

Dated: 24 April 2024

| S. No. | Query | Response from the Mission |
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| 1. | Kindly provide the monthly application count break-up of the various services that have been rendered over the past three years. | The data for application count for all broad 4 services viz, Visa, Passport, Consular, and OCI is being shared separately in Appendix A for the calendar years 2021, 2022, and 2023. |
| 2. | 'Indian CPV Services @ your doorstep' is not included in the list of approved items of Optional Services. We understand that this particular service is not available in Singapore. Please confirm. | Yes. The 'Indian CPV Services @ your doorstep' is not included in the list of approved items of Optional Services. |
| 3. | Could you please confirm whether a single service fee is applicable to all services or is there a provision for different fees to be charged for different services? | The bidding company is expected to quote a single service fee (OSP Fee) for all the categories of services, eg. Visa, Passport, Consular and OCI/ PCC/ Surrender Certificate, and GEP. |
| 4. | " 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. It is confirmed that self-certification is required. However, relevant records may be furnished as and when sought. |
| 5. | Kindly provide details of the Embassy bank account duly mentioning Account No./Address of the bank, and details of SWIFT/IBAN. | Name of Account – High Commission of India Name of the Bank – State Bank of India, Singapore Bank Account No. - 27870638720102 Bank Code – 7791 Branch Code – 278 Swift Code - SBINSGSG |
| 6. | Kindly advise whether all four copies of the technical bid are required in originals. | One copy of the technical bid should be original and three copies could be in duplicate along with soft copies in CD format. |

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| 7. | Since the BG is issued and can be furnished through SWIFT, hence Stamp paper requirement does not exist. Please clarify on the same | In case BG is furnished through SWIFT, the requirement of stamp paper will not apply. |
| 8. | Can the bid documents be signed by DSC or physical signatures are required | Bid documents are to be signed physically. |
| 9. | Kindly advise, is there a separate minimum area requirement for back-office operations. | The back-end office operations are to be decided by the OSP as per its requirements. The minimum area is specified for customer services and OSP will not be allowed to use it for its back-end office work like scanning of documents, administrative/ accounts/courier-related works nor is it to be used for premium lounge services. |
| 10. | It was mentioned that there are 28 counters spanning both centers. Could you please confirm if this total includes all types of counters such as VAS, Biometric processing, and Reception? Additionally, a detailed breakdown of the counter allocation per service would be immensely helpful for our operational planning. | As mentioned in the RFP, there should be a minimum of 16 submission counters at Little India Centre (District 8) and 12 submission counters at CBD Centre (District 1 or District 2), which should be operational for submission by the applicants, on all working days. These 28 submission counters do not include the reception counter, biometric capturing counter (if being run separately), or other optional services counter. The service-specific counter allocation for submission of applications (A total of 28 submission counters mandatory on a daily basis) would be decided by the Mission. |
| 11. | According to the Bid schedule and process the bids should be submitted on 6th May 2024 and technical bids will be opened on 7 May 2024. However, according to Chapter 14 point number 2 of the tender document, proposals are required on 10 April 2024 and Technical bids will be opened on 12 April 2024. Request clarification on the bid submission date | A corrigendum dated 22.04.2024 has been issued in this regard. |

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| 12. | Can EMD be deposited to an Indian bank in Singapore? | Yes |
| 13. | Understand there should be a presentation. Is there a specific time? | Yes. The date and time for the presentation will be intimated in due course. |
| 14. | Do you expect a PowerPoint presentation? | Yes. Kindly refer to Para xiv (o) of the Chapter III of the RFP. |
| 15. | Is there a limitation of representatives allowed for the presentation per company? | Yes. Maximum 2 to 3. |
| 16. | Annex E Technical bid part 2-point numbers 17/18/19 are not clear as it is cluttered. | Mission has issued a corrigendum dated 22.04.2024 in this regard. A clear copy of S. No. 17, 18 & 19 of 'Annexure E' has been reproduced at Appendix 'A'. |
| 17. | Kindly provide the Data Protection Guidelines and Information Security Standards. | Kindly refer to Para 8 (V) of Chapter I of the RFP. |
| 18. | The Mission may elaborate on the approximate increase or decrease in the number of ICACs in order to work out the cost. | The Mission may need to increase or decrease the number of ICACs based on the application counts and will decide upon this as per requirements. |
| 19. | Please clarify if the Minimum area of the ICAC given in the Tender RFP also takes care of the space to be provided to the Mission officials or separate space needs to be given. | Yes. The minimum area of the ICAC given in the tender RFP also takes care of the space to be provided to the Mission officials for attestation or other works specified by the Mission. |
| 20. | Please specify whether do we need to put both Chat bot & WhatsApp bot or either will suffice as per Page no 68, point no 30 (C) under SLA. Can we handle these | *. The OSP is expected to provide both Chat bot on their website and a separate WhatsApp bot to answer the general queries of the applicants/public 24X7. The OSP is also expected to regularly monitor the queries in the Chatbot and the WhatsApp bot (Mission expects the OSP to |

