

S.No	Query	Response from the Mission
1	Please explain under what terms will Global Entry Program (GEP) Verification come into effect.	GEP verification service is already integrated into the Global Passport Seva Project of the Government of India.
2	Please provide the number of the services (Passport, Visa, Attestation, OCI) that were rendered by the OSP for the past three years.	Please see Annexure I of this document providing details of all such services rendered by the Mission including OSP, in the last three years.
3	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?	There is currently no specific timeline for the implementation of e-Passports that has been prescribed by the Ministry.
4	Kindly provide the deadline for submitting the Organization profile.	Please refer to para (iii) of Chapter III of the RFP
5	If any bidder's services have been terminated in the last 5 years by MEA/Mission for being unsatisfactory, not fulfilling contractual obligations or for some other reasons, the concerned bidder shall be disqualified. Does this imply for any region/territory, kindly elaborate	By MEA/Mission, it is meant to include all the Indian Missions abroad.
6	In India, we prepare balance sheets on a financial year basis starting from 1st April and ending up to 31st March to show the financial data of the each of the year. In some countries, financial data is available either Calendar year-wise or 1st July-30th June or otherwise. Please clarify	The Mission would accept balance sheets on the basis of the prevalent accounting system of the country where the Company is registered.
7	The financials for the Year 2023 are still under audit review. Hence can we submit the audited financials for the three years 2020, 2021, and 2022 and unaudited financials for Year 2023?	The Mission would accept available audited financials for the last three years before 2023/2023-24 along with unaudited financials for 2023/2023-24.
8	Kindly provide the details of the minimum number of the Counters that are prescribed for ICAS. Please specify the roles as well.	A corrigendum has been issued in this regard.
9	How much space is required to be provided to the Indian Consular officer for attestation purposes at the centre?	100 Sq.Ft of dedicated office space should be provided for the Consular officer who is designated for the attestation purpose at the designated ICAC.

10	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.	Yes, postal applications are allowed. Kindly refer to the para-B (vii) of Chapter VII on pages 28-29 in this regard. There is no prescribed split of postal and regular applications.
11	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 not be collected at the time of booking the appointment. Appointments must be available to applicants as per the provisions of the RFP.
12	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.
13	Call Centre working hours mentioned on Pg 68, Pt 20 are 9 AM to 8 PM. This is contradicting with working hours from 7 AM to 7 PM as mentioned on Pg no 31, Clause(xii). Pt (e). Kindly clarify what should be the Call Centre working hours? Facilities at the ICAC under point T. is says The OSP will be required to provide 24x7 helpline, please clarify.	It is clarified that call centers working hours shall be from 7 AM to 7 PM on all working days and an automatic answering system shall be functional outside the above period including holidays. Chapter VII Point B (xii) may be referred. A corrigendum has been issued in this regard.
14	CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES page no 72, point no 30(d) mentions whatsapp bot/chatbot. The OSP agrees to provide a Whatsapp bot/Chatbot. Please specify either both are needed or anyone would suffice.	The OSP shall maintain a chatbot on the website and a dedicated WhatsApp bot. Chapter VII para B (xii) (a) may be referred
15	Can bank/agency charges be charged separately to applicants on the receipt because the local law does not allow charging customer bank charges as separate charges?	The OSP shall collect bank/agency charges, if any, for such transactions from the applicants on an actual basis. Any bank charges levied on such transactions will not be borne by the Mission. A detailed mechanism will be worked out, in this regard, at the time of signing of the contract.
16	What is the basis of the calculations of each penalty	Chapter XI: Service level metrics/penalties, mentioned are rational.
17	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-	The total marks obtained at the technical bid stage will be communicated to the respective bidders only.

