

SL No.	RFP reference	Bidders' Query	Mission's Response
1.	Page no. 6 Point no. 9 60,000 no. of transactions / services handled during the three-year period from Jan 2021 to Dec 2023.	Kindly provide break down year/service wise	The breakdown CPV application figures (Approx) are as below:  2021 – 19000 2022 – 21000 2023 – 20300
2.	Chapter III Point No. xii, Page No. 10 Security Deposit (EMD) and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)	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.
3.	Chapter XIV, Page No. 74 Point No. 1(ii) Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-H), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-E) and a Declaration by the Bidder (Annex-F). All these annexures should be fill in Four Copies of technical bid.	Kindly advise how many original and copies of technical bid are required.	One copy of the technical bid should be original and three copies could be in duplicate.
4.	General Query	Please confirm whether the Embassy receives applications by Post / Courier. If yes details of applications received in person and received by post / courier at each ICAC.	No. All applications are to be submitted to ICAC except the ones directly dealt with by Embassy, may please refer to the following two links to see what services are presently directly dealt with by Embassy: <a href="https://www.eoiparis.gov.in/page">https://www.eoiparis.gov.in/page</a>

			<p>/passport-services/ and <a href="https://www.eoiparis.gov.in/page/other-consular-services/">https://www.eoiparis.gov.in/page/other-consular-services/</a>  (Also marriage registration is directly dealt with in Embassy)</p> <p>The Mission will decide the submission modalities for any future service introduced by GOI depending on the nature of the service.</p>																					
5	<p>Chapter VII  Page No. 28, Point No. xii (a)  The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol</p>	<p>Please provide number of calls / emails received for planning of call center.</p>	<p>Based on information provided by present OSP, the number of calls and emails for July to Dec 2023 is as below:</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Emails</th> <th>Calls</th> </tr> </thead> <tbody> <tr> <td>Dec</td> <td>1069</td> <td>872</td> </tr> <tr> <td>Nov</td> <td>1172</td> <td>1164</td> </tr> <tr> <td>Oct</td> <td>1016</td> <td>1278</td> </tr> <tr> <td>Sept</td> <td>1021</td> <td>1349</td> </tr> <tr> <td>Aug</td> <td>1277</td> <td>1319</td> </tr> <tr> <td>July</td> <td>1013</td> <td>1171</td> </tr> </tbody> </table>	Month	Emails	Calls	Dec	1069	872	Nov	1172	1164	Oct	1016	1278	Sept	1021	1349	Aug	1277	1319	July	1013	1171
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6.	<p>Chapter XIV  Page No 78 point No 1(iv)</p>	<p>Can the BID docs be signed by DSC or physical signatures are reqd.</p>	<p>Physical signatures are required.</p>																					

7.	General Query	Will there be a single Service fees for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	Yes
8.	Annexure C , Section – Part III Page No 105 Point No d Local Taxes Payable	Kindly clarify local taxes are direct or indirect taxes.	Bidders to refer to local laws, their planned mode of operations, and applicable taxes thereby
9.	Chapter V Point No 1(x) page No 17 The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.	Kindly clarify from whom the said certificate is to be provided?	Self-certification by the company
10.	Chapter VII Point No 1(T), page No 43 Consular Camps	How many consular camps will be conducted during a calendar year.	4 Consular Camps in a year at any location within the consular jurisdiction of Mission/Post(s).
11.	Annexure J page No 131 Note 1 Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.	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.
12.	Annexure J page No 131 Note 2 Stamp paper is required for BG issued by the Banks located in India.	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.
13.	Bidding companies should give details carefully in text form only. Any tables, chart, photos etc. may be enclosed as Annexures, indicating name of the company, page number etc.	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	Technical bid must contain details mentioned in Annexure E. There are no specific guidelines for formatting/labelling/referencing.

