

CLARIFICATIONS

**(i) Response to written Questions/queries and written Questions
And**

(ii) Response to queries raised in Pre-Bid Conference which was held on 01.07.2020

| S No. | RFP Clause | Query | Response |
|--------------|---|---|---|
| 1 | Page 5 chapter II : Introduction Point 3 The Mission handled approximately 304908 Passport/visa transactions in the last three years(2017-2019) | Yearly break up of numbers of applications month-wise and also bifurcation of applications for passport and visa services. | Please see annexure-I |
| 2 | Pg. 23 Pt k The mission shall arrange a Pre-Bid Conference about the bidding process, prior to last date of submission of bids. Presentation will also be evaluated in annexure E of RFP | Is there any specific format for the presentation since it would be evaluated in Annexure E. Whether the presentation would be held privately between the bidder and the mission since it would have confidential information. | No Yes, between the bidder and the Evaluation Committee of the Embassy |
| 3 | Pt. 4 Invitation for Bids Pg. 2 Refundable deposit amount of K.D. 600 OR US Dollars (USD) 1941 by cheque drawn in favor of Embassy of India, Kuwait | Confirm the validity of the Cheque for Refundable Deposit (K.D. 600 OR US Dollars (USD) 1941) | This deposit would be refunded within five working days of opening of pre-qualification bids. |

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| 4 | <p>Pt 6. Invitation for Bids Pg. 2</p> <p>Bids to reach Embassy of India, Kuwait by 13th July 2020 (Monday) 1230 hrs.(IST). Technical bids shall be opened simultaneously at 1330 hrs. (IST) on same day</p> | <p>Confirm local time for submission of bid documents i.e. 1000 hrs. (Kuwait Time)</p> | <p>Last date of bid submission is 13th July 2020 (Monday) 1230 hrs.(IST)/1000 hrs(LT)</p> |
| 5 | <p>Page 7 .Point 7, Point a, If the bidding company proposes to implement the project in collaboration with a local business partner,Details of partnership,including a copy of agreement must be provided. Partner should have atleast 50% of the net worth stipulated of the main bidding company.In addition the local partner must also meet all other eligibility requirements indicated in the RFP of the bidding company</p> | <p>The portion which says "the local partner must also meet all other eligibility requirements indicated in the RFP of the bidding company". Does this also cover the experience criteria of the bidding company.</p> <p>Further mentioned in point no. 7 (Q) it states "A Local partner is a company which has been working in the said country for atleast three years and is registered as a company as per local laws. Please provide clarification on the above and the proper requirements and definition of the Local partner.</p> | <p>If the Bidding Company proposes to implement the project in collaboration with a local business partner, details of partnership, including a copy of agreement must be provided. Partner company should have at least 50% of the net worth stipulated for the main Bidding Company. In addition, the local partner must also meet all other eligibility requirements indicated in the RFP for the Bidding Company:</p> <p>The eligibility requirements are given in Chapter IV: Eligibility Criteria and Chapter V: Mandatory Criteria of the RFP. The local partner must also meet these requirements.</p> <p>Definition of local partner is provided in para 7(q) of the RFP.</p> |

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| 6 | Page 7 .Point 7, Point c, | <p>The concept of 'Sponsor' (Passive partner) is not acceptable unless the sponsor also has the same criteria stipulated for local partner.</p> <p>We understand that as per local laws foreign entity cannot operate in Kuwait without any association with local sponsor. So, kindly approve local sponsor.</p> <p>It will be the passive sponsor who have no role in day to day operations and the bidding entity will have 100% responsibility of running the ICAC</p> | <p>The concept of 'Sponsor' (Passive partner) is not acceptable unless the sponsor also has the same criteria stipulated for local partner.</p> <p>The concept of 'Sponsor' (Passive partner) has been incorporated since according to local regulations, a foreign entity cannot operate in Kuwait without any association with a local sponsor. It is not necessary that local sponsor should meet all the eligibility criteria of the local partner. Further, the local sponsor (Passive partner) could be from different industry / business than the Bidder.</p> |
| 7 | PAGE 35 CHAPTER XVII: RESPONSE TO THE RFP Note iii The Bidding company should carefully fill Annex -C and Annex-E | <p>what needs to be filled in Annex – E Since it is only Proforma for Evaluation of technical bids. The grading will be filled by Embassy of India, Kuwait.</p> | <p>The clause may please read as under :</p> <p>The Bidding company should carefully fill Annex -C and Annex-D</p> |


