

S. No	RFP Main / Sub-Section	Page No.	RFP Clause	Query	Mission's Response
1	Chapter-I pt.2 Chapter XVII (Validity of the Agreement)	3 & 76	RFP stipulates that the Agreement shall be valid for 3 years from the date of signing of the Agreement.	After the expiry of the validity period, is there any provision for an extension of the contract with mutual consent between the Mission and the OSP, on the same terms and conditions?	Please refer to Chapter XVII. The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.
2	Chapter I, Pt. 3	3	The Agreement will also include provisions regarding Force Majeure, unusual situations like COVID-19 pandemic or any other similar unprecedented emergency situation which may affect normal working conditions during which the OSP would be required to provide minimum specified services as per the requirement of the Mission / Post(s) and as may be permissible under the applicable State laws, termination of contract and the consequences of	During such Force Majeure situations, will penalties and SLAs apply to the OSP?	Decisions will be made taking into account Force Majeure conditions.

			termination.		
3	Chapter – I, Pt 4	4	<p>In the event of rollout of chip-enabled e-passport services by the Ministry, the OSP will be responsible for the enrolment of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts.</p> <p>Mission/Posts in coordination with the NIC, will provide necessary biometric capturing software for the purpose or compensate actual cost incurred to establish the system to capture biometric data as specified by the Ministry while the hardware shall be the responsibility of the OSP as per the standards prescribed by NIC</p>	<p>We kindly further request you to provide us with complete technical specifications for the hardware and its installation. This information is necessary for us to include in our price bid. At this time, we do not have any clarification regarding the quantity, technical specifications, or any other hardware/software requirements.</p>	<p>Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.</p>
4	Chapter III, Pt (xix)(d)	14	<p>The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-</p>	<p>Do we have any tentative timelines when GOI's policies mentioned in this clause will be implemented?</p>	<p>It is not possible to indicate timeline for future GoI policies.</p>

			visa Scheme. Government of India reserves the right to further liberalise the visa regime. There shall be no compensation against any such instance when the number of consular applications gets reduced in the country and one or all ICACs is/are bound to be closed or relocated due to any unforeseen circumstances/situation.	If the same are implemented does the bidder have the flexibility to reduce the size/number of ICACs?	If the same is implemented, the Mission/Post will examine the proposal of the OSP. The decision of the Mission/Post shall be final in this regard.
5	Chapter III, Pt. (n)	13	Bidders are required to make a Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Mission (as indicated in Annexure-J of RFP)	<p>a) Please confirm whether the technical bid presentation will be held privately between the Mission and the bidder as our presentation will contain confidential information.</p> <p>b) Is the technical bid presentation by the bidder in virtual mode (online) also allowed? If yes when will the virtual meeting time and meeting ID/Password be shared?</p>	<p>Yes, in private.</p> <p>Technical bid presentation in virtual mode is also allowed if any bidder formally requests for the same. Virtual meeting platform, time, and other details will be intimated to the bidder in advance.</p>
6	Chapter III, Pt. (xix)	14	Determination of Service Fee	Please confirm if the service fee for all CPV services needs to be the	The service fee for all the CPV services will be the same.

				same or can a different price be quoted for different services.	
7	CHAPTER MANDATORY ELIGIBILITY CRITERIA	V: 16	<p>Para 1 (ii), (iii)</p> <p>(ii) Bidding Company must have a minimum net worth equivalent to USD 5 million.....</p> <p>(iii) Average annual turnover of the bidding company during the three- years (Jan 2021-Dec 2023).</p>	<p>a) Please advise us who is considered as the external auditing agency for this purpose</p> <p>b) As per Chapter-V, Bidding companies are required to provide the audited financials for Calendar years (Jan 2021- Dec 2023), whereas, in India, balance sheets are typically prepared on a financial year basis, starting from April 1st and ending on March 31st, in order to present the financial data for each year. We have two options to substantiate this information: either by providing a certificate from a Chartered Accountant verifying the accuracy of the data for calendar years, or by submitting audited financial statements for the respective financial years. It is requested to kindly confirm if</p>	<p>An external audit agency in the country where the company is registered.</p> <p>The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.</p>

