

Consulate General of India

Hong Kong

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Response to queries raised by bidders on RFP for outsourcing of CPV services at Consulate General of India, Hong Kong

Date: 6<sup>th</sup> May 2024

S. No.	Clause	RFP Clause	Query	Response from Post
1	Chapter I, point 9	The Post handled approximately <b>13880</b> services/transactions during the period from Jan-2023 to Dec-2023 (equivalent to 56 transactions/services per working day, assuming 246 working days in the year).	<p>Kindly provide the last 3 years month on month-on-month volumes for Consular/ Attestation services with breakup of service-wise break down.</p> <p>Also provide the breakup of CPV services for last 3 years &amp; month wise.</p> <p>Kindly provide the CPV Services (as per the RFP) count for pre-COVID years</p>	<p>Data is mentioned in the RFP for the year 2023 which is the best estimate for number of services in a year as the years 2021 and 2022 were severely affected by the Covid-19 pandemic.</p> <p>Following is the approximate % break up of services in 2023: Visa- 35% Passport- 28% Misc. Consular Services- 37%</p> <p><b>Year 2018 - 17,047</b> no. of applications for CPV Services ( as per the RFP document)</p> <p><b>Year 2019 - 15,407</b> no. of applications for CPV Services (as per the RFP document)</p>
2	Chapter III (viii)	If any bidder's services have been terminated in the last 5 years by	Does this imply for any region/territory, kindly elaborate	By MEA/Mission/ Post, it is meant to include all the Indian Missions and Posts

S. No.	Clause	RFP Clause	Query	Response from Post
		MEA/Mission for being unsatisfactory, not fulfilling contractual obligations or for some other reasons the concerned bidder shall be disqualified		abroad.
3	Chapter V (iii)	Average Annual Turnover	<p>What if the audited financial statement for the FY 2023 is not currently available due to local financial/accounting practises of any particular country.</p> <p>The financials for the Year 2023 are still under audit review. Hence can we submit the audited financials for the three years 2020, 2021, and 2022 and unaudited financials for Year 2023?</p>	<p>The Mission would accept available audited Financials for the last three years before 2023/2023-24, along with unaudited financials/ certificate from the auditor for the year 2023/2023-24.</p> <p>The audited balance sheet for the year 2023/2023-24 shall be submitted before the award of the contract.</p>
4	Chapter VII, Point B (ix)	Appointment System	Is the OSP allowed to charge the service fee to the applicant at the time of booking the appointment. This will prevent fraudulent bookings and blocking of appointment slots.	No.
5	Chapter VII, Point B (ix)	Appointment System	Is there an already existing mobile application for the Appointment System in Hongkong?	No. OSP is required to develop a new online system for appointments that is transparent, efficient, and simple.

S. No.	Clause	RFP Clause	Query	Response from Post
			If Yes, will the same will be used or the OSP has to develop a new application.	
6	Chapter VII, 1. Point I	Installation of Applications, Software and hardware for Consular Services.	Will the mission/MEA provide the software for Consular / Misc Attestation services.	Necessary access will be provided to the IVFRT, CONSPROM, GPSP and other such platforms of the Government of India or any other centralized platform for consular services, if introduced. The OSP shall arrange for the installation of other compatible software and hardware as and when prescribed by the Government of India for processing of the consular applications.
7	Chapter VII, Point G	Return Of Documents to the applicant: Facilitate the applicant or his/her authorized representative for collection of document / passport from ICAC;	Does an authorized representative mean a Travel Agent as well.	An individual with an authorization letter issued by the applicant would be considered as representative of the applicant for the return of documents.  Authorised representatives mean family members or colleagues/junior staff from the same office of the applicant, expressly authorised by the applicant. In no case, any unauthorised 3 <sup>rd</sup> Party or travel agent should be entertained in any form of service or collection of documents.
8	Chapter VII,	Enquiry and Grievance redressal	It says "The telephone enquiries	The specified telephone number of the

