

**High Commission of India  
Pretoria**

\*\*\*\*\*

**Response to written queries and queries raised during Pre-bid Conference  
pertaining to Mission's Tender No. PRE/CONS/415/02/2023 dated 5<sup>th</sup> April, 2024**

SI.No	RFP Clause/Page No.	Query	Response from the Mission
1.	Chapter-I para 4 Page No.4	Can the Mission advise on what is the expected launch timeline for the rollout of chip-enabled e-passport services?	There is currently no specific timeline for the implementation of e-Passports that has been prescribed by the Ministry.
2.	General Query	Can the Mission provide a breakdown of services/transactions handled over a 12-month period? · Jan 2021 – Dec 2021 · Jan 2022 – Dec 2022 · Jan 2023 – Dec 2023	Data sheet on CPV services for three years Jan 2021-Dec 2023 is attached to this document as <b>Annexure A</b>
3.	Chapter III Para xiv (I) Page No.13	Can the Mission educate us on how the calculation is done for the bid price to be considered as commercially unviable?	The guiding principle of commercial viability is that the total estimated expenditure including local taxes payable shall not exceed the total estimated revenue.  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, supplements, and the justification provided by the Bidder.
4.	Chapter III Para xix (e) Page No.15	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	e-Visa is not envisaged to be part of the project We do not encourage/expect the OSP to get involved in the E-Visa processes from the premises of the ICAC. The bidding companies/OSPs are expected not to use their name or any similar name to facilitate E-Visa services in South Africa/Lesotho from any other premises or remotely as well.

		for CPV services under the scope of this RFP?	
5.	General query	<p>Can the Mission give the approximate % of applications from each of the sources, as is received by the Mission at their offices, presently:</p> <ul style="list-style-type: none"> <li>· In person</li> <li>· Through Representative</li> <li>· By Post</li> </ul>	<p>For South Africa, 13.38% of the applications were accepted by post and 86.62% in person.</p> <p>For Lesotho, 98% of applications are accepted by Post and the remaining in person.</p>
6.	General Query	Kindly provide the Data Protection Guidelines and Information Security Standards.	Kindly refer to Para 8 (v) of Chapter I of the RFP.
7.	<p>Chapter-I, Para 11 Page No.6</p> <p>&amp;</p> <p>Chapter VII-Para A (xi)</p>	<p>Details mentioned of only 3 ICAC except for Pretoria. Whether ICAC for HCI, Pretoria not required? Please clarify.</p> <p>Please provide more clarity regarding setting up a Service Desk at Lesotho to be operated by the OSP to enable us to calculate the estimated expenditure i.e. whether permanent premises and other office requirements are to be hired/set up or makeshift arrangement for a representative who will visit Lesotho once a month on days fixed by the Mission to collect the applications.</p>	<p>3 ICAC is required, as in Chapter VII, Para A(xi).</p> <p>A Service Desk at Lesotho will be required to be operated by the OSP, twice a month at a central location, on days fixed by the Mission, with no additional cost/charges to be borne by the Mission/applicants.</p> <p>Application forms received along with Fees, etc. need to be submitted to the High Commission on the next working day.</p> <p><u>A corrigendum is being issued.</u></p>
8.	Chapter-I Para 12 Page No.6	The Mission may elaborate on the approximate increase in the number of ICACs in order to work out the cost.	Currently, Mission is not anticipating an increase in the number of ICAC during the contract period.
9.	General Query	Services like Photocopy, Photograph & Form filling etc are usually requested	A consent form for the Optional Services may be obtained from the applicants to avoid any allegations

