

High Commission of India, Pretoria

TENDER No. PRE/Cons/415/01/2025 dated 5th February, 2025

RESPONSE TO QUERIES RAISED / SUBMITTED TO THE MISSION

Sl.No.	Clause details	Description in RFP	Query	Reply
1	CHAPTER I: Request for Proposal (RFP) Point 1, Page 3	The award of the Contract will be, as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please advise how will the Authority ensure that the price quoted by any bidder is viable?	<p>Please refer to Chapter XV, Para B. Stage-2 point II (e). The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest "Service Fee" will be ranked as L1 and the contract will be awarded to the L1.</p> <p>Further, as per Annexure K, Notes (ii), the Financial Bid that quotes zero Service Fee will be rejected and will not be considered for the calculation of the L1 bidder.</p>
2	Chapter – I Request for Proposal (RFP) Point 3, Page 3	The proposal of the bidding company will constitute an offer to enter into a contract with the Mission, based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation if the bidding company is invited by the	Does this clause indicate that the SP should ensure that for staff employment and remuneration, banking operations, environment, safety, insurance, privacy, and local tax payments strict adherence to all local laws and requirements be a mandatory condition when quoting the Single Service Fee?	Yes, SP is required to adhere to all local laws applicable to the operations of ICAC.

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		Mission to enter into an Agreement. The Agreement inter alia will include provisions for the SP to adhere to all local laws applicable to the operation of the ICAC, including on employment of staff and their remuneration, banking operations, environment, safety, insurance, privacy, payment of local taxes, etc.		
3	Chapter V, clause 1 (x): Page 18	“The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.”	As the operations of the bidding company would only stand initiated post the award of the tender, would a bidder whose bid is unable meet viability standards based on local labour laws read with labour requirements as stipulated in the present RFP, stand to be declared as non-responsive. Further, what would be the procedure for such determination?	The SP will have to submit self certification in this regard.
4	Chapter VII, Clause 1 (A) (xi) (a): Page 22	“The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well	Are the bidders required to advance documents/calculations supporting the financial viability of any ‘service fee’ so submitted by the bidder, to show that the same is sufficient to finance not only the market rental values for the requisite ICACs and meet the specified	The bidder is required to submit its financial bid, strictly as per the Annexure-K of the RFP. Quality of implementation and technical solution offered will be

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		connected commercial complexes with ample parking facilities for applicants. The proposed locations for the ICACs should have an area of minimum office space as specified in the table below sufficient for Reception desk/counters/workstation/walk-in applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc.”	requirements? If there are no such documents to be provided by the prospective bidders, how will the tendering authority determine this aspect? 24 Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D(I)- 1, 2 and 3 Page No.16,17,100	measured against service level metrics as defined in the RFP.
5	Indian Consular Application Centre (ICAC): Point a. Page 22	The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants.	Please advise what constitutes a new ICAC in terms of the RFP? Does it mean creating a new VAC from a bare-shell situation, irrespective of location?	The SP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.) and other necessary equipment / facilities / utilities. The marks for the proposed ICAC will be assigned as per the

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				Technical Evaluation Proforma – Part-III of the Annexure-J.
6	Indian Consular Application Centre (ICAC): Point c) Page 24	c) The SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Pretoria and post in Johannesburg, Durban and Cape Town with adequate number of staff, for processing the applications of special cases, as decided by the Mission, failing which penalties shall be levied on the SP as prescribed under Chapter XI of this RFP.	Please clarify if the SP is expected to physically man the counters of the Embassy or is the SP expected to set up dedicated counters in the Embassy using their own hardware and software.	SP will make one Counter with one staff at each Mission / Posts with complete set ups.
7	CHAPTER XI: SERVICE LEVEL Overall Turnaround time at the ICAC Point(19) Page 63	The SP 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.	Could you please clarify whether the time of entry is considered the moment the token is generated with a completed application (i.e., form filling and pre-checks completed)? Or can the service provider implement a separate counter for form filling, with the turnaround time (TAT) starting only after completion? Additionally, does the application facilitation service, including photocopying, form filling, and photographing, fall within the 30-minute TAT?	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate time could be considered for Form filling if required. Marks will be awarded as per technical evaluation criteria (Annexure-J) based on the solution / explanation provided by the bidder to ensure the

