

**Embassy of India  
Riyadh**

**Replies to written queries and queries raised in the pre-bid conference**

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
1	Page No. 15-18 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 at ICACs across various locations in the Kingdom.  We expect that the footfall is likely to go up in coming months as large number of Indians have come to Kingdom for work in various projects.
2	Page No. 16 Chapter VII: Scope Of Work And Deliverables Required	Riyadh-2 (1000 Sq ft.) ICAC Manager- 1 Counter Staff- 2 IT handler-1 <b><u>Messenger- Staff for Application Facilitating Services- Security/Usher-1</u></b>	We have noted that staff in respect of Riyadh-2, the number of staff for the Application Facilitating Service is not mentioned. Similarly, the number of Messenger at Riyadh-2 is also not mentioned. Please confirm if one person each for the two categories is required.	In case of <b>Riyadh-2</b> , there is requirement for minimum <b>one</b> Staff for Application facilitating Services. No requirement for Messenger.  The same may kindly be noted.

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			This information is very crucial for the finalization of our bid response and will enable us to accurately reflect the associated costs in our financial bid.	
3	Page no. 03 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 06.	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 Gol'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	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).	Biometrics readiness is required for all services viz. passport, visa, consular, GEP, etc. Further, the biometrics requirements have already been specified in the RFP for various services.  Quantity of hardware planning is for the bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.

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		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.		
4	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED (xi) (a)	Requirement of ICAC Manager in all the centres	We request the mission to re consider the count as ICAC manager in a bigger centre with significant footfall is fine however for smaller centres it may not be viable since for 4 staff or less a supervisor can be placed instead of ICAC manager. Request please check and consider.	The minimum staff of each ICAC has been specified based on the current operations at ICACs across various locations in the Kingdom and keeping in mind future requirements.

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5	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED (xi) (a)	Staff for Application Facilitating Services	The staff for application facilitation services are mentioned centre wise in addition to the submission counter staff and backend staff. We believe not all the counters will be occupied at all times and the staff at the counter can be deployed to assist the applicants with the additional facilitation services and will also lead to under utilisation of the workforce in case of less applications at the centre at any given point of time . Request please consider revising the count as submission officers or back end officers can be utilised for the role.	The numbers specified are based on the current operations. Any re-arrangement will require prior permission of the Mission.
6	Chapter VII, point xi (b)	The clause states that Apart from the minimum staff strength mentioned in the above table, The SP shall also provide a minimum of 10 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs	Please confirm how the allocation of these 10 staff will be segregated amongst 14 centres. Please confirm how many staff are required dedicated for Back office and specify the roles for Staff for 'Application Facilitating Services' centre wise. Will call centre staff to be considered separately or included in this	ICAC wise segregated staff for <b>15</b> centres is clearly mentioned in Chapter VII 1A. (xi) (a) of RFP. In addition, minimum of <b>2</b> staff to facilitate the backend coordination.

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7	Chapter VII, point xi (c)	The clause states that the SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Riyadh and Post in Jeddah with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Posts, failing which penalties shall be levied on the SP as prescribed under Chapter XI of this RFP	Please confirm if the deputation of 1 submission counter at the mission in Riyadh and post in Jeddah with adequate numbers of staff will happen on all working days and does the count includes the total count of staff mentioned in Minimum staff required or separate since offsite. Also what will be the adequate number of staff, please specify the count.	Yes, 1 staff for a submission counter 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.  Separately, minimum of <b>two</b> backend staff is required to process handing/taking over of applications on all working days, as per Chapter VII 1A. (xi) (a)

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8	Point O- (i) Facilities at the ICAC	The SP shall ensure that ICAC is easily accessible to members of the public and located in a reputable area (within the specified limits) as per the local regulations, in consultation with and with the approval of the Mission/Posts concerned.	Please specify- what is the term ' within specified limits ' mean?	Please refer to Annexure-J Part III: TECHNICAL BID EVALUATION PROFORMA Sr. No. 1 (a). The evaluation criteria on location of ICAC is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders.  The location of the centre must be permissible under local laws.
9	2- OPERATIONAL SYSTEMS AND INFRASTRUCTURE: Point 3- Application Facilitating Services at ICACs	The clause states that SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICACs. Photocopy, Photographs ( 4 photographs), Form filling, Courier Services:	We should consider implementing a structured token system to streamline applicant flow and reduce wait times at the center, As per the RFP, applicants unable to opt for value-added services like photography, photocopy, form-filling and courier will lead to inefficiencies and longer queues. With 854 applications processed daily (excluding visa and OCI), almost 90% of applicants end up in a queue at some stage, causing congestion, particularly at the Photograph and form-filling stations. Since nearly everyone requires form-filling assistance, the waiting time increases significantly, making it difficult to achieve	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.  30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate

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			<p>the <b>30-minute turnaround goal</b> and leading to applicant discomfort and unnecessary complaints . Wouldn't issuing four different tokens help in distributing the load more effectively? This way, applicants would not be forced into unnecessary queues, service efficiency would improve, will only opt for value added service only if required and overall satisfaction levels would increase. Should we explore this approach to enhance our operations? Also with this approach the turnaround</p>	<p>time could be considered for Form filling if required.</p>
10	Chapter VII, point xii	<p>The SP shall provide an efficient and courteous telephonic inquiry system in multiple languages through Toll-free numbers/Voice Over Internet Protocol (VoIP) and shall maintain a chatbot in the website and a dedicated Whats App bot.</p>	<p>Please confirm the languages required by the mission on website, mobile app and chatbot</p>	<p>English and Hindi will be the medium of communication in all cases.</p>

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11	2- OPERATIONAL SYSTEMS AND INFRASTRUCTURE: Point 3- Application Facilitating Services at ICACs	The clause states Website and notice boards of the SP/Mission should indicate that photocopying, photographs, form filling, and courier services are not charged separately and the Service Fee charged by the SP is inclusive of the charges for Application Facilitating Services	Since photocopying, photographs, form filling, and courier services are optional charges and can only be provided on the applicant's requirement, what about the applicants who don't want to avail these services, wants to collect the document in person, already have the correct photograph, doesn't need xerox and form is correctly filled, why will they be paying for these services in the form of service fee charged by SP as will be paying	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.
12	Page no. 5 Point no. 11	The SP shall establish 15 ICAC's	Under the jurisdiction of Jeddah, kindly advise services required in Tabuk, Abha/Khamis Mushait, Jazan, Najran, Makkah and Madinah.	Nature of Consular services would be similar in all these centres as in other ICACs. Visa services for regular paper Visa would be provided only from the dedicated centre in Jeddah.



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13	Chapter VII Page no. 18/ ICAC's under Jeddah Jurisdiction.	Under section Note: As part of rendering CPV services, Mission and Post organize regular Scatter Tour to different remote locations.	Seeking clarification on the concept of Scatter Tours, particularly regarding their conduct and applicability to various services	Pl see Annexure <b>A</b> of this document. It may be noted that the figures are indicative.
14	Chapter XIV, Page No. 52 Point No. 1(ii)	Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-J) and a Declaration by the Bidder (Annex-E). All these annexures should be duly filled in Four Copies of technical bid. To be enclosed.	Kindly advise how many original and copies of technical bid are required.	One copy of the Technical bid should be original and three copies should be in duplicate.

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15	Chapter VII Page No. 21, Point No. xii (a)	The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol	Please provide number of calls / emails received for planning of call center.	The numbers vary and cannot be quantified.
16	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, environment, safety, insurance, privacy, payment of local taxes, etc.	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.

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17	Indian Consular Application Centre (ICAC): Point a. Page 15	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?	<p>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.</p> <p>The marks for the proposed ICAC will be assigned based on the relative quality of location submitted by bidders, as per the technical evaluation Proforma-Part III of the Annexure-J.</p>
18	Chapter - 7 Page 15	Website	Does the SP have to ensure Website is maintained only in a particular language or Languages ?	The website will be required in English and Hindi.

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19	Chapter VII (xi) (b) Page 18	<p>Apart from the minimum staff strength mentioned in the above table, The SP shall also provide a minimum of 2 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs.</p> <p>Failure of SP to provide the requisite counters and staff at ICACs as prescribed above will lead to penalty as prescribed under Chapter XI of the RFP.</p>	<p>Please advise the requirement for two backend staff applies to each location individually or if only two staff are needed at the country level? Additionally, where should they be placed? What should be their minimum grades</p> <p>Is there a mandatory requirement to have these staff in each centre, irrespective of size.</p>	<p>Generally, the requirement of back office staff are at major centres.</p> <p>However, SP should make timely provisions on other centres depending on footfall.</p>
20	Chapter XI Service Level Metrics/Penalties Page 47, point 40	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.

