

TENDER No. Kuw/Cons/415/03/2025 dated 20 November, 2025

Replies to written queries and queries raised in the Pre-bid Conference

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
1.	Clause VII(A)(xii)(i)	Multilingual Call Centre:	Please confirm the minimum set of languages required for the enquiry system beyond English, Hindi, and Arabic, to ensure compliance with applicant community demographics.	English, Hindi, Malayalam, Telugu, Tamil and Arabic
2.	Chapter XI	Penalties for Turnaround Time:	Kindly clarify whether penalties will be imposed in situations caused by uncontrollable external factors such as building security checks, internet outages, or government-declared restrictions.	Penalties will not be imposed in situations caused by external factors, not under the control of SP, such as building security checks, internet outages, or government-declared restrictions.
3.	Chapter V, Mandatory Eligibility Criteria	Litigation Disclosure:	Does the litigation disclosure requirement also apply to subsidiaries or group companies not directly participating in the bid?	Kindly refer to chapter V and Annexure-D of the RFP.
4.	Clause VII(B)(vi)(f)	Retention of Incomplete Applications:	Whether incomplete applications may be returned earlier than 21 working days if applicant requests.	Yes

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
5.	CHAPTER MANDATORY ELIGIBILITY CRITERIA V:	<p>(xi) The Bidding Company must have ISO-9001-2008 (or equivalent) certification for quality management and ISO-27001-2013(or equivalent) certification for IT-related services and ISO 23026-2015 (or equivalent) for website quality certification at the time of submitting Technical and Financial Bids.</p> <p>Chapter VII – H Quality Control and Assurance</p> <p>SP shall ensure a reliable quality control system that maintains continuous monitoring and ensuring of service standards. The SP shall have ISO-9001-2008 certification for quality management; ISO-27001-2013 certification for IT-related services (to be submitted along with the tender documents) and ISO-23026-2015 for website quality certification (to be submitted within three months from the date of awarding of the Contract or before the starting of outsourcing operations whichever is earlier.</p>	Please clarify on ISO-23026-2015, when it has to be submitted as the below two clause gives different timelines?	ISO-23026-2015 (or equivalent) for website quality certification is to be submitted within 3 months from the date of award of Contract / 2 months from the date of signing of Contract.
6.	Chapter I, Point 8, Page 6	Historical application volumes provided.	Can the Embassy provide projected application volumes for the next three-year contract period?	The numbers cannot be projected and quantified.
7.	Chapter XV, Para B (Financial Bid Evaluation) (II)(c) Page 88	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 Mission also provide the scores provided to the bidder for each of the respective sections 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.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
8.	Generic	Parking facilities with capacity and type of parking i. 5 Marks – Exclusive Parking with adequate slots in ICAC ii. 4-Marks-Adequate parking slots in or near ICAC iii. Less than 4 Marks – for Inadequate slots/slots not closer to ICAC	In the event the L1 bidder is unable to proceed with the contract, may we kindly request clarification on whether the award would then be considered for the L2 bidder at their quoted price? Please be kind to provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender as also a confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested. This information is crucial for bidders to accurately assess project requirements and submit competitive bids.	Such cases shall be dealt with in accordance with the procurement rules and guidelines of the Government of India. Exclusive parking means parking space exclusively reserved for applicants coming to centre for CPV services. Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
10.	Chapter XIV, Point No. 1(ii)	Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-J) and Declaration by the Bidder (Annex-E). All these annexures should be duly filled in. Four Copies of technical bid along with soft copy (Microsoft Word format) in a CD, to be enclosed.	Kindly advise how many original and copies of technical bid are required.	One copy of the Technical bid should be original and three copies should be in duplicate.
11.	Chapter X point No1(i)	The SP shall provide a Bank Guarantee in Kuwaiti Dinar (KD) for the Govt funds held by SP temporarily...	Kindly advise amount for the same.	The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
12.	Chapter Instructions of the Bidders of the RFP, Sub-paras (xi) & (xii)	Explicitly allows Bidding Companies to submit Bid Security and Performance Security in the form of Insurance Surety Bonds (ISBs).	Kindly elaborate the term Performance Security; Whether it implies the three BGs to be submitted by the prospective SPs towards security of the contract mentioned in Chapter XL BGs, sub- paras (i), (ii) and (iii)	<p>The following four Bank Guarantees are required under the RFP:</p> <p>(1) Earnest Money Deposit (EMD)/ Bid Security (to be provided by all bidding companies)</p> <p>(2) Bank Guarantee for the Government funds held (to be provided by the SP)</p> <p>(3) Performance Bank Guarantee (PBG)/ Performance Security (to be provided by the SP)</p> <p>(4) Bank Guarantee for the Premature Termination of the Contract (to be provided by the SP)</p> <p><i>The Bidder/Service Provider shall have the option to submit the aforesaid four Bank Guarantees in the form of Insurance Surety Bonds (ISBs).</i></p>
13.	Chapter X: BGs, Para 1, Sub-Paras (i), (ii), and (iii)	<p>It has been stipulated that the following three BGs are to be submitted by the prospective SPs towards security:</p> <p>(i) Govt. Funds: Guaranteeing the remittance of collected fees is a core performance obligation of the contract,</p> <p>(ii) Performance BG: Explicitly covers general service delivery, and</p> <p>(iii) Premature Termination: Ensuring</p>	<p>We request</p> <p>(i) the categorization of the three BGs as "Performance Security" guaranties and</p> <p>(ii) to ensure these instruments are underwritten correctly by insurers under the "Surety" framework, RFP and the Draft Contract (Annexure-L) may be amended to state that these three BGs (Govt. Funds, Performance, and</p>	<p>The Bidder/Service Provider shall have the option to submit the four Bank Guarantees prescribed in the RFP in the form of Insurance Surety Bonds (ISBs).</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
		<p>the contract runs its full term is a performance obligation.</p> <p>We submit that all three specific guarantees required in the RFP are fundamentally guarantees of performance since under the principles of Surety Insurance (Section 126 of the Indian Contract Act, 1872), a Surety Bond is a contract to perform the promise or discharge the liability of a third person in case of default.</p>	<p>Premature Termination) are recognized as components of the overall Performance Security, and thus covered by Insurance Surety Bonds.</p>	
14.	Chapter X: BGs	<p>Request to Accept Insurance Surety Bonds in Indian Rupees (INR). It is stipulated that the three BGs namely (i) For Govt. Funds, (ii) Performance Bank Guarantee, and (iii) For Premature Termination must be provided in KD.</p> <p>Constraint via IRDAI Guidelines: As per the latest IRDAI guidelines governing Surety Insurance contracts in India, specifically Clause (c), which states: "Surety Insurance contracts shall not be issued where the underlying assets / commitment are/is outside India. Further, the payment for risk covered under the Surety Insurance contracts shall also be made in Indian rupees."</p>	<p>Since Indian insurers are statutorily restricted from issuing Surety Bonds in foreign currency (KD) or for commitments purely domiciled outside the jurisdiction of Indian currency regulations, we request to:</p> <p>(i) to accept Insurance Surety Bonds in Indian Rupees (INR) equivalent to the required KD value (calculated at the prevailing exchange rate), and</p> <p>(ii) allow the submission of INR-denominated Surety Bonds in MEA, New Delhi if acceptance in EI, Kuwait might be procedurally difficult.</p>	<p>All Bank Guarantees shall be submitted in accordance with the requirements of the RFP.</p> <p>The Bank Guarantee/ISB shall be furnished in KD only.</p>
15.	Annexure L: Draft Contract Agreement	<p>We noticed the words regarding submission of Insurance Surety Bonds are missing in the Draft Agreement (Annexure-L).</p>	<p>Could you please advise?</p>	<p>It is confirmed that Bidding Company can submit all four BGs in the form of Insurance Surety Bonds (ISBs) also.</p>
16.	Annexure L: Draft Contract	<p>Request for Surety Bond Formats</p>	<p>Since the legal verbiage of a Surety Bond differs slightly from a BG, it is</p>	<p>There is no specific format prescribed for submitting the</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
	Agreement.	The RFP/Draft Agreement provides specific formats for BGs as per Annexure G of the RFP and Bid Security as per Annexure H of the RFP.	requested to share an approved format for submission of ISBs.	Insurance Surety Bond (ISB) towards the EMD or the Performance Bank Guarantee (PBG). However, the ISB must conform to the standard format issued by insurance companies recognised by the Insurance Regulatory Development Authority of India (IRDAI), in accordance with the IRDAI(Surety Insurance Contracts) Guidelines, 2022.
17.	Chapter XIV point No1(iv)	The proposal must contain the information required by the RFP, in original, signed.	Could the Bid docs be signed by DSC or physical signatures are required.	Physical signature is required.
18.	Chapter VII: Scope of Work and Deliverables Re-quired Clause Appointment System (b) x	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	The Tender specifies the turnaround time of 30 minutes; as per our understanding, the turn around time will be only for submitting the application and a separate time would be allotted for mandatory applicant facilitation services e.g. form filing, photocopy, photograph services, etc. We request the Mission/Ministry to re-consider this aspect as the mandatory services of Form Filing, Photocopy, Photograph, Courier for which applicants will take a minimum of additional 6 minutes per applicant over and above the time taken to process the application and waiting time. This will in turn increase the overall TAT.	Turnaround time of 30 minutes for any applicant will be from the time of token generation to acceptance of application and payment at the counter of ICAC. It includes time taken for providing AFS also.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
19.	Annexure: K-Financial Bid	Note: i) Service Fee quoted above is the 'Service Fee per application' payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP 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.	As the Service Fee has multiple components, please be kind to 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.	A singular all-inclusive Service Fee has to be quoted as per Annexure K of the RFP, regardless of applicant availing any or all of the application facilitation services. SP shall not charge any additional fee for the various services/ deliverables in the RFP.
20.	CHAPTER I: Request Proposal (RFP) Clause 1	The award of the Contract will be as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please be kind to tell us how tendering authority would ensure that the price quoted by any bidder is viable?	The selection of the Service Provider shall be based on meeting the minimum technical qualification criteria specified in the RFP and on the L1 (lowest financial bid) criteria
21.	Chapter V, Clause 1 (x)	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.	As the operations of the bidding company would only stand initiated post the award of the tender, would a bidder whose bid is unable meet viability standards based on local labour laws read with labour requirements as per the RFP, could stand to be declared as non-responsive. Further, what would be the procedure for such determination?	The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of the RFP. The bidder who has quoted the lowest 'Service Fee' will be ranked as L1 and the contract will be awarded to the L1.
22.	Chapter VII: Scope of Work and Deliverables Required	The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Posts, in	Please advise what constitutes a new ICAC in terms of the RFP?	SP is required to set up an entirely new ICAC having new civil infrastructure (including Chairs, tables and furnishings) and IT infrastructure (including desktops,