				these options will be acceptable.	
8	--	--	General Query	<p>a) Kindly advise how many originals and copies of technical bids are required.</p> <p>b) Can the bid documents be signed by DSC or physical signatures are required?</p>	<p>One copy of the technical bid should be original and three copies could be in duplicate.</p> <p>Physical signatures are required.</p>
9	--	--	General Query	To complete the umbrella of India Visa services, can the OSP provide form-filling assistance to applicants for submitting e-Visa through the same website?	e-Visa is not envisaged to be part of the project. OSP shall not be involved in e-Visa processing in any manner.
10	Chapter V, point –(x)	17	The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.	We understand that self-certification is required. Please confirm	Yes, the OSPs will have to submit self-certification in this regard.
11	Chapter VII, Pt. K	35	Acceptance of GEP Background Verification Forms.	a) Please explain under what terms will Global Entry Program (GEP) Verification	GEP verification service is already integrated into the Global Passport Seva Project of the Government of India

			The OSP shall scrutinize the application forms, passport, and enclosures and send them to the Mission/Post concerned as per standing instructions.	come into effect. b) What is the process to be followed by the OSP for GEP application scrutiny?	Application scrutiny process in general remains the same as for passports, visa, consular services, etc.
12	Chapter VII, Pt. P (xiv)	39	The OSP shall Provide a Digital CSAT feedback mechanism at each counter of ICACs, which is integrated into the appointment system, and an interactive blog, in the format indicated by the Mission, as part of the website linked to the Mission website, so that it can be seen by all.	Need more clarification on the interactive blog, please provide the format.	Bidders to suggest a format that is informative, user-friendly, etc. The marks for the same will be assigned as per the Technical Evaluation Proforma Part-III of Annexure-J
13	Chapter X,	47	Bank Guarantees (BGs)	Can any changes be made to the BG format if required by the issuing bank?	No
14	Chapter X Pt. (1) (i)	47	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	Details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
15	Chapter X Pt. (1) (ii)	47	BANK GUARANTEES (BGs)	Please provide the exact amount of Performance Bank Guarantee	The exact amount will depend on the Service quoted by L1 bidder. The details

				(PBG) to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided).	will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
16	Chapter XI, SLA	50	Access to monitoring system - The OSP agrees to provide access to monitoring system	Please clarify which monitoring system is being referred to?	Access to website/dashboard monitoring system including live tracking and Smart Queue management system and CSAT, real-time and legacy CCTV
17	Chapter XI, SLA	60	The OSP agrees to ensure that he/she shall not further outsource any CPV services to any person / company or entity on commission or royalty or on any other basis. No sub-contracting is permitted.	Would you be viewing courier services, contact centre, security services through external parties as outsourcing?	For courier and security services, SP can engage reputed companies registered in the country.
18	--	--	General Query	Which consular services will require biometric enrolment?	Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc. Further, the biometrics requirements have already been specified in the RFP for various services.
19	Chapter VII, Pt (xi) Chapter XI, SLA 19	21	The total turnaround time shall not exceed 30 minutes for an applicant. in case of delay, penalty as indicated in Chapter XI shall be levied.	In contrast to point (1a) on page 42 where it says "The OSP shall ensure a high level of service standards with regard to the facilities and amenities in the ICAC, for efficient processing of cases so that the waiting time is less than 30	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.

