

Embassy of India, Bangkok, Thailand
Tender No. Ban/Cons/406/02/2024, Date: 5th February, 2025
For outsourcing of CPV Services

Response to the Queries submitted to Mission

Sl. No.	RFP Document Reference(s) (Section & Page No.)	Content of RFP requiring Clarification(s)	Points of clarification	Reply
1	Page no. 17-19 Chapter V: (i) (iii)/Mandatory Eligibility Criteria	The average annual turnover of the Bidding Company during the last three years(Jan 2022-Dec 2024) must be at least US\$ 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization or NGO. The Bidding Company shall provide audited information <u>certified by an external auditing agency to substantiate the claim of its turnover</u> . In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their joint venture agreement.	The RFP requires average turnover of the Bidding company on the basis of calendar Year during the last three years (Jan 2022-Dec 2024). However, in India, balance sheets are typically prepared on a financial year basis, starting from April 1 st and ending on March 31 st . In order to present the financial data for each calendar year, as desired in the RFP, please confirm if a certificate from a Chartered Accountant verifying the accuracy of the audited data for calendar years is acceptable.	Mission would accept balance sheet on the basis of the prevalent accounting year of the country where the company is registered.
2	Page No. 17 Chapter V: Mandatory Eligibility	Conversion rate from US\$ to INR	We kindly request you to confirm the applicable years for the conversion rate of US\$ to INR for calculating the equivalent value	Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country for the respective years

	Criteria (a) III		of Turnover and Net Worth during the respective calendar years for Jan 2021 - Dec 2023, as mentioned in the RFP.	
3	Page No. 24-25 Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED: 1-A. (xi) Indian Consular Application Center (ICAC)	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	<p>The minimum area of each ICAC to be established is on the very higher side, especially keeping in view the fact that the separate Optional Services and Premium Lounge Services have been removed from this present RFP that might have necessitated large space requirements.</p> <p>We would request clarification for the big spaces requirement for the various ICACs and also request rationalization of space requirements on the basis of counters required.</p>	Minimum area of ICAC has been specified based on the current operation of ICAC

<p style="text-align: center;">4</p>	<p style="text-align: center;">Page No. 46 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p>	<p>T. Consular Camps: The SP may be required by the Mission / Post to organize Consular Camps at any location within the consular jurisdiction of the Mission / Post(s) at no additional cost to the Government of India / Mission/ Post or applicants. SP will be required to provide services, including scrutiny of applications for consular/ Passport/ Visa / PCC / GEP Verification / Miscellaneous Attestation etc., and acceptance of fees. The same Service Fee should be levied on applicants. No additional service charge will be paid to the SP. These camps are to be organized in cities other than the location of the Centres. The SP should quote financial bid keeping in mind this aspect and SP will not be allowed to charge any additional cost from anyone [either from the applicant or Mission/Post/Ministry]</p>	<p>Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly requested:</p> <p>1. Manpower & Resource Requirements:</p> <p>a) Number of personnel required for consular camp operations. b) Number of applications anticipated to be processed at each camp. c) Number of camps to be conducted per year.</p> <p>2. Camp Organization & Logistics:</p> <p>(a) Kindly provide logistics for proposed organization and conducting of consular camps. (b) Kindly specify the typical duration of each consular camp.</p> <p>3. Infrastructure & Space Requirements: Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	<p>The hardware and manpower requirement for all Consular Camps will remain same as for any visa, passport, OCI, consular applications. Number of Consular Camps and applications cannot be predicted. SP will be informed in advance of anticipated applications for planning manpower and hardware</p>
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5	<p>Page No. 125 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)</p>	<p>Location of the ICAC: Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company. The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.</p>	<p>We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in the TECHNICAL BID EVALUATION PROFORMA.</p> <p>Prime Location: Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:</p> <p>Proximity: Since the Proximity may be assessed based on the following criteria:</p> <p>High Proximity km Medium Proximity km Low Proximity km</p> <p>Please confirm, if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.</p>	<p>The RFP provision and the evaluation criteria on location of ICAC is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders</p>
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6	<p>Page No. 125 Part III: TECHNICAL BID EVALUATION PROFORM A D) Scoring Criteria/Remarks Sr. No. 1 (b)</p>	<p>Parking facilities with capacity and type of parking</p> <p>5 Marks- Exclusive Parking with adequate slots in ICAC 4-Marks- Adequate parking slots in or near ICAC Less than 4 Marks – for Inadequate slots/slots not closer to ICAC</p>	<p>Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.</p> <ul style="list-style-type: none"> • Definition of Exclusive Parking: • Number of Exclusive Parking Slots: <p>a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested.</p> <p>b) The number of parking slots to be categorized as exclusive parking is also requested.</p> <p>c) This information is crucial for bidders to accurately assess project requirements and submit competitive bids.</p> <p>A prompt response to this clarification is requested to enable the bidders to incorporate this information into their bids.</p>	<p>Exclusive parking means parking space exclusively reserved for applicants visiting ICAC. Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical Bid Evaluation will be awarded based on the information/presentation provided by the bidder.</p>
7	<p>Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 06.</p>	<p>In the event of the rollout of chip-enabled e-passport services by the Ministry, the SP shall be responsible for the enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts. In that</p>	<p>We kindly request you to provide us with complete technical specifications for the hardware and its installation. This information is necessary for us to include in our price bid. At this time, we do not have any clarification regarding the</p>	<p>Technical specification of the hardware may be referred to in Chapter VII and Annexure A-B respectively. Quantity of hardware planning is for bidder to make, taking into account anticipated applicants to be served daily, number of counters, redundancy etc.</p>

