| **S. No** | **Clause** | **Query** | **Reply** |
| --- | --- | --- | --- |
|  | Chapter X  Pt. (1) (ii)  Pg 51 | 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 under Chapter X, Pt. (1) (ii) @ Pg 51). | The exact amount depends on the Service Fee of L1 to whom the contract is awarded. |
|  | Chapter X  Pt. (1) (iii)  Pg. 51 | Please provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (iii) @Pg 51). | The exact amount depends on the Service Fee of L1 to whom the contract is awarded. |
|  | Chapter VII  Pt(xi)  Pg. 23 | Staff number & staff breakup for Hague location doesn’t match in the table, please if you could clarify. | Indian Consular Application Center (ICAC)  Hague: 06 (Submission 03, reception-01, Manager-01, back office-01),  Typo error and corrigendum is being issued in this regard |
|  | Chapter XI  Pt(vi)  Pg 62 | Clause (xii) Pg. 29.  The telephone enquiries shall be attended to from 9 AM to 6 PM on all working days. Please if you could clarify the call center timings. | Telephone enquiries shall be attended to from 9 AM to 6 PM on all working days  Typo error and corrigendum is being issued in this regard |
|  | Annexure C  Section B  Point 7.a.  Pg. 98 | Should the cost of providing Optional Services (Ex. Courier, PL etc) should be included here? Our understanding is that only cost for core services should be provided in Annexure C Section B. Please confirm our understanding. | The anticipated cost of rendering Optional Services (OS) is to be provided as per Section B of Annexure C. Bidders have to make their calculations thereby. |
|  | Annexure C  Part III  Clause (f)  Pg.107 | Total estimated Revenue - Proposed Service Fee – We understand that the proposed service fee is total of (a) Basic Service Fee (b) Enrolment of Fingerprint biometrics and (c) Facial biometric capture (which is calculated in Part II-A of Annexure C). Please confirm our understanding. | Yes, it's correct |
|  | Annexure C  Part III  Clause (g)  Pg.107 | It is mentioned that Viability difference between (f) and (e). Should this difference not be equal to zero? As (f) which is total estimated revenue is defined as (No of anticipated CPV applications x proposed Service Fee). And (e) sum of (a) +(b) + (d) which again is the same as total estimated service fee revenue. So the difference between (f) and (e) should be zero? Please confirm if this understanding is correct. | Yes, the difference between the Total estimated revenue (f) and (Total estimated expenditure + Local Taxes Payable + Profit) (e) has to be zero. |
|  | Chapter I: RFP, Para 9  and  Chapter VII: Scope of Work and Deliverables Required  Table in Point (xi) | Please provide category-wise and month wise details of CPV services for last three years. | Please refer to RFP guidelines. No data available. Further a new centre in Eindhoven is proposed. |
| Kindly clarify if the said numbers include e-visa. | E-visa not included |
|  | Chapter I- RFP  Para 12 | Mission may elaborate on approximate increase in number of ICAC in order to work out cost. | Mission is currently working through OSP centre in Amsterdam and the Hague. Third centre in Eindhoven is proposed.  OSP should be prepared for future requirements. |
|  | Chapter I: RFP,  Point 8 (iii) | Need information on maximum no. of attempts to collect fingerprints, fingerprint quality threshold %, exception cases if any & exemption case if any. | Minimum five (5) attempts. Biometric data should be complete as per the dedicated software requirements provided by NIC. (Exemptions would be conveyed by the Mission). |
|  | Chapter III: Instructions to Bidder  Point (l) | What are the factors that will be taken into consideration to assess the viability of costing information to determine the lowest bid?  Would the bidder be given an opportunity to explain the price breakup along with supporting documentation? | The viability of financial bids shall be determined based on the criteria mentioned in the RFP, particularly in Annex-C.  The total expenditure, including taxes, cannot exceed the total revenue.  The viability/reasonableness of the expenditure quoted under sections B and C (Part-I) of Annex-C will be evaluated and decided upon by the Mission, based on local data and the inputs and the justification provided by the Bidder.  Price justification is part of the bid. |
|  | Chapter V: Mandatory Eligibility Criteria Para 1 (ii), (iii)  Annex-D: Mandatory Eligibility Criteria | Please also confirm to which year, conversion rate of INR to US $ will be applicable for getting the equivalent value of net worth and turnover, for the respective financial / calendar years.  Please advise us who will be the external auditing agency. | The Conversion rate used for the conversion of net worth/turnover for a Financial year should be the rate on the last day of that Financial year. Hence, the conversion rate on 31st March of the relevant year will be considered.  An external audit agency in the country where the company is registered. |
