

**Consulate General of India  
Hong Kong**

**TENDER No. HON/CONS/415/01/2025 for Outsourcing of CPV Services Dated 5 February, 2025**

**RESPONSE TO QUERIES RAISED / SUBMITTED TO THE POST**

<b>S. No.</b>	<b>RFP Main / Sub-Section</b>	<b>Page No.</b>	<b>RFP Clause</b>	<b>Query</b>	<b>Post's Response</b>
1	Chapter-I: Pt 2 Chapter XVII (Validity of the Agreement)	74	RFP stipulates that the Agreement shall be valid for 3 years from the date of signing of the Agreement.	After the expiry of the validity period, is there any provision for an extension of the contract with mutual consent between the Post and the OSP, on the same terms and conditions?	Please refer to Chapter XVII. The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.
2	Chapter -I: Pt. 3	3	The Agreement will also include provisions regarding Force Majeure, unusual situations like COVID-19 pandemic or any other similar unprecedented emergency situation which may affect normal working conditions during which the OSP would be required to provide minimum specified services as per the	During such Force Majeure situations, will penalties and SLAs apply to the OSP?	Decisions will be made taking into account Force Majeure conditions.

			requirement of the Post and as may be permissible under the applicable State laws, termination of contract and the consequences of termination.		
3	Chapter – I: Pt 5	4	In the event of rollout of chip-enabled e-passport services by the Ministry, the OSP will be responsible for the enrolment of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Post. Post in coordination with the NIC, will provide necessary biometric capturing software for the purpose or compensate actual cost incurred to establish the system to capture biometric data as specified by the Ministry while the hardware shall be the responsibility of the OSP as per the standards prescribed by NIC	We kindly further request you to provide us with complete technical specifications for the hardware and its installation. This information is necessary for us to include in our price bid. At this time, we do not have any clarification regarding the quantity, technical specifications, or any other hardware/software requirements.	Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.

4	Chapter -III: Pt (xix)(d)	13	<p>The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-visa Scheme. Government of India reserves the right to further liberalise the visa regime. There shall be no compensation against any such instance when the number of consular applications gets reduced in the country and the ICAC is bound to be closed or relocated due to any unforeseen circumstances/situation.</p>	<p>Do we have any tentative timelines when GOI's policies mentioned in this clause will be implemented?</p> <p>If the same are implemented does the bidder have the flexibility to reduce the size/number of ICAC?</p>	<p>It is not possible to indicate timeline for future GoI policies.</p> <p>If the same is implemented, the Post will examine the proposal of the OSP. The decision of the Post shall be final in this regard.</p>
5	Chapter -III: Pt. (n)	12	<p>Bidders are required to make a Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Post (as indicated in Annexure-J of RFP)</p>	<p>Please confirm whether the technical bid presentation will be held privately between the Post and the bidder as our presentation will contain confidential information.</p> <p>Is the technical bid presentation by the bidder in virtual mode (online) also allowed? If yes when will the virtual meeting</p>	<p>Yes, in private.</p> <p>Technical bid presentation in virtual mode is also allowed if any bidder formally requests for the same. Virtual meeting platform, time, and other</p>

				time and meeting ID/Password be shared?	details will be intimated to the bidder in advance.
6	Chapter III, Pt. (xix)	13	Determination of Service Fee	Please confirm if the service fee for all CPV services needs to be the same or can a different price be quoted for different services.	The service fee for all the CPV services will be the same.
7	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA	15	Para 1 (ii), (iii) (ii) Bidding Company must have a minimum net worth equivalent to USD 5 million.....  (iii) Average annual turnover of the bidding company during the three- years (Jan 2021-Dec 2023)...	a) Please advise us who is considered as the external auditing agency for this purpose  b) As per Chapter-V, Bidding companies are required to provide the audited financials for Calendar years (Jan 2021- Dec 2023), whereas, 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	An external audit agency in the country where the company is registered.  The Post would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.