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| | <p>services under managed call center facility centrally from India with necessary requirements?</p> | <p>provide a list of all unanswered queries by the two bots to it on a fortnightly basis) and to upgrade their system accordingly to answer maximum queries in future which are going unanswered.</p> <p>*As clearly indicated in the RFP page 30 – 31-</p> <p>(a) The OSP shall provide an efficient and courteous telephonic enquiry system through Toll-free numbers/Voice Over Internet Protocol (VoIP) and shall maintain a chatbot in the website and a dedicated WhatsApp bot. Such Toll-free numbers/Voice Over Internet Protocol (VoIP) Calls should be handled locally from Singapore only.</p> <p>(b) No caller should be made to wait for more than three minutes and waiting time shall not be chargeable.</p> <p>(c) The telephone enquiries shall be attended to from 9 AM to 8 PM on all working days locally from Singapore.</p> <p>(d) An automatic answering system shall be functional outside the above period including holidays.</p> <p>(e) The OSP shall operate an efficient and prompt e-mail system on a dedicated e-mail ID where a response is provided within 24 hours (or 48 hours if a clarification from the Mission is required). All public queries will be answered by the OSP only.</p> <p>(f) The OSP shall deploy well-trained and courteous staff with excellent service knowledge to solve the issues/problems raised. The staff should be patient and attentive with emotional intelligence. The OSP should deploy staff with multilingual ability with clear communication and writing skills and empathy towards the applicants.</p> |
| 21. | <p>Percentage of applications to be submitted at the Embassy</p> | <p>The applications to be submitted at the High Commission would be decided by the Mission as per requirement and on a case-to-case basis.</p> |
| 22. | <p>i) What are the criteria defined by the Mission to</p> | <p>i) The guiding principle of commercial viability is that the total estimated expenditure including local</p> |

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| | <p>declare the Company's Bid unviable and unresponsive?</p> <p>ii) Is there any minimum price set by the Mission in terms of the Service Fee? If yes, please let us know the benchmark.</p> | <p>taxes payable shall not exceed the total estimated revenue.</p> <p>The viability/reasonableness of the expenditure quoted under sections B and C (Part-I) of Annex-C will be evaluated and decided upon by the Mission, based on Local data and the inputs and the justification provided by the Bidder.</p> <p>ii) No</p> |
| 23. | <p>The Mission may specify whether the consular/VISA documents are to be digitized prior to the grant of service by the mission. In that case, the digitized VISA/Consular application & their META Data will not have the VISA no/ VISA issue date/ Passport No issuance. The mission may clarify on the same.</p> | <p>As per present regulations, the scanning of the Consular and Visa documents is to be digitized after the grant of service by the Mission but not later than 1 week after handing over the application to the OSP. The bidding company is expected to submit the digitized data to the Mission within 1 week of handing over the application to it. The OSP is expected to maintain the data/ dates of collection of applications for digitization and the submission of the digitized data/ CD/DVD to the Mission within the prescribed period, failing which it will entail penalty as per Chapter XI of the RFP.</p> |
| 24. | <p>Please define who is considered as the external auditing agency as per the Mission for certification of Bank Guarantees (BGSS) and kindly provide us the sample draft of the Certificate to be provided by the External Auditing Agency</p> | <p>Certification by the authorized external auditing agency will be as per the certification of auditing agencies duly registered with the concerned authority of the country where the Company is registered.</p> |
| 25. | <p>Can the Mission advise on what is the expected launch timeline for the rollout of chip-enabled e-passport services?</p> | <p>The timeline is yet to be decided by the Government of India</p> |