		<p>case the Mission & Posts in coordination with Gol's National Informatics Centre (NIC), will provide necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the SP as per the standards prescribed by NIC. No request/ claim for any hardware and its installation would be entertained under any circumstances during the period of contract.</p> <p>Hence the rates should be quoted with these provisions in mind. The SP shall coordinate with the Mission/Posts and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>	<p>quantity, technical specifications, or any other hardware/ software requirements.</p> <p>The service fee depends on various factors, such as the index prices of the country. Since we are unsure of when chip-enabled e-passport services will be implemented by the Ministry, we kindly request that this requirement be removed from the current Request for Proposal (RFP).</p>	
8	General Query	Responsibility of Handling applications during the transition period.	We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.	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.
9	General Query	Utilize the services of a subcontractor for a specific category.	We kindly request confirmation if is it possible to utilize the services of a subcontractor for a specific category of ancillary service.	<p>There is no such provision in the RFP.</p> <p>Please note that agents and middlemen are not permitted under</p>

				<p>any circumstances.</p> <p>However, for courier and security services, SP can engage reputed companies registered in the country.</p>
10.	General Query	Contract Period	<p>Require amendment. See Chapter XVII (P.S Validity of Agreement)</p> <p>Para 1 clearly stipulates that the Agreement shall be valid for 3 years from the date of signing of the Agreement. Instead the following may be proposed:</p> <p>As is, this is a 3 year fixed term Agreement, unlikely the earlier RFPs that provided flexibility for extension incase the need arise or the circumstances demand. The present formulation does not allow the possibility of extension. It is therefore, proposed that the Para I may be modified to incorporate flexibility and allow discretion to the Mission for the extension of the Agreement after the completion of 3-year term.</p>	<p>Please refer to Chapter XVII of RFP.</p> <p>The agreement signed will be valid for 3 years from the date of signing the agreement, without any extension.</p>

11	General Query	Backlog of Services from the incumbent service provider.	Kindly confirm that the cost associated with addressing this backlog is not included in the bid price and constitutes a separate and excluded expense to be reimbursed by the mission.	The selected OSP is not expected to deal with the applications accepted by the previous OSP. The previous OSP would ensure that all applications are taken to their logical end which is either submission of all documents to the Mission/Post or return to the Applicant
12	General Query	Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	Bidders are requested to make their own assessment, referring to supporting document requirements published on Mission's website for visa, passport, OCI etc.
13.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)- 9 (page no. 6)	The Mission/Post handled approximately 58,634 no. of services/ transactions during the three years from Jan-2022 to Dec-2024	Could you please provide a breakdown of the given counts based on different locations as per required ICACs?	Year wise application count for Bangkok and Chiang Mai is as under: Jan 2022- Dec. 2022 (Bangkok-18923, Chinag Mai- 222) Jan 2023- Dec. 2023 (Bangkok-20434, Chiang Mai- 280) Jan 2024- Dec. 2024 (Bangkok18467, Chiang Mai-211)
14	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	SP shall provide space/ working station for officials of the Mission for attestation or other services as decided by the Mission.	Is the required workstation for officials intended for the public dealing area or the back-office area? Please clarify.	In back office area

	1 A. Dealing with Applicants and Documents page No. 24)			
15	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 B. Acceptance and forwarding of application to Mission/Post (x)-(b) (Page No. 30)	The SP shall also maintain a maximum turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	Does the 30-minute TAT include Application Facilitating Services such as photographs, form filling, photocopying, etc.?	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate time could be considered for Form filling if required.
16	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT	The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest 'Service Fee' will be ranked as L1 and the contract will	Is there a process in place to evaluate the financial figures quoted by the bidder? Additionally, does the MEA have any guidelines or viability criteria to assess whether a financial bid is abnormally low or high?	RFP provision for selection is minimum technical qualification score and L1 criteria only.