		during the submission process. Mission may kindly clarify about the compliance asked.	of forcible use of OSs subsequently.
10.	Chapter V- Para 1(II, III) Page No.17-18	In India, the Accounts are prepared as per the Financial Year from April to March, please clarify the period for which such information is to be provided.  Please advise us who will be the external auditing agency.	The Mission would accept balance sheets on the basis of the prevalent accounting system of the country where the Company is registered.
11.	Chapter VII-Para A (XI) Page No.24	Are the biometric booths specified in remarks to be considered as part of total Submission officer counters per location?	Biometrics are taken at the submission counter itself by the Submission Officers, there is no need for a separate staff member.
12.	Chapter VII Para 1(v) Page No.23	The OSP shall not capture any data/information from the applicant on/through its website.  While booking appointments, we seek applicant(s) passport / phone numbers for various appointment validations. Even in our grievance redressal forms which we use to provide better customer service to our applicants, we require email/phone numbers. Please clarify the point.	In the para "Capturing any data/information from the applicant" means collecting, storing, and processing data that is not meant for the OSP.  The OSP's website should not capture data violating private issues and also not ask the applicant to fill in data that is required by the Gol website but is not needed by the OSP to undertake outsourcing services.
13.	Chapter VII Part B-xii (a) Enquiry and Grievance Redressal Mechanism	Please specify whether we need to put both Chat bot & WhatsApp bot or either will suffice	Yes, both Chat bot & WhatsApp bot should be maintained.
14.	Chapter VII- Para P(vi) Page No.43	ICAC should remain open for six days a week from Monday to Saturday, whereas in the table below on the same,	ICAC shall remain open for <b>five</b> days a week from Monday to <b>Friday</b> . Acceptance of application at the counters of ICAC should be at least <b>30</b> hours per week and

		the calculations is done for 5-days only. The Mission may clarify on this.	Back Office working should be at least <b>40</b> hours per week.  <u>A corrigendum is being issued.</u>
15.	General Query	In case of applicant opting for OS like form filing, Turnaround time (TAT) may go beyond 30 mins. Kindly explain the mechanism of calculating overall processing time for such cases.	The turnaround time limit (30 minutes) shall be maintained for all applicants irrespective of their availing OS.
16.	Chapter XI Point 12 (Para vi)	Short Collection of Fee. Please clarify the same.	Collection of a fee less than the prescribed one for a particular service by the Service Provider.
17.	Chapter XI Service Level Metrics/Penalties Point 14	Chapter XI: Service Level Metrics/ Penalties Point No. (VI) Para 14, on page No. 62, the number of hours mentioned as 48/39 hours whereas on page No. 43, it is mentioned 40/30 hours. The Mission may clarify on it.	ICAC shall remain open for <b>five</b> days a week from Monday to <b>Friday</b> . Acceptance of application at the counters of ICAC should be at least <b>30</b> hours per week and Back Office working should be at least <b>40</b> hours per week.  <u>A corrigendum is being issued.</u>
18.	General Query	There are many instances where applicants raise false allegations or misbehave with the staff. These are at times motivated or due to applications not getting accepted? Is there a mechanism to filter these out? OSP should be given opportunity to represent before any penalty is imposed.	Service Provider will be given an opportunity for their version of event before a decision is made on imposition of penalty.
19.	Chapter XI	We request the Mission to look into the number of penalties and the penalty amount respectively.	The number of penalties and the Penalty amount is explained in Chapter XI: Service Level Matrix / Penalties. <u>A corrigendum is being issued on penalties to be paid in Rand amount.</u>

20.	Chapter XI	The fluctuation in the rate of exchange between USD and local currency will cause financial disparity. The Mission may clarify on it.	Penalty will be fixed in currency Rand and <u>a corrigendum is being issued.</u>
21.	Chapter VII Para 2 (c)	In South Africa, labor law does not prescribe any minimum qualification requirements for any position, leaving it to individual companies to establish and enforce their own policies. For our company, the minimum qualification requirement is Matric, equivalent to grade 12, for all SO/Senior Officer level positions, while a degree or equivalent certification is necessary for managerial roles. Can you please advise if minimum graduate level is also required for submission officer and back-office roles?	For Security guard and Receptionist, the qualification could be liberalized. However, all other submission staff/managers should be adequately qualified as mentioned in the RFP.
22.	Chapter XI Point 20 of the Para (iv)	Call Centre working hours mentioned here are 8 AM to 6 PM. Which is contradictory to clause Xii(e)). Pg no 30. (The telephone enquiries shall be attended to from 9 AM to 8 PM on all working days.) Could you please confirm call center working hours.	It is clarified that call centres 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. <u>A corrigendum is being issued in this regard.</u>
23.	Annexure -C, Part-I Section B	Should the cost of providing Optional Services (Ex. Courier, PL etc) should be included here? Our understanding is that only the cost for core services should be provided in Annexure C Section B. Please	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.

