

**HIGH COMMISSION OF INDIA
SINGAPORE**

Address: 31 Grange Road, Singapore
Singapore - 239702

Response to Pre-bid Queries
regarding

**REQUEST FOR PROPOSAL (RFP) dated 04th Feb 2025
for the
Outsourcing of CPV Services**

**At
The High Commission of India, Singapore**

Response from HCI, Singapore in respect of Pre-bid Queries

S.No.	Section no. referred to in the RFP	Section clause referred to in the RFP	Query / Clarification Sought	Response to Queries		
1	Chapter 1: Request for Proposal (RFP)	8. The Mission/Post handled approximately 256944 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 345 transactions/services per working day, assuming 246 working days in a year. (Ref. Page No. 6)	Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.	2022 2023 2024	CBD 28708 28148 27387	Sim Lim 49263 48253 45012
				Note: At present, the Mission does not propose to receive applications by post either at mission or at ICAC. All applications shall be submitted in person.		
2	Chapter III Clause (vi)	Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered. (Ref. Page No. 10)	a 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. b 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?	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and summarily be rejected.		

3	Chapter III clause (vi)	Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered. (Ref. Page No. 10)	Please be kind to clarify whether the penalties that are contested by the 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)	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and summarily be rejected.
4	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover. (Ref. Page No. 17, 18 ,109)	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	Certification by authorised external agency will be as per the certification of auditing agencies or duly registered with the concerned authority of the country where the company is registered.
5	Chapter VII: Scope of Work and Deliverables Required Clause X (b)	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC. (Ref. Page No. 31)	The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for form filing, photocopy, photograph services.	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.
6	Chapter VII: Scope of Work and Deliverables Required	Despatch the document(s)/passport/ PCC to applicants via courier in a secured manner on the same day (or the next working	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.

	Clause G (c)	day in case of delayed receipt). (Ref. Page No. 40, 41)		
7	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	Application Facilitating Services at ICACs. I) SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICACs. <ol style="list-style-type: none"> 1 Photocopy 2 Photographs 3 Form Filing 4 Courier Service (Ref. Page No. 54)	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.	Details are not available with Mission.
8	Part III: Technical Bid Evaluation Performa Point 1(b)	Parking facilities with capacity and type of parking. (Ref. Page No. 136)	Please be kind to clarify, what is the maximum number of parking slots to be considered as adequate slots in ICAC.	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. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
9	Part III: Technical Bid Evaluation Performa Point 4 (a)	Provision of Application Facilitating Services at ICACs Photocopying Photograph Form Filing Courier Services	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 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

		Refer to Chapter VII, para (3) of the RFP (7 marks). (Ref. Page No. 137)		despatch 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.
10	Part III: Technical Bid Evaluation Performa Point 9	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them. (Ref. Page No. 141)	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation	Reputation will be assessed based on past association with corporate and non-GOI clients including foreign governments.
11	Annexure-K	Financial Bid 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. (Ref. Page No. 143)	a Please be kind to clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances. b 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.	Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive Service fee.
12	Annexure-K	Financial Bid Note: 1 – Service Fee quoted above is the 'Service Fee per	If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics,	The service fee for all the CPV services will be the same.

		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. (Ref. Page No. 143)	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.	Application Facilitating Services are mandatory to be provided by OSP, at no additional cost, to applicants submitting consular applications at ICAC, failing which penalty shall be imposed as per Chapter Xi of the RFP.		
13	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) point 8	Details of CPV Services provided by Mission /Posts during the period Jan 2022 to Dec 2024	We request the mission to provide the segregation of services proposed centre wise (02 ICAC's)	2022 2023 2024	CBD 28708 28148 27387	Sim Lim 49263 48253 45012
				Note: At present the Mission does not facilitate receiving applications by post either at mission or at ICAC. All in person.		
14	Chapter VII, SCOPE OF WORK AND DELIVERABLES REQUIRED	Are there any specific languages which the mission wants OSP to incorporate on the website/ mobile app	Request clarity on the languages to be used for website, mobile app, call centre etc.	English, Tamil & Hindi.		
15	Chapter VII, point xi (b)	The clause states that apart from the minimum staff strength mentioned in the above table, The SP shall also provide a minimum 04 (four) staff to facilitate	Please confirm if the 4 staff dedicated for back office also includes contact centre staff or contact centre staff to considered separate. Also, the 4 dedicated staff is for each centre or combined for both the centres.	4 dedicated staff for each centre for back office.		