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			Is there an expected volume/% of applicants known to use the FF service today? This will help us build the operational flow.	prescribed turnaround time of 30 minutes.
8	Chapter XI Service Level Metrics/Penalties Page 71, point 41	Personal Records (PII Data)	Please advise purging policy for Personal data for the applicant.	The duration of records to be maintained by SP after the service is completed should not exceed one month unless specifically requested by the Mission.
9	Chapter XV, Clause B (II) (e): Page 82	“The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest ‘Service Fee’ will be ranked as L1 and the contract will be awarded to the L1. In the case of a tie, where more than one company has quoted the same Service Fee, the Bidding Company graded higher in the evaluation of Technical Bids will be declared L1.”	On the date on which the financial bids are opened, is the bidder with the lowest financial bid automatically ranked as “L1” and resultantly automatically the bidder to whom the award/contract shall be granted? Are no viability studies/analysis to be conducted by the MEA/Mission against the financial bids of the technically responsive bidders, to ensure that the lowest financial bid is a value which can validly and viably provide the services stipulated in the RFP and meet the quality stipulations of the same, as also defined in the RFP?	Opening of Financial Bids shall not construe to be declaration of “L1”. Results of Financial Bids will be declared subsequently after necessary internal process, based on L1 criteria only.

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10	Chapter XV, Para B (II)(b) Page 82	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email.	For the sake of transparency, will the Mission also provide the scores provided to the bidder for each of the respective items in the technical bid?	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.
11	Annexure: K, Financial Bid Page 134	Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details /no response may lead to rejection of the bid.	If there is just one consolidated Service Fee to be quoted by the bidder. please advise what specific details are considered under vague here. And what are mandatorily required to be shared.	Clarification have been provided at Annexure K, under Notes (i), (ii), (iii) and (iv).
12	Generic Query	NA	The present RFP does not stipulate any criteria for determining viability of bids. What is the process which the MEA seeks to follow, post receipt of bids, to determine the viability of a bid to ensure quality of services offered and to ensure complete adherence of all the local laws?	The only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria
13	Generic Query	Mission has provided the application count category wise for past three years	Will the Mission share projected applicant count for the next 3 years, as compared to the past benchmark numbers shared to ensure realistic, fair, transparent, compliant and responsive bidding? How will the Mission ensure there is no leveraged bidding in the absence of projected numbers shared by Mission?	The numbers can not be projected and quantified.

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14	Chapter 1: Request for Proposal (RFP) Point 8 Page No.5	9. The Mission/Post handled approximately 43,232 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 55 transactions/ services per working day, assuming 260 working days in a year.	Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.	Data sheet on CPV services for three year Jan 2022-Dec 2024 is attached to this document as Annexure A
15	Chapter III Clause (vi) Page No.10	Instructions to Bidders	<p>Please clarify whether Bidding companies which have received a Show cause notice for levying of penalties/notice demanding penalties are eligible to bid in the present RFP if the Bidding company in question has responded to the Show cause notice for levying of penalties/notice demanding penalties and a final communication qua said penalties has not been received from the Mission/Post MEA.</p> <p>Please clarify whether Bidding companies who have challenged the levying of any particular penalties against them whether before Mission/Post MEA or before a court or before an arbitral tribunal are eligible to bid?</p>	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/post shall not be considered and summarily rejected. Provision of the RFP will be applied to all, appeal or otherwise of outstanding penalty cases in earlier contracts of respective bidders
16	Chapter III clause (vi)	Instructions to Bidders	Please be kind to clarify whether the penalties that are contested by the	The proposal of Bidding companies that have

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	Page No.10		Bidding Company including but not limited to for lack of proof and a reply from the Mission is awaited, will be considered as outstanding penalties for the purpose of Chapter III, clause (vi)	outstanding penalties levied by any Indian Mission/post shall not be considered and summarily rejected. Provision of the RFP will be applied to all, appeal or otherwise of outstanding penalty cases in earlier contracts of respective bidders
17	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D(I)- 1, 2 and 3 Page No.16,17,100	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	An external audit agency in the country where the company is registered.
18	Chapter VII: Scope of Work and Deliverables Required Clause G (c) Page No.36	Despatch the document(s)/passport/PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs.
19	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	Application Facilitating Services at ICACs SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants	Please be kind to clarify the total revenue of photocopy, photograph, form filing and courier services availed by the applicants in the last three years for the purpose of calculation of the financial bid.	As these services were part of other services, data pertaining to these are not available.