			<p>Overall Turnaround time at the ICAC - 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. Clear audit trails of these times shall be made available to the Mission/Post(s) concerned on a daily basis</p>	<p>minutes and customer satisfaction is maximized.”</p> <p>30 min of total TAT is too stringent for application submission including biometric enrolment and Application Facilitating Services. It is suggested that this be modified to make it more reasonable.</p>	
20	<p>Annexure-J Part III: TECHNICAL BID EVALUATION PROFORMA: Scoring Criteria/Remarks Sr. No. 1 (b)</p>	110	<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>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>

21	REFERENCE: CHAPTER XVIII-	113	Annex-J: 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.
22	REFERENCE: CHAPTER VII-	21	Clause (xi) Indian Consular Application Center (ICAC):	In accordance with the details outlined in the RFP, are we permitted to utilize the existing space and infrastructure currently hosting the operational ICAC, or is it obligatory to establish a new ICAC?	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. The marks for the proposed ICAC will be assigned as per the Technical Evaluation Proforma-Part-III of the Annexure-J
23	--	--	General Query	Can the OSP provide any optional services to the applicants at a marginal additional fee	There are no Optional/Value added Services under the Scope of work. OSP shall not indulge in providing any service other than the deliverables included in the RFP.
24	Chapter-VII Para.3 Application	43		a) Is it mandatory to provide Application Facilitating Services (AFS) to all applicants	Yes. Application Facilitating Services are mandatory to be provided by OSP, at no additional cost, to applicants submitting

	Facilitating Services			<p>submitting consular applications in ICAC?</p> <p>b) Is Form Filling service mandatory even if applicants don't require the same?</p> <p>c) Shall SP provide the service for correction in the form that has been filled by applicants?</p>	<p>consular applications at ICAC, failing which penalty shall be imposed as per Chapter XI of the RFP.</p> <p>OSP shall provide form-filling service to all applicants who need it.</p> <p>Yes.</p>
25	Chapter-VII Para.3 Application Facilitating Services	43	(Application Facilitating Services) Courier Service	a) Since courier service is a mandatory deliverable under the RFP, can the Mission provide specifications regarding the standards in respect of courier company to be hired by the OSP and process to be followed, etc?	<p>Bidder has to provide information regarding courier despatch process, the courier company to be hired, etc., in its technical bid.</p> <p>Marks under Technical Bid evaluation will be awarded, based on the information provided by the bidder, as per part III, Annexure J of the RFP.</p>
26	Chapter-VII Para.3 Application	43	Application Facilitating Services (Photographs)	Shall OSP provide the photographs to applicants visiting ICAC? What is the procedure to be followed by	Yes, bidder shall provide its proposal/solution to provide Photographs (as per the specification) of

	Facilitating Services			the OSP to capture and provide photographs?	<p>applicants submitting consular applications at ICAC.</p> <p>Marks under Technical Bid evaluation will be awarded based on the information provided by the bidder, as per part III, Annexure-J of the RFP</p>	
27	General Query	--	Commercial viability of the L1 bidder and award of the Contract	Will the Mission examine commercial viability of the L1 bid and if yes, what are the criteria for awarding the contract.	Pls, refer to Chapter XV, Para B. Stage-2 point II (e). 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.	
28	Chapter clause (vi)	III	10	Instructions to bidders	<p>a. Please clarify whether bidding companies that 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 penalties has not been received from the Mission/Post MEA.</p> <p>b. Please clarify whether bidding companies who have chal-</p>	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.

				lenged 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?	
29	Chapter XV, Para B(II)(b)	71	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.
30	Financial Bid	116	Annexure K:	Regarding the financial bid, we have noted that only the Service Fee is mentioned. Could you please clarify whether we are required to provide detailed calculations on how we arrive at the bidding cost based on the services required as per the RFP?	Bidding companies are required to submit their financial bid, strictly as per the Annexure-K of the RFP. No additional information/calculation sheet is required to be provided by bidders.
31	Chapter VII, Clause X (b)	21	The SP shall also maintain the turn-around time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter.	Tender specifies the turn around time of 30 minutes and as per our understanding, turn around time will be only for submitting the application and separate time will be allotted for form filling, photocopy, and photographs services.	30-minute turnaround time is a standard requirement for application processing which includes capturing photographs and providing photocopies as well. Only Form-filling service may be excluded from the standard Turnaround time of 30 minutes, if required.
32	Chapter V: Mandatory	16	Conversion rate from US\$ to INR	We kindly request you to confirm the conversion rate for applicable	The Conversion rate for the years is: 1\$ = Rs. 73.25 (2021),

