

**Replies to the queries raised in Pre-Bid Conference for Outsourcing of Consular, Passport, Visa, OCI and Global entry Program (GEP)**  
**Verification services at Consulate General of India, Milan**

SN	RFP reference	Clarification																													
1	CHAPTER II: INTRODUCTION, Point 4-Page number 6	Yearly count distribution month wise/service wise for 3 years including 2021 in both locations Milan and Brescia	<p>Currently Consulate is based only in Milan and there is no office in Brescia, count of services rendered at Milan is(City wise data is not available)</p> <table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Miscellaneous</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Consular Services</td> <td>13234</td> <td>9480</td> <td>12803</td> </tr> <tr> <td>Passport</td> <td>12002</td> <td>6566</td> <td>13328</td> </tr> <tr> <td>Visa</td> <td>6823</td> <td>1183</td> <td>1678</td> </tr> <tr> <td>OCI</td> <td>4465</td> <td>498</td> <td>5896</td> </tr> <tr> <td><b>Total</b></td> <td><b>36524</b></td> <td><b>17727</b></td> <td><b>33678</b></td> </tr> </tbody> </table>		2019	2020	2021	Miscellaneous				Consular Services	13234	9480	12803	Passport	12002	6566	13328	Visa	6823	1183	1678	OCI	4465	498	5896	<b>Total</b>	<b>36524</b>	<b>17727</b>	<b>33678</b>
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2	BIDDING SCHEDULE AND PROCESS-Page number 2, CHAPTER XXII: TIMELINES AFTER AWARD OF CONTRACT	<p>Timelines for rollout to be corrected as the dates are incorrect. Clarification required on timeline to roll out.</p> <p>On Page number 2, it is mentioned that the Award of Contract will be 4th Feb 2022 and at page number 52, it is mentioned that Signing of contract will be 1st April 2022. However on page number 50, Signing of contract should be within 7 days of the award of contract. Please suggest.</p>	A corrigendum no Mil/Cons/415/01/2020 dated 07/01/2022 has been issued and uploaded on relevant websites.																												
3	Annex A: Technical Parameters for Digitization-Page number 56	In RFP it is mentioned that The vendor needs to arrange the retrieval software also. The retrieval software should have the provision to retrieve the image file on the basis of any Indexing field. However we believe MEA already has a Retrieval software.	The position has been same as in earlier RFPs. We may seek clarification from NIC later on.																												

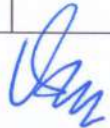
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		Also in the RFP, Specifications for Retrieval software is not mentioned.	
4	Annex A: Technical Parameters for Digitization-Point 3, bullet c and D -Page number 57	Digitization guidelines to be relooked at as the RFP mentions the applications to be digitized with the visa number which is only possible post granting of visa.	The position has been same as in earlier RFPs. We may seek clarification from NIC later on.
5	CHAPTER XXV: SENDING THE BIDS TO POST, point e, Page number 53	In the RFP it is mentioned as, the proposal must be received by 1700 hours on 18th January, 2022. However, as mentioned in BIDDING SCHEDULE AND PROCESS, page number 2, Last Date for Submission of bids 14th January, 2022. Please clarify.	A corrigendum no Mil/Cons/415/01/2020 dated 07/01/2022 has been issued and uploaded on relevant websites.
6	CHAPTER XXV: SENDING THE BIDS TO POST, point e, Page number 53	In the RFP it is mentioned as, The Technical Bids will be opened in the presence of the authorized representatives of the Bidding Companies (limited to one person per bidding Company only) at Consulate General of India, Milan at 1500 hours on the same day on 20th January, 2022. However, as mentioned in BIDDING SCHEDULE AND PROCESS, page number 2, Date of opening the Technical Bids -17th January, 2022. Please clarify.	A corrigendum no Mil/Cons/415/01/2020 dated 07/01/2022 has been issued and uploaded on relevant websites.
7	Note: xi) Page number 4, Page number 46, Page number 1	Tender name-Please confirm Tender name is - 1. Outsourcing of Consular/Passport/Visa Services (Refer page number 46) or 2. Outsourcing of Consular/Passport/Visa/OCI/GEP support services 2021(Refer Page number 4) or 3. Outsourcing of Consular/Passport/Visa/OCI/Global Entry Program (GEP) Verification Services(Refer Page number 1)	The tender name is Outsourcing of Consular/Passport/Visa/OCI/Global Entry Program (GEP) Verification Services