	T (II) Financial Bid Evaluation: (e) (page no. 85)	be awarded to the L1.		
17.	CHAPTER- I: REQUEST FOR PROPOSAL (RFP) Point: 8 (V)	Provision of Application Facilitating Services viz. photocopy, photographs, form filling and courier services to applicants submitting consular applications	We understand that only four services (photocopy, photographs, form filling and courier services) are considered as facilitation services and no other services like premium lounge or any value-added services will be considered as facilitation service. Since, Hon'ble Mission is focusing more on the applicant friendly ICAC operation and removed the value-added services like premium lounge, that creates discrimination between the applicants who are not capable of using these additional services. It is our humble request to kindly provide equal opportunities to all bidders and do not consider the proposal of any additional free services as technical evaluation and scoring requirement.	There are no Optional /Value added services under the Scope of Work. SP shall not indulge in providing any Service other than the deliverables included in the RFP.
18	CHAPTER-	Dispatch and return	Does this imply that passports	Courier service is a mandatory

	I: REQUEST FOR PROPOSAL (RFP) Point: 7 (VIII)	document(s)/passport/PCC back to applicants via Courier service, in a secured manner as per standards prescribed by the Mission/Posts	will not be returned over the counter? Additionally, in cases where an applicant chooses not to utilize the courier service, what responsibilities will the Service Provider (SP) be required to fulfill.	deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs. There will be no refund of the Service Fee, if the applicant decides to collect the documents directly from the ICAC
19	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 5	Chip Enabled passport	In the event of the rollout of chip-enabled e-passport services by the Ministry – Will the SP be allowed to provision the increase in number of applications for its financial calculations to determine the service fees.	Bidder to make its own calculation to quote a singular service fee as per Annexure-K
20	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Point: 11(a)	The SP is required to set up a new Indian Consular Application Center (ICAC).	We understand that the successful bidder has to setup entirely new Indian Consular Application Center in the country of origin. Considering the confidentiality of data and the ease of expects coming to ICAC, we request you to kindly do not consider the setting up of ICAC in a facility where there is any other Visa Application center is operating as this will leads to confusion and kiosk for Indian Citizens and other visa applicants who seek quality service with friendly sand safe ICAC environment.	SP is required to set up a new ICAC having new civil infrastructure (including Chairs, tables and furnishings) and IT infrastructure (including desktops, workstations, POS, token machines etc) and other necessary equipment's/facilities/utilities. The location, etc must comply with other specifications as outlined in the RFP. The marks for the proposed ICAC will be assigned as per the Technical

				evaluation Proforma-Part III of the Annexure-J.
21	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA, Point (xvi), page 19	The Bidding Company and in case of a Joint Venture, each partner company, shall disclose its shareholding financial interest in any other company entity providing/handling citizen-centric services across the globe, including, but not limited to visa, passport, attestation, travel or any other citizen-centric services.	Kindly provide more clarity on this clause and provide the details of relevant document or certification required under this.	Refer to relevant Chapter of RFP.
22	A. Dealing with Applicants and Documents, Point XI-C, page 25	The SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Bangkok and Post in Chiang Mai with an adequate number of staff	Kindly provide the detail of number of staff to be deployed at the Mission in Bangkok and Post in Chiang Mai.	As per provisions of RFP
23	Financial Bid format (Annex-K)	Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services	We request you to kindly provide the methodology for calculating the viability of proposed services fee in case of quoting very low services fee by the bidders. It is essential that a detailed breakdown of all facilitation services, including SMS, be provided to determine the final service fee. This will help ensure that there is no predatory pricing. We kindly request that	The selection criteria as defined in the RFP is as per L1 basis only. The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP. Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP.

