

## Embassy of India Moscow

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### TENDER No. MOS/CONS/406/1/25 dated 14 February 2025

#### RESPONSE TO QUERIES RAISED/ SUBMITTED TO THE MISSION

Note: Please note that the responses submitted to queries by this Embassy may be different from those of the other Embassies, where similar tenders have been floated. Bidders are expected to go through the responses in detail before submitting their bids.

<b>Sl. No.</b>	<b>RFP reference</b>	<b>RFP Clause</b>	<b>Query</b>	<b>Mission's Response</b>
1	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 the Authority will ensure that the price quoted by any bidder is viable. This will ensure that there are no predatory and unviable quotes merely to qualify as L1.	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria
2	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 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,	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?	SP is required to adhere to all local laws applicable to the operations of ICAC.

		environment, safety, insurance, privacy, payment of local taxes, etc.		
3	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? If the contract is awarded based on unviable certification, will it be terminated and a fresh RFP issued so that other transparent bidders are not disadvantaged?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria
4	Chapter VII, Clause 1 (A) (xi) (a): Page 25	“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	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	Bidders are required to submit its financial bid, strictly as per the Annexure-K of the RFP.

		applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc.”	provided by the prospective bidders, how will the tendering authority determine this aspect?  This will ensure there is no unviable and predatory bidding by participants.	
5	Indian Consular Application Centre (ICAC): Point a. Page 25	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.	Please advise what constitutes a new ICAC in terms of the RFP? Does it mean creating a new VAC from a bare-shell situation, irrespective of location  Can premises never used for an Indian ICAC be used.	SP is required to set up an entirely new ICAC having new civil infrastructure (including Chairs, tables and furnishings) and IT infrastructure (including desktops, workstations, POS, token machines etc) and other necessary equipment's/facilities/ utilities. The marks for the proposed ICAC will be assigned based on the relative quality of location submitted by bidders, as per the technical evaluation ProformaPart III of the Annexure-J.
6	Chapter VII, Information on the Website about India Consular Application	Information on the Website about India Consular Application Centers (ICACs):	Languages not defined for maintaining the website. What languages are mandatory?	English and Hindi will be the medium of communication in all cases.

	Centers Page 49			
7	Chapter VII, Page 45, Pt. P (v)	The total turnaround time shall not exceed 30 minutes for an applicant	<p>Could you please clarify whether the time of entry is considered the moment the token is generated with a completed application (i.e., form filling and pre-checks completed)? Or can the service provider implement a separate counter for form filling, with the turnaround time (TAT) starting only after completion?</p> <p>Additionally, does the application facilitation service, including photocopying, form filling, and photographing, fall within the 30-minute TAT?</p>	<p>30-minute turnaround time is a standard requirement for application processing which includes capturing photographs and providing photocopies as well.</p> <p>Only Form-filling service is excluded from the standard Turnaround time of 30 minutes, if required.</p>
8	Chapter XI Service Level Metrics/Penalties Page 73, point 41	Personal Records (PII Data)	Please advise purging policy for Personal data for the applicant.	The duration of records to be maintained by SP after the service is completed should not exceed one month unless specifically requested by the Mission.
9	Annexure: K, Financial Bid Page 137	Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details /no	If there is just one consolidated Service Fee to be quoted by the bidder.	Bidding companies are required to submit their

		response may lead to rejection of the bid.	Please advise what specific details are considered under vague here. And what are mandatorily required to be shared.	financial bid, strictly as per the Annex-K of the RFP.
10	Chapter XV, Clause B (II) (e): Page 84	<p>“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.”</p>	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
11	Chapter XV, Para B (II)(b) Page 84	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? This ensures clarity, transparency and avoids litigation.	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.