S. No.	Clause	RFP Clause	Query	Response from Post
	Point 1. Para B. (xi)	mechanism	shall be attended to from <b>9 AM to 6 PM</b> on all working days. (f) An automatic answering system shall be functional outside the above period including holidays.”  Whereas in the <b>Page 39</b> . Facilities at the ICAC under <b>point R.</b> is says The OSP will be required to provide 24x7 helpline, please clarify.	ICAC for handling public enquiries should be functional during working hours (9 AM to 6 PM). After 6 PM, its automatic answering system must be functional (including on holidays) to guide the applicant to the 24*7 helpline number to seek answers to any queries.
9	Chapter XV, 1. B. (ii) Financial Bid	Selection Of Bidders/ Award of Contract, Financial Bid	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email. – Will the mission/MEA disclose the marks obtained by other qualified / non-qualified bidders.	The total marks obtained at the technical bid stage will be communicated to the respective bidders only.
10	Chapter X	Bank Guarantees (BGS)	Request to provide the value of: 1. Bank Guarantee in HKD for the Government funds held by OSP temporarily. 2. Performance Bank Guarantee (PBG) in HKD, Premature Termination of Contract	It will be intimated to the bidder at the appropriate stage of the bidding process.
11	Chapter VII	Number of submissions	We understand that the bidder	Refer to Part III, Annex-E of the RFP

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	1. Para A(xi)	counters	will get 4.5 marks for providing the minimum prescribed counters. Kindly provide the actual number of counters to be proposed to score full marks.	
12	Chapter V, Para (x)	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.	We understand that self-certification is required. Please confirm	Yes, a self-undertaking along with supporting certificates (if any) issued by the concerned local authorities/ labour department etc. or any other certificate, as per local laws required to operate.
13	Chapter I, Para 3  Chapter XII Para 3	The contract will also include provisions regarding Force Majeure, unusual situations like COVID-19 pandemic or any other similar unprecedented emergency situation which may affect normal working conditions during which the OSP would be required to provide minimum specified services as per the requirement of the Post and as may be permissible under the applicable State laws, termination of contract and the consequences of termination.	During such Force Majeure situations, will penalties and SLAs be applicable to the OSP?	The minimum specified services would be decided by MEA/Post in consultation with OSP taking into account the nature of the Force Majeure situation.
14	Chapter – I, Para 5	In the event of roll out of chip enabled e-passport services by the	What will be the timeline for the Chip enabled passports to be	No specific timeline for the roll-out of e-passports can be provided at this point of

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		Ministry, the OSP will be responsible for enrolment of ten-finger and facial biometric data of the applicants, as prescribed by the Post. Post in coordination with the NIC, will provide necessary biometric capturing software for the purpose or compensate actual cost incurred to establish the system to capture biometric data as specified by the Ministry while the hardware shall be the responsibility of the OSP as per the standards prescribed by NIC	<p>rolled out?</p> <p>Also, as it will be a staggered roll out, what percentage of applicants will have a chip enabled passport?</p>	<p>time.</p> <p>Regarding the number of anticipated CPV applications for the contract period, kindly refer to Part III of Annex-C of the RFP.</p>
15	Chapter I, Para 8 (iii)	Capturing of Biographic data and photograph electronic transfer of data to the Post	Need information on maximum no. of attempts to collect fingerprints, fingerprint quality threshold %, exception cases if any & exemption case if any	Minimum five (5) attempts. Biometric data should be complete as per the dedicated software requirements provided by NIC. (Exemptions would be conveyed by the Post).
16	Chapter I, Para 10	The Post wishes to engage a single OSP to collect CPV applications, with the applicable fees, along with prescribed documents for processing as specified by the Post from the applicant to be received in person as well as by mail/courier on its behalf, deliver them to the Posts and subsequently return the	<p>Please confirm which are the services that are handled by Post. Also confirm % of applications that are received in person and by post in each city?</p> <p>Please confirm % of applications that are received in person and by mail/courier?</p>	<p>Please refer to the Consulate's website for the services currently handled by the Consulate directly.</p> <p>At present, all applications at the Consulate and ICAC are being received in person only from the applicant or through the authorized representative of the applicant.</p>