		guidelines we should follow regarding these annexures? Additionally, could you confirm the preferred method for labeling or referencing these annexures to maintain clarity and coherence in the documentation?	
14.	General Query	Biometrics for which services (visa / ppt / OCI / CG) are reqd	Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc
15	Chapter X Pt. (1) (i) Pg 51 BANK GUARANTEES (BGs)	Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (i) @Pg 51).	Please refer to Chapter X Para 1 (i) relating to the Bank Guarantee (BG). Based on figures for 2022 & 2023, BG to be paid by the successful bidder will be around Euro 28100/-
16	Clause 12 E. Pg 29. The telephone enquiries shall be attended to from 9 AM to 5 PM on all working days.	The telephonic queries shall be responded to from 9 A.M. to 8 P.M. (Clause 20. Pg. 62)- Mon to Fri. Pls confirm.	It is 9 am to 5 pm. <u>A corrigendum is being issued in this regard.</u>
17	Chapter X Pt. (1) (ii) Pg 51 BANK GUARANTEES (BGs)	Please provide the exact amount of Performance Bank Guarantee (PBG) to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided under Chapter X, Pt. (1) (ii) @ Pg 51).	Please refer to Chapter X Para 1 (ii), in this regard. The exact amount will be decided based on the Service Fee quoted by L1 to whom the contract is awarded.
18	Chapter X Pt. (1) (iii) Pg. 51 BANK GUARANTEES (BGs)	Please provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (iii) @Pg 51).	Please refer to Chapter X Para 1 (iii), in this regard. The exact amount will be decided based on the Service Fee quoted by L1 to whom the contract is awarded.
	Annexure C Section B	Should the cost of providing Optional Services (Ex. Courier, PL etc) should be	The anticipated cost of rendering Optional Services

19	Point 7.a. Pg. 97 Facilities for OS	included here? Our understanding is that only cost for core services should be provided in Annexure C Section B. Please confirm our understanding.	(OS) is to be provided as per Section B of Annexure C. Bidders have to make their calculations thereby.
20	Annexure C Part III Clause (f) Pg.105 Justification for Service Fee quoted	Total estimated Revenue - Proposed Service Fee – We understand that the proposed service fee is total of (a) Basic Service Fee (b) Enrolment of Fingerprint biometrics and (c) Facial biometric capture (which is calculated in Part II-A of Annexure C). Please confirm our understanding.	Yes, it is correct
21	Annexure C Part III Clause (g) Pg.105 Justification for Service Fee quoted	It is mentioned that Viability difference between (f) and (e). Should this difference not be equal to zero? As (f) which is total estimated revenue is defined as (No of anticipated CPV applications x proposed Service Fee). And (e) sum of (a) +(b) + (d) which again is the same as total estimated service fee revenue. So the difference between (f) and (e) should be zero? Please confirm if this understanding is correct.	Yes, the difference between the Total estimated revenue (f) and (Total estimated expenditure + Local Taxes Payable + Profit) (e) has to be zero.
22	Query on premium lounge	In reference to the clause Regarding the premium lounge should the cost of establishment of a premium lounge be incorporated into the price bid model?	Premium Lounge is NOT an optional service as per the RFP
23	REFERENE: CHAPTER XVIII- Annex-E: Technical Bid, Part III: TECHNICAL BID EVALUATION PROFORMA, 7(a), Content and Demo of website application and Dash Board will be considered	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	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

		(screenshots) instead? Will the evaluation criteria for this aspect differ between the live version and screenshots of the demo version?	specifications and functionalities of the proposed website/application.
24	REFERENCE: PARKING FACILITIES WITH CAPACITY AND TYPE OF PARKING	Is there a defined criterion or guideline 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.
25	REFERENCE: 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.
26	REFERENCE: 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 equipment/facilities/utilities.
27	REFERENCE: ANNEX C- PART III: Justification for Service Fee quoted	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	Yes. However, the total estimated revenue during the contract period shall not be less than the total estimated expenditure (including taxes) of OSP during

