

Sr. No	Question	Remarks
1	Para I Pre verification, Note 2 - As per the same Annexure F should be provided but the same is not available in the RFP. Please let us know any other documents require for pre- verification than stated format?	Annexure F has been withdrawn. No other documents are required besides the organizational profile and Reference as mentioned in Para I of the RFP/Revised RFP.
2	Para IV Eligibility point number (iii) and (iv) - Please elaborate the formulation of the net worth? Also whether consortium of the same group company for the affidavit of the Financial support; having similar Management control considered for the Bidding process?	Net worth is as defined under Companies Act 2013 under Para 2.57. The bidding company should have the financial qualification prescribed in the RFP. The formulation for the minimum net worth equivalent to US \$ 5 million is provided in Para V.8.e (Mandatory Criteria) read with Para IV.6.iii and Annexure D.”
3	Para , III Request for Proposal and Para VIII timelines - Please kindly clarify the time limit as per, III Request for Proposal 4. states commencement of IVAC should be within three months from signing of contracts and whereas VIII timeliness specified point C regarding 60 days of progress clause which is contradicting?	As mentioned in Para h of VII of the RFP, the timeline is only indicative in nature and can be modified by the Mission/Post as per the administrative requirement or to meet with the deadline of the expiry of the existing contract. The existing contract expires on April 30, 2016.
4	Para V Mandatory Criteria (g) - The bidding company must provide documentation to show personnel of adequate qualification for key position in IVAC. The details of the proposed key personnel and their experience record must be provided. What is the adequate qualification required and experience expected by the mission regarding personal of key position and personnel at IVAC?	See Para XII.15.c. Minimum qualification is graduate for key positions with adequate experience for the positions for which the personnel is being hired/recruited. Wherever accounts, IT related knowledge is required, the staff concerned should have the requisite knowledge as per the demands of the work.
5	Para V Mandatory Criteria (l) - The Company must provide certification that its operations are compliant with local laws and relevant taxes? This certification to be provided after the award of contract or before the awarding contract?	The reference to the certification pertains to a bidding company which will entail a self-certification that the bidding company, if awarded the contract would abide by the local laws and taxes. The companies taking part in the tender process are expected to have requisite knowledge of the local laws.

6	Para V Mandatory Criteria (n) - The bidding company should provide a viable and effective security systems for premises, personnel and data relating to IVAC in full compliance with the relevant local laws and as per prescribed by the mission, What are the relevant local laws and missions expectations of effective security systems, personnel and data whether any such guidelines available? Also this certification can only be provided after operations begun and taxes filed in regular duration. Please confirm about the same?	Please refer to Par XII.15.j; Row III - Point 10, 11,12,14 of Annexure D; Row IV - Point 3, 4, 6 IV of Annexure G. The companies taking part in the tender process are expected to have requisite knowledge of the local laws.
7	Para VII timelines, a and b And Refer to Annexure E proforma for Evaluation of Technical Bids- -The marking system not prescribed specifically, how the embassy / mission will be going determine the marks for the parameters as there is no such system mention in RFP? We understand the marks allotted on the basis of 10 as highest. Please elaborate the marking systems parameters.	The marking system has been elaborated at Annexure-E of the Revised RFP.
8	Para VIII Determination of service fee, a and Para IX Scope of Work, IV - Whether bidding company can charge equal fees in all cases?	The service fee, approved by the Mission and charged by the IVAC shall be uniform/same in all cases.
9	Para IX Scope of Work and deliverables required, VII - Please explain the terminology coordinate and expectations of missions regarding coordination, e.g. free pick up drop / chargeable pick up drop, lounge service free / chargeable?	The service provider shall communicate the date, time and place of interview to the applicant on the directions received from the Mission/Post through a verifiable communication like SMS or email and telephone without any extra charges.
10	Para IX Scope of Work and deliverables required, b acceptance of fees-vii, - The service provider should provide a monthly certification that it does not hold any personal records of applicant beyond the stated limit. Whether self certification or any external agency certification required?	Yes, self-declaration would be required by In-charge/Manager of the IVAC. The Service Provider will ensure that all the applicatioes are digitized and indexed and the data is transferred to Mission in CDs as prescribed in Annexure A of the RFP. The hard copies of the applications along with enclosures should be returned to Mission periodically as prescribed by Mission.

