent should be

				entertained in any form of service or collection of documents.
11	Chapter VII, Page 28	Enquiry and Grievance redressal mechanism	It says the telephone inquiries shall be attended to from 8:30 AM to 5:30 PM on all working days. (f) An automatic answering system shall be functional outside the above period including holidays.”Kindly clarify	The specified telephone number of the ICAC for handling public enquiries should be functional during working hours (8.30 AM to 5.30 PM). After 5.30 PM, its automatic answering system must be functional (including on holidays) to guide the applicant to the 24*7 helpline number to seek answers to any queries.
12	Chapter X, Page 74, point ii, Sub point (d)	Financial Bid Evaluation The financial bid for Service Fee in three components, namely basic service, biometric enrollment of ten-finger print and enrollment of facial biometrics along with prices for OSs will be opened on the same day. The prices quoted for Service Fee by L1, L2 and so on, will be announced along with the details of Total Expenditure and Total Receipts quoted by the respective Bidding Companies.	It is requested that the price of OS services should also be disclosed as it is a part of the formula to arrive at the Lowest quotient (Q) Lowest quotient (Q)= Sum of: [(Service Fee for Basic Service + Finger biometric fee + Facial biometric fee) x 0.90 + (Sum of all Optional Services charges divided by total number of OSs) x 0.10] as well as L1.	The price of OS Services will not be disclosed separately.
13	Page No. 6 Point 11	The OSP shall establish 02 (two) Indian Consular Application Centers (ICACs)	Please confirm of there is any specific requirement for the distance of the proposed ICAC in Bangkok from the Embassy of India, Bangkok.	Should be in close proximity to the mission. The Technical Score will be awarded based on the Technical Evaluation Proforma at Part III, Annexure-E
14	Point 11 Page 18	The Bidding Company must ISO 23026-2015 (or equivalent) for website quality certification at the time of submitting Technical and Financial Bids.	Kindly confirm, whether the bidder is required to submit the ISO 23026-2015 certificate at the time of bid participation or the same will be submitted by the successful bidder within 3 months from the date of signing of contract.	Kindly refer to the para xi, Chapter V
15	CHAPTER VII Clause No-T	SCOPE OF WORK AND DELIVERABLES REQUIRED	In reference to the clause stating the requirement for a 24x7 helpline service, I would like to inquire about	24*7 helpline including all, i.e. call centre, email support, and chatbot is expected.

			the specific type of helpline service that is deemed mandatory after business hours. Is it required to be in the form of an email helpline or chat support or call center or all three?	
16	CHAPTER VII Clause No.3 (viii)	SCOPE OF WORK AND DELIVERABLES REQUIRED Premium Lounge Service	In reference to the clause Regarding the Should the cost of establishment of a premium lounge be incorporated into the price bid model?	The anticipated cost of rendering Optional Services (OS) is to be provided as per Section B of Annexure C. Bidders have to make their calculations thereby.
17	ANN EXU RE -E	Annex-E: Technical Bid, Part III: TECHNICAL BID EVALUATION PROFORMA, 7(a), Content and Demo of website application and Dash Board will be considered	Is it necessary to include links to the live versions of the website application and dashboard in the bid response, or can we simply provide UI design templates (screenshots) instead? Will the evaluation criteria for this aspect differ between the live version and screenshots of the demo version?	Demo of live version only
18	CHAPTER VII	SCOPE OF WORK AND DELIVERABLES REQUIRED, Premium Lounge Service	Kindly provide details of the percentage of applicants opting for Premium Lounge and general application centre service currently.	Premium lounge is a new Optional service. Hence, there is no past data available with the Mission.
19		PARKING FACILITIES WITH CAPACITY AND TYPE OF PARKING	Is there a defined criterion or guideline specifying the minimum number of parking slots required to attain the maximum score of 5 marks in the ICAC evaluation?	The OSP may offer Parking slots based on the average number of applicants visiting ICAC in a day and the working hours of ICAC as given in the RFP.
20	CHAPTER VII- Clause (xi)	Indian Consular Application Centre (ICAC)	In accordance with the details outlined in the RFP, are we permitted to utilize the existing space currently hosting the operational ICAC, or is it obligatory to establish a new ICAC at a different location?	The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.) and other necessary equipment/facilities/utilities.
21	CHAPTER VII- Clause (xi)	Indian Consular Application Centre (ICAC)	Can the area of premium lounge space be fitted (separate entry and exit) in the total minimum area of the ICAC?	The total minimum area prescribed in the RFP is inclusive of the Premium Lounge. However, the actual area of the Premium Lounge will be decided by the Mission