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	Page No.48	submitting consular applications at ICACs. Photocopy Photographs Form Filing Courier Service		
20	Part III: Technical Bid Evaluation Performa Point 4 (a) Page No.128	Provision of Application Facilitating Services at ICACs Photocopying Photograph Form Filing Courier Services Refer to Chapter VII, para (3) of the RFP (7 marks)	Please be kind to clarify what explanation/solution for the provision of Application Facilitation Services is expected from the Service provider. This will enable us to incorporate the necessary details into our Technical Bid accordingly.	Necessary counter, hardware and manpower facilities have to be provisioned for Application Facilitating services such as Photograph, photocopy, form filling etc. Refer to Chapter VII, Para (3) As regards Courier service, Bidder has to provide information regarding the courier dispatch process, the courier company to be hired, etc., in its technical bid. Technical Bid evaluation marks will be awarded, based on the solution/explanation provided by the bidder, as per Annexure J (Part-III) of the RFP
21	Part III: Technical Bid Evaluation Performa Point 9 Page No.133	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation	This will be acceptable.
22	Annexure-K Page No.134	Financial Bid	Please be kind to clarify how the charges for the courier services to be	Bidders need to factor in courier charges, variability of distances

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		<p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.</p>	<p>computed given they vary based on distance and local circumstances.</p> <p>Please be kind to clarify whether an average of the courier rates is to be taken or a separate disclosure is to be made qua the differential courier rates and ultimately differential service fees.</p>	<p>amongst other factors to offer a singular all-inclusive service fee. The bidder has to provide information regarding Courier dispatch process, the courier company to be hired etc. in its Technical bid. Marks under Technical bid evaluation will be awarded, based on the information provided by the bidder, as per part III, Annexure-J of the RFP.</p>
23	Annexure-K Page No.134	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating</p>	<p>If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant does not avail any or all of the 4 Application Facilitation Services.</p>	<p>A singular all-inclusive service fee per application, as quoted in Annexure K, shall be collected from applicants, regardless of applicants avails any or all of the application facilitation services.</p>

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		Services viz, photocopying, photographs, Form filling, and Courier Services.		
24	Chapter III Point No. xii, Page No. 11	EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	The relevant bank details will be shared with the companies that have submitted the organizational profile to the Mission.
25	Chapter XIV, Page No. 78 Point No. 1(ii)	Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-J) and a Declaration by the Bidder (Annex-E). All these annexures should be duly filled in Four Copies of technical bid. To be enclosed.	Kindly advise how many original and copies of technical bid are required.	One copy of the technical bid should be original and three copies could be in duplicate along with soft copy (Microsoft Word format) in a CD to be sent.
26	Chapter VII Page no. 26, point no.(vii)	Postal Application	Kindly share details of applications received in person and received by post / courier at each ICAC.	For South Africa, 13.38% of the applications were accepted by post and 86.62% in person. For Lesotho, 98% of applications are accepted by Post and the remaining in person.

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27	Chapter X Page No 52 point No 1(i)	The SP shall provide a Bank Guarantee in Rand for the Govt funds held by SP temporarily.	Kindly advise amount for the same.	Details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
28	Chapter VII Page No. 29, Point No. xii (a)	The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol	Please provide number of calls / emails received for planning of call center.	The numbers vary and can not be quantified.
29	Chapter XIV Page No 78 point No 1(iv)	The proposal must contain the information required by the RFP, in original, signed.	Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signature is required.
30	General Query	General Query	Will there be a single Service fees for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	Yes, the service fee for all the CPV services will be the same.
31	Chapter V Point No 1(x) page No 18	The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.	Kindly clarify from whom the said certificate is to be provided?	Self-certification would be sufficient. However, the concerned SP shall be obliged to provide additional documentation to the Mission to substantiate its claims, if required.

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32	Annexure H page No 113 Note 1	Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.	Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence affixing of bank seal is not possible. Pls clarify on the same.	In case BG furnished through SWIFT (including e-Bank guarantee), Stamp paper is not required.
33	Annexure H page No 113 Note 2	Stamp paper is required for BG issued by the Banks located in India.	Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence Stamp paper requirement does not exist. Pls clarify on the same.	In case BG furnished through SWIFT (including e-Bank guarantee), Stamp paper is not required.
34	Chapter V: (i) (iii)/Mandatory Eligibility Criteria Page no. 16-18	The average annual turnover of the Bidding Company during the last three years (Jan 2021-Dec 2023) must be at least US\$ 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization or NGO. The Bidding Company shall provide audited information <u>certified by an external auditing agency to substantiate the claim of its turnover</u> . In the case of joint ventures, information must be provided for both the partners of the joint venture	The RFP requires average turnover of the Bidding company on the basis of calendar Year during the last three years (Jan 2021-Dec 2023). However, in India, balance sheets are typically prepared on a financial year basis, starting from April 1 st and ending on March 31 st . In order to present the financial data for each calendar year, as desired in the RFP, please confirm if a certificate from a Chartered Accountant verifying the accuracy of the audited data for calendar years is acceptable.	The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.

