

**Replies to Pre-Bid Queries in respect of RFP for tendering of Outsourcing of CPV-OCI services of HCI
London, CGI Birmingham & CGI Edinburgh**

S No.	RFP Reference	RFP Statement	Clarification Required	Reply
1	Page-3 Chapter 1, point 2	<p>The Bidding Company's proposal will constitute an offer to develop a contract 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/Posts to enter into a contract.</p>	<p>We understand from this clause that the proposal submitted by the OSP will become the part of final contract document at the time of award/signing of contract.</p> <p>Kindly confirm, does this para mean that the OSP has to provide a contract with the offer. Till date the contracts were provided by MEA on selection of the OSP.</p>	<p>This para does not mean that the OSP has to provide a contract with the offer.</p>
2	Page-3 Chapter 1, point 4	<p>In the event of roll out of chip enabled e-passport services by the Ministry, the OSP will be responsible for enrolment of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts.</p>	<ul style="list-style-type: none"> • In the event of roll out of E-passport kindly specify the expected change in the application count. • In case of non-availability of required data, will it be safe to assume that the total population of the Indian diaspora in UK will be required to make the said change.? 	<p>The policy of roll-out of chip-enabled E-passport services is yet to be finalized and conveyed by the Ministry. However, bidder may like to consider all possibilities in such a scenario and bid accordingly.</p>

			<ul style="list-style-type: none"> • Kindly confirm the expected timeline for changing over to E-passport. • Can we consider that the E-passport service will be brought in force during the tenure of the contract.? • Also confirm, if the OSP is allowed to consider the incremental volume for the calculation purpose in Annex C and the financial offer. 	
3	Page-4 Chapter 1, point 6 (iii)	Digitization/Indexation/scanning of Consular applications forms along with enclosures, capturing of biographic data and photograph and transfer the data electronically to High Commission of India, London and CGIs in Birmingham and Edinburgh.	Kindly provide the average number of documents per application to be digitized as per the services.	The number of documents to be digitized per application varies from service to service. However, average number of documents per application may be taken somewhere between 8-10 pages.
4	Page-5 Chapter 1, point 8	Mission handled more than 700 transactions/services per day based on total cumulative Consular/Passport/Visa/OCI services extended by the Mission in the years 2018, 2019 and 2021 (year 2020 excluded considering the extensive disruption in services due to pandemic).	<p>Kindly provide the application count for the 2018, 2019, 2021 with below details:</p> <ul style="list-style-type: none"> • Service wise application count • Jurisdiction wise application count • Mission & Consulate wise 	Appendix A

			<p>application count, &</p> <ul style="list-style-type: none"> Month wise application count. 	
5	<p>Page 12</p> <p>Chapter 3, point xvi (a)</p>	<p>The charges for Optional Services (OSs) per application should be quoted, as per the Financial Bid format (Annex-C) and shall be inclusive of any local taxes and VAT</p> <p>currently applicable in UK. It is the responsibility of the Service Provider to pay applicable taxes to the concerned Governmental authorities.</p>	<p>We may request you to kindly provide the ICAC wise application count for optional services availed by the applicants during the year 2022</p>	Appendix A
6	<p>Page 5</p> <p>Chapter 1, point 9</p>	<p>The selected agency would be expected to establish Consular/Passport/Visa/OCI Service Center (ICACs)</p>	<p>Kindly provide the details of minimum number counters including front desk/counters/work station/walk-in applicants, chairs for seating of waiting people, expected to be provided by the OSP during ICAC operation as the same is the criteria under technical evaluation as mandatory requirement.</p>	<p>Number of applicants handled by each ICAC in recent years has been provided (Appendix A) which gives a rough idea of total footfall in each centre. Also, Please refer to Chapter VII ‘Scope of Work and Deliverable Required’: Part P ‘Facilities at the ICAC’.</p>
7	<p>Page 20, Chapter 6, point (v)</p>	<p>In person applications: On receipt of applications at the ICAC from applicants submitting in person or through a representative</p>	<ul style="list-style-type: none"> We understand that the representative means the person authorized by the application for submission. Kindly confirm whether agents will be considered as 	<p>Agents and middlemen are not permitted under any circumstances.</p>

			<p>the representative and application submission through the agents is permitted or not.</p> <ul style="list-style-type: none"> • In case of application submission through the agent, we request you to kindly provide the year wise application count submitted by the travel agents for the year 2018, 2019, 2020. • Also confirm, whether the OSP will have to provide a dedicated submission counter for travel agents for bulk submission along with appointment system. If yes, it is proposed to authorize OSP to charge a separate fee for travel agents or not allow travel agent submissions. 	
8	Page 21 Chapter 6, point B(vi)	The applications received by Post/Courier should be registered / brought into the main system on the same day of receipt at SP's office.	Kindly provide the year wise count for postal application processed during the year 2018,2019,2020.	Most of the applications are received in-person only.
9	Page 20 Chapter 7, point B(v-f)	Postal Application	In case the application received through post has some document deficiency, will the OSP be allowed to charge the applicant for sending,	In such a case where requisite documents/information is not posted by the applicant, postal charges, if any, for submission of required documents has to be borne by the applicant only. (Applicable for postal applications

			receiving and other optional services rendered by the applicant	only).
10	Page 23 Chapter 3	Service Fees and Optional Service (OS) charges of the OSP are refundable when services have not been availed by the applicant with due prior notice to the OSP;	Will request to elaborate the highlighted in terms of timeline and situation.	Service fees and optional charges need to be refunded by OSP
11	Page Chapter 7, Point (P-iv)	The ICAC shall have sufficient space, subject to the minimum prescribed, in terms of waiting area, minimum 8 (eight) counters, processing area, Biometric Services and Optional Services. Minimum 30% of space may kept for waiting applicants	As per RFP page 5, IVAC at different locations has different area requirements starting from minimum 440 Sq.ft till 5250 Sq.ft. Kindly confirm, if the parameter for minimum 8 counters is applicable to each IVAC.	Please refer to Chapter VII ‘Scope of Work and Deliverable Required’: Part P ‘Facilities at the ICAC’ sub para (iv) of the RFP.
12	Page 33, Chapter Point T	Consular Camp	Please provide the details of “Consular Camps” conducted during the years 2018,2019,2021.	List of Consular camps held in recent years is at ‘Appendix B’. Please note number and location of consular camp may vary based on decision of HCI/CGIs.
13	Page 61 Chapter xv point B (ii)	Financial Bid	Under Annex C : The formulae for calculating the anticipated cost is not specified. The overall Annex C is a combination of OPEX and CAPEX. Kindly provide the formulae to establish the costing. Will depreciation be considered for 3 or 5 years?	The prospective bidder has to derive the formulae for anticipated cost.

14	Page 15, chapter v point xiii	The Bidding Company should have the adequate financial strength to provide Bank Guarantees (BGs) as stipulated in the RFP, to be certified by an authorised external auditing agency. A certificate is to be provided. No specific format is prescribed.	Please confirm, if the nationalized/private bank or the company auditor firm registered in the respective country as per local regulations is allowed to provide the required declaration for financial viability.	Prospective bidders may please refer to Chapter X Para 1 (viii) on page 42 of RFP.
15	Page 10, Chapter iii point (o)	Bidders are required to make Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Mission which will also be evaluated in Annexure-E of RFP.	Kindly provide the details of presentation, including <ul style="list-style-type: none"> • Time allowed • members allowed during presentation • Mode of presentation 	Time allowed: 30 mins (max.) Members allowed during presentation: 2 to 3 participants from same participating company Mode of presentation: In-person
16	Page 14 Point 1 (i)	Mandatory Eligibility Criteria	Kindly confirm, if the experience of delivering similar visa/passport/consular service to other diplomatic mission across globe will be considered and do the letter of award of contract/ agreement will be considered as a proof of experience.	Bidders may refer to Chapter V :_‘Mandatory Eligibility Criteria’.
17	Page 89 Part 2	Scope Of Work And Deliverables:	Kindly confirm, if this is applicable only to the ICAC situated near the High Commission or for all locations/post	Please refer to Annexure E part-II of RFP ‘Location of the India consular Application Centre (ICAC) must be in a reputed area with convenient accessibility by public/private transport and proximity to the Mission.

		<p>Location of the India consular Application Centre (ICAC) must be in a reputed area with convenient accessibility by public/private transport and proximity to the Mission. The distance between the Mission and the ICAC should not be more than 4 Kms to enable easy movement between them. In other cities, ICACs must be located in the City centre areas for easy accessibility. The location of the Centres must be permissible under local laws.</p>		<p>The distance between the Mission and the ICAC should not be more than 4 Kms to enable easy movement between them. In other cities, ICACs must be located in the City centre areas for easy accessibility. The location of the Centres must be permissible under local laws.’</p>
18	Page 104	<p>Organisation Profile :</p> <p>The Bidding Company should provide a Declaration/Certificate as in Annexure - I.</p>	<p>Kindly share the format of the Declaration / Certificate required.</p>	<p>The format of the Organization profile has been provided in Annexure-I of the RFP.</p>
19	Chapter – I, Pg 3, Pt. 2	<p>The contract will also include provisions regarding Force Majeure, unusual situations like COVID-19 pandemic or any other similar unprecedented</p>	<p>During such Force Majeure situations, will penalties and SLAs be applicable to the OSP?</p>	<p>During Force Majeure situations, due considerations will be given to the OSP while considering penalties/SLAs. However, it may differ depending upon the situation and particular case.</p>

		<p>emergency situation which may affect normal working conditions during which the OSP would be required to provide</p> <p>minimum specified services as per the requirement of the Mission / Post(s) and as may be permissible under the applicable State laws, termination of contract and the consequences of termination.</p>		
20	Chapter - I, Pg 4, Pt. 7 (iii)	Capturing of Biographic data and photograph electronic transfer of data to High Commission of India, London and CGIs in Birmingham and Edinburgh....”-	Need information on maximum no. of attempts to collect fingerprints, fingerprint quality threshold %, exception cases if any & exemption case if any	The OSP has to provide the data duly indexed in CD/DVD or any reliable storage format to the Mission/Post irrespective of number of attempts. Quality of scanned documents/biographic data should be such that the person may be identified easily on the basis of this data. There aren't any exemptions until and unless specified by the Mission.
21	Chapter - I, Pg 4, Pt (4)	In the event of roll out of chip enabled e-passport services by the Ministry, the OSP will be responsible for enrolment of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts. Mission/Posts in coordination with the NIC, will provide necessary biometric capturing software for the purpose or	<p>What will be the timeline for the Chip enabled passports to be rolled out?</p> <p>Also, as it will be a staggered roll out what %age of applicants will have a chip enabled passport?</p>	The policy of roll-out of chip-enabled E-passport services is yet to be finalized and conveyed by the Ministry. However, bidder may like to consider all possibilities in such scenario and may bid accordingly.

		compensate actual cost incurred to establish the system to capture biometric data as specified by the Ministry while the hardware shall be the responsibility of the OSP as per the standards prescribed by NIC		
22	Chapter III, Pg. 10, Pt. (o)	Bidders are required to make Presentation at the time of valuation of Technical Bids as per the date and time fixed by the Mission which will also be evaluated in Annexure-E of RFP	<p>Please confirm that the presentation will be held privately between the Mission and the bidder as our presentation will contain confidential information.</p> <p>How many participants per company are permitted to be attend the oral presentation?</p> <p>Will this be an e-meeting or in person at mission premises?</p>	Presentation will be between Mission & Individual participants. Two to three representatives from each participating company would be permitted. It would be in-person.
23	Chapter III, Pg. 10, Pt. (l)	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	What are the factors that will be taken into consideration to assess the viability of costing information to determine the lowest bid?	Please refer to Annex C: 'Financial Bid' of the RFP. All explanation regarding price break-up and supporting documents may be submitted along with 'Financial Bid' tender documents.

		quality of services. In that event, the lowest responsive bid L1 may be decided amongst the remaining bids which are considered viable.	Would the bidder be given an opportunity to explain the price breakup along with supporting documentation?	
24	Chapter III, Pg 11, Pt. (xv)	Determination of Service Fee	Please confirm if the service fee for all CPV services needs to be the same or can a different price be quoted for different services? i.e., Consular fee: GBP X. Passport fee: GBP Y. Visa fee: GBP Z.	Please refer to Chapter XV: Selection of Bidders/Award of Contract and Annexure C Part-II A of the RFP which refers to a single 'Basic service fees.
25	Chapter III, Pg 11, Pt (b)	Reasonability/viability of the amount quoted by the bidder for each component in financial bid (Annex C) will be examined on the basis of viability of the proposal and in case bidder's quote for any component/item is not viable, the bid can be considered unresponsive and would be rejected. No services should be quoted as Zero, including biometrics and if a firm quotes NIL or abnormally low charges/consideration, the bid shall be treated as unresponsive and will not be considered. The decision taken by High Commission of India, London in	Do all the applicants need to give biometrics or will it be only consular or any specific category of applicants?	The policy of taking bio-metrics in various services is to be finalized and conveyed by the Ministry. However, bidder may like to consider all possibilities in such scenario and may bid accordingly.

		this regard shall be final		
26	Chapter III, Pg 12, Pt (e)	The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-visa Scheme. Government of India reserves the right to further liberalise the visa regime. There shall be no compensation against any such instance when the number of consular applications gets reduced in the country and one or all ICACs is/are bound to be closed or relocated due to any unforeseen circumstances/situation	Do we have any tentative timelines when GOI's policies mentioned in this clause will be implemented? If the same are implemented does the bidder have the flexibility to reduce the size/number of VACs?	The policy of visa liberalization, OCI and E-visa Scheme is yet to be finalized and conveyed by the Ministry. However, bidder may like to consider all possibilities in such scenario and may bid accordingly. The bidder does not have the flexibility to reduce the size/number of IVACs on its own.
27	Chapter VII, Pg 18, Pt (v) Pg 35,Pt (iii)	The OSP shall not capture any data/information from the applicant on/through its website or insist upon service seekers to apply for services at its website	How is the OSP expected to deploy an Application Management System and online submission without collecting applicant data? Can the word "capture" be defined here? Does it mean collecting and processing and storing data or even mere processing the data (without storing it)?	It means collecting and processing of data without storing it.
28	Chapter VII,	Postal applications: The applications received by	What is the cut off time for postal/ courier applications received in the	Please refer to Chapter no. XI: Service Level

	Pg 21, Pt (vi)	Post/Courier should be registered / brought into the main system on the same day of receipt at OSP's office.	day for bringing these into the main system on the same day.	Matrix/Penalties, S. No. (vi), point no. 8 in the table.
29	Chapter VII, Pg 22, Pt (xi) and (ix) Pg 33, Pt (U)	'Walk-in' service is a standard procedure to be adopted in the ICACs and all arrangements should be made to ensure that 'walk-in' applicants are serviced satisfactorily. Delay in appointments will invite penalty as explained under Chapter XI: service level metrics/penalty	Do the service levels and penalties apply to the walk-ins since the OSP will have no control over the number of walk-ins? Please explain what is meant by 'delay in appointment', does this refer to appointment unavailability or any thing else?	Please refer to Chapter VII: 'Scope of Work and Deliverable Required', S. No. 1 - B (xi). Yes, any delay in service will invoke penalty as per the provisions of RFP.
30	Chapter VII, Pg 23, Pt (viii) (i)	i) Service Fees and Optional Service (OS) charges of the OSP are refundable when services have not been availed by the applicant with due prior notice to the OSP;	Can OSP deduct any refund charges?	No
31	Chapter VII Pg 28, Pt. I (vi):	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	What will be the volumes for such cases?	Volume of such cases may be around 10-20% of total cases.

		three working days of handing over the documents to the SP. In case of delay, penalty as indicated in Chapter XI shall be levied. OSP should quote financial bid keeping in mind this aspect and OSP will not be allowed to charge any service fee [either from applicant or Mission/Post/Ministry].		
32	Chapter VII, Pg 29, Pt. K	Acceptance of GEP Background Verification Forms. The OSP shall scrutinize the application forms, passport, and enclosures and send them to the Mission/Post concerned as per standing instructions	What is the expected volume of GEP applications? What is the process to be followed by the OSP for GEP application scrutiny?	Expected volume 20-25 in a year. Accepting, Checking of requisite documents as prescribed by High Commission/CGIs, processing and submission.
33	Chapter VII, Pg 29, Pts. I, J, K	The Service Provider shall be required to work on the IVFRT, CONSPROM, GPSP and other such platforms of the Government of India or any other centralised platform for consular services if introduced	Is there a plan to implement CONSPROM or any other such platform of the Govt of India in UK? Kindly confirm by when?	Introduction of any such platform would be duly conveyed. However, bidder may like to consider all possibilities in such scenario and may bid accordingly.
34	Chapter VII, Pg 32, Pt (v)	The total turnaround time shall not exceed 30 minutes for an applicant. in case of delay,	In contract to point (1a) on page 39 & where it says “The Service Provider shall ensure a high level of service	Total turnaround time should not be more than 30 mins from arrival to submission of application.

	Chapter XI, Pg 48, SLA 19	penalty as indicated in Chapter XI shall be levied. Overall Turnaround time at the ICAC - The OSP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 30 minutes from the time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant. Clear audit trails of these times shall be made available to the Mission/Post(s) concerned on a daily basis	standards with regard to the facilities and amenities in the ICAC, for efficient processing of cases so that the waiting time is minimised (less than 30 minutes preferably and under no circumstances greater than 1 hour) ...”. 30 min of total TAT is too stringent for application submission including biometric enrolment and complexities of Indian services. It is suggested that this be modified to make it more reasonable.	Please refer to Chapter VII: ‘Scope of Work and Deliverable Required’ & Chapter VIII: ‘Service Standards’.
35	Chapter VII, Pg 32, Pt. (xii) Pg 36, Pt (xvi)	The OSP shall Provide a customer feedback system, and an interactive blog, in the format indicated by the Mission, as part of the website linked to the Mission website, so that it can be seen by all.	Need more clarification on interactive blog, please provide the format?	Bidder may design such blog and submit for consideration to the Mission/CGIs.
36	Chapter VII, Pg 36, Pt (xiv)	The Service Provider should have a feedback system for applicants while returning the passports, to survey satisfaction levels in regard to the quality of their service rendered. The feedback should be constantly watched and	Can be reported either fortnightly or monthly through an agreed format as 3 working days is too short a period to report all resolved cases?	OSP is desired to submit feedback/grievance to the Mission/Post within prescribed 3 working days or as prescribed by Mission/Post.

		measures taken to overcome any defects noticed during the feedback. A summary of the feedback should be sent to the Mission/Post on a monthly basis and serious complaints should be brought to the notice of the Mission/Post immediately. The copy of all feedback/grievances received by OSP should be received in Mission/Post at a designated email/ID and Action Taken by OSP on each feedback/grievance should be intimated to Mission/Post within 3 working days or as required by Mission/Post		
37	Chapter X, Pg 41-42	Bank Guarantees (BGs)	Can any changes be made to the BG format if required by the issuing bank?	No
38	Chapter XI, Pg. 44, Pt. 7	Delay in returning passports/ documents to applicants by OSP after having been received from the mission. OSP agrees to be responsible for returning the passports/ documents received from the mission to the applicant on the same / next working day.	This is not in control of the OSP if the applicant doesn't turn up to collect the passport / document from the centre or if there is any delay in the courier delivery for other reasons including availability of applicant at the delivery address. Can this be measured for passport dispatched from the OPS on the same	OSP is required to maintain standards as mentioned in Chapter VII: 'Scope of Work and Deliverable Required', S.No. 1 – G: Return of documents to the applicants.

			day or next working day in case of postal delivery?	
39	Chapter XI, Pg 50, SLA 30A	Online appointment system with live tracking - The OSP agrees to provide online appointment system with live tracking	Please clarify what 'Live tracking' means? Does it mean status tracking given under pt. 22 SLA @Pg 49?	Yes
40	Chapter XI, Pg 50, SLA 30C	Access monitoring system - The OSP agrees to provide access to monitoring system	Please clarify which monitoring system is being referred to?	Online appointment system & live tracking/status tracking.
41	Chapter XI, Pg 51, SLA 31	The OSP agrees to ensure that he/she shall not further outsource any CPV services to any person / company or entity on commission or royalty or on any other basis. No sub-contracting is permitted.	Would you be viewing postal services, contact centre, security services through external parties as outsourcing?	Employing security services and courier services is permitted. However, OSP is directly responsible for all these services. Outsourcing of 'contact centre is not permitted'.
42	Chapter XII, Pg 55, Pt (4)	(i) Mission reserves the right to terminate the Agreement at any time by giving two months' advance notice to the Service Provider. However, Mission shall also have the right to terminate the Agreement by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws, non-compliance of taxation laws in Germany and encashing the Bank Guarantee for	Can the termination clause be mutually applicable?	No. Terms of 'Termination of contract' will be as mentioned in the RFP.

		<p>Premature Termination of Contract. Termination will have effect from the date of notification unless there is a specific statement to the contrary in the notice of termination.</p> <p>(ii) The OSP will have the option to terminate the contract by giving 06 (six) months advance notice to the</p> <p>Mission and Post with justification for termination of services, to be accepted by Mission/Post/Ministry. The Mission and Post reserve the right to impose a financial penalty as prescribed subsequently under Chapter XI: Service Level Metrics (SLA)/Penalties–Sl. No. 24, in case the latter terminates the contract without providing six months termination notice</p>		
43	Chapter XV, Pg 60, Pt (ii)	Financial Bid Evaluation	Since the OS's has a component of 10% and this will be evaluated as part of the overall bid. Can a minimum price for all OS be defined based on market prices?	Bidder may quote OS price subject to maximum price mentioned in the RFP.

44	Chapter XVIII, Pg 75, Annex C: Financial Bid	For Annex C, In Section B, Under the headers “Total anticipated cost (in GBP)”	There are four columns to be completed however the headers for the four columns are missing. Also, in Annex C the numbering needs to be corrected.	<table border="1"> <tr> <th colspan="4">Total anticipated cost (in GBP)</th> </tr> <tr> <td>Monthly Expenditure</td> <td>Annual Expenditure</td> <td>One time Expenditure which can be other than Annual. Please explain separately in another sheet.</td> <td>Total expenditure for the entire contract period.</td> </tr> </table>	Total anticipated cost (in GBP)				Monthly Expenditure	Annual Expenditure	One time Expenditure which can be other than Annual. Please explain separately in another sheet.	Total expenditure for the entire contract period.
Total anticipated cost (in GBP)												
Monthly Expenditure	Annual Expenditure	One time Expenditure which can be other than Annual. Please explain separately in another sheet.	Total expenditure for the entire contract period.									
45	Chapter XVIII, Pg 82, Annex C - Part-II-A, 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 have an indicative timeline to implement biometrics for passport and consular services? Which consular services will require biometric enrolment?	Implementation of bio-metrics in Passport and other consular services is yet to be finalized and conveyed by the Ministry. However, bidder may like to consider all possibilities in such scenario and may bid accordingly.								
46	Page no. 14 Point No. Chapter V: Mandatory Eligibility Criteria	The annual turnover of the Bidding Company should be at least US\$ 500,000 annually during the pre-Covid three years period (Jan-Dec 2017, Jan-Dec 2018 and Jan-Dec 2019). The Bidding Company shall provide	Calendar year In India, generally we prepare balance sheets on financial years basis starting from 1st April and ending up to 31st March to show the financial data of the each of the year. Either we can	You can submit the balance sheets as per the financial year. In addition, you may submit the certificate from CA certifying the same.								

		<p>audited information certified by an external auditing agency to substantiate its claim of a turnover based on three years pre-Covid period (Jan-Dec 2017, Jan-Dec 2018 and Jan-Dec 2019). In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their agreement.</p>	<p>provide certificate from CA, certifying the same for the calendar years or audited data for the financial years. Please clarify, if this will be considered.</p>	
47	<p>Page no. 14 Point No. Chapter V: Mandatory Eligibility Criteria</p>	<p>Conversion rate from USD to INR</p>	<p>Please confirm to which year, conversion rate of USD To INR will be applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial / calendar years, e.g. 2015, 2016. 2017, 2018, 2019, 2020</p>	<p>Current rate of conversion.</p>
48	<p>Page No. 17 Chapter VI: Joint Venture /Consortia</p>	<p>Joint Venture (JV): If the Bidding Company proposes to implement the project in collaboration with a local business partner, details of partnership, type of JV, including a copy of the Agreement, must be provided. Maximum number of partners in JV should not be more than two and the lead member of JV/consortium should meet at least 75% and other members</p>	<p>JV of two or more companies should be allowed either they are a local partner or based in the same / different country.</p>	<p>Please refer to Chapter VI: Joint Venture/Consortia-para 1 (a) of the RFP.</p>

		should meet at least 50% of criteria of Annual Turnover and Net Worth criteria as mentioned in Chapter V		
49	General query	Bifurcation of number of applications	Bifurcation of number of applications for different category of services may kindly be provided.	Appendix A
50	General query	Details of year to be used.	Details of which year is to be used for getting the anticipated number of applications for calculation of financial bid, which is not clear. Requested to provide the details.	The data provided for prev. years is to give a rough idea to the bidders. Calculation of financial bid is to be done by the bidder itself taking all variables into consideration.
51	General query	Single or different price for each category.	Whether a single price is to be quoted for all services or different price for each category, please clarify.	Please refer to Chapter XV: Selection of Bidders/Award of Contract and Annexure C Part-II A of the RFP which refers to a single 'Basic service fees.'
52	Page no. 05 Point no. 08	Mission handled more than 700 transactions/services per day based on total cumulative Consular/Passport/Visa/OCI services extended by the Mission in the years 2018, 2019 and 2021 (year 2020 excluded considering the extensive disruption in services due to pandemic).	Please provide monthly city-wise and service-wise application count break up for 03 years.	Appendix A
53	Page No. 32	The ICAC shall have sufficient space, subject to the minimum	Kindly provide minimum prescription for the centres with lower application	Please refer to Chapter VII 'Scope of Work and Deliverable Required': Part P 'Facilities at the ICAC'

	Point No. 04	prescribed, in terms of waiting area, minimum 8 (eight) counters, processing area, Biometric Services and Optional Services. Minimum 30% of space may kept for waiting applicants.	count.	sub para (iv) of the RFP.
54	Page No. 08 Point No. xi	Security Deposit (EMD) and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank)	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	High Commission of India Chancery Account (GBP): A/c Number: 10349901 Sort Code: 60-83-65 Address: State Bank of India 15 King Street, London EC2V 8EA IBAN: GB86SBIN60836510349901
55	Page No. 57 Point No. 02	Pre-Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-H), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-E) and a Declaration by the Bidder (Annex-F). All these Annexures should be duly filled in. Four	Kindly advise whether all four copies of technical bid are required in originals.	Yes all four copies are required to be original.

		copies of the Technical bid along with soft copy (Microsoft Word format) in a CD, to be enclosed.		
56	Page No. 21 Point No. vi	Postal applications: The applications received by Post/Courier should be registered / brought into the main system on the same day of receipt at SP's office. The Service Provider should (a) scrutinize each column of the application	Please confirm % of applications received in person and received by post at each ICAC.	Most of the applications are received in-person only.
57	Page No. 22 Point No. X	All ICACs will maintain separate counters to deal with the applicants who visit the ICAC to seek any consular services.	Is there any minimum requirements for the counters and staff	Please refer to Chapter VII 'Scope of Work and Deliverable Required'. The said provision refers to 'walk-in service' seekers and the objective is to ensure satisfactory service to 'walk-in service' seekers as well.
58	Page No. 23	The Service Provider should provide an efficient and courteous telephonic enquiry	Please provide number of calls/email received for planning of call centre	2021: No. of calls: 42,466 No. of e-mails: 23,326

	Point No. i	system through Toll-free numbers/Voice Over Internet Protocol		2022: No. of calls: 74,579 No. of e-mails: 73,592
59	Annexure C Section , - III (f)	Anticipated CPV application.	Anticipated CPV application “which year total CPV docs are to be considered. Will it be 2017 / 2018 / 2019 or 2019 / 2020 / 2021 are to be considered?”	You may like to consider data excluding that of pandemic period. Refer Appendix A.
60	Annexure C Part II B (xiv)	For Indian CPV services @ your doorstep	The Maximum Prices Fixed by the Mission are given. Will it be the same if the same service is being used for first person / additional member etc. Do we have to offer different prices & further how the same will be considered in “Sum of the optional services”.	Please refer to Chapter VII ‘Scope of Work and Deliverable Required’ S.No. 3 ‘Optional Services’. May quote a fixed optional service charge as per category of Optional Service.
61	Annexure E Part II point no.	Technical Bid	Number of Counters offered by bidding Company which should not be less than mandatory numbers of Counters“ – In the Bid Doc the mandatory numbers of Counters are	Number of applicants handled by each ICAC in recent years has been provided (Annexure 1) which gives a rough idea of total footfall in each centre. May please refer to Chapter VII ‘Scope of Work and Deliverable Required’: Part P ‘Facilities at the ICAC’ sub para (iv)

	5/N		not mentioned. Pls provide the same.	of the RFP.			
62	N/A	-	Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signatures required.			
63	N/A	-	Will there be a single Service fees for Consular / Passport / Visa / OCI / GEP Verification Services.	Please refer to Chapter XV: Selection of Bidders/Award of Contract and Annexure C Part-II A of the RFP which refers to a single 'Basic service fees.'			
64	Annexure C Section B	-	There are 4 columns in " Total anticipated cost (in GBP)" – Would request you to give headers of the same	Total anticipated cost (in GBP)			
				Monthly Expenditure	Annual Expenditure	One time Expenditure which can be other than Annual. Please explain separately in another sheet.	Total expenditure for the entire contract period.

65	Chapter 1: Request for Proposal (RFP) Page 5	8. Mission handled more than 700 transactions/services per day based on total cumulative Consular/ Passport/ Visa/ OCI services extended by the Mission in the years 2018, 2019 and 2021 (year 2020 excluded considering the extensive disruption in services due to pandemic).	Please share the bifurcation of the applicant count for different category of services (Misc. Consular Services, visa, passport, OCI). For calculation of the financial quote, please share the separate application count to be taken into consideration. Please also share the application count in the recent duration of January 2022 to December 2022 to have a more realistic basis for calculation of Financial quote	Appendix A
66	Chapter 1: Request for Proposal (RFP) Page 5	9. The selected agency would be expected to establish Consular/ Passport/ Visa/ OCI Service Centers (ICACs) to service HCI, London at Hounslow, Goswell, Belfast and Cardiff; to service CGI, Birmingham at Birmingham, Bradford, Leicester and Manchester; and to service CGI, Edinburg at Edinburgh and Glasgow, in well-connected commercial complexes with ample parking facilities for applicants and in prime locations.	1. In the cities of opening of ICACs, there are two areas mentioned which are Hounslow and Goswell where the incumbent's ICACs are located. Is the HCI OK to further expand the areas to other adjoining areas like Southall and Liverpool respectively. As the availability on Goswell Road is not much in terms of desired area, it is being too restrictive to limit the ICAC to Goswell road where the Incumbent's ICAC is present. Liverpool/ Farringdon seems to be a better option in terms of public transport and availability	Location of ICAC should be as per the location mentioned in RFP.

67	CHAPTER III: INSTRUCTIONS TO BIDDERS Page 8	(ix) Companies/Firms registered outside India are eligible for participating in the bidding process.	Under the provision of GFR 161 (iv). No foreign based companies can participate in the Global tender having contract value of less than Rs.200 Crores	As per the RFP, Companies/Firms registered outside India are eligible for participating in the bidding process.
68	CHAPTER III: INSTRUCTIONS TO BIDDERS Page 10	I. 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 amongst the remaining bids which are considered viable.	We would like to request for clarification on what is meant by the statement "the Mission reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C" is there any minimum price which is been decided by the Mission below which the bid will be considered unresponsive.	The Financial Bid will be evaluated by the Outsourcing Committee in the Mission in regard to the viability of the Service Fee for the Service Provider to be able to provide services of the desired quality. The Financial Bids which are found to be unviable are liable to be rejected as unresponsive. However, no such minimum price has been provided in the RFP.

69	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Page 33</p>	<p>T. Consular Camps:</p>	<p>Consular Camp: Please specify the minimum days or staff required for the Consular Camp as the entire set-up has to be reallocated to the specified place??</p> <p>Also, please specify which all services will be available at the Camp location as the entire set-up will need all the basic amenities to be in place.</p>	<p>List of Consular camps held in recent years is at 'Appendix B'. Please note number and location of consular camp may vary based on decision of HCI/CGIs.</p>
70	<p>PART-II-B Offer for Optional Services</p> <p>Page 37</p>	<p>xii. Indian CPV services @ your doorstep (including facility of biometrics) GBP180 per application + 45 p per mile from nearest outsourcing centre to applicant's location.</p>	<p>Please specify how the distance will be calculated from the nearest outsourcing centre ??</p> <p>Also, if this is the requirement then the doorstep facility has to be made available at all the outsourcing centres.</p>	<p>Driving distance has to be taken into account.</p> <p>Provision of doorstep facility at all the ICAC centres by the OSP is expected.</p>

71	<p>3. OPTIONAL SERVICES (Oss)</p> <p>Page 38</p>	<p>(viii) Premium Lounge facility: (c) Key features of the Premium Lounge: 7. Includes SMS updates and courier return of document/passport</p>	<p>Under the requirements of a Premium Lounge, it states the provision of SMS & Courier return of documents/ passport. Does it mean that these services cannot be charged extra and the price has to be built in the price quote of premium lounge?</p>	<p>Yes it is included in the price of premium lounge.</p>
72	<p>B. Stage 2: Financial Bids</p> <p>Page 61</p>	<p>(i) Service Fee is the sum of fees quoted for basic services, finger biometrics and facial biometrics.</p>	<p>How the services fees calculation is done ?? Service fee includes basic services, finger biometrics and facial biometrics. Is the service fee quoted same for all the services like Misc. Consular Services, visa, passport, OCI ?? If yes, then the service fee is same for all the services. If no, then how the service fee for Misc. Consular Services, visa, passport, OCI are calculated ??</p>	<p>Service fee is to be quoted by bidder itself by taking all the variables into account.</p> <p>Yes, Service fees for all the services should be same.</p>

Appendix 'A'

APPLICATION COUNTS - IHC UK - 2017						
	Visas	Surrender	OCI	Indian Passport	Consular services	Total
Jan-17	18928	1875	5698	2417	336	29254
Feb-17	13480	1756	6178	2988	429	24831
Mar-17	11267	1850	6968	3093	569	23747
Apr-17	6190	1303	5632	2291	398	15814
May-17	6714	1419	6421	2686	432	17672
Jun-17	7193	1432	7685	2480	461	19251
Jul-17	7580	1254	5284	2261	458	16837
Aug-17	8068	1265	5124	2370	445	17272
Sep-17	11159	1226	5482	2464	430	20761
Oct-17	14536	1401	5520	2479	412	24348
Nov-17	15529	1380	5420	2818	369	25516
Dec-17	10365	1143	4619	2129	336	18592
	131009	17304	70031	30476	5075	253895

Misison	Goswell					Hayes					Cardiff					Belfast					Bristol				
	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular
Jan-18	5,534	423	1,201	920	49	2,592	501	1,155	712	168	129	25	31	45	4	73	3	19	24	1	208	59	164	97	22
Feb-18	4,072	474	1,315	1,056	102	1,765	550	1,456	767	256	103	55	77	68	10	32	15	19	26	1	18	10	21	14	10
Mar-18	3,339	422	1,158	946	95	1,205	674	1,809	1,294	308	78	65	57	63	19	25	13	22	22	3					
Apr-18	2,367	640	1,157	1,081	196	567	533	1,796	1,225	365	44	75	88	51	12	20	7	33	22	-					
May-18	2,539	675	1,542	1,125	320	700	632	2,331	962	471	80	53	117	73	18	47	17	16	22	2					
Jun-18	2,867	478	1,475	899	240	827	451	1,810	754	343	52	68	96	73	15	40	19	11	13	2					
Jul-18	3,131	416	1,362	1,041	247	1,012	436	1,873	751	341	77	39	101	77	19	10	9	13	18	3					
Aug-18	3,023	409	1,272	1,032	256	1,106	401	1,558	746	294	107	33	86	92	16	17	8	20	15	1					
Sep-18	3,744	359	1,398	962	218	1,619	306	1,289	501	218	139	38	81	73	16	31	5	17	19	1					
Oct-18	4,690	256	1,631	991	167	2,741	364	1,479	593	277	193	43	100	71	25	34	6	14	18	1					
Nov-18	4,579	249	1,373	1,110	132	2,551	371	1,639	938	289	196	42	97	63	11	45	6	13	19	1					
Dec-18	3,311	310	927	1,065	202	1,864	400	1,530	825	286	144	35	63	60	15	41	3	7	9	2					
Total	43,196	5,111	15,811	12,228	2,224	18,549	5,619	19,725	10,068	3,616	1,342	571	994	809	180	415	111	204	227	18	226	69	185	111	32

Misison	Holborn					Postal					Birmingham					Birmingham -IRELAND									
	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	urgent	OCI	Passport	Consular				
Jan-18	-	-	-	29	-	2,166	-	-	-	1	1,607	74	881	577	26										
Feb-18	-	-	-	23	-	1,617	-	-	-	-	920	217	850	540	31										
Mar-18	-	-	-	41	-	1,142	-	-	-	-	684	111	712	456	39										
Apr-18						828	-	-	-	-	484	45	747	478	36										
May-18						852	-	-	-	-	555	56	994	587	55										
Jun-18	-	-	-	38	-	796	-	-	-	-	633	41	864	478	43										
Jul-18	-	-	-	33	-	891	-	-	-	-	627	18	753	466	46										
Aug-18	-	-	-	17	-	1,174	-	-	-	-	787	28	887	469	28										
Sep-18	-	-	-	34	-	1,340	-	-	-	-	1,005	22	925	465	32										
Oct-18	-	-	-	7	-	1,411	-	-	-	-	1,194	219	949	515	43										
Nov-18	-	-	-	1	-	1,337	-	-	-	-	1,144	225	829	479	28										
Dec-18						865	-	-	-	-	794	180	657	384	28										
Total	-	-	-	223	-	14,419	-	-	-	1	10,434	1,236	10,048	5,894	435	-	-	-	-	-	-	-	-	-	-

Misison	Manchester					Leicester					Liverpool					Bradford					New Castal				
	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular
Jan-18	233	93	127	99	11	304	100	498	144	13	165	-	-	-	-	181	50	155	65	9	111	-	-	-	-
Feb-18	146	65	179	126	14	161	122	498	143	9	86	-	-	-	-	108	55	171	83	6	75	-	-	-	-
Mar-18	107	58	121	102	19	91	159	471	151	10	75	-	-	-	-	56	45	153	68	29					
Apr-18	67	71	162	101	10	57	119	525	127	9	27	-	-	-	-	42	54	197	84	12					
May-18	78	70	168	84	13	105	117	610	154	20	37	-	-	-	-	62	80	287	87	12					
Jun-18	99	81	186	98	13	65	83	516	148	19	45	-	-	-	-	79	50	191	92	14					
Jul-18	127	50	158	93	15	99	90	358	138	24	52	-	-	-	-	87	49	177	96	8					
Aug-18	131	67	182	96	9	98	89	425	146	23	47	-	-	-	-	100	50	207	83	11					
Sep-18	175	57	147	80	10	193	102	422	130	18	67	-	-	-	-	120	36	205	79	6					
Oct-18	207	49	159	99	21	274	133	453	152	20	139	-	-	-	-	221	47	225	71	10					
Nov-18	194	57	185	109	17	249	58	350	89	11	124	-	-	-	-	140	42	164	75	10					
Dec-18	149	58	133	83	16	183	115	379	111	17	86	1	6	7	1	114	43	167	72	7					
Total	1,713	776	1,907	1,170	168	1,879	1,287	5,505	1,633	193	950	1	6	7	1	1,310	601	2,299	955	134	186	-	-	-	-

Misison	Edinburgh					Glasgow					Total				
	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular	Visa	Surrender	OCI	Passport	Consular
Jan-18	314	27	43	58	5	218	25	75	54	5	13,835	1,380	4,349	2,824	314
Feb-18	173	38	54	61	6	149	23	65	61	8	9,425	1,624	4,705	2,968	453
Mar-18	159	42	76	46	9	70	32	47	29	27	7,031	1,621	4,626	3,218	558
Apr-18	112	41	53	49	11	44	16	53	45	16	4,659	1,601	4,811	3,263	667
May-18	161	41	65	36	15	80	36	82	62	11	5,296	1,777	6,212	3,192	937
Jun-18	131	39	64	39	14	63	23	59	45	11	5,697	1,333	5,272	2,677	714
Jul-18	107	35	61	53	19	54	17	51	34	8	6,274	1,159	4,907	2,800	730
Aug-18	172	28	82	52	15	99	27	76	59	16	6,861	1,140	4,795	2,807	669
Sep-18	191	29	60	36	8	132	12	54	27	16	8,756	966	4,598	2,406	543
Oct-18	245	22	92	55	11	163	29	55	61	25	11,512	1,168	5,157	2,633	600
Nov-18	238	26	60	51	11	149	22	33	42	14	10,946	1,098	4,743	2,976	524
Dec-18	213	38	62	48	11	104	29	34	34	6	7,868	1,212	3,965	2,698	591
Total	2,216	406	772	584	135	1,325	291	684	553	163	98,160	16,079	58,140	34,462	7,300

Mision	Goswell					Hayes					Cardiff					Belfast					
	Normal	Surrender	Urgent	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular
Jan-19	3,831	512	822	1,104	1,072	233	2,333	438	1,627	1,182	313	175	56	98	67	11	50	5	7	25	-
Feb-19	2,727	386	724	1,477	1,335	232	1,633	356	1,647	1,272	318	144	51	105	83	18	28	1	19	27	1
Mar-19	1,953	324	645	1,260	1,401	200	1,110	413	1,505	1,071	414	77	49	98	81	19	8	13	20	29	2
Apr-19	1,192	327	496	1,379	1,272	174	425	366	1,598	1,051	416	61	26	84	52	10	12	1	29	21	2
May-19	1,272	269	507	1,932	1,116	230	483	406	2,078	1,158	429	20	30	102	59	14	11	25	56	15	-
Jun-19	1,388	321	388	1,685	780	124	650	300	1,796	950	406	65	29	123	36	15	19	10	30	11	5
Jul-19	1,731	262	429	1,506	1,042	184	812	393	1,811	1,013	428	55	39	104	59	19	12	7	21	11	3
Aug-19	1,635	282	340	1,001	801	157	678	396	1,495	940	406	66	44	81	36	16	18	21	36	11	2
Sep-19	1,842	359	523	1,202	1,015	181	1,055	433	1,610	1,029	335	118	25	95	62	16	31	4	29	13	3
Oct-19	1,759	395	656	1,424	927	226	1,327	468	1,736	1,075	377	98	24	49	20	6	25	12	18	32	2
Nov-19	1,661	339	560	1,446	925	150	1,222	439	1,624	978	288	83	43	66	39	12	7	4	51	24	2
Dec-19	1,587	287	274	1,199	807	142	996	358	1,435	915	243	136	57	80	89	14	10	11	20	16	2
Total	22,578	4,063	6,364	16,615	12,493	2,233	12,724	4,766	19,962	12,634	4,373	1,098	473	1,085	683	170	231	114	336	235	24

Mision	Holborn					Birmingham					Postal					Manchester					
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	Urgent	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular
Jan-19	-	-	-	-	-	1,147	176	42	777	550	34	1,476	-	-	-	-	181	51	186	127	9
Feb-19	-	-	-	20	-	810	187	24	727	558	53	1,413	-	-	-	-	139	50	154	127	12
Mar-19	-	-	-	14	-	497	154	23	740	580	22	929	-	-	-	-	86	46	134	114	17
Apr-19	-	-	-	-	-	261	162	23	636	466	23	664	-	-	-	-	56	48	208	104	15
May-19	-	-	-	12	4	192	184	19	715	566	31	735	-	-	-	-	57	19	226	124	15
Jun-19	-	-	-	4	-	195	161	23	664	451	24	582	-	-	-	-	52	49	195	90	19
Jul-19	-	-	-	7	-	253	145	13	661	526	29	600	-	-	-	-	55	65	135	97	11
Aug-19	-	-	-	5	-	302	176	9	582	424	39	673	-	-	-	-	77	69	110	83	22
Sep-19	-	-	-	5	-	358	189	12	772	500	28	874	-	-	-	-	115	57	149	95	18
Oct-19	-	-	-	1	-	389	203	33	599	494	30	929	-	-	-	-	108	49	130	111	20
Nov-19	-	-	-	-	-	312	176	24	618	486	15	664	-	-	-	-	109	52	116	105	11
Dec-19	-	-	-	1	-	269	149	10	618	516	26	484	-	-	-	-	72	38	126	89	2
Total	-	-	-	69	4	4,985	2,062	255	8,109	6,117	354	10,023	-	-	-	-	1,107	593	1,869	1,266	171

Mision	Leicester					Liverpool					Bradford					Edinburgh					
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	Urgent	OCI	Passport	Consular
Jan-19	225	147	620	245	33	77	17	80	41	7	136	39	175	96	6	212	30	29	53	60	10
Feb-19	118	108	539	222	20	71	16	90	48	7	134	69	183	120	11	123	23	46	50	89	19
Mar-19	80	87	496	185	21	46	20	94	40	3	80	47	169	89	13	99	28	22	83	67	35
Apr-19	56	87	579	210	20	15	23	131	44	3	36	51	209	134	8	50	14	17	76	55	11
May-19	54	84	505	188	29	14	10	95	29	2	37	10	95	29	2	68	23	18	93	46	5
Jun-19	68	76	424	196	27	31	20	107	35	6	29	20	107	35	6	60	21	11	26	43	12
Jul-19	62	83	449	195	19	22	16	78	25	5	50	50	168	91	12	66	33	17	73	57	9
Aug-19	68	94	379	155	30	45	24	60	21	2	51	40	201	78	8	114	18	15	63	51	10
Sep-19	63	111	530	219	14	42	16	68	24	9	45	42	186	61	14	108	29	19	67	56	16
Oct-19	82	98	374	162	9	55	19	85	48	6	72	42	163	96	11	98	26	16	57	53	14
Nov-19	101	87	412	235	14	38	27	111	40	2	60	50	187	83	12	156	33	13	60	38	17
Dec-19	43	60	412	170	14	38	19	108	46	5	36	26	96	68	11	123	33	5	56	41	3
Total	1,020	1,122	5,719	2,382	250	494	227	1,107	441	57	766	486	1,939	980	114	1,277	311	228	757	656	161

Mision	Glasgow										Total						
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	Urgent	OCI	Passport	Consular	Normal	Surrender	Urgent	OCI	Passport	Consular
Jan-19	152	34	67	47	8							9,995	1,505	893	4,794	3,512	664
Feb-19	108	20	62	47	11							7,448	1,267	794	5,053	3,948	702
Mar-19	59	21	61	51	10							5,024	1,202	690	4,660	3,722	756
Apr-19	52	22	95	57	11							2,880	1,127	536	5,024	3,466	693
May-19	39	25	59	50	13							2,982	1,085	544	5,956	3,392	774
Jun-19	22	19	50	47	15							3,161	1,026	422	5,207	2,678	659
Jul-19	40	21	65	59	12							3,758	1,114	459	5,071	3,182	731
Aug-19	75	13	60	55	9							3,802	1,177	364	4,068	2,660	701
Sep-19	85	23	75	47	12							4,736	1,288	554	4,783	3,126	646
Oct-19	100	34	41	54	7							5,042	1,370	705	4,676	3,073	708
Nov-19	83	26	44	59	7							4,496	1,276	597	4,735	3,012	530
Dec-19	80	18	41	47	5							3,874	1,056	289	4,191	2,805	467
Total	895	276	720	620	120							57,198	14,493	6,847	58,218	38,576	8,031

Mission	Goswell					Hayes					Cardiff					Belfast					Bristol					
	Normal	Surrender	Urgent	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular
Jan-20	4,743	482	1,163	1,298	942	49	2,592	501	1,155	712	168	129	25	31	45	4	73	3	19	24	1	208	59	164	97	22
Feb-20	3,218	484	893	1,329	1,066	102	1,765	550	1,456	767	256	103	55	77	68	10	32	15	19	26	1	18	10	21	14	10
Mar-20	2,545	422	794	1,158	946	95	1,205	674	1,809	1,294	308	78	65	57	63	19	25	13	22	22	3	-	-	-	-	-
Apr-20	1,610	640	757	1,157	1,081	196	567	533	1,796	1,225	365	44	75	88	51	12	20	7	33	22	-	-	-	-	-	-
May-20	1,833	675	706	1,542	1,125	320	700	632	2,331	962	471	80	53	117	73	18	47	17	16	22	2	-	-	-	-	-
Jun-20	2,258	478	609	1,475	899	240	827	451	1,810	754	343	52	68	96	73	15	40	19	11	13	2	-	-	-	-	-
Jul-20	2,556	416	575	1,362	1,041	247	1,012	436	1,873	751	341	77	39	101	77	19	10	9	13	18	3	-	-	-	-	-
Aug-20	2,443	409	580	1,272	1,032	256	1,106	401	1,558	746	294	107	33	86	92	16	17	8	20	15	1	-	-	-	-	-
Sep-20	2,965	359	779	1,398	962	218	1,619	306	1,289	501	218	139	38	81	73	16	31	5	17	19	1	-	-	-	-	-
Oct-20	3,829	256	861	1,631	991	167	2,741	364	1,479	593	277	193	43	100	71	25	34	6	14	18	1	-	-	-	-	-
Nov-20	3,781	249	798	1,373	1,110	132	2,551	371	1,639	938	289	196	42	97	63	11	45	6	13	19	1	-	-	-	-	-
Dec-20	3,031	310	280	927	1,065	202	1,864	400	1,530	825	286	144	35	63	60	15	41	3	7	9	2	-	-	-	-	-
Total	34,812	5,180	8,795	15,922	12,260	2,224	18,549	5,619	19,725	10,068	3,616	1,342	571	994	809	180	415	111	204	227	18	226	69	185	111	32

Mission	Holborn					Postal					Birmingham					Birmingham-IRELAND										
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	Urgent	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	urgent	OCI	Passport	Consular				
Jan-20	-	-	-	29	-	2,166	-	-	-	1	1,309	74	298	881	577	26	-	-	-	-	-	-	-	-	-	-
Feb-20	-	-	-	23	-	1,617	-	-	-	-	792	217	128	850	540	31	-	-	-	-	-	-	-	-	-	-
Mar-20	-	-	-	41	-	1,142	-	-	-	-	560	111	124	712	456	39	-	-	-	-	-	-	-	-	-	-
Apr-20	-	-	-	9	-	828	-	-	-	-	274	45	210	747	478	36	-	-	-	-	-	-	-	-	-	-
May-20	-	-	-	-	-	852	-	-	-	-	302	56	253	994	587	55	-	-	-	-	-	-	-	-	-	-
Jun-20	-	-	-	38	-	796	-	-	-	-	430	41	203	864	478	43	-	-	-	-	-	-	-	-	-	-
Jul-20	-	-	-	33	-	891	-	-	-	-	423	18	204	753	466	46	-	-	-	-	-	-	-	-	-	-
Aug-20	-	-	-	17	-	1,174	-	-	-	-	561	28	226	887	469	28	-	-	-	-	-	-	-	-	-	-
Sep-20	-	-	-	34	-	1,340	-	-	-	-	829	22	176	925	465	32	-	-	-	-	-	-	-	-	-	-
Oct-20	-	-	-	7	-	1,411	-	-	-	-	1,166	219	28	949	515	43	-	-	-	-	-	-	-	-	-	-
Nov-20	-	-	-	1	-	1,337	-	-	-	-	1,103	225	41	829	479	28	-	-	-	-	-	-	-	-	-	-
Dec-20	-	-	-	-	-	865	-	-	-	-	780	180	14	657	384	28	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	232	-	14,419	-	-	-	1	8,529	1,236	1,905	10,048	5,894	435	-	-	-	-	-	-	-	-	-	-

Mission	Manchester					Leicester					Liverpool					Bradford					New Castal					
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	
Jan-20	233	93	127	99	11	304	100	498	144	13	165	-	-	-	-	181	50	155	65	9	111	-	-	-	-	-
Feb-20	146	65	179	126	14	161	122	498	143	9	86	-	-	-	-	108	55	171	83	6	75	-	-	-	-	-
Mar-20	107	58	121	102	19	91	159	471	151	10	75	-	-	-	-	56	45	153	68	29	-	-	-	-	-	-
Apr-20	67	71	162	101	10	57	119	525	127	9	27	-	-	-	-	42	54	197	84	12	-	-	-	-	-	-
May-20	78	70	168	84	13	105	117	610	154	20	37	-	-	-	-	62	80	287	87	12	-	-	-	-	-	-
Jun-20	99	81	186	98	13	65	83	516	148	19	45	-	-	-	-	79	50	191	92	14	-	-	-	-	-	-
Jul-20	127	50	158	93	15	99	90	358	138	24	52	-	-	-	-	87	49	177	96	8	-	-	-	-	-	-
Aug-20	131	67	182	96	9	98	89	425	146	23	47	-	-	-	-	100	50	207	83	11	-	-	-	-	-	-
Sep-20	175	57	147	80	10	193	102	422	130	18	67	-	-	-	-	120	36	205	79	6	-	-	-	-	-	-
Oct-20	207	49	159	99	21	274	133	453	152	20	139	-	-	-	-	221	47	225	71	10	-	-	-	-	-	-
Nov-20	194	57	185	109	17	249	58	350	89	11	124	-	-	-	-	140	42	164	75	10	-	-	-	-	-	-
Dec-20	149	58	133	83	16	183	115	379	111	17	86	1	6	7	1	114	43	167	72	7	-	-	-	-	-	-
Total	1,713	776	1,907	1,170	168	1,879	1,287	5,505	1,633	193	950	1	6	7	1	1,310	601	2,299	955	134	186	-	-	-	-	-

Mission	Edinburgh					Glasgow					Total						
	Normal	Surrender	urgent	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	Urgent	OCI	Passport	Consular
Jan-20	265	27	49	43	58	5	218	25	75	54	5	11,462	1,663	1,212	4,446	2,847	1,622
Feb-20	141	38	32	54	61	6	149	23	65	61	8	7,836	1,545	925	4,719	2,978	1,245
Mar-20	128	42	31	76	46	9	70	32	47	29	27	5,633	1,634	825	4,626	3,218	1,118
Apr-20	60	41	52	53	49	11	44	16	53	45	16	3,411	1,766	809	4,811	3,272	941
May-20	119	41	42	65	36	15	80	36	82	62	11	4,049	1,974	748	6,212	3,192	1,239
Jun-20	102	39	29	64	39	14	63	23	59	45	11	4,467	1,495	638	5,272	2,677	1,144
Jul-20	84	35	23	61	53	19	54	17	51	34	8	5,067	1,345	598	4,907	2,800	1,153
Aug-20	149	28	23	82	52	15	99	27	76	59	16	5,499	1,338	603	4,795	2,807	1,230
Sep-20	166	29	25	60	36	8	132	12	54	27	16	6,969	1,120	804	4,598	2,406	1,372
Oct-20	202	22	43	92	55	11	163	29	55	61	25	9,633	977	904	5,157	2,633	1,766
Nov-20	212	26	26	60	51	11	149	22	33	42	14	9,203	914	824	4,743	2,976	1,627
Dec-20	200	38	13	62	48	11	104	29	34	34	6	6,961	1,046	293	3,965	2,698	1,371
Total	1,828	406	388	772	584	135	1,325	291	684	553	163	80,190	16,817	9,183	58,251	34,504	15,828

Misison	Goswell					Hayes					Cardiff				
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular
Jan-22	2,054	420	961	937	772	2,009	387	1,026	839	804	348	32	162	91	51
Feb-22	2,726	387	1,070	1,072	742	2,838	434	1,109	994	751	535	47	118	83	70
Mar-22	3,881	510	1,220	1,545	913	3,730	440	1,337	1,342	884	528	27	163	96	93
Apr-22	3,234	538	1,123	1,238	727	2,586	532	1,254	1,317	796	477	69	148	105	61
May-22	3,460	383	1,492	1,451	838	2,993	304	1,346	1,062	851	583	56	235	154	106
Jun-22	3,761	314	1,194	1,076	808	3,770	324	1,450	1,076	880	563	58	202	139	93
Jul-22	4,476	434	1,757	1,264	684	4,194	318	1,423	1,008	734	550	54	232	127	57
Aug-22	4,147	409	1,729	1,151	620	4,370	375	1,732	1,093	752	285	37	105	48	31
Sep-22	6,007	474	1,557	1,685	547	7,490	592	1,856	1,828	695	168	49	40	74	21
Oct-22	7,060	422	1,520	1,754	742	6,647	354	1,627	1,895	697	451	80	110	152	82
Nov-22	11,516	518	1,523	1,251	875	7,517	676	1,728	1,417	758	534	95	107	134	72
Dec-22	3,561	580	1,674	1,353	811	2,775	599	1,479	1,412	854	335	86	148	150	105
Total	55,883	5,389	16,820	15,777	9,079	50,919	5,335	17,367	15,283	9,456	5,357	690	1,770	1,353	842

Misison	Belfast					Holborn					Birmingham				
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular
Jan-22	17	11	43	41	11	-	-	-	-	-	1,633	389	511	692	198
Feb-22	66	14	95	48	33	-	-	-	-	-	2,178	385	508	775	185
Mar-22	491	20	103	61	30	-	-	-	-	-	2,575	406	593	1,030	224
Apr-22	163	35	77	68	22	-	-	-	-	-	1,238	547	638	980	302
May-22	137	10	90	76	35	-	-	-	-	-	1,576	247	600	1,048	189
Jun-22	261	33	69	80	32	-	-	-	-	-	2,014	220	453	1,033	172
Jul-22	352	33	24	81	20	-	-	-	-	-	1,973	233	430	1,007	118
Aug-22	239	21	35	75	20	-	-	-	-	-	2,254	398	959	1,329	288
Sep-22	338	24	42	56	17	128	-	215	-	3	3,264	484	888	1,158	213
Oct-22	226	26	67	61	26	-	-	-	-	-	4,231	423	792	947	200
Nov-22	231	20	44	54	32	-	-	-	-	-	4,337	430	1,061	800	222
Dec-22	134	10	29	41	15	-	-	-	-	-	1,846	427	-	1,102	787
Total	2,655	257	718	742	293	128	-	215	-	3	29,119	4,589	7,433	11,901	3,098

Misison	Manchester					Leicester					Bradford				
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular
Jan-22	77	102	172	163	35	176	94	252	218	29	108	46	221	79	26
Feb-22	107	90	198	218	51	158	105	247	214	42	122	67	195	88	29
Mar-22	132	90	225	246	55	160	117	308	291	53	155	74	257	115	73
Apr-22	342	101	216	231	72	434	150	343	268	53	437	79	280	163	57
May-22	317	74	186	228	46	401	111	462	345	61	371	93	252	186	45
Jun-22	399	77	139	168	60	441	78	244	184	36	464	84	207	185	45
Jul-22	382	70	119	188	38	372	83	230	162	25	453	83	212	177	30
Aug-22	433	57	195	212	92	463	92	314	203	53	468	88	258	201	53
Sep-22	589	90	219	223	102	683	102	427	215	62	674	123	352	227	89
Oct-22	529	81	187	187	58	648	124	282	205	69	632	113	304	171	84
Nov-22	604	92	210	233	73	854	206	406	336	69	852	127	414	204	89
Dec-22	292	120	215	255	94	350	218	482	280	53	351	112	373	195	89
Total	4,203	1,044	2,281	2,552	776	5,140	1,480	3,997	2,921	605	5,087	1,089	3,325	1,991	709

Misison	Edinburgh					Total				
	Normal	Surrender	OCI	Passport	Consular	Normal	Surrender	OCI	Passport	Consular
Jan-22	320	138	113	265	121	6,742	1,619	3,461	3,325	2,047
Feb-22	400	140	130	296	151	9,130	1,669	3,670	3,788	2,054
Mar-22	445	142	174	300	205	12,097	1,826	4,380	5,026	2,530
Apr-22	353	126	180	305	147	9,264	2,177	4,259	4,675	2,237
May-22	424	120	139	413	143	10,262	1,398	4,802	4,963	2,314
Jun-22	409	159	168	273	147	12,082	1,347	4,126	4,214	2,273
Jul-22	447	123	132	226	117	13,199	1,431	4,559	4,240	1,823
Aug-22	506	147	148	225	95	13,165	1,624	5,475	4,537	2,004
Sep-22	754	132	220	197	137	20,095	2,070	5,816	5,663	1,886
Oct-22	1,087	78	201	198	123	21,511	1,701	5,090	5,570	2,081
Nov-22	1,124	92	140	190	87	27,569	2,256	5,633	4,619	2,277
Dec-22	458	48	96	210	29	10,102	2,200	4,496	4,998	2,837
Total	6,727	1,445	1,841	3,098	1,502	165,218	21,318	55,767	55,618	26,363

Appendix 'B'

Please find below updated overall application count for 'Consular Camps' conducted by HCI in last 12 months:

Year	Surgery Location	Application Count
15/05/2022	Neasden Temple, London	809
04/06/2022	Jersey Islands	27
24/06/2022	Dartford	565
06/08/2022	Basingstoke	307
19/08/2022	Bedford	322
27/08/2022	Bristol	192
01/09/2022	Gibraltar	82
24/09/2022	Slough	530
01/10/2022	Swindon	523
22/10/2022	Chelmsford	368
12/11/2022	Southampton	453
21.01.2023	Luton	275
25.02.2023	Dartford	209
04.03.2023	Crewe	27
22.04.2023	Basingstoke	251
