

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

Sl. No.	RFP Document Reference(s) (Section & Page No.)	Content of RFP requiring Clarification(s)	Points of clarification	Reply
1.	Page no. 18-21 Chapter V: Mandatory Eligibility Criteria	Conversion rate from US\$ / €(EURO) to INR	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.
2.	Page no. 18-21 Chapter V: Mandatory Eligibility Criteria	The average annual turnover of the Bidding Company during the last three years (Jan 2021-Dec 2023) must be at least US\$ 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	<u>Calendar year</u> 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	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 financial/ 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.

		and a copy of their joint venture agreement	<p>required to submit Audited Balance Sheets for the last three financial years, ending on March 31, 2023.</p> <p>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.</p>	
3.	<p>Page no.81 Chapter XIV Sending Bids to the Mission</p> <p>Point No. (ii)</p>	<p>Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and declaration (Annex H), Mandatory Eligibility Criteria (Annex D), Technical Bid (Annex E) and a Declaration by the Bidder (Annex F). All these annexures should be duly filled in. Four copies of the technical bid along with soft copy (Microsoft Word format) in a CD, to be enclosed.</p>	<p>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.</p>	<p>Four copies of the bid along with soft copy in a CD to be submitted</p>
4.	<p>Page No. 101-106 Annex C: Financial Bid</p>	<p>Single Service Fee</p>	<p>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.</p>	<p>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)</p>

5.	General Query	Responsibility of Handling of applications.	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.	Common handing over duration of 15 days between outgoing and incoming OSP is planned.
6.	General Query	Utilize the services of a subcontractor for a specific category.	We kindly request confirmation on whether it is possible to utilize the services of a subcontractor for a specific category of ancillary services.	No. Sub-contracting is not allowed as per the RFP
7.	General Query	Applications count yearly basis.	We kindly request that you provide us with the details of the total number of applications received on a yearly basis.	The year-wise data of CPV services provided for the last 3 years has been provided below. 2021 – 9280 2022 – 7899 2023 - 5870
8.	Page No. 90 CHAPTER XVII: VALIDITY OF AGREEMENT	Post may, with the approval of the Ministry, extend the Agreement if the circumstances so demand and, subject to satisfactory performance of the OSP, for a maximum period of two years, on the same terms and conditions.	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	Kindly refer to the relevant provisions of the RFP that clearly states about the conditions for the extension of the contract. Conditions as per RFP to be complied.

			order to maintain the viability of the project.	
9.	Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.	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 Post. In that case the Post 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 Gol's National Informatics Centre (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 OSP shall coordinate with the Post and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.	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.
10.	Annexure E Part-III Sr. no. Page No. 121-129	Record of Past Performance with Mission/MEA (7 marks) The following aspects to be	Regarding the clause in the Request for Proposal (RFP) pertaining to previous performance and experience with	Kindly refer to the Technical evaluation proforma, which is self-explanatory

	Point No. 8	<p>considered:</p> <ul style="list-style-type: none"> i. Past record of performance of the company with respect to the Mission (Show cause notices issued, specifying reasons for the same and the quality of responses received). ii. Nature of complaints received from the applicants against the SP. iii. Attitude Mission's instructions to the Service Provider - reliability and faithfulness in implementing Mission's instructions.' iv. Record of payment of penalties imposed by the Mission. v. Delivery of Optional Services (Oss) without complaints. vi. Harmonious and constructive relationship with the Mission. vii. Performance regarding digitization/ indexation of documents. 	<p>Mission/MEA, we are interested in obtaining detailed information on the smooth bidding submission process. This information would be very helpful for all bidders.</p> <p>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 these eligibility criteria, they will also get full 7 marks.</p> <p>We kindly request the authority to provide clarification on this specific clause.</p>	
11.	General Query	Premium Lounge Service	We kindly request you to confirm if the bidder should include premium lounge service in this tender. This clarification is	Kindly refer to the RFP;Chapter III: Scope of Work and Deliverables Required