		confirm our understanding.	
24.	Annexure -C Part-II-A	In the Annexure C: Financial Bid, Section Part III Total estimated Revenue - Proposed Service Fee – We understand that the proposed service fee is a total of (a) Basic Service Fee (b) Enrolment of Fingerprint biometrics and (c) Facial biometric capture (which is calculated in Part II-A of Annexure C). Please confirm our understanding.	Yes, its correct
25.	Annexure-C Part-III	It is mentioned that Viability difference between (f) and (e). Should this difference not be equal to zero? As (f) which is 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.
26.	Chapter V-Mandatory Eligibility Criteria	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.	This is permitted at the bidding stage. However, a certificate from the auditor regarding the financials for the Year 2023 shall be submitted. The Audited balance sheet for the year 2023 should be provided before the award of the contract.
27.	Chapter V-Mandatory Eligibility Criteria Para 1(x)	The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and	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.

		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?	
28.	General Query	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.
29.	General Query	Kindly advise whether all four copies of the technical bid are required in originals.	One copy of the technical bid should be original and three copies could be in duplicate along with soft copies in CD format.
30.	Chapter X Bank Guarantees	Kindly advise the amount for all three bank guarantees	Bank Guarantee for Government Funds: <b>Rand 2,23,943.00</b>  The exact amounts of BGs for Performance Guarantee and Premature Termination can be arrived at only at the time of award of the contract as Service Fee of the successful bidder is required for calculating the same.
31.	General Query	Can the bid documents be signed by DSC or physical signatures are required	Bid documents are to be signed physically.
32.	General Query	Please confirm to which year, the conversion rate of Rand to INR will be applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial / calendar years, e.g. Jan 2021-Dec 2023	The Conversion rate for the purpose of calculating the equivalent value of Turnover and Net Worth is:  US \$ 1 = Rs. 83.60 Rs. 1 = Rand 0.2198
33.	Chapter-I Para-5	Please provide complete technical specifications of the hardware and its installation which we have to quote in our price bid as of now without having any clarification	There are no confirmed timelines for the rollout of chip-enabled e-passports as of now. The information will be shared as and when the rollout is undertaken by the Ministry.