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
	Clause 1, Para A, Sub-para (xi) Indian Consular Application Centre (ICAC):Point a.	well-connected complexes with ample parking facilities for applicants. commercial parking		workstations, POS, token machines etc) and other necessary equipment's/ facilities/ utilities. The marks for the proposed ICAC will be assigned based on the relative quality of location submitted by bidders, as per the technical evaluation Proforma-Part III of the Annexure-J.
23.	Chapter VII Para P. Facilities at the ICAC (vii) Submission Hours	ICACs should remain open for seven days a week from Saturday to Friday. Acceptance of application at the counters of ICAC should be at least 39/48 hours per week and Back Office working time should be least 48 hours per week.	We request clarification regarding working hours for each of the following: (i) submission counters, (ii) Back Office, and (iii) ICAC working hours, as the ICAC should remain open for seven days a week from Saturday to Friday.	Acceptance of application at the counters of ICAC should be minimum 39/48 hours per week and Back Office working time should be minimum 48 hours per week. (Working hours/submission hours can be modified by Mission).
	Para Q. Opening of ICACs during Weekends/holidays	As per above requirement, ICACs should remain open for seven days a week from Saturday to Friday.	Since there is no weekend/holidays for ICACs, please clarify what it does implies opening of ICACs during Weekends/holidays.	The ICACs shall be open for seven days a week from Saturday to Friday excluding holidays designated by Mission.
24.	CHAPTER-I: REQUEST FOR PROPOSAL(RFP) Point:8	The Mission handled approximately 4,87,320 no. of services/transactions during the three years from Jan 2022 to Dec 2024 (equivalent to 649 transactions/ services per working day, assuming 250 working days in a year).	We request clarification regarding the following: (i) whether the number of services/ transactions per working day would be lesser since it has been proposed that the ICAC will be open for seven days a week from Saturday to Friday whereas in the RFP volume/number of services/transactions have been mentioned assuming 250 working days in a year. Please clarify,	(i) Yes

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
25.	Chapter VII Para N. Digitization and Indexation of applications Sub-para (ix) Backlog of digitization of records	(ix) There is backlog of digitization of records of about 50,000 (Fifty thousand) passport applications at the Mission. Each application contains approximately 8 pages. The SP shall digitize these passport applications and provide it to the Mission. The SP should include this digitization component of work in its offer at no extra payment.	(ii) We also request the Mission to provide the annual volume/specific CPV services (e.g., visa, passport, consular, OCI, SC, PCC, GEP, attestation, misc. services, etc.) for the three years (Jan 2022 to Dec 2024) centre-wise to determine estimated revenue expenses, and (iii) Kindly also share details of applications received in person and received by post/ courier at each of the Centres, please. We request the following: (i) Since it will require extra manpower, please provide an estimated duration to digitize the applications (50,000 pages (50,000 applications x 8 pages); and (ii) We also require confirmation on whether this digitization work will be a one-time task for the existing backlog only OR whether similar future tasks are anticipated under 'no extra payment' clause'.	(ii) No break-up is available for CPV Services. Centre-wise no. of Service handled from Jan 2022 to Dec 2024 is as per attached Annexure-1. (iii) Presently all the applications are being received in person only.
26.	Chapter VII Para N. Digitization and Indexation of applications	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.	The digitization of about 50,000 (Fifty thousand) passport applications is required to be completed on priority basis. The digitization of existing backlog records is one time task. Average 8-10 pages per application.
27.	Annexure: K, Financial Bid	Note: Proforma of Service Fee is to be filled correctly, without any omission.	If there is just one consolidated Service Fee to be quoted by the bidder. Please advise what specific	A singular all-inclusive Service Fee has to be quoted as per Annexure K

