

HIGH COMMISSION OF INDIA

COLOMBO

S.N	RFP Document o. Reference(s) (Section & Page No.)	Points of clarification	Clarification by Mission
1.	Page no. 6 Point no. 9	Kindly clarify if the said numbers include e-visa.	No.
2.	As per Annexure L page No 142	Kindly provide the year-wise breakup Batticaloa as the same is not mentioned in Annexure L	Since Batticaloa is a new centre to be opened by the new OSP, no such data is available.
3.	Chapter III Point No. xi, Page No. 10	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 organizational profiles with the Mission.
4.	Chapter XIV, Page No. 78 Point No. 1(ii)	Kindly advise how many originals and copies of technical bids are required.	One copy of the technical bid should be original and three copies could be in duplicate.
5.	As per Chapter III point No. xii on page 11	Kindly confirm the time of opening of technical bids.	1700 Hrs on 17 th May 2024 (Sri Lankan time)
6	As per Chapter VII point No xi page No 26 in Note point No 2	Kindly confirm will this be a regular feature & if yes will be at all the High Commission / Consulates.	Yes, provision has to be made in all places. Usage will be based on specific need.
7.	General Query	Please confirm whether the High Commission / Posts receives applications by Post / Courier. If yes details of applications received in person and received by post/courier at each ICAC.	No. All applications have been received in person or through IATA agents.
8.	Chapter VII Page No. 30, Point No. xii (a)	Please provide the number of calls/emails received for planning of call center.	It is a new service envisaged; hence no past reference data is available, Bidders to determine as per self-assessments
9.	Chapter XVIII	As per Annexure L on page No 142 only 3	The corrigendum issued

	Page No 88 point No 40 SINo 12 Annexure – L.	years are given. Would request for the balance of 3 years.	clarifies details for 6 years
10.	Chapter XIV Page No 78 point No 1(iv)	Can the BID docs be signed by DSC or physical signatures are required?	Physical signatures are required.
11.	General Query	Will there be a single Service fee for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation?	Yes
12.	Annexure C, Section – Part III Page No 108 Point No d	Kindly clarify whether local taxes are direct or indirect taxes.	Bidders to refer to local laws, their planned mode of operations, and applicable taxes thereby
13.	Chapter V Point No 1(x) Page No 18	Kindly clarify from whom the said certificate is to be provided.	Self-certification by the company
14.	Chapter VII Point No 1(U), Page No 45	How many consular camps will be conducted during a calendar year?	Currently, no consular camps are being organized by Mission. However, Consular camps may be organized in the future, based on the requirement.
15.	Annexure J page No 138 Note 1	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.	Bank seal is required for BG issued by the banks located in India.
16.	Annexure J page No 138 Note 2	Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence Stamp paper requirement does not exist. Pls clarify on the same.	Stamp paper is required for BG issued by the banks located in India.
17.	Annex-E: Technical Bid Page 112	We understand that detailed textual explanations are required within the main body of the document, and any supplementary content such as tables, charts, and photographs should be included as annexures. Could you please clarify if there are any specific formatting guidelines we should follow regarding	Technical bid must contain details mentioned in Annexure E. There are no specific guidelines for formatting/labelling/referencing.

		these annexures? Additionally, could you confirm the preferred method for labeling or referencing these annexures to maintain clarity and coherence in the documentation?	
18.	General Query	Biometrics for which services (visa/ppt / OCI / CG) are required?	Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc
19.	Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.	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.	Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking in to account anticipated applicants to be served daily, counters, redundancies etc.
20.	Page No. 07 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point No. 09	We kindly further request that the authority, kindly provide the counts per working day for a period of 3 years, which totals 2,36,000. Assuming there are 260 working days in a year, we have calculated the approximate count to be 302 per working day. We kindly ask for your guidance to ensure the accuracy of our calculations or to provide us with the correct details.	Clerical error in the RFP. A corrigendum is being issued in this regard.
21.	Page No. 07 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point No. 11	We hereby request you to kindly confirm the jurisdiction of Jaffna and Batticaloa, and also provide the application counts categorized by monthly application counts data from the past three years. This information will greatly benefit the bidders in preparing and analyzing financial bid prices for the smooth submission of the tender.	Jaffna numbers have been shared in Annex L. Batticaloa is envisaged to be a new outsourcing centre, hence no separate data is available.
22.	Page No. 17 Chapter V: Mandatory Eligibility Criteria (a) III	We further request Please confirm to which year, the conversion rate of SLR to INR will be applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial /	The Conversion rate used for the conversion of net worth/turnover for a Financial year should be the rate on the last day of