		the backend coordination and to ensure the smooth functioning of ICACs.		
16	Chapter VII, point xi (c)	States The SP shall operate, on a regular basis, an exclusive submission counter at the Mission (High Commission of India, Singapore) with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Posts, failing which penalties shall be levied on the SP as prescribed under Chapter XI of this RFP	Please confirm if the exclusive counter at the Mission with adequate numbers of staff will happen on all working days and does the count includes the total count of staff mentioned in Minimum staff required or separate since offsite. Also, what will be the adequate number of staff, please specify the count.	The requirement is for all working days due to the volume in the applications. Two to Three staff.
17	(xii) ENQUIRY AND GRIEVANCE REDRESSAL SYSTEM	Point e- The telephone enquiries shall be attended to from 9 AM to 8 PM on all working days.	As per the local law, maximum hours must be agreed and stated on the employment contract. For those covered and working five days a week, the maximum working hours are 9 hours a day. Please confirm.	Yes.
18	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED (xi) (a)	Staff for Application Facilitating Services	The staff for application facilitation services are mentioned centre wise in addition to the submission counter staff and back-end staff. We believe not all the counters will be occupied at all times and the staff at the counter can be deployed to assist the applicants with the additional facilitation services and will also lead to under utilisation of the workforce in case of less applications at the centre at any given point	The numbers specified are based on the current operations. Any re-arrangement will require prior permission of the Mission.

			of time. Request, please consider revising the count as submission officers or back-end officers can be utilised for the role.	
19	Point P- (i) Facilities at the ICAC	The SP shall ensure that ICAC is easily accessible to members of the public and located in a reputable area (within the specified limits) as per the local regulations, in consultation with and with the approval of the Mission/Posts concerned.	Please specify- what is the term ' within specified limits ' mean?	Please refer to Annexure-J Part III: TECHNICAL BID EVALUATION PROFORMA Sr. No. 1 (a). The evaluation criteria on location of ICAC is self-explanatory. Evaluation will be done based on relative quality of offers of various bidders. The location of the centre must be permissible under local laws.
20	Point P- (ii) Facilities at the ICAC	The ICAC shall have a prominent Notice Board in multiple languages indicating the services offered, the fee schedule and a copy of the Service Level Metrics, pertaining to the applicants, for ready reference of the applicants. The same shall be available on the website of SP	Please specify the languages	English, Tamil and Hindi
21	3- OPERATIONA L SYSTEMS AND INFRASTRUC TURE: Point 3- Application Facilitating Services at ICACs	The clause states that SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICACs. Photocopy, Photographs (4 photographs), Form filling, Courier Services. Also, that SP shall not be allowed to	We should consider implementing a structured token system to streamline applicant flow and reduce wait times at the centre, as per the RFP, applicants unable to opt for value-added services like photography, photocopy, form-filling and courier will lead to inefficiencies and longer queues. With close to 1600 applications processed daily (excluding visa and OCI), almost 90% of applicants end up in a queue at some stage, causing congestion, particularly at the Photograph and form-filling stations. Since	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.

