

Uploading of Queries and Answers to Pre Bid Conference

Reference Tender No. KUA/ A/551/01/2025. Date: 05 February, 2025, Chapter- II: Bidding Schedule And Process.

2. A set of answers to queries raised by email and during the pre-bid conference held on 10 Feb 2024 is appended below:-

S. No	RFP Main / Sub-Section	Page No.	RFP Clause	Query	Mission's Response
1	Chapter-I pt.2 Chapter XVII (Validity of the Agreement)		RFP stipulates that the Agreement shall be valid for 3 years from the date of signing of the Agreement.	After the expiry of the validity period, is there any provision for an extension of the contract with mutual consent between the Mission and the OSP, on the same terms and conditions?	Pls, refer to Chapter XVII. The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.
2	Chapter I, Pt. 3		The Agreement will also include provisions regarding Force Majeure, unusual situations like COVID-19 pandemic or any other similar unprecedented emergency situation which may affect normal working conditions during which the OSP would be required to provide minimum specified services as per the	During such Force Majeure situations, will penalties and SLAs apply to the OSP?	Decisions will be made taking into account Force Majeure conditions.

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			requirement of the Mission / Post(s) and as may be permissible under the applicable State laws, termination of contract and the consequences of termination.		
3	Chapter – I, Pt 4		In the event of rollout of chip-enabled e-passport services by the Ministry, the OSP will be responsible for the enrolment of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts. Mission/Posts in coordination with the NIC, will provide necessary biometric capturing software for the purpose or compensate actual cost incurred to establish the system to capture biometric data as	We kindly further 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 quantity, technical specifications, or any other hardware/software requirements.	Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.

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			specified by the Ministry while the hardware shall be the responsibility of the OSP as per the standards prescribed by NIC		
4	Chapter III, Pt (xix)(d)		The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-visa Scheme. Government of India reserves the right to further liberalise the visa regime. There shall be no compensation against any such instance when the number of consular applications gets reduced in the country and one or all ICACs is/are bound to be closed or relocated due to any unforeseen	Do we have any tentative timelines when GOI's policies mentioned in this clause will be implemented? If the same are implemented does the bidder have the flexibility to reduce the size/number of ICACs?	It is not possible to indicate timeline for future GoI policies. If the same is implemented, the Mission/Post will examine the proposal of the OSP. The decision of the Mission/Post shall be final in this regard.

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			circumstances/situation.		
5	Chapter III, Pt. (n)		Bidders are required to make a Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Mission (as indicated in Annexure-J of RFP)	<p>a) Please confirm whether the technical bid presentation will be held privately between the Mission and the bidder as our presentation will contain confidential information.</p> <p>b) Is the technical bid presentation by the bidder in virtual mode (online) also allowed? If yes when will the virtual meeting time and meeting ID/Password be shared?</p>	<p>Yes, in private.</p> <p>Technical bid presentation in virtual mode is also allowed if any bidder formally requests for the same. Virtual meeting platform, time, and other details will be intimated to the bidder in advance.</p>
6	Chapter III, Pt. (xix)		Determination of Service Fee	Please confirm if the service fee for all CPV services needs to be the same or can a different price be quoted for different services.	The service fee for all the CPV services will be the same.
7	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA		<p>Para 1 (ii), (iii)</p> <p>(ii) Bidding Company must have a minimum net worth equivalent to USD 5 million.....</p> <p>(iii) Average annual</p>	a) Please advise us who is considered as the external auditing agency for this purpose	An external audit agency in the country where the company is registered.

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			turnover of the bidding company during the three- years (Jan 2021- Dec 2023)...	b) As per Chapter-V, Bidding companies are required to provide the audited financials for Calendar years (Jan 2021- Dec 2023), whereas, in India, balance sheets are typically prepared on a financial year basis, starting from April 1st and ending on March 31st, in order to present the financial data for each year. We have two options to substantiate this information: either by providing a certificate from a Chartered Accountant verifying the accuracy of the data for calendar years, or by submitting audited financial statements for the respective financial years. It is requested to kindly confirm if these options will be acceptable.	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.
8			General Query	a) Kindly advise how many originals and copies of technical bids are	One copy of the technical bid should be original and three copies could be in duplicate.