12	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 criteria 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.
13	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	Mission cannot project the exact trend
14	Chapter VII, page 29, point vii	Postal Applications	Would it be possible to get any information on the approximate volumes of applications received by post/courier? What types of documents application by Post would be possible for? How SF will be paid in the event of the application by Post?	All types of applications mentioned under Chapter VII B (I) shall be accepted by the SP. The uniform Service Fee shall be applicable.  Mission cannot project the trend for postal applications

15	Generic query	NA	Will it be possible to get the cities-wise counts?	Please refer Annexure A
16	Generic Query		Please provide bank account details to transfer EMD/ Bid Guarantee.	Details of the bank account will be shared through email with companies who have shared their organizational profile with the Mission
17	Chapter 1: Request for Proposal (RFP)	The Mission/Post handled approximately 35801 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 47 transactions/services per working day, assuming 244 working days in a year.	Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.	Please refer to Annexure A
18	Chapter III Clause (vi)	Instructions to Bidders Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered.	Please clarify whether Bidding companies which 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.	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

			Please clarify whether Bidding companies who have challenged 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?	
19	Chapter III clause (vi)	Instructions to Bidders  Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered.	Please be kind to clarify whether the penalties that are contested by the Bidding Company including but not limited to for lack of proof and a reply from the Mission is awaited, will be considered as outstanding penalties for the purpose of Chapter III, clause (vi)	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/post shall not be considered and summarily rejected. Provision of the RFP will be applied to all, appeal or otherwise of outstanding penalty cases in earlier contracts of respective bidders
20	Chapter V: Mandatory Eligibility Criteria  Point (ii) and (iii) and Annexure -D 1, 2 and 3	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	An external audit agency in the country where the company is registered.
21	Chapter VII,	The SP shall operate, on a regular basis, an exclusive submission	a. Please clarify if the SP needs to have	Yes, 1 staff for a submission counter



	Point 1A xi(c)	counter with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Post	employees stationed at the Mission and the Post permanently for this person, or will this counter be operated only when requested by the Mission? b. Additionally, please specify what constitutes an “adequate number of staff” in this case.	at Mission and Post each for all working days is in addition to the minimum staff requirement as spelt out in Chapter VII 1A. (xi) (a) of RFP.
22	Chapter VII, Point 1A xi(a)	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.	As the Mission has added three new centres at Vladivostok, Kazan and Yekaterinburg for CPV services, please be kind to clarify how many application count do these centres are expected to serve.	The total services during the three years from Jan-2022 to Dec-2024 in Russia is indicated at Annexure A.
23	Chapter VII: Scope of Work and Deliverables Required Clause G (c)	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 be kind to clarify if the courier service is mandatory or optional.	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs
24	Part III: Technical Bid Evaluation Proforma Point	Parking facilities with capacity and type of parking.	Please be kind to clarify, what is the maximum number of parking slots to be considered as adequate slots	Bidders are to arrive at the number of parking slots as per the number of applicants

	1(b)		in ICAC.	<p>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>
25	Part III: Technical Bid Evaluation Proforma Point 4 (a)	<p>Provision of Application Facilitating Services at ICACs</p> <p>Photocopying</p> <p>Photograph</p> <p>Form Filling</p> <p>Courier Services</p> <p>Refer to Chapter VII, para (3) of the RFP (7 marks)</p>	<p>Please be kind to clarify what explanation/solution for the 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.</p>	<p>Necessary counter, hardware and manpower facilities have to be 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., in its technical bid.</p> <p>Technical Bid evaluation marks will be awarded, based on</p>

				the solution/explanation provided by the bidder, as per Annexure J (Part-III) of the RFP
26	Part III – Technical Bid Evaluation Proforma, Point 8	Record of Past Performance with Mission.	Please clarify how bidders will be rated in this parameter.	The marks will be given as per criteria prescribed under part III, Annexure-J of the RFP
27	Part III: Technical Bid Evaluation Proforma Point 9	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation	This will be acceptable.
28	Annexure-K	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.	Please be kind to clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances.  Please be kind to clarify whether an average of the courier rates is to be taken or a separate disclosure is to be made qua the differential courier rates and ultimately differential service fees.	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

				<p>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>
29	Annexure-K	<p>Financial Bid</p> <p>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.</p>	<p>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.</p>	<p>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.</p>
30	Annexure: K, Point 1	<p>Financial Bid</p> <p>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</p>	<p>Since the courier charges change depending on the location of the ICAC and the distance from the ICAC to the delivery address, please clarify on how to incorporate these variable courier</p>	<p>Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-</p>

