

Reply to Questionnaire of VFS

S. No	Clause	RFP Clause	Query	Reply
1	To provider Consular/Passport/Visa/OCI/GEP Verification services	Pg 5. Introduction Pt 2.	Is GEP Verification Service part of the scope of services to be outsourced by the Embassy of India, Baghdad (Iraq).	Yes.
			What is the expected volume of GEP applications?	The volume of GEP applications in three-year pre-COVID period: <u>YearGEP</u> 2017.....Nil 2018.....Nil 2019.....Nil
			What is the process to be followed by the OSP for GEP Verification?	Indian citizens will have to submit application online at US Custom and Border Protection website, then submit the requisite information to Embassy at designated website. Applicant should submit the physical application along with documents and fees to the Service Provider for further steps.
2	Page. 5 ChapterII : Introduction Pt. 4	The Mission handled approximately 1,60,619 (no. of services) transactions during the three-year pre-Covid period from 2017 to 2019 (equivalent to 214 transactions/services per working day, assuming 250 working	Please provide monthly city-wise and service-wise application count break-up for the past 3 years. Also, please confirm % of applications that are received in person and by post in each city?	Embassy is based in Baghdad and there is no office in Basra. Service wise break up of services rendered at Baghdad for the three-year period from 2017 to 2019 is given below (city-wise data is not available):

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		days in a year).		<p><u>Year</u> <u>2017</u> Tourist visa-4624 Medical Visa-42,643 Student Visa-875 Business Visa-198 Other Visa- 992 Passport-420 Consular services-155</p> <p><u>2018</u> Tourist Visa-2401 Medical Visa-54246 Student Visa-495 Business Visa-130 Other Visa-1089 Passport-330 Consular Services-291</p> <p><u>2019</u> Tourist Visa-2028 Medical Visa-46126 Student Visa-343 Business Visa- 129 Other Visa- 878 Passport-329 Consular Services-2005</p> <p>The applications are received in person only and not by post.</p>
3	Pg 10. CHAPTER VII: DETERMINATION OF SERVICE FEE Pt 13 a.	The Mission will not pay for the services rendered by the Service Provider. The Service Provider will charge a Service Fee equal to the contract price per application, denominated in US Dollars, from the applicant.	Would the visa fee and service fee need to be collected in local currency?	In USD only.

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4	Pg 10. CHAPTER VII: DETERMINATION OF SERVICE FEE Pt 13 a.		Please confirm if the service fee for Passport and consular needs to <u>be lesser</u> than the visa service.	Service Fee should be same for all services.
5	Pg. 11 CHAPTER VII: DETERMINATION OF SERVICE FEE Pg 45. Financial Bids	Note1: Service Fee is the sum of fees quoted for basic services, finger biometrics, and facial biometrics. Note2: Charges for finger biometrics and facial biometrics should be quoted separately. Charges for finger biometrics for passport, visa, and consular services should be the same. Charges for facial biometrics for passport, visa, and consular services should be the same.	Clarity on Service fee to be quoted; Is the service fee required to be of the same value for all services or can a different price be quoted for different services? i.e., Passport fee: USD X Visa fee: USD Y, Consular fee: USD Z.	Service Fee should be same for all services e.g. Passport: USD X Visa: USD X Consular: USD X OCI: USD X GEP: USD X.
6	Pg. 28 Pt. k	The Mission shall arrange a Pre-bid Conference about the bidding process, prior to the last date for submission of bids. The pre-bid conference should be followed by presentations by Bidding Companies as per the date and time fixed by the Mission. These are to enable	Please confirm that the presentation will be held privately between the Mission and the bidder as our presentation will contain confidential information. How many participants per company are permitted to be attend the oral presentation? Will this be an e-	Yes. Two. It is not decided yet;

