

EMBASSY OF INDIA

Berlin

RESPONSES TO QUESTIONS ASKED BY PROSPECTIVE BIDDERS

Sl No.	Questions	Answers
1.	<p>Ref.RFP page 7 Could you please advise us on the contract signing date?</p>	<p>It is envisaged that the contract will be signed in the first week of July 2016</p>
	<p>There is no mention of the word transition in the entire document. Failure on the part of the incumbent service provider has not been addressed at all in the RFP. Detailed information is solicited as far as transition is concerned to ensure that a process is defined to ensure accountability.</p> <p>Below is a sample of questions that need clarification:</p> <p>i) When will the incumbent service provider end accepting applications?</p> <p>ii) When will the contact centre of the incumbent service provider discontinue its operations?</p> <p>iii) Will the applications that were processed by incumbent be handled?</p> <p>iv) How will they handover of the unprocessed applications, courier labels, passports, etc. be implemented?</p> <p>v) Will the new service provider charge their service fee for handling applications handed over by incumbent service provider?</p>	<p>The incumbent service provider will hand over all applications received from applicants to the Embassy of India, Berlin and CGI Frankfurt, Munich and Hamburg at the expiry of its contact on Sept 08, 2016 in respect of Berlin and Munich; May 31, 2017 in respect of Frankfurt; and June 29, 2018 in respect of Hamburg. The new service provider will hand over all the processed CPV documents along with the applications to the Embassy for further action.</p> <p>Responses to the queries are given below ad seriatim:</p> <p>i) Applications will be received by the respective incumbent IVACs till the last day of their operations.</p> <p>ii) The incumbent IVACs will discontinue their operations on the last day of their existing contracts.</p> <p>iii) New service provider shall return the processed CPV documents to the applicant.</p> <p>iv) Unprocessed applications where the fee has not been charged by the incumbent agency will be dealt by the new service provider for which the latter may charge the relevant fees. In case of those applications, where fees have already been charged, they will be handled by the incumbent SP and the Mission/Post. The new service provider shall also be required to cooperate in this regard.</p>

	<p>Due to poor transition, there are disastrous consequences and can cause major inconvenience to the applicant community & reputation of the Indian Mission abroad.</p>	<p>v) No. New service provider shall return the processed CPV services only. In case of applications, where fee has not been charged by the incumbent company because of want of clarifications or for any other reason, the same shall be charged by the new SP.</p> <p>Penalties will apply on the incumbent service provider for non-completion of contractual obligations and for failure to ensure a smooth hand over.</p> <p>(At the time of handing over, the outgoing Service Providers should give clear details of applications, Service Fee received and postage stickers for returning of the documents. For smooth transfer, the new Service Provider should start coordinating with the Mission/Posts and the outgoing Service Providers at least two weeks before the expiry of the incumbent Contracts.</p>
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2	<p>Ref.RFP page 3 : The Mission and Posts undertook approximately 513762 visa/passport/consular transactions in the last three years (equivalent to 685 per working day, assuming 250 working days in a year).</p>																																													
	<p>(a) Can you please provide us approximate monthly percentile break-up between Tourist/Business/E-Tourist Visas from all the 4 Mission/Posts for the last 3 years.</p> <p>Details of CPV services rendered in each Mission/Post is given at para 3 of the RFP. Breakup of details of Tourist/Business/Employment and other category of visas are given as under:</p> <p>Details of approximate year-wise and IVAC wise break up of CPV applications is as follows:-</p> <table border="1" data-bbox="231 1624 1460 2020"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> <th>2015</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Berlin</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tourist</td> <td>27468</td> <td>38845</td> <td>20698</td> <td>87011</td> </tr> <tr> <td>Business</td> <td>8159</td> <td>8640</td> <td>4821</td> <td>21620</td> </tr> <tr> <td>Employment</td> <td>683</td> <td>812</td> <td>610</td> <td>2105</td> </tr> <tr> <td>Others</td> <td>1852</td> <td>2351</td> <td>1815</td> <td>6018</td> </tr> <tr> <td>Total</td> <td>38162</td> <td>50648</td> <td>27944</td> <td>116754</td> </tr> <tr> <td>Frankfurt</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tourist</td> <td>32813</td> <td>33474</td> <td>30068</td> <td>96355</td> </tr> </tbody> </table>		2013	2014	2015	Total	Berlin					Tourist	27468	38845	20698	87011	Business	8159	8640	4821	21620	Employment	683	812	610	2105	Others	1852	2351	1815	6018	Total	38162	50648	27944	116754	Frankfurt					Tourist	32813	33474	30068	96355
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Business	13580	13737	13694	41011
Employment	1399	1132	1280	3811
Others	2128	1992	1795	5915
Total	49920	50335	46837	147092
Hamburg				
Tourist	16263	16114	14756	47133
Business	4541	4481	4431	13453
Employment	487	412	458	1357
Others	1115	901	929	2945
Total	22406	21908	20574	64888
Munich				
Tourist	33098	18716	22142	73956
Business	16233	16509	15981	48723
Employment	1619	1051	1263	3933
Others	1970	1452	1806	5228
Total	52920	37728	41192	131840
G. Total	163408	160619	136547	460574

