

Responses to the Pre-bid Queries: RFP for Outsourcing of CPV Services at the Embassy of India, Seoul

S. No.	Clause details	Description in RFP	Query	Reply
1	Chapter X, Pt. (1) (ii) Pg 55	BANK GUARANTEES (BGs)	Please provide the exact amount of Performance Bank Guarantee (PBG) to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided under Chapter X, Pt. (1) (ii) @ Pg 55).	Chapter X (Bank Guarantees) elucidates clearly the formula to calculate the PBG. However, the exact amount will be determined only on the basis of final L1 price.
2	Chapter X Pt. (1) (iii) Pg 55	BANK GUARANTEES (BGs)	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 55).	Chapter X (Bank Guarantees) elucidates clearly the formula to calculate the PBG. However, the exact amount will be determined only on the basis of the final L1 price.
3	Chapter VII Pt. A (xi) Pg. 25	Min Area of ICAC in sq. ft. is 4,000	The mandatory VAC area and the number of staff in the RFP seems to be disproportionate in comparison to the application count given for 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?	A corrigendum is being issued in this regard.
4	Chapter X Pt. (1) (i) Pg 55	BANK GUARANTEES (BGs)	Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (i) @Pg 55).	It will be intimated at the appropriate stage of the bidding process.
5	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 the minimum criteria of ICACs.
6	Annex C Section B Point 7.a. Pg. 103	Facilities for OS	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.

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7	AnnexC Part III Clause (f) Pg.111	Justification for Service Fee quoted	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. The proposed service fee is the 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).
8	Annex C Part III Clause (g) Pg.111	Justification for Service Fee quoted	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) +(c) + (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. This difference between (f) and (e) shall be zero.
9	Annex D Pt. 1 Pg. 112	FINANCIAL STRENGTH OF THE COMPANY	The financials for Year 2023 are still under audit review. Hence can we submit the audited financials for three years 2020, 2021 and 2022 and unaudited financials for Year 2023.	<p>The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.</p> <p>The Mission would accept available audited Financials for the last three years before 2023/2023-24, along with unaudited financial/ certificate from auditor for the year 2023/2023-24.</p> <p>The audited balance sheet for the year 2023/2023-24 shall be submitted before the award of the contract</p>
10	Part III Note. Pg 111	The number of CPV applications anticipated by the bidder for the three -year contract period, on the basis of which anticipated revenue is calculated under item (f) above, shall NOT exceed 28,811. Any financial bid with the estimation of revenue, not	Please confirm if the 28,111 anticipated applications count includes e-passports too and for Annexure C we will not have to assume a higher count.	<p>The timeline for implementation of the e-passport cannot be provided at this stage.</p> <p>The maximum count of CPV applications, the bidder can anticipate is given under Part III, Annexure-C</p>

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		conforming to the aforesaid condition shall not be considered and shall be summarily rejected as unresponsive.		
11	CHAPTER 1: RFP, Para 8 (v), Page 5	Strictly adhere to data and information security standards as set by the Mission, NIC and GPSP team	Kindly provide the Data Protection Guidelines and Information Security Standards.	Refer to para(v) Chapter-I of the RFP
12	CHAPTER 1: RFP, Para 9	The Mission handled approx.23049 CPV applications for the period January 2021-December 2023	Please provide category-wise and month-wise details of CPV applications.	The year-wise data of CPV services provided for the last 3 years has been provided below. 2021 – 9280 2022 – 7899 2023 - 5870
13	Chapter I- RFP Para 12	The Mission may need to increase number of ICACs, if deemed necessary.	Mission may elaborate on approximate increase in number of ICAC in order to work out cost.	Currently, Mission is not anticipating an increase in the number of ICAC during the contract period.
14	CHAPTER III: INSTRUCTIONS TO BIDDERS DETERMINATION OF CHARGES FOR OPTIONAL SERVICES, (XX) Para b	DETERMINATION OF CHARGES FOR OPTIONAL SERVICES, Para b Shall provide OSs on the basis of a written request by the applicant	Services like Photocopy, Photograph & Form filling etc. are usually requested during the submission process. Mission may kindly clarify about the compliance asked.	OSP may use a duplicate copy (or a counter foil) of the payment receipt to take the applicant's signature and retain it for the record for a minimum period of 6 months
15	Chapter III, Pt. (I)	The Mission reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C as part of the financial bid, if it considers it unviable and	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	The guiding principle of commercial viability is that the total estimated expenditure including local taxes payable shall not exceed the total estimated revenue. The viability/reasonableness of the

