

S/N	RFP Document Reference(s) (Section & Page No.) with Content	Points of clarification	Mission's Reply
1	<p>Page no. 17 Chapter V: (iii)/Mandatory Eligibility Criteria</p> <p>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>	<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>The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.</p>
2	<p>Page No. 18 Chapter V: Mandatory Eligibility Criteria (a) III</p> <p>Conversion rate from US\$ to INR</p>	<p>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.</p>	<p>Bidders may submit information based on Euro/INR conversion rate as per RBI/Central Bank of the country for the respective years.</p>
3	<p>Page No. 22-23 Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED: 1-A. (xi) Indian Consular Application Center (ICAC)</p>	<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</p>	<p>The Minimum area of each ICAC has been specified based on the current operations at ICACs across various locations in the country.</p>

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	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	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.	We expect that footfall is likely to go up in the coming months as large number of Indians have come to the country for work in various project.
4	<p>Page No. 43 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>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 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</p>	<p>Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly requested:</p> <p>1. Manpower & Resource Requirements:</p> <p>a) Number of personnel required for consular camp operations. b) Number of applications anticipated to be processed at each camp. c) Number of camps to be conducted per year.</p> <p>2. Camp Organization & Logistics:</p> <p>(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:</p>	<p>In general, 04 to 05 Consular Camps were held yearly in the previous years which were supported the embassy team.</p> <p>It may be noted that the number and location of Consular camps may vary based on the decision of Embassy.</p>

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	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]	Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.	
5	<p>Page No. 119 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)</p> <p>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>	<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:</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>	Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
6	Page No. 119 Part III: TECHNICAL BID	Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.	Exclusive Parking means Parking space exclusively reserved for applicants visiting ICAC.

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	<p>EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (b)</p> <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>	<ul style="list-style-type: none"> • Definition of Exclusive Parking: • Number of Exclusive Parking Slots: <p>a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested.</p> <p>b) The number of parking 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>	<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> <p>Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.</p>
7	<p>Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.</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. 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>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>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>

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	<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. 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.</p>		
8	<p>General Query</p> <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>Common handing over duration of 15 days between outgoing and incoming OSP is planned.</p> <p>There would be no transfer of applications between the existing and the new SP. The existing SP will complete the services for all the applications received by it</p>
9	<p>General Query</p> <p>Utilize the services of a subcontractor for a specific category.</p>	<p>We kindly request confirmation if is it 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. 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.</p>
10	<p>General Query</p> <p>Contract Period</p>	<p>Require amendment. See Chapter XVII (P.S Validity of Agreement)</p> <p>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</p>	<p>Pls, refer to Chapter XVII. The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.</p>

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		<p>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>	
11	<p>General Query</p> <p>Backlog of Services from the incumbent service provider.</p>	<p>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.</p>	<p>There would be no Backlog as the existing SP will complete the services for all the applications received by it.</p>
12	<p>General Query</p> <p>Average Number of Pages Per Application</p>	<p>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.</p>	<p>The number of documents to be digitized for application varies from service to service. However, average number of pages per application may be taken between 8-10 pages.</p>
13	<p>Chapter 1: Request for Proposal (RFP)</p> <p>8. The Mission/Post handled approximately 53500 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 81 transactions/services per working day, assuming 220 working days in a year.</p>	<p>Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.</p>	<p>Since we are opening a new ICAC centre in Eindhoven so it would be difficult to figure out number of applications as desired.</p>
14	<p>Chapter III</p> <p>Clause (vi)</p> <p>Instructions to Bidders</p>	<p>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</p>	<p>The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts shall not be considered and summarily be rejected.</p>

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	<p>(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.</p>	<p>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>p. 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>Provision of the RFP will be applied to all, appeal or otherwise of outstanding penalty cases in earlier contracts of respective bidders.</p>
15	<p>Chapter III clause (vi)</p> <p>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.</p>	<p>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)</p>	<p>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.</p>
16	<p>Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3</p> <p>The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover</p>	<p>Please be kind to clarify about the external audit agency which will be acceptable to the Mission.</p>	<p>An external audit agency in the country where the company is registered.</p>

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17	<p>Chapter VII: Scope of Work and Deliverables Required Clause (x) Appointment System (b)</p> <p>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.</p>	<p>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.</p>	<p>In all cases, Turnaround Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant includes capturing photographs and providing photocopies as well. Only Form-filling service is excluded from the standard Turnaround time of 30 minutes</p>
18	<p>Chapter VII: Scope of Work and Deliverables Required Clause G Return of documents to the applicants (c)</p> <p>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).</p>	<p>Please be kind to clarify if the courier service is mandatory or optional?</p>	<p>Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs.</p>
19	<p>Chapter VII: Scope of Work and Deliverables Required Point 3 (I)</p> <p>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</p>	<p>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.</p>	<p>No such data available.</p>

