

Combined RFP Questioners & Answers for Sweden, Latvia and Norway.

SI No.	Questions	Answer
1	Please provide month/ year-wise detailed application count separately for all three countries for the last 2 years.	List attached for month wise break up for Sweden and Latvia. The required details of Norway for the last three years are provided in Annexure-I.
2	The three cities in Sweden- Gothenburg, Malmo and Umea have negligible visa application per day in the last two years as per RFP and would have reduced further recently due to ETV; we strongly recommend the mission to re-look at the centre network.	The purpose of opening more than one IVAC is to facilitate biometric enrolment which needs personal visit. Normally, the opening of more IVACs will reduce the number of applicants to the IVAC at Stockholm. If the number of applications is so small as indicated, it will not be commercially viable to have IVACs there. This was discussed during the pre-bid conference and we are open to proposals from bidders in this regard.
3	How many telephone calls and e-mails are received on a daily basis? Please confirm local language requirement for these services?	Total 50 to 70 inquiries either by phone or email. The IVAC needs to ensure that the staff is capable of responding queries in English and local languages in Sweden, Latvia and Oslo.
4	What % of applications is received in person, third party agencies and by post respectively	Presently 80-85% in person and rest by post. However, from now onward applications through post will not

	in each country?	acceptable because biometric data requirements for which personal appearance will be mandatory.
5	Please confirm, the digitization process for the new service provider will start only with the new applications accepted as per new contract. Will all application accepted prior to the new contract will be digitised by the mission and new service provider will not be obliged to cover any backlog.	The new Service Provider will be responsible for the new Contract only. The periodicity must be weekly basis. (Present service provider will ensure that the digitisation is completed by before handing over)
6	Pl confirm biometrics is to be introduced for applicants by the Embassy all applicants will be required to visit the centres in person including postal application cases.	Biometrics will be mandatory for all the applications and in this case, all the applications will be submitted in person. No postal applications will be submitted, except in cases where valid biometric data is available.
7	We would need further details to elaborate how long would the drop in applications as per RFP due to e-visas have to continue before a change in the service fee can be applied for and how long after would a decision be made? Will the mission provide us the month wise number of e-visas as applicable for comparison?	The latest information on issue of eTV is as below: Sweden: 10,976 Latvia: 1472 Norway: 8688 The above is the total number of eTVs issued from the date of introduction of eTV till October 18, 2016.
8	We assume for the purpose of the bank guarantee for premature termination, we will consider the service fee at which we bid to arrive at the calculation.	The Bank Guarantee is based on the Service Fee which the bidder is quoting.

9	Even if visa fee is transferred on the same day, it gets credited in Embassy account next day by the bank, we assume this is justified.	Any delay between transfer of money by the Service Provider and the actual credit into the Government account needs to be explained for Audit purposes. If the explanation is not accepted by Audit, relevant penalties will apply.
10	As per local country laws we will require to have an accounting and a HR person associated with operation please confirm if we need to add the cost part of the service fees?	The service charge include all costs.
11	Are the service providers required to provide the cost of mandatory SMS service separately in the annexure C?	Yes. Annexure -C should include all expenditure. This may be shown under S.No. 34 specifying the name of the item.
12	Will the service providers required to provide the website in both English and any other local languages?	Yes in both in English and the local languages. (Local language: Norwegian, Swedish and Latvian languages)
13	When the mandatory biometrics process (facial capture and fingerprints) is introduced to applicants, will the mission allow introducing mandatory appointment system in all centres for applicants?	Yes, appointment system should be there with some arrangement for priority/emergency visa. It may be clarified that the appointment system is without any additional cost to the applicant. The 'walk in 'system should not be discontinued.
14	What is daily volume of urgent visa processed by the mission? Will the service	Not much. May be 2/3 in a week.

	provider be allowed to charge separate service fee for Urgent category?	
15	In the evaluation sheet, in the special note, the qualification criteria in technical bid is 80% to be eligible for financial bid, however in the RFP document it is mentioned as 70%. Can the mission clarify, what are the qualifying criteria?	The qualifying mark is 70%. The reference to 80% may be corrected accordingly.
16	In the RFP, it is mentioned that this RFP is to select one service provider, however in Annexure C, it is mentioned about 50% of the overall demand. Does this mean that the mission is looking for more than one service provider?	The reference to 50% of the overall demand is for two service provider model only. Since in the present case, there will be only one service provider, the reference in question is not relevant.

