

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 requirement of the Mission / Post(s) and as may be permissible under the applicable State laws, termination	During such Force Majeure situations, will penalties and SLAs apply to the OSP?	Decisions will be made taking into account Force Majeure conditions.

			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 specified by the Ministry while the hardware shall be the responsibility of the OSP as per the standards prescribed	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.

			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 circumstances/situation.	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.
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	a) Please confirm whether the technical bid presentation will be held privately between the Mission and the bidder as our presentation will contain confidential	Yes, in private.

			indicated in Annexure-J of RFP)	information. 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?	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.
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		Para 1 (ii), (iii) (ii) Bidding Company must have a minimum net worth equivalent to USD 5 million..... (iii) Average annual turnover of the bidding company during the three- years (Jan 2021- Dec 2023)...	a) Please advise us who is considered as the external auditing agency for this purpose 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	An external audit agency in the country where the company is registered. The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.

				<p>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.</p>	
8			General Query	<p>a) Kindly advise how many originals and copies of technical bids are required.</p> <p>b) Can the Bid docs be signed by DSC or physical signatures are</p>	<p>One copy of the technical bid should be original and three copies could be in duplicate.</p> <p>Physical signatures are required.</p>

				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 Background Verification Forms. The OSP shall scrutinize the application forms, passport, and enclosures and send them to the Mission/Post concerned as per	<p>a) Please explain under what terms will Global Entry Program (GEP) Verification come into effect.</p> <p>b) What is the process to be followed by the OSP for GEP application</p>	<p>GEP verification service is already integrated into the Global Passport Seva Project of the Government of India</p> <p>Application scrutiny process in general remains the same as for passports, visa, consular services, etc..</p>

			standing instructions.	scrutiny?	
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 into consideration the calculation mechanism provided under Chapter	The exact amount will be intimated to the bidder who is awarded the contract.
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 biometrics requirements have already been specified in the RFP for various services.
19	Chapter VII, Pt (xi) Chapter XI, SLA 19		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.	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	Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant. 30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and

			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) concerned on a daily basis	minutes and customer satisfaction is maximized.” 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.	providing photocopies as well. Separate time could be considered for Form filling if required.
20	Annexure-J Part III: TECHNICAL BID EVALUATION PROFORMA: Scoring Criteria/Remarks Sr. No. 1 (b)		Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender. <ul style="list-style-type: none"> • 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.	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.
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: CHAPTER VII-		Clause (xi) Indian Consular Application Center (ICAC):	In accordance with the details 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?	The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.,) and other necessary equipment/facilities/utilities. 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	There are no Optional /Value-Added

				optional services to the applicants at a marginal additional fee	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			<p>a) Is it mandatory to provide Application Facilitating Services (AFS) to all applicants submitting consular applications in ICAC?</p> <p>b) Is Form Filling service 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>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.</p> <p>OSP shall provide form-filling service to all applicants who need it.</p> <p>Yes.</p>
25	Chapter-VII Para.3 Application Facilitating Services		(Application Facilitating Services) Courier Service	a) Since courier service is a mandatory deliverable under the RFP, can the Mission provide specifications regarding the standards in respect of	<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</p>

				<p>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 applicant a courier service Fee?</p>	<p>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>
26			Application Facilitating Services (Photographs)	<p>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>	<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/solution 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	<p>Will the Mission examine commercial viability of the L1 bid and if yes, what are the</p>	<p>Pls, refer to Chapter XV, Para B. Stage-2 point II (e). The Lowest Financial Bid (L1) will be determined based on the</p>

				criteria for awarding the contract.	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	<p>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 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>	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts shall not be considered and summarily be rejected.
29	Chapter XV, Para		Before the opening of	For the sake of transparency,	The total cumulative marks obtained

	B(II)(b)		the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email	will the Mission also provide the scores provided to the bidder for each of the respective items in the technical bid?	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 required to provide detailed calculations on how we arrive at the bidding cost based on the services required as per the RFP?	Bidding companies are required to submit their financial bid, strictly as per the Annexure-K of the RFP. No additional information/calculation sheet is required to be provided by bidders.
31	CHAPTER I: Request for Proposal (RFP) Point 1, Page 3		The award of the Contract will be, as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please advise how will the Authority ensure that the price quoted by any bidder is viable?	RFP provision for selection is minimum technical qualification score and L1 criteria only.
32	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	Does this clause indicate that the SP should ensure that for staff employment and remuneration, banking operations, environment, safety,	SP is required to adhere to all local laws applicable to the operations of ICAC.