	qualified bidders.	
18	What is the basis of this application count 1,84,145 for evaluation of financial bid. As per the RFP Chapter (1) (9) it is stated The Mission handled approximately 1,47,316 no. of services/transactions during the three-year period from Jan-2021 to Dec 2023 (i.e. approximately 163 transactions/services per working day, assuming 300 working days in a year. Kindly clarify.	This application count is based on the actual number of services rendered by the Mission including OSP in the past 3 years plus a 25% anticipated increase.
19	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.
20	Kindly provide the details related to the minimum approved distance of the proposed ICAC from the mission and the details on specified areas in Manama.	Please refer to Chapter VII Para P (I) on page 45 regarding the location of ICAC.
21	Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (i) @Pg 56).	Please refer to Chapter X Para 1 (i) relating to the Bank Guarantee (BG). Based on figures for 2020-2023, BG to be paid by the successful bidder will be around BHD 20,000/
22	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 under Chapter X, Pt. (1) (ii) @ Pg 56).	Please refer to Chapter X Para1 (ii), in this regard. The exact amount will be decided based on the Service Fee quoted by L1 to whom the contract is awarded.
23	Please provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (iii) @Pg 56).	Please refer to Chapter X Para 1 (iii), in this regard. The exact amount will be decided based on the Service Fee quoted by L1 to whom the contract is awarded.
24	We understand that the bidder offering minimum required 5000 sq.ft area of ICAC will be awarded only 7 marks.	Kindly refer to Part-III of the Annexure E

	Kindly elaborate the parameters on which the sizing will be considered and the minimum size of ICAC required to score 10 marks.	
25	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.	Kindly refer to Part-III of the Annexure E
26	Under optional services, there is no provision for form filling for consular applications. Kindly provide the Maximum Price fixed by Mission for the same.	A corrigendum has been issued in this regard.
27	Please confirm if a single Service Fee is to be quoted for all the categories of services. For example: Tourist Visa, Business Visa, Registration for OCI etc.	Yes, there is a single service fee for all the services that would be offered by the OSP. Please refer to Chapter XV Para B (ii) e @ pages 87-88.
28	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. Shall the Self- certification by the bidding company on their letterheads be sufficient for fulfilling the above clause?	Self-certification would be sufficient. However, the concerned OSP shall be obliged to provide additional documentation to the Mission to substantiate its claims, if required.
29	Kindly provide details of the Embassy bank account duly mentioning Account No./Address of the bank, and details of SWIFT/IBAN.	The relevant Bank details will be shared with the companies that have submitted the organizational profile to the Mission.
30	Kindly advise whether all four copies of technical bid are required in originals.	Only one copy in original and remaining three copies in duplicate of technical bid are required.
31	How many consular camps will be conducted during the calendar year? Can the Mission provide additional details about previously conducted Consular Camps Number of Consular Camps organized by the Mission in the past 12 months. Dates when the Consular Camps were organized. Locations where these Consular Camps are organized. How many applications were received at each of these Consular Camps?	Currently, Mission is not conducting any consular camps. However, Consular camps may be conducted in the future, if required.

32	Annexure J, page no. 147, point 2 of Note Stamp paper is required for BG issued by the banks located in India. Annexure J/pg. 147/pt. 2 of Note Since the BG are issued and can be furnished through SWIFT, hence Stamp paper requirement does not exist. Please clarify on the same	Stamp paper is required for BG issued by the banks located in India.
33	Can the bid documents be signed by DSC or physical signatures are required	Bid documents to be signed physically.
34	Are there any specific languages which the mission wants OSP to incorporate on the website/ mobile app?	The website/ mobile app should mandatorily be in English.
35	States that the OSP must provide a Minimum 04 (four) dedicated Back-office Staff (including a Country Manager and an IT expert), please confirm if the contact centre staff will also be considered as back-office staff.	A corrigendum regarding minimum staff requirements has been issued.
36	Kindly provide details of percentage of applicants opting for Premium lounge and general application centre service currently.	Premium lounge is a new Optional service. Hence, there is no past data available with the Mission.
37	Point no D (XI) under Chapter VII states that the OSP shall provide details to Mission(s) of all the amount collected by it through all the means (cash, DD, Bank Draft, Online payment), cheque is not mentioned. Please update shall we exclude payment through cheque or include? (Issue of bar-coded receipt for applicants)	The OSP shall provide details to the Mission of all the amount collected by it through all the means. Please refer to Point D of chapter VII on page 34.
38	Last Date for Submission of bids is mentioned as 29th April 2024 (15:00 Bahrain Time), whereas on Page no. 84, it is mentioned that the proposal must be received by 1500 hours (Bahrain Time) on 22nd April 2024. Please confirm the exact dates.	A corrigendum has been issued in this regard.
41	We would like to know that in the case of Attestation submission availing Premium Lounge Service if the applicant is visiting the center with 4 documents	It is clarified that the Premium Lounge Service is Individual-specific whereas the Service Fee is document-specific. Eg. If an applicant visits the Premium Lounge for attestation with 4 documents,

