

Reply of the Questionnaires of BLS

SI No./RFP Reference(BLS)	Questionnaires	Reply to the queries
1.Chapter 2 - Introduction	<p>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 days in a year).</p> <p>Request you to provide the application counts for 2020 and 2021 separately for Visa/Passport/Consular/OCI/GEP services.</p>	<p><u>2020</u> Visa-16362 Passport-268 Consular&OCI-3425 GEP -Nil</p> <p><u>2021</u> Visa-15507 Passport-407 Consular& OCI-7004 GEP-Nil</p>
2.Chapter 2, Clause 4. Page No. 5	<p>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 days in a year). However, this is only an estimate and the Mission does not guarantee this number. The Mission wishes to engage a single Service Provider (SP) to collect applications, with the applicable fees, along with passports and other relevant documents as specified by the Mission from the applicant to be received in person as well as by mail/courier on its behalf, deliver them to the Mission and subsequently return the processed passports to the applicants in a secure and expeditious manner.</p> <p>BLS Query:Kindly provide break up of 1,60,619 (no. of services) year wise for consular / passport / visa / OCI / GEP verification application during the period 2017 to 2019. Kindly provide the break-up.</p>	<p><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>3. Chapter 8, Clause q. Page No. 21</p>	<p>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 center.</p> <p>BLS Query:</p> <p>1. Will the Mission arrange for accommodation for consular camp or service provider has to make their own arrangement?</p> <p>2. How much staff will be required at consular camp?</p>	<p>1. The Service Provider has to make own arrangement for accommodation for consular camp.</p> <p>2. Three – Four staff members may be required.</p>
<p>4. Chapter 8 – Clause m (i)</p>	<ul style="list-style-type: none"> • Kindly confirm if all applications and supporting documents need to be scanned before submission to the Mission? • Clause M(ii) states the timeline is to be agreed with the Mission, however, in the same clause it is mentioned that the DVDs are to be prepared daily and handed over on a weekly basis. Does this mean that the OSP has to create 1 DVD for each day? • It is also mentioned in the same clause that the scanning is to be done sequentially as per date. This is only possible if the scanning is done prior to submission of applications to the Mission. The Mission will need to ensure that applications are handed over to the OSP if the scanning is to be done post granting of service. • Clause m (v) states that certain enclosure of the application need not be scanned. We suggest that all applications shall be scanned in its entirety as segregation may lead to vital documents being missed. • Kindly confirm if the GPSP system has been implemented at the Mission 	<p>Chapter 8, para 11(m) (i), (ii) and (v) refer. Peripheral enclosures need not be included.</p> <p>The Service Provider should prepare DVDs of digitized data daily and hand over on a weekly basis as the idea is that there is no pendency. Mission concerned shall issue specific instructions in this regard.</p> <p>GPSP system to be implemented in the Mission.</p>

<p>5.Chapter 13, Clause k. Page No. 28</p>	<p>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 the Bidding Companies to prepare the proposals with full knowledge of the requirements of the Mission andfor the Mission to clearly assess the capabilities of the Service Provider. Presentation will also be evaluated in annexure E of RFP.</p> <p>BLS Query:How much maximum marks will the presentation content entail.</p>	<p>Sl. No. 8, Annexure-E. Marks will be awarded out of 10 marks.</p>
<p>6.Annex A: Technical Parameters for Digitization- Point 3, bullet c and D -Page number 54</p>	<p>Digitization guidelines to be relooked at as the RFP mentions the applications to be digitized with the visa number which is only possible post granting of visa.</p>	<p>The digitisation of documents must be done simultaneously. However, if this is not possible, then with the approval of the Mission concerned, the Service Provider should follow guidelines in Chapter 8, para 11(m).</p>
<p>7.Annex-E: Proforma for Evaluation of Technical Bids - Grading companies giving marks Criteria</p>	<p>There is a difference of 10 Marks in the Evaluation of Technical Bids - Quality of non-GOI client list and references received from them- Doesn't carry any mark</p>	<p>As mentioned in the Annexure-E, this item carries 10 marks.</p>
<p>8.PART-II-A Financial Bid for outsourcing of Consular/Passport/Visa/OCI/GEP Verification Services</p>	<p>Please clarify if the bidder has to give same service fee for each service type (Consular, Passport, Visa, and GEP verification). Please confirm.</p>	<p>Service Fee should be same for all services e.g.</p> <p>Passport: USD X Visa: USD X Consular: USD X OCI: USD X GEP: USD X</p>
<p>9.PART-II-A Financial Bid for outsourcing</p>	<p>If service fee is different for each service (Consular, Passport, Visa, and GEP verification) type, Please clarify the weighted average given to each service and the method of calculating L1</p>	<p>Service Fee should be same for all services.</p>

of Consular/Pass port/Visa/OCI/ GEP Verification Services	bidder?	
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