S. No.	Clause	RFP Clause	Query	Response from Post
		processed passports to the applicants in a secure and expeditious manner.		
17	Chapter I Para 8 (v)	Responsibilities for broad functions.	Kindly provide the Data Protection Guidelines and Information Security Standards.	Please refer to Chapter I Para 8 (v) and Chapter VII, Para-A (v)
18	Chapter I Para 12	The Post may need to increase the number of ICACs, if deemed necessary.	Post may elaborate on the approximate increase in the number of ICAC in order to work out cost.	Currently, the Post does not anticipate an increase in the number of ICAC during the contract period.
19	Chapter II: Bidding Schedule and Process and Chapter XVI: Timelines After Award of Contract		Given the ongoing electoral process in India, we request the Post to confirm if any change in schedule of bid-submission & opening of bids is under consideration.	No such proposal is under consideration.
20	Chapter III	The Post reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C as part of the financial bid, if it considers it unviable and could therefore lead	What are the factors that will be taken into consideration to assess the viability of costing information to determine the lowest bid?	The guiding principle of commercial viability is that the total estimated expenditure including local taxes payable shall not exceed the total estimated revenue. The viability/reasonableness of the expenditure quoted under sections B and C

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		to poor quality of services. In that event, the lowest responsive bid L1 may be decided amongst the remaining bids which are considered viable.	Would the bidder be given an opportunity to explain the price breakup along with supporting documentation?	of Annex-C will be evaluated and decided upon by the Post, based on previous experience, local data, and the justification provided by the Bidder  Price justification is part of the bid.
21	Chapter III, Pt (xix)(b)	Reasonability/viability of the amount quoted by the bidder for each component in financial bid (Annex C) will be examined on the basis of viability of the proposal and in case bidder's quote for any component/item is not viable, the bid can be considered unresponsive and would be rejected. No services should be quoted as Zero, including biometrics and if a firm quotes NIL or abnormally low charges/consideration, the bid shall be treated as unresponsive and will not be considered. The decision taken by the Post in this regard shall be final	Do all the applicants need to give biometrics or will it be only consular or any specific category of applicants?	Biometrics enrolment is mandatory requirement for all visa, passports, PCC, and GEP services processed by the OSP.  Expansion of biometric service to other services may happen based on Government guidelines in future.
22	Chapter III, Pt (xix)(e)	The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-visa	1. Do we have any tentative timelines when GOI's policies mentioned in this clause will be implemented?	1. No such timeline is available as of now.  2. Yes, but only after obtaining the written approval from the Post.

S. No.	Clause	RFP Clause	Query	Response from Post
		Scheme. Government of India reserves the right to further liberalise the visa regime. There shall be no compensation against any such instance when the number of consular applications gets reduced in the country and one or all ICACs is/are bound to be closed or relocated due to any unforeseen circumstances/situation	2. If the same is implemented does the bidder have the flexibility to reduce the size/number of VACs?	
24	CHAPTER III	Determination of Charges for Optional Services (OSs) Shall provide OSs on the basis of a written request by the applicant.	Services like photocopy, photograph and Form Filling etc. are usually requested during the submission process. Post may kindly clarify about the compliance asked.	OSP may use a duplicate copy (or a counter foil) of the payment receipt to take the applicant's signature and retain it for the record for a minimum period of 6 months.
24	Chapter VII, 1. Para-A (v). Chapter-I Para 8 (v)	The OSP shall not capture any data/information from the applicant on/through its website.	While booking appointments, we seek applicant's passport/phone numbers for various appointment validations. Even in our grievance redressal forms which we use to provide better customer service to our applicants, we require email/phone number. Please clarify the point.	Please refer Chapter VII, 1. Para-A (v). Any personal data (email id, mobile no. etc.) should be taken only after the consent of the applicant. For data protection, guidelines mentioned in Chapter-I Para 8 (v) will also apply.
25	Chapter VII, 1. Para-A	(xvi) The OSP shall, in the ICAC, display the details of the service	SLA matrix is sensitive information, which may not be	Please refer to Chapter VII, 1. Para-A (xvi).

