

Bid Queries: RFP for Outsourcing of CPV Services
at Embassy of India, Warsaw

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
1.	Chapter V: (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 USD 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.	<p>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 1st and ending on March 31st. 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.</p> <p>Please be kind to clarify about the external audit agency which will be acceptable to the Mission.</p>	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.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
2.	Chapter VII: SCOPE OF WORK AND DELIVER- ABLES RE- QUIRED: 1-A. (xi) Indian Consular Application Cen- ter (ICAC)	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	<p>The minimum area of each ICAC to be established is on the very higher side, especially keeping in view the fact that the separate Optional Services and Premium Lounge Services have been removed from this present RFP that might have necessitated large space requirements.</p> <p>We would request clarification for the big spaces requirement for the various ICACs and also request rationalization of space requirements on the basis of counters required.</p>	<p>The minimum area of each ICAC has been specified based on the projections and an assumption that the footfall is likely to go up in coming months as a large number of Indians have come to Poland</p>
3.	Part III: TECH- NICAL BID EVALUATION PROFORMA D) Scoring Crite- ria/Remarks Sr. No. 1 (b)	<p>Parking facilities with capacity and type of parking</p> <p>i. 5 Marks- Exclusive Parking with adequate slots in ICAC ii. 4-Marks- Adequate parking slots in or near ICAC iii. Less than 4 Marks – for Inadequate slots/slots not closer to ICAC</p>	<p>Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.</p> <p>• 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</p>	<p>Exclusive Parking means Parking space exclusively reserved for applicants visiting ICAC.</p> <p>Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms.</p>

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			<p>slots to be categorized as exclusive parking is also requested.</p> <p>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>	
4.	CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.	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 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 instal-	<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>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</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.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		lation 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 and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.	by the Ministry, we kindly request that this requirement be removed from the current Request for Proposal (RFP).	
5.	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.	For courier and security services, SP can engage reputed companies registered in the country.
6.	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</p>	<p>Pls, refer to RFP . The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.</p>

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			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.	
7.	Chapter XIV, Point No. 1(ii)	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 original and three copies could be in duplicate.
8.	Chapter X point No 1(i)	The SP shall provide a Bank Guarantee in US Dollars for the Govt funds held by SP.	Kindly advise amount for the same.	Details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
9.	Chapter XIV point No 1(iv)	The proposal must contain the information required by the RFP, in original, signed.	Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signatures are required.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
10.	General Query		Will there be a single Service fee for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	The service fee for all the CPV services will be the same.
11.	Chapter V Point No 1(x)	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?	Yes, the OSPs will have to submit self-certification in this regard.
12.	Chapter VII: Scope of Work and Deliverables Required Clause X (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. We hereby request the mission and the ministry to review this aspect as the mandatory services of Form Filing, Photocopy, Photo-	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.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			graph, Courier for applicants will take a minimum of additional 6 minutes per applicant over and above the time taken to process the application and waiting time. This will in turn increase the overall TAT.	
13.	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.	A singular all inclusive service fee has to be quoted as per the RFP regardless of the applicant availing any or all of the application facilitation services .
14.	Part III: TECHNICAL BID EVALUATION PROFORMA	Location of ICAC, Parking Facility	•We understand that the scoring matrix provided under the RFP is highly subjective and purely depend upon the bidder’s re-	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.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			<p>sponses. However, there is no fixed number of mandatory parking, counters, manpower and other details are provided.</p> <ul style="list-style-type: none"> •This may lead to a confusion for new bidders who wish to participate in the tendering process. We request Hon'ble Mission to provide the equal and fair opportunity to all bidders and provide accurate figures to achieve highest scoring under each section of bid evaluation Performa (page 114-119). 	
15.	CHAPTER I: Request for Proposal (RFP) Point 1	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 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
16.	Chapter V, clause 1 (x):”	“The Bidding Company must provide certification that its operations are compliant with local labour laws and the	As the operations of the bidding company would only stand initiated post the award of the	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		relevant tax regime and shall continue to be compliant with such regime.”	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?	L1 criteria. 2. Self-certification by the bidder.
17.	Indian Consular Application Centre (ICAC): Point a.	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?	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, Point. P (v)	The total turnaround time shall not exceed 30 minutes for an applicant	Kindly confirm that the defined turnaround time of 30 minutes includes end-to-end processing of application which is completed and does not include any assistance towards Application Facilitation Services (AFS).	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

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			The delivery of AFS requirement is based on applicant needs which may vary and can be time consuming. Hence, same should not be considered as part of total turnaround time of 30 mins.	excluded from the standard Turnaround time of 30 minutes.
19.	Chapter XV, Para B (II)(b)	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email.	For the sake of transparency, will the Mission also provide the scores provided to the bidder for each of the respective items in the technical bid?	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.
20.	Annexure: K, Financial Bid	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 be quoted as per RFP Annexure: K,
21.	Chapter III Clause (vi)	Instructions to Bidders	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 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