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| 8 | <p>Chapter VII: (j) (ii) Digitization and Indexation of Documents</p> <p>Those visa applications which are submitted directly at the Indian Mission will be handed over with supporting documents/enclosures to OSP and shall be scanned/digitized/indexed within three working days of handing over of documents to the OSP.</p> | <p>Whether Indian Mission will reimburse for this digitization service, as the bidder wouldn't charge anything to applicants that are submitted directly to Indian Mission.</p> | No |
| 9 | <p>Chapter VII: (j) (ii) Digitization and Indexation of Documents</p> <p>Those visa applications which are submitted directly at the Indian Mission will be handed over with supporting documents/enclosures to OSP and shall be scanned/digitized/indexed within three working days of handing over of documents to the OSP.</p> | <p>Approximate number of applications of this kind in a month or in a year in order to estimate the cost of this service.</p> | Barest minimum (Approximately 100 applications in a year) |


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| 10 | Page-23 Clause. 8(k) Pre-bid Conference, Presentation will also be evaluated in annexure E of RFP. | Whether printed copy of Pre-bid conference's presentation is required to be submitted along with the bid documents. | No, soft copy of presentation may be sent by mail on or before the submission of bids |
| 11 | Chapter XXIV: Sending the bids to Mission Clause: 36(a) | Four copies of proposal to be submitted Please advise if we can submit the 4 duplicate copies in 2 envelope or in separate envelopes? | Yes No, in one envelope only |
| 12 | Page: 51 & 52 Section: B Financial Bid Column F: Total Expenditure for the entire contract period. | In Column F of Section B of Financial Proposal Format, please advise how to multiply the annual expenditure to arrive "Total Expenditure for the entire contract period." | The duration of the contract is from 11.10.2020 to 31.12.2021. Therefore, for the purpose of Formulae, it should be 1.22D+E. |
| 13 | Page:5 Chapter-II Approximate transactions per year 304908. | By how much does the Mission expecting the historical annual application numbers to decline given the Covid19 pandemic. | Prospective bidders are expected to anticipate as per their experience and expertise. |


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| 2017 | | | |
|--------------|----------|-----------------------------|-------------------------|
| Month & Year | Center | No. of Passport application | No. of Visa application |
| Jan-17 | Abassiya | 2864 | 100 |
| | Fahaheel | 2612 | 231 |
| | Sharq | 3220 | 1248 |
| Feb-17 | Abassiya | 2333 | 86 |
| | Fahaheel | 2121 | 201 |
| | Sharq | 2797 | 887 |
| Mar-17 | Abassiya | 2680 | 57 |
| | Fahaheel | 2645 | 199 |
| | Sharq | 3713 | 841 |
| Apr-17 | Abassiya | 2941 | 67 |
| | Fahaheel | 2462 | 184 |
| | Sharq | 3208 | 718 |
| May-17 | Abassiya | 2924 | 69 |
| | Fahaheel | 2497 | 190 |
| | Sharq | 3487 | 603 |
| Jun-17 | Abassiya | 1647 | 136 |
| | Fahaheel | 1426 | 224 |
| | Sharq | 1938 | 822 |
| Jul-17 | Abassiya | 2711 | 188 |
| | Fahaheel | 2399 | 353 |
| | Sharq | 3184 | 1323 |
| Aug-17 | Abassiya | 2248 | 164 |
| | Fahaheel | 2300 | 287 |
| | Sharq | 2453 | 940 |
| Sep-17 | Abassiya | 2225 | 76 |
| | Fahaheel | 1892 | 190 |
| | Sharq | 2364 | 609 |
| Oct-17 | Abassiya | 2748 | 89 |
| | Fahaheel | 2516 | 235 |
| | Sharq | 3080 | 854 |
| Nov-17 | Abassiya | 2332 | 96 |
| | Fahaheel | 2281 | 208 |
| | Sharq | 2537 | 926 |
| Dec-17 | Abassiya | 2240 | 153 |
| | Fahaheel | 1946 | 197 |
| | Sharq | 2495 | 1000 |