8	CHAPTER VII:DETERMINATION OF SERVICE FEE, point a-Page number 10	The Consulate will not pay for the services rendered by the Service Provider. The Service Provider will charge a Service Fee equal to the contract price per application, denominated in Euro, from the applicant. However in CHAPTER XVI: SERVICE LEVEL METRICS/PENALTIES, Penalty for Violation in US\$. Please clarify.	SERVICE LEVEL METRICS/PENALTIES, Penalty for Violation will be in Euro.
9	Chapter V: Mandatory Criteria-Point 0	In case of Single tender enquiry. Please share detail on Extant rules that will be followed.	As per guidelines of GFR and CVC and decision of Ministry
10	CHAPTER III: REQUEST FOR PROPOSAL, Point 7	Duration of contract-The Contract signed will be valid for a period of two years with review of operations after each completed year. As per the rule of land, minimum lease tenure for any commercial premise can only be 5 years or more. Hence we would request authority to review.	The Contract signed will be valid for a period of two years with review of operations after each completed year. At the end of this two year period, the Consulate will have the option of further extension of contract with the approval of the Ministry for a period to be mutually agreed upon by both parties on the same terms and conditions with mutual consent of the Consulate and the OSP concerned. This is according to the policy of the Government.
11	Annexure J	As per the RFP Annexure J, BID SECURITY DECLARATION/EMD FROM BIDDERS IN LIEU OF EMD. This is to confirm that as part of the Proposal Submission, Tenderer need not to submit any EMD/Bank Guarantee. Only declaration as per Annexure J is sufficient for Proposal Submission	Only Bid Security Declaration as per Annexure J will be required.
12	CHAPTER VIII: SCOPE OF WORK AND DELIVERABLES REQUIRED	There are duplicate entries- Facilities at the ICAC (Duplicate Entry), Contingency Plan (Duplicate Entry). Please clarify	Duplicate entry may be disregarded.
13	Annex-E: Proforma for Evaluation of Technical Bids - Grading companies giving marks Criteria	There is a difference of 10 Marks in the Evaluation of Technical Bids - Quality of non-GOI client list and references received from them- Doesn't carry any mark	Quality of non-GOI client list and references received from them also carry 10 marks.

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14	Annex A: Technical Parameters for Digitization, Point d	Digitization guidelines to be relooked at as the RFP mentions the applications to be digitized with the visa number which is only possible post granting of visa.	<p>This is the same requirement as in previous RFPs. For sake of convenience, it is repeated below:-</p> <p><u>Digitization and Indexation of Documents</u></p> <p>i. The digitisation/indexation of documents must be done simultaneously by the OSP. If this process has not been implemented due to any reason with the approval of the Consulate concerned, the following procedures should be followed.</p> <p>ii. The OSP is responsible for digitisation/Indexation of all the consular, passport and visa (CPV) records along with enclosures, as per the parameters prescribed in Annex A and handing over the DVDs containing digitized data to the Consulate as per the time schedule fixed by the Consulate. Those CPV applications which are submitted directly at the Indian Consulate will be handed over with supporting documents/enclosures to OSP for scanning/digitization/indexation and shall be scanned/digitized/indexed within three working days of handing over of documents to the OSP. In addition, OSP will be required to digitize the other applications for which emergency services have been provided by the Mission/Posts on holidays/weekends.</p> <p>Note: NIC has informed that simultaneous document upload facility for Regular Visa applicants is ready for roll out. Hence, once it is operational and notified to the OSP, then scanning/digitization/indexation of documents and providing data in CD/DVD or any other storage format will not be required.</p>
15	Chapter VIII – Clause h (i)	<ul style="list-style-type: none"> <li>• How is BLS going to know if the attached documents are accessible to the Officer or not? When will be the NIC Software implemented?</li> </ul>	This is the same requirement as in the previous RFPs. OSP will be required to install requisite NIC software.