		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.	charges into the service fee, as the service fee is fixed for all applicants.	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.
31	Page no. 18 Chapter V: (i) (iii)/Mandatory Eligibility Criteria	The average annual turnover of the Bidding Company during the last three years <b>(Jan 2021-Dec 2023)</b> must be at least US\$ 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 <u>certified by an external auditing agency to substantiate the claim of its turnover.</u> In the case of joint ventures, information must be provided for both the partners of the joint venture and	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	An external audit agency in the country where the company is registered.  The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is

		a copy of their joint venture agreement.	Chartered Accountant verifying the accuracy of the audited data for calendar years is acceptable.	registered.
32	Page No. 18-19 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.	Bidders may submit information based on the US\$/INR conversion rate as per RBI/Central Bank of the country in respective years.
33	Page No. 25-26 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.	The minimum area of each ICAC has been specified based on the current operations and requirements.  We expect increase in footfall at the centres as large number of Indians are coming to Russia for employment.
34	Page No. 47 CHAPTER VII: SCOPE OF WORK AND	T. Consular Camps: The SP may be required by the Mission / Post to organize Consular Camps at any location within the consular	Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the	The Consular outreach camps are generally organised during the weekends

DELIVERABLES REQUIRED	<p>jurisdiction of the Mission / Post(s) at no additional cost to the Government of India / Mission/ Post or applicants. SP will be required to provide services, including scrutiny of applications for consular/ Passport/ Visa / PCC / 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/Post/Ministry]</p>	<p>following information is kindly requested:</p> <p><b>1. Manpower &amp; Resource Requirements:</b></p> <p>a) Number of personnel required for consular camp operations.</p> <p>b) Number of applications anticipated to be processed at each camp.</p> <p>c) Number of camps to be conducted per year.</p> <p><b>2. Camp Organization &amp; Logistics:</b></p> <p>(a) Kindly provide logistics for proposed organization and conducting of consular camps.</p> <p>(b) Kindly specify the typical duration of each consular camp.</p> <p><b>3. Infrastructure &amp; Space Requirements:</b></p> <p>Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	<p>and other holidays.</p> <p>Duration of a consular camp is from 4-8 hours depending upon number of applicants. SP is required to provide transport, manpower and IT equipments for application submission/ processing.</p>
35 Page No. 128 Part III: TECHNICAL BID	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	We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in	Prime location refers to the areas for proposed ICAC 1 PART III: Technical

	<p>EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)</p>	<p>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>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>Please confirm, if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.</p>	<p>Bid Evaluation Proforma within each city as mentioned in CHAPTER-VII: Para 1. A (xi) of the RFP.</p> <p>Where specific areas are not mentioned, prime location will mean the city centre.</p>
<p>36</p>	<p>Page No. 128-129 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>5 Marks- Exclusive Parking with adequate slots in ICAC 4-Marks- Adequate parking slots in or near ICAC 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> <ul style="list-style-type: none"> <li>• <b>Definition of Exclusive Parking:</b></li> <li>• <b>Number of Exclusive Parking Slots:</b></li> </ul> <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</p>	<p>Exclusive Parking means parking space exclusively reserved for applicants visiting ICAC.</p> <p>Bidders are to arrive at the adequate number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms.</p>



			<p>slots to be categorized as exclusive parking is also requested.</p> <p>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 their bids.</p>	<p>Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder</p>
37	<p>Page No. 134-135</p> <p>Part III: TECHNICAL BID EVALUATION PROFORMA</p> <p>D) Scoring Criteria/Remarks</p> <p>S. No. 8</p>	<p><b>Record of Past Performance with Mission.</b></p> <p>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 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.</p>	<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 marks will be given as per criteria prescribed under part III, Annexure-J of the RFP</p>

			The proposed amendment will give 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.	
38	Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.	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/Posts. In that case the Mission & 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/Posts and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.	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.  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).	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.
39	General Query	Responsibility of Handling	We shall be grateful if the	There shall be no

		applications during the transition period.	transition period and modalities for handling applications during the transition period are clarified.	period of overlap between the existing service providers and the new service provider
40	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.	There is no such provision in the RFP. Please note that agents and middlemen are not permitted under any circumstances. However, for courier and security services, SP can engage reputed companies registered in the country.
41	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</p>	<p>Pls, 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>