			<p>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.</p>	<p>insurance, privacy, and local tax payments strict adherence to all local laws and requirements be a mandatory condition when quoting the Single Service Fee?</p>	
33	Chapter I, Page 3, Point 2		<p>ICACs shall commence within one month of the signing of the Agreement or earlier as mat be specified by the Mission & Post</p>	<p>The proposed properties offered at the time of tender submission are subject to availability. Very often these properties are off the market by the time the</p>	<p>Bidding companies are advised to adhere to the timelines mentioned in the RFP</p>

				<p>contract is signed. Please be apprised property scoping, refurbishment, recruitment, background verification, training are complexed time-consuming tasks and have dependency on different parties including local authorities which have their own turnaround time. Previous tenders including global procurement process by other diplomatic missions stipulated a minimum time frame of 3 months (working days) from the time of signing the contract. Hence in the interest of good quality contractual delivery it is imperative to allow SP realistic delivery time.</p>	
34	Chapter V, clause 1 (x):” Page 17		<p>“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.”</p>	<p>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-</p>	<p>The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria</p>

				responsive. Further, what would be the procedure for such determination?	
35	Chapter VII, Clause 1 (A) (xi) (a): Page 21		<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/workstation/walk-in applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors,</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>

			separate exit/entry to ensure smooth flow of people, etc.”		
36	Chapter XI Service Level Metrics/Penalties Page 47, point 40		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.
37	Annexure: K, Financial Bid Page 95		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 as per Annexure K
38	Chapter XV, Clause B (II) (e): Page 76		“The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest ‘Service Fee’ will be ranked as L1 and the contract will be awarded to the L1. In	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,	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

			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.”	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?	
39	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 and put a cap on it. This will allow bidders a level playing field in terms of assumptions of count.	Bidders are requested to refer only to past application numbers and make their own assessment of projections
40	Chapter VII Page No. 27, Point No. xii (a) The Service Provider should provide an efficient and courteous telephonic			Please provide number of calls / emails received for planning of call center.	This information is not available with the Mission

	enquiry system through Toll-free numbers / Voice Over Internet Protocol				
41	Chapter VII Point No 1(S), page No 42 Consular Camps			How many consular camps will be conducted during a calendar year..	02 consular camps in the jurisdiction of Embassy of India Rome and 02 consular camps in the jurisdiction of CGI, Milan.
42	Annexure H page No 104 Note 1 Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.			Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence affixing of bank seal is not possible. Pls clarify on the same.	e-BG and SWIFT transactions will be accepted as per banking norms.

43	Page No. 17 Chapter V: Mandatory Eligibility Criteria 1. (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 US\$/INR conversion rate as per RBI/Central Bank of the country in respective years.
44	Page No. 21 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 high 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. 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.
45	Page No. 42 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES		The SP may be required by the Mission/Post to organize Consular Camps at any location within the consular	Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly	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

	<p>REQUIRED S. Consular Camps</p>	<p>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/ 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</p>	<p>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>applications cannot be predicted. SP will be informed in advance of anticipated applications for planning manpower and hardware logistics for a camp.</p>
--	---	---	---	--

			cost from anyone [either from the applicant or Mission/Post/Ministry]		
46	Page No. 115 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)		Location of the ICAC: Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company. The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.	<p>We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in the TECHNICAL BID EVALUATION PROFORMA.</p> <p>Prime Location: Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:</p> <p>Proximity: Since the Proximity may be assessed based on the following criteria: 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>	The RFP provision and the evaluation criteria on location of ICAC is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders.