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		and a copy of their joint venture agreement.		
35	Chapter V: Mandatory Eligibility Criteria (a) III Page No. 16	Conversion rate from US\$ to INR	We kindly request you to confirm the applicable years for the conversion rate of US\$ to INR for calculating the equivalent value of Turnover and Net Worth during the respective calendar years for Jan 2021 - Dec 2023, as mentioned in the RFP.	Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country for the respective years.
36	Chapter VII: SCOPE OF WORK AND DELIVERABLES REQUIRED: 1-A. (xi) Indian Consular Application Center (ICAC) Page No. 23	Indian Consular Application Center (ICAC): Minimum Area of ICAC in Sq. ft.	The minimum area of each ICAC to be established is on the very higher side, especially keeping in view the fact that the separate Optional Services and Premium Lounge Services have been removed from this present RFP that might have necessitated large space requirements. We would request clarification for the big spaces requirement for the various ICACs and also request rationalization of space requirements on the basis of counters required.	The requirements as mentioned in the RFP are to be met by the bidders.
37	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Page No. 45	T. Consular Camps: The SP may be required by the Mission / Post to organize Consular Camps at any location within the consular jurisdiction of the Mission / Post(s) at no additional cost	Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly requested: 1. Manpower & Resource Requirements:	No. of Consular Camps expected in a year: CGI Johannesburg: 6 CGI Durban: 2-3;

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		<p>to the Government of India / Mission/ Post or applicants. SP will be required to provide services, including scrutiny of applications for consular/ Passport/ Visa / PCC / GEP Verification / Miscellaneous Attestation etc., and acceptance of fees. The same Service Fee should be levied on applicants. No additional service charge will be paid to the SP. These camps are to be organized in cities other than the location of the Centres. The SP should quote financial bid keeping in mind this aspect and SP will not be allowed to charge any additional cost from anyone [either from the applicant or Mission/Post/Ministry]</p>	<p>a) Number of personnel required for consular camp operations. b) Number of applications anticipated to be processed at each camp. c) Number of camps to be conducted per year.</p> <p>2. Camp Organization & Logistics: (a) Kindly provide logistics for proposed organization and conducting of consular camps. (b) Kindly specify the typical duration of each consular camp.</p> <p>3. Infrastructure & Space Requirements: Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	<p>CGI Cape Town: 3</p> <p>Number of personnel required from SP: Two for each (Johannesburg, Durban and Cape Town)</p> <p>Lesotho: 12</p> <p>Service Desk, No. of personnel from SP: Three</p> <p>Consular Camp is for one day. Team has to reach previous evening and after camp, the team may depart on same evening or next morning, depending upon distance from the station, in view of security issues in South Africa / Lesotho.</p> <p>Accommodation and hall for Consular services during consular camp has to be arranged by SP, without any additional cost to applicant / Mission / Posts / Ministry.</p>
38	Part III: TECHNICAL BID EVALUATION	Location of the ICAC: Marks will be given as per the Mission's judgment on the	We kindly seek clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in the	Preferred location of ICAC is mentioned in the para (xi) of 1 A under Chapter VII.

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	<p>PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a) Page No. 125-126</p>	<p>basis of information provided by the bidding company. The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.</p>	<p>TECHNICAL BID EVALUATION PROFORMA.</p> <p>Prime Location: Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:</p> <p>Proximity: Since the Proximity may be assessed based on the following criteria:</p> <p>High Proximity km Medium Proximity km Low Proximity km</p> <p>Please confirm, if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.</p>	<p>The offer that provides the best locations for ICAC in terms of easy and convenient access through public transport at the preferred location with proximity to the Mission / Consulate will be given higher marks.</p>
39	<p>Page No. 126 Part III: TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (b)</p>	<p>Parking facilities with capacity and type of parking</p> <p>5 Marks- Exclusive Parking with adequate slots in ICAC 4-Marks- Adequate parking slots in or near ICAC Less than 4 Marks – for Inadequate slots/slots not closer to ICAC</p>	<p>Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.</p> <p>• Definition of Exclusive Parking: • Number of Exclusive Parking Slots: a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested. b) The number of parking slots to be categorized as exclusive parking is also</p>	<p>Exclusive Parking means Parking space exclusively reserved for applicants visiting ICAC.</p> <p>Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms.</p>