				later.
22	CHAPTER VII- Clause (xi)	Indian Consular Application Centre (ICAC)	As per the specifications provided in the RFP, if we opt to utilize the current ICAC premises, are we permitted to retain and utilize the existing furniture, IT setup, security system, and other fixtures, or is it mandatorily required to replace the entire setup with new installations?	The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.,) and other necessary facilities/utilities.
23	CHAPTER VII- Clause (xi)	Indian Consular Application Center (ICAC)	If an existing OSP opts to utilize the existing ICAC space and infrastructure, will another bidder receive higher marks or weightage in the bid evaluation process by offering a new space and a completely new setup?	The technical bid marks will be assigned as per the Technical Evaluation Proforma given in Part III, Annexure-E of the RFP
24	ANNEX C- PART III	Justification for Service Fee quoted	Is it permissible for Outsourcing Service Providers (OSPs) to operate on a zero-profit model by indicating zero viability in line (g), where viability represents the variance between total estimated revenue and total estimated expenditure, considering that the Optional Service is charged separately to the applicant?	Yes, But the total estimated expenditure including total local tax payable, shall NOT exceed the total estimated revenue. ie. The profit amount shall not be negative.
25			What is the expected launch timeline for e-passports services? Is it right to assume 15% of diaspora to be covered every year or 100% diaspora can also be considered during the contractual term?	E-passport service is not introduced as of now.
26			Is there any timeline for the complete implementation of visa waiver or e- visa?	e-Visa is already operational in several categories in the case of Thailand. No timeline can be stated for any further expansion of the e-visa scheme
27			Can the Service Provider (SP) offer services beyond the prescribed working hours of the centers through optional services e.g. premium lounge?	OSP may decide to operate beyond business hours in accordance with the local laws with the permission of the Mission. However, the choice of premium lounge

				shall remain optional for the applicant.
28	General Query		Please differentiate in the sq. Ft or number of counters to be used for passport service and attestation service in the center?	Bidders are to make self-assessments based on the number of applications
29	General Query		Pertaining to bank charges, which have been instructed to be collected by SP from applicants on actual basis, please suggest if bank charges are to be included as part of SP's service fee or should be a separate component on the payment receipt?	Bank charges to be detailed separately.
30	General Query		Whether Services of the Subcontractor can be availed for certain category of ancillary services. Please clarify and share the details.	No. Sub-contracting not allowed as per RFP
31	REF: "ANNEX:E: PARTIII-3(B)	OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESS"	Is it permissible to conduct the Enquiry, Examination, Verification, Fee Collection, and Delivery processes at the submission counters, or is it obligatory to designate separate counters and staff for each task?	Bidders are to submit the plan of implementation as per their assessments keeping in mind minimum criteria of ICACs in mind.
32	General Query		When preparing the financial bid, should we assume that all participating bidders need to <u>provide new premises for ICAC?</u>	The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.) and other necessary facilities/utilities.
33	General Query		Could you <u>please provide the tentative date for the technical bid presentation?</u> We need this information to finalize the travel plans for the individual attending.	It will be intimated in due course
34	Chapter I-RFP Para 12	The Mission may need to increase number of ICACs, if deemed necessary.	Mission may elaborate on approximate increase in number of ICAC in order to work out cost.	Currently, Mission is not anticipating an increase in the number of ICAC during the contract period.
35	Chapter III-RFP Pt (xix)(b)	Reasonability/viability of the amount quoted by the bidder for each component in financial	Do all the applicants need to give biometrics or will it be only consular or any specific category of applicants?	Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc

		bid (Annex-C) will be examined on the basis of the viability of the proposal and in case the bidder's quote for any component/item is not viable, the bid can be considered unresponsive and would be rejected. No services should be quoted as Zero, including biometrics and if a firm quotes NIL or abnormally low charges/consideration, the bid shall be treated as unresponsive.		
36	CHAPTER III: INSTRUCTIONS TO BIDDERS Pt (xiv)(l)	l. The Mission reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C as part of the financial bid, if it considers it unviable and could therefore lead to poor quality of services. In that event, the lowest responsive bid L1 may be decided amongst the remaining bids which are considered viable.	We would like to request for clarification on what is meant by the statement "the Mission reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C". What is the criteria for financial viability? Is there any minimum price which has been decided by the Mission below which the bid will be considered unresponsive?	The viability of financial bids shall be determined based on the criteria mentioned in the RFP, particularly in Annex-C. The total expenditure, including taxes, cannot exceed the total revenue. The viability/reasonableness of the expenditure quoted under sections B and C (Part-I) of Annex-C will be evaluated and decided upon by the Mission, based on local data and the inputs and the justification provided by the Bidder.
37	CHAPTER III: INSTRUCTIONS TO BIDDERS	DETERMINATION OF CHARGES FOR OPTIONAL SERVICES Shall provide OSs on the basis of a written request by the applicant.	Services like Photocopy, Photograph & Form filling etc. are usually requested during the submission process. Mission may kindly clarify about the compliance asked.	OSP may use a duplicate copy (or a counter foil) of the payment receipt to take the applicant's signature and retain it for the record for a minimum period of 6 months.
38	CHAPTER V : MANDATORY ELIGIBILITY CRITERIA Para 1 (II, III)	(ii) Bidding Company must have minimum net worth equivalent to USD 5 million. (iii) <i>Average annual turnover of the bidding company in last three years</i>	Since the accounts, Balance Sheet, etc. in India are prepared as per the Financial Year for the period from April-March, please clarify the period for which such information is to be provided since as per Chapter V: Mandatory Eligibility Criteria (Pt. ii) and also Pt. (iii), the bidding company is to submit audited balance sheets and income statements, etc. certified by an external auditing agency for the last three years (Jan	The mission would accept balance sheets on the basis of the prevalent accounting system of the country where the Company is registered. An external audit agency in the country where the company is registered.