		calendar years, e.g. Jan 2021-Dec 2023.	that Financial year. Hence, the conversion rate on 31st March of the relevant year will be considered.
23.	<p>Page no. 18 Chapter V: Mandatory Eligibility Criteria &</p> <p>Page No. 109 Annex-D: mandatory Eligibility Criteria</p>	<p>In general practice in India, Balance Sheet is typically prepared on a Financial Year basis, starting from 1st April and ending on 31st March.</p> <p>In view of the guidelines of the Ministry of Finance (MoF) in India, the Audited Balance Sheet for the FY 2023-24 may not be possible to audit at a shorter period of time. Therefore, it is our sincere request to the Authority to consider Financial Years ending March 31, 2023, for evaluation purposes and bidders would be required to submit Audited Balance Sheets for the last 3 financial years ending 31st March 2023.</p> <p>Some of the bidders have also questioned the same in the pre-bid queries virtually.</p> <p>In India, the balance sheet is typically prepared on a financial year basis, starting from 1st April and ending on 31st March. Hence further request the authority to kindly accept our request so that it may be feasible for all the prospective bidders to meet the eligibility criteria.</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> <p>The Mission would accept available audited Financials for the last three years before 2023/2023-24, along with unaudited financials/certificate from auditor for the year 2023/2023-24.</p> <p>The audited balance sheet for the year 2023/2023-24 shall be submitted before the award of the contract.</p>
24.	<p>Page No. 87</p> <p>CHAPTER XVII: VALIDITY OF AGREEMENT</p>	<p>We kindly request clarification regarding the possibility of revising the existing rates in the event of an extension of the agreement after the contract period, taking into consideration any changes in the price index of the country. This may include a revision in the service fee, the applicable local taxes (VAT/GST, etc.), and the minimum wages, in order to maintain the viability of the project.</p>	<p>Conditions as per RFP to be complied.</p>
25.	<p>Page No. 98-103</p> <p>Annex C: Financial Bid</p>	<p>We hereby request that you kindly confirm and clarify our understanding regarding whether the bidder is required</p>	<p>Yes. Fees for optional services are to be quoted as per the annexed bid</p>

		to quote a single service fee for all services.	format.
26.	Page no. 112-113 Annex-E: Technical Bid (Part-I)	In this clause, the bidders would have to provide Service Contract / Appointment Letters of the proposed employees to be deputed for each proposed location under this contract. Please clarify.	Details of key personnel who are responsible for the management of the contract and their experiences shall be given in the bid. Concerning staff to be deployed by the OSP in the ICAC, the qualification and experience with respect to the proposed staff shall be provided. After the award of the contract, the successful bidder shall submit the appointment letter of the staff along with their qualification and experience, before the staff joins the ICAC.
27.	General Query	The Request for Proposal (RFP) does not include the Batticaloa transaction volume for each service based on location/counter for the last 3 years. This information is necessary in order to calculate the average volume of applications during the previous RFP period. Kindly arrange to provide this information.	Batticaloa is a new addition for outsourcing of CPV services, hence no past data is available. Bidders to take into account total annual volume of all Posts/Mission in Srilanka
28.	General Query	The process for transferring the remaining applications from the current service provider to the newly appointed service provider is not specified in the Request for Proposal (RFP). This is an important aspect of assuming responsibility and we kindly request clarification on this matter.	Common handing over duration of 15 days between outgoing and incoming OSP is planned.
29.	General Query	We kindly further request confirmation is it possible to utilize the services of a subcontractor for a specific category of ancillary service.	RFP condition may be referred to wherein no sub-contracting is allowed.

