

Embassy of India

Rome

DTD: 07.07.2023

Addendum to Request For Proposal (RFP) For Outsourcing of Consular/Passport/Visa/OCI/PCC/Surrender Certificate (Renunciation of Indian Citizenship)/Global Entry Program (GEP) Verification/Miscellaneous Attestation Services

Reference publication of RFP for outsourcing of Consular services on 31.05.2023, it is notified that the total number of ICACs have now been increased to Six with addition of Rome. The Service provider would be expected to establish 06 ICACs in Rome, Milan, Brescia, Verona, Reggio Calabria and Lecce. The Rome centre should have an area of 1000 sq. ft. for the office space.

Clarifications

<u>S.No</u>	<u>Query/Clarification Sought</u>	<u>Response</u>														
<u>1.</u>	What will be the basis of the anticipated applications count for determining the service charges as required in Annexure C- III of Financial Bid ?	The average of applications received from 2019 until August 2022 (+10%) should be taken as the anticipated figure.														
<u>2.</u>	What should be the minimum counters at each VAC as it is also required as per the Technical Evaluation Parameters.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;"><u>ICAC</u></th> <th style="text-align: center;"><u>Minimum Counter</u></th> </tr> </thead> <tbody> <tr> <td>Rome</td> <td style="text-align: center;">08</td> </tr> <tr> <td>Milan</td> <td style="text-align: center;">08</td> </tr> <tr> <td>Brescia</td> <td style="text-align: center;">08</td> </tr> <tr> <td>Verona</td> <td style="text-align: center;">08</td> </tr> <tr> <td>Lecce</td> <td style="text-align: center;">06</td> </tr> <tr> <td>Reggio Calabria</td> <td style="text-align: center;">06</td> </tr> </tbody> </table>	<u>ICAC</u>	<u>Minimum Counter</u>	Rome	08	Milan	08	Brescia	08	Verona	08	Lecce	06	Reggio Calabria	06
<u>ICAC</u>	<u>Minimum Counter</u>															
Rome	08															
Milan	08															
Brescia	08															
Verona	08															
Lecce	06															
Reggio Calabria	06															
<u>3.</u>	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	IBAN No. IT10W0306903356100000001614 Name of Bank: Intesa Sanpaolo Spa Beneficiary: India Permanent Representation of to FAO														
<u>4.</u>	Kindly advise how many copies of technical bid are required.	One copy														
<u>5.</u>	Please provide number of calls / emails received for planning of call centre.	Around 200 queries are received per day i.r.o of CGI Milan and around 125 queries are received both by calls and emails i.r.o. of EOI Rome														