16	Chapter VIII – Clause m (i)	<ul style="list-style-type: none"> <li>• Kindly confirm if all applications and supporting documents need to be scanned before submission to the Mission?</li> <li>• Clause M(ii) states the timeline is to be agreed with the Mission, however, in the same clause it is mentioned that the DVDs are to be prepared daily and handed over on a weekly basis. Does this mean that the OSP has to create 1 DVD for each day? This would create unnecessary logistic issues for all. We suggest that DVDs shall be created and submitted on a monthly basis for easy reconciliation.</li> <li>• It is also mentioned in the same clause that the scanning is to be done sequentially as per date. This is only possible if the scanning is done prior to submission of applications to the Mission. The Mission will need to ensure that applications are handed over to the OSP if the scanning is to be done post granting of service.</li> <li>• Clause m (v) states that certain enclosure of the application need not be scanned. We suggest that all applications shall be scanned in its entirety as segregation may lead to vital documents being missed.</li> <li>• Kindly confirm if the GPSP system has been implemented at the Mission</li> </ul>	<ul style="list-style-type: none"> <li>- Please refer to sl. no. 14 above.</li> <li>- OSP has to link digitized file electronically for access by the Visa Officer. Naturally, in case digitization has been done prior to forwarding applications to the Post, Visa Officer may insert the same.</li> <li>- Digitization of documents should be as per the provisions of the RFP. Redundant documents should not be digitized.</li> <li>- Consulate is integrated with GPSP of PSK System.</li> </ul>
17	Chapter XVI Penalties – 9	<ul style="list-style-type: none"> <li>• Since the timelines for scanning and submission of data is to be agreed with the Mission, the same should be applicable to applications received at the Mission instead of 3 days.</li> </ul>	<p>This applies to applications directly received at the Consulate. The limit of 3 days will be counted only after handing over the such documents to service provider.</p>
18	Annexure A – Clause 2 – Job Specifications	<ul style="list-style-type: none"> <li>• The whole clause need further clarification. As per the current contracts with other Indian Missions being served, the digitization is being carried out as per the</li> </ul>	<p>This is the same as in previous RFPs. We may seek clarifications, if any, subsequently.</p>



		<p>specifications laid by CPV/NIC. Has there been a change in the whole process as no OCR/ICR or Digital Signatures activity is involved at the moment for digitization of Applications.</p> <ul style="list-style-type: none"> <li>• Need more clarity on the various Jobs mentioned. Since the OSP needs to digitize all applications in entirety, these are confusing and irrelevant.</li> <li>• Job 6 states image conversion to PDF. Does it mean there are multiple formats in which data needs to be submitted?</li> </ul>	
19	Clause 3A	<ul style="list-style-type: none"> <li>• States that the vendor has to match the data with the electronic record of the government. Does this mean the OSP would be given a master file OR access to the database of the government database?</li> <li>• It is mentioned under clause 2.1 that the backup needs to be maintained for 12 months whereas Clause 3(f) states that the data needs to be retained for 6 months only. Kindly clarify.</li> </ul>	This will be as per the standard procedure of Ministry, limited access to Government database will be provided to OSP. Backup needs to be maintained for 12 months.

	RFP reference	Pg.	Clause	Query					
20	Pg. 6 Pt. 4		The Consulate handled approximately 1,28,222 (no. of services) transactions during the three-year pre-Covid period from 2017 to 2019 (equivalent to 171 transactions / services per working day, assuming 250 working days in a year).	Please provide monthly city-wise and service-wise application count break-up for the past 3 years		<b>2019</b>	<b>2020</b>	<b>2021</b>	
					Miscellaneous Consular Services	13234	9480	12803	
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					<b>Total</b>	<b>36524</b>	<b>17727</b>	<b>33678</b>	
					All the Consular services were rendered at CGI Milan.				

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21	Pg. 6 Pt. 4	The Consulate handled approximately 1,28,222 (no. of services) transactions during the three-year pre-Covid period from 2017 to 2019 (equivalent to 171 transactions / services per working day, assuming 250 working days in a year).	Also, please confirm % of applications that are received in person and by post in each VAC?	As no VAC was operational during these years, all the Consular services were rendered by CGI Milan only.
22	Pg. 26 Pt. p iii	The OSP's shall not capture any data/information from the applicant on/through its website or insist upon service seekers to apply for services at its own website. OSP should provide link of the website of Government of India (GoI) for the service(s) concerned and guide the applicants to apply at the website of the GoI.	In order to facilitate Postal applications, scheduling of appointments, online payment and courier label generation, the OSP website will need to capture minimal data from the applicant. Please confirm that this is permitted.	The OSP shall share the links/facilities at their website. If essentially needed, an access to limited data/information of the applicant would be permitted.
23	Pg. 16 Pt. h i	All supporting documents/enclosures submitted by the applicant at ICAC are required to be scanned/digitized/indexed and electronically attached on IVFRT portal with the application form of the applicant.	Kindly confirm the services (Visa, Passport, OCI & Consular Services) for which the applications will need to be scanned and digitized?	Documents/enclosures of the applications pertaining to all kind of Consular services needs to scanned/digitized, if no formulated mechanism for scanning/digitization exists as a pre-requirement in any of these services.
24	Pg. 12 Pt. xii	Page 11: The service provider should provide an efficient and courteous telephonic enquiry system.	<ul style="list-style-type: none"> <li>• Could number of Calls emails received during the earlier years be provided for planning of call center</li> </ul>	<ul style="list-style-type: none"> <li>• On an average the Post (CGI, Milan) receives 80-100 no. of telephone calls per day. The number of e-mail received ranges from 15-20 per day</li> <li>• OSs are as per the T&amp;C of the Tender Notice.</li> </ul>