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
28.	PartIII: Technical Bid Evaluation Proforma Point 9	Any vague details/no response may lead to rejection of the bid. Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	details are considered under vague here. And what are mandatorily required to be shared. Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation.	of the RPF. Service Fee (in KD) must be filled correctly both in figures and in words, without any discrepancy. Yes. It will be accepted.
29.	Chapter V: Mandatory Eligibility Criteria (ii) & (iii)	(ii) The Bidding Company must have a minimum net worth equivalent to US Dollar 05 million. The Bidding Company must submit audited balance sheets and income statements for the last three years as of December 2024 to demonstrate its net worth. (iii) The average annual turnover of the Bidding Company during the three-year period (Jan 2021-Dec 2024) must be at least US\$ 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization.	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.	US\$ 1 = Rs. 74.85 (2020) US\$ 1 = Rs. 73.25 (2021) US\$ 1 = Rs. 76.83 (2022) US\$ 1 = Rs. 83.40 (2023) US\$ 1 = Rs. 83.60 (2024)
30.	Chapter VII: Scope of Work and Deliverables Required	S. Consular Camps: The SP may be required by the Mission/Post to organize Consular Camps at any location within the consular jurisdiction of the Mission/Post at no additional cost to the Government of India/Mission/Post or applicants. SP will be required to provide services, including scrutiny of applications for Consular/ Passport/ Visa/ OCI/PCC/	We request to kindly provide us how many consular camps will be conducted during a calendar year. Since the organisation of consular camps is a requirement in addition to regular ICAC centers, the following information is kindly requested: 1. Manpower & Resource Requirements:	The organisation of consular camps will be done in close coordination with the Indian community organisations and other partners of the Mission. The SP is required to deploy manpower and equipment and also arrange for their transportation to the location of the consular camp. The basic infrastructure (space, power etc) will

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
		<p>Surrender Certificate / GEP Verification/Attestation/Misc. services etc. as also the acceptance of fees. The same Service Fee should be levied on applicants. No additional service charge will be paid to the SP. These camps are to be organized in cities other than the location of the Centres.</p>	<p>a) Number of personnel required for consular camp operations. b) Number of applications anticipated to be processed at each camp. c) Number of camps to be conducted per year.</p> <p>2. Camp Organization &Logistics: (a) Kindly provide logistics for proposed organization and conducting of consular camps. (b) Kindly specify the typical duration of each consular camp.</p> <p>3. Infrastructure & Space Requirements: Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	<p>be coordinated by the Mission. The duration of the camps, logistics etc will vary from camp to camp.</p>
31.	<p>PartIII:TECHNICAL BID EVALUATION PROFORMA D) Scoring Criteria /Remarks Sr.No.1(a)</p>	<p>Location of the ICACs: Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company. The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission 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.</p>	<p>We kindly seek clarification on the terms 'Prime Location' and 'Proximity' for the purposes of this tender, as used in scoring criteria/remarks in the TECHNICAL BID EVALUATION PRO-FORMA. Please confirm if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.</p>	<p>Prime location will be assessed in terms of the locations with easy and convenient access through public transport and other civic amenities. Proximity to the Mission is not a benchmark for determining prime location.</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
32.	Annexure D, Para III, Point 8	The bidding company should confirm its capacity to deal with higher volumes of consular applications as per the requirement of the Mission and Post.	For provision of expenses towards the cost for future increase in count, could the Mission provide guidelines on the projected application volume for the next three-year contractual period?	The numbers cannot be projected and quantified.
33.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point:2	Full services at the Indian Consular Application Centers (ICACs) shall commence within one month of the signing of the Agreement or earlier as may be specified by the Mission & Post.	The Clause stating that full services at the Indian Consular Application Centres (ICACs) shall commence within one month of the signing the Agreement seems ambitious. A minimum of 45 days is requested for a proper uninterrupted setup of an ICAC. Request a review of the timelines for the Centres '.	Roll out of services by new SP will be as per the RFP.
	CHAPTER-III: REQUEST FOR PROPOSAL(RFP) Point (xiv) (n)	Bidders are required to make a Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Mission/Post.	Since many Indian Missions across the globe are floating tenders simultaneously for outsourcing of CPV Services with closer timeline for tender submission and subsequent presentation schedule, we request that upcoming presentation may be scheduled keeping in view this aspect. SP may be offered a virtual presentation option.	The Technical Bids presentation will be held in-person only.
34.	Chapter VII: Point No. (xii) Enquiry and Grievance Redressal Mechanism sub-para (a)	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.	The numbers vary and cannot be quantified.
35.	Annexure: K	Note: Service Fee (in KD) must be	Since Service fee quoted in the	A singular all-inclusive Service Fee

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
	Financial Bid Preface/ Introductory Note in the beginning	filled correctly both in figures and in words, without any discrepancy. Any vague details/no response may lead to rejection of the bid.	proforma will be same for all types of CPV services as per the deliverables in the RFP, please advise what specific details are considered vague here. And what are mandatorily required to be shared.	has to be quoted as per Annexure K of the RFP. Service Fee (in KD) must be filled correctly both in figures and in words, without any discrepancy.
36.	Chapter II	Bidding Schedule & Process	Request clarification whether any extension is being considered for bid submission timelines due to the short interval between the release of RFP and required submissions.	The bidding schedule is clearly defined in RFP.
37.	Clause I.2	ICAC Rollout Timeline	Whether phased rollout of ICACs is permitted or if all centres must be operational simultaneously within one month	RFP conditions must be complied with.
38.	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3	(iv) The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	Here external means the recognized audit agency in the country where the company is registered.
39.	Chapter 5	(x) 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.	If a company does not have operational experience within the local country, what documentation or certification should be submitted to the Mission to demonstrate compliance with labour regulations and the applicable tax regime?	The documentation/ certification requirements are clearly defined in the RFP.
40.	Chapter VII:	Scope of Work and Deliverables Required (xi) Indian Consular Application Center (ICAC): b) Minimum staff strength	Minimum backend staff strength is mentioned as 3 staff, kindly clarify the requirement centre wise.	Provision in the RFP stands as such.
41.	Scope of Work And Deliverables	Despatch the document(s)/ passport/ PCC to applicants via courier in a	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the SP,