	for submission, will that be considered as a single or a multiple premium submission?	only a single Premium Lounge Fee can be charged whereas the Service Fee for 4 documents can be levied on the applicant.
42	Point (xi) states that OSP should also have arrangements to provide emergency CPV services outside office hours as well as on weekends/holidays, as local labour law as states that the maximum ordinary working hours is 48 hours per week at the rate of 8 hours per day. Request clarification if opening office on weekends and holidays will fall under the ambit of labour law	ICAC shall be opened on weekends/holidays as per the decision of the Mission/Post in compliance with the local labour laws.
43	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?	Please refer to Para 7 (a) in Part III of Annex E on page 128.
44	REFERENCE: CHAPTER VII- SCOPE OF WORK AND DELIVERABLES REQUIRED, Clause No.3 Premium Lounge Service: Kindly also confirm that total anticipated cost for 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.	The Anticipated cost for setting up of Premium Lounge and Door-to-Door services is not part of the basic service fee. The charges that would be collected for Premium Lounge (if established by OSP later with the permission of the Mission) and Door to Door services would form part of optional services and in turn, would be a basis for arriving L1 price.
45	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?	The OSP may offer Parking slots based on the average number of applicants visiting ICAC in a day and the working hours of ICAC as given in the RFP.
46	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 facilities/utilities.
47	Can the area of premium lounge space be fitted (separate entry and exit) in the total minimum area of the ICAC?	The total minimum area prescribed in the RFP is inclusive of the Premium Lounge. However, the actual area of the Premium Lounge will be decided by the Mission later.

48	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, and other fixtures, or is it mandatorily required to replace the entire setup with new installations?	Kindly refer to the answer to the question No.46.
49	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?	Kindly refer to the answer to the question No.46.
50	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.
51	Is there any timeline for the complete implementation of visa waiver or e-visa?	There is currently no specific timeline for implementation of visa waiver or e-visa.
52	Can Service Provider (SP) offer services beyond the prescribed working hours of the centers through optional services e.g. premium lounge?	Services can be provided beyond the prescribed working hours in accordance with local laws, with the permission of the Mission. However, no extra charges can be levied for such services and it should not be discriminatory to normal applicants. Refer Part II B under Annexure C of the RFP
53	Please differentiate in the sq. Ft or number of counters to be used for passport service and attestation service in the centre?	OSP can work out space for different kinds of services according to the volume of work in consultation with the Mission.
54	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 RFP.
55	“REF: CHAPTER VII- 1(XI) MINIMUM STAFF REQUIRED”: As per the list and numbers mentioned, minimum 20 staff have been asked in this table wherein as per “ANNEX:E: PART III- 3(B): OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESS” It has been	The minimum staff requirement is 20, given in the clause. The proposals offering more than the minimum number of staff will get more marks as per Annexure E-Part-III of the RFP. A corrigendum has been issued.