			<p>operations (Calls and emails)?</p> <ul style="list-style-type: none"> <li>• Can Optional services like Form Filling and Passport notification via auto dialer can be offered?</li> <li>• Are there any requirements on storing call recordings of specific duration?</li> </ul>	<ul style="list-style-type: none"> <li>• There is no such requirement</li> </ul>
25	Page 13. Pt. iv	Provide a barcoded receipt to each applicant showing...	<p>While acknowledgement can be sent over SMS, the Original receipt of postal applications can be send only with return documents, Also given that in case of incomplete documentation documents may have to be sent back to the customer. Are electronically receipts over email acceptable?</p>	<p>If the application (of any consular service) is complete in all respect, the applicant should be provided with a barcoded receipt as per the specifications mentioned, at the time of accepting the application</p>
26	Pg. 29 Pt. i	In submitting a proposal to the Post, the Bidding Company will be deemed to be fully informed and to have accepted the terms and conditions outlined in this Request for Proposal and that all commitments as per RFP and its Annexs- A to E will be met. A	<p>The Annexs are from A to J; please confirm that the Declaration accepting terms and conditions have to be from A to J or A to E.</p>	<p>Annexure K: Guidelines for Attestation of documents may be annexed.</p>

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		Declaration/Certificate to this effect will be furnished by the bidding Company.		
27	Pg.21, 25, 71, 75  Pg.37 Pt. 19	Total turnaround time should not be more than 30 minutes from arrival to submission of application. -Delays in providing service will lead to imposition of penalties.  The OSP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 60 minutes from the time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant.	Please confirm the Total Turnaround Time	The total Turnaround Time would be 30 minutes (excluding the time given to the applicant for completing application for minor reasons such as requirement of additional photographs; photocopy of any document etc.)
28	Page 11 Pt. 14 a iii	Dealing with Applicants and Documents. Point number: 3. The OSP shall not capture any data information from the applicant on/through its website.	For effective appointment systems, Postal applications, online payment system, grievance/complaints management, the OSP will need to collect data online from the customers. It's understood the referenced Clause refers to application forms only and OSPs will be able to collect data for such purposes as listed above which are other than applying for visa or passport service.	The OSP should not capture any data/ information from the applicant on/through its website. The OSP shall share the links of the services/facilities at their website for this purpose. If essential, limited data/information access of the applicant would be permitted for effective appointment systems, Postal applications, online payment system, grievance/complaints management.

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29	Please refer Pg. 7 & Pg. 9	Eligibility Criteria Pt. 10 iii & iv vis-a-vis Mandatory Criteria Pt. f. on Pg. 9 Eligibility criteria requires minimum net worth of USD 5 Mil and av. Annual turnover of min. USD 500,000 for last 3 yrs. whereas Mandatory Criteria it is mentioned as min. net worth of USD 5 Mil or annual turnover of USD 500,000.	Question: Please confirm if both requirements need to be fulfilled by the bidding company or either of the one to qualify.	Yes. Both requirements need to be fulfilled
30	Pg. 22 Pg. 40	Insurance policy needs to be submitted within 2 months whereas Pg. 40 Mentions submission in 3 months	Question: Please confirm the period after award of contract for Insurance Policy submission	The OSP should submit the requisite Insurance Policy in respect of the IVACs within in 3 months from the date of award of Contract and will renew it appropriately.  Therefore, on page 22, words 2 months may be corrected to read as 3 months.
31	Page 15.	Biometric Enrolment	Would it be possible to suggest tentative Go live date for biometrics enrollment?  Also, confirmation of the services/ categories for which biometric enrollment will be required.	No, dates and services will be communicated once decision on biometrics is approved.
32	Pag 18. m)	Digitization and indexation of documents.	<ul style="list-style-type: none"> <li>It is our understanding that digitization process can be outsourced to an external vendor. MEA to confirm / correct this understanding.</li> </ul>	<ul style="list-style-type: none"> <li>OSP is responsible for digitization/scanning/indexation of CPV documents. OSPs should do the digitization work through its staff and at its premises otherwise it would not be possible to fix responsibility.</li> <li>Applications/documents from April 2019 are yet to be digitized.</li> </ul>