E-TV figures for the period from 27.11.2014 to 28.12.2015 for Germany is : 37285.

Monthly breakup with effect from 01 Jan 2016 to 31 March 2016 are given as under:

Sl No.	Month	No of e-TVs availed.
1.	January 2016	5511
2.	February 2016	5999
3.	March	4541
	Total	16051

3

Ref. Para VIII, 11 d.

In the event of a significant adverse change in the circumstances that results in a verifiable drop of over 20% in the number of applications, due to the introduction of e-Tourist Visa (e-TV) or similar measures by the Government of India, the Mission will consider representations from the Service Provider for revision of the Service Fee. Could you please advice on the duration post new contract start date, when the drop in applications will be reviewed, for this clause to be in effect?

Any fall in the number of visa applications will be dealt with as per provisions of RFP. Decision on the requirement of such revision shall be determined by the Ministry as per the demands of the situation.

4	<p>Ref.RFP page10</p> <p>'Walk in' service is a standard procedure to be adopted in the IVAC and the arrangements should be made to ensure that 'walk in' applicants are serviced satisfactorily. The IVACs can also receive applicants by appointment without any additional charges and counters must be made separately for them. In the case of travel agents submitting the application forms, a separate counter must be provided (without any additional charges) to avoid any inconvenience to other applicants.</p> <p>(a) Kindly provide the month wise breakup of Walk-in, Postal and Third party applications from all the Mission/Posts; this data will directly impact the staffing and sizing budgetary exercise.</p> <p>(b) While we understand and fully agree to the mathematics and logic used for deriving the number of staff required in all the centres. We believe that the actual sizing requirement will not be more than 50 % of what is mandated in Annexure D. The reason being only about 20-30% of the applicants may opt for in-person submission and the rest being submitted through Postal and Travel Agents; thus reducing the footfalls into the centres.</p>	<p>(a) Such data is not maintained.</p> <p>(b) In view of the requirement for biometrics capture, all visa applicants need to submit their applications in person. In case of applicants received by post, the service provider needs to inform the applicant of the requirement to appear in person for biometrics. This requirement may also be introduced to Passport/OCI and other Consular services in future. Moreover, applicants are required to be present personally for various consular services. Hence, the requirements are based on reasonable assessments.</p>
5	<p>Ref.RFP page 10</p> <p>The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll free numbers/ Voice Over Internet Protocol (VoIP). The Service Provider can charge normal call charges after five minutes. Special higher call charges are not permitted. No caller should be made to wait for more than eight minutes and waiting time should not be chargeable. The telephonic enquiries should be attended from 9AM to 7PM on all working days and an automatic</p>	