30.	Page no.78 Chapter XVI Sending Bids to the Mission	It is mentioned that the bidder should submit four copies of the bid along with a soft copy in a CD. We further request to the authority kindly allow us to submit CD at the Ministry of Delhi office or either allow to send the link through email or either allow to PEN drive instead of CD. Please clarify.	Bidders are to comply with RFP conditions strictly as per RFP.
31.	Chapter I, Page-3, point 1	<ul style="list-style-type: none"> • Please explain under what terms will Global Entry Program (GEP) Verification come into effect. • Can the Mission advise on what is the expected launch timeline for the rollout of chip-enabled e-passport services? 	<p>GEP verification service is already integrated into the Global Passport Seva project of the Govt of India.</p> <p>There is currently no specific timeline for the implementation of e-passports that has been prescribed by the Ministry.</p>
32.	Chapter I, Page-6, point 9	Kindly provide the last 3 years month on month volumes for application services for each category along with the breakup of each service.	Data not available.
33.	Chapter I, Page-6, point 11	Kindly provide the volume of transactions for category-wise applications processed in the last three financial years at each of the proposed ICAC locations (Colombo, Kandy, Jaffna, Hambantota, and Batticaloa).	Data given in Annex L. Batticaloa is a new centre to be opened. Hence no separate data.
34.	Chapter VII, Point A, xi, page 24	<p>As per current outsourcing, there are 3 centers operated in Colombo, Kandy, and Jaffna. However, the RFP requires to setup additional centers at Hambantota and Batticaloa.</p> <p>Kindly provide the category-wise expected number of applications from both the additional locations.</p>	<p>Refer to Annex L where annual applications in Colombo, Kandy, Jaffna and Hambantota have been published. Only Batticaloa is a new centre.</p> <p>Hence, no past data for Batticaloa is available.</p>
35.	Chapter VII, Point A, xi, page 24	As per RFP, the average no of transactions per working day is 209. This does not match with the number of staff	Corrigenda has been issued.

		required at each ICAC. Kindly provide the center-wise application count along with service deliveries and the revised manpower sizing required at each ICAC.	
36.	Chapter VII, Point A, xi, page 24	The sizing of the proposed ICAC does not match with the given application count of 209 applications per working day in 5 centers. Kindly provide the revised ICAC sizing mandatory for the setting up of ICAC.	Sizing requirement remains as per RFP. Corrigenda issued on average applications per day
37.	Page 27, Point v Postal applications	Kindly confirm if the Service provider is allowed to accept the applications through postal/courier.	Yes.
38.	Chapter I, Page-4, point 5	In the event of the rollout of chip-enabled e-passport services -What is the expected increase in volume? What volumes are supposed to be considered by the bidders for calculating the service fee as per Annex C. This has been a major issue in the previous bid leading to huge ambiguity in calculations further resulting in under-bidding.	RFP clarifies that not more than 25% upward indexation in the volume of applications be taken as per anticipated annual transaction assessment by the bidders.
39.	Annexure E, Point vii, Page 115	Is this allowed to charge the service fee to the applicant at the time of booking the appointment. This will prevent fraudulent bookings and the blocking of appointment slots.	No. Fee shall not be collected at the time of booking of the appointment.
40.	Annexure E, Point vii, Page 115	Is there an already existing mobile application for the Appointment System in Sri Lanka, If Yes, will the same will be used or the OSP has to develop a new application?	OSP has to develop its own Appointment system and Smart Queue management system as per the conditions of the RFP.
41.	Chapter VII, Point I, Page 39	Will the mission/MEA provide the software for Consular / Misc Attestation services?	If required, the Mission/MEA shall provide the software for Consular / Misc Attestation services.
42.	Chapter VII, Page 37, Point G	Can we consider travel agents as the representatives of the applicants for the collection of documents?	No. Where biometrics need to be collected, applicants would need to appear individually. In other services,document submission can be done by a representative expressly authorized by

			the applicant. In no case, any unauthorized 3rd party or travel agent should be entertained in any form of service or collection of documents.
43.	Chapter X, Page 82, point ii, Sub point (d)	It is requested that the price of OS services should also be disclosed as it is a part of the formula to arrive at the Lowest quotient (Q) Lowest quotient (Q)= Sum of: [(Service Fee for Basic Service + Finger biometric fee + Facial biometric fee) x 0.90 + (Sum of all Optional Services charges divided by total number of OSs) x 0.10] as well as L1.	The price of OS Services will not be disclosed separately.
44.	Page No. 6 Point 11	Please confirm if there is any specific requirement for the distance of the proposed ICAC in Colombo from the Embassy of India, Colombo.	No specific distance requirement. Subject to compliance with Point 11, pg-6. The Marks for the location of ICAC will be assigned as per the Technical Evaluation Proforma -Part-III of Annexure E.
45.	Chapter x: Point 1, page 54	We request you to kindly provide the amount of each of the required bank guarantees under the below requirements. a) Bank Guarantee in Bank Guarantee in Sri Lankan Rupees (SLR) for the Government funds held by OSP temporarily. b) Performance Bank Guarantee (PBG) in Sri Lankan Rupees (SLR) c) Premature Termination of Contract in Sri Lankan Rupees (SLR).	Please refer to Chapter X. a) Mission may provide the amount. (As given in the RFP) b) The exact amount depends on the Service Fee of L1 to whom the contract is awarded. c) The exact amount depends on the Service Fee of L1 to whom the contract is awarded.
46.	Page 14, Point e	To complete the umbrella of India Visa services, can the OSP provide form-filling assistance to applicants for submitting e-	e-Visa is not envisaged to be part of the project.