	Eligibility Criteria (a) III			years for US\$ to INR for calculating the equivalent value of Turnover and Net Worth during the respective calendar years for Jan 2021 - Dec 2023, as mentioned in the RFP.	1\$ = Rs. 76.83 (2022), 1\$ = Rs. 83.40 (2023). This is based on the official exchange rate prescribed by the Government of India for the month of April in each financial year.
33	Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED: 1-A. (xi) Indian Consular Application Center (ICAC)	21-22	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	The minimum area of each ICAC to be established seems to be on the very higher side.	Chapter VII Para 1.A.(xi)(a) of RFP may be referred. The minimum area of ICAC is for Reception desk/ counters/ workstation/ seating of waiting people, space for smooth movement of the incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people.
34	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	40	T. Consular Camps:	Since the organisation of consular camps is a requirement in addition to regular ICAC centers, information may be provided for required manpower & resource, camp organization & logistics and infrastructure & space.	Currently, Mission is not conducting any consular camps. However, Consular camps may be conducted in future, if required. In case Consular Camp will be conducted, the manpower, resources and logistics etc. will be decided by the Mission as per requirements of the camp.
35	Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring	110	Location of the ICAC: Marks will be given as per the Mission's judgment on the basis of information	We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in the TECHNICAL	RFP provision for evaluation criteria on location of ICAC is self-explanatory in Annexure J. Marks under Technical Bid Evaluation will be awarded based on the

	Criteria/Remarks Sr. No. 1 (a)		provided by the bidding company. The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.	BID EVALUATION PROFORMA.	comparative advantage of a location.
36	Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks S. No. 8	114	Record of Past Performance with Mission. The performance of the bidding companies with respect to the Mission: Higher rating for those bidders, who have worked with the Mission and have provided satisfactory services- More than 4 marks, with a maximum of 8 marks Neutral Rating for those bidders, who have not worked with the Mission- 4 marks Lower	The current clause, which awards 08 marks in the technical bid evaluation to the bidders having Past Performance with Mission, provides an unequal level of playing field and unreasonably imposes limitations for the bidders who are going to participate on the basis of e-Governance criteria and inadvertently favors companies with prior experience in Missions/Post.	Criteria for technical evaluation and minimum qualifying marks in Technical Bid Evaluation is mentioned in Annex-J, which is self-explanatory. Bidding companies obtaining minimum percentage marks in Technical evaluation specified in Note: 2 of Annexure-J will be eligible for financial bid stage.

			rating for those bidders who have worked with the Mission and have provided non-satisfactory services- (Less than 4 marks)In cases where the Mission claims that the performance has been poor in the past, it should be able to produce records in support of the claim.		
37	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.	Full services at the Indian Consular Application Centre (ICAC) shall commence within one month of signing the Agreement or at the earliest possible. Details in this regard are given in CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT Bidding Company is expected to describe how it plans to fulfill the requirements mentioned in the RFP.
38	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 price and constitutes a separate and excluded expense to be reimbursed by the mission.	A mechanism would be worked out for completing the backlog of services without any additional financial liability to the new OSP.
39	General Query	-	Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to	The number of pages vary from application to application depending