		estimated revenue and total estimated expenditure, considering that the Optional Service is charged separately to the applicant?	the period.
28	General Query	What is the expected launch timeline for e-passports 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
29	General Query	Is there any time line for the complete implementation of visa waiver or e- visa?	E-Visa is already operational in several categories in the case of France. No timeline can be stated for any further expansion of e-visa scheme
30	General Query	Can Service Provider (SP) offer services beyond the prescribed working hours of the centers 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. Premium lounge is NOT part of RFP
31	General Query	Please differentiate in the sq. Ft or number of counters to be used for passport service and attestation service in the center?	Bidders are to make self-assessments based on the number of anticipated CPV applications (Attestation of signature of Indian passport holders along with some other

			<p>services are directly dealt in the Embassy. Please see here:  <a href="https://www.eoiparis.gov.in/page/other-consular-services/">https://www.eoiparis.gov.in/page/other-consular-services/</a> and  <a href="https://www.eoiparis.gov.in/page/passport-services/">https://www.eoiparis.gov.in/page/passport-services/</a>. Also Marriage registration. is directly dealt with Embassy.  Embassy reserves the right on this i.e. directly dealing at Embassy or ICAC on any future service introduced by Embassy depending on nature of service.</p>
32	General Query.	Pertaining to bank charges, which have been instructed to be collected by SP from applicants 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?	Bank charges to be detailed separately.
33	General Query	Whether Services of the Subcontractor can be availed for certain category of ancillary services. Please clarify and share the details.	Sub-contracting is not allowed as per RFP
34	General Query	Could you please provide the tentative date for the technical bid	The date and time of technical bid presentation will be



		presentation? We need this information to finalize the travel plans for the individual attending.	intimated in due course
35	ANNEX:E: PART III- 3(B): OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESS	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?	Bidders are to submit the plan of implementation as per their assessments keeping in mind minimum criteria of ICACs in mind
36	The OSP shall ensure no direct or indirect promotion of any OS is done through any of the customer care/inquiry mechanisms. The customer care executive must provide clear, direct information about the OSs upon request and should not provide wrong or indirect information or hide information to induce a customer to avail optional services. <del>The SP shall maintain a separate and dedicated customer care/inquiry Centre for the premium lounge facility.</del>	We want to enquire whether the Premium Lounge is permissible at ICACs in France.	The Premium Lounge (PL) facility is not an optional service as per the RFP and therefore OSP is not allowed to render PL services. A corrigendum is being issued in this regard.
37	<i>Technical Bid Evaluation Proforma, Page 115 and 116</i>  Lay Out of ICACs (5 Marks) The bidding company shall describe (with photo graph or 3D) the layout of each ICACs showing the reception area, the number and size of	We want to enquire whether the reception is mandatory counter at ICACs in France as in Marseilles the reception counter is not mentioned on page no. 23?	Reception counter is not mandatory, as per table on page 23, however, there needs to have a reception desk manned by a receptionist.

	<p>service/ submission counters, size of waiting area and its seating capacity &amp; facilities, restrooms facilities, access to the building of ICAC for differently able applicants, etc,</p> <p>Operational efficiency of the submission process - to be explained by the bidder (i) Reception (ii) Enquiry/ information (iii) Examination of documents (iv) Verification of the latest photo and application form (v) Submission (vi) Fee collection (viii) Delivery etc.</p>		
38	<p>Page no. 16-19</p> <p>Point No. Chapter V: Mandatory Eligibility Criteria</p> <p>Conversion rate from US\$ / €(EURO) to INR</p>	<p>We kindly request you to confirm the applicable year for the conversion rate of US\$ / €(EURO) to INR for calculating the equivalent value of Turnover and Net Worth during the respective financial / calendar years (e.g. Jan 2021-Dec 2023).</p>	<p>The Conversion rate for the years is: 1\$ = Rs. 73.25 (2021),1\$ = Rs. 76.83 (2022),1\$ = Rs. 83.40 (2023). This is based on the official exchange rate prescribed by the Government of India for the month of April in each financial year.</p>
39	<p>Page no. 16-19</p> <p>Chapter V: Mandatory Eligibility Criteria</p> <p>The average annual turnover of the Bidding Company during the last three years (Jan</p>	<p>Calendar year</p> <p>We are writing to address a concern regarding the preparation of the Audited Balance Sheet for the financial year 2023-24, as mentioned in the guidelines of the Ministry of Finance (MoF) in</p>	<p>The Mission would accept available audited Financials for the last three years before 2023/2023-24, along with unaudited financials / certificate from the external auditor for the year 2023/2023-24.</p>