			<p>the Mission and Ministry consider this approach to ensure a level playing field for all participating companies.</p> <p>There are no criteria mentioned nor a scoring format or any formulae to determine L1.</p> <p>Kindly provide the basis of the financial bid Evaluation</p>	
24	Chapter VII – Scope of work and deliverables Clause XIII	Smart Queue Management System (SQM): The SP shall establish an integrated Smart Queue Management System (SQM) in all ICAC to limit the turnaround time to 30 minutes for all applicants from token generation to acceptance of application and payment at the counter of ICAC	With the SP required to provide services of Form Filling (3 minutes), Photocopy (30 secs), Photograph (1 minute), Courier (1min 30 secs) a total of 6 minutes additional per applicant will be required in order to provide all the services excluding the application processing time and waiting time. The mission should reconsider the pricing model as this will lead to huge waiting time and also this pricing model suggests that every applicant would need to avail all services irrespective of their choice.	The requirements as mentioned in the RFP are to be met by the bidders.
25.	Chapter VII – Scope of work and deliverables Clause XIII	Smart Queue Management System (SQM): The SP shall establish an integrated Smart Queue Management System (SQM) in all ICAC to limit the	We hereby request the mission and the ministry to review this aspect as the mandatory services of Form Filling, Photocopy, Photograph, Courier	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well.

		turnaround time to 30 minutes for all applicants from token generation to acceptance of application and payment at the counter of ICAC	for applicants will take a minimum of additional 6 minutes per applicant over and above the time taken to process the application and waiting time. This will in turn increase the overall TAT.	Separate time could be considered for Form filling if required.
26.	Chapter VII – Scope of work and deliverables Clause G.	Return of documents to the applicants sub clause (ii)	If an applicant opts for the collection of documents/passport/PCC from ICAC, the SP shall ensure that the document/passport has been handed over / delivered to the applicant or his/her authorized representative – In this scenario if the applicant insist on claiming a refund on the courier charges what is the SP supposed to inform the applicant. This clause is a conflict to the clause in Chapter 1 clause 8 (Viii). Kindly review and provide appropriate information.	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs. There will be no refund of the Service Fee, if the applicant decides to collect the documents directly from the ICAC
27.	Chapter VII – Scope of work and deliverables Clause B (vii)	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	This service has not been added as a part of service determination. Kindly confirm.	This is in the scope of work with no additional cost. Bidders may bid accordingly.
28.	Chapter XI SERVICE LEVEL	Collection of unauthorized amounts from the applicants	There is no mention of further violations or termination of contract. Does this mean that	The penalties up to THB 34300 will be imposed on SP for each violation in this category.

	METRICS/PENALTIES Clause VI sub-Clause (11)		the SP will only be charged equivalent to double the unauthorized amount collected or THB 34300 whichever is higher, in each such case. Kindly clarify.	
29.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Point O-c	The SP shall operate, on a regular basis, 1 submission counter at the Mission and the Post in Thailand.	Kindy confirm if this task be completed by the Messenger of OSP sent to the mission.	As per provisions of RFP
30.	Part III: TECHNICAL BID EVALUATION PROFORMA	Location of ICAC, Parking Facility	We understand that the scoring matrix provided under the RFP is highly subjective and purely depend upon the bidder's responses. However, there is no fixed number of Parking, counters, manpower and other details are provided. This may lead to a confusion for new companies who wish to participate in the tendering process. We request Hon'ble Mission to provide the equal and fair opportunity to all bidders and provide accurate figures to achieve highest scoring under each section of bid evaluation Performa.	The RFP provision and the evaluation criteria is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders

31	Chapter III Point No. xii, Page No. 11	EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	The relevant bank details will be shared with the companies that have submitted the organizational profile to the Mission.
32.	Chapter XIV, Page No. 73 Point No. 1(ii)	Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-J) and a Declaration by the Bidder (Annex-E). All these annexures should be duly filled in Four Copies of technical bid. To be enclosed.	Kindly advise how many original and copies of technical bid are required.	One copy of the Technical bid should be original and three copies should be in duplicate.
33.	As per Chapter VII point No xi page No 23	Note under point © SP shall also operate on a regular basis, an exclusive submission counter at the Mission Bangkok, Post Chang Mai with adequate number of staff for processing of applications.	Please share an estimate or indication as to how many counters and staff will be required.	Refer to RFP
34.	Chapter X Page No 49	The SP shall provide a Bank Guarantee in Thai Baht (THB) for the Govt funds held by SP.	Kindly advise amount for the same.	Details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.