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				required. b) Can the Bid docs be signed by DSC or physical signatures are required?	Physical signatures are required.
9			General Query	To complete the umbrella of India Visa services, can the OSP provide form-filling assistance to applicants for submitting e-Visa through the same website?	e-Visa is not envisaged to be part of the project. OSP shall not be involved in e-Visa processing in any manner.
10	Chapter V, point -(x)		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.	We understand that self-certification is required. Please confirm	Yes, the OSPs will have to submit self-certification in this regard.
11	Chapter VII, Pt. K		Acceptance of GEP	a) Please explain under what terms will Global	GEP verification service is already integrated into the Global Passport Seva

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			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.	Entry Program (GEP) Verification come into effect. b) What is the process to be followed by the OSP for GEP application scrutiny?	Project of the Government of India Application scrutiny process in general remains the same as for passports, visa, consular services, etc..
12	Chapter VII, Pt. P (xiv)		The OSP shall Provide a Digital CSAT feedback mechanism at each counter of ICACs, which is integrated into the appointment system, and an interactive blog, in the format indicated by the Mission, as part of the website linked to the Mission website, so that it can be seen by all.	Need more clarification on the interactive blog, please provide the format.	Bidders to suggest a format that is informative, user-friendly, etc. The marks for the same will be assigned as per the Technical Evaluation Proforma Part-III of Annexure-J
13	Chapter X,		Bank Guarantees (BGs)	Can any changes be made to the BG format if required by the issuing bank?	No
14	Chapter X Pt. (1) (i) Pg 44		BANK GUARANTEES (BGs)	Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking	Details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.

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				into consideration the calculation mechanism provided under Chapter	
15	Chapter X Pt. (1) (ii) Pg 44		BANK GUARANTEES (BGs)	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.	The exact amount will depend on the Service quoted by L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
16	Chapter XI, SLA		Access to monitoring system - The OSP agrees to provide access to monitoring system	Please clarify which monitoring system is being referred to?	Access to website/dashboard monitoring system including live tracking and Smart Queue management system and CSAT, real-time and legacy CCTV
17	Chapter XI, SLA		The OSP agrees to ensure that he/she shall not further outsource any CPV services to any person / company or entity on commission or royalty or on any other basis. No sub-contracting is permitted.	Would you be viewing courier services, contact centre, security services through external parties as outsourcing?	For courier and security services, SP can engage reputed companies registered in the country.
18			General Query	Which consular services will require biometric enrolment?	Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc. Further the

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					biometrics requirements have already been specified in the RFP for various services.
19	Chapter VII, Pt (xi) Chapter XI, SLA 19		<p>The total turnaround time shall not exceed 30 minutes for an applicant. in case of delay, penalty as indicated in Chapter XI shall be levied.</p> <p>Overall Turnaround time at the ICAC - 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. Clear audit trails of these times shall be made available to the Mission/Post(s)</p>	<p>In contrast to point (1a) on page 42 where it says "The OSP shall ensure a high level of service standards with regard to the facilities and amenities in the ICAC, for efficient processing of cases so that the waiting time is less than 30 minutes and customer satisfaction is maximized."</p> <p>30 min of total TAT is too stringent for application submission including biometric enrolment and Application Facilitating Services. It is suggested that this be modified to make it more reasonable.</p>	<p>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.</p> <p>Marks will be awarded as per technical evaluation criteria (Annexure-J) based on the solution/explanation provided by the bidder to ensure the prescribed turnaround time of 30 minutes.</p>

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			concerned on a daily basis		
20	Annexure-J Part III: TECHNICAL BID EVALUATION PROFORMA: Scoring Criteria/Remarks Sr. No. 1 (b)		<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>Exclusive Parking means Parking space exclusively reserved for applicants visiting ICAC.</p> <p>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.</p> <p>Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.</p>
21	REFERENCE: CHAPTER XVIII-		Annex-J: 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?	Functionalities of the live version need to be clearly brought out. All functionalities committed in the presentation will form part of the contractual commitment. Evaluation will be on the specifications and functionalities of the proposed website/application.
22	REFERENCE:		Clause (xi) Indian	In accordance with the details	The OSP is required to set up an entirely

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	CHAPTER VII-		Consular Application Center (ICAC):	outlined in the RFP, are we permitted to utilize the existing space and infrastructure currently hosting the operational ICAC, or is it obligatory to establish a new ICAC?	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. The marks for the proposed ICAC will be assigned as per the Technical Evaluation Proforma-Part-III of the Annexure-J
23			General Query	Can the OSP provide any optional services to the applicants at a marginal additional fee	There are no Optional/Value-Added Services under the Scope of work. OSP shall not indulge in providing any service other than the deliverables included in the RFP.
24	Chapter-VII Para.3 Application Facilitating Services			a) Is it mandatory to provide Application Facilitating Services (AFS) to all applicants submitting consular applications in ICAC? b) Is Form Filling service	Yes. Application Facilitating Services are mandatory to be provided by OSP, at no additional cost, to applicants submitting consular applications at ICAC, failing which penalty shall be imposed as per Chapter Xi of the RFP. OSP shall provide form-filling service to