S. No.	Clause	RFP Clause	Query	Response from Post
	(xvi).	level matrix along with penalties as provided in the Chapter XI of the RFP.	displayed publicly. Please clarify.	
26	Chapter VII para-B (xi)	Enquiry and Grievance Redressal Mechanism (a) The OSP shall provide an efficient –and shall maintain a chat bot in the Website and a dedicated WhatsApp bot.	Whereas Chapter XI: Service Level Matrix/Penalties, Para 29(D) says that WhatsApp bot/Chat bot - The OSP agrees to provide Whatsapp bot/Chat bot. Please clarify.	The OSP shall maintain a chatbot on the website and a dedicated WhatsApp bot. Chapter VII para-B (xi) (a) may be referred
27	Chapter VII 1. Para Q	In case the Post requires OSP's staff/personnel to be present within the Post premises – will be borne on such account by Gol/Post.	Please clarify on % of applications to be submitted at the Post.	As per the data of the year 2023, 15-20% of applications were accepted at the Post.
28	Chapter VII, 1. Para A (v) and Chapter I, Point 8 (v).	The OSP shall not capture any data/information from the applicant on/through its website or insist upon service seekers to apply for services at its website	How is the OSP expected to deploy an Application Management System and online submission without collecting applicant data?  Can the word “capture” be defined here? Does it mean collecting and processing and storing data or even mere processing the data (without storing it)?	Data provided by applicants in the Online Appointment System etc., would only be for processing purpose and same should be purged on regular basis after transferring it to the Post. “Capture” the data includes collection, storage and processing. Also refer to Chapter VII, 1. Para A (v) and Chapter I, Point 8 (v).
29	Chapter VII, 1. B. (ix) (f)	'Walk-in' service is a standard procedure to be adopted in the	Do the service levels and penalties apply to the walk-ins	Walk-ins will be limited to emergency cases as approved by the Consulate. However,

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		<p>ICACs and all arrangements should be made to ensure that 'walk-in' applicants are serviced satisfactorily.</p> <p>Delay in appointments will invite penalty as explained under Chapter XI: service level metrics/penalty.</p>	<p>since the OSP will have no control over the number of walk-ins?</p> <p>Please explain what is meant by 'delay in appointment', does this refer to appointment unavailability or anything else?</p>	<p>the receptionist at the ICAC should be available to answer queries from people visiting the ICAC without an appointment and guide them to make an online appointment.</p>
30	Chapter VII, 1. B. (vi) (f)	i) Service Fees and Optional Service (OS) charges of the OSP are refundable when services have not been availed by the applicant with due prior notice to the OSP;	Can OSP deduct any refund charges?	No.
31	Chapter VII, 1. Paras I, J, K	The Service Provider shall be required to work on the IVFRT, CONSPROM, GPSP and other such platforms of the Government of India or any other centralised platform for consular services if introduced.	Is there a plan to implement CONSPROM or any other such platform of the Govt. of India.	CONSPROM is already in use and necessary access is provided to the ICAC.
32	Chapter VII Para I (v)	Those applications which are submitted by applicants directly at the Indian Post will be handed over with supporting documents / enclosures to OSP and shall be scanned / digitized / indexed to link with the visa application on IVFRT.	What will be the volumes for such cases?	Around 15-20% of total volume of consular applications are accepted at the Post.

S. No.	Clause	RFP Clause	Query	Response from Post
		Such process shall be completed within three working days of handing over the documents to the OSP. In case of delay, penalty as indicated in Chapter XI shall be levied. OSP should quote financial bid keeping in mind this aspect and OSP will not be allowed to charge any service fee [either from applicant or Post/Ministry].		
33	Chapter VII, Para K	Acceptance of GEP Background Verification Forms. The OSP shall scrutinize the application forms, passport, and enclosures and send them to the Post concerned as per standing instructions.	What is the expected volume of GEP applications?  What is the process to be followed by the OSP for GEP application scrutiny?	GEP verification service is already integrated into the Global Passport Seva Project of the Government of India.  Application scrutiny process in general remains the same as for passports, visa, consular services, etc.
34	Chapter VII, Para-O (v)	The total turnaround time shall not exceed 30 minutes for an applicant. in case of delay, penalty as indicated in Chapter XI shall be levied. Overall Turnaround time at the ICAC - The OSP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 30 minutes from the time of entry into ICAC (token	In contrast to point (1a) on page 45 where it says "The OSP shall ensure a high level of service standards with regard to the facilities and amenities in the ICAC, for efficient processing of cases so that the waiting time is less than 30 minutes and customer satisfaction is maximised." 30 min of total TAT is too	In all cases, the OSP shall ensure a turn around time of 30 minutes.  Please refer Chapter VII Para B (xii) on Smart Queue Management System (SQM) that provides for integration with the appointment system to log the entry and exit time of applicants at ICAC. The daily entry-exit data from SQM will be evaluated to assess the overall TAT efficiency of the OSP and a view will be taken accordingly.