	<p>answering system should be functional outside the above period including holidays.</p> <p>xi. The Service Provider should operate an efficient and prompt e-mail system where response is provided within 24 hours (or 48 hours if a clarification from the Mission/Post is required).</p> <p>(a) Kindly provide the details on number of calls and emails received from the applicants at the current service centres.</p> <p>(b) RFP states the call centre time to be 9 AM to 7 PM on all working days. We request the Embassy to consider a time period of 9 AM to 6 PM to coincide with the IVAC working hours and also taking into account any possible staff security issues arising out the time taken by staff to reach home in the night.</p>	<p>(a) Such data is not maintained.</p> <p>(b) The active response from the IVAC up to 7 PM is to facilitate the office going applicants who could not catch up during office hours. This time frame should be maintained. The Service Provider should make arrangements as per local regulations and maintain staff accordingly.</p>
6	<p>Ref. RFP Page 17. Ref. Clause IX.12.g Biometric enrolment. What would be the likely date of implementation of biometric data capture?</p>	<p>Biometrics procedure is under finalisation. Embassy/Posts will inform the new service provider in advance when a decision is taken in this regard.</p>
7	<p>Ref.RFP page 16</p> <p>Digitisation & Indexation of Documents The Service provider is responsible for Digitisation/Indexation of Consular, Passport and Visa application forms along with enclosures, as per the parameters prescribed in Annexure A. We understand that new service provider will be digitising records from the day it starts the operations and will not be responsible to complete digitisation of past records.</p>	<p>The new service provider will be responsible for digitization of the records from the day it starts its operations.</p> <p>The digitization and indexation of documents is as per the Contracts signed. If the previous Contracts had provision for digitization/indexation of documents, this should be completed immediately. Otherwise, penalty regime will become operational as per the provisions of the contract. If the work has not been completed, Mission/Posts will not return the Bank guarantees and contact Ministry immediately for further instructions.</p>
8	<p>Ref.RFP page 34 Unviable Service Fee. What is the Mission's definition of unviable Service fee? Service fee</p>	<p>Service Fee becomes unviable if the total revenue arising out of that service fee (total number of anticipated applications X service fee) is less than</p>

	<p>charged by the current service provider will not be even sufficient to pay even the staff salaries.</p>	<p>the anticipated expenditure for running the IVACs + taxes payable to the local government + profit margin.</p>
9	<p>Ref. Signature of CEO/Directors on all the documents. Will the Mission consider the RFP response and relevant Annexure including the Financial Bid to be signed by a senior person authorized by the Board of Directors of the company?</p> <p>As the CEO/Directors are not usually available at one place hence getting the entire response document signed by one of them will be a difficult task considering the stringent timelines of the RFP.</p> <p>Hence we request Mission to kindly consider the request.</p>	<p>As per the requirements of the RFP, either CEO or an official of equivalent rank can sign the documents.</p>
10	<p>(a) Ref. Urgent Visa Category. Is the service provider allowed to charge extra (fee specified by the mission) for Urgent Visa Applications.</p> <p>(b) Additionally, please provide month wise count of applications processed under this Urgent category in the last 3 years?</p>	<p>(a) There is no separate urgent category service fee in the RFP. There will be only one Service Fee applicable to all cases. Mission's requirement for urgent service should be acted upon by the Service Provider without any additional cost. Mission also has the right to handle urgent visa applications directly.</p> <p>(b) No such data is being maintained.</p>
11	<p>Ref. Call center and helpdesk of the current service provider – Timings. We have experienced applicants contacting the new service provider for applications submitted at the previous service provider. In this event, the current service provider should be asked to continue their telephone and email helpdesk for at least two weeks after the last date of their contract. Kindly advise.</p>	<p>This has been explained under Transition at Sr. No. 1 above.</p>
12	<p>Ref. Postal Applications – Incomplete Documents. Service provider should be allowed to return the applications that do not have all the mandatory documents in the</p>	<p>This has been explained under para IX .12.a.xii of the RFP under Scope of Work and Deliverables.</p>