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
	Required Clause G of documents to the applicants (c)	secured manner on the same day (or the next working day in case of delayed receipt).		with the option for applicant to collect passport/document from ICACs
42.	Part III: Technical Bid Evaluation Proforma Point 1(b)	Parking facilities with capacity and type of parking.	Please be kind to clarify, what is the minimum number of parking slots to be considered in comparison with the daily centre-wise application count as adequate slots in ICAC.	Exclusive parking means parking space exclusively reserved for applicants coming to centre for CPV services. Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
43.	Part III: Technical Bid Evaluation Proforma Point 4 (a)	Provision of Application Facilitating Services at ICACs <input type="checkbox"/> Photocopying <input type="checkbox"/> Photograph <input type="checkbox"/> Form Filling <input type="checkbox"/> Courier Services Refer to Chapter VII, para (3) of the RFP (7 marks)	Please clarify the expected explanation or solution regarding the provision of Application Facilitation Services. This will enable us to include the necessary details in our Technical Bid accordingly.	The bidder shall, in its Technical Bid, provide a detailed solution for delivering all four Application Facilitating Services (AFS)—namely, photograph, photocopy, form filling, and related services—as specified in Chapter VII, Para (3) of the RFP. Marks for Technical Bid evaluation will be awarded based on the solution and explanation furnished by the bidder, in accordance with Annexure J (Part-III) of the RFP.
44.	Part III: TECHNICAL BID EVALUATION PROFORMA	8. Record of Past Performance with Mission	If a company has had no prior engagement with the Mission, how will the marks allocation be done for the companies that are willing to participate	Marks shall be awarded in accordance with the Technical Evaluation Criteria specified in Part-III, Annexure J of the RFP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
45.	Annexure-K	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP 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.</p>	<p>in the bidding process. Could you please advise what alternative evidence or criteria could be accepted in lieu of past engagement with the Mission, so that new bidders may still be eligible to earn points?</p> <p>a. Please clarify how the charges for courier services should be calculated, considering that the rates vary depending on distance and local conditions.</p> <p>b. Please clarify whether an average courier rate should be applied, or if separate disclosures are required for the varying courier rates and the corresponding differences in service fees.</p>	<p>Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive service fee.</p> <p>The bidder has to provide information regarding Courier dispatch process, the courier company to be hired etc. in its Technical bid.</p> <p>Marks under Technical bid evaluation will be awarded, based on the information provided by the bidder, as per part III, Annexure-J of the RFP.</p>
46.	Annexure-K	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider Bidder shall quote the Service Fee as per deliverables of the RFP 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.</p>	<p>If the Service Fee comprises multiple components, including digitization and indexation of documents, enrolment of fingerprint biometrics, facial biometric capture, and the four Application Facilitating Services—photocopying, photography, form filling, and courier services—please clarify how the Service Fee should be quoted in situations where an applicant does not avail one or more of these Application Facilitating Services.</p>	<p>A singular all-inclusive service fee per application, as quoted in Annexure K, shall be collected from applicants, regardless of applicants avails any or all of the application facilitation services.</p>
47.	Value-Added Services		<p>As the service fee covers only four facilitation services, we respectfully seek the Mission’s approval to offer the</p>	<p>SP shall not indulge in the sale or promotion of any value-added services.</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
			following value-added service for the convenience of applicants: <i>Indian CPV Services @ Your Doorstep</i>	
48.	EMD / Bank Guarantee – e-BG Details		With reference to <i>Chapter 3 (xii)</i> regarding the e-BG submission, we request the Mission to kindly share the relevant bank account details and SWIFT information required for remitting the Earnest Money Deposit (EMD) / Bank Guarantee.	Details of the bank account will be shared through email with companies who have shared their organizational profile with Embassy.
49.	Location-Wise Application Volume		We request a detailed month-wise breakdown of application volumes for each service category — <i>Passport, Visa, OCI, and Miscellaneous Consular Services</i> — at each location mentioned in the RFP for the past three years	The information is not available.
50.	Chapter VII, B (x) (b) – Turnaround Time Clarification		Given that <i>passport form-filling</i> is a detailed and time-consuming process (and is offered free of cost at the Indian Consular Application Centre), a large proportion of applicants are likely to avail this assistance. We therefore request the Mission to exclude the form-filling time from the mandated 30-minute turnaround, in line with the clarification previously issued by the <i>Embassy of India, Riyadh</i> for a similar RFP concerning CPV services.	Turnaround time of 30 minutes for any applicant will be from the time of token generation to acceptance of application and payment at the counter of ICAC. It includes time taken for providing AFS also.
51.	Point # c	The SP shall operate on regular basis exclusive submission counter at the mission with adequate staff member for processing applications of special cases decided by the mission	1. Could you please clarify what constitutes "special cases" and why these applicants cannot submit their applications at the ICAC?	Staff for one submission Counter at Mission for all working days is in addition to the minimum staff requirement as spelt out in Chapter VII 1A. (xi) (a) of RFP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
52.	Point no v and vi	Application received in person /through a representative	<p>2. What additional responsibilities or expectations apply to the staff assigned to these special-case counters?</p> <p>1. Could you please clarify who qualifies as a "representative" for submitting applications in person or on behalf of an applicant?</p> <p>2. What additional documents need to be collected in such cases, and are representatives allowed to submit bulk applications?</p> <p>3. If applications are submitted through a representative, is the applicant's physical presence waived for all CPV services or only for specific categories?</p>	<p>Separately, minimum of three backend staff is required to process handing/taking over of applications on all working days, as per Chapter VII 1A. (xi) (b).</p> <p>A representative refers to any individual who is duly authorised by the applicant to submit an application on his or her behalf.</p> <p>However, travel agents or any professional agents shall not be treated as representatives for this purpose.</p>