|  | Chapter VII: Scope of Work and Deliverables Required  Para1.A.(xi) | As per the specifications provided in the RFP,  are we permitted to retain and utilize the existing furniture, IT setup, security system, and other fixtures or is it mandatorily required to replace the entire setup with new installations?  As per the specifications provided in the RFP, if an existing OSP opts to utilize the existing ICAC space and infrastructure, will another bidder receive higher marks or weightage in the bid evaluation process by offering a new space and a completely new setup? | 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 facilities/utilities. |
|  | Chapter VII: Scope of Work and Deliverables Required  Para 1.B.(xii)(a) | Please specify that do we need to put both Chat bot & WhatsApp bot and either will suffice. | Either will suffice. |
|  | Chapter VII: Scope of  Work and Deliverables Required  Para 1.A.(xi) | Is there an existing mobile application for Appointment System available in Embassy of India, the Hague. If Yes, would the same will be used or the OSP has to develop a new application. | OSP has to develop its own Appointment system and Smart Queue management system as per the conditions of the RFP. |
|  | Chapter VII: Scope of work and deliverables required  Para S | Please clarify on % of applications to be submitted at the Embassy/Posts. | Only a few emergency/VIP applications are received in the Mission/Post premises.  Previously, the contract did not include some services that are now included in the scope of work in the RFP. So, no previous data on percentage can be calculated.  Refer to Chapter VII, point xi, for minimum requirements. |
|  | Chapter XII: Dispute Settlement Mechanism  4. Termination of Contract, Para 9  Chapter III-instructions for bidder, Para(xvii)  Chapter IV: Pre-Verification: Para (iii)  Chapter XI: Service Level Metrics/Penalties  Para (v) | RFP states that If the OSP after receiving show cause-- and may also be debarred for 3 years from participating in any tender process.  If any violation is committed--- and the OSP will be banned for three years from participating in future tenders of the Ministry.  …, the OSP shall be debarred for three years….  …and ban the company for five years from participating….  Please clarify on the same. | A corrigendum is being issued in this regard. |
|  | Annex-E: Technical Bid  Part III: Technical Bid Evaluation Performa  Sl. No. 3.b. | Is it permissible to conduct the Enquiry/information, Examination of documents, Verification of the latest photo and application form, submission, Fee Collection, and  Delivery processes, etc. at the submission counters or is it obligatory to designate separate counters and staff for each task? | Bidders are to submit the plan of implementation as per their assessments keeping in mind minimum criteria of ICACs. |
|  | Chapter VII: Scope of Work & Deliverables Required  Para B, Point (vii), Postal applications | Kindly confirm if the Service Provider is allowed to accept the applications through postal/courier. Please provide details of applications received in person and received by post / courier at ICAC. | Yes, no such data available. |
|  | General Query | Will there be a single Service fee for Consular / Passport / Visa / OCI / PCC/ Surrender Certificate / GEP Verification Services / Misc Attestation services? | Yes |
|  | Chapter VII: Scope of Work and Deliverables Required  Point U | How many consular camps will be conducted during a calendar year? | On requirement basis. Mission organized 04 camps in the Year 2023. |
|  | General Query | Biometrics for which services are required? | Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc |
|  | Chapter VII: Scope of Work and Deliverables Required  Table in Point (xi) | The mandatory ICAC area and the  number of staff in the RFP seem to be disproportionate in comparison to the application count given for the last three years and expected application count for next three years.  View of this, ICAC area need to be reduced proportionately? Request the Mission consider this appropriately? | Terms and conditions as per RFP are to be complied with. |
|  | Chapter VII: Scope of Work and Deliverables Required  Para B.(xii) (e)  and  Chapter XI: Service Level Metrics/Penalties  Item 20 | The telephone enquiries shall be attended to from 9 AM to 6 PM on all working days.  Call Centre will operate 9 AM to 8 PM (Item 20, Chapter XI: Service Level Metrics/Penalties) on all working days. | 9 AM to 6 PM on all working days, Corrigendum is being issued. |
|  | General Query | Responsibility of  Handling of  applications transition  period.  The process for transferring remaining  applications from the current service  provider to the newly appointed service  provider is not specified in the Request  for Proposal (RFP). This is an  important aspect of assuming  responsibility and we kindly request  clarification on this matter.  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. | Common handing over duration of 15 days between outgoing and incoming OSP is planned. |
|  | General Query | Utilize the services of a  subcontractor for a  specific category.  We kindly further request confirmation  is it possible to utilize services of a  subcontractor for a specific category of  ancillary service.  Sub-contracting is not  allowed as per RFP. | RFP condition may be referred to wherein no sub-contracting is allowed. |
