

Embassy of India Beijing

Response to queries of bidders regarding RFP for Visa services

Reference Request for Proposal(RFP) for outsourcing of Visa services in Embassy of India Beijing, Consulate of India Shanghai and Consulate of India Guangzhou published on 19th March 2025. Mission's response corresponding to bidders' queries is as following:

S.No.	Query	Mission's response
1	Clarification on whether the pre-bid conference will be held in offline mode in the Mission or in online mode or in the hybrid mode.	The pre-bid Conference was held in online mode on 27 th March 2025.
2	Last Date for Submission of Technical bids	22 nd April, 2025 (Time-15 00 LT)
3	Clarification on 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.	Official rate of exchange for April 2025 i.e. 1 USD=Rs. 87.65 should be used.
4	The RFP requires average turnover of the Bidding company on the basis of calendar Year during the last three years (Jan 2021-Dec 2023). However, in India, balance sheets are typically prepared on a financial year basis, starting from April 1 st and ending on March 31 st . In order to present the financial data for each calendar year, as desired in the RFP, Clarification may be provided if a certificate from a Chartered Accountant verifying the accuracy of the audited data for calendar years is acceptable.	Audited balance sheets for last three FYs (1st April 2021-31st Mar 2022 1 st April 2022-31 st Mar 2023 1 st April 2023-31st Mar 2024) may be provided.
5	The Service Provider is required to accept applications for the following services: (a) Visa (b) Any other service prescribed by the Mission. Clarification on what other services can be prescribed in due course of time.	Only Visa related services
6	Postal applications	Not Applicable
7	Clarification regarding whether the declaration of L1 will be made on the same day when the financial bids are opened in the meeting of the bidding companies along with members of the outsourcing committee after the price quoted by the bidders for the 'service fee' as per Annexure-J is disclosed to all the bidders.	To be decided by the Outsourcing Committee

8	<p>Clarification on the terms 'Prime Location' and 'Proximity' as used in scoring criteria/ remarks in the TECHNICAL BID EVALUATION PROFORMA.</p> <p>Prime Location: Please elaborate what will be deemed as constituting a 'Prime Location' for the purposes of this tender:</p> <p>Proximity: Since the Proximity may be assessed based on the following criteria:</p> <table border="0"> <tr> <td>High</td> <td>Proximity</td> <td>km</td> </tr> <tr> <td>Medium</td> <td>Proximity</td> <td>km</td> </tr> <tr> <td>Low</td> <td>Proximity</td> <td>km</td> </tr> </table> <p>Please confirm, if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.</p>	High	Proximity	km	Medium	Proximity	km	Low	Proximity	km	<p>Prime Location: A location which is at prominent location and is one of the best in terms of ease and has convenient access through public transport.</p> <p>Proximity: A location which is prominent as well as close to the Embassy or the Consulate.</p>
High	Proximity	km									
Medium	Proximity	km									
Low	Proximity	km									
9	<p>Clarification on the definition and scope of "Exclusive Parking" as outlined in the tender.</p> <ul style="list-style-type: none"> Definition of Exclusive Parking: Number of Exclusive Parking Slots: <p>a) A confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested.</p> <p>b) The number of parking slots to be categorized as exclusive parking is also requested.</p> <p>Mission was also asked to clarify, what is the maximum number of parking slots to be considered as adequate slots in IVAC.</p>	<p>Exclusive parking means parking slots which have been exclusively allocated to the Service Provider and could be reserved just for the Visa applicants. This information should be visible to the Visa applicant at the time of booking appointment with the company and if parking slot is available then the applicant can pre-book that slot.</p> <p>As far as adequate number of parking slot, there is no such fixed number.</p> <p>The bidding companies are expected to submit the detailed information regarding the parking facilities available mentioning following details as per RFP:</p> <ol style="list-style-type: none"> Exclusive Parking with adequate slots in IVAC Adequate parking slots in or near IVAC 									
10	<p>The current clause, which awards 08 marks in the technical bid evaluation to the bidders having Past Performance with Mission, provides</p>	<p>Technical Bid Evaluation will be as per the RFP.</p>									

