

S. No.	RFP Main / Sub-Section	Page No.	RFP Clause	Query	Mission's Response
1	CHAPTER I: Request for Proposal (RFP) Point 1	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.
2	Chapter – I Request for Proposal (RFP) Point 3	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 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.	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 a mandatory condition when quoting the Single Service Fee?	Yes
3	CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 06.	4	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 case the Mission & Posts in coordination with GoI'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. 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.	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 quantity, technical specifications, or any other hardware/ software requirements. 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).	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 assess, taking into account anticipated applicants to be served daily, number of counters, redundancy etc.

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4	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)- 8	6	The Mission/Post handled approximately 655,636 no. of services/ transactions during the three years from Jan-2022 to Dec-2024	Can you provide a breakdown of the given counts based on different locations?	<p>Indicative year-wise and jurisdiction-wise break up is as follows:</p> <p>Center</p> <p>Sydney & Adelaide 2022-93830 2023-82321 2024-78342</p> <p>Canberra & Brisbane 2022-25369 2023-24374 2024-26135</p> <p>Melbourne 2022-78762 2023-88180 202488991</p> <p>Perth 2022-21674 2023-24584 2024-23074</p>
5	Chapter 1: Request for Proposal (RFP)	6	8. The Mission/Posts handled approximately 6,55,636 number of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 874 transactions/services per working day, assuming 250 working days in a year.	Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.	<p>Indicative year-wise and jurisdiction-wise break up is as follows:</p> <p>Center</p> <p>Sydney & Adelaide 2022-93830 2023-82321 2024-78342</p> <p>Canberra & Brisbane 2022-25369 2023-24374 2024-26135</p> <p>Melbourne 2022-78762 2023-88180 202488991</p> <p>Perth 2022-21674 2023-24584 2024-23074</p>

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6	Chapter II: Bidding Schedule and Process	8	Pre- Bid Conference will be held on 13th February, 2025	We kindly request you to clarify whether the pre-bid conference will be held in offline mode in the Mission in online mode or in the hybrid mode. We prefer hybrid mode and request you to share the VC link for the pre-bid meeting. This will enable the interested bidders from other geographical locations to attend the meeting virtually and seek clarification for any queries they may have.	Pre bid conference was held on Feb 13, 2025 both offline and in Hybrid mode and the link was shared with bidders.
7	Chapter III Clause (vi)	10	Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered.	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/notice demanding penalties and a final communication qua said penalties has not been received from the Mission/Post MEA. 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?	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/post shall not be considered and summarily rejected. Provision of the RFP will be applied to all, appeal or otherwise of outstanding penalty cases in earlier contracts of respective bidders.
8	Chapter III clause (vi)	10	Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered.	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 Chapter III, clause (vi)	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/post shall not be considered and summarily rejected. Provision of the RFP will be applied to all, appeal or otherwise of outstanding penalty cases in earlier contracts of respective bidders.
9	Chapter III Point No. xii,	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 hoc.canberra@mea.gov.in
10	Chapter V: Mandatory Eligibility Criteria (a) III	17	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 of Turnover and Net Worth during the respective calendar years for Jan 2021 - Dec 2023, as mentioned in the RFP.	Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country in respective years.

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11	Chapter V: (i) (iii)/Mandatory Eligibility Criteria	17 to 19	The average annual turnover of the Bidding Company during the last three years (Jan 2021-Dec 2023) 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 certified by an external auditing agency to substantiate the claim of its turnover. 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 2021-Dec 2023). 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.	The Mission would accept audited balance sheets on the basis of the prevalent accounting year of the country where the company is registered.
12	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3	17, 18, 105	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	A recognized audit agency in the country where the company is registered
13	Chapter V Point No 1(x)	18	The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.	Kindly clarify from whom the said certificate is to be provided?	The Service Provider will have to submit self-certification in this regard.
14	Chapter V, clause 1 (x):"	19	"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 non-responsive. 2. Further, what would be the procedure for such determination?	The only criterion for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria. SP must comply with local labour laws and relevant tax regimes. Any violation in this regard will entail penalties as per the provisions of the RFP.
15	Chapter VII point No xi	21	SP shall also operate on a regular basis, an exclusive submission counter each at the Mission in Canberra and Post in Brisbane, Melbourne, Perth and Sydney 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.	Bidders are to make assessments in consultation with the Mission/Posts based on the number of applications
16	Chapter VII, Clause 1 (A) (xi) (a):	24	"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 bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP. No additional information/calculation sheet is required to be provided by bidders.