11	Para IX Scope of Work and deliverables g - issuance of visas- IVFRT ii, - The service provider is responsible for the enrolment of ten finger and facial biometrics data of applicant, as per annexure B. Kindly consider facial recognition is very volatile data and the link provided in annexure b for stated parameters is not working (refer attached screen shot) in the same case please provide parameters of facial recognition along with failure ratio. Can we opt for retina scan also additionally for more security?	The standards for the enrolment of facial biometrics are available in the said web link provided in the Annexure B of the RFP/Revised RFP. This weblink may be noted as http://egovstandards.gov.in/published-documents/notified-standards The biometric standards may be referred under the title 'Face Image Data Standard Ver 1.0'. No other parameters of biometrics scan is permissible under the Revised RFP.
12	Miscellaneous - What is percentage of postal and walk in application? What is break up of service type- Passport, Visa and Consular?	The Mission is not maintaining any such data. This RFP is only for visa services.
13	Miscellaneous - As per our knowledge there is significant drop in physical visa application, what is expected timeline to implement E visa?	e-Tourist Visa (eTV) for Russian nationals is in effect from October 2014.
14	Miscellaneous - Annexure D Number of staff specifying nature of work to be handled (to be specified by Mission) Could you please let us know if there is any threshold on the number of staff? At St. Petersburg.	The minimum number of staff for the IVAC St. Petersburg has been provided in Row III - Point 4 of Annexure D of Revised RFP issued on 09.02.2016.
15	Miscellaneous - What would be the Taxation Rate for Visa Services & for VAS Services? Would there be different Tax Rate for Both these Services. Point 31 - Page 66 - Financial Bid - Pls clarify on Establishing a Call Centre	The service fee charged by the successful bidding company alongwith the VAS service fee will be inclusive of the local VAT/tax. The local rates for the said taxes may be collected from the local government.
16	Miscellaneous - Please provide us Type of Visa Processed and cost embassy fees of the same? Please provide us No of Visa Processed in Last 2 Years as per various types.	A total of 12 types of visas are presently being processed by the current visa service provider (IVAC). These include : Employment Visa, Project Visa, Business Visa, Tourist Visa, Conference Visa, Medical Visa, Student Visa, Transit Visa, Medical Attendant Visa, Journalist Visa, Entry Visa, Transfer of Visa. The details has been provided at the Pre-Bid Conference.

17	Please refer to the revised RFP page4, Pre- Verification I, Note 2: - The bidding Company should provide a Declaration / Certificate as in Annexure- F, whereas Revised RFP doesn't contain any Annexure-F. Please kindly clarify and suggest, if we require to present any other Declaration / Certification additional to the pre-verification and reference to obtain security clearance.	Annexure F has been withdrawn. This is now included in Annexure G. Annexure F is for two service provider model which is not relevant in the present tender process.
18	Is it mandatory to sign the bid document by the CEO or whether the required documents/ declarations can also be signed by a person nominated through a Board resolution.	It is not mandatory that the bid document has to be signed by the CEO of the bidding company. It can be signed by a signatory equivalent in rank to that of a CEO in the bidding company alongwith a copy of the Resolution of the Board of Directors authorizing him to sign the tender documents on behalf of the bidding company. (Refer Annexure G).
19	Would there be extra points to offer more locations than mentioned in RFP	Provision of additional IVACs will entail higher marks under Annexure-E.
20	Can we have month wise break up of application count for last three years for Moscow and St. Petersburg respectively	The month wise break up of application for Moscow and St. Petersburg has been provided at the Pre-Bid Conference.
21	In regards with bid security; may we request you to let us know in who's favor the demand draft should be in.	Head of Chancery, Embassy of India, Moscow, Russia
22	May we also request you to let us know the exchange rate to be followed from USD to RUR for mandatory documents and financial bid.	The Bank Guarantee has been pegged in US dollar terms in the RFP/Revised RFP.
23	In reference to point 26 under clause XXI – Schedule for the RFP Process on page number 47; We request you to please suggest the time for pre bid conference to be held on 24 th February 2016.	1100 hrs. on February 24, 2016 at the Embassy Premises.
24	What authorized external auditing agency has to certify of the Bank guarantee? It will be enough if the Bank guarantee will be issued only by any Bank? The Bank guarantee has to be written on English or on Russian language?	The certificates from an authorized external auditing agency certifying the minimum net worth, minimum annual turnover and capacity to provide financial guarantees has to be provided by the bidding company. The Bank Guarantee can be provided in English and Russian language (accompanied by notarized English translation).