			necessary to enable the bidder to prepare the financial bid efficiently.	
12.	Chapter I: Request for Proposal (RFP) Page No.04 Point No.05	In the 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 Mission.	Can the Mission advise on what is the expected launch timeline for rollout of chip enabled e-passport services?	No timeline is committed at this stage
13.	Chapter VII: Scope of Work & Deliverables Required Page No.27 Point No. B (vi)	B. Acceptance and forwarding of application to Mission (vi) Submission of applications: Application may be submitted at ICAC, in person /through a representative or by postal means.	Can the Mission give the approximate % of applications from each of the source, as is received by the Mission at their offices, presently: <ul style="list-style-type: none"> • In person • Through a Representative • By Post 	Generally, all applications will be submitted at OSP only. Only a few emergency/VIP applications are received in the Mission/Post premises.
14.	Chapter VII: Scope of Work & Deliverables Required Clause No. 3(viii) Premium Lounge Service	The cost of establishment of a premium lounge	The cost of establishment of a premium lounge is to be incorporated in to the price bid model?	The anticipated cost of rendering Optional Services (OS) is to be provided as per Section B of Annexure C.
15.	Chapter VIII- 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	Demo of live versions only.

			and screenshots of the demo version?	
16.	Chapter VII: Scope of Work & Deliverables Required	Premium Lounge Service	Kindly provide details of percentage of applicants opting for Premium lounge and general application centre service currently?	Since it's a new service, past data not available
17.	General Query	Parking facilities with capacity and type of parking	Is there a defined criterion or guidelines specifying the minimum number of parking slots 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.
18.	Chapter VII-Clause (xi) Indian Consular Application Center(ICAC)	Utilization of the existing space currently hosting the operational 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.
19.	Chapter VII-Clause (xi) Indian Consular Application Center(ICAC)	Premium Lounge Service	Can there 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
20.	Chapter VII: Scope of Work & Deliverables Required Clause No. 3	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
21.	Chapter VII: Scope of Work & Deliverables Required Clause No. 3	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

22.	Chapter VII-Clause (xi) Indian Consular Application Center(ICAC)	Utilization of the existing space currently hosting the operational 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 require 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 equipments / facilities/ utilities.
23.	Chapter VII-Clause (xi) Indian Consular Application Center(ICAC)	Utilization of the existing space currently hosting the operational ICAC	If and existing OSP opts to utilize the existing ICAC space and infrastructure, will another bidder receive high marks or weight age 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 equipments / facilities/ utilities.
24.	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.
25.	General Inquiries	E-Passport Services	What is the expected launch timeline for e-passport 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.

26.	General Inquiries	Timeline for Visa Waiver or e-visa	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
27.	General Inquiries	Service beyond the prescribed working hours	Can Service provider (SP) offer service beyond the prescribed working hours of the centers through optional service 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.
28.	General Inquiries	Area and Counters	Please differentiate in the Square Feet 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
29.	General Inquiries	Bank Charges	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.
30.	General Inquiries	Services of the Sub-contractor	Whether services of the Subcontractor can be availed for certain category of ancillary services. Please clarify and share the details	No. Sub-contracting is not allowed as per the RFP
31.	General Inquiries	Tentative date for the technical bid presentation	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	It is after the opening of Technical Bids and before the opening of Financial Bids as per RFP.

32.	General Inquiries	Number of Applications during a Surge Period	Is there any data available that can help predict the number of applications during a surge period?	No.
33.	General Inquiries	Bank Guarantee	What amount should be taken into consideration for the Bank Guarantee concerning Government funds in Chapter X-1(i)?	The actual amount will be intimated in due course of time.
34.	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>P. Facilities at the ICAC, point VII</p> <p>Annexure E – Technical Bid</p> <p>Part II: Scope of the work and deliverables required, Point C</p> <p>Please refer page 44</p>	<p>Point VII - Submission hours: ICAC should remain open for six days a week from Monday to Saturday. Acceptance of application at the counters of ICAC should be at least 39/48 hours per week and Back Office working time should be at least 48 hours per week. (Working hours/submission hours can be modified by Mission in consultation with Ministry).</p> <p>Point C: Submission hours: ICAC should remain open for six days a week from Monday to Saturday. Acceptance of application at the counters of ICAC should be at least 39 hours per week and Back Office working time should be at least 48 hours per week. (Working hours/submission hours can be modified by Mission in consultation with Ministry).</p>	<p>Regarding the discrepancy between the working days mentioned in the RFP:</p> <ul style="list-style-type: none"> - On page 44, point (vii), it states that working days are from Monday to Saturday. - However, on page 118, point 6, it specifies Monday to Friday as the working days. <p>Clarification required on which set of days is applicable for our operations.</p>	<p>The Working Days are from Monday to Friday.</p> <p>Typo error. A corrigendum is being issued in this regard.</p>

