

**Embassy of India
Doha, Qatar**

Reference No. EoI Doha/ Cons/OS/RFP/2016

Dated: 07 December, 2016

**ADDENDUM TO RFP REFERENCE NUMBER. EoI Doha/ Cons/OS/RFP/2016
DATED 21 NOVEMBER, 2016 FOR OUTSOURCING OF CONSULAR SERVICES,
EMBASSY OF INDIA, DOHA**

RESPONSE TO BIDDERS QUERIES

Response of Mission to the clarifications sought by Bidders is tabulated below:-

Ser	Clarification Sought	Response
1.	Whether the Bid Security Demand Draft should bear the name of 'Embassy of India, Doha'	Yes.
2.	Whether the bid security demand draft could be issued on 01 Jan 2017, with a validity of six months	Bid Security Demand Draft should be valid for a period of Six months from the Bid Opening date, i.e 08 January, 2017
3.	What should be the validity of the bank guarantees	Bank Guarantee should be valid for a period of one year after the date of expiry of the agreement, which would be initially for a period of four years.
4.	Please advise if CONSPROM will be implemented from day 1 of commencement of operations.	CONSPROM will be implemented from Day 1 of commencement of operations, subject to convenience of NIC
5.	Please advise if Biometrics will be implemented from day 1 of commencement of operations.	BIOMETRICS will be implemented from Day 1 of commencement of operations
6.	1. Please provide the list of documents to be attested. 2. What is the expected turnaround time for attestation services? 3. Is the provision of express facility allowed for attestation services?	1. Original Educational certificates attested by MEA/ Govt of India, original marriage/ birth certificates attested by MEA/Govt of India, Police Clearance Certificates issued from India, Documents attested by MoFA, Govt of Qatar, original certificates/ mark lists/ TCs issued from Indian schools in Qatar, photocopy of original documents/ certificates 2. One Day 3. No. Emergency applications will be directly handled by the Embassy.

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7.	<p>Section VIII, 11.A, Page 13, mentions about determination of weighted average of service fee.</p> <p>Section XVIII, 23.ii.g, Page 50, states that weightage value of service fee of all the qualified companies will be announced and L1 will be selected accordingly.</p> <p>Will the actual service fee be determined as a weightage value or a weighted average value? This calculation will impact our pricing exercise, so we request the Mission to please clarify on this.</p>	<p>Please refer the RFP document. All these details are available.</p>
8.	<p>We understand that the sponsor (passive partner) is not required to meet the financial and experience criteria stipulated in the RFP. However, we also understand that if CKGS decides to go with a local partner, then that partner company should meet all the financial and experience criteria as per the RFP. Please confirm if our understanding is correct?</p>	<p>Please refer the RFP document.</p>
9.	<p>The RFP states <i>The case of Power of Attorneys/Affidavits/Life certificate or any other such certificate where the applicant needs to append his/her signature in the presence of the Consular Officer, would be dealt with directly at the Embassy of India, Doha, and hence these services do not form part of this RFP.</i></p> <p>Can we know how many such applications are processed by the Embassy on yearly basis and whether the number shared for Consular services include these?</p>	<p>The estimated number of services is about 15000, however, this is only an estimate and the Embassy does not guarantee this number.</p>
10.	<p>The RFP States <i>The telephonic enquiries should be attended from 9 AM to 7 PM on all collection days</i></p> <p>Since we have the main centre working on weekdays and the other centers working on weekends do we need the Contact centre to be operational for all 7 days?</p>	<p>Yes.</p> <p>Telephonic enquiries should be attended on all 7 days of the week from 9 AM to 7 PM</p>
11.	<p>VAS rates are provided for 5 photographs. Visa application</p>	<p>Please quote for Four photographs, considering that</p>