		<p>Visa through the same website? Will the service fee for such services be the same as the service fee for CPV services under the scope of this RFP?</p>	
47.	Chapter VII, point 22	<p>Can the Mission give the approximate % of applications from each of the sources, as is received by the Mission at their offices, presently:</p> <ul style="list-style-type: none"> · In person · Through a Representative · By Post 	No such data is available.
48.	Chapter II, Page-8	<p>Considering the ongoing geo-political situation in the Middle East region, we request for an extension of 7 working days in the bid submission timeline.</p>	Deadlines remain as per the RFP schedule.
49.	CHAPTERVII-SCOPEOFWORK ANDDELIVERABLESREQUIRED ,ClauseNo-T	<p>In reference to the clause stating the requirement for a 24x7 helpline service, I would like to inquire about the specific type of helpline service that is deemed mandatory after business hours. Is it required to be in the form of an email helpline or chat support or call center or all three?</p>	24*7 helpline including all, i.e. call centre, email support, and chatbot is expected.
50.	CHAPTERVII-SCOPEOFWORK ANDDELIVERABLESREQUIRED,ClauseNo. 3(viii)Premium Lounge Service	<p>In reference to the clause Regarding the Should the cost of establishment of a premium lounge be incorporated into the price bid model?</p>	The anticipated cost of rendering Optional Services (OS) is to be provided as per Section B of Annexure C. Bidders have to make their calculations thereby.
51.	CHAPTER XVIII- Annex- E: Technical Bid, Part III: TECHNICAL EVALUATION PROFORMA, 7(a), Content and Demo of website	<p>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?</p>	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.

	application and Dash Board will be considered		
52.	CHAPTER VII- SCOPE OF WORK AND DELIVERABLES REQUIRED, Premium Lounge Service	Kindly provide details of the percentage of applicants opting for Premium lounge and general application centres service currently.	No past data available, as premium lounge facilities have not been offered in past.
53.	PARKING FACILITIES WITH CAPACITY AND TYPE OF PARKING	Is there a defined criterion or guidelines specifying the minimum number of parking slots required to attain the maximum score of 5 marks in the ICAC evaluation?	No minimum qualification is specified for parking. Bidders may decide as per the number of applications anticipated at ICACs.
54.	CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC)	In accordance with the details outlined in the RFP, are we permitted to utilize the existing space currently hosting the operational ICAC, or is it obligatory to establish a new ICAC at a different location?	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.
55.	CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC):	Can the area of premium lounge space be fitted (separate entry and exit) in the total minimum area of the ICAC?	No. Premium lounge area is additional to the minimum area requirement for ICAC.
56.	CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC):	As per the specifications provided in the RFP, if we opt to utilize the current ICAC premises, are we permitted to retain and utilize the existing furniture, IT setup, security system, and other fixtures, or is it mandatorily required to replace the entire setup with new installations?	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