25	When the Service Provider has to provide the Bank guarantees till 4 of March 2016 or at the time of signing of the Contract?	Kindly refer to Para X.13.e, i.e., at the time of signing of the contract.
26	The Service Provider shall provide a Bank Guarantee amounting to US \$ 30,000. - What authority will be the Beneficiary of this guarantee - the Embassy of India in Moscow? What is the reason which the Bank should indicate to provide the Bank guarantee? What term of validity of the bank guarantee? What date the bank guarantee should come into force? Till what date? For what period?	The Bank Guarantees would be addressed to Head of Chancery, Embassy of India, Moscow, Russia. Kindly refer to Annexure-H along with Para X.13.
27	The Service Provider shall provide a performance Bank Guarantee, amounting to US \$ 50,000... This guarantee amount shall be given in four pieces with 50%, 20%, 20% and 10% of the total value. – Did we understand correctly that the Service Provider has to provide the four Bank Guarantees amounting to \$25, 000, \$10, 000, \$ 10.000 and \$ 5,000? What authority will be the Beneficiary of this guarantee - the Embassy of India in Moscow? What is the reason which the Bank should indicate to provide the Bank guarantee? What term of validity of the bank guarantee? What date the bank guarantee should come into force? Till what date? For what period?	Please refer to Annexure-H read with Para X.13. Yes, the Bank Guarantee under this category shall be in four pieces.
28	Schedule for the RFP process (Page 43) - What is the Contract Signing expected to happen, and when is the new service provider expected to start the operations?	The existing service provider's contract expires on 30.04.2016 and the new service provider will start the independent operations with effect from 01.05.2016. It may be noted that the timelines provided in the RFP/Revised RFP is only indicative in nature and can be modified by the Mission as per the administrative requirement or to meet the deadline of the expiry of the existing contract etc. (Para VII.10.h)
29	Scope of Services - There have been at least 8 tenders floated by MEA for Outsourcing in the recent past and all the tenders had all the CPV services in scope; where Visa Applications are the only ones in Scope in EOI, Moscow tender. Will the Embassy include other consular services in the outsourcing ambit at a later stage?	No.

30	Transition - There is no mention of the word transition in the entire document. Failure on the part of the incumbent service provider has not been addressed at all in the RFP. Detailed information is solicited as far as transition is concerned to ensure that a process is defined to ensure accountability. Below is a sample of questions that need clarification: - When will the incumbent service provider end accepting applications? - When will the contact centre of the incumbent service provider discontinue its operations? - Will the applications that were processed by incumbent be handled? - How will the handover of the unprocessed applications, courier labels, passports, etc. be implemented? - Will the new service provider charge their service fee for handling applications handed over by incumbent service provider? Due to poor transition, there are disastrous consequences and can cause major inconvenience to the applicant community & reputation of the Indian Mission abroad.	The rights, obligations, penalties etc. of the incumbent service provider are governed by a separate contract and shall be decided under the said agreement/contract. A detailed transition plan will be provided at the time of the award of the contract.
31	The Mission undertook approximately 553000 visa/passport/consular transactions in the last three years (equivalent to 737 per working day, assuming 250 working days in a year). - Month-wise break-up of visa applications count for each year of the last 3 years; for the TWO cities in scope?	Has been provided during the Pre-Bid Conference.