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	2. Photographs 3. Form Filing Courier Service		
20	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 applicants anticipated to visit ICAC and based on existing local norms.
21	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 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
22	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	This will be acceptable.
23	Annexure-K Financial Bid Note: 1 – Service Fee quoted above is the 'Service Fee per application' payable to the Service Provider. Bidder shall	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	Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive service fee. The bidder has to provide information regarding Courier dispatch process, the courier company to be hired etc in its technical bid. Marks under Technical bid evaluation will be

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	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.	to be made qua the differential courier rates and ultimately differential service fees.	awarded, based on the information provided by the bidder, as per part III, Annexure-J of the RFP.
24	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.	The service fee for all the CPV services will be the same.
25	Chapter III Point No. xii, Page No. 11 EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	The relevant bank details will be shared with the companies that have submitted the organizational profile to the Mission.
26	Chapter XIV, Page No. 76 Point No. 1(ii) Envelop 2: A separate closed envelope containing the Technical Bid comprising	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.

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	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.		
27	As per Chapter VII point No xi page No 23 in Note under point © SP shall also operate on a regular basis, an exclusive submission counter each at the Embassy of India, The Hague with adequate number of staff for processing of applications.	Please share an estimate or indication as to how many counters and staff will be required.	01 staff will be required at the Embassy counter.
28	Chapter VII Page no. 26, point no.(vii) Postal Application	Kindly share details of applications received in person and received by post / courier at each ICAC.	Since we are opening a new ICAC centre in Eindhoven so it would be difficult to figure out number of applications as desired.
29	Chapter X Page No 49 point No 1(i) The SP shall provide a Bank Guarantee in the Netherlands 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.
30	Chapter VII Page No. 28, 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.	No such records available however the SP should stick the requirement as per the RFP.
30	Chapter XIV Page No 76 point No 1(iv) The proposal must contain the	Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signatures are required.

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	information required by the RFP, in original, signed.		
31	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.
32	Chapter V Point No 1(x) page No 17 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?	Mission would accept balance sheet on the basis of the prevalent accounting year of the country where the company is registered.
33	Chapter VII Point No 1(T), page No 43 Consular Camps	How many consular camps will be conducted during a calendar year. .	In general, 04 to 05 Consular Camps were held yearly in the previous years which were supported the embassy team. It may be noted that the number and location of Consular camps may vary based on the decision of Embassy.
34	Annexure H page No 108 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.
35	Annexure H page No 108 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
36	The award of the Contract will be, as per provisions indicated in the succeeding	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.

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	<p>paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.</p>		
37	<p>Chapter – I Request for Proposal (RFP) Point 3, Page 3</p> <p>The proposal of the bidding company will constitute an offer to enter into a contract with the Mission, based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation if the bidding company is invited by the Mission to enter into an Agreement. The Agreement inter alia will include provisions for the SP to adhere to all local laws applicable to the operation of the ICAC, including on employment of staff and their remuneration, banking operations, environment, safety, insurance, privacy, payment of local taxes, etc.</p>	<p>Does this clause indicate that the SP should ensure that for staff employment and remuneration, banking operations, environment, safety, insurance, privacy, and local tax payments strict adherence to all local laws and requirements be a mandatory condition when quoting the Single Service Fee?</p>	<p>SP is required to adhere to all local laws applicable to the operations of ICAC.</p>
38	<p>Chapter V, clause 1 (x):” Page 17</p> <p>“The Bidding Company must provide certification that its operations are compliant with local labour laws and the</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-responsive.</p>	<p>The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria</p>

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	relevant tax regime and shall continue to be compliant with such regime.”	Further, what would be the procedure for such determination?	
39	<p>Chapter VII, Clause 1 (A) (xi) (a): Page 22</p> <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, separate exit/entry to ensure smooth flow of people, etc.”</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 only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria</p> <p>The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP</p>
40	<p>Chapter XI Service Level Metrics/Penalties Page 69, point 41</p> <p>Personal Records (PII Data)</p>	<p>Please advise purging policy for Personal data for the applicant.</p>	<p>SP should not hold any personal records of applicants beyond the stated limit as mentioned in RFP.</p>

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41	Annexure: K, Financial Bid Page 125	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.	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.
42	Chapter XV, Clause B (II) (e): Page 79 “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.
43	Chapter XV, Para B (II)(b) Page 78 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.
44	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 is currently working through OSP center in Amsterdam and the Hague. Third center in Eindhoven is proposed. OSP should be prepared for future requirements.