47	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.	Currently, CPV services are handled by the Mission itself.
48	General Query		Utilize the services of a subcontractor for a specific category.	We kindly request confirmation if it is possible to utilize the services of a subcontractor for a specific category of ancillary service.	There is no such provision in the RFP. Please note that agents and middlemen are not permitted under any circumstances. However, for courier and security services, SP can engage reputed companies registered in the country
49	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.	Not Applicable
50	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.	Around 20 pages per file.
51	Chapter VII, Point 1A (xi),		"Minimum staff required and minimum	For handling 205 applications per day, ICAC requirements	The requirements as mentioned in the RFP are to be met by the bidders.

	Chapter I, Point 8		<p>area required”</p> <p>“The Mission & Post handled approximately 1,47,467 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 205 transactions/services per working day, assuming 240 working days in a year.”</p>	<p>seem to be excessive. For example, 22 submission staff to handle 205 applications per day, this means each submission officer has to handle 9 to 10 applications during 6 hours.</p> <p>This has to be rationalized so that the SP can quote an applicant-friendly service fee. Requesting the mission to reconsider these parameters to provide relied to the SP and the prospective user of the CPV services.</p>	
52	Annexure-I, Point 6		<p>“Original Affidavit/Power of Attorney with a duplicate copy to be signed in the presence of the Consular officer.”</p>	<p>For documents that need to be signed in the presence of a Consular Officer, please confirm if Consular Officers would be available at all ICACs or will these tasks be conducted only at Rome and Milan.</p>	<p>The signing of services would be done at the Embassy in Rome and Consulate in Milan only.</p>
53	Chapter 1: Request for Proposal (RFP)		<p>8. The Mission & Post handled approximately 1,47,467 no. of services/ transactions during the three years from Jan-2022 to Dec-</p>	<p>Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.</p>	<p>The year-wise details for both the Mission in Rome and Consulate in Milan are available in para 8 on page 6.</p>

			2024 (equivalent to 205 transactions/services per working day, assuming 240 working days in a year.		
54	Chapter III clause (vi)		Instructions to Bidders	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 Missions/posts 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
55	Chapter VII: Scope of Work and Deliverables Required Point 3 (i)		Application Facilitating Services at ICACs. SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICACs.	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.	Data not available with the Mission

			<ul style="list-style-type: none"> * Photocopy * Photographs * Form Filing * Courier Service 		
56	Annexure: K Part III: Technical Bid Evaluation Performa 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 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
57	Annexure: K Part III: Technical Bid Evaluation Performa Point		Reputation of the bidding company in the market and quality of non-GOI client list and references received	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market	Reputation will be assessed based on past association with corporate and non-GOI clients including foreign governments.

	9		from them.	reputation	
58	Annexure-K		<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.</p>	<p>If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant does not avail any or all of the 4 Application Facilitation Services.</p>	<p>A singular all-inclusive service fee has to be quoted as per Annexure K, regardless of applicant availing any or all of the application facilitation services.</p>
59	Annexure C			<p>In the section on the organization profile form and the notes referring to the declaration or certificate required as per Annexure C,</p>	<p>The organization profile needs to be submitted in Annexure-C only.</p>

				could you kindly confirm whether any additional declarations or certificates are needed apart from the organization profile and references?	
60	General			Regarding the financial bid, we have noted that only the Service Fee is mentioned. Could you please clarify whether we are required to provide detailed calculations on how we arrive at the bidding cost based on the services required as per the RFP?	Please refer to Financial Bid format as per RFP. No other calculation sheet has been requested.
61	Query Annexure K			(l)As only four additional services are included in the service fee, could the mission allow us to offer the following value-added services to customers for their convenience? <ul style="list-style-type: none"> · Translation services · Indian CPV Services @ Your Doorstep 	Value-added services are not allowed as per RFP

62	Chapter III		Bank Guarantee and EMD		<p>For submission of EMD and BGs through SWIFT, the Embassy bank account details are as follows:</p> <p>Name of Account: Embassy of India IBAN: IT10W 03069 03356 10000 0001614 BIC SWIFT: BCITITMM730 Bank: INTESA SANPAOLO, VIA DEL CORSO, 226, ROMA, 00186 Account No: 1000/00001614</p>
----	-------------	--	------------------------	--	---