			facilities/utilities.
57.	CHAPTERVII- Clause(xi)IndianC onsularApplicatio nCenter(ICAC):	If an existing OSP opts to utilize the existing ICAC space and infrastructure, will another bidder receive higher marks or weightage in the bid evaluation process by offering a new space and a completely new setup?	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 facilities/utilities. The marks for ICAC
58.	ANNEXC- PARTIII:Justificati onforServiceFeeq uoted	Is it permissible for Outsourcing Service Providers (OSPs) to operate on a zero-profit model by indicating zero viability in line (g), where viability represents the variance between total estimated revenue and total estimated expenditure, considering that the Optional Service is charged separately to the applicant?	Yes. However, the total estimated revenue during the contract period shall not be less than the total estimated expenditure (including taxes) of OSP during the period.
59	-	What is the expected launch timeline for - passport services? Is it right to assume 15 % of diaspora to be covered every year or 100% diaspora can also be considered during the contractual term?	No timeline is committed at this stage.
60.		Is there any timeline for the complete implementation of visa waiver or e-visa?	e-Visa is already operational in several categories in the case of Srilanka. No timeline can be stated for any further expansion of e-visa scheme
61.		Can the Service Provider (SP) offer services beyond the prescribed working hours of the center through optional services e.g. premium lounge?	OSP may decide to operate beyond business hours in accordance with the local laws with the permission of the Mission. However, the choice of premium lounge shall remain optional for the applicant.
62.		Please differentiate in the sq. Ft. number of counter to be used for passport service and attestation service in the center?	Bidders are to make self-assessments based on the number of applications detailed in Annex L

63.		<p>Pertaining to bank charges, which have been instructed to be collected by SP from application on actual basis, please suggest if bank charges are to be included as part of SP's service fee or should be a separate component on the payment receipt?</p>	<p>Bank charges to be detailed separately.</p>
64.	<p>ANNEX: E: PART III- 3(B): OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESSES”</p>	<p>Is it permissible to conduct the Enquiry, Examination, Verification, Fee Collection, and Delivery processes at the submission counters, or is it obligatory to designate separate counters and staff for each task?</p>	<p>Bidders are to submit the plan of implementation as per their assessments keeping in mind minimum criteria of ICACs in mind.</p>
65	<p>Chapter I: RFP Pt. 3 The contract 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 termination.</p>	<p>During such Force Majeure situations, will penalties and SLAs be applicable to the OSP?</p>	<p>Decisions will be made taking into account Force Majeure conditions.</p>
66	<p>Chapter I, Pt. 11 ICACs to be opened at Jaffna and Batticaloa</p>	<p>Please advise us on the jurisdiction of the ICACs at both of these locations.</p>	<p>Applications are to be submitted to the nearest Post by the OSP. No strict distribution of</p>

			jurisdiction.
67	<p>Chapter III: Instructions to Bidders</p> <p>Pt. (1) The Mission/Post reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C as part of the Financial Bid, if it considers it unviable and could therefore lead to poor quality of services. In that event, the lowest responsive bid L1 may be decided amongst the remaining bids which are considered viable.</p>	<p>Is there any minimum price that has been decided by the Mission, below which a bid will be considered unresponsive?</p> <p>What are the factors that will be taken into consideration to assess the viability of costing information to determine the lowest bid?</p> <p>Would the bidder be given an opportunity to explain the price breakup along with supporting documentation?</p> <p>Do all the applicants need to give biometrics or will it be only consular or any specific category of applicants?</p>	<p>No.</p> <p>The viability of financial bids shall be determined based on the criteria mentioned in the RFP, particularly in Annex-C.</p> <p>The total expenditure, including taxes, cannot exceed the total revenue. The viability/reasonableness of the expenditure quoted under sections B and C (Part-I) of Annex-C will be evaluated and decided upon by the Mission, based on local data and the inputs and the justification provided by the Bidder.</p> <p>The expected increase in the number of applications cannot exceed 25%, as mentioned in the RFP.</p> <p>Price justification is part of the bid.</p> <p>Biometrics requirements have already been specified in the RFP for various services. Expansion of biometric service to other services may happen based on Government guidelines.</p>
68	<p>CHAPTER III: INSTRUCTIONS TO BIDDERS</p> <p>DETERMINATION OF CHARGES FOR</p>	<p>Services like Photocopy, Photograph & Form filling, etc. are usually requested during the submission process. The Mission may kindly clarify about the compliance asked.</p>	<p>Such services already form part of Optional service, refer to Part IIB of Annex C.</p>

