

Pre-Bid Conference (May 15, 2023) Clarifications – Queries & Replies from/to Interested Bidders

SL No.	RFP reference	Query/Clarification Required	Replies provided by the Mission										
1)	<p><u>Annex C: Financial Bid</u> Section C, Section - III (f) No. of anticipated CPV application.</p> <table border="0"> <tr> <td>Berlin</td> <td>30</td> </tr> <tr> <td>Hamburg</td> <td>30</td> </tr> <tr> <td>Munich</td> <td>72</td> </tr> <tr> <td>Frankfurt</td> <td>75</td> </tr> <tr> <td>Total</td> <td>207 app per year 207 x 250 days = 51750 app per year</td> </tr> </table>	Berlin	30	Hamburg	30	Munich	72	Frankfurt	75	Total	207 app per year 207 x 250 days = 51750 app per year	<p>No of anticipated CPV application “which year total CPV docs are to be considered. Will it be 2017 / 2018 / 2019 or 2019 / 2020 / 2021 are to be considered?</p>	<p>*Figures for the year 2017 & 2018 are placed below separately. (See below)</p>
Berlin	30												
Hamburg	30												
Munich	72												
Frankfurt	75												
Total	207 app per year 207 x 250 days = 51750 app per year												
2)	<p>Page No. 07 Point No. xi Security Deposit (EMD) and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)</p>	<p>Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN</p>	<p><u>IBAN No.:</u> <u>DE07100700000765812300</u></p> <p>SWIFT/BIC No. DEUTDEBBXXX</p> <p>NAME OF BANK: DEUTSCHE BANK</p> <p>BRANCH ADDRESS: Deutsche Bank AG Filiate Berlin-Unter den Linden Unter den Linden 13/15 10117 Berlin</p> <p>NAME OF BENEFICIARY: Embassy of India</p>										

3)	<p>Point No. 02 Pre-Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-H), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-E) and a Declaration by the Bidder (Annex-F). All these Annexures should be duly filled in. Four copies of the technical bid along with soft copy (Microsoft Word format) in a CD, to be enclosed.</p>	<p>Kindly advise whether all four copies of technical bid are required in originals.</p>	<p>All 4 (four) sets of Technical Bid to be submitted in original</p>
4)	<p>Page No. 16 Point No. vi Postal applications: The applications received by Post / Courier should be registered / brought into the main system on the same day of receipt at SP's office.</p>	<p>Please confirm % of applications received in person and received by post at each ICAC.</p>	<p>The information has already been provided in response to questions received from bidders before pre-bid conference.</p>
5)	<p>Page No. 13, Point No. 01 The Space should be adequate and no less than 800 sq feet in area. The entrance should be manned by an usher who would inspect the applications and guide the applicants to appropriate counters.</p>	<p>Is there any minimum requirements for the counters and staff</p>	<p>A minimum of 2 (two) counters per ICAC is required. An usher is required on every ICAC to guide the applicants at first arrival.</p>

6)	<p>Page No. 17 Point No. i The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll-free numbers/Voice Over Internet Protoco</p>	<p>Please provide number of calls / emails received for planning of call center</p>	<p>While there is no exact number of calls received at the call centre, it depends on the transparency & efficiency of the website and notification system offered by the OSP. It may be assumed that about 20% of applicants would call the call center.</p>
7)	<p>Annexure C Part II B(xiv) Indian CPV services at your doorstep.</p>	<p>Different Maximum Prices Fixed by the Mission are given for first person / additional member etc. Do we have to offer different prices & further how the same will be considered in “Sum of the optional services”.</p>	<p>The Optional Service @ your doorstep will be collected on single family basis with one single address for a group. For e.g. a family of four members in a house OR a group of four people in a workplace/office.</p>
8)	<p>Annexure E Technical Bid Part II, point no. 05/N</p>	<p>Number of Counters offered by bidding Company which should not be less than mandatory numbers of Counters “ – In the Bid Doc the mandatory numbers of Counters are not mentioned. Pls provide the same.</p>	<p>A minimum of 2 (two) counters per ICAC is required.</p>
9)	<p>N/A</p>	<p>Can the BID docs be signed by DSC or physical signatures are reqd.</p>	<p>All bid documents are to be signed duly by an authorized signatory of the Company</p>

10)	N/A	Will there be a single Service fees for Consular / Passport / Visa / OCI / GEP Verification Services.	The Service Fee will be same to all the CPV Services provided to an applicant.
11)	Chapter I point No 9 page No 11	The reqd area in Chapter I point no 9 is mentioned in Sq. fts whereas as per Annexure C Section B (d) it mentions in Sq. mts. Pls clarify	The unit for indicating space of ICAC may be given in Sq.ft or Sq.m or both
12)	Annexure C Section B	Total anticipated cost in CAD whereas the Total Cost is reqd in Euro.	Currency for calculation of all costs in the RFP is Euro only.
13)		Biometrics for which services (visa / ppt / OCI / CG) are reqd	Biometric Services are required currently for OCI and Visa Services and may later be required for Passport Services too as mentioned in the RFP.
14)	Chapter I – 8 page No 5	Munich shows Attestation & Misc Consular Services whereas in other 3 ICAC the same is not mentioned. Is the Attestation in other 3 ICAC included in Misc Consular Services.	Yes.
15)	Credit Card Charges	Can the same be charged separately?	No. The service charge component should include all types of banking/transaction charges.

