

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. 15 Chapter V: (iii)/Mandatory Eligibility Criteria	The average annual turnover of the Bidding Company during the last three years (Jan 2021-Dec 2023) must be at least USD 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization or NGO. The Bidding Company shall provide audited information certified by an external auditing agency to substantiate the claim of its turnover. In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their joint venture agreement.	The RFP requires the average turnover of the Bidding company based on 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 1 st and ending on March 31 st . 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.	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered
2.	Page no. 15 Chapter V: Mandatory Eligibility Criteria Point No.1 (iii)	Conversion rate from US\$ to INR	We kindly request you to confirm the applicable year for the conversion rate of US\$ to INR for calculating the equivalent value of Turnover and Net Worth during the respective financial / calendar years (e.g. Jan 2021-Dec 2023), as mentioned in RFP.	Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country in respective years
3.	Page No. 41 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES	The SP may be required by the Mission/Post to organize Consular Camps at any location within the consular jurisdiction of the	Since the organization of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly	The hardware and manpower requirement for all Consular Camps will remain same as for any

	<p>REQUIRED T. Consular Camps</p>	<p>Mission/Post(s) at no additional cost to the Government of India/Mission/Post 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 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/Post/Ministry]</p>	<p>requested:</p> <p>1. Manpower & Resource Requirements: 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: (a) Kindly provide logistics for the proposed organization and conducting of consular camps. (b) Kindly specify the typical duration of each consular camp.</p> <p>3. Infrastructure & Space Requirements: Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	<p>visa, passport, OCI, consular applications. SP will be informed in advance of anticipated applications for planning manpower and hardware logistics for a camp.</p>
4.	<p>Page No. 113 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</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>The RFP provision and the evaluation criteria on location of ICAC is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders.</p>

		the others will be given a lower mark on a relative basis to the best offer.	<p>Proximity: 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>	
5.	Page No. 113 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (b)	<p>Parking facilities with capacity and type of parking</p> <p>5 Marks- Exclusive Parking with adequate slots in ICAC</p> <p>4-Marks- Adequate parking slots in or near ICAC Less than</p> <p>4 Marks – for Inadequate slots/slots not closer to ICAC</p>	<p>Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.</p> <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>Exclusive Parking means Parking space exclusively reserved for applicants visiting ICAC.</p> <p>Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms.</p> <p>Marks under Technical bid evaluation will be awarded based on the information / presentation provided by the bidder.</p>
6.	Page no. 04 CHAPTER I: REQUEST	In the event of the rollout of chip-enabled e-passport services by the	We kindly request you to provide us with complete technical	Biometrics readiness is required for all services

	FOR PROPOSAL (RFP) Point 05.	<p>Ministry, the SP shall be responsible for the enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts. In 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 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.</p> <p>Hence the rates should be quoted with these provisions in mind. The SP shall coordinate with the Mission/Posts and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>	<p>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>viz. passport, visa, consular, GEP, etc. Further, the biometrics requirements have already been specified in the RFP for various services. Quantity of hardware planning is for the bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.</p>
7.	General Query	Responsibility of Handling applications during the transition period.	We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.	There 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.
8.	General Query	Utilize the services of a	We kindly request confirmation if is	There is no such

		subcontractor for a specific category.	it possible to utilize the services of a subcontractor for a specific category of ancillary service.	<p>provision in the RFP.</p> <p>Please note that agents and middlemen are not permitted under any circumstances.</p> <p>However, for courier and security services, SP can engage reputed companies registered in the country</p>
9.	General Query	Contract Period	<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 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>	<p>Please refer to Chapter XVII of RFP.</p> <p>The agreement signed will be valid for 3 years from the date of signing the agreement, without any extension.</p>
10.	General Query	Backlog of Services from the incumbent service provider.	Kindly confirm that the cost associated with addressing this backlog is not included in the bid	There will be no backlog from the Incumbent Service Provider.