53.	Pont xi location	Kuwait City 6000 sq feet – SP shall provide one dedicated counter for special needs, two dedicated counters for females, counter staffs at least 3 females and security one male and female staffs -	<p>1. Since the Kuwait City center has a larger operational requirement, is it permissible for the SP to split the office into two units within the same premises or the same building, provided operational efficiency is maintained?</p> <p>2. In the event that a single 6,000 sq. ft. space is not available, can the SP occupy two separate floors within the same building, as long as the combined area remains 6,000 sq. ft.?</p> <p>3. What is the specific purpose of a</p>	<p>Location and Space requirements are to be provided as mentioned in RFP only. The proposed ICAC can be split into multiple floors as long as they are contiguous office spaces with direct internal access between them. Floors where applicant has to travel through an external lift/ elevator are not admissible.</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
54.	Point ix	Whenever the Mission/Post requires any applicant to come for an interview, the SP should coordinate with the applicant for the same	<p>dedicated counter for female applicants, considering that all applicants will be visiting strictly through the appointment system?</p> <p>1. Will the Mission formally notify the SP in writing when an applicant is required for an interview?</p> <p>2. Is there a specific day or time designated for such interviews to aid in SP resource planning?</p>	Yes. Mission will notify OSP wherever applicant is required at Embassy.
55.	Point F	The SP shall provide Walk-in facility for specific category of applicants, prescribed by the Mission/Post at no additional cost to applicants.	<p>1. Could you please clarify which specific categories of applicants are eligible for the walk-in facility?</p> <p>2. Is there a defined limit on the number of walk-ins allowed, or can they be accepted based on center capacity?</p> <p>3. Since appointment slots may be full and walk-in waiting times could vary, will the Mission/Post provide any exemptions or flexibility for managing such cases?</p> <p>4. Additionally, since the Mission/Post already accepts applications at its premises under special cases, can certain walk-in applicants be redirected there if they qualify as special or emergency cases as they are coming as walk in and not as appointment?</p>	TATKAL applications and Emergency cases as approved by the Mission to be accepted as Walk-in.
56.	Point iv	The SP after the initial processing of the application at their end shall send the original applications	With the launch of GPSP 2.0, where all applications, data entry, and document uploads are done online, is the SP still	The SP will require to send Physical applications to the Mission.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
57.	<p>Point 3: Application Facilitating Services at ICACs</p>	<p>Point II: SP shall be responsible for providing the above 'Application Facilitating Services' viz. photocopying, photographs, Form filling, and Courier services, to applicants at no additional charge/cost to be borne by applicants.</p>	<p>required to send the physical application to the Mission, or can the original documents be returned to the applicant after verification and digital upload?</p> <ol style="list-style-type: none"> 1. Kindly clarify whether printing services (black & white or colour) are also included under the no-cost Application Facilitating Services? 2. Since GPSP 2.0 allows digital uploading of photographs and documents directly to the portal, what is the rationale for still requiring physical photographs and physical application forms from applicants when all documents can be uploaded either by the applicant or at the AFS counter? 3. What is the purpose of sending physical applications to the Mission when all information is already stored in the GPSP 2.0 system? 	<p>The SP will require sending Physical applications to the Mission.</p> <p>Kindly note that printing services (black & white or colour) are also included under the no-cost Application Facilitating Services.</p> <p>Physical applications alongwith original passport is required at the Mission to verify details as well as process the application and complete all the required procedures.</p>
58.	<p>CHAPTER VIII: SERVICE STANDARDS</p>	<p>Point 1a: The SP shall also ensure adequate measures to eliminate no-shows and prevent bulk/fake booking of appointments in the system.</p>	<ol style="list-style-type: none"> 1. Since the RFP permits submission of applications through representatives, should these submissions also be routed strictly through the appointment system? 2. How will the Mission/Post support the SP in managing bulk appointment requests submitted by companies handling large volumes of blue-collar workers, to ensure compliance while 	<p>Yes. SP should ensure submission of all applications through appointments only except those walk-in categories and approved by the Mission.</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
59.	Point 8	The Mission handled approximately 4,87,320 no. of services / transactions during the three years from Jan-2022 to Dec- 2024. (Equivalent to 649 transactions / services per working day, assuming 250 working days in a year)	preventing no-shows and fake bookings? In addition to the total transaction volume, could you please provide an approximate percentage share of value-added services such as courier services, form-filling, photocopying, and photograph services during the same period?	The information is not available.
60.	Point No xiii	Turnaround time to 30 minutes for all applicants from token generation to acceptance of application and payment at the counter of ICAC.	<ol style="list-style-type: none"> 1.The RFP mandates a 30-minute turnaround time from token generation to application acceptance at ICAC counters. Please confirm whether this 30-minute SLA will also apply to AFS counters. 2. In circumstances where the Mission instructs the SP to accept walk-in applicants, how will the Mission support compliance with the 30-minute SLA, especially considering that wait-time delays attract penalty charges? 3. What will be the criteria for allowing walk-ins, and who will determine or record the wait time for walk-in applicants when assessing SLA compliance? 	Turnaround time of 30 minutes for any applicant will be from the time of token generation to acceptance of application and payment at the counter of ICAC. It includes time taken for providing AFS also.
61.	Point vii	Submission hours and working days would be 7 days from Saturday to Friday	1. The RFP requires the center to operate 7 days a week (Saturday to Friday) with full submission hours while also enforcing a penalty clause for not maintaining minimum staffing.	The Operating hours/submission hours are for the ICAC. SP is expected to prepare a staffing plan based on these operating/ submission hours, while fully