16)	Annexure C Section Part II B page 59	What is the GEP application count? per ICAC	One to two per year presently
17)	RFP dated 19 Apr 23 5.20 PM	RFP which was uploaded on 20 Apr 23, Is this the final?	The RFP uploaded on the Embassy Website with date stamp on the Page Header 'RFP-2023 4/19/2023 5:20 PM' is the final version
18)	Chapter VII (ix) page No 24	Backlog of digitization of records. Is there a time line?	The backlog of digitization of records has to be completed within a period of one year.
19)	Chapter II Bidding Schedule & Process page No 6	Issue of Corrigendum is 31 May whereas Last date of Submission of Bid is 5 Jun. The time lines are too short for completing the Bid Doc & Courier to deliver the BID Doc.	The Timeline mentioned in the RFP is well thought and the Last Date of Submission of Bid is June 5, 2023 upto 1730 hrs local time.
20)	Chapter V Pg11. a pt(xi)	What is the exact amount of EMD to be given for Germany as it is blank in the tender document? (after taking into consideration the calculation mechanism provided under Pt. (vi). What is the exact amount of BG for premature termination? (after taking into consideration the calculation mechanism provided under Chapter X(1)(iii) at Pg 31.	The exact amount of EMD to be given for Germany is Euro 60,000/-. Corrigendum dated April 28, 2023 issued refers. The OSP shall provide a Bank Guarantee of Euro _____ for premature termination of Contract, for a sum equivalent to 'Service Fee (as per L1) x 180 days x Number of Applications per Day' - based on the average of the three-year pre-Covid period (Jan-Dec 2017, Jan-Dec 2018, Jan-Dec 2019).

21)	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED N. Digitization and Indexation of applications	Time limit to complete digitization of backlog documents	A period of one year time to complete the backlog of documents be taken.
22)	Chapter VI: Joint Venture/Consortia	Where a Joint venture partner's company be registered?	The JV/Consortia partner may be a registered Company anywhere but should have its presence / business activity in Germany.
23)	Chapter VII: Scope of Work and Deliverables required T. Consular Camps	How many Consular Camps will be conducted during a calendar year?	About 8-10 camps will be conducted in each jurisdiction of the respective Embassy/Consulates.
24)	General Query	There is a drastic drop in the number of applications in 2022 with reference to 2019 in Visa services	The impact would be due to e-visa issuance. The number of Consular Services are increasing and number of Indian population in Germany is growing so the consular services would increase and introduced to outsourcing.
25)	General Query	Handling e-Visa facilitation by OSPs	No e-Visa facility applications will be provided by the OSPs through their ICAC and any action to support such facilitation would be severely dealt with and penalized as per Penalty Clauses applicable

***Additional figures of Services provided during 2017 & 2018**

Consulate General of India, Frankfurt

SI No	Service	Year 2017	Year 2018
1.	Misc. Consular Services	2974	5163
2.	Passport	2940	3251
3.	Visa	35460	24512
4.	OCI	2572	2243
	Total	43946	35209

(equivalent to 75 transactions / services per working day, assuming 250 working days in a year).

Consulate General of India, Munich

SI No	Service	Year 2017	Year 2018
1.	Misc. Consular Services	3096	3700
2.	Passport	2928	3364
3.	Visa	33802	24301
4.	OCI	1691	1632
	Total	41517	32997

(equivalent to 72 transactions / services per working day, assuming 250 working days in a year).

Consulate General of India, Hamburg

SI No	Service	Year 2017	Year 2018
1.	Misc. Consular Services	1344	1566
2.	Passport	881	938
3.	Visa	16245	11685
4.	OCI	816	563
	Total	19286	14752

(equivalent to 30 transactions/services per working day, assuming 250 working days in a year).

Embassy of India, Berlin

Sl No	Service	Year 2017	Year 2018
1.	Misc. Consular Services	1167	1727
2.	Passport	880	1194
3.	Visa	14191	11385
4.	OCI	678	531
	Total	16916	14837

(equivalent to 30 transactions/services per working day, assuming 250 working days in a year).