	postal package received after deducting the service provider fee and the return courier charges.	
13	<p>Ref.RFP page 6</p> <p>Bidding Company must provide certification that its operations are compliant with local labour laws and relevant tax regime. This certification can only be provided after the operations have begun and taxes are filed at the end of the 1st financial year. Please confirm if our understanding is correct.</p>	The bidding company should be well versed with local laws while submitting the bid.
14	<p>Ref.RFP page 9</p> <p>Profit Margin & Reasonable rate of return. What might be reasonable for one service provider might not be reasonable for another. Could you please specify a range which Embassy feels is reasonable?</p>	It is not possible to fix any profit margin. It is obvious that no company will enter business to lose money or to earn a pittance. Mission will have the discretion to reject a service fee as unviable based on the information provided in Annexure-C of the RFP.
15	<p>Ref.RFP page 10</p> <p>Ref. VIII. 11 (a) vi – Post/Courier applications received should be brought into the system on the same day of the receipt. Scrutiny of these applications may take some time as the postal/courier company delivers the applications to the IVAC, and this could delay the upload into the main system to the next day. Hence, embassy should approve the flexibility of one business day for such applications to be brought into the system.</p>	For bringing the details of postal /courier application on the main system, there is no need for scrutiny of the application itself. It is to facilitate the applicant that the application has been delivered to the Service Provider. This is also to ensure that the applications received by courier/Post do not remain unattended and untraceable at the IVAC.
16	<p>Ref.RFP page 10</p> <p>Ref. VIII – IVAC can also receive applicants by appointment. Appointments should be made mandatory to ensure quality of service to the applicants. At the same time, the capacity for “Walk-in” applicants should be restricted to a mutually agreeable figure with the embassy.</p>	No restriction would be placed on the number of walk-in applicants.
17	<p>Ref.RFP page 13</p> <p>Ref. XII – Service fee can be retained by the service provider. Since the courier company will charge a fee for return of incomplete documents, such charges should be deducted from the refund as per the VAS schedule</p>	This has been explained in RFP at para IX.12 a.xii under ‘Scope of Work and deliverables required’. It is presumed that the applicant sends courier sticker along with the application for returning the passport.

	along with the service provider service fee.	
18	<p>Ref.RFP page 11</p> <p>Ref. Para VII – The service provider should provide a monthly certification that it does not hold any personal records of applicants beyond the stated limit. Please define the “stated” limit.</p>	The limit would be 14 days.
19	<p>Ref.RFP page 13</p> <p>iii. A penalty of 0.5% per day. “no of days” should be replaced with “per business day”</p>	No such change is possible. The number of days for penalty purposes includes all the days.
20	<p>Ref.RFP page 26</p> <p>Ref. C – Operational Penalties. “No of Days” should be replaced with “per business day” in the relevant clauses under this section.</p>	As explained at Sr. No. 19 above.
21	<p>Ref.RFP page 19</p> <p>Ref. XII –C. Minimum Graduate Qualification. Minimum Graduate Qualification - Please specify the equivalent qualification level of Germany.</p>	The minimum educational qualification needs to be equivalent to a Bachelors degree in India.
22	<p>Para IV Eligibility point number (iii) and (iv) Please elaborate the formulation of the net worth? Also whether consortium of the same group company for the affidavit of the Financial support; having similar Management control considered for the Bidding process? The other embassies / missions are accepting the same proposal on the holding and consortium base under same group of companies.</p> <p>We bidding company would like to make humble request to reconsider allowing the submission of financials (Net worth + Annual turnover) of the parent company in support of the bid response by the bidding company which has been, thus far, been accepted for all the tenders published by the Indian Missions globally where the company has participated.</p>	The bidding company should possess the requisite eligibility criteria to take part in the tender process. Only the Holding Company can give a Bank Guarantee to its subsidiary, which is taking part in the tender process which otherwise meets the eligibility criteria. However, the decision to accept such a Bank guarantee will be decided in consultation with Ministry, which will be final.