			price and constitutes a separate and excluded expense to be reimbursed by the mission.	
11.	General Query	Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	It depends on the type of visa and documents required, so cannot be anticipated in advance.
12.	Chapter – I Request for Proposal (RFP) Point 3, Page 3	The proposal of the bidding company will constitute an offer to enter into a contract with the Mission, based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation if the bidding company is 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.	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?	Single Service Fee is to be quoted considering all the facts & figures
13.	CHAPTER I: Request for Proposal (RFP) Point 1, Page 3	The award of the Contract will be, as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please advise how 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.
14.	Chapter V, clause 1 (x):” Page 16	“The Bidding Company must provide certification that its operations are compliant with	As the operations of the bidding company would only stand initiated post the award of the	SP will have to submit self certification in this regard.

		local labour laws and the relevant tax regime and shall continue to be compliant with such regime.”	tender, would a bidder whose bid is unable meet viability standards based on local labour laws read with labour requirements as stipulated in the present RFP, stand to be declared as nonresponsive. Further, what would be the procedure for such determination?	
15.	Indian Consular Application Centre (ICAC): Point a. Page 21	The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants.	Please advise what constitutes a new ICAC in terms of the RFP?	The SP 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. The marks for the proposed ICAC will be assigned as per the Technical Evaluation Proforma – Part-III of the Annexure-J.
16.	Chapter - VII Page 20	Website	Languages not defined for maintaining the website. What languages are mandatory?	English and Korean
17.	Chapter VII, Clause 1 (A) (xi) (a) Page 21	“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.	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	The selection criteria as defined in the RFP are as per L1 basis only. The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP.

		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.”	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?	Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP.
18.	Chapter XI Service Level Metrics/Penalties Page 65, point 41	Personal Records (PII Data)	Please advise purging policy for Personal data for the applicant.	Data handling and storage requirements are explicitly mentioned in the RFP. Please refer.
19.	Chapter XV, Clause B (II) (e): Page 75	“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.
20.	Chapter XV, Para B (II)(b) Page 75	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.
21.	Annexure: K, Financial Bid Page 119	Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details /no response may lead to rejection of the bid.	If there is just one consolidated Service Fee to be quoted by the bidder. please advise what specific details are considered under vague here. And what are mandatorily required to be shared.	Only a singular Service Fee has to be as per Annexure K.
22.	Annexure: J Technical bid, Part II, point 8 (page 109)	Submission hours: ICAC should remain open for six days a week from Monday to Friday.	Point vii. (page 40 of RFP) states: Submission hours: ICAC should remain open for five days a week from Monday to Friday. Page 109 of RFP states: Submission hours: ICAC should remain open for six days a week. Please clarify.	Five Days a Week that is Monday to Friday.
23.	Generic Query	NA	The present RFP does not stipulate any criteria for determining viability of bids. What is the process which the MEA seeks to follow, post receipt of bids, to determine the viability of a bid to ensure quality of services offered and to ensure complete adherence of all the local laws?	The selection criteria as defined in the RFP are as per L1 basis only.
24.	Chapter III Clause (vi)	Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Postas per the provisions of the Agreement payable to Missions/Posts/MEA, shall notbe considered.	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 question has responded to the Show cause notice for levying of penalties/notice demanding penalties and a final communication qua said	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and summarily be rejected

			<p>penalties has not been received from the Mission/Post MEA.</p> <p>b. Please clarify whether Bidding companies who have challenged the levying of any particular penalties against them whether before Mission/Post MEA or before a court or before an arbitral tribunal are eligible to bid?</p>	
25.	Chapter III clause (vi)	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.	Please be kind to clarify whether the penalties that are contested by the Bidding Company including but not limited to for lack of proof and a reply from the Mission is awaited, will be considered as outstanding penalties for the purpose of Chapter III, clause (vi)	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and summarily be rejected
26.	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	An external audit agency in the country where the company is registered.
27.	Chapter VII: Scope of Work and Deliverables Required Clause X (b)	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for form filing, photocopy, photograph services.	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate time could be considered for Form filling if required.
28.	Chapter VII: Scope of	Despatch the	Please be kind to clarify if the	Courier service is a

	Work and Deliverables Required Clause G (c)	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).	courier service is mandatory or optional?	mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs.
29.	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	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 2. Photographs 3. Form Filing 4. Courier Service	Please be kind to clarify the total revenue of photocopy, photograph, form filing and courier services availed by the applicants in the last three years for the purpose of calculation of the financial bid.	Bidders to make own calculations to quote an all-inclusive singular service fee
30.	Part III: Technical Bid Evaluation Performance 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 of applicants anticipated to visit ICAC and based on existing local norms
31.	Part III: Technical Bid Evaluation Performance 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 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