S. No.	Clause	RFP Clause	Query	Response from Post
		generation) to the time of generation of submission receipt for the applicant. Clear audit trails of these times shall be made available to the Post concerned on a daily basis	stringent for application submission including biometric enrolment and complexities of Indian services. It is suggested that this be modified to make it more reasonable.	
35	Chapter VII, 1. Para A, (xi)	In case the Post requires OSP's staff/personnel to be present within the Post's premises for undertaking outsourced work, no additional expenditure will be borne on such account by GOI/Post. The OSP will be required to deploy the personnel with PoS (Point of Sale) machines, etc., if needed by Post. The OSP should quote financial bid keeping in mind this aspect and OSP will not be allowed to charge any additional cost from anyone [either from applicant or Post/Ministry].	Will there any be any cap on the number of staff required? How frequently would this be needed as this will have an impact on cost and operations?	Please refer to the minimum staff requirement given in Chapter VII, 1. Para A, (xi).
36	Chapter VII, 1. Para O (xiv)	The OSP shall Provide a CSAT (Customer Satisfaction/Rating) system at ICAC, which is integrated to the appointment system, and an interactive blog, in the format indicated by the Post, as part of the website linked to the Post's website, so that it can be seen by	Need more clarification on the interactive blog, please provide the format?	This will primarily entail provisions for online submission of the applicant's experience at the ICAC linked to his/her appointment. Bidders to suggest format which is informative, user-friendly etc. The marks for the same will be assigned as per the Technical Evaluation Proforma

S. No.	Clause	RFP Clause	Query	Response from Post
		all.		Part-III of Annex-E  The details of the final format will be decided in consultation with the OSP.
37	Chapter VII 1. Para B, (v)	Submission of applications.	Kindly confirm for CPV applications, if all applicants will be required to visit the centre in person and that postal applications will not be accepted.	The Post does not accept Postal Applications. Applicant (or the authorized representative of the applicant) is required to visit the ICAC in person.
38	Chapter VII 3. (viii)	(viii)Premium Lounge facility: (c) Key features of the Premium Lounge: 7. Includes SMS updates and courier return of document/passport	Under the requirements of a Premium Lounge, it states the provision of SMS & Courier return of documents/ passport. Does it mean that these services cannot be charged extra and the price has to be built in the price quote of premium lounge?	Premium Lounge includes all OSs from S.No. 1 to 12.  As far as Service Fee is concerned, it is to clarify that the Premium Lounge Service is Individual-specific whereas the Service Fee is application specific e.g. If an applicant visits the Premium Lounge for attestation with 4 documents, only a single Premium Lounge Fee can be charged whereas the Service Fee for 4 documents can be levied on the applicant.
39	Chapter X	Bank Guarantees (BGs)	Can any changes be made to the BG format if required by the issuing bank?	No.
40	Chapter VII 1. G and	Delay in returning passports/documents to applicants by OSP after having been received	This is not in the control of the OSP if the applicant does not turn up to collect the	If the applicant does not turn up for collection, the OSP will not be held responsible.

S. No.	Clause	RFP Clause	Query	Response from Post
	Chapter XI, (vi) no. 7	from the Post. OSP agrees to be responsible for returning the passports/documents received from the Poste to the applicant on the same/next working day.	passport/document from the centre or if there is any delay in the courier delivery for other reasons including the availability of the applicant at the delivery address. Can this be measured for passport dispatched from the OSP on the same day or next working day in case of postal delivery?	For courier services, OSP has to ensure dispatch of the documents/passport in the forenoon of the next working day.
41	Chapter XI (vi), no. 11	Short collection of Fee	Please clarify the same.	Fee structure for various services (Visa/Passport/Consular) will be provided to the OSP by the Post. In case, the OSP levies less fee on the applicant, the same would be treated as short collection.
42	Chapter XI (vi) no. 22	Provision of courteous services to the applicant. The OSP agrees to extend courteous services to the applicants – or bring disrepute to the Post. Any complaints of discourteous behaviour shall – penalty equivalent to HKD 750 in each instance on the OSP.	There are many instances where applicants raise false allegations or misbehave with the staff. These are at time motivated or due to applications not getting accepted? Is there a mechanism to filer these out? OSP should be given opportunity to represent before any penalty is imposed.	Yes. OSP will be provided an opportunity to represent their case.
44	Chapter XI (vi) no. 18	The OSP agrees to ensure that the overall processing time for a CPV service at the ICAC shall not	In case of applicant opting for OS like form filling, Turnaround Time (TAT) may go beyond 30	In all cases, the OSP shall ensure a turn around time of 30 minutes. Please refer Chapter VII Para B (xii) on