				<p>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>	
8			General Query	<p>a) Kindly advise how many originals and copies of technical bids are required.</p> <p>b) Can the Bid docs be signed by DSC or physical signatures are required?</p>	<p>One copy of the technical bid should be original and three copies could be in duplicate.</p> <p>Physical signatures are required.</p>
9			General Query	<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>e-Visa is not envisaged to be part of the project. OSP shall not be involved in e-Visa processing in any manner.</p>

10	Chapter V, point –(x)	16	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, the OSPs will have to submit self-certification in this regard.
11	Chapter VII, Pt. K	34	Acceptance of GEP Background Verification Forms. The OSP shall scrutinize the application forms, passport, and enclosures and send them to the Post concerned as per standing instructions.	<p>a) Please explain under what terms will Global Entry Program (GEP) Verification come into effect.</p> <p>b) What is the process to be followed by the OSP for GEP application scrutiny?</p>	<p>GEP verification service is already integrated into the Global Passport Seva Project of the Government of India</p> <p>Application scrutiny process in general remains the same as for passports, visa, consular services, etc..</p>
12	Chapter VII, Pt. O (xiv)	38	The OSP shall Provide a Digital CSAT feedback mechanism at each counter of ICAC, which is integrated into the appointment system, and an interactive blog, in the format indicated by the Post, as part of the website linked to the Post website, so that	Need more clarification on the interactive blog, please provide the format.	Bidders to suggest a format that is informative, user-friendly, etc. The marks for the same will be assigned as per the Technical Evaluation Proforma Part-III of Annexure-J

			it can be seen by all.		
13	Chapter X,	45	Bank Guarantees (BGs)	Can any changes be made to the BG format if required by the issuing bank?	No
14	Chapter X Pt. (1) (i)	45	BANK GUARANTEES (BGs)	Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking into consideration the calculation mechanism provided under Chapter	Details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
15	Chapter X Pt. (1) (ii)	45	BANK GUARANTEES (BGs)	Please provide the exact amount of Performance Bank Guarantee (PBG) to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided.	The exact amount will depend on the Service Fee quoted by L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
16	Chapter XI, SLA Points 28 & 29	58	Access to monitoring system - The OSP agrees to provide access to monitoring system	Please clarify which monitoring system is being referred to?	Access to website/dashboard monitoring system including live tracking and Smart Queue management system and CSAT, real-time and legacy CCTV
17	Chapter XI, SLA Point 30	58	The OSP agrees to ensure that he/she shall not further outsource any CPV services to any person / company or entity on commission or royalty or on any other basis. No sub-contracting is	Would you be viewing courier services, contact centre, security services through external parties as outsourcing?	For courier and security services, SP can engage reputed companies registered in the country.

			permitted.		
18			General Query	Which consular services will require biometric enrolment?	Biometrics readiness is required for all services viz. passport, visa, consular, GEP, etc. Further the biometrics requirements have already been specified in the RFP for various services.
19	Chapter VII, Pt (xi)  Chapter VIII, Pt 1 (a)  Chapter XI, SLA pt 18	21  43  54	The total turnaround time shall not exceed 30 minutes for an applicant. In case of delay, penalty as indicated in Chapter XI shall be levied.  Overall Turnaround time at the ICAC - The OSP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 30 minutes from the time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant. Clear audit trails of these times shall be made available to the Post concerned on a daily basis	In contrast to point (1a) on page 43 where it says “The OSP shall ensure a high level of service standards with regard to the facilities and amenities in the ICAC, for efficient processing of cases so that the waiting time is less than 30 minutes and customer satisfaction is maximized.”  30 min of total TAT is too stringent for application submission including biometric enrolment and Application Facilitating Services. It is suggested that this be modified to make it more reasonable.	Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant.  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.



20	Chapter VII: Pt 1 A (xi)  Annexure-J Part III: Technical Bid Evaluation Proforma: Scoring Criteria/ Remarks Sr. No. 1(b)	21  109	Kindly provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.  • Definition of Exclusive Parking: • Number of Exclusive Parking Slots:	a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested.  b) The number of parking slots to be categorized as exclusive parking is also requested.	Not Applicable for Hong Kong.  A corrigendum (Technical Bid Evaluation Proforma, Annex J, Part III) is also being issued in this regard.
21	Chapter - XVIII: Annex-J: P-III: Pt 7 (a)	112-113	Annex-J: Technical Bid, Part III: Technical Bid Evaluation Proforma, 7(a), Content and Demo of website application and Dash Board will be considered:	(a) 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?  (b) Languages not defined for maintaining the website. What languages are mandatory?	(a) Functionalities of the live version need to be clearly brought out. All functionalities committed in the presentation will form part of the contractual commitment. Evaluation will be on the specifications and functionalities of the proposed website/application.  (b) English language website is mandatory. Additional points will be given for website in the local language mandarin and/or other commonly spoken Indian languages in Hong Kong.
22	Chapter -VII- Pt 1. A (xi)	21	Clause (xi) Indian Consular Application Center (ICAC):	In accordance with the details outlined in the RFP, are we permitted to utilize the existing	The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables &

				space and infrastructure currently hosting the operational ICAC, or is it obligatory to establish a new ICAC?	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 based on relative quality of offers of various bidders as per the Technical Evaluation Proforma-Part-III of the Annexure-J
23			General Query	Can the OSP provide any optional services to the applicants at a marginal additional fee	There are no Optional Services/Value-Added Services under the Scope of work. OSP shall not indulge in providing any service other than the deliverables included in the RFP.
24	Chapter-VII Para.3 Application Facilitating Services	41		a) Is it mandatory to provide Application Facilitating Services (AFS) to all applicants submitting consular applications in ICAC?  b) Is Form Filling service mandatory even if applicants don't require the same?  c) Shall SP provide the service for correction in	Yes. 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.  OSP shall provide form-filling service to all applicants who need it.  Yes.

				the form that has been filled by applicants?	
25	Chapter-VII Para.3 Application Facilitating Services	41	(Application Facilitating Services) Courier Service	a) Since courier service is a mandatory deliverable under the RFP, can the Post provide specifications regarding the standards in respect of courier company to be hired by the OSP and process to be followed, etc?	Bidder has to provide information regarding courier despatch process, the courier company to be hired, etc., in its technical bid. Marks under Technical Bid evaluation will be awarded, based on the information/solution provided by the bidder, as per part III, Annexure J of the RFP.
26	Chapter-VII Para.3 Application Facilitating Services	41	Application Facilitating Services (Photographs)	Shall OSP provide the photographs to applicants visiting ICAC? What is the procedure to be followed by the OSP to capture and provide photographs?	Bidder shall provide its proposal/solution to provide Photographs (as per the specification) of applicants submitting consular applications at ICAC.  Marks under Technical Bid evaluation will be awarded based on the information/solution provided by the bidder, as per part III, Annexure-J of the RFP
27	General Query		Commercial viability of the L1 bidder and award of the Contract	Will the Post examine commercial viability of the L1 bid and if yes, what are the criteria for awarding the contract.	Pls, refer to Chapter XV, Para B. Stage-2 point II (d ). 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 III	9	Instructions to Bidders	a. Please clarify whether	The proposal of Bidding companies

	clause (vi)			<p>Bidding companies that 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.</p> <p>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?</p>	that have outstanding penalties levied by any Indian Missions/Posts, irrespective of its current status, shall not be considered and summarily rejected.
29	Chapter XV, Para B(II)(b)	70	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 Post 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.
30	Financial Bid	116	Annexure K:	Regarding the financial bid, we have noted that only the Service	Bidding companies are required to submit their financial bid, strictly as

				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?	per the Annexure-K of the RFP. No additional information/calculation sheet is required to be provided by bidders.
31	Chapter VII,  Clause 1.A(XI)	21	The SP shall also maintain the turn-around time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter.	Tender specifies the turn around time of 30 minutes and as per our understanding, turn around time will be only for submitting the application and separate time will be allotted for form filling, photocopy, and photographs services.	Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant.  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.
32	Chapter-VII Para.3 Application Facilitating Services	41	(Application Facilitating Services) Courier Service	a) Please be kind to clarify if the courier service is mandatory or optional for the applicant?  b) Please be kind to clarify how the charges for the courier services to be computed given they vary based on distance and local circumstances.  c) Please be kind to clarify whether an average of the courier rates is to be taken or a separate disclosure is to be	a) Please refer to Chapter VII: Para G (ii).  b) & c) Bidders need to factor in courier charges, variability of distances amongst other factors to offer a <b>singular all-inclusive Service Fee</b>