Sl No.	Paragraph and Page Number in RFP	Question	Answer
17	<p>II. INTRODUCTION, Pg 3</p> <p>3. The Missions/Post undertook visa transactions per annum approximately based on the average of last two years transaction as per details below: (Details Given for average no. of applications anticipated per annum)</p>	<p>Please provide us total number of E-Visa Applications from Sweden/Riga/Norway since its commencement, month-wise.</p> <p>Could you please provide month-wise volume of Visa/Passport/Consular applications for the last 3 years from all the locations?</p>	<p>List attached for month wise break up for Sweden and Latvia.</p> <p>The required details of Norway for the last three years are provided in Annexure-I.</p> <p>For Sweden only visa services.</p> <p>For Norway, Visa/Passport/Consular</p>

			services.	
18	Bid security	In whose name does the Bid security of USD 50,000 need to be released? We request the Mission to clarify if it has to be issued in the name of the Embassy of India, Stockholm, or the Embassy of India, Norway.	Embassy of India, Stockholm Embassy of India, Oslo	
19	e. In the event of a significant adverse change in the circumstances that results in a verifiable drop of over 20% in the number of applications, taken together for Sweden and Norway, due to the introduction of e-Tourist Visa (eTV) or similar measures by the Government of India, the Missions will consider representations from the Service Provider for revision of the Service Fee. Pg 13	Could you please clarify on the duration of the drop in applications, post new contract start date, when it will be reviewed, for this clause to be effective?	Review may be done after one year starting from the beginning of the new contract.	
20	Currency: Section XVI. Response to the RFP; I Basic Information, point number ii; page 46 The Bidding Company should indicate the Service Fee inclusive of VAT and local taxes in local currency, as specified by Mission/Post. Also as per, SECTION VIII. 11. a. RFP states 'The Service Provider will charge a fee equal to the contract price per visa/ passport/ consular/ OCI	Please advise the currency to be considered for submitting the Service Fees and VAS charges, both for Sweden & Latvia and Norway? If local currency has to be considered, then will the bidder have to submit service fee for Sweden/Latvia and Norway separately in local currency?	SEK for Sweden and Euro for Latvia. <u>For Norway NOK.</u> The bidding companies should quote a unified service fee for Sweden, Norway and Latvia in US Dollar. The same will be converted to the respective local	

	application, denominated in US\$ expressed in local currency from the applicant.’		currencies as per the official rate of exchange indicated in the RFP and rounded off to the nearest whole number, during the operation of the Contract.	
21	Postal Applications- Incomplete Documents	Service provider should be allowed to return the applications that do not have all the mandatory documents in the postal package received, after deducting the service provider fee and the return courier charges.	This must be done in accordance with Section XVIII.Para 23. a.xiii. While returning the incomplete documents, the Service Provider can use the postage /courier provided by the applicant and if not can deduct the cost of return courier charges as fixed in VAS or by registered post as requested by the applicant.	
22	The Bidding Company must provide certification that its operations are compliant with local labour laws and relevant tax regime	This certification can only be provided after the operations have begun and taxes are filed at the end of the 1st financial year. Please confirm if our understanding is correct.	The self-certification must be done at the time of submission of the proposal. The bidding companies are expected to familiarise with the local labour	

			and taxation laws before submitting the proposal.															
23	<p>xiii. In case of deficiencies in applications.... The Service Fee can be retained by the Service Provider in such cases. Pg. 16.</p>	<p>Since the courier company will charge a fee for return of incomplete documents, such charges should be deducted from the refund as per the VAS schedule along with the service provider service fee.</p>	<p>This must be done in accordance with Section XVIII.Para 23. a.xiii. While returning the incomplete documents, the Service Provider can use the postage /courier provided by the applicant and if not can deduct the cost of return courier charges as fixed in the VAS.</p>															
24	C-Operational Penalties	<p>“No of Days” should be replaced with “per business day” in the relevant clauses under this section.</p>	<p>The number of days is inclusive of intervening holidays.</p>															
25	<p>Section XV. 19. c.</p> <table border="1"> <thead> <tr> <th>City</th> <th>Size (sq. ft.)</th> </tr> </thead> <tbody> <tr> <td>Stockholm</td> <td>1500</td> </tr> <tr> <td>Gothenburg</td> <td>500</td> </tr> <tr> <td>Malmö</td> <td>500</td> </tr> <tr> <td>Umeå</td> <td>500</td> </tr> <tr> <td>Riga (Latvia)</td> <td>600</td> </tr> <tr> <td>Oslo</td> <td>1500</td> </tr> </tbody> </table>	City	Size (sq. ft.)	Stockholm	1500	Gothenburg	500	Malmö	500	Umeå	500	Riga (Latvia)	600	Oslo	1500	<p>Please reconfirm the Sizing of the VACs as per Annex D and Operational Penalties sections, the figures does not match.</p> <p>We also request the Mission to please clarify on VAC sizing’s of Stockholm and Oslo (1500 Sq. Feet) and Malmö, Umeå and Gothenburg (500 * 500 sq. Feet) and for Riga (600*600 Sqr. Feet)?</p> <p>As we being current service provider the expected VAC sizing is way above</p>	<p>The bidders may propose sufficient office space in their bids. The figures should be the same both in Section XV.19.c and Annexure-D.</p> <p>The purpose of opening more than one IVAC is to facilitate biometric enrolment</p>	
City	Size (sq. ft.)																	
Stockholm	1500																	
Gothenburg	500																	
Malmö	500																	
Umeå	500																	
Riga (Latvia)	600																	
Oslo	1500																	