	<p>OPTIONAL SERVICES (Oss) The OSP.... shall provide Optional Services (OSs) on the basis of a written request by the applicant....</p>		
69	<p>CHAPTER V: MANDATORY ELIGIBILITY CRITERIA</p> <p>Para 1 (ii), (iii) (ii) Bidding Company must have minimum net worth equivalent to USD 5 million..... (iii) Average annual turnover of the bidding company during the last three years (Jan 2021-Dec 2023)...</p>	<p>Please advise us which will be the external auditing agency for this purpose.</p>	<p>An external audit agency in the country where the company is registered.</p>
70	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Para 1.A(v) Para 2, Pt (o) The OSP shall not capture any data/information from the applicant on/through its website or insist upon service seekers to apply for services at its website</p>	<p>Could the word “capture” be defined here? Does it mean collecting and processing and storing data or even merely processing the data (without storing it)?</p> <p>While booking appointments, we seek applicant’s passport/phone numbers for various appointment validations. Even in our grievance redressal forms which we use to provide better customer service to our applicants, we require email/phone numbers. Please clarify the point.</p>	<p>“Capture” would relate to collecting, storing, and processing the data which is not meant for the OSP. The OSP’s website should not capture passive data violating privacy issues AND also not ask the applicant to fill in data that is required by the GoI websites but is not needed by OSP to undertake outsourcing services. Thus, the application data is to be stored only on the respective authorized portals like IVFRT/ GPSP. OSP should provide a link to the website of the Government of India (GoI) for the service(s) concerned and guide the applicants to apply at the</p>

			website of the GoI. Pertinent data for the application management may be created by the OSP separately.
71	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Para 1.B.(xii)(a)</p> <p>CHAPTER XI: SERVICE LEVEL METRICS / PENALTIES,</p> <p>Para 30(D)</p> <p>Enquiry and Grievance Redressal Mechanism</p> <p>(a) The OSP shall provide an efficient -- and shall maintain a chatbot in the Web site and a dedicated WhatsApp bot.</p> <p>Whereas on 68 in item Sl. No. 30D, it mentions the OSP agrees to provide a WhatsApp bot/Chat bot.</p>	Please specify whether we need to put both a Chatbot & WhatsApp bot and either will suffice.	Either will suffice.
72	<p>Chapter VII Pt. I (vi) - Installation of Applications, Software and hardware for CPV Services viz., IVFRT, CONSPROM, GPSP, etc.</p> <p>(vi) Those applications that are submitted by applicants directly at the Indian Mission will be handed over with supporting documents/enclosures to OSP and shall be scanned/digitized /</p>	What will be the volumes for such cases?	RFP requires maintenance of back offices in each of the Consulate/Mission to comply with such a scenario. Refer to Chapter VII, point xi, page 24.

	indexed to link with the visa application on IVFRT.		
73	<p>Chapter VII, Pt 1.A.(xi); B.(x).(b) and (xiii)</p> <p>Chapter VIII, Pt 1(a)</p> <p>Chapter XI, SLA 19- Overall Turnaround time at the ICAC</p> <p>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.</p> <p>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>Whereas in point 1.(a) on 52 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 minutes and customer satisfaction is maximised.”</p> <p>30 min of total TAT is too stringent for application submission including biometric enrolment and complexities of Indian services. It is suggested that this be modified to make it more reasonable.</p>	<p>RFP requirements remain the same.</p> <p>30 minutes should be sufficient for biometric capture and examination of documents and generation of receipt after an application is submitted successfully</p>
74	<p>Chapter VII Scope of work and deliverables required</p> <p>Pt. K- GEP Background Verification Forms</p> <p>(ii) Any shortcomings in</p>	<p>What is the expected volume of GEP applications?</p> <p>What is the process to be followed by the OSP for GEP application scrutiny?</p>	<p>GEP applications form part of other consular services categories, refer to Annex L.</p> <p>Application scrutiny process in general remains the same as for passports, visa, consular</p>