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21	Page 4. CHAPTER-I: (RFP)- 9	The Mission/Post handled approximately 703884 no. of services/ transactions during the three years from Jan-2022 to Dec-2024	Could you please provide a breakdown of the given counts based on different locations?	Pl see Annexure A of this document. It may be noted that the figures are indicative.
22	Page 4. CHAPTER-I: (RFP)- 9	Details of CPV Services provided by Mission /Posts during the period Jan 2022 to Dec 2024	The total count for the last three years is stated as 703,884, but when adding up the provided breakdown, the total comes to 742,691. Could you please clarify this discrepancy?	Bidders may take 7,42,691 as the indicative number as it factors in applicants who directly come to the Mission for Miscellaneous services.
23	Page 5. CHAPTER-I: (RFP)- 11	The SP shall establish 15 Indian Consular Application Centres (ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII under the jurisdiction of Mission in Riyadh viz 1. Riyadh (for Passport & Attestation service), 2. Riyadh (for Visa service), 3. Al Khobar, 4. Jubail, 5. Buraidah, 6. Hail, 7. Sakak/Al Jouf and under the jurisdiction of Post in Jeddah	As per the given list of centers, two centers have been designated for Passport and Attestation Services and Visa Services in both Riyadh and Jeddah. Would it be possible to have both centers in the same building in each city—i.e., both Riyadh centers in one building and both Jeddah centers in another?	Separate premises are required for passport and visa services both at Riyadh and Jeddah.

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		viz 1. Jeddah (for Passport & Attestation service), 2. Jeddah (for Visa service), 3. Tabuk, 4. Abha/Khamis Mushait, 5. Jazan, 6. Najran, 7. Makkah, 8. Madinah, in well connected commercial complexes		
24	Page 14. CHAPTER VI: JOINT VENTURE / CONSORTIUM	A local partner, in a JV, is a company which has been working in the said country for at least three years and is registered as a Company as per the local laws.	In a joint venture, can a partner registered outside the local country be included as one of the partners?	Please refer to Chapter VI (Joint Venture/Consortium of the RFP for details.

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25	Page 17. CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED  1 A. Dealing with Applicants and Documents	SP 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
26	Page 17. CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED  1 A. Dealing with Applicants and Documents xi-(a)	Buraidah Minimum No. of Counters- 3. Minimum staff required- ICAC Manager-1 Counter Staff-2 Staff for Application Facilitating Services-1 Security/Usher-1	There is a discrepancy in the details regarding the number of counters and minimum staff for the location BURAIDAH. The second column specifies a minimum of 3 counters, while the staff details mention only 2 counters. Similar inconsistencies are noted for SAKAKA, JEDDAH-2, ABHA KHAMIS MUSHAIT, JAZAN, MEDINA, and TABUK. 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.

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27	Page 20. CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED  1 B. Acceptance and forwarding of application to Mission/Post (ix)	The SP shall also maintain a maximum turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	Does the 30-minute TAT include Application Facilitating Services such as photographs, form filling, photocopying, etc.?	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate time could be considered for Form filling if required.
28	Chapter VII: Scope of work and Deliverables required (1A (xi) (a) Note	Mission and Post organise regular Scatter tour to different remote locations in the Kingdom on weekly/fortnightly/monthly/quarterly and half yearly on need basis.	Kindly confirm the number of applications (Category wise) processed under these Scatter Tour in past three years. Also, provide the expected number of staff to be deployed for these tours.	PI see Annexure <b>A</b> of this document. At least two office staff are required for each scatter tour. This may increase according to requirements.
29	Part III: TECHNICAL BID	Parking facilities with capacity and type of parking	Kindly confirm the minimum number of mandatory parking slots for each location.	Exclusive parking means parking space exclusively



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	EVALUATION PROFORMA			<p>reserved for applicants coming to centre for CPV services.</p> <p>Bidders are to arrive at the number of parking slots as per the number of applicants 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>
30	Part III: TECHNICAL BID EVALUATION PROFORMA	Number of submission counters	As per tender Offer with counters more than the minimum prescribed will be given higher marks relative to (i) above. Kindly provide number wise scoring for each location.	Please refer to the Technical Bid Evaluation Proforma.
31	Page 6 Chapter-III Clause (vi)	Instructions to Bidders	a. 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	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