				<p>bid.</p> <p>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</p>
32.	Part III: Technical Bid Evaluation Performa Point 9	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation	Reputation will be assessed based on past association with corporate and non-GOI clients including foreign governments.
33.	Annexure-K	<p>Financial Bid</p> <p>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.</p>	<p>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.</p> <p>b. Please be kind to clarify whether an average of the courier rates is to be taken or a separate disclosure is to be made qua the differential courier rates and ultimately differential service fees.</p>	Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all inclusive service fee.
34.	Annexure-K	<p>Financial Bid</p> <p>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</p>	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	A singular all-inclusive service fee per application , as quoted in Annexure K, shall be collected from applicants, regardless of applicants avails any or all of the application facilitation services

		biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	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.	
35.	EMD & BG	Chapter III Point No. xii, Page No. 10 EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)	1) Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	The relevant bank details will be shared with the companies that have submitted the organizational profile to the Mission.
36.	Number of Copies of Technical Bid	Chapter XIV, Page No. 72 Point No. 1(ii) Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-J) and a Declaration by the Bidder (Annex-E). All these annexures should be duly filled in Four Copies of technical bid. To be enclosed.	Kindly advise how many original and copies of technical bid are required.	One Original and three Copies.
37.	Number of Counters	As per Chapter VII point No xi page No 22 in Note under point ©SP shall also operate on a regular basis, an exclusive submission counter each at Seoul 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.	It depends on the number of applicants and volume of applications. Hence the numbers cannot be anticipated.
38.	Postal Application	Chapter VII Page no. 24, point no.(vii)	Kindly share details of applications received in person and received by	Postal Service is available only for delivery of the CPV

		Postal Application	post/courier at each ICAC.	documents and not for receipt of applications.
39.	BG Amount	Chapter X Page No 50 point No 1(i) The SP shall provide a Bank Guarantee in USD for the Govt funds held by SP.	Kindly advise amount for the same.	Already mentioned in the RFP.
40.	Number of Calls	Chapter VII Page No. 27, 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.	Cannot be ascertained in advance.
41.	Signatures	Chapter XIV Page No 72 point No 1(iv) The proposal must contain the information required by the RFP, in original, signed.	Can the BID docs be signed by DSC or physical signatures are reqd.	Original Signed Physically are required.
42.	General	General Query	Will there be a single Service fees for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	Yes.
43.	Certificate	Chapter V Point No 1(x) page No 16 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?	Self certification
44.	consular camps	Chapter VII Point No 1(T), page No 41 Consular Camps	How many consular camps will be conducted during a calendar year.	Twice
45.	Bank seal	Annexure H page No 102 Note 1 Bidder should ensure that the seal	Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence affixing of bank	e-BG and SWIFT transactions will be accepted as per

		and Code No of the signatory is put by the bankers before submission of BG.	seal is not possible. Pls clarify on the same.	banking norms
46.	Stamp paper	Annexure H page No 102 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
47.	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT	Milestone: Operations &Implementation: Within one Month of signing of the Agreement	<ul style="list-style-type: none"> The clause stating that full services at the Indian Consular Application Centre (ICAC) shall commence within one month of signing the agreement, along with the operational submission counter at Missions is not practically feasible. This timeline needs to be re-evaluated, and a more achievable schedule should be set. If this clause remains unchanged, it may disproportionately benefit certain service providers, resulting in an uneven playing field for new entrants. 	The provision in the RFP stands as such
48.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 8 (V), Page 5	Provision of Application Facilitating Services viz. photocopy, photographs, form	<ul style="list-style-type: none"> We understand that only four services (photocopy, photographs, form filling and 	There are no value-added services under the scope of work in the RFP. SP shall not indulge in

