

Embassy of India

Doha

TENDER No. DOH/CONS/415/2/17 dated 07 February, 2025

RESPONSE TO QUERIES RAISED/ SUBMITTED TO THE MISSION

Note: Please note that the responses submitted to queries by this Embassy may be different from that of the other Embassies, where similar tenders have been floated. Bidders are expected to go through the responses in detail before submitting their bids.

Sl. No.	RFP Document Reference(s) (Section & Page No.)	Content of RFP requiring Clarification(s)	Points of clarification	Mission Response
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 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	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.

			years is acceptable.	
2	Page No. 17 Chapter V: Mandatory Eligibility Criteria (a) III	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 the US\$/INR conversion rate as per RBI/Central Bank of the country in respective years.
3	Page No. 24-26 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.	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 space 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.
4	Page No. 48 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	T. Consular Camps: The SP may be required by the Mission / Post to organize Consular Camps at any	Since the organisation of consular camps is a requirement in addition to	The hardware and manpower requirement for all Consular Camps

		<p>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>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.</p> <p>b) Number of applications anticipated to be processed at each camp.</p> <p>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.</p> <p>(b) Kindly specify the typical duration of each consular camp.</p> <p>3. Infrastructure & Space Requirements:</p> <p>Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	<p>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>
5	Page No. 131	Location of the ICAC: Marks will be	We kindly seek clarification	The RFP provision and the

	<p>Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)</p>	<p>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>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>evaluation criteria on location of ICAC is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders. Refer to Part-III of Annexure-J of the RFP.</p>
6	<p>Page No. 132 Part III: TECHNICAL BID EVALUATION PROFORMA 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</p>	<p>Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.</p> <p>• Definition of Exclusive Parking:</p>	<p>Exclusive Parking means Parking space exclusively reserved for applicants visiting ICAC.</p> <p>Bidders are to arrive at</p>

		<p>Inadequate slots/slots not closer to ICAC</p>	<p>• 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.</p> <p>A prompt response to this clarification is requested to enable the bidders to incorporate this information into their bids.</p>	<p>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>
7	<p>Page No. 136-137 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks S. No. 8</p>	<p>Record of Past Performance with Mission. The performance of the bidding companies with respect to the Mission: Higher rating for those bidders, who have worked with the Mission and have provided satisfactory services- More than 4 marks, with a maximum of 8 marks Neutral Rating for those bidders, who have not worked with the Mission- 4 marks Lower rating for those bidders who have worked</p>	<p>The current clause, which awards 08 marks in the technical bid evaluation to the bidders having Past Performance with Mission, provides an unequal level of playing field and unreasonably imposes limitations for the bidders who are going to participate on the basis of e-Governance criteria and inadvertently favors companies with prior</p>	<p>A Corrigendum (modified Annexure-J) is being issued</p>

		<p>with the Mission and have provided non-satisfactory services- (Less than 4 marks)In cases where the Mission claims that the performance has been poor in the past, it should be able to produce records in support of the claim.</p>	<p>experience in Missions/Post.</p> <p>To ensure fair and wider participation from qualified bidders, it is suggested to award similar marks in evaluation criterion experience in Mission as well as e-Governance work experience.</p> <p>The proposed amendment will give equal opportunity of participation to a diverse pool of qualified bidders ensuring the selection of the most suitable vendor for the successful implementation of the deliverables in the RFP.</p>	
8	<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 case the Mission & Posts in coordination with GoI's National Informatics Centre (NIC), will provide necessary biometric capturing software for the purpose while the</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 quantity, technical specifications, or any other hardware/software requirements.</p>	<p>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.</p> <p>The requirements as mentioned in the RFP are</p>

		<p>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>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>	<p>to be met by the bidders.</p>
9	General Query	<p>Responsibility of Handling applications during the transition period.</p>	<p>We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.</p>	<p>Mission will assist in the process</p>
10	General Query	<p>Utilize the services of a subcontractor for a specific category.</p>	<p>We kindly request confirmation if it is possible to utilize the services of a subcontractor for a specific category of ancillary service.</p>	<p>There is no such provision in the RFP.</p> <p>Please note that agents and middlemen are not permitted under any circumstances.</p> <p>However, for courier and security services, SP can engage reputed</p>

				companies registered in the country.
11	General Query	Contract Period	<p>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:</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>Pls, refer to Chapter XVII.</p> <p>The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.</p>

12	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.	Considering the quantum of services delivered, backlog is not significant and hence not be applicable
13	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.	No of exact pages would be depending on the type of application but in most cases 6-8 pages digitization would be required.
14	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)- 8	The Mission/Post handled approximately 416,833 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?	The services as of now are being provided by the Embassy of India, Doha, Qatar.