				be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	upon requirements. Digitation has to be done as per scope of work. The number of different type of applications received in last three years (2022, 2023 and 2024) is mentioned on page 6 of RFP.
40	Chapter VII: Scope of Work and Deliverables Required Clause G (c)	32	Despatch the document(s)/passport/PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	Please clarify if the courier service is mandatory or optional?	Courier services is essential deliverable within scope of work and the service fee quoted. However, the last line of Clause G (c), quoted below, may be referred: "If any applicant opts for the collection of documents/passport/PCC/OCI/SC from ICAC, the SP shall facilitate the applicant or his/her authorized representative for the collection from ICAC"
41	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	43	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 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 their own calculation to quote a singular Service fee as per Annexure-K
42	Part III: Technical Bid Evaluation	111	Provision of Application Facilitating Services at	Please clarify what explanation/solution for the	Necessary counter, hardware and manpower facilities have to be

	Proforma Point 4 (a)		ICACs Photocopying Photograph Form Filling Courier Services Refer to Chapter VII, para (3) of the RFP (7 marks)	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.	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 dispatch process, the courier company to be hired, etc.
43	Part III: Technical Bid Evaluation Proforma Point 9	115	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	Please 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.
44	Annexure-K	116	Financial Bid Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling,	Please clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances. Please clarify whether an average of the courier rates is to be taken or differential courier rates and ultimately differential service fees can be levied	Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive service fee. The bidder has to provide information regarding courier dispatch process, the courier company to be hired etc. in its technical bid. Marks under technical bid evaluation will be awarded, based on the information provided by the bidder, as per part III, Annexure-J of the RFP.

			and Courier Services.		
45	Annexure-K	116	Financial Bid Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant does not avail any or all of the 4 Application Facilitation Services.	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
46	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents- (xi)	21	Minimum Staff Required: Counter Staff 11	Could you please confirm whether the 11 counters are designated solely for submission, excluding the reception, or if they include the reception as well?	11 counters should be designated solely for submission. Bidder shall provide its proposal/solution for this. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
47	CHAPTER VII: SCOPE OF WORK	21	Country Manager- 1	Since this is the only ICAC for the entire Bahrain region, a single	ICAC Manager is mandatory for manning the centre during the working hours.

	AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents- (xi)		ICAC Manager- 1	manager can handle it, and a separate Country Manager is not required.	However, a Country Manager is required in case of escalation and should be approachable whenever required.
48	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents- (xi)	23	SP shall provide two biometric booth, two internet kiosk and space/ working station for officials of the Mission for attestation or other services as decided by the Mission.	Is the required counters for officials intended for the public dealing area or the back-office area? Please clarify.	This will be decided by the Mission as per the requirements.
49	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT (II) Financial Bid Evaluation: (e)	73	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.	Is there a process in place to evaluate the financial figures quoted by the bidder? Additionally, does the MEA have any guidelines or viability criteria to assess whether a financial bid is abnormally low or high?	Pls, refer to Chapter XV, Para B. Stage-2 point II (e). 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.
50	Chapter III Point No. xii	11	EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	Details of the Embassy Bank account will be provided in due course to the interested parties upon request.
51	Chapter VII	22	Note under point © SP	Please share an estimate or	Please refer to details available at Page

	point No xi		shall also operate on a regular basis, an exclusive submission counter at the Mission with adequate number of staff for processing of applications.	indication as to how many counters and staff will be required.	21-22 of RFP.
52	Annexure H Note 1 and Note 2	99	Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG. 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 affixing of bank seal is not possible. Pls clarify on the same. Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence Stamp paper requirement does not exist. Pls clarify on the same.	The Bid Security Deposit/Earnest Money Deposit (EMD) and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank Guarantee), as per the format given in Annex- G and H, as per prevailing instructions of the Govt. Bank Guarantees (BGs) issued by a nationalised bank in India/any of the Commercial banks or Schedule-A Private Sector banks which are listed on NSE/BSE or any foreign bank scheduled/accredited by the Central Bank of that country are acceptable.
53	CHAPTER-III: Instructions to Bidders Point: XIV (n)	13	Bidders are required to make a Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Mission	The schedule for the presentation is conflicting with other 4-5 locations. Request the ministry and mission to align the dates for SP's to be available for the presentation and have a level playing field	Schedule for the presentation will be decided in consultation with the bidders. There is also possibility of virtual presentation.
54	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)	5	Dispatch and return document(s)/passport/PC C back to applicants via Courier service, in a	Does this imply that passports will not be returned over the counter? Additionally, in cases where an applicant chooses not to utilize the	Courier services is within scope of work and is essential deliverable within the service fee quoted. However the last line of Clause G (c) may be referred. (Quoted