		<p>Working days per week : 6 days (Monday to Friday) Minimum submission hours per day* : 6½ Hours Minimum working hours per day : 8 Hours</p> <p>*Exact timings will be decided by Mission(s) concerned.</p>		
35.	<p>Permissibility of OSP utilizing OS's staff</p> <p>Please refer to page no 105</p>	General Queries	We seek clarification on whether it is permissible for the OSP to utilize the staff of the OS for regular submission of applications on regular days	Bidders are to submit the plan of implementation as per their assessments keeping in mind the minimum criteria of ICACs.
36.	<p>Annex- C, S.No. 13 (a) & 13 (b),</p> <p>13(a): Number of staff in different areas of operation indicating the position and responsibilities of executives/senior IT experts/ /staff deployed.</p> <p>13 (b): Cost for above</p> <p>Please refer to page no 105</p>	<p>Organizational chart indicating the position and responsibilities of them Details of Executives/Staff in each category and their salary/wage including social security</p> <p>1. 2. n. NOTE: (As indicated in Para 1-A(xi) of Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED) (Bidder MUST indicate number of staff /employee in each category/role and their emoluments including social security)</p>	In Annex-C, Is it really necessary to put staff in this column if we can use the OS staff to take the submission as per the required efficiency?	The details shall be provided as per Annexure-C of the RFP.
37.	<p>Annex- C, S. No. 13 (a) & 13 (b),</p> <p>13(a): Number of staff in different</p>	<p>Organizational chart indicating the position and responsibilities of them Details of Executives/Staff in each category and their</p>	In Annex-C, Is mandatory to put a minimum wage of the local country if the employee is hired from different country?	The minimum wage as per the local laws of RoK has to be complied by the bidder.

	<p>areas of operation indicating the position and responsibilities of executives/senior IT experts/ /staff deployed.</p> <p>13 (b): Cost for above</p> <p>Please refer to page no 105</p>	<p>salary/wage including social security</p> <p>1. 2. n. NOTE: (As indicated in Para 1-A(xi) of Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED) (Bidder MUST indicate number of staff /employee in each category/role and their emoluments including social security)</p>		
38.	<p>Chapter VII, Scope of work and deliverables required.</p> <p>Enquiry & Grievance redressal mechanism Para (xii)(e)</p> <p>Chapter XI, Service level matrix, para 20</p>	<p>The telephone enquiries shall be attended to from 9 AM to 530 PM on all working day.</p> <p>The telephone enquiries shall be attended to from 9 AM to 8 PM on all working day.</p>	<p>Mission may clarify on the timings.</p>	<p>The telephone enquiries shall be attended to from 9 AM to 0530 PM on all working day.</p> <p>Typo error. A corrigendum is being issued in this regard.</p>
39.	<p>Chapter X, Pt. (1) (ii) Pg 55</p>	<p>BANK GUARANTEES (BGs)</p>	<p>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).</p>	<p>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.</p>
40.	<p>Chapter X Pt. (1) (iii) Pg 55</p>	<p>BANK GUARANTEES (BGs)</p>	<p>Please provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1)</p>	<p>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.</p>

			(iii) @Pg 55).	
41.	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.
42.	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).
43.	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) + (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. Its correct

44.	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 conforming to the aforesaid condition shall not be considered and shall be summarily rejected as unresponsive.	Please confirm if 28,111 anticipated applications count includes e-passports too and for annexure C we will not have to assume higher count.	The timeline for implementation of the e-passport cannot be provided at this stage. The maximum count of CPV applications, the bidder can anticipate is given under Part III, Annexure-C
45.	General Query		Biometrics for which services are required?	Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc