

Embassy of India Beijing

Response to queries of bidders regarding RFP for Visa services

Reference Request for Proposal(RFP) for outsourcing of Visa services in Embassy of India Beijing, Consulate of India Shanghai and Consulate of India Guangzhou published on 18th May 2024. Mission's response corresponding to bidders' queries is as following:

S.No.	Query	Our response
1	Maximum no. of attempts to collect fingerprints, fingerprint quality threshold %, exception cases if any & exemption case if any.	Refer to Annex B of the RFP for the same and http://egovstandards.gov.in for more information. (Annex.B)
2	Timelines for rollout of chip-enabled e-passport services by the Ministry, the OSO.	No information to share at the moment
3	Provide a category-wise and month-wise breakdown of services/transactions for Beijing, Shanghai and Guangzhou handled over the last three years from: · Jan 2021 – Dec 2021 · Jan 2022 – Dec 2022 · Jan 2023 – Dec 2023 Also there is no Annexure L attached in the RFP.	Due to CoVID-19 pandemic the numbers of 2021 and 2022 Visa applications were significantly low and do not present the actual volume. Therefore, we are sharing the Visa numbers of 2023 only (as per Annexure L) Mission/Post wise. Beijing----- 5,708 Shanghai-----4,746 Guangzhou—3,727 Total-----14,181
4	Request for extension of the last date for submission of bids. Also clarification on the date of opening of Technical Bid was asked.	Last date for submission of bid has been revised to 7 th June 2024. Date of opening of the Technical bid will also be 7 th June 2024. (Chapter-II: Bidding Schedule and Process)
5	Elaborate on approximate increase or decrease in number of IVAC in order to work out cost .	Currently we have IVACs only in three places Beijing, Shanghai and Guangzhou. Increase/Decrease cannot be predicted as it depends upon factors beyond our control.
6	Mission was requested to arrange for virtual Presentation due to numerous Tenders going – on simultaneously.	Yes it can be done (Chapter-III: Para (o))(Chapter-XV-Para 2d,2e) (Annex.E)
7	Mission was requested to guide on how the	i) The Mission/Post reserves the right to

	<p>calculation is done for a bid price to be considered as commercially unviable?</p>	<p>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 commercially unviable as that could therefore lead to poor quality of services(Chapter III-Para xiv-point I)</p> <p>ii)No services should be quoted as Zero, including biometrics and if a bidding company quotes NIL or abnormally low charges/consideration, the bid shall be treated as unresponsive and will not be considered. The decision taken by the Mission with the concurrence of the Ministry in this regard shall be final and binding.(Chapter III-Para xix-point b)</p> <p>iii) Any financial bid with the estimation of revenue, not conforming to the aforesaid condition shall not be considered and shall be summarily rejected as unresponsive.(Annex C-Part III)</p>
8	Telephonic inquiries	Telephonic Inquiries to be responded from 8:30 am to 5:30 pm (Chapter-VII-Point (xii)- (e))
9	Clarification on the number of working days and working hours.	Working days to be 5/week (excluding public holidays as per agreement with the Embassy and/or the Consulate)and working hours will be from 8:30 am to 5:30 pm (Chapter VII-B-xii-point e)
10	Clarification on cut-off time for postal/courier applications received in the day for bringing these into the main system on the same day.	No postal/courier applications to be accepted as in that case biometrics cannot be taken. (Chapter VII-point vii)
11	Minimum days and frequency of Consular camps and staff required as the entire set-up has to be reallocated to the specified place?	No Consular services to be provided
12	Clarification on any cap on the number of staff required by Mission/Post from OSP for outsourced work? How frequently would this be needed as this will have an impact on cost and operations?	No such services required(Chapter VII-point S)
13	Maximum prices fixed by Mission for OSs (Optional Services)in the RFP.	Only 4 OSs to be provided whose maximum price are as follows: Photocopying (per page)-1RMB

		<p>Photographs (4 photographs)-38 RMB</p> <p>Form filling and document upload for online submission of Visa application-70RMB/Application</p> <p>Printing of documents (per page side)-3RMB</p> <p>(Annex-C-Part-II-B)</p>
14	Clarification on whether to include links to the live versions of the website application and dashboard in the bid response, or to simply provide UI design templates (screenshots) instead? Will the evaluation criteria for this aspect differ between the live version and screenshots of the demo version?	Please refer to Annex-E-Point 7(a)
15	Define criterion or guideline specifying the minimum number of parking slots required to attain the maximum score of 5 marks in the IVAC evaluation?	Please refer to Annex-E-Part-III-Point . 1(b)
16	As per details outlined in the RFP, is OSP permitted to utilize the existing space currently hosting the operational IVAC, or is it obligatory to establish a new IVAC at a different location?	If it meets all the requisite parameters, centre can be made in the existing space.
17	As per specifications provided in the RFP, if OSP opts to utilize the current IVAC premises, is it permitted to retain and utilize the existing furniture, IT setup, security system, and other fixtures, or is it mandatorily required to replace the entire setup with new installations?	If it meets all the requisite parameters, then they can be retained.
18	Clarification on set up of the Premium lounge in the same building with separate entrance and exit from the IVAC area? What is the minimum area prescribed for the Premium Lounge?	No Premium Lounge required
19	Confirm the applicable year for the conversion rate of US\$ / RMB to INR for calculating the equivalent value of Turnover and Net Worth during the respective	ORE(Official rate of exchange) of May 2024(To be shared)