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| <p>26.</p> | <p>To complete the umbrella of India Visa services, can the OSP provide form-filling assistance to applicants for submitting e-Visa through the same website?</p> <p>Will the service fee for such services be the same as the service fee for CPV services under the scope of this RFP?</p> | <p>e-Visa is not envisaged to be part of the project.</p> <p>We do not encourage/expect the OSP to get involved in the E-Visa processes from the premises of the ICAC. The bidding companies/OSPs are expected not to use their name or any similar name to facilitate E-Visa services in Singapore from any other premises or remotely as well.</p> |
| <p>27.</p> | <p>Can the Mission give the approximate percentage of applications from each of the sources, as is received by the Mission at their offices, presently:</p> <ul style="list-style-type: none"> ·In person ·Through a Representative ·By Post if any? | <p>All applications are to be received by the OSP in person only by the applicant at their premises/center only. No application will be accepted from any 3rd party at the OSP. Submission through representatives would be entertained in rare and exceptional cases with the approval of the Mission.</p> |
| <p>28.</p> | <p>In reference to the clause Regarding the Should the cost of establishment of a premium lounge be incorporated into the price bid model?</p> | <p>The anticipated cost for setting up of Premium Lounge is not part of the basic service fee. However, the charges that would be collected for Premium Lounge (if established by OSP later with the permission of the Mission) would form part of optional services and in turn, would be a basis for arriving at L1 price.</p> |
| <p>29.</p> | <p>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?</p> | <p>Please refer to Para 7 (a) in Part III of Annex E</p> |
| <p>30.</p> | <p>Kindly also confirm that the total anticipated cost for the</p> | <p>The door-to-door service is not an Optional service as per the RFP.</p> |

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| | Premium Lounge Facility and the Door-to-Door services will not be part of the total cost provided in Section B and Section C of Annex C which is used to arrive at the Basic Service Fee. | |
| 31. | Kindly provide details of the percentage of applicants opting for Premium Lounge and general application centre service currently. | No data is available currently. |
| 32. | 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? | Exclusive parking with the higher number of Parking Lots will fetch the highest marks |
| 33. | In accordance with the details 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? | 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. |
| 34. | Can the area of premium lounge space be fitted (separate entry and exit) in the total minimum area of the ICAC? | The area of premium lounge service is exclusive and is not included in the minimum area specified by the Mission nor the premium lounge service counters have been included in the minimum submission counters for the public |
| 35. | 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, | Refer to the response to query No.32 |

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| | and other fixtures, or is it mandatorily required to replace the entire setup with new installations? | |
| 36. | If an existing OSP opts to utilize the existing ICAC space and infrastructure, will another bidder receive higher marks or weightage in the bid evaluation process by offering a new space and a completely new setup? | Refer to the response to query No.32 and the Technical Bid Evaluation Proforma in Part III of Annexure E. |
| 37. | 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 estimated expenditure, considering that the Optional Service is charged separately to the applicant? | Yes, a zero-profit operational model is permissible. But the total estimated expenditure including total local tax payable, shall NOT exceed the total estimated revenue. i.e. The profit amount shall not be negative. |
| 38. | What is the expected launch timeline for e-passport services? Is it right to assume 15% of the diaspora to be covered every year or 100% diaspora can also be considered during the contractual term? | The timeline is yet to be decided by the Govt of India. |
| 39. | Is there any timeline for the complete implementation of visa waiver or e- visa? | No |
| 40. | Can Service Provider (SP) offer services beyond the prescribed working hours | No |