	<p>2021-Dec 2023) 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 certified by an external auditing agency to substantiate the claim of its turnover. In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their joint venture agreement</p>	<p>India.</p> <p>Given the limited timeframe provided, it may not be possible for bidders to prepare and audit the balance sheet for the specified period. Therefore, we kindly request the Authority to consider evaluating the financial years ending on March 31, 2023, instead. Bidders would be required to submit Audited Balance Sheets for the last three financial years, ending on March 31, 2023.</p> <p>We would like to highlight that this concern has also been raised by other bidders during the pre-bid queries sessions. Hence, we kindly request the Authority to accept our request. By doing so, it would be feasible for all prospective bidders to meet the eligibility criteria.</p>	<p>The audited balance sheet for the year 2023/2023-24 shall be submitted before the award of the contract</p>
40	<p>Page no.76</p> <p>Chapter XIV Sending Bids to the Mission</p> <p>Point No. (ii)</p> <p>Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and declaration (Annex H), Mandatory Eligibility Criteria (Annex D),</p>	<p>As stated in the Request for Proposal (RFP), it is required that the bidder submits four hard copies of their bid along with a soft copy on a CD. We kindly request clarification on whether we can submit the CD at the Ministry of Delhi office or if we have the option to send a link via email or provide the bid on a PEN drive instead of a CD. We would greatly appreciate your prompt</p>	<p>Bidders are to comply with RFP conditions strictly as per RFP.</p>

	Technical Bid (Annex E) and a Declaration by the Bidder (Annex F). All these annexures should be duly filled in. Four copies of the technical bid along with soft copy (Microsoft Word format) in a CD, to be enclosed.	response and clarification.																					
41	Page No. 95-105 Annex C: Financial Bid  Single Service Fee	We hereby request that you kindly confirm and clarify our understanding regarding whether the bidder is required to quote a single service fee for all services.	Yes. Fees for optional services are to be quoted as per the annexed bid format.																				
42	General Query	The Request for Proposal (RFP) does not contain the transaction volume for each service, categorized by location/counter, over the past 3 years. This information is crucial for determining the average application volume during the previous RFP period. We kindly request that you arrange to provide this information.	<table border="1"> <thead> <tr> <th>Year</th> <th>visa</th> <th>pass port</th> <th>Other consular services</th> <th>OCI</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>7490</td> <td>5660</td> <td>2800</td> <td>3000</td> </tr> <tr> <td>2022</td> <td>11820</td> <td>4990</td> <td>3080</td> <td>1050</td> </tr> <tr> <td>2023</td> <td>10580</td> <td>4670</td> <td>3180</td> <td>1830</td> </tr> </tbody> </table> (Approximate figures)	Year	visa	pass port	Other consular services	OCI	2021	7490	5660	2800	3000	2022	11820	4990	3080	1050	2023	10580	4670	3180	1830
Year	visa	pass port	Other consular services	OCI																			
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2023	10580	4670	3180	1830																			
43	General Query	The process for transferring 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																				