23	Para III RFP and Para VIII timeline. Kindly clarify the time limit as per, III Request for Proposal 4 states Commencement of IVAC should be within three months from signing of contracts and whereas VIII timelines specified point C regarding 60 days of progress clause which is contradicting?	Timelines for opening the IVACs at Berlin, Munich, Frankfurt and Hamburg are specified under para XXI.27 of the RFP.
24	Para V Mandatory Criteria (g). The bidding company must provide documentation to show personnel of adequate qualification for key position in IVAC. The details of the proposed key personnel and their experience record must be provided. What is the adequate qualification required and experience expected by the mission regarding personal of key position and personnel at IVAC?	Bidding company must provide qualifications of key personnel along with relevant experience in order to show the same is commensurate for manning the key positions in the IVACs.
25	Para V Mandatory Criteria (l). The Company must provide certification that its operations are compliant with local laws and relevant taxes? This certification to be provided after the award of contract or before the awarding contract?	This has to be provided after award of the contract
26	Para V Mandatory Criteria (n). The bidding company should provide a viable and effective security systems for premises, personnel and data relating to IVAC in full compliance with the relevant local laws and as per prescribed by the mission, What are the relevant local laws and missions expectations of effective security systems, personnel and data whether any such guidelines available? Also this certification can only be provided after operations begun and taxes filed in regular duration. Please confirm about the same?	The bidding company should be well versed with local laws while submitting the Bid.

27	Para VII timelines, a and b and refer to Annexure E proforma for Evaluation of Technical Bids. The marking system not prescribed specifically, how the embassy / mission will be going determine the marks for the parameters as there is no such system mention in RFP? We understand the marks allotted on the basis of 10 as highest. Please elaborate the marking systems parameters.	Under the “remarks” section of Annexure E, it has been specified that the marks are to be awarded as per Mission’s judgement with best ranked criteria to get 10 marks and others to be given marks relative to the best as per the quality of solutions proposed by the bidding company. The marking system has been explained under Remarks column of Annexure E.
28	Para VIII. Determination of service fee, a and Para IX Scope of Work, IV. Whether bidding company can charge equal fees in all cases?	Determination of service fee has been prescribed clearly in Para VIII of the RFP.
29	Para IX Scope of Work and deliverables required, VII. Please explain the terminology coordinate and expectations of missions regarding coordination, e.g. free pick up drop / chargeable pick up drop, lounge service free / chargeable?	The term coordination with the applicant is a well understood concept which requires the service provider to act as an interface between the Mission/Post and the applicant.
30	Para IX Scope of Work and deliverables required, b acceptance of fees- vii. The service provider should provide a monthly certification that it does not hold any personal records of applicant beyond the stated limit. Whether self certification or any external agency certification required?	Self-certification would be required from the service provider.
31	Para IX Scope of Work and deliverables g – issuance of visas- IVFRT ii. The service provider is responsible for the enrolment if ten finger and facial biometrics data of applicant, as per annexure B. Kindly consider facial recognition is very volatile data and the link provided in annexure b for stated parameters is not working (refer attached screen shot) in the same case please provide parameters of facial recognition along with failure ratio. Can we opt for retina scan also additionally for more security?	The specification for finger/facial biometric has been specified in detail in the RFP and the service provider has to ensure that the same is done in terms of the specifications given in the RFP.
32	What is percentage of postal and walk in application? What is break up of service type- Passport, Visa and Consular?	Such data is not maintained.

33	As per our knowledge there is significant drop in physical visa application, what is expected timeline to implement E visa?	E-TV has already been introduced in Germany since November, 2014.
34	Bidding companies shall not at any time make any public statements in relation to this RFP or any proposal without obtaining prior written approval from the EOI? Please clarify the consultants for Legal and tax base are covered under same?	Prior written approval from EOI Berlin is required only in relation to public statements related to this RFP
35	On the name / account, place Demand draft should be raised?	Demand Draft should be drawn in favour of Embassy of India, Berlin.
36	The pre-bid conference should be followed by presentations by Bidding Companies as per the date and time fixed by the Mission/Posts. These are to enable the Bidding Companies to prepare the proposals with full knowledge of the requirements of the Mission/Posts and for the Mission to clearly assess the capabilities of the Service Provider. Please let us know minimum and maximum time allocation for DSK digital Technologies Private Limited?	In case a bidding company wishes to give a presentation the same should be approximately for 10 to 15 minutes.
37	Reference Page No. 7 Point (O) The Bidding Company must deposit a Bid Security of € 50,000/-. Please provide complete beneficiary details for making the Demand Draft for Bid security deposit of € 50,000/- (Euro Fifty Thousand only).	Demand draft should be made in favor of Embassy of India, Berlin.