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| | of the centers through optional services e.g. premium lounge? | |
| 41. | Please differentiate in the sq. Ft or number of counters to be used for passport service and attestation service in the center? | The service-specific counter allocation for the submission of applications (Total 28 submission counters mandatory on a daily basis) would be decided by the Mission. |
| 42. | Pertaining to bank charges, which have been instructed to be collected by OSP from applicants on an actual basis, please suggest if bank charges are to be included as part of SP's service fee or should be a separate component on the payment receipt? | The bank/agency charges collected, are not part of the Service Fee. The OSP shall collect bank/agency charges, if applicable, for such transactions from the applicants on an actual basis and pay the same to the respective bank/agency. |
| 43. | Whether Services of the Subcontractor can be availed for certain category of ancillary services. Please clarify and share the details. | Sub-contracting is not allowed as per the RFP |
| 44. | According to the provided figures, the total calculated by adding the required staff amounts to 25, whereas the total stated is 26. Clarification is requested regarding this discrepancy. | One post of messenger may be added in the staff provision for Little India Centre (District 8) making it a total to 26. A corrigendum to this effect has been published on our website on 22.04.2024. |
| 45. | <u>As per the list and numbers mentioned, in both the locations LITTLE INDIA and CBD AREA, Minimum 54 (26+4+20+4) counters/staff have been asked in this table wherein as per "ANNEX:E: PART III- 3(B):</u> | A minimum of 50 staff has been indicated including 26 + 20 + 4 (Back office including IT) in the RFP for compliance. However, the bidding company is free to deploy more staff. The proposals offering more than the minimum number of staff will get more marks as per Annexure E-Part-III of the RFP |

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| | <p><u>OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESS</u>” 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 54 to 64.</p> | |
| 46. | Is it permissible to conduct the Enquiry, Examination, Verification, Fee Collection, and Delivery processes at the submission counters, or is it obligatory to designate separate counters and staff for each task? | The reception/ enquiry counter and optional services counter should be run separately irrespective of the submission counters. The submission counters may be utilized for examination/ scrutiny of application forms, verification of documents with originals (as per application requirements) and fee collection and for delivery of documents. |
| 47. | In reference to the RFP, given the lack of larger commercial spaces in Little India (District 08), <u>could we set up the ICAC in District 07 of Little India, which is directly adjacent to District 08?</u> | The location of ICAC shall be as per the specifications given in the RFP |
| 48. | Please explain under what | GEP verification is already integrated into the |

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| | terms will Global Entry Program (GEP) Verification come into effect. | Global Passport Seva Project of the Government of India. |
| 49. | Kindly provide the last 3 years month on month-on-month volumes for Consular/ Attestation services with service-wise breakdown. Also, provide the breakup of CPV services for the last 3 years & month wise. | The data for application count for all broad 4 services viz, Visa, Passport, Consular and OCI is being shared separately in Appendix A for the calendar years 2021, 2022, and 2023. |
| 50. | In the event of the rollout of chip-enabled e-passport services -What is the expected increase in volume. What volumes are supposed to be considered by the bidders for calculating the service fee as per Annex C. This has been a major issue in the previous bid leading to huge ambiguity in calculations further resulting in under-bidding. | The timeline and modalities are yet to be decided by the Govt of India. |
| 51. | Does this imply for any region/territory, kindly elaborate | This provision will apply universally to all CPV Outsourcing by the Ministry/ Missions abroad |
| 52. | <ul style="list-style-type: none"> As per RFP the bidder has to submit the audited financial statement for the years Jan- Dec 2021, Jan-Dec 2022, and Jan- Dec 2023. However, as per the Central Bank of Bahrain, the financials for 2023 will be submitted only in June 2024. <p>Considering the same we request the Mission to kindly accept the audited financial statements for the financial years 2020, 2021, and 2022 along with external auditor</p> | In cases where the Financials for the Year 2023 will be available in June 2024 the statement for the last 3 Financial Years- January to December Annual Year certified by audited chartered accountants to be acceptable |

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| | certificates for the same years. | |
| 53. | Kindly confirm, if the OSP is allowed to receive applications via post. If yes, kindly provide the split of postal and regular applications and the process to be followed. | All applications are to be received by the OSP in person only by the applicant at their premises/ center only. No application will be accepted from any 3 rd party at the OSP. The Mission does not approve the receipt of any application via post. Submission through representatives would be entertained in rare and exceptional cases with the approval of the Mission. |
| 54. | 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 the blocking of appointment slots. | No fee shall be collected at the time of booking the appointment. |
| 55. | Is there an already existing mobile application for the Appointment System in Singapore, If Yes, would the same will be used or the OSP has to develop a new application? | OSP has to develop a new mobile application for the Appointment System in Singapore |
| 56. | Will the mission/MEA provide the software for Consular / Misc Attestation services? | If required, the software for Consular / Misc Attestation services will be provided by the Mission/MEA. |
| 57. | Does an authorized representative mean a Travel Agent as well. | Authorized representatives means family members or colleagues/ junior staff from the same office of the applicant, expressly authorized by the applicant. In no case, any unauthorized 3 rd party or travel agent should be entertained in any form of service or collection of documents. |
| 58. | Can the bank charges be charged separately to applicants on the receipt because the local law does not allow charging customer bank charges as separate charges? | Yes. It can be charged separately to the applicants on the same receipt. |
| 59. | What is the basis of the calculations of each penalty (Ref. Chapter XI, Page 56) | Chapter XI: Service level metrics/penalties, mentioned are rational. |