44	<p>General Query</p>	<p>We kindly request confirmation on whether it is possible to utilize the services of a subcontractor for a specific category of ancillary services.</p>	<p>RFP condition may be referred to wherein no sub-contracting is allowed</p>
45	<p>Page No. 84 CHAPTER XVII: VALIDITY OF AGREEMENT</p> <p>Post may, with the approval of the Ministry, extend the Agreement if the circumstances so demand and, subject to satisfactory performance of the OSP, for a maximum period of two years, on the same terms and conditions.</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>
46	<p>Page no. 04</p> <p>CHAPTER I: REQUEST FOR PROPOSAL (RFP)</p> <p>Point 05.</p> <p>In the event of rollout of chip enabled e-passport services by the Ministry, the OSP shall be responsible for enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Post. In that case the Post in coordination with the NIC, will provide necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the OSP as per the standards prescribed by GoI's National Informatics Centre (NIC). No</p>	<p>We kindly request you to provide us with complete technical specifications for the hardware and its installation. This information is necessary for us to include in our price bid. At this time, we do not have any clarification regarding the quantity, technical specifications, or any other hardware/software requirements.</p>	<p>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</p>

	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 OSP shall coordinate with the Post and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.		
47	<p>Annexure E Part-III Sr. no. Page No. 119-120</p> <p>Point No. 8</p> <p>Record of Past Performance with Mission/MEA (7 marks)</p> <p>The following aspects to be considered:</p> <p>i. Past record of performance of the company with respect to the Mission (Show cause notices issued, specifying reasons for the same and the quality of responses received). Nature of complaints received from the applicants against the SP. Attitude Mission's instructions to the Service Provider – reliability and faithfulness in implementing Mission's instructions. Record of payment of penalties imposed by the Mission. Delivery of Optional Services (Oss) without complaints. Harmonious and constructive</p>	<p>Regarding the clause in the Request for Proposal (RFP) pertaining to previous performance and experience with Mission/MEA, we are interested in obtaining detailed information on the smooth bidding submission process. This information would be very helpful for all bidders.</p> <p>We kindly request clarification from the authority on the specific criteria required for bidders to qualify based on an e-Governance project or IT-related project from either the Government of India or the Tourism Travel Industry, as mentioned on page 18 of the eligibility criteria in the RFP. If bidders fulfill this eligibility criteria, they will also get full 7 marks.</p> <p>We kindly request the authority to provide clarification on this specific clause.</p>	Refer to the Part III, Annexure-E, which is self-explanatory

	relationship with the Mission. Performance regarding digitization/ indexation of documents.		
48	General Query	We kindly request you to confirm and share the current rate for service provider exit applications in order to finalize our financial bid accurately. This information will assist the bidder in submitting the tender smoothly.	Can be found in existing OSP webpage <a href="https://services.vfsglobal.com/fra/en/ind/">https://services.vfsglobal.com/fra/en/ind/</a>
49	The Mission may need to increase or decrease the number of ICACs, if deemed necessary.	Mission may elaborate on approximate increase in number of ICAC in order to work out cost.	Can not comment on future requirements
50	Chapter I: RFP, Point 8 (iii)	Need information on maximum no. of attempts to collect fingerprints, fingerprint quality threshold %, exception cases if any & exemption case if any.	Minimum five (5) attempts. Biometric data should be complete as per the dedicated software requirements provided by NIC. (Exemptions would be conveyed by the Mission.
51	Chapter I: RFP Para 1  Proposal for the delivery of Consular/Passport/Visa/OCI/ PCC/ Surrender Certificate (Renunciation of Indian Citizenship)/Global Entry Program (GEP) Verification/Misc. Attestation related support services	Please explain under what terms will Global Entry Program (GEP) Verification come into effect.	GEP verification service is already integrated into the Global Passport Seva project of the Govt of India.
52	Chapter III: Instructions to Bidder Point (1)	What are the factors that will be taken into consideration to assess the viability	The viability of financial bids shall be determined based on the