15	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents	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.	The required work-station is intended to be in the back-office area.
16	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 B. Acceptance and forwarding of application to Mission/Post (x)-(b)	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.
17	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT (II) Financial Bid Evaluation: (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.	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?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria.

18	Chapter 1: Request for Proposal (RFP)	8. The Mission/Post handled approximately 416844 no. of services/transactions during the three years from Jan-2022 to Dec-2024(equivalent to 560 transactions/services per working day, assuming 248 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.	Processing was done at Embassy of India, Doha-Qatar. Data as per the RFP.
19	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 Agreement payable to Missions/Posts/MEA, shall not be considered.	a. 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. 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?	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.
20	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 Agreement payable to Missions/Posts/MEA, shall not be	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/Posts, irrespective of its current status, shall not be

		considered.		considered and summarily be rejected.
21	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	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	An external audit agency in the country where the company is registered.
22	Chapter VII: Scope of Work and Deliverables Required Clause (x) Appointment System (b)	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 providing photocopies as well. Separate time could be considered for Form filling if required.
23	Chapter VII: Scope of Work and Deliverables Required Clause C - Acceptance of Fee (ii)	The SP shall collect bank/agency charges from the applicants for the transaction wherein the service fee is paid via debit/credit card.	Please be kind to clarify if the applicants are liable to pay the bank/agency charges as per the local law of land or the SP is supposed to bear the charges.	Bank charges will be borne by the applicant
24	Chapter VII: Scope of Work and Deliverables Required Clause G Return of documents to	Dispatch 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

	the applicants (c)			
25	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	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. 1. Photocopy 2. Photographs 3. Form Filing 4. 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.	Services were not provided by the Embassy of India, Doha-Qatar. Hence, not applicable.
26	Part III: Technical Bid Evaluation Proforma Point 1(b)	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.	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.
27	Part III: Technical Bid Evaluation Proforma Point 4(a)	Provision of Application Facilitating Services at ICACs Photocopying Photograph Form Filing 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 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)

				<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>
28	Part III: Technical Bid Evaluation Proforma Point 9	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.
29	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</p>	<p>a. 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> <p>b. 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</p>	Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all inclusive service fee.

		capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	ultimately differential service fees.	
30	Annexure-K	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 Facilitation Services.	Service fee is inclusive of all the application facilitation services mentioned irrespective of whether Applicant avails of the service or not.
31			What is the current service fee per application across different service categories? Or should the Service Provider propose the service fee?	SP to quote a singular service fee as per the deliverables in the RFP. Currently, all the services are provided by the Embassy of India, Doha Qatar.
32			Are there any additional fees currently being charged (e.g., courier, SMS updates, premium services)? Is the courier fee borne by the applicant or the Service Provider?	Already replied in the previous queries
33			Is there a cap or regulation on the	Bidders are to quote a

			maximum service fee we can charge?	Singular Service Fee as per the Annexure-K of the RFP. RFP provision for selection of SP is minimum technical qualification score and L1 criteria only.
34			What are the projected monthly and yearly volumes for each service category (Passport, Visa, OCI, PCC, Attestation, etc.)?	As per the RFP
35			Are there any seasonal trends (e.g., increased applications during holiday or travel periods)?	There are no documented seasonal trends. But as per our assessment, there is an increase in applications from December to February.
36			What percentage of applications typically require additional processing or embassy intervention?	Additional processing or Embassy intervention isn't required in most of the cases.
37			Has the volume of applications been increasing or decreasing over the past three years?	As per the RFP
38			What are the exact penalties for the following violations?	As per the RFP