	point No 1(i)			
35.	Chapter VII Page No. 28, Point No. xii (a)	The SP shall provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol	Please provide number of calls / emails received for planning of call center.	The numbers vary and can not be quantified.
36.	Chapter XIV Page No 73 point No 1(iv)	The proposal must contain the information required by the RFP, in original, signed.	Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signature is required.
37.	General Query		Will there be a single Service fees for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	Yes, the service fee for all the CPV services will be the same.
38.	Chapter V Point No 1(x) page	The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax	Kindly clarify from whom the said certificate is to be provided?	Self-Certification

	No 17	regime.		
39.	Chapter VII Point No 1(T), page No 42	Consular Camps	How many consular camps will be conducted during a calendar year.	Number of Consular Camp vary based on decision of the Embassy or the Consulate
40.	Annexure H page No 104 Note 1	Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.	Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence affixing of bank seal is not possible. Pls clarify on the same.	e-BG and SWIFT transactions will be accepted as per banking norms.
41.	Annexure H page No 104 Note 2	Stamp paper is required for BG issued by the Banks located in India.	Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence Stamp paper requirement does not exist. Pls clarify on the same.	e-BG and SWIFT transactions will be accepted as per banking norms.
42.	Chapter – I Request for Proposal (RFP) Point 3, Page 3	The proposal of the bidding company will constitute an offer to enter into a contract with the Mission, based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation if the bidding company is invited by the	Does this clause indicate that the SP should ensure that for staff employment and remuneration, banking operations, environment, safety, insurance, privacy, and local tax payments strict adherence to all local laws and requirements be	Yes.

		Mission to enter into an Agreement. The Agreement inter alia will include provisions for the SP to adhere to all local laws applicable to the operation of the ICAC, including on employment of staff and their remuneration, banking operations, environment, safety, insurance, privacy, payment of local taxes, etc.	a mandatory condition when quoting the Single Service Fee?	
43.	CHAPTER I: Request for Proposal (RFP) Point 1, Page 3	The award of the Contract will be, as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please advise how will the Authority ensure that the price quoted by any bidder is viable?	RFP provision for selection is minimum technical qualification score and L1 criteria only.
44.	Chapter V, clause 1 (x):” Page 17	“The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.”	As the operations of the bidding company would only stand initiated post the award of the tender, would a bidder whose bid is unable meet viability standards based on local labour laws read with labour requirements as stipulated in the present RFP, stand to be declared as nonresponsive. Further, what would be the procedure for such determination?	SP shall provide self-certification
45.	Indian Consular	The SP is required to set up a new Indian Consular Application	Please advise what constitutes a new ICAC in terms of the	New ICAC is self-explanatory. Selected SP has to secure premium

	Application Centre (ICAC): Point a. Page 22	Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants.	RFP?	location as offered in its technical bid, including new physical infrastructure, hardware, furniture, equipment etc.
46.	Chapter VII, Clause 1 (A) (xi) (a): Page 22	“The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well connected commercial complexes with ample parking facilities for applicants. The proposed locations for the ICACs should have an area of minimum office space as specified in the table below sufficient for Reception desk/counters/workstation/walk-in applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc.”	Are the bidders required to advance documents/calculations supporting the financial viability of any ‘service fee’ so submitted by the bidder, to show that the same is sufficient to finance not only the market rental values for the requisite ICACs and meet the specified requirements? If there are no such documents to be provided by the prospective bidders, how will the tendering authority determine this aspect?	The selection criteria as defined in the RFP is as per L1 basis only. The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP.
47.	Chapter XI Service Level Metrics/Penalties Page 66,	Personal Records (PII Data)	Please advise purging policy for Personal data for the applicant.	Data handling and storage requirements are explicitly mentioned in the RFP. Please refer.

	point 41			
48.	Chapter XV, Clause B (II) (e): Page 76	“The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest ‘Service Fee’ will be ranked as L1 and the contract will be awarded to the L1. In the case of a tie, where more than one company has quoted the same Service Fee, the Bidding Company graded higher in the evaluation of Technical Bids will be declared L1.”	On the date on which the financial bids are opened, is the bidder with the lowest financial bid automatically ranked as “L1” and resultantly automatically the bidder to whom the award/contract shall be granted? Are no viability studies/analysis to be conducted by the MEA/Mission against the financial bids of the technically responsive bidders, to ensure that the lowest financial bid is a value which can validly and viably provide the services stipulated in the RFP and meet the quality stipulations of the same, as also defined in the RFP?	Opening of Financial Bids shall not construe to be declaration of “L1”. Results of Financial Bids will be declared subsequently after necessary internal process, based on L1 criteria only.
49.	Chapter XV, Para B (II)(b) Page 76	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email.	For the sake of transparency, will the Mission also provide the scores provided to the bidder for each of the respective items in the technical bid?	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.
50.	Annexure: K, Financial Bid Page 125	Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details /no response may lead to rejection of the bid.	If there is just one consolidated Service Fee to be quoted by the bidder. please advise what specific details are considered under vague here. And what are mandatorily required to be shared.	Clarification have been provided at Annexure K, under Notes (i), (ii), (iii) and (iv).