		charge applicants, any additional cost other than the Service Fee quoted in its financial bid, for providing Application Facilitating Services at ICACs.	nearly everyone requires form-filling assistance, the waiting time increases significantly, making it difficult to achieve the 30-minute turnaround goal and leading to applicant discomfort and unnecessary complaints. Wouldn't issuing four different tokens help in distributing the load more effectively? This way, applicants would not be forced into unnecessary queues, service efficiency would improve, will only opt for value added service only if required and overall satisfaction levels would increase. Should we explore this approach to enhance our operations? Also, with this approach the turnaround	
22	CHAPTER X: BANK GUARANTEE S (BGs_	The prospective SP should submit the requisite irrevocable Bank Guarantees to the concerned Mission as per the format in Annex-G.	Please specify the Bank Guarantees in figures.	The exact amount will depend on the Service quoted by L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
23	Chapter VII, point xii	The SP shall provide an efficient and courteous telephonic inquiry system in multiple languages through Toll-free numbers/Voice Over Internet Protocol (VoIP) and shall maintain a chatbot in the website and a dedicated What's App bot.	Please confirm the languages required by the mission on website, mobile app and chatbot	English, Tamil and Hindi
24	Annexure: K-FINANCIAL BID	Service Fee Quotation	Please provide the increased % of diaspora count YOY for service fee determination. Also please quote the total count of transactions to be considered when deriving service fee. What should be the number of anticipated CPV	Diaspora count is not available. Total expected count of transaction may be approximately 2,70,000 during the next three years.

			applications for the three -year contract period, on the basis of which the bidder estimates revenue	
25	PREMIUM LOUNGE	Clarifications on Premium Lounge at ICAC's	We have reviewed the current RFP and noticed that the clause regarding the Premium Lounge has been completely removed. The absence of this provision raises concerns regarding applicant convenience and crowd management at the centre. Without a designated Premium Lounge, all applicants, regardless of their service preferences, will be gathered in the same space, leading to congestion, longer waiting times, and overall discomfort. Additionally, service providers (SPs) may later request the Mission to allow the use of a Premium Lounge, citing operational challenges. This could lead to unplanned revisions and inconsistent service offerings. Given that a Premium Lounge was previously included as an option for enhanced applicant comfort, could you please clarify the Mission's stance on this matter from an applicant experience perspective?	There are no value-Added services including Premium Lounge under the scope of work. SP shall not indulge in providing any Service other than the deliverables included in the RFP.
26	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 Mission to enter into an Agreement. The Agreement	Does this clause indicate that the SP should account for staff employment and remuneration, banking operations, environment, safety, insurance, privacy, and local tax payments when quoting the Single Service Fee?	Yes. the OSPs will have to submit self-certification in this regard.

		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.		
27	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?	Pls, 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
28	Chapter V, clause 1 (x):" Page 19	"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 only criteria for selection of SP is minimum technical qualification as per provisions of RFP and L1 criteria. Quality of implementation and technical solution offered will be measured against service level metrics as defined in the RFP.
29	Page 23 Point 1	The SP is required to create and maintain a website providing information to the general public about all consular services provided by the SP through the Mission.	Languages not defined for maintaining the website. What languages are mandatory?	English Tamil and Hindi
30	Indian	The SP is required to set up a	Please advise what the definition of the new	The OSP is required to set up an entirely new

	Consular Application Centre (ICAC): Point a. Page 24	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.	ICAC is here. Does it mean creating a new VAC from a bare-shell situation, irrespective of location?	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 Technical Evaluation Proforma-Part-III of the Annexure-J.
31	Chapter VII, Clause 1 (A) (xi) (a): Page 24	“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. 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.”	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 requirements? If there are no such documents to be provided by the prospective bidders, how will the tendering authority determine this aspect?	Please refer to Financial Bid format as per RFP. No other calculation sheet has been requested.
32	Page 26 Point	Apart from the minimum staff	Please advise the requirement for 04 backend	04 back-end staff for each location plus