	<p>The Mission reserves the right to reject the lowest bid as unresponsive.</p>	<p>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>criteria mentioned in the RFP, particularly in Annex-C.</p> <p>The total expenditure, including taxes, cannot exceed the total revenue.</p> <p>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 72000, as mentioned in the RFP.</p> <p>Price justification is part of the bid.</p>
53	<p>Chapter V: Mandatory Eligibility Criteria Point (x)</p> <p>The Bidding Company must provide certification that its operations are compliant with local laws and the relevant tax regime and shall continue to be compliant with such regime.</p>	<p>Kindly clarify from whom the said certificate is to be provided.</p>	<p>Self-certification by the company</p>
54	<p>Chapter VII: Scope of Work and Deliverables Required Point T</p> <p>Consular Camps</p>	<p>How many consular camps will be conducted during a calendar year?</p>	<p>Four, in a calendar year within Mainland France. Corrigendum is being issued</p>



55	<p>Chapter VII: Scope of Work and Deliverables Required</p> <p>Point G, sub-para (c) Return of documents to the applicant. Facilitate applicant or his/her authorized representative for collection of document/passport from ICAC.</p>	<p>Can we consider travel agent as the representatives of the applicants for the collection of documents.</p>	<p>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</p>
56	<p>Chapter VII: Scope of Work and Deliverables Required Para1.A.(xi) Indian Consular Application Center (ICAC)</p>	<p>As per the specifications provided in the RFP, 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?</p> <p>As per the specifications provided in the RFP, 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?</p>	<p>The OSP is required to set up an entirely new ICAC having new premises, civil infra (including chairs, tables &amp; furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.,) and other necessary equipment/facilities/utilities.</p>
57	<p>Chapter VII: Scope of Work and Deliverables Required Para 1.B.(xii)(a)</p> <p>Chapter XI: Service Level Metrics/Penalties Item 30D</p> <p>Enquiry and Grievance Redressal mechanism: (a) The OSP shall provide an efficient -- and</p>	<p>Please specify that do we need to put both Chat bot &amp; WhatsApp bot and either will suffice.</p>	<p>The OSP shall maintain a chatbot on the website and a dedicated WhatsApp bot. Chapter VII para B (xii) (a) may be referred</p>

	<p>shall maintain a chat bot in the Web site and a dedicated WhatsApp bot.</p> <p>Whereas on page 65, Item 30D of Chapter XI: Service Level Metrics/Penalties, it is mentioned the OSP agrees to provide Whatsapp Bot/Chat Bot.</p>		
58	Work and Deliverables Required Para 1.A.(xi)	Is it 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
59	<p>Chapter VII: Scope of work and deliverables required Para S</p> <p>In case Mission/Post requires OSP's staff/personnel to be present within the Mission/Post premises-no additional expenditure to be borne on such account by GOI/Mission/Post(s).</p>	Please clarify on % of applications to be submitted at the Embassy.	<p>Most of the services are being outsourced and very few applications are expected to be submitted to Embassy and Embassy manages it by itself as of now.</p> <p>However, the Mission does not have any firm data in this regard and the OSP may require staff / personnel deployed at Embassy in case of need.</p>
60	<p>Chapter VII: Scope of Work &amp; Deliverables Required Para 1.A.(xi) Note 3 on page 24</p> <p>OSP shall also operate a counter at the Mission / Post if required.</p>	Kindly confirm will this be a regular feature.	No, Only in case of emergency or extraordinary situation
61	Chapter VII: Scope of Work & Deliverables Required Para B, Point (vii), Postal applications	Kindly confirm if the Service Provider is allowed to accept the applications through postal/courier.	Yes, provided it does not required personal presence

	Submission of applications: Applications may be submitted at ICAC, in person/through a representative or by postal means		
62	Chapter XI, point 19	In case of applicant opting for OS like form filing, Turnaround time (TAT) may go beyond 30 mins. Kindly explain the mechanism of calculating overall processing time for such 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.
63	Technical Bid Evaluation Proforma, Part III, Para 1.b.  Parking Facilities with capacity and type of parking.	Is there a defined criterion or guideline specifying the minimum number of parking slots required to attain the maximum score of 5 marks in the ICAC evaluation?	The OSP may offer Parking slots based on the average number of applicants visiting ICAC in a day and the working hours of ICAC as given in the RFP.