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			<ul style="list-style-type: none"> <li>• It is our understanding that digitization process for the service provider will start only after the award of the contract and that there is no backlog of applications to be digitized. MEA to confirm / correct this understanding.</li> <li>• Can we get an estimate on number of pages to be digitized per applicant?</li> </ul>	- Roughly 10-12 pages per application.
33	Page 21. Point H	The ability to computerize operations related to the accounting of fee collection. The Service Provider should introduce 'CONSPROM' software of the National Informatics Centre when required by the Mission/Posts.	<p>We would like to know if the Post has any tentative date for introduction of CONSPROM. Will CONSPROM be required to be rolled out for all services or for visas only? Is Postal Module be available in CONSPROM to login postal applications?</p> <p>Can SP develop its own software to complement 'CONSPROM'?</p> <p>In case of any issues/limitations with</p>	NIC is in the process of upgradation of existing CONSPROM software. We will revert in due course.

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			CONSPROM software as experienced in some locations can SP use its own software?	
34	Page 75	Data security and secure transfer of data including possession of appropriate certification and full compliance with local legal regulations.	It is our understanding that PSK system is already introduced in Italy and that transfer of Passport files to the local Missions will be as per the format mandated by PSK system. Post to confirm / correct this understanding.	Consulate is integrated with GPSP of PSK System.
35	Page 12	The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll free numbers/Voice Over Internet Protocol (VoIP). The Service Provider can charge normal call charges after five minutes. Special higher call charges are not permitted. No caller should be made to wait for more than three minutes and waiting time should not be chargeable. The telephonic enquiries should be attended from 9AM to 7PM on all working days and an automatic answering system should be functional	It is our understanding that we can charge callers after 5 mins. Can the SP charge for additional minutes used after 5 mins. Please elaborate more on "normal call charges:	OSP can charge normal phone call charges after the prescribed free time limit (five minutes). Special/higher call charges are not permitted.

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		outside the above period including holidays.		
36	Page 40	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.	Which aspects of services can be outsourced by the SP. Example can the contact center be outsourced?	OSP cannot outsource to anyone any part of the services awarded to him.
37	Pg 12 – Pt O. Xi	The OSP shall Provide a customer feedback system, and an interactive blog, in the format indicated by the Post, as part of the website linked to the Post website, so that it can be seen by all.	1. Do we need to provide customer feedback system in format indicated by mission or it's just the interactive blog?	Customer feedback should be provided in the format indicated by the Consulate.
38	Page 25, Pt M Page 37 Pt 19 Page 75	Turn around time of 30 mins/60 mins – both mentioned across different sections	1. TAT of 30 minutes is not practical for India mission as few applications like OCI, Power of attorney etc take service time on average of 15-20 minutes due to complicated documentation, 60 minutes looks practical 2. The TAT will be calculated on per application basis in case of group applications? Our understanding is we will divide the total waiting time + service time by number of applications being submitted	Intention is to keep by and large TAT of 30 minutes while few complicated applications may take longer time.

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39	Pg 27 – Pt P.xiv	The Service Provider should have a feedback system for applicants while returning the passports, to survey satisfaction level in regard to quality of their service rendered.	1. Will it be acceptable to use printed QR codes on the envelopes which will direct the customer to feedback form, or we need to send the links through sms?	The Consulate proposes using printed QR Codes on the envelopes for the purpose.
40	Page 31, Chapter XIV – Service level metrics	Na	1. RFP does not mentions if mission needs SLA reports which give performance of all the operational SLAs on regular basis, if any SLA report is needed by mission, we need to agree on the frequency/timeline to share the reports.	No SLA reports from OSP on performance of operational SLAs.
41	NA	NA	1. There is no mention of social media in the RFP, will there be any SLA related to social media queries/feedbacks/complaints like email etc. or we follow VFS internal SLAs 2. Are we responsible to manage or respond to queries coming on mission's social media accounts/handles?	No.
42	NA	NA	RFP template remains unchanged with L1 as the selection basis. No Recommendations have been included as per the Finance	For this tender, L1 is the selection basis. Ministry's fresh instructions will be included in due course.