		<p>the requirements. For the location such as Umea, Malmo and Gothenburg where daily application count will not exceed beyond 3-4 applications per day, operating a center with 2 staff and with excessive area will have huge impact on the service fees, which will eventually be a heavy burden on applicants. Similarly the VAC sizing for Stockholm and Oslo should also be reduced to approx. 1200 Sqr. feet.</p> <p>We sincerely request the Mission to kindly reconsider revising the IVAC sizing requirements.</p>	<p>which needs personal visit. Normally, the opening of more IVACs will reduce the number of applicants to the IVAC at Stockholm. If the number of applications is so small as indicated, it will not be commercially viable to have IVACs there. Missions are open to bidders' proposals on this matter.</p>	
26	Page 38, point number 2, size of the IVAC, states: (8 for only visa services in Stockholm).	We request the Mission to please clarify the intent of the above statement in context of size of the IVAC.	For now only visa services, there may be possibility of including other services	
27	Staffing	The staffing requirements for Riga (4 staff) is high for the expected number of applications per day which is 6. We request your reconsideration for the staffing requirements for Riga.	May be reduced to 2	
28	Currency denomination	<p>The RFP mentions the penalty of EURO 1000 in case of any incident of bounce cheque. Pg. No. 19, Pt. 3.</p> <p>The RFP also mentions the penalties in USD under the Operational Penalties, Pg. No. 37.</p> <p>May we please request the Mission to kindly standardise the currency denomination.</p>	<u>This amount will be US\$ 1000/- instead of Euro 1000.</u>	
29	Section X. 13. g.	Do we have to consider the formula		

	Bank Guarantee for Premature termination of Contract has a formula mentioned and also has an amount mentioned. (Service Fee x 180 x number of applications per day on the basis of last 12 months)	or consider the figure provided for the said Guarantee?	Only the formula is to be considered as Service Fee is not known at this stage. But the bidding companies can have an idea of the amounts involved for the Bank Guarantees if they win the Contract.	
30	Section XI. 14. a. Courier Price for Norway is mentioned as Actuals	Does one need to quantify the ‘Actuals’ in the Annexure C or will this be dealt with later when operations start and hence proceed with only the Postal rates for Annex C purpose (this also impacts the final service fee calculation formula).	Mission may fix the courier charges for Norway and indicate under VAS now itself as it is necessary for determining the Service fee.	
31	Computer with Internet rates are mentioned for 30 minutes for Sweden.	Can the Mission please clarify if the rates for Norway are also to be considered for duration of 30 minutes?	Mission may kindly clarify in consultation with Indembassy, Norway. For Norway, Please refer RFP.	
32	XVI. 20. II. ii. a. 2 senior Executives are asked to be based out of Stockholm;	Could you please clarify on the requirements, as considering the volume, senior executive at a Country Manager level would also be able to manage operations in Sweden?	The matter was discussed in the pre-bid conference and Mission is open to proposals from the bidders. The number of senior executives under column 5 is	