32	'Walk in' service is a standard procedure to be adopted in the IVAC and the arrangements should be made to ensure that 'walk in' applicants are serviced satisfactorily. The IVACs can also receive applicants by appointment without any additional charges and counters must be made separately for them. In the case of travel agents submitting the application forms, a separate counter must be provided (without any additional charges) to avoid any inconvenience to other applicants. - Kindly Confirm that applications accepted at St Petersburg and Moscow will be sent to the respective mission/post in the two cities for processing?	Yes
	Kindly provide the month wise breakup of Walk-in, Postal and Third party applications for BOTH the Cities; this data will directly impact the staffing and sizing budgetary exercise.	Data is not maintained in this regard by the Mission.
33	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 eight 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 outside the above period including holidays. xi. The Service Provider should operate an efficient and prompt e-mail system where response is provided within 24 hours (or 48 hours if a clarification from the Mission/Post is required). - Kindly provide the details on number of calls and emails received from the applicants at the current service centres. RFP states the call centre time to be 9 AM to 7 PM on all working days. We request the Embassy to consider a time period of 9 AM to 6 PM to coincide with the IVAC working hours and also taking into account any possible staff security issues arising out the time taken by staff to reach home in the night.	Data is not maintained by the Mission. Suggestion noted.

34	Clause IX. 12. a. xiii) The Service Provider should mandatorily provide 4 SMS updates for Postal/courier applications (i. receipt of application in the IVAC, ii. dispatch of documents to the Mission/Post, iii. receipt of documents in the IVAC from Mission/Post and iv. dispatch of documents by Courier/Post). In regard to applications received in person in the IVAC, only ii, iii and iv may be required. All these information should also be uploaded to the website tracking system on a real-time basis. - The VAS section does not cover the rates for the SMS service. In addition service provider has to mandatorily provide SMS updates. Hence we request you to kindly provide the SMS charges under the VAS section.	Kindly see Para IX.12.a.xiii. the service provider should mandatorily provide 4 SMSs updates for postal/courier applications and 3 updates for applications received in person in the IVAC. No additional charges can be levied for these mandatory SMSs. SMS charges are included in the Service Fee and the bidders should factor this while determining Service fee competitively.
35	Courier service (Annexure-I) - Does the Embassy/Consulate have any data on the Zone wise approximate split of applications in Russia?	No data is maintained by the Mission.
36	Clause IX.12.g Biometric enrolment - What would be the likely date of implementation of biometric data capture?	The biometric enrollment should be functional from day one of the operations of the new service provider. All infrastructure for its implementation would have to be ready when IVAC start functioning from 01.05.2016 independently.
37	Digitisation & Indexation of Documents The Service provider is responsible for Digitisation/Indexation of Consular, Passport and Visa application forms along with enclosures, as per the parameters prescribed in Annexure A. - We understand that new service provider will be digitizing records from the day it starts the operations and will not be responsible to complete digitization of past records	Yes.
38	Unviable Service Fee - What is the Mission's definition of unviable Service fee? Service fee charged by the current service provider will not be even sufficient to pay even the staff salaries.	The Service fee, which is commercially unviable will be evaluated based upon the costing details provided in the Financial Bid submitted by the bidder, costing details provided by the other bidders placed under similar conditions/ circumstances, and the prevailing market conditions regarding the elements affecting/deciding the service fee.

39 Others	Signature of CEO/Directors on all the Documents - Will the Mission consider the RFP response and relevant Annexure including the Financial Bid to be signed by a senior person authorized by the Board of Directors of the company? As the CEO/Directors are not usually available at one place hence getting the entire response document signed by one of them will be a difficult task considering the stringent timelines of the RFP. Hence we request Mission to kindly consider the request.	<i>It is not mandatory that the bid document has to be signed by the CEO of the bidding company. It can be signed by a signatory equivalent in rank to that of a CEO in the bidding company alongwith a copy of the Resolution of the Board of Directors authorizing him to sign the tender documents on behalf of the bidding company. (Refer Annexure G).</i>
40 Others	Urgent Visa Category - Is the service provider allowed to charge extra(fee specified by the mission) for Urgent Visa Applications Additionally, please provide month wise count of applications processed under this Urgent category in the last 3 years?	No. There is only one category of Service Fee.
41 Others	Call center and helpdesk of the current service provider-Timings - We have experienced applicants contacting the new service provider for applications submitted at the previous service provider. In this event, the current service provider should be asked to continue their telephone and email helpdesk for at least two weeks after the last date of their contract. Kindly advise.	A detailed transition plan will be provided at the time of the award of the contract.
42 Others	Postal applications processing centre - Since majority of the applications seem to be submitted in Moscow. This will also save applicant's time as they will be able to send, it is requested that POSTAL applications from across Russia are mailed to the IVAC at Moscow for central processing. Also the processed applications will be directly couriered (if opted by the applicant) to their home address.	The service provider does not need to create a separate centre for processing of postal applications.
43	Postal Applications- Incomplete documents -Service provider should be allowed to return the applications that do not have all the mandatory documents in the postal package received after deducting the service provider fee and the return courier charges.	Kindly see Para IX.12.a.xii.