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			<p>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.</p> <p>b. 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?</p>	<p>outstanding penalty cases in earlier contracts of respective bidders</p>
32	Page 6 Chapter-III clause (vi)	Instructions to Bidders	<p>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)</p>	<p>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</p>

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				in earlier contracts of respective bidders
33	Page 25 Chapter VII: Scope of Work and Deliverables Required Clause G (iii)	Despatch the document(s)/passport/P CC 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

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34	Page 29 Chapter VII: Scope of Work and Deliverables Required Point 1 (R)	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.	Please be kind to clarify the details about the submission of the applications and fee collected and the jurisdiction of Mission/Post for the Consular Camps.	Details regarding likely locations for Consular camps are already mentioned in the RFP. All other terms & conditions regarding fee would remain same. Centre wise break up of applications during Consular tours is attached as Annexure A.
35	Page 90 Part III: Technical Bid Evaluation Performa Point 4 (a)	Provision of Application Facilitating Services at ICACs Photocopying, Photograph, Form Filling, Courier Services  Refer to Chapter VII, para (3) of the RFP (7 marks)	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.	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 despatch process, the courier company to be hired, etc., in its technical bid.

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				Technical Bid evaluation marks will be awarded, based on the solution/explanation provided by the bidder, as per Annexure J (Part-III) of the RFP
36	Page 94 Part III: Technical Bid Evaluation Performa 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.
37	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 2	Full services at the Indian Consular Application Centers (ICACs) shall commence within one month of the signing of the Agreement or earlier as may be specified by the Mission & Posts.	<ul style="list-style-type: none"> <li>The clause stating that full services at the Indian Consular Application Centre (ICAC) shall commence within one month of signing the agreement, along with the operational submission counter at Missions/posts, is not practically feasible. Establishing 15 centers across the Kingdom of Saudi Arabia within 30 days is not realistic. This timeline needs</li> </ul>	Bidding companies are advised to adhere to the timelines mentioned in the RFP

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			to be re-evaluated, and a more achievable schedule should be set. If this clause remains unchanged, it may disproportionately benefit certain service providers, resulting in an uneven playing field for new entrants.	
38	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)  Point: 8 (V)	Provision of Application Facilitating Services viz. photocopy, photographs, form filling and courier services to applicants submitting consular applications	<ul style="list-style-type: none"> <li>• We understand that only four services (photocopy, photographs, form filling and courier services) are considered as facilitation services and no other services like premium lounge or any value-added services will be considered as facilitation service.</li> <li>• Since, Hon'ble Mission is focusing more on the applicant friendly ICAC operation and removed the value-added services like premium lounge, that creates discrimination between the applicants who are not capable of using these additional services. It is our humble request to kindly provide equal opportunities to all bidders and do not consider the proposal of any additional free</li> </ul>	There are <b>no</b> Optional /Value added services under the Scope of Work.  SP shall not indulge in providing any Service other than the deliverables included in the RFP.

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			services as technical evaluation and scoring requirement.	
39	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)  Point: 8 (VIII)	Dispatch and return document(s)/passport/PCC back to applicants via Courier service, in a secured manner as per standards prescribed by the Mission/Posts	<ul style="list-style-type: none"> <li>Does this imply that passports will not be returned over the counter? Additionally, in cases where an applicant chooses not to utilize the courier service, what responsibilities will the Service Provider (SP) be required to fulfill.</li> </ul>	Dispatch and return documents/passport via Courier is a mandatory deliverable to be provided by the SP, with the option for the applicant to collect passport/document from ICACs