		on the quantity, technical specification, or any other hardware/software.	Quantity of hardware planning is for bidders to make, keeping in account the anticipated applicants to be served daily, counters, redundancies, etc.
34.	General query	Requested to please clarify, in the event of an extension of the agreement after the contract period, if there is any possibility of revising the existing rates in view of price index/changed price index of the country, to make the project viable. This may include revision in service fee, applicable all local taxes (VAT/GST etc.) and minimum wages.	At the end of the three-year contract period, the Mission may at its discretion extend the Agreement, with the approval of the Ministry, for a maximum period of two years, on the same terms and conditions, with the mutual consent of both the Mission and the OSP
35.	General Query	The procedure of handling of leftover 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.	This does not arise as the existing Service Provider, who collected the Service Fee, needs to fulfill their obligations.
36.	General Query	Whether services of sub-contractor can be availed for certain category of ancillary services? Please clarify and share the details.	Sub-contracting is not allowed as per the RFP
37.	General Query	Would Maseru, Lesotho be the main centre in Lesotho for the Service Desk.	Yes.
38.	General Query	Is there a minimum benchmark for service fees	There is no benchmark for service fees.
39.	General Query	Would more services like OCI be added	Consular Services (including OCI, Attestation etc.) is part of RFP.
40.	General Query	With regards to the Premium Lounge Suite, is it in the 250 sq metres	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.
41.	General Query	ICAC in Sandton, exactly where in Sandton	The Centre should be at prominent/prime locations in well-connected commercial complexes with ample parking facilities for applicants.
42.	Chapter VII Scope of Work	Is there a calculation on the staffing requirement	The minimum staffing requirement is given at Chapter VII: Scope of Work and Deliverables Required, Para 1A (xi).
43.	Chapter-III Para xiv(o)	<p>Bidders are required to make a Presentation at the time of valuation of Technical Bids as per the date and time fixed by the Mission, which will also be evaluated in Annexure-E of RFP.</p> <p>Please confirm that the presentation will be held privately between the Mission and the bidder as our presentation will contain confidential information.</p> <p>How many participants per company are permitted to attend the oral presentation?</p> <p>Will this be an e-meeting or in-person at Mission premises?</p>	<p>Yes. The presentation shall remain confidential between the Mission and the bidder. It will also become part of the technical bid document. However, claims regarding experience may be publicized by the Mission.</p> <p>2-3 participants per company shall be permitted for the oral presentation.</p> <p>The presentation has to be in person.</p>
44.	General Query	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, service fee remains the same for all the services that would be offered by the OSP. Please refer to Chapter XV Para B (ii) (Pages 82-83)

## **Annexure-A**

### **Data sheet on CPV Services for three years from Jan-21 to Dec-23**

<b>2021</b>					
Service Particulars	Cape Town	Durban	Jburg	Lesotho	Total
Consular (Birth Registration Certificate)	49	175	604	91	<b>919</b>
Consular (Birth Certificate as per Passport)	7	29	180	24	<b>240</b>
Passport	312	1104	4400	373	<b>6189</b>
Visa	241	281	845	211	<b>1578</b>
OCI	16	219	264	30	<b>529</b>
PCC	146	133	1183	68	<b>1530</b>
Surrender Certificate (Renunciation of Indian Citizenship)	1	2	55	3	<b>61</b>
Miscellaneous Attestation / Other Services	90	111	856	248	<b>1305</b>
<b>Total</b>	<b>862</b>	<b>2054</b>	<b>8387</b>	<b>1048</b>	<b>12351</b>

<b>2022</b>					
Service Particulars	Cape Town	Durban	Jburg	Lesotho	Total
Consular (Birth Registration Certificate)	38	123	251	29	<b>441</b>
Consular (Birth Certificate as per Passport)	34	28	351	10	<b>423</b>
Passport	353	1033	4308	617	<b>6311</b>
Visa	574	440	1014	430	<b>2458</b>
OCI	31	177	413	32	<b>653</b>
PCC	246	251	2271	186	<b>2954</b>
Surrender Certificate (Renunciation of Indian Citizenship)	2	12	37	0	<b>51</b>
Miscellaneous Attestation / Other Services	112	223	896	106	<b>1337</b>
<b>Total</b>	<b>1390</b>	<b>2287</b>	<b>9541</b>	<b>1410</b>	<b>14628</b>

<b>2023</b>					
Service Particulars	Cape Town	Durban	Jburg	Lesotho	Total
Consular (Birth Registration Certificate)	27	125	1158	40	<b>1350</b>
Consular (Birth Certificate as per Passport)	21	33	667	35	<b>756</b>
Passport	294	967	4435	434	<b>6130</b>
Visa	487	397	824	490	<b>2198</b>
OCI	38	106	427	12	<b>583</b>
PCC	157	190	1584	141	<b>2072</b>
Surrender Certificate (Renunciation of Indian Citizenship)	8	13	36	1	<b>58</b>
Miscellaneous Attestation / Other Services	168	109	1541	90	<b>1908</b>
<b>Total</b>	<b>1200</b>	<b>1940</b>	<b>10672</b>	<b>1243</b>	<b>15055</b>

\*\*\*\*\*