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2018

| Month & Year | Centre | No. of Passport application | No. of visa application |
|--------------|----------|-----------------------------|-------------------------|
| Jan-18 | Abassiya | 2637 | 126 |
| | Fahaheel | 2543 | 241 |
| | Sharq | 2918 | 1192 |
| Feb-18 | Abassiya | 2105 | 102 |
| | Fahaheel | 1948 | 164 |
| | Sharq | 2294 | 1066 |
| Mar-18 | Abassiya | 2887 | 107 |
| | Fahaheel | 2722 | 205 |
| | Sharq | 3304 | 875 |
| Apr-18 | Abassiya | 2932 | 102 |
| | Fahaheel | 2520 | 188 |
| | Sharq | 3467 | 755 |
| May-18 | Abassiya | 2565 | 88 |
| | Fahaheel | 2141 | 145 |
| | Sharq | 2832 | 471 |
| Jun-18 | Abassiya | 2084 | 117 |
| | Fahaheel | 1821 | 176 |
| | Sharq | 2299 | 639 |
| Jul-18 | Abassiya | 2429 | 138 |
| | Fahaheel | 2289 | 241 |
| | Sharq | 2754 | 952 |
| Aug-18 | Abassiya | 1956 | 86 |
| | Fahaheel | 1737 | 151 |
| | Sharq | 2189 | 582 |
| Sep-18 | Abassiya | 2530 | 79 |
| | Fahaheel | 2129 | 135 |
| | Sharq | 2610 | 610 |
| Oct-18 | Abassiya | 2745 | 75 |
| | Fahaheel | 2286 | 205 |
| | Sharq | 3090 | 772 |
| Nov-18 | Abassiya | 2209 | 85 |
| | Fahaheel | 1833 | 143 |
| | Sharq | 2492 | 674 |
| Dec-18 | Abassiya | 2446 | 103 |
| | Fahaheel | 2189 | 216 |
| | Sharq | 2732 | 1110 |

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2019

| Month & Year | Centre | No. of Passport application | No. of visa application |
|--------------|----------|-----------------------------|-------------------------|
| Jan-19 | Abassiya | 2576 | 106 |
| | Fahaheel | 2348 | 198 |
| | Sharq | 3073 | 1212 |
| Feb-19 | Abassiya | 2148 | 86 |
| | Fahaheel | 1935 | 198 |
| | Sharq | 2543 | 1038 |
| Mar-19 | Abassiya | 2715 | 70 |
| | Fahaheel | 2524 | 193 |
| | Sharq | 3236 | 785 |
| Apr-19 | Abassiya | 2694 | 88 |
| | Fahaheel | 2289 | 155 |
| | Sharq | 3211 | 652 |
| May-19 | Abassiya | 2103 | 46 |
| | Fahaheel | 1833 | 153 |
| | Sharq | 2348 | 622 |
| Jun-19 | Abassiya | 2085 | 116 |
| | Fahaheel | 1742 | 236 |
| | Sharq | 2561 | 847 |
| Jul-19 | Abassiya | 2129 | 106 |
| | Fahaheel | 1992 | 234 |
| | Sharq | 2334 | 1062 |
| Aug-19 | Abassiya | 1876 | 59 |
| | Fahaheel | 1711 | 159 |
| | Sharq | 1970 | 624 |
| Sep-19 | Abassiya | 2391 | 72 |
| | Fahaheel | 2131 | 169 |
| | Sharq | 2667 | 696 |
| Oct-19 | Abassiya | 2526 | 82 |
| | Fahaheel | 2172 | 144 |
| | Sharq | 2631 | 678 |
| Nov-19 | Abassiya | 2265 | 88 |
| | Fahaheel | 1949 | 178 |
| | Sharq | 2657 | 782 |
| Dec-19 | Abassiya | 2304 | 96 |
| | Fahaheel | 2068 | 155 |
| | Sharq | 2543 | 1124 |

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