	the documentation should be pointed out to the applicant and rectified before dispatch to the Indian Mission/Posts as per standing instructions.		services, etc.
75	<p>Chapter VII: Scope of work and deliverables required</p> <p>Pt. S</p> <p>In case the Mission/Post requires OSP's staff/personnel to be present within the Mission/Post premises for undertaking outsourced work, no additional expenditure will be borne on such account by GOI/Mission/Post.</p>	<p>Please clarify on percentage of applications to be submitted at the Embassy/Post.</p> <p>How frequently would this be needed as this will have an impact on cost and operations?</p>	<p>Only a few emergency/VIP applications are received in the Mission/Post premises.</p> <p>Previously, the contract did not include some services that are now included in the scope of work in the RFP. So, no previous data on percentage can be calculated.</p> <p>Refer to Chapter VII, point xi, page 24 for minimum requirements.</p>
76	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Pt. U: Consular Camps</p> <p>The OSP may be required by the Mission/Post to organize Consular Camps at any location within the consular jurisdiction of Mission/Post at no additional cost to the Government of India/Mission/Post or applicants.</p>	<p>Please specify the minimum days or staff required for the Consular Camp as the entire set-up has to be reallocated to the specified place?</p> <p>What will be the frequency of these camps?</p> <p>Request you to confirm the cities in which the consular camps will be required to be organized?</p> <p>Also, please specify which all services will be available at the Camp location as the entire set-up will need all the basic amenities to be in place.</p>	<p>No consular camps organized in past, hence no specific data available.</p> <p>Bidders should prepare readiness to conduct such camps if need arises with hardware requirements same to application of passport, visa, OCI.</p> <p>Cities and detailed plans cannot be committed at this stage.</p>
77	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Pt. P (xiv)</p>	<p>Need more clarification on interactive blog, please provide the format?</p>	<p>No specific format.</p> <p>Bidders to suggest format which is informative, user friendly etc.</p> <p>The marks for the same will be assigned as per the</p>

	<p>The OSP shall Provide a CSAT (Customer Satisfaction Survey) at each counter of ICACs, which is integrated to 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.</p>		<p>Technical Evaluation Proforma Part-III of Annexure-E</p>
78	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Para B: (x) Appointment System sub-para f)</p> <p>The OSP shall provide a specific time slot at ICACs for catering to the Walk-in category applicants.</p>	<p>Please specify the time to be allotted for Walk-in categories on a daily basis.</p>	<p>Upto bidders to designate specific time.</p>
79	<p>Chapter VII:</p> <p>Pt 3. OPTIONAL SERVICES (OSs)</p> <p>(viii) Premium Lounge facility</p> <p>(c) Key features of the Premium Lounge:</p> <p>7. Includes SMS updates and courier return of document/passport</p>	<p>Under the requirements of a Premium Lounge, it states the provision of SMS & Courier return of documents/passports.</p> <p>Does it mean that these services cannot be charged extra and the price has to be built in the price quote of the premium lounge?</p>	<p>YES</p>
80	<p>Chapter VII: Service Level Metrics</p> <p>Pt C: Acceptance of Fee</p> <p>(viii) Guidelines regarding refund of Service Fee</p> <p>i) Service Fees and Optional Service (OS) charges of the OSP are</p>	<p>Can OSP deduct any refund charges?</p>	<p>NO. OSP can only take service fee or optional service fee.</p>

	refundable when services have not been availed by the applicant with due prior notice to the OSP;		
81	<p>CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES Item 19</p> <p>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.</p>	<p>In case of the applicant opting for OS-like form filing, Turnaround time (TAT) may go beyond 30 mins.</p> <p>Kindly explain the mechanism of calculating the overall processing time for such cases.</p>	<p>In all cases, Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant.</p>
82	<p>Chapter XI: Service Level Metrics</p> <p>Provision of Courteous Services to the Applicant, Item 23</p> <p>The OSP agrees to extend courteous services to the applicants and will not allow any acts of omission/commission which will bring disrepute to the Mission or Government of India.</p> <p>Any complaints of discourteous behaviour shall lead — penalty equivalent toin each instance on the OSP.</p>	<p>In many instances, applicants raise false allegations or misbehave with the staff. These are at times motivated or due to applications not getting accepted?</p> <p>Is there a mechanism to filter these out?</p> <p>OSP should be given opportunity to represent before any penalty is imposed.</p>	<p>Service Provider will be given an opportunity for their version of the event before a decision is made on the imposition of penalty.</p> <p>Such decisions will be made by the Outsourcing Committee based on incidental evidence including CCTV and only after considering the OSP's version of such an event.</p>
83	<p>Chapter XI: Service Level Metrics</p> <p>Online appointment system with live tracking - Item 30A</p>	<p>Please clarify what 'Live tracking' means? Does it mean status tracking given under Item 22 of SLA at Pg. 65-66?</p>	<p>YES.</p>

	The OSP agrees to provide an online appointment system with live tracking.		
84	Chapter XI: Service Level Metrics Access monitoring system - Item 30C The OSP agrees to provide access to the 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.