S. No.	Clause	RFP Clause	Query	Response from Post
		exceed 30 minutes from the time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant.	minutes. Kindly explain the mechanism of calculating overall processing time for such cases.	Smart Queue Management System (SQM) that provides for integration with the appointment system to log the entry and exit time of applicants at ICAC. The daily entry-exit data from SQM will be evaluated to assess the overall TAT efficiency of the OSP and a view will be taken accordingly.
45	Chapter XI: Service Level Metrics	Online appointment system with live tracking - The OSP agrees to provide online appointment system with live tracking	Please clarify what 'Live tracking' means? Does it mean status tracking given under Pt. 22 SLA at Pg 58?	Yes
46	Chapter XI: Service Level Metrics 29 C	Access to monitoring system - The OSP agrees to provide to monitoring system	Please clarify which monitoring system is being referred to?	Access to website/dashboard monitoring system including live tracking and Smart Queue management system and Customer Satisfaction Rating (CSAT) system.
47	Chapter XI, (vi) no.30	The OSP agrees to ensure that he/she shall not further outsource any CPV services to any person / company or entity on commission or royalty or on any other basis. No sub-contracting is permitted.	Would you be viewing postal/courier services, 24*7 helpline call centre, ICAC security services through external parties as outsourcing?	No.

S. No.	Clause	RFP Clause	Query	Response from Post
48	Chapter XII, Para 4	<p>(i) The Post reserves the right to terminate the Agreement at any time by giving two months' advance notice to the Service Provider.</p> <p>(ii) The OSP will have the option to terminate the contract by giving 06 (six) months advance notice to the Post with justification for termination of services, to be accepted by Post/Ministry. The Post/Ministry reserve the right to impose a financial penalty as prescribed under Chapter XI: Service Level Metrics (SLA)/Penalties in case the OSP terminates the Agreement without providing six months termination notice</p>	Can the termination clause be mutually applicable?	Please refer to Chapter XII Para 4.
49	Chapter XV, Para B, (ii).	Financial Bid Evaluation	Since the OS's has a component of 10% and this will be evaluated as part of the overall bid. Can a minimum price for all OS be defined based on market prices?	Bidder may make its own independent assessment. The maximum price for Optional Services has been referred at Chapter XV, Para B, (ii).
50	Annex C - Part-II-A, Note 3	While the biometrics for visa services should be introduced from the date of outsourcing operations, the same for passport and consular	Does the Post has an indicative timeline to implement biometrics for passport and consular services?	Biometrics enrolment is mandatory requirement for all visa, passports, PCC, and GEP services processed by the OSP.

S. No.	Clause	RFP Clause	Query	Response from Post
		services will be announced separately as and when the procedures have been finalized by the Ministry.	Which consular services will require biometric enrolment?	Expansion of biometric service to other services may happen based on Government guidelines in future.
51	Annex-C, Financial Bid, Part II-B	Offer for Optional Services (OSs)	<p>The maximum price of optional services are not mentioned in the RFP.</p> <p>Does the Post prescribe any minimum cost for optional services?</p> <p>Can OSP provide any other Optional Services, other than listed in Chapter-VII, Para-3</p>	<p>Please refer to the corrigendum issued in this regard.</p> <p>No, the Post does not prescribe any minimum cost for Optional services.</p> <p>No.</p>
52	Chapter XI, (vi) no.30	Provide a detailed sub-contract plan, if any, within the limits permissible under the terms of this RFP (Copies of all sub-contracts entered into by the Service Provider to implement obligations under this Agreement should be provided).	We request Post to kindly elaborate on permissible limit for sub-contracting.	Please refer to the response to query at S.No 47.
53	Annexure C, page no.95, point no. 20	Provision for interest expenditure. If any.	Provision of interest expenditure. Please clarify what is this cost.	If the capital/investment/equipment procurement by the OSP is proposed to be done through debt funding, the interest