			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 term.	
42	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.	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.
43	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.	The number of documents to be digitized for application varies from service to service.  However, average number of pages per application may be taken between 8-10 pages.
44	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)- 8	The Mission/Post handled approximately 35,801 no. of services/ transactions during the three years from Jan-2022 to Dec-	Can you provide a breakdown of the given counts based on different locations?	Please refer to Annexure A

		2024		
45	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA- (xii)	The Bidding Company must deposit an Earnest Money Deposit (EMD)	In the case of a Joint Venture, where the Prime Bidder is an MSE-registered entity partnering with a local partner for this bid, is the Joint Venture required to submit an EMD, or is it exempted due to the Prime Bidder's MSE registration?	Registered Micro and Small Enterprises (MSEs) (as defined by the Ministry of Micro and Small Enterprises, GoI) are exempt from payment of Earnest Money Deposit (EMD)
46	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents	OSP shall provide space/ working station for officials of the Mission for attestation or other services as decided by the Mission.	Is the required workstation for officials intended for the public dealing area or the back-office area? Please clarify.	Exclusively for back-office area for handing/taking over of the documents on all working days
47	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents xi-(a)	Moscow Minimum No. of Counters- 3. Minimum staff required- Counter Staff-2	There is a discrepancy in the details regarding the number of counters and minimum staff for the location MOSCOW. The second column specifies a minimum of 3 counters, while the staff details mention only 2 counters. Similar inconsistencies are noted for ST. PETERSBURG, VLADIVOSTOK, KAZAN and YEKATERINBURG. Kindly confirm the correct number of counters and staff for each location.	In small centres, the Manager can share the work of a counter due to low turnout.

48	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT (II) Financial Bid Evaluation: (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.	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?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria.
49	Page No. 47 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	T. Consular Camps: The SP may be required by the Mission / Post to organize Consular Camps at any location within the consular jurisdiction of the Mission / Post(s) at no additional cost to the Government of India / Mission/ Post or applicants. SP will be required to provide services, including scrutiny of applications for consular/ Passport/ Visa / PCC / 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/Post/Ministry]	Consular Camps conducted in the past one year.  Possible cities where Consular camps will be conducted	No Consular Camps were organized in the past one year.  However, as per requirement, the Mission/Post shall announce Consular Camp in cities other than the location of the ICACs.
50	Chapter III, Pt. (n)	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	Is the technical bid presentation by the bidder in virtual mode	Technical bid presentation in virtual mode is also allowed if any bidder

		in Annexure-J of RFP)	(online) also allowed?	formally requests for the same. Virtual meeting platform, time, and other details will be intimated to the bidder in advance.
51	General Query		Expected timelines of opening of Consulates in Kazan and Yekaterinburg and number of Indian community	<p>The Consulates in Kazan and Yekaterinburg are expected to be opened later this year.</p> <p>As per the available information, Indian diaspora in Kazan and Yekaterinburg would be about 7000 and 1200 respectively.</p>

**Annexure A**

**Moscow**

<b>Sl. No</b>	<b>Services Provided</b>	<b>Jan-Dec 2022</b>	<b>Jan-Dec 2023</b>	<b>Jan-Dec 2024</b>
1	Passport	790	907	1110

2	Visa	7528	6262	5534
3	OCI	1750	2263	101
4	Miscellaneous Consular Services	400	389	356

**St. Petersburg**

<b>Sl. No</b>	<b>Services Provided</b>	<b>Jan-Dec 2022</b>	<b>Jan-Dec 2023</b>	<b>Jan-Dec 2024</b>
1	Passport	63	75	139
2	Visa	2198	1883	2004
3	OCI	28	28	35
4	Miscellaneous Consular Services	198	179	254

**Vladivostok**

<b>Sl. No</b>	<b>Services Provided</b>	<b>Jan-Dec 2022</b>	<b>Jan-Dec 2023</b>	<b>Jan-Dec 2024</b>
1	Passport	3	69	16
2	Visa	232	274	298
3	OCI	3	4	00
4	Miscellaneous Consular Services	90	281	55