51.	Chapter III Clause (vi)	Instructions to Bidders (page No. 10)	<p>Please clarify whether Bidding companies which have received a Show cause notice for levying of penalties/notice demanding penalties are eligible to bid in the present RFP if the Bidding company in question has responded to the Show cause notice for levying of penalties and a final communication qua said penalties has not been received from the Mission/Post MEA.</p> <p>Please clarify whether Bidding companies who have challenged the levying of any particular penalties against them whether before Mission/Post MEA or before a court or before an arbitral tribunal are eligible to bid?</p>	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and shall be summarily rejected
52.	Chapter III clause (vi)	Instructions to Bidders (page no. 10)	Please be kind to clarify whether the penalties that are contested by the Bidding Company including but not limited to for lack of proof and a reply from the Mission is awaited, will be considered as outstanding penalties for the purpose of	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and shall be summarily rejected

			Chapter III, clause (vi)	
53.	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure – D 1, 2 and 3	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover (page no. 17,18,108)	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	Here external means a recognized audit agency in the country where the company is registered
54.	Chapter VII: Scope of Work and Deliverables Required Clause G (c)	Despatch the document(s)/passport/PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt). (Page No. 38)	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs.
55.	Part III: Technical Bid Evaluation Performance Point 1(b)	Parking facilities with capacity and type of parking. (page No. 125)	Please be kind to clarify, what is the maximum number of parking slots to be considered as adequate slots in ICAC.	Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms
56.	Part III: Technical	Provision of Application	Please be kind to clarify what explanation/solution for the	Necessary counter, hardware and manpower facilities have to be

	Bid Evaluation Performance Point 4 (a)	<p>Facilitating Services at ICACs</p> <p>Photocopying</p> <p>Photograph</p> <p>Form Filling</p> <p>Courier Services</p> <p>Refer to Chapter VII, para (3) of the RFP (7 marks)</p> <p>(Page no. 126)</p>	<p>provision of Application Facilitation Services is expected from the Service provider. This will enable us to incorporate the necessary details into our Technical Bid accordingly.</p>	<p>provisioned for Application Facilitating services such as Photograph, photocopy, form filling etc. Refer to Chapter VII, Para (3)</p> <p>As regards Courier service, Bidder has to provide information regarding the courier despatch process, the courier company to be hired, etc., in its technical bid.</p> <p>Technical Bid evaluation marks will be awarded, based on the solution/explanation provided by the bidder, as per Annexure J (Part-III) of the RFP</p>
57.	Part III: Technical Bid Evaluation Performance Point 9	<p>Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.</p> <p>(Page No. 130)</p>	<p>Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation</p>	<p>Reputation will be assessed based on past association with corporate and non-GOI clients including foreign governments.</p>
58.	Annexure-K	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the</p>	<ul style="list-style-type: none"> Please be kind to clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances. 	<p>Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all inclusive service fee.</p>

		<p>Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.</p> <p>(page no. 132)</p>	<ul style="list-style-type: none"> • Please be kind to clarify whether an average of the courier rates is to be taken or a separate disclosure is to be made qua the differential courier rates and ultimately differential service fees. 	
59.	Annexure-K	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the 'Service Fee per application' payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.</p> <p>(page No. 132)</p>	<p>If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant does not avail any or all of the 4 Application Facilitation Services.</p>	<p>A singular all-inclusive service fee per application, as quoted in Annexure K, shall be collected from applicants, regardless of applicants avails any or all of the application facilitation services.</p>
60.	Chapter -VI		<p>Can a Government of India PSU participate through consortium?</p>	<p>Please refer to Chapter -VI</p>

61.	Chapter - VII: Pt 1.B (XI)		Is there any preferences or condition pertaining to the employees working for these services?	Please refer to Chapter -VII: Pt 1.B (x)(i)
62.	Chapter - VII: Pt 1.C		What are the condition on the financial transactions to be done with respect to services charges and MEA? Is transaction of Foreign exchange involved?	Please refer to Chapter -VII: Pt 1.C