38	Reference para No.11, point 12 a(x). The Service Provider should have special arrangements to deal with emergency calls outside office hours and on holidays to coordinate with the Mission/Posts. Clarification about the special arrangement to deal with emergency calls outside office hours and on holidays may be elaborated.	Service Provider should provide contact telephone number and other details of a designated person who would deal with emergency calls outside office hours and on holidays.
39	Reference Page No.35, Point ii Financial Bids (i). In the case of Countries where the Ministry decides there will be two Service Providers operating simultaneously, both L1 and L2 will be asked to operate at the L1 price. Kindly confirm that the Contract will be awarded to Single Service Provider or Two service provider.	This RFP is meant to select only one service provider.
40	Reference Page No.98, Point 13. Value added Services (VAS). The Service Provider shall provide only those Value added Services (VAS) as per the list and prices approved by the Mission/Post in the RFP. No additional services shall be provided without prior written approval from the Mission/Post. VAS shall be provided only on the request of the applicant. Kindly Confirm whether it is mandatory for the service provider to provide VAS.	It is mandatory for the service provider to provide the VAS specified in the RFP in case requested for by the applicant
41	Reference Page No.18, point XI 14 (a). In Annexure-III (List of Approved Value Added Services) 8 categories of VAS services has been given whereas here price for only five services is given. Kindly Give price for remaining three services. As the Mission has fixed the maximum price for VAS, Similarly Mission should also prescribed the Minimum price for VAS.	In respect of this RFP only five VAS have been approved and hence only prices for these VAS have been specified. No minimum price has been prescribed for these VAS.
42	Reference Page 48 Annexure 'C' Financial Bid. Note: Mission has the right to disqualify the bidders in the Financial Bid stage if the costing details are not commercially viable and found to be unsustainable, treating the Bid as	Please see comments under Sl.No.8 and 14. The stipulation is designed to discourage underbidding.

	<p>unresponsive.</p> <p>There is no definition provided in the RFP of words “commercially viable”. Besides there is no parameter or criteria w.r.t. the same. While for the bidder a financial bid can be commercial viable, it may not be so for the Mission. Thus the said decision is highly subjective and needs clarification and necessary amendment providing the complete parameters and criteria as to when a particular financial bid can be termed as commercially viable and commercially not viable.</p> <p>Besides there is no definition of the word unsustainable i.e. it needs to be clarified as to when the costing details can be termed as unsustainable. The said parameters must be provided in the RFP so as to enable the bidders to be vigilant in providing their costing details so that the same can be termed as commercially viable and sustainable.</p>	
43	<p>Annexure-E (Proforma for Evaluation of Technical Bids - Grading companies giving marks).</p> <p>The remarks column in all the criteria from 1 to 9 provides that “Marks to be awarded as per Mission’s Judgment.” It is nowhere either explained or clarified as to what would be the basis and /or parameter for the Mission to pass a judgment on the concerned criteria. Besides, the said judgment by the Mission will be highly subjective. This criteria of evaluation is not transparent evaluation criteria as per normal guidance of Government of India, should be transparent and predefined and not to be arbitrary.</p> <p>Record of Past Performance with Mission/MEA/GOI [Marking under this head should take into account the past record of performance of the company, including a constructive and harmonious working relationship, number of instances where show-cause notices have been issued, reliability and faithfulness in implementing Mission's/Post's instructions, record of payment of penalties (which are not sub-judice), honest delivery of value-added services, etc.] Companies</p>	<p>The remarks column under Annexure E gives the methodology of the marking system. The Mission evaluates all the bidders for each parameter. The best offer on that parameter gets the highest marks, while the others are given marks relative to the best, as per their quality of their offer.</p> <p>Regarding neutral mark, there is no specific advantage to the newcomers. While the newcomers will get only 5 marks, the Companies having good record of work will get more marks than five depending on their performance. Companies with poor service record will get less than five depending on the extent of poor performance.</p>