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		<p>the Bidding Companies to prepare the proposals with full knowledge of the requirements of the Mission and for the Mission to clearly assess the capabilities of the Service Provider. Presentation will also be evaluated in annexure E of RFP I. The Mission reserves the right to accept or</p>	<p>meeting or in person at mission premises?</p>	<p>however bidder would be intimated in advance.</p>
7	<p>Pg 27 Pt. m CHAPTER XIII: GUIDE TO BIDDERS</p>	<p>The Mission reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C as part of the financial bid, if it considers it unviable and could therefore lead to poor quality of services. In that event, the lowest responsive bid L1 may be decided from amongst the remaining bids which are considered viable.</p>	<p>Please confirm if the OS charges quoted will also be evaluated to render a bid unresponsive or if it will only be applicable for the basic service fee for CPV services and finger and facial biometric enrollment.</p>	<p>Basic service fee for CPV services and finger and facial biometric enrollment. The bids which are found to be unresponsive are liable to be rejected; of the remaining bids which are found to be responsive, the lowest evaluated bidder (L1) will be decided on the basis of the formula given in the RFP.</p>
8	<p>Pg. 44 Stage 1 CHAPTER XX: SELECTION OF BIDDERS/AWARD OF CONTRACT</p>	<p>Only the envelopes containing the Bid Security Declaration/EMD (Annex-J) and the Technical Bid, along with the prescribed Annexes, will be opened in the First Stage.</p>	<p>Please confirm if this is Annex -J or Annex G (Bank Guarantee format)</p>	<p>Here a typographical error has crept in. Words 'Bid Security Declaration/EMD' should be Bid Security Deposit/EMD. Bid Security Deposit/EMD may be provided in the form of Bank Guarantee (BG).</p>

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9	Page 21 q) Consular Camps	The OSP may be required by the Mission to organize Consular Camps at each of the locations at no additional cost to the Government of India/Mission. OSP will be required to provide services, including scrutiny of applications for consular, visa, passport, OCI, GEP services etc. and acceptance of fees. Same Service Fee should be levied on applicants. No additional service charge will be paid to the OSP. These camps are to be organized in cities other than the location of the centre	Request you to confirm the cities in which the consular camps will be required to be organized. Also, please provide the frequency of these camps. Would the camp services need to be offered in the Kurdistan region as well?	It will depend on the prevailing situation and concentration of Indian diaspora in that area e.g. Eol, Baghdad held consular camps in Karbala and Najaf. The frequency will be once in 3-4 months. Kurdistan comes under the jurisdiction of CGI, Erbil which is not covered under this RFP.
10	Pg. 45 ii) Financial Bids Note 3	While the biometrics for visa services should be introduced from the date of outsourcing operations, the same for passport and consular services will be announced separately as and when the procedures have been finalized by the Ministry.	Does the Mission has an indicative timeline to implement biometrics for passport and consular services? Which all consular services will require biometric enrollment?	No. As and when biometrics for consular services is to start, the Service Provider will be informed in advance.
11	Page 17 Digitization j) Issuance of Passports	iii. The OSP shall be required to work on the PSP platform of Government of India	Is there a plan to implement PSP in Iraq? Kindly confirm by when. Files format for GPSP	PSP already implemented. GPSP system to be

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	and Acceptance of GEP Background Verification Forms	or any other centralized platform for passport services if introduced. Detailed guidelines/procedures in this regard shall be intimated to the OSP.	and earlier passport systems is quite different.	implemented.
12	Page 14 CHAPTER VIII c (i) Transfer of amounts to Mission's account.	Deposit fees due to the Mission/Post i.e., Government of India Fee for CPV services and Consular surcharge fees in Mission/Posts' bank account on the day of receipt (or the next working day in case of delayed receipts as agreed upon with Mission).	What is the mode of payment to Mission?	Cash (USD)
13	Page 16 Pt h. Digitization	All supporting documents/enclosures submitted by the applicant at ICAC are required to be scanned/digitized/indexed and electronically attached on IVFRT portal with the application form of the applicant. The documents attached should be accessible to concerned officer in the Mission or to any other Authority of Government of India who accesses the application form at any stage.	Kindly confirm the approximate number of pages to be digitized per service per application?	4 to 5 pages.
14	Pg. 22 Pt	For setting up 'Indian	Please confirm if	With due approval of the