44	The Bidding Company must provide certification that its operations are compliant with local labour laws and relevant tax regime (Page 7) - This certification can only be provided after the operations have begun and taxes are filed at the end of the 1st financial year. Please confirm if our understanding is correct.	The reference to the certification pertains to a bidding company which will entail a self-certification that the bidding company, if awarded the contract would abide by the local laws and taxes.
45	Ref- Profit Margin & Reasonable rate of return (Page 10) - What might be reasonable for one service provider might not be reasonable for another. Please specify a range which Embassy feels is reasonable.	Please refer to Section-Part III of Annexure C (Financial Bid). This is to see that the rate of service fee quoted is not unviable. The Service fee, which is commercially unviable will be evaluated based upon the costing details provided in the Financial Bid submitted by the bidder, costing details provided by the other bidders placed under similar conditions/ circumstances, and the prevailing market conditions regarding the elements affecting/deciding the service fee.
46	VIII. 11. (a) VI- Post/Courier applications received should be brought into the system on the same day of the receipt (Page 12) - Scrutiny of these applications may take some time post the postal/courier company delivers the applications to the VAC, and this could delay the upload into the main system to the next day. Hence, embassy should approve the flexibility of one business day for such applications to be brought into the system.	It is already there in Para IX.12.a.vi
47	VIII-IVAC can also receive applicants by appointments (Page 12) - Appointments should be made mandatory to ensure quality of service to the applicants. At the same time, the capacity for "Walk-in" applicants should be restricted to a mutually agreeable figure with the embassy.	Walk in service is the standard procedure. Please refer to RFP, Para IX.12.viii.
48	XII- Service fee can be retained by the service provider (Page 13) - Since the courier company will charge a fee for return of incomplete documents, such charges should be deducted from the refund as per the VAS schedule along with the service provider service fee.	Kindly see Para IX.12.a.xii.

49	VII- The service provider should provide a monthly certification that it does not hold any personal records of applicants beyond the stated limit (Page 13) - Please define the "stated" limit.	Please refer to Para IX.12.b.vii which states that the duration of records to be maintained by the service provider after the completion of service should not exceed one month unless specified by Mission/Post. However, for details regarding the retention of applications and documents, kindly refer to Para IX.12.a.xii.
50	iii- A penalty of 0.5% per day (Page 15) - "no of days" should be replaced with "per business day"	The decision to have penalties per day was to avoid complications.
51	C-Operational Penalties (Page 31) - "No of Days" should be replaced with "per business day" in the relevant clauses under this section.	The decision to have penalties per day was to avoid complications.
52	XII-C- Minimum Graduate Qualification (Page 23) - Please specify the equivalent qualification level of Russia.	Bachelor Diplom is the Russian equivalent for the educational qualification.
53	c- Bank Guarantee (Page 22) - Per day count given at the start of document 737 per working day (assuming 250 working days in a year) but the last of the bank guarantee states 445. Please confirm on the number.	Both the figures are correct and they pertain to different durations.
54 General	Currency/Bank Guarantees - The required Bank Guarantee is asked in USD instead of a standard practise of asking for it in local currency. Any specific reasons? The RFP mentions 'The Service Provider shall provide a Bank Guarantee amounting to US \$ 30,000 fixed at 3 days of daily Government revenue collected by Service Provider for providing those services'. At 445 applications per day it comes to 1335 which indicates revenue per application is USD 22.47. the present service fee is RUB 135 which is less than USD 2. Also if we consider consular fees as well, then the lowest tourist visa fee up to 1 year (S/M entry) is RUB 10788, which is USD 139.68. So not sure how does the figure of USD 22 per application. Request you to please provide logic on the figure required.	The calculation is based on total revenue collected in the past one year, which is likely to be collected by the service provider and transferred to the Government as per the provisions. The Bank Guarantee covers this amount.