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40	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)  Point: 11	The Mission wishes to engage a single SP to collect consular applications, with the applicable fees, along with prescribed documents for processing the applications as specified by the Mission/Post(s) from the applicant to be received in person as well as by <b>mail/courier</b> on its behalf, deliver them to the Mission/Post and subsequently return the processed documents/ passports to the applicants securely and expeditiously	<ul style="list-style-type: none"> <li>Kindly elaborate the process of receiving application by mail.</li> </ul>	<p>There is no provision to receive applications by mail/post in respect of the RFP floated for outsourcing of CPV service in the Kingdom of Saudi Arabia.</p> <p>All bidding companies may take note of it.</p>
41	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)  Point: 11	The SP shall establish 15 Indian Consular Application Centers (ICACs) for CPV Services as specified in RFP in a well-connected commercial complex with ample parking	<ul style="list-style-type: none"> <li>Kindly confirm, if a bidder has its own commercial complex/business center/offices space/ and or retail space owned by the company in the Kingdom of Saudi Arabia, specifically in Riyadh, Dammam and other major cities, and the same will meet the mandatory requirement mentioned in the RFP under clause no. CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED.</li> </ul>	SP is required to set up a new ICAC having new civil infrastructure (including Chairs, tables and furnishings) and IT infrastructure (including desktops, workstations, POS, token machines etc) and other



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		facilities for applicants, in prime locations.	<ul style="list-style-type: none"> <li>• Can, bidder offer the same as proposed location for setting up of ICAC in that region only if they are not operating any existing visa application center in that facility.</li> <li>• This will help the bidder to rollout the ICAC operation in a time bound manner with an advantage of managing entire ICAC operation without any dependency on property owners/agents or vendors like facility management service.</li> <li>• This will reduce the cost of entire ICAC operation which in return can be delivered to the applicants with reasonable and economical service charges.</li> </ul>	<p>necessary equipment's/facilities/utilities. The location, etc must comply with other specifications as outlined in the RFP.</p> <p>The marks for the proposed ICAC will be assigned as per the Technical evaluation Proforma-Part III of the Annexure-J.</p>

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42	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA, Point (xvi), page 13	The Bidding Company and in case of a Joint Venture, each partner company, shall disclose its shareholding financial interest in any other company entity providing/handling citizen-centric services across the globe, including, but not limited to visa, passport, attestation, travel or any other citizen-centric services.	<ul style="list-style-type: none"> <li>Kindly provide more clarity on this clause and provide the details of relevant document or certification required under this.</li> </ul>	The provisions are spelt out clearly in the RFP.
43	Chapter VII – Scope of work and deliverables Clause XI (a)	The SP shall also maintain a maximum turnaround time of 30 minutes for any applicant from token generation to acceptance of application and	<ul style="list-style-type: none"> <li>With the SP required to provide services of Form Filling (3 minutes), Photocopy (30 secs), Photograph (1 minute), Courier (1min 30 secs) a total of 6 minutes additional per applicant will be required in order to provide all the services excluding the application processing time and waiting time. The</li> </ul>	May please refer to Annexure-K of the RFP – all-inclusive singular Service Fee to be quoted by the bidder.

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		<p>payment at the counter of ICAC.</p>	<p>mission should reconsider the pricing model as this will lead to huge waiting time and also this pricing model suggests that every applicant would need to avail all services irrespective of their choice.</p> <ul style="list-style-type: none"> <li>• What is the basis of the size allocation for the ICAC. Also there are locations where there is a requirement for 4 Vac Managers which is deemed unreasonable to manage a center of 6000 Sqft. Also centers with the size of 500 Sqft there is a requirement of 1 Manager. Kindly provide the formulae used to determine the Vac size and Manpower requirement.</li> </ul>	<p>The size allocation and area has been made keeping in mind the current operations and requirements.</p> <p>Please note that this is minimum requirement and is subject to change.</p>

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44	Chapter VII – Scope of work and deliverables Clause B (vii)	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	<ul style="list-style-type: none"> <li>This service has not been added as a part of service determination. Kindly confirm.</li> </ul>	This is in the scope of work with no additional cost. Bidders may bid accordingly.
45	Chapter XI SERVICE LEVEL METRICS/PENALTIES Clause VI sub-Clause (10)	Collection of unauthorized amounts from the applicants	<ul style="list-style-type: none"> <li>There is no mention of further violations or termination of contract. Does this mean that the SP will only be charged equivalent to double the unauthorized amount collected or SAR 3670 whichever is higher, in each such case. Kindly clarify.</li> </ul>	Please refer to the <b>Note</b> given at the end of Chapter XI Service Level Metrics/Penalties.
46	Not Provided	Not Provided	Can a Govt. PSU to enter into as a service provider to ICAC	Bidders who qualify under Mandatory eligibility criteria: chapter V of the RFP can participate in the tender.
47	Page no. 12-13 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	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,	Mission would accept balance sheet on the basis of the prevalent accounting year of the country where the company is registered.