	<p>an unequal level of playing field and unreasonably imposes limitations for the bidders who are going to participate on the basis of e-Governance criteria and inadvertently favours companies with prior experience in Missions/Post.</p> <p>Participation from qualified bidders, it is suggested to award similar marks in evaluation criterion experience in Mission as well as e-Governance work experience.</p> <p>The proposed amendment will give equal opportunity of participation to a diverse pool of qualified bidders ensuring the selection of the most suitable vendor for the successful implementation of the deliverables in the RFP.</p>	
11	Clarification on transition period and modalities for handling applications during the transition period are clarified.	Usually it takes 1 week time for the transition and this would be done under supervision of Mission's Outsourcing Committee in consultation with two service providers.
12	As is, this is a 3 year fixed term Agreement, unlikely the earlier RFPs that provided flexibility for extension in case the need arise or the circumstances demand. The present formulation does not allow the possibility of extension. It is therefore, proposed that it may be modified to incorporate flexibility and allow discretion to the Mission for the extension of the Agreement after the completion of 3-year term.	Agreement would be signed as the terms and conditions of RFP. No changes are permitted.
13	Query regarding external audit agency which will be acceptable to the Mission for the purpose of establishing financial soundness.	Certificate from a recognized external audit agency confirming financial soundness of the company will be accepted.
14	<p>Mission was asked whether service providers need to have employees stationed at the Mission and the Post permanently for processing the applications of special cases [Chapter VII, Point 1A xi (c)], as decided by the Mission/Post or will this counter be operated only when requested by the mission?</p> <p>Additionally, it was also requested to specify</p>	<p>Service providers are not required to station the employees permanently at the Mission. This will be required in special circumstances as and when requested by the Mission.</p> <p>The number of staff in this situation is not fixed and depends on the number of applicant expected on a particular</p>

	“adequate number of staff” for processing the applications of special cases.	day. Adequate number of staff means the number of employees which could handle the applicants without long waiting time.
15	Mission was requested clarification regarding the turnaround time of 30 minutes for submitting the application and time allotted for form filing, photocopy, photograph services.	A maximum turnaround time of 30 minutes is permitted from token generation to acceptance of application and payment at the counter of IVAC. Machine-generated tickets should be given to applicants, indicating the date and time of entry at the IVAC and also the time of completion of the submission process, so that the total turnaround time can be reliably documented.
16	Mission was requested to clarify if the courier service is mandatory or optional?	Please refer Chapter VII, Application Facilitating Services at IVAC at page 41-42. The service provider shall provide application facilitating services viz photocopying, photographs, form filling and courier services at no additional cost. However, in case any applicant want to collect his Passport/ documents in person at IVAC, he/she may be facilitated.
17	Mission was asked to confirm the number of originals and copies of the Technical Bid to be submitted.	4 copies of technical bid duly signed and stamped by the authorized signatory from the company and 1 soft copy in CD (In MS Word format) are to be submitted.
18	Mission was asked to clarify regarding the provisions for Application Facilitation Services expected from the Service provider.	The Service Provider is required to explain the provisions which will be in place at the Service Center for facilitating the applicants for Application facilitation services viz Photocopying, Photograph, Form Filling, Courier Services at no additional cost.
19	Mission was asked to clarify whether the Reference Letters provided by foreign client governments to the bidding companies will be considered in assessing market reputation.	The references from Non - GOI client list will be considered as per terms of RFP. Please refer RFP :Part III: Technical Bid Evaluation Proforma Point 9 .
20	Mission was asked to clarify regarding the computation of charges for the courier services	Please refer Chapter VII, Application Facilitating Services at IVAC at page 41-

	<p>based on distance and local circumstances and whether an average of the courier rates is to be taken or a separate disclosure is to be made qua the differential courier rates and ultimately differential service fees.If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant does not avail any or all of the 4 Application Facilitation Services.</p>	<p>42. The service provider shall provide application facilitating services viz photocopying, photographs, form filling and courier services at no additional cost.</p>
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