	financial / calendar years (e.g. Jan 2021-Dec 2023).	
20	<p>Clarification on following: In general practice in India, Balance Sheet is typically prepared on a Financial Year basis, starting from 1st April and ending on 31st March.</p> <p>In view of the guidelines of the Ministry of Finance (MoF) in India, Audited Balance Sheet for the FY 2023-24 may not be possible to audit at a shorter period of time. Therefore, it was requested to consider Financial Years ending March 31, 2023 for evaluation purposes and bidders would be required to submit Audited Balance Sheets for the last 3 financial years ending 31st March 2023.</p> <p>In India, balance sheet is typically prepared on a financial year basis, starting from 1st April and ending on 31st March.</p>	<p>Audited balance sheets for last three FYs (1st April 2020-31st Mar 2021 1st April 2021-31st Mar 2022 1st April 2022-31st Mar 2023) may be provided.</p>
21	<p>Clarification on following: As stated in the Request for Proposal (RFP), it is required that the bidder submits four hard copies of their bid along with a soft copy on a CD. It was requested to clarify on whether bidder can submit the CD at the Ministry of Delhi office or they have the option to send a link via email or provide the bid on a PEN drive instead of a CD.</p>	<p>No. It cannot be submitted at MEA in Delhi.</p> <p>Fax or e-mail proposals shall not be accepted</p> <p>(Chapter XIV-Para 1-point iv)</p>
22	<p>Confirm and clarify our understanding regarding whether the bidder is required to quote a single service fee for all services.</p>	<p>Not applicable since only Visa service to be provided.</p>
23	<p>Clarification regarding the possibility of revising the existing rates in the event of an extension of the agreement after the contract period, taking into consideration any changes in the price index of the country. This may include a revision in the service fee, the applicable local taxes (VAT/GST, etc.), and the minimum wages, in order to maintain the viability of the project.</p>	<p>No request/claim for any hike in the approved rates would be entertained under any circumstances during the period/extended period of the Agreement. Hence, the rates should be quoted with this provision in mind (Chapter 1-point 1)</p>
24	<p>Provide complete technical specifications for the hardware and its installation. This information is necessary to include in the price bid.</p>	<p>Kindly refer to Chapter VII and ANNX.B for the same</p>

25	Clarification on the specific criteria required for bidders to qualify based on an e-Governance project or IT-related project from either the Government of India or the Tourism Travel Industry, as mentioned on page 17 of the eligibility criteria in the RFP. If bidders fulfill this eligibility criteria, they will also get full 7 marks.	Please refer to the Annex-E-Part-III-Point .8 for the same
26	<p>As per RFP, it is mentioned that the last date of submission of bid and date of opening of the technical bids are different</p> <p>In view of above, Mission was requested reconsider the submission of bid and opening of technical bid dates and it should be the same date of opening of the technical bids so that it may be feasible to attendee for participation in the opening of bid on the same day.</p>	Both dates will be same
27	Mission was requested to confirm and share the current rate for service provider existing applications in order to finalize the financial bid accurately.	RMB 32.01
28	Mission was requested for the process of transferring remaining applications from the current service provider to the newly appointed service provider as it is not specified in the Request for Proposal (RFP).	This is currently not discussed in the RFP. However, as per discussion with the current OSP it will take 1 week time and process will have to be finalized between the two OSPs.
29	We kindly request confirmation on whether it is possible to utilize the services of a subcontractor for a specific category of ancillary services.	No such provision in RFP
30	In reference to the clause stating the requirement for a 24x7 helpline service. Mission was requested specific type of helpline service that is deemed mandatory after business hours. Is it required to be in the form of an email helpline or chat support or call center or all three?	24*7 email helpline or chat support
31	Mission was requested to clarify whether it is permissible for Outsourcing Service Providers (OSPs) to operate on a zero-profit model by indicating zero viability in line (g), where viability represents the variance	<p>RFP's following provisions may be referred to for the same:</p> <p>i) The Mission/Post reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information</p>

	<p>between total estimated revenue and total estimated expenditure, considering that the Optional Service is charged separately to the applicant.</p>	<p>provided in Annex-C as part of the financial bid, if it considers it commercially unviable as that could therefore lead to poor quality of services(Chapter III-Para xiv-point I)</p> <p>ii)No services should be quoted as Zero, including biometrics and if a bidding company quotes NIL or abnormally low charges/consideration, the bid shall be treated as unresponsive and will not be considered. The decision taken by the Mission with the concurrence of the Ministry in this regard shall be final and binding.(Chapter III-Para xix-point b)</p> <p>iii) Any financial bid with the estimation of revenue, not conforming to the aforesaid condition shall not be considered and shall be summarily rejected as unresponsive.(Annex C-Part III)</p>
32	<p>Mission was requested for any time line for the complete implementation of visa waiver or e-visa</p>	<p>No information to share at the moment</p>
33	<p>1. Mission was requested to clarify whether Service Provider (SP) can offer services beyond the prescribed working hours of the centers through optional services e.g. premium lounge?</p>	<p>No</p>
34	<p>Mission was requested whether bank charges, which have been instructed to be collected by SP from applicants on actual basis, are to be included as part of SP's service fee or should be a separate component on the payment receipt?</p>	<p>Separate component</p>
35	<p>Mission was requested to give the approximate % of applications from each of the source, as is received by the Mission at their offices, presently:</p> <ol style="list-style-type: none"> 1.In person 2.Through a Representative 3.By Post 	<p>Only 'In Person' applications to be accepted as biometrics are to be obtained by the OSP.</p>