Ser	Clarification Sought	Response
	requires two photographs, Passport application requires four photographs and other Miscellaneous services require a minimum of two photographs. Can we propose rates for less than 5 photos?	this is a standard practice. Corrigendum to the VAS table in RFP is being issued.
12.	Courier as a service is excluded from the RFP. Can we offer this as part of VAS?	No.
13.	Mobile Biometric Charges of QAR 300 will be divided by 20 for the purpose of calculation of total of value-added services i.e., M. Does this mean that the charges defined are for 20 people?	Charges are for one applicant. Only for the purpose of evaluation of financial bids the amount quoted for this service will be divided by 20.
14.	Counter details mentioned for Salwa and Al Khor indicate only Passport services are to be offered at these locations. Please confirm the understanding.	All consular services, except for Visa, OCI and Signed in Presence attestations , are to be rendered at Salwa and Al Khor.
15.	Number of staff required is mentioned as 24 with 4 of them as Security Staff. The understanding from the document is that the number includes security staff. Please confirm	Please refer the RFP. Details are very clear.
16.	<i>The service fee per visa/passport/consular application should be quoted, as per the Financial Bid format (Annexure-C), taking into account and inclusive of any local taxes and VAT currently applicable in Qatar. Annexure C does not have a provision to indicate the VAT and local taxes amount anywhere. One has to mention all tax related details only under Part III of Annexure C under point d. (Income Tax/Corporate Tax and other taxes as applicable. Please indicate the formula and working sheet showing the amounts of tax arrived at. Tax amounts which have already been included in Section- A should not be included again.) Hence a placeholder for VAT is required to mention the amount. Requesting guidance for the same.</i>	Rates are required to be quoted on 'ALL INCLUSIVE' basis.

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17.	Do the Centres at Salwa and Al Khor have to be permanent or can they be Mobile VACs moving places weekly / monthly within the designated area?	IVACs at Salwa and Al Khor should be permanent.
18.	Details for Locations Salwa and Al Khor is missing	Salwa (Industrial Area) with adequate parking and air-conditioned waiting area for applicants. Al Khor City with adequate parking and air-conditioned waiting area for applicants.
19.	VAT, other taxes, UNCPI is missing in the RFP. Request you please provide the same.	It is the responsibility of the bidding company to make enquiries about figures. Rates are required to be quoted on 'ALL INCLUSIVE' basis.
20.	Will the mission allow Premium Lounge service for certain high profile customers? This service will be offered completely at the will of applicant?	No.
21.	1. We would like to do our own handling in Qatar on winning the bid. But as per the local regulations, it is not possible to start a 100% Indian Share holding Company. Hence it is required to get a Qatari National holding majority stake that will be referred as a sponsor. Generally such sponsors don't have any involvement in the operations and activities. Kindly advice if we can apply putting our intention as direct handling and form the company in association with the sponsor for IVACs on winning the bid.	No. Please refer to the RFP.
22.	Kindly advice on the number of applications received by post/courier during last year.	Nil
23.	Kindly advice on the percentage of applications submitted by travel agencies.	Mission does not have such figures.
24.	How many telephone calls and emails are received on a daily basis at the mission for CPV services?	Over 150 calls and about 30-40 emails are received on a daily basis. However, these are estimates, and these numbers are not guaranteed by the Mission.

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25.	Kindly clarify whether digitization of applications has to be done at the time of submission or after getting approval from the mission? Advice the number of pages to be digitized per application for Visa, Passport and Consular services.	<p>Digitization of the applications is required to be done after rendering the requisite service. Pages to be digitized for various services is as follows:-</p> <p>(a) Visa Applications - Visa applications (2 Pages) + Passport, QID Copies (2 Page) + Other supporting documents (depending on type of visa, etc)</p> <p>(b) Passport Application - Passport Applications (5 Pages) + Passport, QID Copies (3 Pages) + Supporting documents/ proofs</p> <p>(c) Consular Applications - Application form (1 Page) = Passport and QID Copy (3 Pages) + Copy of Document</p>
26.	Kindly confirm whether the digitization to be started for the applications submitted effective the commencement of the IVACs or to the application which has already been submitted to the mission?	Digitization shall be implemented from Day 1 of commencement of operations
27.	What is the number of photographs required per visa application and passport? VAS mentions photograph number as 5. Can the number of photographs be 4?	<p>Number of Photos required</p> <p>Passport - Ordinary - 02, Damage/ Lost [4] Visa - 1</p> <p>Please quote for Four photographs, considering that this is a standard practice. Corrigendum to the VAS table in RFP is being issued.</p>
28.	In the list of approved Value added services, cost for courier service is shown as NA. Kindly confirm whether courier service is allowed or not. Does it mean that the applicant has to come and collect the same from the IVAC personally?	Courier service shall not be quoted, since this Mission has not been rendering consular services by courier.
29.	Salwa (Two working days Friday & Saturday) Al Khor (Two working days Friday & Saturday)	Yes