	<p>applying for the first time may be given a neutral evaluation for the purpose of ranking (5 marks) while the SPs with difficult record will be given a symbolic more than zero. The SPs with good record may be given marks between five and ten.</p> <p>Criteria No. 9 provides that marks will be awarded as per Mission’s judgment on the basis of number of memorandums /show cause notices etc. It further provides that the first time bidder is to be given a neutral evaluation for purpose of ranking i.e. 5 marks, the said criteria favor inexperience bidder while the service providers who has experience and who has already provided services and successfully completed the contract will be given a symbolic mark more than zero. These criteria in itself appears to be discriminatory. While the first timers have been given exemplary good mark i.e. 5 marks, the experienced ones are given less marks then the first timers.</p>	
44	<p>XV. PENALTIES. As regards penalties, there are certain superfluous clauses which need to be rationalized as the same are difficult to be strictly implemented and monitored.</p>	<p>The penalty clauses have been adequately elaborated in the RFP</p>
45	<p>Reference Page No. 57, Annexure D II Point 4. Capacity to provide Insurance for services and obligations. The insurance should cover the properties of IVACs and services rendered by the Service Provider and the obligations including legal obligations arising out of them and should survive expiry or termination of Contract in regard to legal issues. Please confirm whether company is required to submit insurance cover in the form of certificate from the insurance company or copy of Insurance policy.</p>	<p>A copy of the Insurance policy will be retained by the Mission/Post for records. The original Insurance certificate will be returned after verification.</p>

46	<p>Bank Guarantee. a. The Service Provider shall provide a Bank Guarantee totally amounting to €1,51,000/- (Euro 26,000/- in respect of EOI Berlin; Euro 50,000/- in respect of CGI Munich; Euro 54,000/- in respect of CGI Frankfurt and Euro 21,000/- in respect of CGI Hamburg), fixed at 3 days of daily Government revenue collected by Service Provider for providing those services (consular/passport/visa services), as applicable, being outsourced by Mission/Posts, based on the average of the preceding twelve months) for the government funds held by it temporarily, after collection, and for the safety of documents. In case of repeated defaults , the Mission/Posts reserves the right to terminate the contract.</p> <p>Please clarify whether Bank Guarantee for each Mission/Post is to be Given separately or a consolidated Bank Guarantee for Total amount of each Mission/Post is to be Given.</p>	<p>Details of the Bank Guarantees to be provided for each Mission/Post has been adequately elaborated in the various provisions of the RFP. Bank Guarantees for each Mission/Post has to be given separately.</p>
47	<p>Total Percentage of application received at each centre from Travel Agent.</p>	<p>Such data is not maintained.</p>

48	<p>It is mentioned in the RFP that the contract for Berlin and Munich will be valid from 09.09.16 to 08.09.21 (5 years), for Frankfurt from 01.06.17 to 08.09.21 (4 years, 3 months, 8 days), and for Hamburg from 01.07.18 to 08.09.21 (3 years, 2 months, 8 days). The Annex C requires the bidders to submit price by dividing the cost with volumes, to ensure that the bidders submit the prices correctly can the mission confirm that it will be correct to assume the volumes on the basis of the period of contract validity as stated here and also in the contract. For example the volume of Frankfurt should be taken for 4 years, 3 months and 8 dates and similarly for Hamburg it will be for 3 years 2 months and 8 days.</p>	<p>Validity of contracts for Berlin, Munich, Frankfurt and Hamburg have been clearly specified in the RFP at para XXI.27.</p>
49	<p>Mission has not provided any courier option other than same day courier; Applicants could come from far areas where same day courier may not be possible, can the mission kindly provide a regular courier option as well.</p>	<p>Courier option has been provided in the VAS. Other than that documents can be sent by regular post for which the applicant would be providing a self-stamped envelope.</p>