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17	Indian Consular Application Centre (ICAC): Point a	24	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.	Please advise what constitutes a new ICAC in terms of the RFP? Does it mean creating a new VAC from a bare-shell situation, irrespective of location	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.
18	Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED: 1-A. (xi) Indian Consular Application Center (ICAC)	25-26	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	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. 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.	The requirements as mentioned in the RFP are to be met by the bidders.
19	Chapter VII point no.(vii)	29	Postal Application	Kindly share details of applications received in person and received by post / courier at each ICAC.	Kindly refer to the para B (vii) of Chapter VII in this regard. There is no prescribed split of postal and regular applications
20	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 B. Acceptance and forwarding of application to Mission/Post (x)-(b)	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 form filing, photocopy, photograph services providing photocopies as well. Separate time could be considered for Form filling if required.
21	Chapter VII: Scope of Work and Deliverables Required Clause (x) Appointment System (b)	30, 31	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for form filing, photocopy, photograph services.	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and form filing, photocopy, photograph services providing photocopies as well. Separate time could be considered for Form filling if required.

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22	Chapter VII , Point No. xii (a)	31	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.	<p>Call received during July - Dec 2024 by the current OSP July - 15,740 Aug - 16,447 Sep - 18,616 Oct - 19,884 Nov - 17,810 Dec - 13,943</p> <p>Email received during July - Dec 2024 by the current OSP July - 4,264 Aug - 4,561 Sep - 5,585 Oct - 4,738 Nov - 4,573 Dec - 3,189</p>
23	Chapter VII: Scope of Work and Deliverables Required Clause G Return of documents to the applicants (c)	39	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.
24	Facilities at the ICAC Point (vii) Submission hours	46	<p>Submission hours: ICAC should remain open for five days a week from Monday to Saturday. Acceptance of application at the counters of ICAC should be at least 37.5/42.5 hours per week and Back Office working time should be at least 48 hours per week. (Working hours/submission hours can be modified by Mission).</p> <p>Working days per week : 5 days (Monday to Friday) Minimum submission hours per day* : 7½ Hours Minimum working hours per day : 8½ Hours *Exact timings will be decided by Mission/Post(s).</p>	There is a discrepancy between the working days per week and minimum submission hours per day across the two sections. Mission/Post is requested to clarify which one should be followed	ICAC should remain open for five days a week from Monday to Friday for the public and one additional day for clearing the backlog, if any. A corrigendum in this regard will be issued.

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25	Chapter VII, Pt. P (v)	46	The total turnaround time shall not exceed 30 minutes for an applicant	<p>Could you please clarify whether the time of entry is considered the moment the token is generated with a completed application (i.e., form filling and pre-checks completed)? Or can the service provider implement a separate counter for form filling, with the turnaround time (TAT) starting only after completion?</p> <p>Additionally, does the application facilitation service, including photocopying, form filling, and photographing, fall within the 30-minute TAT?</p> <p>Is there an expected volume/% of applicants known to use the FF service today? This will help us build the operational flow.</p>	<p>30-minute turnaround time is a standard requirement for application processing which includes capturing photographs and providing photocopies as well. Only Form-filling service is excluded from the standard Turnaround time of 30 minutes.</p> <p>No such data is available with the Mission.</p>
26	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	48	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>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: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.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>	<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 logistics for a camp.</p>
27	Chapter VII Point No 1(T),	48	Consular Camps	How many consular camps will be conducted during a calendar year. .	Number of Consular Camps can not be predicted. They are organized based on demand for consular services.
28	Information on the Website about India Consular Application Centers	50	Information on the Website about India Consular Application Centers (ICACs):	Languages not defined for maintaining the website. What languages are mandatory?	English

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29	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	51 to 52	Application Facilitating Services at ICACs. I) SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICACs. Photocopy Photographs Form Filing Courier Service	Please be kind to clarify the total revenue of photocopy, photograph, form filing and courier services availed by the applicants in the last three years for the purpose of calculation of the financial bid.	No such data is available with the High Commission
30	Chapter X point No 1(i)	55	The SP shall provide a Bank Guarantee in Australian Dollars for the Govt funds held by SP.	Kindly advise amount for the same.	Sub para (xii) of para 1 of Chapter V: Mandatory Eligibility Criteria may be referred to
31	Chapter XI Service Level Metrics/Penalties point 41	75	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.
32	Chapter XIV, Point No. 1(ii)	83	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 in original and Three copies in duplicate.
33	Chapter XIV point No 1(iv)	83	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 required
34	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT (II) Financial Bid Evaluation: (d)	87	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.	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.
35	Chapter XV, Clause B (II) (e):	87	"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.