	b)	strength mentioned in the above table, The SP shall also provide a minimum 04 (four) staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs.	staff applies to each location individually or if total 10 backend staff are needed at the country level? Additionally, where should they be placed? Is there a mandatory requirement to have these staff in each centre, irrespective of size.	additional for miscellaneous purposes. Total 10 at country level.
33	Page 27 Point C	The SP shall operate, on a regular basis, an exclusive submission counter at the Mission (High Commission of India, Singapore) with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Posts	Please clarify if the SP merely has to provide staff to man counters of the Embassy or is the SP expected to set up operative counters in the Embassy with hardware/software.	Set up operative counters in the Embassy with hardware/software.
34	Page 32 Section D point (vi)	Easy cancelling and rescheduling of appointments	Please advise what is the cancellation criteria after which a refund of service fee would not be applicable. e.g. 48 hours? Also, what is the expected number of rescheduling of an appointment to be allowed and the timeline of allowing a reschedule before the appointment date.	The refund criteria have been clearly outlined in Chapter VII. Applicants should be given at least 3 attempts to reschedule/cancel their appointment without charging any fees.
35	Chapter VII: Point (xii) a Page 33	(xii) Enquiry and Grievance redressal mechanism (a) The SP shall provide an efficient and courteous telephonic inquiry system in multiple languages through Toll-free numbers/Voice Over Internet Protocol	There is no specification on the language options to be available. Clarity would be required on the multiple language options required.	Yes. English Hindi and Tamil.
36	CHAPTER XI:	Personal Records	Please advise purging policy for Personal data	Data handling and storage requirements are

	SERVICE LEVEL METRICS/PEN ALTIES Point 41 Page 78		for the applicant.	explicitly mentioned in the RFP. Please refer to points no. (xii) & (xiv) at page no. 38 of the RFP.
37	Chapter XV, Para B (II)(b) Page 90	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.
38	Chapter XV, Clause B (II) (d): Page 90	“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 .
39	Annexure: K, Financial Bid Page 143	Proforma of Service Fees Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details /no response may lead	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.	Only a singular Service Fee has to be as per Annexure K.

		to rejection of the bid.					
40	Generic Query	Mission has provided the application count category wise for past three years	Mission has provided us the volumes for past three years, can the mission provide the guidelines on the projected application volume for the next three year alia contractual period.	2,70,000 approx for the next three years.			
41	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT, Page 93	Milestone: Operations & Implementation: Within one Month of signing of the Agreement	The clause stating that full services at the Indian Consular Application Centre (ICAC) shall commence within one month of signing the agreement, along with the operational submission counter at Missions is not practically feasible. This timeline needs to be re-evaluated, and a more achievable schedule should be set. If this clause remains unchanged, it may disproportionately benefit certain service providers, resulting in an uneven playing field for new entrants.	SP/bidder is required to meet the timeline as per the provisions of the RFP.			
42	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 7 (VIII)	Dispatch and return document(s)/passport/PCC back to applicants via Courier service, in a secured manner as per standards prescribed by the Mission.	Does this imply that passports will not be returned over the counter? Additionally, in cases where an applicant chooses not to utilize the courier service, what responsibilities will the Service Provider (SP) be required to fulfill.	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs.			
43	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 8, Page-6	The Mission handled approximately 256944 no. of services/ transactions during the three years from Jan-2022 to Dec-2024	Kindly provide the category wise application count of last three financial years including number of application processed under (PCC)/Global Entry Program (GEP) Verification/Miscellaneous Attestation related support services.	Services	2022	2023	2024
				Passport	44422	47896	47172
				PCC	1720	1601	1285
				Surrender	2695	2470	2600
				C			
				EC	143	189	154
				GEP	23	58	99
				Official PP	7	8	4
				Dip PP	6	12	1
				Renunctn	0	0	1728
				C			