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				expenditure shall be provided by the bidder.
54	Annexure J, Note point 2	Stamp paper is required for BG issued by the banks located in India.	Since the BG are issued and can be furnished through SWIFT, hence Stamp paper requirement does not exist. Please clarify on the same	Bank Guarantees issued by Indian Banks should be on Stamp paper.
55	Chapter XVIII- Annex-E: Technical Bid, Part III: 7(a)	Content and Demo of website application and Dash Board will be considered:	Is it necessary to include links to the live versions of the website application and dashboard in the bid response, or can we simply provide UI design templates (screenshots) instead? Will the evaluation criteria for this aspect differ between the live version and screenshots of the demo version?	Demo of live version only.
56	Annexure E, Part (III) no. 1(b)	Parking facilities with capacity and type of parking	Is there a defined criterion or guideline specifying the minimum number of parking slots required to attain the maximum score of 5 marks in the ICAC evaluation?	Not applicable for Hong Kong. A corrigendum (Technical Evaluation Proforma Part-III, Annexure-E) is also issued in this regard.
57	Chapter VII	Indian Consular Application Center	In accordance with the details	The requirements specified in Chapter VII

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	1. Para A (xi)	(ICAC)	<p>outlined in the RFP, are we permitted to utilize the existing space currently hosting the operational ICAC, or is it obligatory to establish a new ICAC at a different location?</p> <p>As per the specifications provided in the RFP, if we opt to utilize the current ICAC premises, are we permitted to retain and utilize the existing furniture, IT setup, security system, and other fixtures, or is it mandatorily required to replace the entire setup with new installations?</p> <p>Is there any restriction about the proximity of the ICAC with reference to the location of the Consulate.</p>	<p>1. Para A (xi) must be adhered to.</p> <p>The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables &amp; furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc..) and other necessary equipment/facilities/utilities.</p> <p>Yes, the ICAC should be located within 4 Km of aerial distance from the Consulate located in Admiralty. (A corrigendum is also issued in this regard.)</p>
58	ANNEX C- PART III		<p>Is it permissible for Outsourcing Service Providers (OSPs) to operate on a zero-profit model by indicating zero viability in line (g), where viability represents the variance between total estimated revenue and total</p>	<p>Yes. However, the total estimated revenue during the contract period shall not be less than the total estimated expenditure (including taxes) of OSP during the period.</p>

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			<p>estimated expenditure, considering that the Optional Service is charged separately to the applicant?</p>	
59	<p>Please refer to Chapter VII, 1. Para A (xi) and ANNEX:E: PART III-3(B)</p>	<p>Minimum Staff required &amp; Operational efficiency of the submission process</p>	<p>As per the list and numbers mentioned, a Minimum 11 counters/staff have been asked.</p> <p>It has been stipulated to adhere to the specified process i.e. (i) Reception (ii) Enquiry/information (iii) Examination of documents (iv) Verification of the latest photo and application form (v) Submission (vi) Fee collection (viii) Delivery. Is it obligatory to allocate separate counters and staff for these additional services. Assuming one counter/staff is allocated for each of the mentioned add-on services, such as enquiry/information, examination of documents, verification of application forms, fee collection, and delivery, this could potentially increase the minimum counter requirement from 11 to</p>	<p>Please refer to Chapter VII, 1. Para A (xi).</p>

S. No.	Clause	RFP Clause	Query	Response from Post
			16.	
60	Chapter VII, Service Level Matrix/ Penalties	OSP should ensure that the appointment slots are available for submission of applications within 05 working days.	Does the condition of availability of appointment slots within 05 working days apply during peak travel seasons (such as Diwali or summer vacations).	Yes.
61			Please give the Bank SWIFT details for submission of Bid Security.	The Bank details of the Consulate will be sent by email to all the bidders.
<b>Other General Questions</b>				
62			Can the bid documents be signed by DSC or physical signatures are required.	Physical signatures are required.
63	Chapter VII 3. (viii)		Is it permissible to open the Premium lounge in the same building with a separate entrance and exit from the ICAC area?  What is the minimum area prescribed for the Premium lounge?	Please refer to <b>Chapter VII, Para 3, (viii), (d)</b> .  10% of the total area of the ICAC subject to the satisfaction of the Post.

S. No.	Clause	RFP Clause	Query	Response from Post
64	Chapter VII, 1. Para A (xi)		Are there any language requirements for ICAC staff?	At least 1 (one) submission counter staff should be proficient in the local language Cantonese (A corrigendum is also issued in this regard.)

**Himanshu Gupta**  
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 Consulate General of India  
 Hong Kong