55	The RFP prescribes a time-line of 75 days for starting operation after signing of the contract the agreement can be signed at least 3-4 weeks after submission of tender documents therefore operation by a new service provider can start earliest during the second half of June 2016. Please confirm that current service provider will continue to provide services till mid June 2016.	The current agreement with the incumbent service provider would expire on April 30, 2016 and the next service provider should be ready to start independent operations by May 1, 2016.
56	Whether viability of service fee will be examined prior to opening of financial bid. If so will it not compromise the confidentiality of service fee quoted in the financial bid?	No. The viability of the service fee will not be examined prior to the opening of the Financial Bid.
57	Annexure-‘C’ at page 60 of the RFP stipulates “Mission 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.” I. There is no definition provided in the RFP of words “commercially viable”. Besides there is no parameter or criteria w.r.t. the same. While for the bidder a financial bid can be commercial viable, it may not be so for the Mission. Thus the said decision is highly subjective and needs clarification and necessary amendment providing the complete parameters and criteria as to when a particular financial bid can be termed as commercially viable and commercially not viable. II. Besides there is no definition of the word unsustainable i.e. it needs to be clarified as to when the costing details can be termed as unsustainable. The said parameters must be provided in the RFP so as to enable the bidders to be vigilant in providing their costing details so that the same can be termed as commercially viable and sustainable.	Please refer to Section-Part III of Annexure C (Financial Bid). This is to see that the rate of service fee quoted is not unviable.
58	Annexure D Serial No. II (4) whether company is required to submit insurance cover in the form of certificate from the insurance company or copy of Insurance policy.	Original policy along with a copy to be submitted by the winner of contract. Original will be returned after verification.

59	Annexure ‘E’ of the RFP provides criteria for evaluation of technical bids. The remarks column in all the criteria from 1 to 9 provides that “Marks to be awarded as per Mission’s Judgment.” It is nowhere either explained or clarified as to what would be the basis and /or parameter for the Mission to pass a judgment on the concerned criteria. Besides, the said judgment by the Mission will be highly subjective. This criteria of evaluation is not transparent evaluation criteria as per normal guidance of Government of India, should be transparent and predefined and not to be arbitrary.	The marking system is fully transparent as per the prevailing guidelines. Marks would be awarded based on the best options provided by the bidding companies.
60	Criteria No. 9 provides that marks will be awarded as per Mission’s judgment on the basis of number of memorandums /show cause notices etc. It further provides that the first time bidder is to be given a neutral evaluation for purpose of ranking i.e. 5 marks, the said criteria favor inexperience bidder while the service providers who has experience and who has already provided services and successfully completed the contract will be given a symbolic mark more than zero. These criteria in itself appears to be discriminatory. While the first timers have been given exemplary good mark i.e. 5 marks, the experienced ones are given less marks then the first timers.	Successful completion of the contract would be rewarded with more marks.
61	Besides, it is stated in the said remark that the marks will be reduced depending upon the number of show cause notices etc. It is requested to appreciate that the issuance of show cause notice to any service provider in no way can be termed as cognizable or any stigma attached to the said service provider. Mere issuing show cause notice cannot be taken as negative point as it is unfair and discriminatory. Thus the said method of marking in criteria 9 needs to be rectified and explained as the same is highly discriminatory. Criteria No. 10 As verdict is vague and unclear it doesn’t specify who is not Government of India client and how would quality being ascertained has not been mentioned. Further this criteria also favoured non-Indian Companies who may have more experience with non-Government of India clients.	Criteria X reflects the experience and exposure of the bidding companies to the different systems.

62	Annexure-D Para III 3. Only size of the waiting area is given not for the whole VAC. Please provide total area of the VAC in Moscow and St Petersburg.	The successful bidder should select proper premises which should have sufficient space for conducting all the back room operations with forward and backward linkages to the visa processing as mentioned in the relevant paras of the RFP and Revised RFP concerning the same.
----	--	---