				Misc Srv 4 4 18 ppt Attestation 20288 19607 17989 Visa 11326 6120 5211 OCI 8927 6708 6410																
44	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 9, Page-6	The Mission wishes to engage a single SP to collect consular applications, with the applicable fees, along with prescribed documents for processing the applications as specified by the Mission from the applicant to be received in person as well as by mail/courier on its behalf, deliver them to the Mission and subsequently return the processed documents/passports to the applicants securely and expeditiously	Kindly elaborate the process of receiving application by mail.	As of now the Mission does not receive applications by mail. They have to be physically submitted either at BIs or HCI by taking prior appointment.																
45	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 8	Details of CPV Services provided by Mission during the period Jan 2022 to Dec 2024	Kindly provide the breakup of attestation service based the category of application (e. marriage Certificate, Birth certificate, Driving license, etc.) for last three years	<table><tr><th>Year</th><th>Marriage</th><th>BC</th><th>DL</th></tr><tr><td>2022</td><td>481</td><td>4256</td><td>3564</td></tr><tr><td>2023</td><td>537</td><td>4915</td><td>3698</td></tr><tr><td>2024</td><td>476</td><td>5077</td><td>2701</td></tr></table>	Year	Marriage	BC	DL	2022	481	4256	3564	2023	537	4915	3698	2024	476	5077	2701
Year	Marriage	BC	DL																	
2022	481	4256	3564																	
2023	537	4915	3698																	
2024	476	5077	2701																	
46	CHAPTER-I: REQUEST FOR PROPOSAL	Chip Enabled passport	In the event of the rollout of chip-enabled e-passport services by the Ministry – Will the SP be allowed to provision the increase in number of applications for its financial calculations to	Bidders are to make their own calculations to offer an all-inclusive Service Fee as per Annexure-K of the RFP.																

	(RFP) Point: 5		determine the service fees.	
47	CHAPTER VII: SCOPE OF WORK AND DELIVERABLE S REQUIRED Point: 11(a)	The SP is required to set up a new Indian Consular Application Center (ICAC).	<p>We understand that the successful bidder has to setup entirely new Indian Consular Application Center in the country of origin.</p> <p>Considering the confidentiality of data and the ease of expects coming to ICAC, we request you to kindly do not consider the setting up of ICAC in a facility where there is any other Visa Application center is operating as this will leads to confusion and kiosk for Indian Citizens and other visa applicants who seek quality service with friendly sand safe ICAC environment.</p>	<p>The OSP 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.</p> <p>The marks for the proposed ICAC will be assigned based on the relative quality of the proposals of various bidders as per the Technical Evaluation Proforma-Part-III of the Annexure-J.</p>
48	CHAPTER VII: SCOPE OF WORK AND DELIVERABLE S REQUIRED Point: 11(a)	The SP is required to set up a new Indian Consular Application Center (ICAC).	We request you to kindly consider that the incumbent service provider in the region will not be allowed to propose the same infrastructure for setting up of ICAC in Singapore as this will leads to a drastic change in the cost incurred by the other bidders for setting up of ICAC including deployment of civil infra in that region.	<p>The OSP 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.</p> <p>The marks for the proposed ICAC will be assigned as per the Technical Evaluation Proforma-Part-III of the Annexure-J.</p>
49	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA, Point (xvi), page 20	The Bidding Company and in case of a Joint Venture, each partner company, shall disclose its shareholding financial interest in any other company entity providing/handling citizen-	Kindly provide more clarity on this clause and provide the details of relevant document or certification required under this.	Refer to chapter VI of the RFP.