	<p>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 increase the minimum staff requirement.</p>	
56	<p>Please confirm if the 1,84,145 anticipated applications counts include e-passports too and for annexure C we will not have to assume a higher count.</p>	<p>E-passports is not introduced as of now Regarding the number of anticipated CPV applications for the contract period, kindly refer to Part III Annexure-C</p>
57	<p>Please confirm our understanding if the bidder has to provide cost in Annexure C of the RFP on the presumption that they have to setup entirely new centres including ICAC office space, Civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktop, workstations, POS, Token machine) and other necessary facilities. Also if the bidder is planning to use its own property, they should factor in prevalent market rent. Similarly, if the bidder has existing hardware, software etc. which they intend to use in the proposed ICAC, they need to factor in the actual cost of setting up of the centre with new furniture, Hardware, software, etc.</p>	<p>The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.) and other necessary equipment, facilities/utilities.</p>
58	<p>Should the cost of providing Optional Services (Ex. Courier, PL etc) be included here? Our understanding is that only the cost for core services should be provided in Annexure C Section B. Please confirm our understanding. (Annexure C – Section B– Point 7.a Facilities for OS)</p>	<p>The anticipated cost for providing Optional Services like Premium Lounge and Door-to-Door Services are not part of the basic Service Fee. However, for the Optional services rendered at ICAC, a total anticipated costs involved, wherever necessary, shall be provided as per section B of the Annex-C of the RFP.</p>
59	<p>Total estimated revenue= (No of anticipated CPV applications x proposed Service Fee) We understand that the proposed service fee is total of (a) Basic</p>	<p>Yes, it is correct</p>

	Service Fee (b) Enrollment of Fingerprint biometrics and (c) Facial biometric capture (which is calculated in Part II-A of Annexure C). Please confirm our understanding. (Ann C – Part III - Justification for Service Fee quoted - Clause (f))	
60	It is mentioned that Viability is the difference between (f) and (e). Should this difference not be equal to zero? As (f) which is the total estimated revenue is defined as (No of anticipated CPV applications x proposed Service Fee). And (e) sum of (a) +(b) + (d) which again is the same as total estimated service fee revenue. So the difference between (f) and (e) should be zero? Please confirm if this understanding is correct	Yes, the difference between the Total estimated revenue (f) and (Total estimated expenditure + Local Taxes Payable + Profit) (e) has to be zero.
61	Can the Mission educate us on how is the calculation done for the bid price to be considered as commercially unviable?	<p>The guiding principle of commercial viability is that the total estimated expenditure including local 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>
62	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? Will the service fee for such services, be the same as the service fee for CPV services under the scope of this RFP?	e-Visa is not envisaged to be part of the project.
63	The maximum price for Premium Lounge Service and Indian CPV services @ your doorstep has been kept the same. We would like to draw your attention to the fact that OSP costs related to Indian CPV services @ your doorstep are significantly higher. This is also reflected in the service fee charged by other missions (for example UK visas from India, where, doorstep service fees are at least 3x times premium lounge services). Can Mission consider increasing the maximum price ceiling for Indian CPV services @ your doorstep?	A Corrigendum has been issued in this regard.