39			Delays in scheduling appointments beyond 5 working days.	As per the RFP
40			Turnaround time exceeding 30 minutes per application at ICACs.	As per the RFP
41			Failure to digitize and submit applications to the embassy on time.	As per the RFP
42			Errors in data entry, leading to rejections or re-processing.	As per the RFP
43			Customer complaints due to poor service, misinformation, or long wait times.	As per the RFP
44			Will there be any grace period or warnings before penalties are imposed?	As per the RFP
45			Is there a threshold for acceptable error rates before penalties are applied?	As per the RFP
46			How are disputes regarding penalties handled?	As per the RFP

47			Will penalties be deducted from service fees or separately charged?	As per the RFP
48			What specific bio-metric hardware requirements must be met?	As per the RFP
49			Can the embassy recommend approved vendors for biometric hardware procurement?	As per the RFP
50			Are there existing infrastructure and equipment that we can leverage?	As per the RFP
51			Who is responsible for maintenance, calibration, and replacement of biometric equipment?	As per the RFP
52			Will there be any additional government funding or support for setting up biometric enrollment?	As per the RFP
53			Will the SP be allowed to provide additional paid services (such as express processing) to compensate for lost revenue?	No
54			What is the absolute deadline for full operations at all ICAC locations?	As per the RFP

55			Will there be any flexibility in the launch timeline, especially if infrastructure or licensing delays occur?	As per the RFP
56			Can the SP phase the setup of centers, prioritizing high-demand locations first?	As per the RFP
57			What are the requirements for the physical infrastructure of each ICAC?	As per the RFP
58			Will the embassy assist in expediting approvals, permits, or security clearances for the ICAC setup?	Embassy of India, Doha-Qatar will facilitate for approvals/clearances.
59			Should the area for ICAC be precisely as mentioned in the tender documents?	All bidding companies to adhere to the area norms and area norms are the minimum area norms.
60	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?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria.
61	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	Does this clause indicate that the SP should ensure that for staff employment and remuneration, banking operations, environment, safety, insurance, privacy,	Yes

		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.	and local tax payments strict adherence to all local laws and requirements be a mandatory condition when quoting the Single Service Fee?	
62	Chapter V, clause 1 (x):” Page 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. Further, what would be the procedure for such determination?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria
63	Chapter VII, Clause 1 (A) (xi) (a): Page 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	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	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

		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.”	provided by the prospective bidders, how will the tendering authority determine this aspect?	metrics as defined in the RFP.
64	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 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.
65	Information on the Website about India Consular Application Centers Page 50	Information on the Website about India Consular Application Centers (ICACs):	Languages not defined for maintaining the website. What languages are mandatory?	The languages mandatory are English, Hindi, Arabic and Malayalam.
66	Chapter XI Service Level Metrics/Penalties Page 76, point 41	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.
67	Annexure: K, Financial Bid	Note: Proforma of Service Fee is to be filled correctly, without any	If there is just one consolidated Service Fee to be quoted by the bidder. Please advise	A Corrigendum (Modified Annexure-K) is being

	<hr/> <i>Page 139</i> <hr/>	omission. Any vague details /no response may lead to rejection of the bid.	what specific details are considered under vague here. <hr/> <i>And what are mandatorily required to be shared.</i>	issued.
68	Chapter XV, Clause B (II) (e): Page 88	“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.
69	Chapter XV, Para B (II)(b) Page 88	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.
70	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?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria.

				Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP.
71	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	Mission can not project the exact trend
72	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 2, page 3	Full services at the Indian Consular Application Centers (ICACs) shall commence within one month of the signing of the Agreement or earlier as may be specified by the Mission & Posts.	The clause stating that full services at the Indian Consular Application Centre (ICAC) shall commence within one month of signing the agreement, along with the operational ICAC. The timelines mentioned are a bit unrealistic for the setup of 2 Indian Consular Application centers and needs to be re-evaluated by the ministry and the mission. A minimum of 45 days is required for a proper uninterrupted setup.	RFP provision for Timelines remains as published.
73	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 8, page 6	The Mission handled approximately 416844 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 560 transactions/services per working day, assuming 248 working days in a year.	Kindly provide the breakup of services with count for last three years for each of the Miscellaneous consular service. In addition to above mentioned miscellaneous services, we further request you to kindly provide the list of documents, which needs attestation from the Ministry of External Affairs (MEA), along with the last three years count for each category of document.	As per the RFP