		<p>filling and courier services to applicants submitting consular applications</p>	<p>courier services) are considered as facilitation services and no other services like premium lounge or any value-added services will be considered as facilitation service.</p> <ul style="list-style-type: none"> • Since, Hon'ble Mission is focusing more on the applicant friendly ICAC operation and removed the value-added services like premium lounge, that creates discrimination between the applicants who are not capable of using these additional services. It is our humble request to kindly provide equal opportunities to all bidders and do not consider the proposal of any additional free services as technical evaluation and scoring requirement. 	<p>providing any Service other than the deliverables included in the RFP.</p>
49.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 7 (VIII)	<p>Dispatch and returndocument(s)/passport/PCC back to applicants via Courier</p>	<ul style="list-style-type: none"> • Does this imply that passports will not be returned over the counter? Additionally, in cases 	<p>SP shall provide courier service mandatorily to applicants at no additional cost. There will be no refund</p>

		service, in a secured manner as per standards prescribed by the Mission.	where an applicant chooses not to utilize the courier service, what responsibilities will the Service Provider (SP) be required to fulfil.	of the Service Fee, if the applicant decides to collect the documents directly from the ICAC
50.	Financial Bid format (Annex-K)	Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services	<ul style="list-style-type: none"> • We request you to kindly provide the methodology for calculating the viability of proposed services fee in case of quoting very low services fee by the bidders. • It is essential that a detailed breakdown of all facilitation services, including SMS, be provided to determine the final service fee. This will help ensure that there is no predatory pricing. We kindly request that the Mission and Ministry consider this approach to ensure a level playing field for all participating companies. • There are no criteria mentioned nor a scoring format or any formulae to determine L1. 	<p>The selection criteria as defined in the RFP is as per L1 basis only.</p> <p>The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP.</p>

			<ul style="list-style-type: none"> • Kindly provide the basis of the financial bid Evaluation • Could you please clarify the basis for removing the financial viability clause. This change could potentially lead to predatory pricing and negatively impact service standards. • the rationale for removing Annexure C, as included in previous bids, specifically PART 1 (B) - Standard Cost Sheet, Section C: Summary of Costing Statements, and Part III - Justification for the Service Fee Quoted? The exclusion of these sections could potentially lead to predatory pricing. 	
51.	Chapter VII – Scope of work and deliverables Clause G.	Return of documents to the applicants sub clause (ii)	<ul style="list-style-type: none"> • If an applicant opts for the collection of documents/passport/PCC from ICAC, the SP shall ensure that the document/passport has been handed over / delivered to the applicant or his/her authorized 	SP shall provide courier service mandatorily to applicants at no additional cost. There will be no refund of the Service Fee, if the applicant decides to collect the documents directly from the ICAC

			<p>representative – In this scenario if the applicant insist on claiming a refund on the courier charges what is the SP supposed to inform the applicant. This clause is a conflict to the clause in Chapter 1 clause 8 (Viii). Kindly review and provide appropriate information.</p>	
52.	Chapter VII – Scope of work and deliverables Clause B (vii)	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	<ul style="list-style-type: none"> This service has not been added as a part of service determination. Kindly confirm. 	This is in the scope of work with no additional cost. Bidders may bid accordingly
53.	Chapter XI SERVICE LEVEL METRICS/PENALTIES Clause VI sub-Clause (11)	Collection of unauthorized amounts from the applicants	<ul style="list-style-type: none"> There is no mention of further violations or termination of contract. Does this mean that the SP will only be charged equivalent to double the unauthorized amount collected or KRW 1395000 whichever is higher, in each such case. Kindly clarify. 	The penalties up to KRW 1395000 will be imposed on SP for each violation in this category.
54.	Chapter VII, Point 1A (xi), Chapter I, Point 8	<p>“Minimum area of ICAC in sqft: 2500 Minimum number of staff required – Country Manager-01 ICAC Manager-01</p>	For handling 27 applications per day, ICAC requirements seem to be excessive. For example, 5 submission staff to handle 27 applications per day, this means	It is the minimum requirement for smooth functioning as already mentioned in RFP.

		<p>Counter Staff-05 Receptionist-01 IT handler-01”</p> <p>“The Missionhandled approximately 19481 no. of services/transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 27 transactions/services per working day, assuming 240 working days in a year)”</p>	<p>each submission officer has to handle 5 or 6 applications during 6 ½ working hours.</p> <p>Requesting the mission to reconsider these parameters to provide relied to the SP and the prospective user of the CPV services</p>	
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