				made qua the differential courier rates and ultimately differential service fees.	
33	Chapter V: Mandatory Eligibility Criteria (a) III	15	Conversion rate from US\$ to INR	We kindly request you to confirm the applicable years for the conversion rate of US\$ to INR for calculating the equivalent value of Turnover and Net Worth during the respective calendar years for Jan 2021-Dec 2023, as mentioned in the RFP.	Bidders may submit information based on US\$/INR conversion rate as per RBI/Central Bank of the country in respective years
34	Part III: Technical Bid Evaluation Proforma D) Scoring Criteria/Remarks Sr. No. 1 (a)	109	Location of the ICAC: Marks will be given as per the Post's judgment on the basis of information provided by the bidding company. The offer that provides the best locations for ICAC in terms of easy and convenient access through public transport, prime location and proximity to the Post etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.	We kindly seek clarification on the terms 'Prime Location' and 'Proximity'.	The ICAC should be located within 4 KMs of aerial distance from the Consulate located in Admiralty and it should be in an easily accessible location by public transport. <b>A Corrigendum is also being issued in this regard.</b>

35		General Query	Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	There are on an average 10-12 pages per application.
36	Chapter -XI: Service Level Metrics/Penalties Pt 40	61	Personal Records (PII Data)	Please advise purging policy for Personal data for the applicant.	Please refer to Chapter -VII: Pt D (XI) Page 29
37	Chapter -VII: Scope of Work and Deliverables Required Pt 1 A. Dealing with Applicants and Documents	21	SP shall provide space/working station for officials of the Post for attestation or other services as decided by the Post.	Is the required workstation for officials intended for the public dealing area or the back-office area? Please clarify.	Please refer to Chapter VII: Para 1.A(XI)
38	Chapter VII: Scope of Work and Deliverables Required Pt 3 (I)	41	Application Facilitating Services at ICAC SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants submitting consular applications at ICAC.	Please be kind to clarify the total revenue of photocopy, photograph, form filling and courier services availed by the applicants in the last three years for the purpose of calculation of the financial bid.	This information is not available with the Post.

			Photocopy Photographs Form Filing Courier Service		
39	Part III: Technical Bid Evaluation Performa Point 9	114	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	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
40	Chapter -VII: Pt No. xii (a)	25	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.	This information is not available with the Post.
41	Chapter -VI	18		Can a Government of India PSU participate through a consortium?	Please refer to Chapter -VI Page 18
42	Chapter -VII: Pt 1.B (XI)	26		Are there any preferences or conditions pertaining to the employees working for these services?	Please refer to Chapter -VII: Pt 1.B (X)(i) Page 26
43	Chapter -VII: Pt 1.C	27		What are the conditions on the financial transactions to be done with respect to services charges and MEA? Is the transaction of Foreign exchange involved?	Please refer to Chapter -VII: Pt 1.C Page 27  All transactions will be in local currency (Hong Kong Dollar).
44	Chapter -VII: Pt no.(vii)	26	Postal Application	Kindly share details of applications received in person and received by post / courier at	Not applicable. Applications by Post/courier are not accepted.



				ICAC.	
45	Chapter X	45	Bank Guarantees (BGs)	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of SWIFT / IBAN	The Bank details of the Consulate will be sent by email to all the bidders who have submitted organization profiles.
46		General Query	Responsibility of Handling applications during the transition period and Backlog of Services from the incumbent service provider.	a) We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.  b) Kindly confirm that the cost associated with addressing this backlog is not included in the bid price and constitutes a separate and excluded expense to be reimbursed by the Post..	There would be no transfer of applications between the existing and the new SP. The existing SP will complete the services for all the applications received by it.
47	Chapter -III: Pt 12  Annexure H Note 1 & 2	10  99	Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.  Stamp paper is required for BG issued by the Banks located in India.	a) 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.  b) 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.
48			General Queries regarding participation by PSU	A Government of India PSU has roped in a technology partner having experience in this field enable be eligible to participate ?	Refer to Chapter VI: Joint Venture and Consortium, of the RFP.

				<p>Can a Government of India PSU bid to enter into as a service provider to ICAC?</p> <p>Can past experience be waived on the basis Government of India PSU forming consortium to provide service with an expert in the field?</p> <p>Can a Government of India PSU participate as a passive partner?</p>	
49			General Query	Can the technical bid opening be attended online?	No.

Surbhi Goyal  
 (Head of Chancery)  
 Consulate General of India  
 Hong Kong  
 17.02.2025