

**Replies to the queries raised in Pre-Bid Conference for Outsourcing of Consular, Passport, Visa, OCI and Global entry Program
(GEP) Verification services at Embassy of India, Baghdad**

+S. No.	RFP Reference	Queries	Clarification
1.	Chapter XVI: Service Level Metrics/Penalties 29-e	Requirement of separate bank account	Yes, a separate bank account is required. The OSP agrees to share the details of the Bank Account opened as per requirement of this RFP to the Mission concerned before the start of outsourcing operations. For any violation, the OSP shall be liable to pay USD 500 per day of the delay.
2.	Chapter 8 (c)	Transfer of amounts to the Mission's account	Preferably on the same day, but in case of late collection it may be transferred next day but not beyond that if next day is a holiday then immediately on the day of the opening of the bank.
3.		Indian Consulate in Basra	Presently there is no Indian Consulate in Basra.
4.		Floor wise division of Office	It should be convenient and user friendly for smooth functioning of CPV operations in prescribed area. It can be divided in different floors in the same building if it is a multi-storied building.
5.	Chapter 8-14-a (xii)	Requirement of call center service	The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll free numbers/Voice Over Internet Protocol (VoIP) on all working day (9 AM to 7 PM) and an automatic answering system outside the office hours and on holidays in coordination with the Mission for catering to reply of the queries. Separate Call Center service is not required but one dedicated toll free number has to be provided.
6.		Customer Complaint Platform	The Service Provider should install a complaint/suggestion box at the ICAC which will be operated by the officials of Mission only. The Service Provider should also have a separate section titled 'Suggestions and Complaints' in its website to receive suggestions and complaints from the applicants, which must be available for viewing by the public. The Service Provider should respond to such complaints to clarify the situation.
7.		Visa/Consular collection timing	Six and a half hour i.e. 0900 hrs to 1630 hrs (excluding lunch break)
8.		Arranging for travel/flight for Visa applicants to India	It is not the responsibility of OSP and OSP is not permitted as part of the ongoing tender process.

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9.		Software for Biometric Requirement	The software for biometric enrolment and uploading will be provided by NIC, while the hardware shall be the responsibility of the OSP as per the standards prescribed by NIC (Govt. of India).
10.	CHAPTER VII: DETERMINATION OF SERVICE FEE & CHAPTER X: OPTIONAL SERVICES (OSs)	Authority to decide amounts for various fees	Charges of various fees will be decided by the Ministry or Mission and will be conveyed to the service provider.
11.		Any possibility of extending date of submission of tender	The last date for submission of bids is 20 th June 2022.
12.		Can service provider be allowed to provide service to other countries under the same ICACs	NO. IVACs/ICACs should be located in independent space/premises. It should not be a Joint Centre with other countries.
13.	Chapter II para 5 as amended vide Corrigendum III dated 06 th July 2022	Size and location of the ICACs	For ICAC in Baghdad, a minimum office space of 2000 sq ft (186 sq meter approx) is proposed while for ICAC in Basra Governorate, office space should be at least 1000 sq ft. (93 sq meter approx). Further, the centre in Baghdad should be in a good and accessible area preferably within 4-5 km from the Embassy.
14.		Linguistic preference for the employees	The person dealing with customer should be well versed in English and Arabic if anyone speaks Hindi it will be an added advantage.
15.		Biometric, transportation and other service for Immobile patient	Rendering services for such type of person may be avoided.