	Point: 7 (VIII)		secured manner as per standards prescribed by the Mission/Posts	courier service, what responsibilities will the Service Provider (SP) be required to fulfill. In this scenario if the applicant insist on claiming a refund on the courier charges what is the SP supposed to inform the applicant.	below) “If any applicant opts for the collection of documents/ passport/ PCC/ OCI/ SC from ICAC, the SP shall facilitate the applicant or his/her authorized representative for the collection from ICAC” No refund of service fee or its part is permitted.
55	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)	6	The Mission wishes to engage a single SP to collect consular applications, with the applicable fees, along with prescribed documents for processing the applications as specified by the Mission/Post(s) from the applicant to be received in person as well as by mail/courier on its behalf, deliver them to the Mission/Post and subsequently return the processed documents/ passports to the applicants securely and expeditiously	Kindly elaborate the process of receiving application by mail.	Postal applications are not part of scope of work.
56	CHAPTER-I:	4	Chip Enabled passport	In the event of the rollout of chip-	It is not possible to anticipate such

	REQUEST FOR PROPOSAL (RFP) Point: 5			enabled e-passport services by the Ministry – Please confirm, is the SP allowed to consider the significant increase in volumes due to the rollout of chip enabled passports during the period of the contract.	increase or decrease after roll out of chip enabled passport. However the service provider has to be prepared to deliver services as per scope of work.
57	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 6	4	Chip Enabled passport	Will the SP be allowed to provision the increase in number of applications for its financial calculations to determine the service fees.	Pls, refer to Chapter XV, Para B. Stage-2 point II (e). 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.
58	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA, Point (xvi)	19	The Bidding Company and in case of a Joint Venture, each partner company, shall disclose its shareholding financial interest in any other company entity providing/handling citizen-centric services across the globe, including, but not limited to visa, passport,	Kindly provide more clarity on this clause and provide the details of relevant document or certification required under this.	RFP provision is self-explanatory

			attestation, travel or any other citizen-centric services.		
59	Chapter VII – Scope of work and deliverables Clause B (vii)	24	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	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.
60	Chapter XI SERVICE LEVEL METRICS/PENALTIES Clause VI sub-Clause (10)	54	Collection of unauthorized amounts from the applicants	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 BHD350 whichever is higher, in each such case. Kindly clarify.	Penalties/terminations will be as per Chapter-XI of RFP.
61	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED POINTS	40	The SP shall operate, on a regular basis, an exclusive submission counter at the Mission with adequate number of staff, for processing the applications of special cases.	Kindly confirm if this task be completed by the Messenger of OSP sent to the mission.	OSP will provide adequately qualified and trained staff from the minimum agreed resources in consultation with the Mission.
62	CHAPTER XV: SELECTION OF BIDDERS/AWARD OF CONTRACT	73	Financial Bid Evaluation	Whether on the date of opening of financial bid, prices quoted by each bidder shall be disclosed to other bidders or not? Can the Mission declare the L1 bidder based on the result of financial bid, in the same	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.

				meeting?"	
64	CHAPTER V: Mandatory Eligibility Criteria	16	The Bidding Company must deposit an Earnest Money Deposit (EMD) (approximately @ 5% of the tender value)	Can we submit the EMD in USD, if yes what will be the conversion charges for the same	Yes. The EMD amount of BHD 2800 would be equivalent to USD 7450.