SI. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		<p>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 a copy of their joint venture agreement.</p>	<p>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 Chartered Accountant verifying the accuracy of the audited data for calendar years is acceptable.</p>	
48	<p>Page No. 12 Chapter V: Mandatory Eligibility Criteria (a) III</p>	<p>Conversion rate from US\$ to INR</p>	<p>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.</p>	<p>Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country for the respective years</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
49	<p>Page 53</p> <p>Chapter XV: Selection of Bidder/ Award of Contract.</p> <p>Para B (II) (e) (f) (g) Financial Bid Evaluation</p>	<p>(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.</p> <p>(f) Announcement of the result of Financial Bids will be conveyed in the meeting of the representatives of the Bidding Companies, which have qualified for the Financial Bid stage. The date and time of the Meeting will be intimated to the concerned bidders by email.</p> <p>(g) Subsequent to the announcement of the result of financial bids, the award of the Contract to the winning company (L1) will</p>	<p>In view of the simplified procedure for the determination of L1, it is suggested that the declaration of L1 may be made on the same day when the financial bids are opened in the meeting of the bidding companies along with members of the outsourcing committee after the price quoted by the bidders for the 'service fee' as per Annexure-K is disclosed to all the bidders.</p>	<p>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</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		be published on the website of the Mission.		
50	Annexure: K-FINANCIAL BID	Service Fee Quotation	Please provide the increased % of diaspora count YOY for service fee determination. Also please quote the total count of transactions to be considered when deriving service fee . What should be the number of anticipated CPV applications for the three -year contract period, on the basis of which the bidder estimates revenue	The diaspora numbers have been increasing every year. At present, about <b>2.65 mn</b> Indians are staying in the Kingdom.  Please refer to Annexure A on CPV applications.
51	Chapter X Page No 35 point No 1(i)	Bank Guarantee in SAR for the Govt funds held by OSP	Kindly advise amount for the same.	The exact amount will depend on the Service Fee quoted by the L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
52	Annexure H page No 77 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.	e-BG and SWIFT transactions will be accepted as per banking norms.
53	Annexure H page No 78 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)	e-BG and SWIFT transactions will be accepted as per banking norms.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			hence Stamp paper requirement does not exist. Pls clarify on the same.	
54	Chapter V, clause 1 (x):”	“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 nonresponsive. Further, what would be the procedure for such determination?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria
55	Chapter XV, Para B (II)(b)	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?	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.
56	CHAPTER X: BANK GUARANTEES (BGs), Page 35		Kindly provide the amount for bank guarantees in each category	The exact amount will depend on the Service Fee quoted by the L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.



Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
57	Page 12, 67 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.	Here external means the recognized audit agency in the country where the company is registered.
58	Page 95 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,	<p>a. Please be kind to clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances.</p> <p>b. 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.</p>	<p>Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive service fee</p> <p>The bidder has to provide information regarding Courier dispatch process, the courier company to be 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>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.		
59	General Query	Responsibility of Handling applications during the transition period.	We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.	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.
60	General Query	Utilize the services of a subcontractor for a specific category.	We kindly request confirmation if is it 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 <b>are not</b> permitted under any circumstances.  However, for courier and security services, SP can engage reputed companies registered in the country.
61	General Query	Contract Period	Require amendment. See Chapter XVII (P.S Validity of Agreement)	Please refer to Chapter XVII of RFP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			<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 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.</p>	<p>The agreement signed will be valid for 3 years from the date of signing the agreement, without any extension.</p>
62	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.	The selected SP is not expected to deal with the applications accepted by the previous SP. The previous SP would ensure that all applications are taken to their logical end which is either submission of all documents to the Mission/Post or return to the Applicant
63	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	The number of documents to be digitized for application varies from service to service.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			estimate resource requirements and submit competitive bids.	However, average number of pages per application may be taken between <b>8-10</b> pages.
64	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) point 9	Details of CPV Services provided by Mission /Posts during the period <a href="#">Jan 2022</a> to <a href="#">Dec 2024</a>	We request the mission to provide the segregation of services center-wise (15 ICAC's) as well.	Please refer to Annexure A of this document.
65	General Query		Please confirm whether the Mission receives applications by Post / Courier. If yes details of applications received in person and received by post / courier at each ICAC.	Not Applicable.
66	Chapter XIV Page No 52 point No 1(iv)		Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signature is required.
67	Chapter VII Point No 1(R), page No 29	Consular Camps	How many consular camps will be conducted during a calendar year. And are whether Consular Camps are required in addition to Scatter Tours.	On an average, <b>175</b> camps are conducted at various specified locations in the Kingdom.  It may be noted that the number and location of Consular camps/Scatter tours may vary based on the decision of Embassy/Consulate.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
68	CHAPTER V: Mandatory Eligibility Criteria Point:	The Bidding Company must deposit an Earnest Money Deposit (EMD) for SAR 541,596 (approximately @ 5% of the tender value)	Can we submit the EMD in USD, if yes what will be the conversion charges for the same.	Yes, the EMD in USD works out to 1,47,193.
69	CHAPTER- II: BIDDING SCHEDULE AND PROCESS	Timeline	As we have seen that over 15 Indian Mission across the geography has come with the tenders for outsourcing of CPV Services with the similar timeline. We kindly request you to provide a revised schedule for presentation as it is technically not possible for any organization to be present in 5-6 different countries on same day. We kindly request to provide revised schedule for the technical bid presentation session.	Technical bid presentation in virtual mode is also allowed if any bidder formally requests for the same. Virtual meeting platform, time, and other details will be intimated to the bidder in advance.

**ANNEXURE 'A'**

<b>Centre-wise number of applications handled from 2022 to 2024 in Riyadh Region</b>																						
Year	<b>Riyadh (Ummul Hammam)</b>			<b>Scattered Tours</b>			<b>Al Khobar</b>			<b>Jubail</b>			<b>Buraidah</b>			<b>Hail</b>			<b>Al Jouf/Sakak</b>			
Year	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	
2022	55062	6385	14383	4479	0	698	32050	3516	8316	9831	8	1595	6377	253	277	3159	0	252	1333	0	37	
2023	65242	4125	11189	5253	0	699	36737	1664	7757	11342	8	1459	7524	101	296	3537	0	263	1702	0	75	
2024	77105	3060	12331	4789	0	448	41370	934	5454	14011	15	1123	8276	44	198	3912	0	175	1986	0	42	
<b>Total</b>	<b>197409</b>	<b>13570</b>	<b>37903</b>	<b>14521</b>	<b>0</b>	<b>1845</b>	<b>110157</b>	<b>6114</b>	<b>21527</b>	<b>35184</b>	<b>31</b>	<b>4177</b>	<b>22177</b>	<b>398</b>	<b>771</b>	<b>10608</b>	<b>0</b>	<b>690</b>	<b>5021</b>	<b>0</b>	<b>154</b>	

<b>Centre-wise number of applications handled from from 2022 to 2024 in Jeddah Region</b>																								
Year	<b>Jeddah</b>			<b>Abha</b>			<b>Jazan</b>			<b>Makkah</b>			<b>Madina</b>			<b>Najran</b>			<b>Tabuk</b>			<b>Scattered Tours</b>		
Year	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT
2022	35,261	4,768	8,561	6,012	-	431	2,543	-	269	1,358	-	20	2,222	-	111	1,963	-	153	-	-	-	4,630	-	549
2023	36,763	3,655	7,785	6,455	-	285	2,864	-	182	2,430	-	-	3,526	-	68	2,158	-	121	-	-	-	6,092	-	608
2024	41,172	3,360	6,938	6,989	-	322	3,137	-	114	3,244	-	-	4,408	-	82	2,417	-	103	2,164	-	27	5,957	-	407
<b>Total</b>	<b>113,196</b>	<b>11,783</b>	<b>23,284</b>	<b>19,456</b>	<b>-</b>	<b>1,038</b>	<b>8,544</b>	<b>-</b>	<b>565</b>	<b>7,032</b>	<b>-</b>	<b>20</b>	<b>10,156</b>	<b>-</b>	<b>261</b>	<b>6,538</b>	<b>-</b>	<b>377</b>	<b>2,164</b>	<b>-</b>	<b>27</b>	<b>16,679</b>	<b>-</b>	<b>1,564</b>