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	<p>Since these centres will be receiving applications on holidays. Kindly intimate weather these can be submitted to the mission on next working day.</p>	
30.	<p>Average No. of applications anticipated per annum 175611 & per day 702 in Doha,</p> <p>Kindly provide month wise break up of no of applications for last 2 years at Doha</p>	Details placed at Annexure 1.
31.	<p>The Service Provider should have special arrangements to deal with emergency calls outside office hours and on holidays to coordinate with the Mission/Post in each country of operation.</p> <p>Clarification about the special arrangement to deal with emergency calls outside office hours and on holidays may be elaborated.</p>	<p>There is a requirement to attend emergency calls from the applicants even during the off-working hours/ holidays for assistance. Service provider is required to make necessary arrangements for the same.</p>
32.	<p>Kindly indicate the mandatory Counters requirements at</p> <ol style="list-style-type: none"> 1. Al Hilal, Doha 2. Salwa 3. Al Khor 	Please refer to RFP.
33.	Kindly indicate the currency for Bank Guarantee	Qatari Riyals or in USD (as per official rate of exchange, specified by the Mission)
34.	<p>Mobile Biometric Enrolment (Will be divided by 20 for the purpose of calculation of total of value-added services i.e., M). (QAR 300.00)</p> <p>The maximum amount which has given at VAS charges for Mobile Biometric QAR 300.00 but for calculation of total of value added services the amount is to be divided by 20. Accordingly actual value which will be added in the VAS will be QAR 15. Kindly confirm the same.</p>	Yes. Only for the purpose of evaluation of financial bids the amount quoted for this service will be divided by 20.
35.	Kindly indicate the mandatory staffs requirement against each category of work at following IVAC's.	<p>Al Hilal</p> <p>12 Counter/ Processing Staff</p> <p>2 Security Staff</p>

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	1. Al Hilal, Doha 2. Salwa 3. Al Khor	2 Senior Executives Salwa 4 Counter/ processing Staff 1 Security Staff 1 Senior Executive Al Khor 4 Counter / processing Staff 1 Security Staff 1 Senior Executive It may be noted that the above staff is only for providing basic services and does not include staff for VAS.
36.	Kindly clarify, the person authorized by the directors of the company is authorize to sign all the relevant documents along with the annexure C, annexure D, annexure F and annexure G of the tender or not because as per the annexure it is mentioned that the document is signed by the CEO or equivalent Authority or the company	As indicated in the respective Annexure, signatures of CEO or equivalent authority is required
37.	Viability - Difference between (f) and (e). = Zero Kindly clarify that the difference between f & e should be Zero or it can be a positive figure.	Value shall be zero as specified in the RFP

MONTH-WISE BREAKUP OF CONSULAR SERVICES RENDERED FOR
THE LAST TWO YEARS

OCT 2014- SEP 2015

SER	MONTH	CONSULAR	PASSPORT	VISA	TOTAL
1	October 2014	4675	4943	827	10445
2	November 2014	6503	5894	864	13261
3	December 2014	5952	5601	1017	12570
4	January 2015	5649	6363	1439	13451
5	February 2015	5856	6269	1008	13133
6	March 2015	6961	6827	1518	15306
7	April 2015	6052	6016	1095	13163
8	May 2015	5917	5946	888	12751
9	June 2015	6418	5408	916	12742
10	July 2015	4624	3929	1746	10029
11	August 2015	6157	4816	1329	12302
12	September 2015	5857	4094	1180	11131
Total		70621	66106	13557	150284

OCT 2015 - SEP 2016

SER	MONTH	CONSULAR	PASSPORT	VISA	TOTAL
1	October 2015	7067	4877	872	12816
2	November 2015	7805	5552	1041	14398
3	December 2015	7338	6411	1042	14791
4	January 2016	7100	7568	1564	16232
5	February 2016	6617	7517	767	14901
6	March 2016	7791	8245	941	16977
7	April 2016	6394	7318	963	14675
8	May 2016	7307	8936	1056	17299
9	June 2016	6404	6268	1586	14258
10	July 2016	5266	5728	1829	12823
11	August 2016	6651	6764	2056	15471
12	September 2016	4835	5009	1126	10970
Total		80575	80193	14843	175611