			2021-Dec 2023). Since the company certified net worth & turnover is in Indian rupees, as on 31 st March every year. Mission may clarify on the conversion rate. Please advise us which will be the external auditing agency for this purpose.	
39	CHAPTER V : MANDATORY ELIGIBILITY CRITERIA Para 1 (II, III) VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 1.A(v) Para 2, Pt (o)	The OSP shall not capture any data/information from the applicant on/through its website or insist upon service seekers to apply for services at its website	Could the word “capture” be defined here? Does it mean collecting and processing and storing data or even mere processing the data (without storing it)? While booking appointments, we seek applicant’s passport/phone numbers for various appointment validations. Even in our grievance redressal forms which we use to provide better customer service to our applicants, we require email/phone number. Please clarify the point.	“Capture” would relate to collecting, storing, and processing the data which is not meant for the OSP. The OSP’s website should not capture passive data violating privacy issues AND also not ask the applicant to fill in data that is required by the GoI websites but is not needed by OSP to undertake outsourcing services
40	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 1.B.(xii) (a) CHAPTER XI: SERVICE LEVEL METRICS / PENALTIES, Para 30(D)	Enquiry and Grievance Redressal mechanism (a) The OSP shall provide an efficient-- and shall maintain a chat bot in the Web site and a dedicated WhatsApp bot. Whereas in 64 in item Sl. No. 30D, it mentions Whatsapp bot/Chat bot. The OSP agrees to provide Whatsapp bot/Chat bot.		The OSP shall maintain a chatbot on the website and a dedicated WhatsApp bot.
41	Chapter VII Pt. I (vi)	Those applications which are submitted by applicants directly at the Indian Mission will be handed over with supporting documents / enclosures to OSP and shall be scanned /	What will be the volumes for such cases?	2-4%

		digitized / indexed to link with the visa application on IVFRT.		
42	Chapter VII Pt. K	Acceptance of GEP Background Verification Forms. The OSP shall scrutinize the application forms, passport, and enclosures and send them to the Mission/Post concerned as per standing instructions.	What is the expected volume of GEP applications? What is the process to be followed by the OSP for GEP application scrutiny?	GEP applications form part of other consular services categories Application scrutiny process in general remains the same as for passports, visa, consular services, etc
43	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para U	Consular Camps:	Please specify the minimum days or staff required for the Consular Camp as the entire set-up has to be reallocated to the specified place? Also, please specify which all services will be available at the Camp location as the entire set-up will need all the basic amenities to be in place.	Bidders should prepare readiness to conduct consular camps if need arises with hardware requirements same to the application of passport, visa, OCI etc Cities and detailed plans cannot be committed at this stage.
44	Chapter VII, Para B.(vii)	Postal applications: The applications received by Post/Courier should be registered / brought into the main system on the same day of receipt at SP's office.	What is the cut off time for postal / courier applications received in the day for bringing these into the main system on the same day.	Before the closing time of ICAC every day
45	Chapter VII, Para B.(x).f)	The OSP shall provide a specific time slot at ICACs for catering to the Walk-in category applicants.	Do the service levels and penalties apply to the walk-ins since the OSP will have no control over the number of walk-ins?	Walk-ins will be limited to emergency cases as approved by the Consulate. However, the receptionist at the ICAC should be available to answer queries from people visiting the ICAC
46	CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES Item 19	The OSP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 30 minutes from the time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant.	In case of applicant opting for OS like form filing, Turnaround time (TAT) may go beyond 30 mins. Kindly explain the mechanism of calculating overall processing time for such cases.	In all cases, Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant.
47	Chapter XI: SLA Provision of Courteous	The OSP agrees to extend courteous services to the applicants--or bring disrepute to the Mission.	There are many instances where applicants raise false allegations or misbehave with the staff. These are at times motivated or due to	Service Provider will be given an opportunity for their version of the event before a decision is made on the imposition of penalty