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	16. CHAPTER X: OPTIONAL SERVICES (OSs)	Consular Service At Your Doorstep' and 'Premium Lounge' prior written approval is required from the Mission.	services like Consular Service at Your Doorstep' and 'Premium Lounge will be permitted if approved by Local Mission with due approval both on price and service	Competent Authority.
15	Pg 28 Pt.i	In submitting a proposal to the Mission, the Bidding Company will be deemed to be fully informed and to have accepted the terms and conditions outlined in this Request for Proposal and that all commitments as per RFP and its Annexes- A to E will be met. A Declaration/Certificate to this effect will be furnished by the bidding Company.	Please confirm if Declaration needs to commit to (Annex A to E) or (A to J)	It is a self-contained, self-explanatory declaration in the form of an undertaking in which bidder inter alia commits that it has fully read, understood and complied with all the conditions stipulated in the RFP. Bidder also commits that it has understood that this undertaking will become an integral part of the Agreement between the bidder and the Mission, should the bidder be awarded the Contract. This declaration will have to be submitted alongwith bid documents.
16	CHAPTER X: OPTIONAL SERVICES (OSs)	Courier service	US\$ 20- Passport for all services visa, passport, and consular services or only passport?	All services.
17	Page 9 Mandatory criteria Point p	The EMD should be valid for 45 days beyond the final bid validity period.	Kindly affirm the date up to which the EMD needs to be valid or kindly affirm the bid validity period.	EMD which should be provided in the form of Bank Guarantee, should be valid until six months and 45 days after the RFP closing date.

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18	Pg 16. Section h Digitization Point ii	Those applications which are submitted by applicants directly at the Indian Mission will be handed over with supporting documents/enclosures to OSP and shall be scanned/digitized/indexed to link with the visa application on IVFRT. Such process shall be completed within three working days of handing over the documents to the OSP.	Since the application is done at the Embassy how will the OSP receive the Visa and service fee? What will be the volumes for such cases?	The Service Provider is responsible for digitisation of such applications. The volume of such applications is very low.
19	Page 58 Annex C Section B. Column F	Total Expenditure for the entire contract period.	Should the formula be 2D+E since the contract is for 2 years?	Under column F, total expenditure for the entire contract period of two years may be given. Words D+ E may be omitted. In sl. no. 39, information is required to be given as sought i.e. total cost in local currency and then total cost converted into USD at the GOI official rate of exchange (ROE) for the month of RFP (May 2022) which is: <u>GOI official ROE for May 2022:</u> Dinar 1 = Ind Rs. 18.9217 USD 1 = Ind Rs. 77.16

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.				Or Dinar 1 = USD 0.245 USD 1 = Dinar 4.08.
20	Page 32. Point 8	The OSP shall be responsible for bringing all Postal/ courier applications into the main tracking system on the day of their receipt. Postal applications after scrutiny shall be transmitted to the Mission on the next working day of receipt at the latest.	What would be the mode of payment of visa and service fees for such applications?	There is no system for submitting application by postal or courier service.
21	Page 56 Annex – B, Point 1	List of STQC certified models are defined in following URL http://stqc.gov.in/sites/upload_files/stqc/files/UID%20certificate%20of%20approval%20list%2013-10-2011.pdf (Added spaces in between as the complete URL was not fitting in the box. You may check the URL on page 56.	Unable to open this URL; please provide the correct URL.	We can access the website of Standardisation Testing and Quality Certification Directorate, Ministry of Electronics & Information Technology, Govt. of India at http://stqc.gov.in/sites/upload_files/stqc/files/UID%20certificate%20of%20approval%20list%2013-10-2011.pdf .