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				<p>mandatory even if applicants don't require the same?</p> <p>c) Shall SP provide the service for correction in the form that has been filled by applicants?</p>	<p>all applicants who need it.</p> <p>Yes.</p>
25	Chapter-VII Para.3 Application Facilitating Services		(Application Facilitating Services) Courier Service	<p>a) Since courier service is a mandatory deliverable under the RFP, can the Mission provide specifications regarding the standards in respect of courier company to be hired by the OSP and process to be followed, etc?</p> <p>b) In the case of Postal Application, is the dispatch and return of passport/documents to applicants via courier mandatory deliverable under the scope of work? Can the OSP charge from</p>	<p>Bidder has to provide information regarding courier despatch process, the courier company to be hired, etc., in its technical bid.</p> <p>Marks under Technical Bid evaluation will be awarded, based on the information provided by the bidder, as per part III, Annexure J of the RFP.</p> <p>In respect of applications received by Post/Courier, SP shall, return document(s)/passport/PCC/OCI/SC to applicants via courier, at no additional cost/charges to applicants, failing which penalty shall be imposed as per chapter XI of the RFP.</p>

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				applicant a courier service Fee?	
26			Application Facilitating Services (Photographs)	Shall OSP provide the photographs to applicants visiting ICAC? What is the procedure to be followed by the OSP to capture and provide photographs?	<p>Bidder shall provide its proposal/solution to provide Photographs (as per the specification) of applicants submitting consular applications at ICAC.</p> <p>Marks under Technical Bid evaluation will be awarded based on the information provided by the bidder, as per part III, Annexure-J of the RFP</p>
27	General Query		Commercial viability of the L1bidder and award of the Contract	Will the Mission examine commercial viability of the L1 bid and if yes, what are the criteria for awarding the contract.	Pls, refer to Chapter XV, Para B. Stage-2 point II (e). 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
28	Chapter III clause (vi)		Instructions to Bidders	a. Please clarify whether Bidding companies that have received a Show cause notice for levying of penalties/notice demanding penalties are eligible to bid in the present RFP if the	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective its current status, shall not be considered and summarily be rejected.

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				<p>Bidding company in question has responded to the Show cause notice for levying of penalties/notice demanding penalties and a final communication qua said penalties has not been received from the Mission/Post MEA.</p> <p>b. 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>	
29	Chapter XV, Para B(II)(b)		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.
30	Financial Bid		Annexure K:	Regarding the financial bid, we have noted that only the Service Fee is mentioned. Could you please clarify whether we are	Bidding companies are required to submit their financial bid, strictly as per the Annexure-K of the RFP. No additional information/calculation

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				required to provide detailed calculations on how we arrive at the bidding cost based on the services required as per the RFP?	sheet is required to be provided by bidders.
31	Chapter VII, Clause X (b)		The SP shall also maintain the turn-around time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter.	Tender specifies the turn around time of 30 minutes and as per our understanding, turn around time will be only for submitting the application and separate time will be allotted for form filling, photocopy, and photographs services.	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.
32	Page No. 45-46 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED		Consular Camps: The SP may be required by the Mission to organize Consular Camps at any location within the consular jurisdiction of the Mission(s) at no additional cost to the Government of India/ Mission or applicants. SP will be required to provide services, including scrutiny of	Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly requested: 1. Manpower & Resource Requirements: a) Number of personnel required for consular camp operations. b) Number of applications anticipated to be processed at	Consular Camps will be periodically organised at various locations in Malaysia, normally for one or two days with a minimum of once every quarter. During these camps, depending on demand as assessed by mission, SP may be required to provide necessary support as provided at ICAC to facilitate consular services temporarily in those locations.

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			<p>applications for consular/ Passport/ Visa/ OCI/ PCC/ Surrender Certificate / 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/Ministry]</p>	<p>each camp. c) Number of camps to be conducted per year.</p> <p>2. Camp Organization & Logistics: (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>	
33	Chapter 1: Request for Proposal (RFP), Point 8		8. The Mission handled approximately 171824 no. of services/ transactions	Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.	The mission at present has only one centre for passport and consular services.

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			during the three years from Jan-2022 to Dec-2024 (equivalent to 191 transactions/services per working day, assuming 300 working days in a year).		However for visa there are four centres operated by the SP. Broadly, the percentages of visas issued during the past three years has approximately been 80% in Kuala Lumpur, 10% in Penang, 6% in Johor Bahru, 3% at Melaka and <1% at Kota Kinabalu Centres respectively. The centre at Johor is not functioning at present.
34	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	Details of the bank account will be shared through email with companies who have shared their organizational profile with Mission
35	As per Chapter VII point No xi page No 25		in Note under point © SP shall also operate on a regular basis, an exclusive submission counter each at the Mission in Kuala Lumpur with adequate number of staff for processing of applications.		This provision is to deal with any contingency that may arise necessitating submissions at the High Commission premises. SP may be required to man the counter if such contingency arises.
36	Chapter X Page No 53 point No 1(i)		The SP shall provide a Bank Guarantee in Malaysian Ringgit for the Govt funds held by	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.