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
			<p>2. How is the Mission expecting the SP to comply with this requirement given that local labor laws mandate one weekly off and a maximum of 48 working hours per employee?</p> <p>3. Will the Mission provide any flexibility or exemptions to the SP regarding staffing levels on certain days to ensure compliance with local labor regulations?</p> <p>4. How will the Mission evaluate and apply penalties related to staffing shortages in situations where the SP is required to follow local labor laws?</p> <p>5. Is the SP permitted to adopt a shift-based or staggered staffing model, and will this be acceptable to the Mission for meeting the 7-day operational mandate?</p>	<p>complying with the Kuwaiti labour laws.</p>
62.	<p>Point 4 – Service Standards</p> <p>If the Mission/Post is not satisfied with the response of the SP, the Mission/Post shall have the right to impose penalties and/or terminate the agreement by giving six months' notice</p>		<p>1. Will the Mission provide the SP with comprehensive Standard Operating Guidelines (SOPs) outlining the expectations, processes, and performance parameters on which the SP will be evaluated?</p> <p>2. As the SP will be required to operate according to new guidelines and procedures issued by the Mission, will there be a training or transition period before penalties are applied?</p> <p>3. During this initial implementation phase, will the Mission allow a grace period for the SP to align operations</p>	<p>Complete procedures/guidelines are provided in the RFP. Any changes to these procedures/ guidelines will be communicated to the SP. Mission/ Post will work with the SP closely for smooth implementation of any changes in the procedures/ guidelines introduced during the period of operations.</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
			with the new standards before exercising any penalty or termination clauses?	
63.	Clause XII point no c	"The Parties may submit the dispute to Arbitration under the Delhi International Arbitration Centre (DIAC)..."	Will the Mission agree to keep the arbitration process confidential and not disclose details under RTI?	Information admissible under RTI Act can be disclosed.
64.	Chapter XV, Clause B(II)(a)	"The Financial Bids (Annex K) of only those bidders who qualify in the technical evaluation... shall be opened..."	Is there a mechanism to verify the financial responsiveness of bids before opening, to prevent unrealistic pricing?	SP is required to submit the financial bid, keeping in mind the cost involved in delivering the services and maintaining the standards, as per RFP. 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.
65.	Chapters IV & V	"The Bidding Company must certify that the company and its subsidiaries are not involved in any unlawful or illegal activity..."	What are the security clearance criteria regarding ongoing criminal cases against top management/board members?	Criteria for security clearance shall be as decided by the Ministry of External Affairs, New Delhi.
66.	Chapter 1 point no 8	Details of CPV services provided during the period for 2022 till 2024	Can the mission share the data for CPV services provided in 2025 from Jan till date	The CPV Services provided till November 2025 is 1,67,710.
67.	Chapter XII	"The decision of the Arbitration Tribunal shall be final and binding on the Parties."	Are RFP terms open to judicial interpretation on principles of equity and natural justice outside arbitration?	Kindly refer to the relevant clause in the RFP.
68.	Chapter XII & X	(Dispute Settlement & Bank Guarantees)	If judicial intervention makes implementation unviable, can L1 withdraw without forfeiting EMD/BGs?	Refer to para-B(II) (h) of the chapter XV of the RFP. L1 cannot withdraw from the tender after the declaration of the results of the financial