		centric services across the globe, including, but not limited to visa, passport, attestation, travel or any other citizen-centric services.		
50	A. Dealing with Applicants and Documents, Point XI-C, page 27	The SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Singapore with an adequate number of staff	Kindly provide the detail of number of staff to be deployed at the Mission in Singapore.	The requirement is for all working days due to the volume in the applications. Two to Three staff.
51	Chapter VII – Scope of work and deliverables Clause XIII, Page 34	Smart Queue Management System (SQM): The SP shall establish an integrated Smart Queue Management System (SQM) in all ICAC to limit the turnaround time to 30 minutes for all applicants from token generation to acceptance of application and payment at the counter of ICAC	With the SP required to provide services of Form Filling (3 minutes), Photocopy (30 secs), Photograph (1 minute), Courier (1min 30 secs) a total of 6 minutes additional per applicant will be required in order to provide all the services excluding the application processing time and waiting time. The mission should reconsider the pricing model as this will lead to huge waiting time and also this pricing model suggests that every applicant would need to avail all services irrespective of their choice. What is the basis of the size allocation for the ICAC. Kindly provide the formulae used to determine the Vac size and Manpower requirement.	The size allocation and area has been made keeping in mind the current operations and requirements.
52	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 his/her authorized representative – In this scenario if the applicant insist on claiming a refund on the courier charges what is the SP	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 documents directly from the ICAC.

			supposed to inform the applicant. This clause is a conflict to the clause in Chapter 1 clause 8 (Viii). Kindly review and provide appropriate information.	
53	Chapter VII – Scope of work and deliverables Clause B (vii), page 31	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	This service has not been added as a part of service determination. Kindly confirm.	This is in the scope of work with no additional cost. Bidders may bid accordingly.
54	Chapter XI SERVICE LEVEL METRICS/ PENALTIES Clause VI sub-Clause (11)	Collection of unauthorized amounts from the applicants	There is no mention of further violations or termination of contract. Does this mean that the SP will only be charged equivalent to double the unauthorized amount collected or SGD 1000 whichever is higher, in each such case. Kindly clarify.	The penalties up to SGD 1000 will be imposed on SP for each violation in this category.
55	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Point O-c	The SP shall operate on a regular basis an exclusive submission counter at the Mission.	Kindly confirm if this task be completed by the Messenger of OSP sent to the mission.	Messenger is required on a regular basis due to the emergency cases being received on a day-to-day basis.
56	Financial Bid format (Annex - K)	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	<p>We request you to kindly provide the methodology for calculating the viability of proposed services fee in case of quoting very low services fee by the bidders.</p> <p>There are no criteria mentioned nor a scoring format or any formulae to determine L1.</p> <p>The rationale for removing Annexure C, as included in previous bids, specifically PART 1</p>	RFP provision for selection of SP is minimum technical qualification score and L1 criteria only.

		Courier Services	<p>(B) - Standard Cost Sheet, Section C: Summary of Costing Statements, and Part III - Justification for the Service Fee Quoted? The exclusion of these sections could potentially lead to predatory pricing.</p> <p>Kindly provide the basis of the financial bid Evaluation and basis for removing the financial viability clause along with the methodology for evaluating the commercial viability of the service fee proposed by the bidders</p>	
57	CHAPER- BIDDING SCHEDULE AND PROCESS	II: Timeline	As we have seen that over 15 Indian Mission across the geography has come with the tenders for outsourcing of CPV Services with the similar timeline for tender submission and presentation schedule. Since the core operations and technical team manage the demo and presentation session in any organization, it is technically not possible for them to be present in 5-6 different countries on same day. Therefore, we kindly request to provide revised schedule for bid submission and technical bid presentation session.	Technical bid presentation in virtual mode is also allowed if any bidder formally requests for the same. Virtual meeting platform, time, and other details will be intimated to the bidder in advance.
58	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.	Details of the bank account will be shared through email with companies who have shared their organizational profile.
59	Chapter XIV, Page No. 86 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	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.