	Services to the Applicant, Item 23	Any complaints of discourteous behaviour shall— penalty equivalent to THB 1000 in each instance on the OSP.	applications not getting accepted? Is there a mechanism to filter these out? OSP should be given opportunity to represent before any penalty is imposed.	
48	CHAPTER XII: DISPUTE SETTLEMENT MECHANISM, 4. TERMINATION OF CONTRACT, Para 9 Chapter III- instructions for bidder, Para xvii Chapter IV – Pre verification, Para III Chapter XI, Para (v)	If the OSP after receiving show cause-- and may also be debarred for 3 years from participating in any tender process. If any violation is committed--- and the OSP will be banned for five years from participating in future tenders of the Ministry.	Please clarify this.	A corrigendum is being issued in this regard.
49	Chapter VII		Are there any specific languages that the mission wants OSP to incorporate on the website/ mobile app?	Should mandatorily be in English.
50		Premium lounge and general application %age	Kindly provide details of the percentage of applicants opting for Premium Lounge and general application center service currently for the last three years	Premium lounge is a new Optional service. Hence, there is no past data available with the Mission.
51		Facilities at the ICAC	States that The OSP will be required to provide 24x7 helpline however under enquiry and grievance redressal the telephone enquiry time is from 08:30 am till 05:30pm on all working days, also under chapter xi, point 20, the call centre timing is referred as 9am till 8 pm. Please specify which time we refer to?	A corrigendum is being issued in this regard

52		Prime time submission and collection	Can Service Provider (SP) offer services beyond the prescribed working hours of the centres?	As and when required subject to the compliance with the local laws.
53		Courier Service under OS	Under " Optional Service" please elaborate the "courier service within province and out of province is mentioned" should we also propose courier service outside the country in case the applicant wishes to receive the processed document in some other country, what will be the minimum fee?	The courier charges will be different for places other than Bangkok and Chiangmai. There is no provision of courier services outside the country.
54		Bank Guarantee	Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (i) @Pg 51). 10 Please provide the exact amount of Performance Bank Guarantee (PBG) to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided under Chapter X, Pt. (1) (ii) @ Pg 51). Bank Guarantee 11 Please provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (iii) @Pg 51).	The exact amount of BGs will be intimated at the appropriate stage of the bidding process.
55	Page no. 16-19 Point No. Chapter V: Mandatory Eligibility Criteria	Conversion rate from THB to INR	Please confirm to which year, the conversion rate of THB to INR will be applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial / calendar years, e.g. Jan 2021- Dec 2023	The Conversion rate for the years is: (2020),1\$ = Rs. 73.25 (2021),1\$ = Rs. 76.83 (2022),1\$ = Rs. 83.40 (2023). This is based on the official exchange rate prescribed by the Government of India for the month of April in each financial year.
56	Page No. 94-99 Annex C: Financial Bid	Single Service Fee	Whether single service fee is to be quoted for all services.	Yes, there is a single service fee for all the services that would be offered by the OSP.

57	Page No.4 Chapter I : Request for proposal (RFP)	<p>In the event of rollout of chip-enabled e-passport services by the Ministry, the OSP shall be responsible for enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Missions. In that case the Mission & Posts in coordination with the NIC, will provide necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the OSP as per the standards prescribed by GoI's National Informatics Centre(NIC). No request/claim for any hardware and its installation would be entertained under any circumstances during the period of the contract. Hence the rates should be quoted with these provisions in mind. The OSP shall coordinate with the Missions and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>	<p>Please provide complete technical specification of hardware and its installation which we have to quote in our price bid as of now without having any clarification on the quantity, technical specification, any other hardware/software. Service fee is always depends upon various factors based on index prices of the country and we do not know when chip enabled e-passport services will be implemented by the Ministry, henceforth, requested to please remove this requirement from this current RFP.</p>	<p>Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking in to account anticipated applicants to be served daily, counters, redundancies etc.</p>
58	Page No.3 Chapter I: Request for Proposal (RFP)	<p>There shall be a review of operations after each completed year. At the end of the three-year period, the Missions may at its discretion extend the Agreement, with the approval of the Ministry, for a maximum period of two years, on the same terms and conditions, with the mutual consent of both the Mission and the Outsourcing Service Provider (hereinafter referred to as OSP)</p>	<p>Requested to please clarify, in the event of extension of the agreement after contract period, is there is any possibility to revise the existing rates in view of price index/changed price index of the country, to make the project viable. This may include revision in service fee, applicable all local taxes (VAT/GST etc.) and minimum wages.</p>	<p>Conditions as per RFP to be complied.</p>

59	General Query	Responsibility of Handling of applications.	Procedure of handling of left over applications by the current service provider to the new appointed service provider has not been mentioned in the RFP, which is a crucial part for taking of the charge, please clarify.	There would be no transfer of applications between the existing and the new SP. The existing SP will complete the services for all the applications received by it.
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