

**Ref No.: BRU/CONS/415/1/2022**  
**RFP dated: 17/02/2025**  
**RESPONSE TO QUERIES RAISED/ SUBMITTED TO THE MISSION/ CONSULATE**

Sl. No.	RFP Document Reference(s) (Section & Page No.)	Content of RFP requiring Clarification(s)	Points of clarification	Reply
1	Page No. 08 Chapter II: Bidding Schedule and Process	Pre- Bid Conference will be held on 21 <sup>st</sup> February, 2025	We kindly request you to clarify whether the pre-bid conference will be held in offline mode in the Mission in online mode or in the hybrid mode. We prefer hybrid mode and request you to share the VC link for the pre-bid meeting. This will enable the interested bidders from other geographical locations to attend the meeting virtually and seek clarification for any queries they may have.	Pre bid conference was held on Feb 21, 2025 both offline and in Hybrid mode and the link was shared with bidders.
2	Page no. 18 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	The RFP requires average turnover of the Bidding company on the basis of 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 <sup>st</sup> and ending on March 31 <sup>st</sup> . 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	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.

		must be provided for both the partners of the joint venture and a copy of their joint venture agreement.	verifying the accuracy of the audited data for calendar years is acceptable.	
3	Page No. 18 Chapter V: Mandatory Eligibility Criteria (a) III	Conversion rate from US\$ to INR	We kindly request you to confirm the applicable years for the conversion rate of 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.	The applicable years will be prevalent accounting year of the country where the company is registered
4	Page No. 24 Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED: 1-A. (xi) Indian Consular Application Center (ICAC)	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	The minimum area of each ICAC to be established is on the very higher side, especially keeping in view the fact that the separate Optional Services and Premium Lounge Services have been removed from this present RFP that might have necessitated large space requirements.  We would request clarification for the big spaces requirement for the various ICACs and also request rationalization of space requirements <b>on the basis of counters</b> required.	It has been examined as per the variety of services that are being provided like visa, consular, passport, renunciation, attestation, emergency etc. Each requiring separate space. It has also been considered that because of Covid-19, distance to avoid spread of infection and minimizing the overcrowding at centres to avoid chaos, if needed.
5	Page No. 47 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	S. Consular Camps: The SP may be required by the Mission to organize Consular Camps at any location within the consular jurisdiction of the Mission(s) at no additional cost to the Government of India/ Mission or applicants. SP will be required to provide services, including scrutiny of applications for	Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly requested:  <b>1. Manpower &amp; Resource Requirements:</b> a) Number of personnel required for consular camp operations.	The Embassy of India, Brussels in coordination with SP would organize Consular Camps on the given day from 1030 hrs to 1600 hrs.  Applications for new passport/ OCI, PIO to OCI conversion would be accepted during the camp and attestation services would also be rendered. Officers of the

		<p>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/ Ministry]</p>	<p>b) Number of applications anticipated to be processed at each camp. c) Number of camps to be conducted per year.</p> <p><b>2. Camp Organization &amp; Logistics:</b> (a) Kindly provide logistics for proposed organization and conducting of consular camps.  (b) Kindly specify the typical duration of each consular camp.</p> <p><b>3. Infrastructure &amp; Space Requirements:</b> Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	<p>Embassy of India, Brussels will verify the applications and supporting documents before accepting the applications for service. All prospective applicants would be advised to go through procedural and documentary requirements for the consular services sought to avoid any last minute inconvenience. There will be a luncheon break from 1.30 p.m. to 2.00 p.m.</p> <p>Manpower would be the same as ICAC at that place. Two such camps in a year would be conducted subject to prevailing conditions.</p>
6	<p>Page No. 127 Part III: TECHNICAL BID EVALUATION 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 the others will be given a lower mark on a relative basis to the best offer.</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><b>Prime Location:</b> Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:</p> <p><b>Proximity:</b> Since the Proximity may be assessed based on the following criteria:</p> <p>High Proximity km Medium Proximity km Low Proximity km</p>	<p>Preferred location of ICAC is mentioned in the para (xi) of 1 A under Chapter VII.</p> <p>The offer that provides the best locations for ICAC in terms of easy and convenient access through public transport at the preferred location with proximity to the Mission / Consulate will be given higher marks</p>