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| 60. | 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 marks obtained by various bidding Companies in the technical bid stage will be communicated via email to respective Companies. |
| 61. | What is the basis of this application count? As per the RFP Chapter (1) (9) it is stated The Mission handled approximately 2,20,345 no. of services/ transactions during the three-year period from Jan-2021 to Dec 2023 (i.e. approximately 298 transactions/services per working day, assuming 246 working days in a year. Kindly clarify. | The mentioned application count is as per the data available with the Mission. |
| 62. | It is requested that the price of OS services should also be disclosed as it is a part of the formulae to arrive at the Lowest quotient (Q) Lowest quotient (Q)= Sum of: [(Service Fee for Basic Service + Finger biometric fee + Facial biometric fee) x 0.90 + (Sum of all Optional Services charges divided by total number of OSs) x 0.10] as well as L1. | The price of OS services will not be disclosed separately. |
| 63. | Kindly provide the details related to the minimum approved distance of the proposed ICAC from the mission and the details on specified areas. | The details about the location of ICACs have been given in Chapter II, of the RFP. |

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| 64. | <p>Kindly provide the amount of :</p> <ul style="list-style-type: none"> i) Bank Guarantee in SG\$ (Singapore Dollars) for the Government funds held by OSP temporarily, ii) Performance Bank Guarantee (PBG) in SG\$, iii) Premature Termination of Contract, | <ul style="list-style-type: none"> i) Approximately SGD 176750 ii) The actual amount depends on the Service Fee quoted by the L1 and the same will be intimated at the appropriate stage of the contract. iii) The actual amount depends on the Service Fee quoted by the L1 and the same will be intimated at the appropriate stage of the contract |
| 65. | <p>We understand that the bidder 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.</p> | <p>Kindly refer to Part-III of Annexure-E of the RFP.</p> |
| 66. | <p>Under optional services, there is no provision of form filling for consular applications. Kindly provide the Maximum Price fixed by Mission for the same.</p> | <p>The consular services forms are very basic and applicants are expected to fill it up on their own. However, in case any assistance is required, the OSP may help without charging any payment. Moreover, the OSP is expected to provide copies of the manual consular services forms to the applicants free of charge and without any payment.</p> |
| 67. | <p>Kindly provide the basis of the size requirement for the ICACs mentioned. The daily volumes do not validate the sizing required.</p> | <p>The specifications mentioned under the RFP should be adhered to.</p> |

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| <p>68.</p> | <p><u>Calendar year</u> In India, balance sheets are typically prepared on a financial year basis, starting from April 1st and ending on March 31st, in order to present the financial data for each year. We have two options to substantiate this information: either by providing a certificate from a Chartered Accountant verifying the accuracy of the data for calendar years, or by submitting audited financial statements for the respective financial years. It is requested to kindly confirm if these options will be acceptable.</p> | <p>Audited Financial Statements for the respective financial years will be acceptable. However, a Certificate from a Chartered Accountant for the period Jan'23 to Dec'23 will also be acceptable.</p> |
| <p>69.</p> | <p>The process for transferring the remaining applications from the current service provider to the newly appointed service provider is not specified in the Request for Proposal (RFP). This is an important aspect of assuming responsibility and we kindly request clarification on this matter.</p> | <p>There will be no need to transfer the remaining applications from the current service provider to the new one as the former will complete the task in hand.</p> |

Appendix - A

Application count at HCI, Singapore since 2021

| Year | Visa | Passport | Consular | OCI | Total Count |
|--------------|--------------|-----------------|-----------------|--------------|--------------------|
| 2021 | 756 | 40989 | 20527 | 3621 | 65893 |
| 2022 | 10513 | 48307 | 14797 | 4421 | 78038 |
| 2023 | 5783 | 51558 | 15506 | 3567 | 76414 |
| Total | 17052 | 140854 | 50830 | 11609 | 220345 |