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36	Chapter XV, Para B (II)(b)	87	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 technical bid score of each bidder will be informed to that bidder only, by email. (As is stated in RFP)
37	Annexure H	118	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.
38	Annexure H	118	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.
39	Part III: TECHNICAL BID EVALUATION PROFORMAD) Scoring Criteria/Remarks Sr. No. 1 (a)	129	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.	We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in the TECHNICAL BID EVALUATION PROFORMA. Prime Location: Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:Proximity:Since the Proximity may be assessed based on the following criteria: High Proximity kmMedium Proximity kmLow Proximity km Please confirm, if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.	The RFP provision and the evaluation criteria on location of ICAC is selfexplanatory. Evaluation will be done based on relative quality of offers of various bidders.
40	Part III: TECHNICAL BID EVALUATION PROFORMAD) Scoring Criteria/Remarks Sr. No. 1 (b)	129 & 130	Parking facilities with capacity and type of parking 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	Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender. • Definition of Exclusive Parking:• Number of Exclusive Parking Slots:a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested. b) The number of parking slots to be categorized as exclusive parking is also requested.c) This information is crucial for bidders to accurately assess project requirements and submit competitive bids. A prompt response to this clarification is requested to enable the bidders to incorporate this information into their bids.	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.

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41	Part III: Technical Bid Evaluation Proforma Point 1(b)	129 & 130	Parking facilities with capacity and type of parking.	Please be kind to clarify, what is the maximum number of parking slots to be considered as adequate slots in ICAC.	Exclusive parking means parking space exclusively reserved for applicants coming to centre for CPV services. 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
42	Part III: Technical Bid Evaluation Proforma Point 4 (a)	131	Provision of Application Facilitating Services at ICACs Photocopying Photograph Form Filling Courier Services Refer to Chapter VII, para (3) of the RFP (7 marks)	Please be kind to clarify what explanation/solution for the 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.	Necessary counter, hardware and manpower facilities have to be provisioned for Application Facilitating services such as Photograph, photocopy, form filling etc. Refer to Chapter VII, Para (3) 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. 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
43	Part III: Technical Bid Evaluation Proforma Point 9	135	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation	Reputation will be assessed based on past association with corporate and non-GOI clients including foreign governments.
44	Annexure J, Part iii	135	Point 9 Reputation of the bidding company in the market and quality of non-GOI client	Please advise whether non-GOI clients have to be other foreign governments giving the service of visa outsourcing services or it can be any commercial companies in India like travel agents or logistic companies with whom we have dealings.	Reputation will be assessed based on past association with corporate and non-GOI clients including foreign governments.
45	Annexure-K	137	Financial Bid 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.	Please be kind to clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances. 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.	Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all inclusive service fee.
46	Annexure: K, Financial Bid	137	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.	Only a singular Service Fee has to be quoted as per Annexure K

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47	Annexure-K	137	Financial Bid 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.	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 Facilitating Services.	A singular all inclusive service fee has to be quoted as per Annexure K, regardless of applicant availing any or all of the application facilitation services.
48	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
49	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.	Only for courier and security services, SP can engage reputed companies registered in the country.
50	General Query		Contract Period	Require amendment. See Chapter XVII (P.S Validity of Agreement) 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: 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.	The RFP provision for contract period remains as published.
51	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.	There shall be no period of overlap between the existing service providers and the new service provider. Bidders should factor-in anticipated cost for legacy applications during the initial period of operations
52	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 High Commission's website for visa, passport, OCI etc.

S. No.	RFP Main / Sub-Section	Page No.	RFP Clause	Query	Mission's Response
53	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. Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP
54	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.
55	General Query			Will there be a single Service fee for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	Yes
56	General Query			Form of Technical Bid presentation - Virtual or in-person	Hybrid mode