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		could therefore lead to poor quality of services. In that event, the lowest responsive bid L1 may be decided amongst the remaining bids which are considered viable.	documentation?	expenditure quoted under sections B and C of Annex-C will be evaluated and decided upon by the Post, based on previous experience, local data, and the justification provided by the Bidder Price justification is part of the bid.
16	CHAPTERV: MANDATORY ELIGIBILITY CRITERIA Para 1 (II, III)	(ii) Bidding Company must have minimum networth equivalent to USD 5 million. (iii) Average annual turnover of the bidding company in last three years The bidding company is to submit audited balance sheets and income statements, etc. certified by an external auditing agency for the last three years (Jan 2021-Dec 2023).	In India, the Accounts are prepared as per the Financial Year from April-March; please clarify the period for which such information is to be provided. Please advise us who will be the external auditing agency.	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered. An external audit agency in the country where the company is registered.
17	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED POINT NO A(v)	The OSP shall not capture any data/information from the applicant on/through its website	While booking appointments, we seek applicant(s) passport / phone numbers for various appointment validations. Even in our grievance redressal forms which we use to provide better customer service to our applicants, we require email / phone number. Please clarify the point	Please refer Chapter VII, 1. Para-A (v). Any personal data (email id, mobile no. etc.) should be taken only after the consent of the applicant. For data protection, guidelines mentioned in Chapter-I Para 8 (v) will also apply.
18	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para (xii)(a)	Enquiry and Grievance Redressal mechanism (a) The OSP shall provide an efficient-- and shall maintain a Chabot in the Website and a dedicated WhatsApp bot.	Chapter VII Point 29 D shall be read as prescribed in the provision- Chapter VII, Point (B) (xi) @ Pg 25 "SP shall maintain a chatbot in the website and a dedicated WhatsApp bot."	Chapter VII Point 29 D shall be read as prescribed in the provision- Chapter VII, Point (B) (xi) @ Pg 25 "SP shall maintain a chatbot in the

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	CHAPTER XI: SERVICE LEVEL METRICES / PENALTIES, Para 30(D)	Whereas it mentions Whatsapp bot / Chat bot the OSP agrees to provide Whatsapp bot /Chat bot		website and a dedicated WhatsApp bot.”
19	Chapter VII, Scope of work and deliverables required, Para S	In case Mission/Post requires OSP’s staff/personnel to be present within the Mission/Post premises- no additional expenditure to be borne on such account by GOI/Mission/Post(s).	Please clarify on % of applications to be submitted at the Embassy/Posts.	Generally, all applications will be submitted at OSP only. Only a few emergency/VIP applications are received in the Mission/Post premises.
20	CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES POINT NO (VI) Para 12	Short Collection of Fee	Please clarify the same.	Its well explained in the RFP
21	CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES	Point no 19 The OSP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 30 minutes from the time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant.	In case of applicant opting for OS like form filing, Turnaround time (TAT) may go beyond 30 mins. Kindly explain the mechanism of calculating overall processing time for such cases.	In all cases, Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant.
22	Chapter XI Provision of Courteous Services to the Applicant, Para 23	The OSP agrees to extend courteous services to the applicants--or bring disrepute to the Mission. Any complaints of discourteous behavior shall—penalty equivalent to --	There are many instances where applicants raise false allegations or misbehave with the staff. These are at times motivated or due to applications not getting accepted? Is there a mechanism to filter these out? OSP should be given the opportunity to represent before any penalty is imposed.	Service Provider will be given an opportunity for their version of the event before a decision is made on the imposition of penalty.