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			<p>requested.</p> <p>c) This information is crucial for bidders to accurately assess project requirements and submit competitive bids.</p> <p>A prompt response to this clarification is requested to enable the bidders to incorporate this information into their bids.</p>	<p>Marks under Technical bid evaluation will be awarded based on the information / presentation provided by the bidder.</p>
40	<p>Page no. 04 CHAPTER I: REQUEST FOR PROPOSAL (RFP) Point 06.</p>	<p>In the event of the rollout of chip-enabled e-passport services by the Ministry, the SP shall be responsible for the enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Posts. In that case the Mission & Posts in coordination with Gol's National Informatics Centre (NIC), will provide necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the SP as per the standards prescribed by NIC. No request/ claim for any</p>	<p>We kindly request you to provide us with complete technical specifications for the hardware and its installation. This information is necessary for us to include in our price bid. At this time, we do not have any clarification regarding the quantity, technical specifications, or any other hardware/ software requirements.</p> <p>The service fee depends on various factors, such as the index prices of the country. Since we are unsure of when chip-enabled e-passport services will be implemented by the Ministry, we kindly request that this requirement be removed from the current Request for Proposal (RFP).</p>	<p>Biometrics readiness is required for all services viz. passport, visa, consular, GEP, etc. Further, the biometrics requirements have already been specified in the RFP for various services. Quantity of hardware planning is for the bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.</p>

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		<p>hardware and its installation would be entertained under any circumstances during the period of contract.</p> <p>Hence the rates should be quoted with these provisions in mind. The SP shall coordinate with the Mission/Posts and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>		
41	General Query	Responsibility of Handling applications during the transition period.	We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.	The existing SP, who collected the Service fee, needs to fulfill their obligations.
42	General Query	Utilize the services of a subcontractor for a specific category.	We kindly request confirmation if it possible to utilize the services of a subcontractor for a specific category of ancillary service.	Sub-contracting is not allowed as per the RFP. However, for courier and security services, SP can engage reputed companies registered in the country.
43	General Query	Contract Period	Require amendment. See Chapter XVII (P.S Validity of Agreement) Para 1 clearly stipulates that the Agreement shall be valid for 3 years from the date of signing of the	The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.

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			<p>Agreement. Instead the following may be proposed:</p> <p>As is, this is a 3 year fixed term Agreement, unlikely the earlier RFPs that provided flexibility for extension incase the need arise or the circumstances demand. The present formulation does not allow the possibility of extension. It is therefore, proposed that the Para I may be modified to incorporate flexibility and allow discretion to the Mission for the extension of the Agreement after the completion of 3-year term.</p>	
44	General Query	Backlog of Services from the incumbent service provider.	Kindly confirm that the cost associated with addressing this backlog is not included in the bid price and constitutes a separate and excluded expense to be reimbursed by the Mission.	This does not arise, as the existing SP, who collected the Service Fee, needs to fulfill their obligations.
45	General Query	Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	Number of pages depends on the type of services requested by the applicants. Therefore, it can not be confirmed.
46	Chapter VII – Scope of work and deliverables Clause G.	Return of documents to the applicants sub clause (ii)	If an applicant opts for the collection of documents/passport/PCC from ICAC, the SP shall ensure that the document/passport has been handed over / delivered to the applicant or	SP shall provide courier service mandatorily to applicants at no additional cost. There will be no refund of the Service Fee, if the applicant decides to collect the

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			his/her authorized representative – In this scenario if the applicant insist on claiming a refund on the courier charges what is the SP supposed to inform the applicant. This clause is a conflict to the clause in Chapter 1 clause 8 (Vii). Kindly review and provide appropriate information.	documents directly from the ICAC.
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Annexure-A

Data sheet on CPV Services for three years from January 2022 to December 2024

Sl.No.	Mission / Post	Jan-Dec 2022	Jan-Dec 2023	Jan-Dec 2024
		Number	Number	Number
1	Johannesburg	10021	9078	9677
2	Durban	2892	2372	2364
3	Cape Town	1396	1150	1010
4	Pretoria/Lesotho	1481	1460	631
	Total	15790	14060	13382