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			SP		
37	Chapter XIV Page No 77 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 Signatures are needed
38	CHAPTER V Point (Xii) Page : 19		The Bidding Company must deposit an Earnest Money Deposit (EMD) for amount of MYR 35583.00 in Malaysian Ringgit (approximately @ 5% of the tender value) in the form of Bank Guarantees (BGs) drawn in favour of High Commission of India Kuala Lumpur (as per Proforma at Annexure-H). [Tender value is the average annual service fee of the last three-year period,	Can we submit the Earnest Money Deposit (EMD) in USD instead of the local MYR currency?	EMD may please be submitted in MYR

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			<p>multiplied by the total period of the contract (ie. three years). The EMD should be valid for 45 days beyond the final bid validity period [i.e. last date of bid submission + six months + forty-five days].</p>		
39	Chapter VII (xi) (b) Page 25		<p>Apart from the minimum staff strength mentioned in the above table, The SP shall also provide a minimum of 04 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs. Failure of SP to provide the requisite counters and staff at ICACs as prescribed above will lead to penalty as</p>	<p>Please advise the requirement for 04 back-end staff applies to each location individually or if only two staff are needed at the country level? Additionally, where should they be placed? What should be their minimum grades Is there a mandatory requirement to have these staff in each centre, irrespective of size.</p>	<p>Back-end staff may be placed at country level</p>

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			prescribed under Chapter XI of the RFP.		
40	Page 30 point d		vi. Easy cancelling and rescheduling of appointments.	Please advise what is the cancellation criteria after which a refund of service fee would not be applicable. e.g. 48 hours? Also, what is the expected number of rescheduling of an appointment to be allowed and the timeline of allowing a reschedule before the appointment date.	The refund criteria have been clearly outlined in Chapter VII, Page 31. Applicants should be given at least 3 attempts to reschedule/cancel their appointment without charging any fees.
41	Page 46 Section C		The staff of the ICAC (non-managerial and managerial personnel) should have appropriate qualifications for the relevant job they will be handling and must have a minimum graduate qualification [i.e. a Bachelor's Degree] with at least one year's experience in related area of work for non-managerial	Since it is difficult to find graduates to man the entry level positions, can these positions be managed by suitable SPM holders or under-graduates.	SP to meet the requirements as per RFP

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			staff and at least five years' experience in related area of work for Managerial personnel		
	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 necessity 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>	A corrigendum will be issued in this regard.
42	Chapter III Clause (vi)		Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the	(l) 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	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 summarily be rejected

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			Agreement payable to Missions/Posts/MEA, shall not be considered.	<p>company in question has responded to the Show cause notice for levying of penalties/notice demanding penalties and a final communication qua said penalties has not been received from the Mission/Post MEA.</p> <p>(II) 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>	
43	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).	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.

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	Chapter VII, Clause 1 (A) (xi) (a):		<p>“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/work station/walk-in</p>	<p>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?</p>	<p>The selection criteria as defined in the RFP is as per L1 basis only.</p> <p>The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP.</p> <p>Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP.</p>

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			applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc.”		
44	Generic Query		NA	The present RFP does not stipulate any criteria for determining viability of bids. What is the process which the MEA seeks to follow, post receipt of bids, to determine the viability of a bid to ensure quality of services offered and to ensure complete adherence of all the local laws?	RFP provision for selection is minimum technical qualification score and L1 criteria only.
45	Generic Query		Mission has provided the application count category wise for past three years	Mission has provided us the volumes for past three years, can the mission provide the guidelines on the projected application volume for the next three year alia contractual period	Bidders are requested to refer only to past application numbers and make their own assessment of projections.
46	Page No. 18		Conversion rate from	We kindly request you to	Bidders may submit information based

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	Chapter V: Mandatory Eligibility Criteria (a) III		US\$ to INR	confirm the applicable years for the conversion rate of US\$ to INR for calculating the equivalent value of Turnover and Net Worth during the respective calendar years for Jan 2021 - Dec 2023, as mentioned in the RFP.	on US\$/INR conversion rate as per RBI/Central Bank of the country in respective years
	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.	SP shall provide courier service mandatorily to applicants at no additional cost. There will be no refund of the Service Fee, if the applicant decides to collect the documents directly from the ICAC
47	Indian Consular Application Centre (ICAC): Point a. Page 24		The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as	Please advise what constitutes a new ICAC in terms of the RFP?	New ICAC is self-explanatory. Selected SP has to secure premium location as offered in its technical bid, including new physical infrastructure, hardware, furniture, equipment etc.

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			specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants.		