|  | OSP 57.  ANNEX:E:  PART III- 3(B)  OPERATIONAL  EFFICIENCY OF  THE  SUBMISSION  PROCESS | Is it permissible to conduct the  Enquiry, Examination, Verification,  Fee Collection, and Delivery  processes at the submission  counters, or is it obligatory to  designate separate counters and staff  for each task?  Please refer to Para 3  (b) in Part III of Annex E | Bidders are to submit the plan of implementation as per their assessments keeping in mind minimum criteria of ICACs. |
|  | CHAPTER VII- SCOPE OF WORK AND DELIVERABLES REQUIRED, Clause No-T | In reference to the clause stating the requirement for a 24x7 helpline service, I would like to inquire about the specific type of helpline service that is deemed mandatory after business hours. Is it required to be in the form of an email helpline or chat support or call center or all three? | 24\*7 helpline including all, i.e. call centre, email support, and chatbot is expected. |
|  | CHAPTER XVIII- Annex-E: 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. |
|  | CHAPTER VII- SCOPE OF WORK AND DELIVERABLES REQUIRED, Clause No.3 Premium Lounge Service: | Kindly also confirm that total anticipated cost for Premium Lounge Facility and the Door-to- Door services will not be part of the total cost provided in Section B and Section C of Annex C which is used to arrive at the Basic Service Fee. | The anticipated cost of rendering Optional Services (OS) is to be provided as per Section B of Annexure C. Bidders have to make their calculations thereby |
|  | PARKING FACILITIES WITH CAPACITY AND TYPE OF PARKING | Is there a defined criterion or guideline specifying the minimum number of parking slots required to attain the maximum score of 5 marks in the ICAC evaluation? | No minimum qualification is specified for parking. Bidders may decide as per the number of applications anticipated at ICACs. |
|  | 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 currently hosting the operational ICAC, or is it obligatory to establish a new ICAC at a different location? | 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. |
|  | CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC): | Can the area of premium lounge space be fitted (separate entry and exit) in the total minimum area of the ICAC? | No, the Premium lounge area is additional to the minimum area requirement for ICAC. |
|  | CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC): | As per the specifications provided in the RFP, if we opt to utilize the current ICAC premises, are we permitted to retain and utilize the existing furniture, IT setup, security system, and other fixtures, or is it mandatorily required to replace the entire setup with new  installations? | 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 facilities/utilities. |
|  | CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC): | If an existing OSP opts to utilize the existing ICAC space and infrastructure, will another bidder receive higher marks or weightage in the bid evaluation process by offering a new space and a completely new setup? | 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 facilities/utilities. |
|  | ANNEX C- PART III: Justification for Service Fee quoted | Is it permissible for Outsourcing Service Providers (OSPs) to operate on a zero-profit model by indicating zero viability in line (g), where viability represents the variance between total estimated revenue and total estimated expenditure, considering that the Optional Service is charged separately to the applicant? | Yes. However, the total estimated revenue during the contract period shall not be less than the total estimated expenditure (including taxes) of OSP during the period. |
|  |  | What is the expected launch timeline for e-passports services? Is it right to assume 15% of diaspora to be covered every year or 100% diaspora can also be considered during the contractual term? | No timeline is committed at this stage. |
|  |  | Is there any time line for the complete implementation of visa waiver or e- visa? | e-Visa is already operational in several categories. No timeline can be stated for any further expansion of e-visa scheme |
|  |  | Can Service Provider (SP) offer services beyond the prescribed working hours of the centers through optional services e.g. premium lounge? | OSP may decide to operate beyond business hours in accordance with the local laws with the permission of the Mission. However, the choice of premium lounge shall remain optional for the applicant. |
|  |  | Please differentiate in the sq. Ft or number of counters to be used for passport service and attestation service in the center? | Bidders are to make self-assessments based on the number of CPV applications. |
|  |  | Pertaining to bank charges, which have been instructed to be collected by SP from applicants on actual basis, please suggest if bank charges are to be included as part of SP’s service fee or should be a separate component on the payment receipt. | Bank charges to be detailed separately. |
|  | ANNEX:E: PART III- 3(B): OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESS” | Is it permissible to conduct the Enquiry, Examination, Verification, Fee Collection, and Delivery processes at the submission counters, or is it obligatory to designate separate counters and staff for each task? | Bidders are to submit the plan of implementation as per their assessments keeping in mind minimum criteria of ICACs in mind. |