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
69.	Chapter XV, Clause B(II)(e)	"The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders..."	If L1 doesn't accept LOI, will L2 be offered the contract at L1's price or L2's price?	bids/award of contract. Such cases shall be dealt with in accordance with the procurement rules and guidelines of the Government of India.
70.	Chapter XV	(Financial Bid Evaluation Process)	Is there any provision to declare a bid financially unresponsive for predatory pricing? Are there pricing guidelines?	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."
71.	Chapter III (xix)	The signing of the Agreement between the Mission and SP - within thirtyworking days of the issue of the Letter of Intent	After accepting a Letter of Intent (LOI), what is the scope of negotiation before signing the final agreement, and does acceptance of an LOI foreclose all negotiation rights?	Draft agreement to be signed between the SP and the Mission/Post is provided in Annexure-L of the RFP.
72.	Chapter XI, Clause (i)	"...if two warnings given to the SP remain unheeded..."	What is the formal warning process and what action is required for a warning to be "heeded"?	Warning will be in the form of a Show-cause notice issued by the Mission/ Post. In case of no-action by the SP or the explanation submitted by the SP is not satisfactory, then the penalty will be imposed and the same will be communicated to the SP.
73.	Chapter VII, Section 3, Clause IV	"SP shall not indulge in the sale or promotion of any value-added services, including premium lounge Services..."	Is the SP permitted to propose additional Value-Added Services at a later stage?	No. SP shall not indulge in the sale or promotion of any value-added services, including premium lounge Services.
74.	Chapter XVI, Timeline	"Manpower training & handshake with the previous service provider."	Will the Mission facilitate a structured handover with the incumbent service provider? What if there are pending digitization, undelivered passports and pending cases which were not addressed with the incumbent SP. How would the	The new SP will be responsible only for the applications handled from the date of commencement of its operations. There would be no transfer of