		(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.		
60	As per Chapter VII point No xi page No 27 in Note under point ©	SP shall also operate on a regular basis, an exclusive submission counter at Mission (High Commission of India, Singapore) with adequate number of staff for processing of applications.	Please share an estimate or indication as to how many counters and staff will be required.	The requirement is for all working days due to the volume in the applications. Two to Three staff.
61	Chapter X Page No 58 point No 1(i)	The SP shall provide a Bank Guarantee in Singapore for the Govt funds held by SP.	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.
62	Chapter VII Page No. 33, Point No. xii (a)	The SP shall 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 mission receives over 100 calls and mails per day. Similarly, the ICAC receive over 150-200 calls and 100 plus mails per day.
63	Chapter XIV Page No 86 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 signatures are required. One copy of the technical bid should be original and three copies could be in duplicate.
64	General Query -		Will there be a single Service fees for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	Yes
65	Chapter V Point No 1(x)	The Bidding Company must provide certificate that its	Kindly clarify from whom the said certificate is to be provided?	The OSPs will have to submit self-certification in this regard.

	page No 19	operations are compliant with local laws and relevant tax regime.		
66	Chapter VII Point No 1(T), page No 50 Consular Camps	-	How many consular camps will be conducted during a calendar year.	This mission has conducted 6 consular camps in the current year 2024-25. We intend to do these on a quarterly basis henceforth.
67	Annexure H page No 124 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.	e-BG and SWIFT transactions will be accepted as per banking norms.
68	Annexure H page No 124 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.	e-BG and SWIFT transactions will be accepted as per banking norms.
69	Annexure C	In the section on the organization profile form and the notes referring to the declaration or certificate required as per Annexure C	Could you kindly confirm whether any additional declarations or certificates are needed apart from the organization profile and references?	No.
70	Annexure K	Regarding the financial bid, we have noted that only the Service Fee is mentioned	Could you please clarify whether we are required to provide detailed calculations on how we arrive at the bidding cost based on the services required as per the RFP?	Bidding companies are required to submit their financial bid, strictly as per the Annex-K of the RFP. No additional information/calculation sheet is required to be provided by bidders

			<p>We would like to seek clarification regarding the eligibility criteria outlined in Chapter VI, 1(a) and Chapter VI, 1(e) of the tender document. As we do not have a branch office in the Singapore, we intend to submit the tender independently while partnering with a local entity. However, we note that the eligibility criteria require the local partner to meet 50% of the net worth and 50% of the turnover, which may significantly limit participation to major companies in the Singapore and potentially encourage non-Indian companies to qualify for the tender process. Also the bidding company meets the eligibility requirements and the financial guarantees are given by the bidding company and not the local partner.</p> <p>We would like to confirm whether we, as an Indian company without a local partner, can participate in the tender individually. In the event that the tender is awarded to us, we would establish a separate entity in the Singapore to deliver the services to the Mission. Request your clarification.</p>	Refer to Chapter VI of the RFP.
71	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)- 9. (Ref Page No. 6)	The Mission/Post handled approximately 256,944 no. of services/ transactions during the three years from Jan-2022 to Dec-2024	Can you provide a breakdown of the given counts based on different locations as per the required ICACs?	<p>2022 IVAC PP VISA ATTN OCI CBD 17065 4648 4652 2343 SIM LIM 31221 5840 10145 2057</p> <p>2023 CBD 18190 2804 4997 2157 SIM LIM 33368 2979 10507 1399</p>

				2024 CBD 18972 1870 4747 1798 SIM LIM 31853 2273 9587 1299
72	CHAPTER VII: SCOPE OF WORK AND DELIVERABLE S REQUIRED 1 A. Dealing with Applicants and Documents. (Ref Page No. 25)	OSP shall provide space/ working station for officials of the Mission for attestation or other services as decided by the Mission.	Is the required workstation for officials intended for the public dealing area or the back-office area? Please clarify.	Public dealing area.
73	-	-	Can a Government of India PSU participate through consortium?	Please refer to Chapter -VI
74	-	-	Is there any preferences or condition pertaining to the employees working for these services?	Please refer to Chapter -VII: Pt 1.B (X)(i)
75	-	-	What are the condition on the financial transactions to be done with respect to services charges and MEA? Is transaction of Foreign exchange involved?	Please refer to Chapter -VII: Pt 1.C All transactions will be in local currency (Singapore Dollar).
