

S. No.	RFP Main / Sub-Section	Page No.	RFP Clause	Query	Mission's Response
1	CHAPTER I: Request for Proposal (RFP) Point 1	3	The award of the Contract will be, as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please advise how will the Authority ensure that the price quoted by any bidder is viable?	RFP provision for selection is minimum technical qualification score and L1 criteria only.
2	Chapter – I Request for Proposal (RFP) Point 3, Page 3	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?	Yes.
3	CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 05.	4	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	<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>The service fee depends on various factors, such as the index prices of</p>	<p>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.</p> <p>Quantity of hardware planning is for the bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.</p>

			<p>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.</p> <p>Hence the rates should be quoted with these provisions in mind. The SP shall coordinate with the Mission/Posts and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>	<p>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).</p>	
4	Chapter 1: Request for Proposal (RFP)	6	<p>The Mission/Post handled approximately 724,919 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 2971 transactions/ services per working day, assuming 244 working days in a year.</p>	<p>724,919 no. of services/transactions across three years would be approximately 241,640 services/transactions per year, which would be approximately 990 services/transactions per day, as compared to 2971 services/transactions mentioned. Requesting clarification on these figures.</p>	<p>Mission will issue a corrigendum. The number of working days in three year is $244*3=732$.</p>
5	Chapter 1: Request for Proposal (RFP)	6	<p>The Mission/Post handled approximately 724,919 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 2971 transactions/ services per working day, assuming 244 working days in a year.</p>	<p>Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.</p>	<p>Approximate number of transactions during three years: Goswell Road: 230,000 Hounslow: 210,000 Cardiff: 22,000 Birmingham: 121,000 Leicester: 41,000 Manchester: 31,000 Bradford: 27,000 Newcastle upon Tyne: yet to be opened Edinburgh: 29,000 Glasgow: 3,600 Belfast: 9,000</p>

6	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)- 8	6	The Mission/Post handled approximately 724,919 no. of services/ transactions during the three years from Jan-2022 to Dec-2024	Can you provide a breakdown of the given counts based on different locations?	Approximate number of transactions during three years: Goswell Road: 230,000 Hounslow: 210,000 Cardiff: 22,000 Birmingham: 121,000 Leicester: 41,000 Manchester: 31,000 Bradford: 27,000 Newcastle upon Tyne: yet to be opened Edinburgh: 29,000 Glasgow: 3,600 Belfast: 9,000
7	Chapter III Clause (vi)	10	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 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. 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?	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and summarily be rejected.
8	Chapter III clause (vi)	10	Instructions to Bidders	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,	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and summarily be rejected.

				will be considered as outstanding penalties for the purpose of Chapter III, clause (vi)	
9	Chapter III Point No. xii,	11	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	Details of the bank account will be shared through email with companies who have shared their organizational profile.
10	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3	17, 18, 109	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.
11	Chapter V: (i) (iii)/Mandatory Eligibility Criteria	18	The average annual turnover of the Bidding Company during the last three years (Jan 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 <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.	The RFP requires average turnover of the Bidding company on the basis of calendar Year during the last three years (Jan 2021-Dec 2023). However, in India, balance sheets are typically prepared on a financial year basis, starting from April 1 st and ending on March 31 st . 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.	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.
12	Chapter V: Mandatory Eligibility Criteria (a) III	18	Conversion rate from US\$ to INR	We kindly request you to confirm the applicable years for the conversion rate of US\$ to INR for calculating the equivalent value of Turnover and Net Worth during the respective calendar years for Jan 2021-Dec 2023, as mentioned in the RFP.	Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country in respective years
13	Chapter V, clause 1 (x):	19	The Bidding Company must provide certification that its operations are compliant with	As the operations of the bidding company would only stand initiated post the award of the	The selection criteria as defined in the RFP is as per L1 basis only.

			local labour laws and the relevant tax regime and shall continue to be compliant with such regime.”	tender, would a bidder whose bid is unable meet viability standards based on local labour laws read with labour requirements as stipulated in the present RFP, stand to be declared as non-responsive. Further, what would be the procedure for such determination?	Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP.
14	Chapter V Point No 1(x) page N	19	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?	Yes, the Service Provider will have to submit self-certification in this regard.
15	As per Chapter VII point No xi	23	in Note under point ©SP shall also operate on a regular basis, an exclusive submission counter each at High Commission of India, London and its Consulates in the United Kingdom with adequate number of staff for processing of applications.	Please share an estimate or indication as to how many counters and staff will be required.	At least two staff at HCI London and one each in each of the Posts.
16	Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED: 1-A. (xi) Indian Consular Application Center (ICAC)	24	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 on the basis of counters required.	The minimum area of each ICAC has been specified based on the current operations.
17	Chapter VII, Clause 1 (A) (xi) (a):	24	The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the	Are the bidders required to advance documents/calculations supporting the financial viability of any 'service fee' so submitted by the bidder, to	Bidding companies are required to submit their financial bid, strictly as per the Annex-K of the RFP. No additional information/calculation sheet is required to be provided by bidders.

			<p>following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants. The proposed locations for the ICACs should have an area of minimum office space as specified in the table below sufficient for Reception desk/counters/workstation/walk-in applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc.”</p>	<p>show that the same is sufficient to finance not only the market rental values for the requisite ICACs and meet the specified requirements? If there are no such documents to be provided by the prospective bidders, how will the tendering authority determine this aspect?</p>	
18	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents</p>	25	<p>SP shall provide space/ working station for officials of the Mission for attestation or other services as decided by the Mission.</p>	<p>Is the required workstation for officials intended for the public dealing area or the back-office area? Please clarify.</p>	<p>Attestation will be provided at the premises of Mission and Posts.</p>
19	<p>Chapter VII point no.(vii)</p>	30	<p>Postal Application</p>	<p>Kindly share details of applications received in person and received by post/courier at each ICAC.</p>	<p>Applications are received in person.</p>
20	<p>Chapter VII: Scope of Work and Deliverables Required Clause 1B x(b)</p>	31	<p>The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.</p>	<p>The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for form filling, photocopy, photograph services.</p>	<p>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.</p>
21	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES</p>	31	<p>The SP shall also maintain a maximum turnaround time of 30 minutes for any applicant from token generation</p>	<p>Does the 30-minute TAT include Application Facilitating Services such as photographs, form filling, photocopying, etc.?</p>	<p>30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate time</p>

	REQUIRED 1 B. Acceptance and forwarding of application to Mission/Post (x)-(b)		to acceptance of application and payment at the counter of ICAC.		could be considered for Form filling if required.
22	Chapter VII Point No. xii (a)	33	The SP shall 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.	Average of calls and emails received at SP Centres in a month are 6800 (approx.) and 2600 (approx.) respectively.
23	Chapter VII: Scope of Work and Deliverables Required Clause G (c)	40	Despatch the document(s)/passport/PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the Service Provider, with the option for applicants to collect passport/document from ICACs.
24	Chapter VII. Point No 1(T)	49	Consular Camps	How many consular camps will be conducted during a calendar year?	Consular camps are needed from time to time. The number of camps is not fixed in advance. OSP can, however, expect around two dozen camps during a calendar year.
25	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	53	Application Facilitating Services at ICACs SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICACs. 1. Photocopy 2. Photographs 3. Form Filing 4. Courier Service	Please be kind to clarify the total revenue of photocopy, photograph, form filing and courier services availed by the applicants in the last three years for the purpose of calculation of the financial bid.	Bidders to make its own calculations based on anticipated number of applications to quote a singular Service Fee as per Annexure-K of the RFP.
26	Chapter X point No 1(i)	57	The SP shall provide a Bank Guarantee in GBP for the Govt funds held by SP.	Kindly advise amount for the same.	The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
27	Chapter XI Service Level Metrics/Penalties point 41	78	Personal Records (PII Data)	Please advise purging policy for Personal data for the applicant.	Data handling and storage requirements are explicitly mentioned in the RFP. Please refer Chapter VII.
28	Chapter XIV, Point No. 1(ii)	87	Envelop 2: A separate closed envelope containing the Technical	Kindly advise how many original and copies of technical bid are	One copy of the technical bid should be original and three copies could be in duplicate.

			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.	required	
29	Chapter XIV point No 1(iv)	87	The proposal must contain the information required by the RFP, in original, signed.	Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signatures are required.
30	Chapter XV, Clause B (II) (e):	91	The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest 'Service Fee' will be ranked as L1 and the contract will be awarded to the L1. In the case of a tie, where more than one company has quoted the same Service Fee, the Bidding Company graded higher in the evaluation of Technical Bids will be declared L1."	On the date on which the financial bids are opened, is the bidder with the lowest financial bid automatically ranked as "L1" and resultantly automatically the bidder to whom the award/contract shall be granted? Are no viability studies/analysis to be conducted by the MEA/Mission against the financial bids of the technically responsive bidders, to ensure that the lowest financial bid is a value which can validly and viably provide the services stipulated in the RFP and meet the quality stipulations of the same, as also defined in the RFP?	Opening of Financial Bids shall not construe to be declaration of "L1". Results of Financial Bids will be declared subsequently after necessary internal process, based on L1 criteria only
31	Chapter XV, Para B (II)(b)	91	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 technical bid score of each bidder will be informed by email.
32	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT (II) Financial Bid	91	The Lowest Financial Bid (L1) will bedetermined based on the Service Fee quoted by the bidders, asper Annexure-K of this RFP. The bidder who has quoted	Is there a process in place to evaluate the financial figures quoted by the bidder? Additionally, does the MEA have any guidelines or viability criteria to assess	RFP provision for selection of SP is minimum technical qualification score and L1 criteria only.

	Evaluation: (d)		the lowest 'Service Fee' will be ranked as L1 and the contract will be awarded to the L1.	whether a financial bid is abnormally low or high?	
33	Chapter XVI, Clause I (i)-	94	The RFP requires the service provider to start operations and implementation within one month of signing of the agreement.	One month is not enough for Service Provider to start the operations and implementation considering the local condition such as lease finalization of ICAC, approval of floor plan of ICAC, fire certificates, health & safety certificates and refurbishment of ICAC.	The selected SP is required to meet the timeline mentioned in the RFP. However, Para 1. (i) of chapter XVI of the RFP may please be referred in this regard.
34	Annexure H Note 1	123	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.
35	Annexure H page No 123 Note 2	123	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.	e-BG and SWIFT transactions will be accepted as per banking norms.
36	Page No. 136 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)	136	Location of the ICAC: Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company. The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.	<p>We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/remarks in the TECHNICAL BID EVALUATION PROFORMA.</p> <p>Prime Location: Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:</p> <p>Proximity: Since the Proximity may be assessed based on the following criteria:</p> <p>High Proximity km Medium Proximity km</p>	The RFP provision and the evaluation criteria on location of ICAC is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders.

				<p>Low Proximity km</p> <p>Please confirm, if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.</p>	
37	Part III: Technical Bid Evaluation Performa Point 1(b)	136	Parking facilities with capacity and type of parking.	<p>Please be kind to clarify, what is the maximum number of parking slots to be considered as adequate slots in ICAC.</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>
38	<p>Page No. 136</p> <p>Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (b)</p>	136	<p>Parking facilities with capacity and type of parking</p> <p>5 Marks- Exclusive Parking with adequate slots in ICAC4-Marks- Adequate parking slots in or near ICACLess than 4 Marks – for Inadequate slots/slots not closer to ICAC</p>	<p>Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.</p> <p>• Definition of Exclusive Parking: • Number of Exclusive Parking Slots:</p> <p>a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested. b) The number of parking slots to be categorized as exclusive parking is also requested. c) This information is crucial for bidders to accurately assess project requirements and submit competitive bids.</p> <p>A prompt response to this clarification is requested to enable the bidders to incorporate this information into their bids.</p>	<p>Exclusive Parking means Parking space exclusively reserved for applicants visiting ICAC.</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>
39	Part III: Technical Bid Evaluation Performa Point 4 (a)	137	Provision of Application Facilitating Services at ICACs Photocopying	<p>Please be kind to clarify what explanation/solution for the provision of Application Facilitation</p>	<p>Necessary hardware and manpower facilities have to be provisioned for Application Facilitating services such as Photograph,</p>

			<p>Photograph Form Filling Courier Services Refer to Chapter VII, para (3) of the RFP (7 marks)</p>	<p>Services is expected from the Service provider. This will enable us to incorporate the necessary details into our Technical Bid accordingly.</p>	<p>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.</p> <p>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</p>
40	Part III: Technical Bid Evaluation Performa Point 9	142	<p>Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.</p>	<p>Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation</p>	<p>Reputation will be assessed based on past association with corporate and non-GOI clients including foreign governments.</p>
41	Annexure-K	144	<p>Financial Bid Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.</p>	<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>Bidder shall quote a singular service as per Annexure-K of the RFP. Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all inclusive service fee.</p>
42	Annexure-K	144	<p>Financial Bid Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four</p>	<p>If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant</p>	<p>Service fee is inclusive of all the services mentioned irrespective whether Applicant avails of the service or not.</p>

			Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	does not avail any or all of the 4 Application Facilitation Services.	
43	Annexure:K, Financial Bid Page144	144	Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details /no response may lead to rejection of the bid.	If there is just one consolidated Service Fee to be quoted by the bidder. Please advise what specific details are considered under vague here. And what are mandatorily required to be shared.	Bidder shall quote a singular service as per Annexure-K of the RFP.
GENERIC QUERIES					
44	General Query			The present RFP does not stipulate any criteria for determining viability of bids. What is the process which the MEA seeks to follow, post receipt of bids, to determine the viability of a bid to ensure quality of services offered and to ensure complete adherence of all the local laws?	RFP provision for selection is minimum technical qualification score and L1 criteria only.
45	General Query		Mission has provided the application count category wise for past three years	Mission has provided us the volumes for past three years, can the mission provide the guidelines on the projected application volume for the next three-year alia contractual period	Govt policies, growth in Indian Diaspora in UK, number of persons expected to travel to India are some factors on which the number of applications depends.
46	General Query			Will there be a single Service fee for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	Only a singular Service Fee is to be quoted as per Annexure K.
47	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.
48	General Query		Utilize the services of a subcontractor for a specific category.	We kindly request confirmation if it is possible to utilize the services of a subcontractor for a specific category of ancillary service.	There is no such provision in the RFP. Please note that agents and middlemen are not permitted under any circumstances. However, for courier and security services, SP can engage reputed companies registered in

					the country
49	General Query		Contract Period	<p>Require amendment. See Chapter XVII (P.S Validity of Agreement) 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 1 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>Please refer to Chapter XVII of RFP.</p> <p>The agreement signed will be valid for 3 years from the date of signing the agreement, without any extension</p>
50	General Query		Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	Bidders may ascertain the number of pages per application from the list of documents required with applications, which are mentioned on Mission's website.
51	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 OSP is not expected to deal with the applications accepted by the previous OSP. The previous OSP 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