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			<p>ding 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>	<p>otherwise of outstanding penalty cases in earlier contracts of respective bidders</p>
22.	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 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.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
23.	Chapter VII: Scope of Work and Deliverables Re- quired Clause G (c)	Despatch the document(s)/passport/PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs.
24.	Chapter VII: Scope of Work and Deliverables Re- quired 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. <ol style="list-style-type: none"> 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.	No such data is available with the Mission
25.	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 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 informa-

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
				tion 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
26.	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.
27.	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	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. 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 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.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		Courier Services.		
28.	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 US\$/INR conversion rate as per RBI/Central Bank of the country in respective years
29.	Chapter VII: Scope of Work and Deliverables Required	T. Consular Camps: The SP may be required by the Mission to organize Consular Camps at any location within the consular jurisdiction of the Mission(s) at no additional cost to the Government of India/ Mission or applicants. SP will be required to provide services, including scrutiny of applications for consular/ Passport/ Visa/ OCI/ PCC/ Surrender Certificate / GEP Verification/Miscellaneous	Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly requested: 1. Manpower & Resource Requirements: a) Number of personnel required for consular camp operations. b) Number of applications anticipated to be processed at each camp.	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

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		Attestation etc., and acceptance of fees. The same Service Fee should be levied on applicants. No additional service charge will be paid to the SP. These camps are to be organized in cities other than the location of the Centres. The SP should quote financial bid keeping in mind this aspect and SP will not be allowed to charge any additional cost from anyone [either from the applicant or Mission/Ministry]	<p>c) Number of camps to be conducted per year.</p> <p>2. Camp Organization & Logistics: (a) Kindly provide logistics for proposed organization and conducting of consular camps. (b) Kindly specify the typical duration of each consular camp.</p> <p>3. Infrastructure & Space Requirements: Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	
30.	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	We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in the TECHNICAL BID EVALUATION PROFORMA.	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.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		<p>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>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>	
31.	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 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

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
				initial period of operations
32.	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
33.	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 Mission's website for visa, passport, OCI etc.
34.	Chapter XV: Selection of Bidder/ Award of Contract. Para B (II) (e) (f) (g) 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	We would like to thank the esteemed Embassy for simplifying the criteria for the determination of L1 on the basis of the lowest 'service fee' quoted by the bidders as per Annexure-K of this RFP, which only requires offer of	Opening of Financial Bids shall not construe to be declaration of "L1". Results of Financial Bids will be declared subsequently after necessary internal

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		<p>awarded to the L1.</p> <p>(f) Announcement of the result of Financial Bids will be conveyed in the meeting of the representatives of the Bidding Companies, which have qualified for the Financial Bid stage. The date and time of the Meeting will be intimated to the concerned bidders by email.</p> <p>(g) Subsequent to the announcement of the result of financial bids, the award of the Contract to the winning company (L1) will be published on the website of the Mission.</p>	<p>the bidder in SAR for service as per deliverables in the RFP.</p> <p>In view of the simplified procedure for the determination of L1, it is suggested that the declaration of L1 may be made on the same day when the financial bids are opened in the meeting of the bidding companies along with members of the outsourcing committee after the price quoted by the bidders for the 'service fee' as per Annexure-K is disclosed to all the bidders.</p>	<p>process, based on L1 criteria only</p>
35.	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 conditions stated in this RFP. The proposal may form part of the final contractual documentation if the bidding company is	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	Yes.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		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.	mandatory condition when quoting the Single Service Fee?	
36.	Chapter VII. Clause 1.P. vii. Submission Hours	The clause states that ICAC should open six days a week Monday-Saturday. Working days per week: 05 Days (Monday to Friday)	Since there is a discrepancy in the expected working days in a week, kindly confirm the requirement.	The working days may be treated from Monday to Friday. A corrigendum in this regard have been issued.
37.	Chapter VII, Clause 1 (A) (xi) (a):	“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 of-	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	The selection criteria as defined in the RFP is as per L1 basis only. 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 metrics as defined in the

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		face space as specified in the table	be provided by the prospective bidders, how will the tendering authority determine this aspect?	RFP.
38.	Chapter XV, Clause B (II) (e):	<p>“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.”</p>	<p>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?</p>	<p>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.</p>