64	Please clarify Premium Lounge Fees (BHD 25 indicative) include photocopying, photo-booth services, typing/form filling, and form registration, and don't include charges for Other OSs S.No. 5 to 12 and can be charged separately as per the actual request of the applicant.	Premium Lounge includes all OSs from S.No. 1 to 11.
65	Current Bahrain VAT rate is 10%, please clarify if the rates can be changed in there will be VAT rate changes by Bahrain government during the contract period.	It's the responsibility of the OSP to pay all the local taxes (VAT, GST, etc.,) during the contract period.
66	Mission may elaborate on the approximate increase in number of ICAC as it has to be factored in the Financial Bid.	Currently, Mission is not anticipating an increase in the number of ICAC during the contract period.
67	Kindly provide the Data Protection Guidelines and Information Security Standards.	Kindly refer to Para 8 (iv) of Chapter I of RFP.
68	Please mention the percentage of applications to be submitted at the Embassy.	Most of the services are being outsourced and very few applications are expected to be submitted to Embassy. However, the Mission does not have any firm data in this regard.
69	Do the Walk-ins have to be considered in the total 6.5 hrs of submission hours? (CHAPTER VII SCOPE OF WORK AND DELIVERABLES REQUIRED, B (X) (F) APPOINTMENT SYSTEM)	Yes, the walk-ins have to be considered in the total 6.5 submission hours
70	Personal Identification Information (PII) shall not be retained beyond 1 month. Please clarify for how long the OSP has to retain the digitized data of the applicant because Annex A has asked to retain it for a year whereas the clause mentions it for a month.	The OSP shall retain the digitized data pertaining to CPV application for a period of one year.
71	Clause II, point 3. The Bidding company to have their BGs certified by the authorized external auditing agency Please define who is considered as the external authorized agency as per your Mission for certification of Bank Guarantees (BGs).	An external chartered accountant/auditor as approved by the competent authority in the Government of Bahrain /Government of India.
72	Please confirm to which year, conversion rate of US\$ / Bahraini Dinar to INR will be applicable for getting the equivalent value of Turnover and Net	The Conversion rate for the years is:1\$ = Rs. 66.15 (2017),1\$ = Rs. 65.80 (2018),1\$ = Rs.69.25 (2019),1\$ = Rs. 74.85 (2020),1\$ = Rs. 73.25 (2021),1\$ = Rs. 76.83 (2022),1\$ = Rs. 83.40 (2023).

	Worth, for the respective financial/ calendar years, e.g. Jan 2021-Dec 2023	This is based on the official exchange rate prescribed by the Government of India for the month of April in each financial year.
73	Procedure of handling of left applications. over applications by the current service provider to the new appointed service provider has not been mentioned in the RFP, which is a crucial part for taking of the charge, please clarify.	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.
74	Under " Optional Service" please elaborate the " courier service regular " OS, does this mean within the country, can we also propose courier service outside the country should in case the applicant wishes to receive the processed document in some other country, what will be the minimum fee?	Courier service regular is meant for courier delivery within Bahrain and not outside country.

Annexure -I

Passport			
	2023	2022	2021
JAN	2268	2203	2337
FEB	4118	2335	2351
MAR	2321	2723	1973
APRIL	3356	3065	2396
MAY	3567	2953	2182
JUNE	2458	2525	830
JULY	2496	2338	2188
AUG	2241	1829	2320
SEPT	2378	3042	3620
OCT	3027	2123	3185
NOV	2095	2785	3040
DEC	1039	2101	2131
TOTAL	31364	30022	28553

PCC			
	2023	2022	2021
JAN	91	38	18
FEB	30	55	31
MAR	49	51	30
APRIL	78	51	23
MAY	83	49	31
JUNE	69	58	20
JULY	59	61	32
AUG	47	43	32
SEPT	48	73	26
OCT	62	65	20
NOV	71	87	45
DEC	49	73	30
TOTAL	736	704	338

Consular Services			
	2023	2022	2021
JAN	1167	1287	1025
FEB	1106	1352	1011
MAR	1330	1614	1542
APRIL	1115	1464	1138
MAY	1535	1224	839
JUNE	1774	1420	825
JULY	1240	1385	956
AUG	1288	1791	1416
SEPT	998	1529	1526
OCT	1061	1354	1610
NOV	1145	1365	1547
DEC	911	1097	1379
TOTAL	14670	16882	14814

Visa			
	2023	2022	2021
JAN	56	173	527
FEB	103	167	332
MAR	70	252	236
APRIL	78	323	243
MAY	12	699	587
JUNE	27	657	651
JULY	36	498	679
AUG	65	480	432
SEPT	92	448	364
OCT	135	450	448
NOV	421	394	390
DEC	321	449	440
TOTAL	1416	4990	5329