74	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: XIV (n), Page 13	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 we have seen that over 15 Indian Mission across the geography has come with the tenders for outsourcing of CPV Services with the similar timeline for tender submission and presentation schedule. Since the core operations and technical team manage the demo and 4presentation session in any organization, it is technically not possible for them to be present in 5-6 different countries on same day. Therefore, we kindly request to provide revised schedule for bid submission and technical bid presentation session.	Technical bid presentation preferably in physical mode. In virtual mode only in unavoidable circumstances on case to case basis.
75	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 7 (VIII)	Dispatch and return document(s)/passport/PCC back to applicants via Courier service, in a secured manner as per standards prescribed by the Mission/Posts	Does this imply that passports 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.	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs
76	Chapter VII -	The SP shall maintain a	We request you to kindly provide us the	As per local prevalent

	Scope of work and deliverables Clause XI, Page 24	turnaround time of 30 minutes for each application processed at the ICAC	basis of the size allocation for the ICAC. Kindly provide the formulae used to determine the ICAC size and Manpower requirement.	service delivery area norms and overall requirement
77	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 6	The Mission wishes to engage a single SP to collect consular applications, with the applicable fees, along with prescribed documents for processing the applications as specified by the Mission/Post(s) from the applicant to be received in person as well as by mail/courier on its behalf, deliver them to the Mission/Post and subsequently return the processed documents/ passports to the applicants securely and expeditiously	Kindly elaborate the process of receiving application by mail.	Applicant should be available in person
78	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)	Chip Enabled passport	Will the SP be allowed to provision the increase in number of applications for its financial calculations to determine the service fees.	Bidders are to make their own calculations and quote an all-inclusive Singular Service Fee as per the deliverables in the

	Point: 6, Page 4			RFP.
79	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).	<ul style="list-style-type: none"> We understand that the successful bidder has to setup entirely new Indian Consular Application Center in the country of operation. 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 joint Visa Center 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. 	Bidders are to propose the location as per the provisions of the RFP. Technical evaluation marks will be awarded based on the relative quality of the proposals of bidders. Refer to Part-III Annexure-J of the RFP.
80	Chapter XV: SELECTION OF BIDDERS AWARD OF CONTRACT: B Stage 2, Page 139	Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrollment of fingerprint biometrics, facial Biometric capture, and provision of four	<ul style="list-style-type: none"> We request you to kindly provide the basis of the financial bid Evaluation as there is no criteria mentioned nor a scoring format or any formulae to determine L1. It is essential that a detailed breakdown of all facilitation services, including 	As per the RFP

		Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services	<p>SMS, be provided to determine the final service fee. This will help ensure that there is no predatory pricing. We kindly request that the Mission and Ministry consider this approach to ensure a level playing field for all participating companies.</p> <p>c. We request you to please clarify the basis for removing the financial viability clause from the tender. This change could potentially lead to predatory pricing and negatively impact service standards.</p>	
81	Chapter VII – Scope of work and deliverables Clause G.	Return of documents to the applicants sub clause (ii)	<p>d. 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</p>	<p>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</p>

			applicant. This clause is a conflict to the clause in Chapter 1 clause 8 (Viii). Kindly review and provide appropriate information.	
82	Chapter VII – Scope of work and deliverables Clause B (vii), Page 30	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	e. This service has not been added as a part of service determination. Kindly confirm.	This is within the scope of work with no additional cost. Bidders may bid accordingly. Refer to RFP.
83	Chapter XI SERVICE LEVEL METRICS/ PENALTIES Clause VI sub-Clause (11)	Collection of unauthorized amounts from the applicants	f. There is no mention of further violations or termination of contract. Does this mean that the SP will only be charged equivalent to double the unauthorized amount collected or Qatari Riyal 3750 whichever is higher, in each such case. Kindly clarify.	Please refer to RFP for penalty details
84	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Point	The SP shall operate, on a regular basis, an exclusive submission counter at the Mission with adequate number of staff, for processing the applications of	g. Kindy confirm if this task be completed by the Messenger of OSP sent to the mission.	OSP to have a dedicated staff and counters for running the submission and collection center as per the requirements.

	O-c	special cases.		
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