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
			mission help in resolving the concern.	applications between the incumbent and the new SP. The incumbent SP will complete the services for all the applications received by it.
75.	Chapter III	DETERMINATION OF SERVICE FEE	Please clarify whether any annual escalation in rentals/utilities is allowed within the Service Fee	During the tenure of the contract, there shall be NO revision in the Service fee. Hence, the rates should be quoted with this provision in mind.
76.	CHAPTER VII	SCOPE OF WORK AND DELIVERABLES REQUIRED	<ol style="list-style-type: none"> 1. Can the Mission provide minimum expected shortfall per ICAC to calibrate staffing? 2. Please confirm if the minimum area mentioned per location is usable area or gross leasable area 3. Kindly clarify whether biometrics stations are part of the minimum counters or additional 	<p>Staffing requirement is already mentioned in the RFP.</p> <p>The minimum area mentioned in RFP is the usable area dedicated for ICAC.</p> <p>An adequate area should be earmarked enrolment of biometric data of the applicants.</p>
77.	-	General	Will a bidder who was debarred by the MEA but has been successful in receiving a complete stay on the debarment order from the Hon'ble Court which is testimony to the fact that the balance of convenience heavily lies in favour of the bidder be in any way disadvantaged in the technical bid or the overall bidding process?	Bidding Companies are required to submit a detailed Technical and Financial proposal for the delivery of CPV services in accordance with this RFP. The evaluation of the bids and the award of the Contract will be as per provisions indicated in the RFP.
78.	-	General	Will the High Commission have the right to annul the RFP before the 6 months period has expired?	Refer to para xiv (k) of the Chapter-III of the RFP. The Mission/Post reserves the right to annul the bidding process, at any time, thereby rejecting all proposals, prior to the

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Response
79.	-	General	Will there be a distinction between 30 working days and 30 days and will it be adhered to while giving deadlines to sign the agreement etc?	award of the Contract/ any Agreement being signed, without assigning any reasons Unless specifically mentioned, the number of days mentioned in RFP and the draft agreement refers to 'calendar' days and not 'working' days.
80.	-	General	Will a bidder be disqualified from security angle if its top management has been accused in criminal cases and trials are ongoing? This is pertinent as some companies and bidders are still in the business of providing CPV services whose top management has cases against them? In other words, what is the criteria to assess seriousness of a criminal charge to qualify or disqualify anyone from the security angle? In furtherance, some top executives do not show themselves as part of active management on paper but are still heading the boards of listed companies who are bidding for such contracts? Will criminal cases including raids against such individuals also make their company get disqualified from the security angle?	Criteria for security clearance shall be as decided by the Ministry of External Affairs, New Delhi.
81.	-	General	Will the benchmark be the technical bid of the L1 or the RFP?	The minimum benchmarks have been prescribed in the RFP. In case the SP proposes higher benchmarks in its technical bid, it shall form part of the agreement.

Annexure -1

Centre-wise number of applications (approx) handled from January 2022 to December 2024

Year	Kuwait City	Fahaheel	Jaleeb Al Shuwaikh	Jahra
2022	64468	43041	47894	---
2023	56530	42352	48590	---
2024	69256	54267	56699	3536
Total	190254	139660	153183	3536

*above data does not include no of services provided in OCI and related Services + Renunciation of Citizenship.