|  | General Query | Could you please provide the tentative date for the technical bid presentation? We need this information to finalize the travel plans for the individual attending. | The time and date of technical bid presentation will be intimated in due course. |
|  | General Query | Is there any data available that can help predict the number of applications during a surge period? | Data not available |
|  | Chapter-X Bank Guarantee | What amount should be taken into consideration for the Bank Guarantee concerning Government funds in Chapter X – 1 (i)? | It will be intimated in due course of time. |
|  | Chapter V:  Mandatory Eligibility Criteria | We kindly request you to confirm the applicable year for the conversion rate of US$ / €(EURO) to INR for calculating the equivalent value of Turnover and Net Worth during the respective financial / calendar years (e.g. Jan 2021-Dec 2023). | The Conversion rate used for the conversion of net worth/turnover for a Financial year should be the rate on the last day of that Financial year. Hence, the conversion rate on 31st March of the relevant year will be considered. |
|  | Chapter V:  Mandatory Eligibility Criteria | We are writing to address a concern regarding the preparation of the Audited Balance Sheet for the financial year 2023-24, as mentioned in the guidelines of the Ministry of Finance (MoF) in India.  Given the limited timeframe provided, it may not be possible for bidders to prepare and audit the balance sheet for the specified period. Therefore, we kindly request the Authority to consider evaluating the financial years ending on March 31, 2023, instead. Bidders would be required to submit Audited Balance Sheets for the last three financial years, ending on March 31, 2023.  We would like to highlight that this concern has also been raised by other bidders during the pre-bid queries sessions. Hence, we kindly request the Authority to accept our request. By doing so, it would be feasible for all prospective bidders to meet the eligibility criteria. | The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered. The Mission would accept available audited Financials for the last three years before 2023/2023-24, along with unaudited financials/ certificate from auditor for the year 2023/2023-24. The audited balance sheet for the year 2023/2023-24 shall be submitted before the award of the contract. |
|  | Chapter XIV Sending Bids to the Mission  Point No. (ii) | As stated in the Request for Proposal (RFP), it is required that the bidder submits four hard copies of their bid along with a soft copy on a CD. We kindly request clarification on whether we can submit the CD at the Ministry of Delhi office or if we have the option to send a link via email or provide the bid on a PEN drive instead of a CD. We would greatly appreciate your prompt response and clarification. | Bidders are to comply with RFP conditions strictly as per RFP. |
|  | Annex C: Financial Bid | We hereby request that you kindly confirm and clarify our understanding regarding whether the bidder is required to quote a single service fee for all services. | Yes |
|  | General Query | The Request for Proposal (RFP) does not contain the transaction volume for each service, categorized by location/counter, over the past 3 years. This information is crucial for determining the average application volume during the previous RFP period. We kindly request that you arrange to provide this information. | Data not available. Further a new centre in Eindhoven is proposed. |
|  | CHAPTER XVII: VALIDITY OF AGREEMENT | We kindly request clarification regarding the possibility of revising the existing rates in the event of an extension of the agreement after the contract period, taking into consideration any changes in the price index of the country. This may include a revision in the service fee, the applicable local taxes (VAT/GST, etc.), and the minimum wages, in order to maintain the viability of the project. | Conditions as per RFP to be complied. |
|  | CHAPTER I:  REQUEST FOR PROPOSAL (RFP)  Point 05. | 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. | Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking in to account anticipated applicants to be served daily, counters, redundancies etc. |
|  | Annexure E Part-III  Point No. 8 | Regarding the clause in the Request for Proposal (RFP) pertaining to previous performance and experience with Mission/MEA, we are interested in obtaining detailed information on the smooth bidding submission process. This information would be very helpful for all bidders.  We kindly request clarification from the authority on the specific criteria required for bidders to qualify based on an e-Governance project or IT-related project from either the Government of India or the Tourism Travel Industry, as mentioned on page 18 of the eligibility criteria in the RFP. If bidders fulfill this eligibility criteria, they will also get the full 7 marks.  We kindly request the authority to provide clarification on this specific clause. | Please refer to part-III of Annexure-E of the RFP. |

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