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23	Chapter XI, Service level Penalties	Related to penalties on various issues	We request the Mission to look into the number of penalties and the penalty amount respectively.	Chapter XI: Service level metrics/penalties, mentioned are rational.
24	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, Para (v)	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 five years from participating in future tenders of the Ministry.	Please clarify on the same.	A corrigendum is being issued in this regard
25	Chapter XII- Dispute settlement mechanism, Para 4- termination of contract, sub-para (i) & (ii)	Mission may terminate the contract by giving 2 months' notice. In other cases, the Mission may terminate the contract even by giving lesser period of notice. However, OSP has the option to give 6 months' notice for termination of contract.	This is to state that OSP has been give lesser period of notice vis a vis the Mission. It is also to state that OSP incurs heavy expenditure on establishing infrastructure, engaging manpower etc. and has to comply with local regulations. OSP may be given adequate time limit to wind up our operations in case of termination.	Terms for termination of Services for both parties are explained in the RFP and cannot be changed.

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26	Page no. 18-21 Point No. Chapter V: Mandatory Eligibility Criteria	Conversion rate from KRW to INR	Please confirm to which year, the conversion rate of KRW to INR will be applicable for getting the equivalent value of Turnover and Net Worth, for 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.
27	Page No. 101-107 Annex C: Financial Bid	Single Service Fee	Whether single service fee is to be quoted for all services.	The bidding company is expected to quote a single service fee for all categories of CPV services (Eg: Visa, Passport, Consular and OCI, PCC, Surrender Certificate , GEP etc)
28	Page No.82 Chapter XVI : Sending Bids to the Mission	The proposal must be received by 1500 hours (Local Time) on 28 April 2024 . The Technical Bids will be opened on 28 April 2024 at 1600 hours (Local Time) in the presence of the authorized representatives of the Bidding Companies (limited to one person per bidding Company only) at the Embassy of India, Seoul.	As per RFP page No. 8 @ Chapter II: Bidder Schedule and Process, it is clearly stated that the last date for submission of bids and opening of the technical bids on 3rd May 2024 but @ page No. 82 it is mentioned that the proposal must be received by on 28 April 2024 and will be opened on 28 April 2024 at 1600 hours. In this regard, we request to the Authority to please clarify of the last date for submission of bids.	Refer Corrigendum-I dated 30.04.2024 for RFP on Embassy website.

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29	Page No.4 Chapter 1 : Request for proposal (RFP)	<p>In the event of rollout of chip-enabled e-passport services by the Ministry, the OSP shall be responsible for enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Missions. In that case the Mission & Posts in coordination with the NIC, will provide necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the OSP as per the standards prescribed by GoI's National Informatics Centre(NIC). No request/claim for any hardware and its installation would be entertained under any circumstances during the period of the contract. Hence the rates should be quoted with these provisions in mind. The OSP shall coordinate with the Missions and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>	<p>Please provide complete technical specification of hardware and its installation which we have to quote in our price bid as of now without having any clarification on the quantity, technical specification, and any other hardware/software.</p> <p>Service fee is always depends upon various factors based on index prices of the country and we do not know when chip enabled e-passport services will be implemented by the Ministry, henceforth, requested to please remove this requirement from this current RFP.</p>	<p>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.</p>

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30	Page No.3 Chapter I: Request for Proposal (RFP)	There shall be a review of operations after each completed year. At the end of the three-year period, the Missions may at its discretion extend the Agreement, with the approval of the Ministry, for a maximum period of two years, on the same terms and conditions, with the mutual consent of both the Mission and the Outsourcing Service Provider (hereinafter referred to as OSP)	Requested to please clarify, in the event of extension of the agreement after contract period, is there is any possibility to revise the existing rates in view of price index/changed price index of the country, to make the project viable. This may include revision in service fee, applicable all local taxes (VAT/GST etc.) and minimum wages.	Conditions as per RFP to be complied..
31	General Query	Responsibility of Handling of applications.	Procedure of handling of left over applications by the current service provider to the new appointed service provider has not been mentioned in the RFP, which is a crucial part for taking of the charge, please clarify.	Common handing over duration of 15 days between outgoing and incoming OSP is planned.
32	General Query	Whether services of sub-contractor can be availed for certain category of ancillary services?	Please clarify and share the details.	No. sub-contracting not allowed as per the RFP
33	General Query	Break up of various services at ICACs	Application volume of each service (location wise) has not been mentioned in the RFP, which should be needed for the last 4-5 years, basis on which it will be easy to calculate average volume of applications. Requested to please arrange to provide.	There is only one location of ICAC and it is situated at Seoul. The number of applications received for CPV services in the last three years are as below: 2021 – 9280 2022 – 7899