			Please confirm, if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.	
7	<p>Page No. 128 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (b)</p>	<p>Parking facilities with capacity and type of parking</p> <p>i. 5 Marks- Exclusive Parking with adequate slots in ICAC ii. 4-Marks- Adequate parking slots in or near ICAC iii. Less than 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> <p>• <b>Definition of Exclusive Parking:</b> • <b>Number of Exclusive Parking Slots:</b> a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested. b) The number of parking slots to be categorized as exclusive parking is also requested. 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</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>

			their bids.	
8	<p>Page No. 132 Part III: TECHNICAL BID EVALUATION D) Scoring Criteria/Remarks S. No. 8</p>	<p><b>Record of Past Performance with Mission.</b> The performance of the bidding companies with respect to the Mission:</p> <ol style="list-style-type: none"> <li>i. 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</li> <li>ii. Neutral Rating for those bidders, who have not worked with the Mission- 4 marks</li> <li>iii. Lower rating for those bidders who have worked with the Mission and have</li> </ol>	<p>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.</p> <p>To ensure fair and wider participation from qualified bidders, it is suggested to award similar marks in evaluation criterion experience in Mission as well as e-Governance work experience.</p> <p>The proposed amendment will give</p>	<p>The provision in the RFP stands as such.</p>

		<p>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.</p>	<p>equal opportunity of participation to a diverse pool of qualified bidders ensuring the selection of the most suitable vendor for the successful implementation of the deliverables in the RFP.</p>	
9	<p>Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.</p>	<p>In the event of the rollout of chip-enabled e-passport services by the 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. In that case the Mission &amp; 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. Hence the rates should be quoted with these provisions in mind. The SP shall coordinate with the Mission and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>	<p>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.</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>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>

10	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.
11	General Query	Utilize the services of a subcontractor for a specific category.	We kindly request confirmation if it is possible to utilize the services of a subcontractor for a specific category of ancillary service.	Sub-contracting is not allowed as per the RFP. However, for courier and security services, SP can engage reputed companies registered in the country.
12	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</p>	<p>Please refer to Chapter XVII.</p> <p>The agreement signed will be valid for three years from the date of signing the agreement, without further extension</p>

			term.	
13	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.	This does not arise, as the existing SP, who collected the Service Fee, needs to fulfill their obligations
14	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.	10 pages (approximate).
15	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?	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 and the contract will be awarded to the L1
16	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	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?	Yes, SP is required to adhere to all local laws applicable to the operations of ICAC.



		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.		
17	Chapter V, clause 1 (x):” Page 19	“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.”	As the operations of the bidding company would only stand initiated post the award of the 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 non-responsive. Further, what would be the procedure for such determination?	The criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria. SP must comply with local labour laws and relevant tax regimes
18	Chapter VII, Clause 1 (A) (xi) (a): Page 24	“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. 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.”	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 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?	The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP.  Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP.

19	Chapter XI Service Level Metrics/Pen alties Page 75, 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
20	Annexure: K, Financial Bid Page 137	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.	Clarification have been provided in Annexure K
21	Chapter XV, Clause B (II) (e): Page 87	“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.
22	Chapter XV, Para B (II)(b) Page 87	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.
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 only criterion for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria.  Quality of implementation and technical solution offered will be measured against service level

				metrics as defined in the RFP.
24	Generic Query	Mission has provided the application count category wise for past three years	Mission has provided us the volumes for past three years, can the mission provide the guidelines on the projected application volume for the next three-year alia contractual period	Pls, refer to Chapter XVII. The agreement signed will be valid for three years from the date of signing the Agreement, without further extension. The volume is anticipated to be similar for the next 3 years within a range of 10-15%