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
39.	Annexure D, Pt 8	The bidding company should confirm its capacity to deal with higher volumes of consular applications as per the requirement of the mission.	For SP to provision the cost for future increase in count, , can the mission provide the guidelines on the projected application volume for the next three-year alia contractual period?	Bidders may refer to the volume of CPV services rendered by the Mission during last three years.
40.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 2	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 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.	Bidding companies are advised to adhere to the timelines mentioned in the RFP
41.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 8	The Mission handled approximately 15,405 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 21 transactions/services per	<ul style="list-style-type: none"> • Kindly provide the breakup of services with count for last three years for each of the Miscellaneous consular service. • In addition to above 	Please refer to Annexure -I

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
		working day, assuming 250 working days in a year.	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.	
42.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: XIV (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 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 presentation 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.	We may allow virtual technical presentation

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
43.	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.	Dispatch and return documents/passport via Courier is a mandatory deliverable to be provided by the SP, with the option for the applicant to collect passport/document from ICACs
44.	Chapter VIII – Service standards (a)	The SP 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 turnaround time is less than 30 minutes and customer satisfaction is maximized	With the SP required to provide services of Form Filling (3 minutes), Photocopy (30 secs), Photograph (1 minute), Courier (1min 30 secs) a total of 6 minutes additional per applicant will be required in order to provide all the services excluding the application processing time and waiting time. The mission should reconsider the pricing model as this will lead to huge waiting time and also this pricing model suggests that every applicant would need to avail all services irrespective of their choice.	May please refer to Annexure-K of the RFP – all-inclusive singular Service Fee to be quoted by the bidder.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
45.	Chapter VII – Scope of work and deliverables Clause XI	The SP shall maintain a turn-around time of 30 minutes for each application processed at the ICAC	We request you to kindly provide us the basis of the size allocation for the ICAC. Kindly provide the formulae used to determine the ICAC size and Manpower requirement.	The size allocation and area has been made keeping in mind the current operations and requirements.
46.	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.	Please refer to clause B (7) of Chapter 7 of the RFP
47.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 5	Chip Enabled passport	In the event of the rollout of chip-enabled e-passport services by the Ministry – Please confirm, Is the SP allowed to consider the significant increase in volumes	Biometrics readiness is required for all services viz. passport, visa, consular, GEP, etc. Further, the biometrics requirements have already

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			due to the rollout of chip enabled passports during the period of the contract.	been specified in the RFP for various services. Quantity of hardware planning is for the bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.
48.	Chapter VII – Scope of work and deliverables Clause G	Return of documents to the applicants sub clause (ii)	If an applicant opts for the collection of documents/passport/PCC from ICAC, the SP shall ensure that the document/passport has been handed over / delivered to the applicant or his/her authorized representative – In this scenario if the applicant insist on claiming a refund on the courier charges what is the SP supposed to inform the applicant. This clause is a conflict to the clause in Chapter 1 clause 8 (Viii). Kindly review and provide appropriate information.	SP shall provide courier service mandatorily to applicants at no additional cost. There will be no refund of the Service Fee, if the applicant decides to collect the documents directly from the ICAC

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
49.	Chapter VII – Scope of work and deliverables Clause B (vii)	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	This service has not been added as a part of service determination. Kindly confirm.	This is in the scope of work with no additional cost. Bidders may bid accordingly.
50.	Chapter XI SERVICE LEVEL METRICS/ PENALTIES Clause VI sub-Clause (11)	Collection of unauthorized amounts from the applicants	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 PLN 4000 whichever is higher, in each such case. Kindly clarify.	The penalties up to PLN 4000 will be imposed on SP for each violation in this category.
51.	Chapter III Point No. xii,	EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)	1)Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	Will be conveyed to the bidders separately
52.	Chapter VII point no.(vii)	Postal Application	Kindly share details of applications received in person and received by post / courier at each ICAC.	Data not available with the Mission

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
53.	Chapter VII Point No. xii (a)	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.	The numbers may vary and cannot be quantified.
54.	Chapter VII Point No 1(T)	Consular Camps	How many consular camps will be conducted during a calendar year.	Can not be predicted , will be depend on number of service seekers
55.	Annexure H 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.
56.	Annexure H 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.
57.		Technical Bids Opening	One of the bidder has requested to be present virtually at the time of opening of technical bids.	Technical Bids will be opened in the physical presence of representatives of the bidders. Virtual mode participation is not allowed.

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
58.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 6	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 to make their own calculation to quote a singular service fee as per the Annexure-K
59.	Chapter XV: SELECTION OF BIDDERS AWARD OF CONTRACT: B Stage 2	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	<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 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. We request you to please clarify the basis for removing the financial viability clause from the ten- 	<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>

S. No.	Section No.	Section clause	Query/ Clarification Sought	Reply
			der. This change could potentially lead to predatory pricing and negatively impact service standards.	
60.	Financial Bid	Annexure – K – Financial Bid	It is essential that a detailed breakdown of all facilitation services, including 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.	RFP provision for selection of SP is minimum technical qualification score and L1 criteria only.