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34	CHAPTERVII	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 center, email support, and chatbot is expected
35	CHAPTERVII	SCOPE OF WORK AND DELIVERABLES REQUIRED, ClauseNo.3 (viii)Premium Lounge Service	In reference to the clause Regarding the Should the cost of establishment of a premium lounge be incorporated into the price bid model?	The anticipated cost of rendering Optional Services (OS) is to be provided as per Section B of Annexure C.
36	CHAPTERXVIII	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 dash board 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?	Demo of live versions only
37	CHAPTERVII	SCOPE OF WORK AND DELIVERABLES REQUIRED, Premium Lounge Service	Kindly provide details of the percentage of applicants opting for Premium Lounge and general application centre service currently.	Cannot be anticipated.

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38		FACILITIES WITH CAPACITY AND TYPE OF PARKING	Is there a predefined criterion or guideline specifying the minimum number of parking lots required to attain the maximum score of 5 marks in the ICAC evaluation?	Bidders may decide as per the number of applications anticipated at ICACs. Refer to Annexure – E Part – III of the RFP.
39	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 equipments/facilities/utilities..
40	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?	The total minimum area prescribed in the RFP is inclusive of the Premium Lounge
41	CHAPTER VII	OF WORK AND DELIVERABLES REQUIRED, Premium Lounge Service	Is it permissible to open the Premium lounge in the same building with separate entrance and exit from the ICAC area?	Premium lounge shall have exclusive space demarcated from the general service area and shall have different entry and exit
42	CHAPTER VII	OF WORK AND DELIVERABLES REQUIRED, Premium Lounge Service	What is the minimum area prescribed for the Premium lounge?	10 % of the total area of ICAC subject to the satisfaction of the Mission
43	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	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,

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			required to replace the entire setup with new Installations?	POS, Token machines, etc.,) and other necessary facilities/utilities..
44	ANNEXC-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.
45	General Query		What is the expected launch time line 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 specific timeline for the roll-out of e-passports can be provided at this point of time.
46	General Query		Is there any timeline for the complete implementation of visa waiver or e-visa?	e-Visa is already operational in several categories in the case of South Korea. No timeline can be stated for any further expansion of e-visa scheme
47	General Query		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.
48	General Query		Please differentiate in the sq.Ft or number of counters to be used for passport service and attestation service in the center?	The RFP Chapter – VII prescribes minimum space requirements for the ICAC. The same may be referred.

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49	General Query		<p>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?</p>	<p>Bank charges to be detailed separately.</p>
50	CHAPTER VII- 1(xi)	MINIMUM STAFF REQUIRED	<p>As per the list and numbers mentioned, Minimum 20 counters/staff have been asked in this table wherein as per "ANNEX:E: PART III- 3(B): OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESS" It has been stipulated to adhere to the specified process i.e. (i) Reception (ii) Enquiry/ information (iii) Examination of documents (iv) Verification of the latest photo and application form (v) Submission (vi) Fee collection (viii) Delivery. Is it obligatory to allocate separate counters and staff for these additional services. Assuming one counter/staff is allocated for each of the mentioned add-on services, such as enquiry/information, examination of documents, verification of application forms, fee collection, and delivery, this could potentially increase the minimum counter requirement from 20 to 25.</p>	<p>The number of counters and staff requirements in each ICAC projected are the minimum requirements to be provided by the OSP. But there are no restrictions if the OSP provides more counters and more staff according to their assessments/projections</p> <p>The proposals offering more than the minimum number of staff will get more marks as per Annexure E-Part-III of the RFP.</p>