			<p>Ministry Circular - released 29<sup>th</sup> Oct 21 with regards General instructions on Procurement and Project Management” to ensure that RFP for future Govt. contracts leads to “Quality Oriented Procurement” (QOP):</p> <p><a href="https://www.doe.gov.in/sites/default/files/General%20Instructions%20on%20Procurement%20and%20Project%20Management">https://www.doe.gov.in/sites/default/files/General%20Instructions%20on%20Procurement%20and%20Project%20Management</a>. HYPERLINK "https://ind01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.doe.gov.in%2Fsites%2Fdefault%2Ffiles%2FGeneral%2520Instructions%2520on%2520Procurement%2520and%2520Project%2520Management.pdf&amp;data=04%7C01%7Cnedaj%40vfsglobal.com%7C3d1bdbfa519c4f5c0f5d08d9a861c919%7C01c6612daa71437cb463aa0309288e3b%7C0%7C0%7C637725960209925405%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWwiLCJXVCi6Mn0</p>	
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			<p>%3D%7C3000&amp;sdata=KN5%2F%2BETHkTsrtGa3JQ87tU0CvrZnswWXg0yqhUXcvx0%3D&amp;reserved=0".pdf</p> <p>Request confirmation that the recommendation from finance ministry is not considered for this tender.</p>	
43	Pg. 29 K	The pre-bid conference should be followed by presentations by Bidding Companies as per the date and time fixed by the Post.	<p>Request you to confirm Date &amp; Time for the Presentation to the Post.</p> <p>Will the presentation be private or in the presence of other OPSs as we will be sharing confidential information as part of the Bid Presentation.</p>	<p>Presentations will be through virtual modes only i.e. without face-to-face physical meeting on 17/01/2022.</p> <p>Time slots will be communicated separately to the prospective bidders.</p>
44	Pg. 66 Part II- A		Please clarify if bidding companies can quote zero for (b) Enrolment of Fingerprint biometrics charges and (c) Facial biometric capture charges (d) charges for scanning/indexation/digitization and mention that the charges for the same are included in the service fee	Prices quoted should be reasonable.

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45	Pg. 24 Chapter X Optional Services Point 16. (ii)		<p>How will bidding authority ensure that Optional Services(OSs) can be charged on a reasonable basis subject to their sustainability and approval of the Post and in accordance with provisions of Chapter XIII : Guide to bidders para 22(m) of RFP which only seems to address the adequacy of the service fees and does not specifically address the risk of bidding companies quoting abnormally low prices for Optional services with an intent to get the lowest score for Optional services prices in the overall financial bid evaluation as explained in the formula in chapter XX 34 (ii) e, since the sum of unit prices for Optional services carries 20% weightage in overall financial bid evaluation.</p> <p>Is there a minimum price suggested by the mission for optional services to ensure that certain bidders do not quote abnormally low prices to achieve L1</p>	<p>Consulate has fixed reasonable rates of OSs on the basis of extensive market survey.</p>
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46	Pg. 48 chapter XX 34 (ii) e.		<p>Can Bidding authority explain that will the following <i>“the Financial Bid (Annex-C) will be evaluated by the Outsourcing Committee in the Consulate 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.”</i> apply only to viability of service fee or will it also apply to viability of prices for Optional services? We ask this because in the past we have seen bidders quoting abnormally low prices for Optional services with an intent to get the lowest score for Optional services prices in the overall financial bid evaluation as explained in the formula in chapter XX 34 (ii) e, since the sum of unit prices for Optional services carries 20%</p>	<p>Evaluation shall be as per the RFP. Rates quoted should be in letter and spirit. OSP should be able to provide service at rates offered.</p>
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			weightage in overall financial bid evaluation	
47	Chapter XIII : Guide to bidders para 22(m) of RFP		How will the bidding authority evaluate the sustainability and adequacy of the service fee quoted by the bidders in accordance with provisions of Chapter XIII : Guide to bidders para 22(m) of RFP ? Will there be a benchmarking done with prevailing price of similar services in the local market?	Outsourcing Committee of the Consulate as per the RFP.
48	Pg. 61, annexure C, Part-I	Note: Post has the right to disqualify the bidders in the Financial Bid stage if the costing details are not commercially viable and found to be unsustainable, treating the Bid as unresponsive.	How will the commercial viability and sustainability of the bidder's costs be evaluated?	Outsourcing Committee of the Consulate as per the RFP.
49	--	--	Whether both the proposed ICACs should have the area of 800 sq ft each?	Yes.

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 Consul (Passport & Consular)  
 Consulate General of India  
 Milan