50	Mission has not provided an option for internet services for the applicants, this is a usual service in all the other Indian mission contracts and maybe useful in Germany as well, can the mission consider including it in the list of value added services.	In the past, the service provider faced legal issues due to data privacy/protection laws in the country. Hence, this has not been included as a VAS.
51	Can the mission clarify, what is the size of the current application centres in four cities?	The approximate size in Sqm of the current IVACs are given as under: <ol style="list-style-type: none"> 1. Berlin -265 Sqm 2. Munich - 310 Sqm 3. Frankfurt - 275 Sqm 4. Hamburg -170 Sqm
52	As per the clause 12 d (iv) and Annexure D (12), The documents/processed application are required to be sent to the mission with the service providers staff and security personnel, however the same is not included in the function wise staff count requirement (resource plan) in Clause XVI? Can the Mission clarify, that the service provider is required to include this additional 2 staff for each requirement in the staff count, function wise (Annex D (4) and include it in Annexure C under manpower cost?	One security staff should be included in the staff count for each of the IVAC.
53	As per the clause 12 h, Can the mission clarify what is PSP platform, and would this platform require any additional hardware cost and increase in processing time, if estimates are available, as the service providers are required to factor in the cost in Annexure C?	PSP platform is under consideration and Embassy will inform the new Service Provider in advance when a decision is taken in this regard.
54	Can we request an annual break up (month by month) service wise of applications for Berlin, Munich, Frankfurt and Hamburg 2013, 2014 & 2015?	Please see Sr. No. 2 above.
55	What is the postal application count?	Such data is not maintained.
56	What is the travel agency application count?	Such data is not maintained.
57	Does the mission have a concept of Urgent visas? If yes, what is the volume and can the service provider charge an additional fee?	There is no separate urgent/express category service fee in the RFP. There will be only one Service Fee applicable to all cases. Mission/Posts requirement for urgent/express

		service should be acted upon by the Service Provider without any additional cost. Mission/Posts also has the right to handle urgent visa applications directly.
58.	How many telephone calls and E mails are expected to be received on a daily basis? Can the Embassy provide a historical data (month wise) for the last 1 year?	Such data is not maintained.
59.	Is Biometric applicable for all visa categories or specific visa categories?	Biometrics will be applicable for all visa categories.
60.	As per the Mandatory Criteria – Annexure D, point 10, there is a physical security staff required at all 4 offices, Can the mission kindly clarify the requirement of Security Staff for each office, as it is not included in the staff count in mandatory criteria Annexure D- Point 4?	One security staff should be included in the staff count for each of the IVAC for this purpose. The same security guard may be utilized for movement of documents to and from the Mission/Post.
61	Can the Mission clarify the requirement of the offices as per the local zoning regulations?	The bidding company should be well versed with the local laws and regulations while submitting the bid.
62	Certain penalties are too broad in terms of description & has no measurement criteria mapped to it. Also there has to be sufficient time for redressal -1 month at a minimum – failing this there will be mishandling and can even lead to personnel using personal grudges to get even. The system defined should be fair to both parties. How does the mission plan to address this. Discretionary powers cannot be with one person?	Penalties regime has been adequately elaborated in the RFP and would be implemented in a transparent and consistent manner in terms of the same.
63	What will be the size of the VAC and staff requirement at each locations?	Size of the IVAC and staff requirements at each location have been described at para XVI.20.II.a under 'Resource Plan' and Sr. No. III.3 &4 of Annexure-D in the RFP.
64	There is no mention of separate service fees for Passport, Visa and Attestations. Are service fees to be same for all services?	There will be a single service fee for all CPV services including Visa, passport, OCI, and attestation etc.
65	Across all countries there is a huge requirement for express visa's. This is communicated by the customers itself. Such services need to be approved at the time of the tendering process. Will Express visa's be serviced by the partner. If not why?	Please see Sr. No. 10 (a) above

66	Quite a few high profile customers walk in at the IVAC for biometric enrollment. Such applicants need special treatment and services. Which has a cost involved. Will the lounge services be allowed?	Lounge services are not contemplated in terms of the RFP
67	Can alternative locations close to the mentioned locations be suggested if they are more convenient?	Location of the IVAC has to be in terms of the requirements given in the RFP.
68	What will be the servicing hours?	0830 Hrs to 1530 Hrs with lunch break from 1300 Hrs – 1330 Hrs.
69	Will the value added services be applicable from day one?	VAS will be applicable from the first day of the operation of the contract.
70	As per our knowledge, there is significant drop in physical visa application due to introduction of ETA. What is the %age and volume of ETA since launch?	eTV figures for the period from 27.11.2014 to 28.12.2015 for Germany is : 37285.
71	What will be the number of counters and staff requirement at each locations?	Please see Sr. No. 63 above