			exclusive of the total staff under column 4.	
SI No.	Reference	Content of RFP requiring clarification	Clarification required	Answer
33	Page No. 4 of RFP Point 3 of II (Introduction)	<ul style="list-style-type: none"> • Average No. of applications anticipated per annum 24428 & per day 98 in Stockholm, • Average No. of applications anticipated per annum 1100 & per day 04 in Gothenburg, • Average No. of applications anticipated per annum 1472 & per day 06 in Malmo, • Average No. of applications anticipated per annum 303 & per day 01 in Umea • Average No. of applications anticipated per annum 1490 & per day 06 in Riga (Latvia) and • Average No. of applications anticipated per annum 13266 & per day 53 in Oslo. 	Kindly provide month wise break up of number of applications for last 2 years at Stockholm, Gothenburg, Malmo, Umea, Riga and Oslo	List attached for month wise break up for Sweden and Latvia.
34	Page No. 4 of RFP Point 3 of II (Introduction)	<ul style="list-style-type: none"> • Average No. of applications anticipated per annum 24428 & per day 98 in Stockholm, • Average No. of applications anticipated per annum 1100 & per day 04 in Gothenburg, • Average No. of applications anticipated per annum 1472 & per day 06 in Malmo, 	Kindly provide Volume of applications submitted by travel agents.	Embassy does not receive any application directly from travel agents.

		<ul style="list-style-type: none"> • Average No. of applications anticipated per annum 303 & per day 01 in Umea • Average No. of applications anticipated per annum 1490 & per day 06 in Riga (Latvia) and • Average No. of applications anticipated per annum 13266 & per day 53 in Oslo. 		
35	Page No. 9 of RFP Point n of V (Mandatory Criteria)	The Bidding Company must deposit a Bid Security of US\$50,000. The Bid Security is refundable not later than 15(fifteen) days from the opening of financial bid and award of Contract, except in the case of the selected Bidding Company whose Bid Security shall be retained till it has provided Bank Guarantees as indicated in Para X - Bank Guarantees of this document.	Kindly provide under whose name Draft for Bid Security of US\$ 50,000 should be prepared?	Embassy of India, Stockholm
36	Page No. 56 of RFP Point 26 of XXI (Schedule)	Pre-bid conference : 20th October 2016	Kindly intimate the Timings for Pre-bid Conference.	Will be intimated in due course
37	Page No. 16 of RFP Point XI of IX (Scope of work)	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.	Clarification about the special arrangement to deal with emergency calls outside office hours and on holidays may be elaborated.	A designated mobile number should be given by the service provider where in case of emergency a person can contact. For emergency visa the service provider can contact embassy according to

				requirement.
38	Page No. 26 of RFP Point g of X (Bank Guarantees)	<p>The details of the Bank guarantees indicated above, to be submitted to the respective Missions are summarised as below:</p> <ul style="list-style-type: none"> • Temporary possession of GOI funds and safety of documents (3 days Visa outsourced revenue) E/I, Stockholm SEK 1,83,335/- (USD 21569/-) and E/I, Oslo NOK 100,000 (USD 11890/-) • Performance Guarantee (2% of last 12 months Visa outsourced revenue)(Only Visa Services) E/I, Stockholm USD 43,370/- E/I, Oslo US\$ 20,000 • Premature termination of Contract Service Fee x 180 x number of applications per day on the basis of last 12 months) E/I, Stockholm, SEK2363760/- (USD 278089/-), E/I, Oslo NOK 993,600 (USD 118145/-) 	<p>Please clarify the currency of Bank Guarantee. If the bank guarantee is to be given in local currency, what will be the rate of exchange applicable. Whether the exchange rate given in the RFP for August 2016 shall apply or the rate prevalent in the month of signing the agreement will be applicable.</p>	<p>The Bank Guarantee should be in USD.</p> <p><u>The rate of exchange given in the RFP is basically _____ to understand the amounts involved. For the purpose of actual issue of Bank Guarantees, the rate applicable will be as per the official rate of exchange in the month of award of Contract.</u></p>
39	Annexure C Part III Point f	<p>Total Anticipated revenue from Sweden and Norway:</p> <p>(No of total anticipated CPV applications* from Sweden and Norway x proposed Service Fee)</p>	<p>There is no details of number of applications received at respective centres in the preceding 12 months period in the RFP.</p>	<p>Sweden:</p> <p><u>Details in respect of Sweden are attached in a separate sheet. Details may be referred from the</u></p>

		* The number of applications must be on the basis of information provided in the RFP for the last 12 months.	Kindly provide the details about number of applications received during preceding 12 months as required for calculation of service fee.	<u>RFP.</u>
40	Page No. 12 of RFP Part VIII Point a	Determination of service Fee	It is mentioned that service fee is to be denominated in USD but expressed in local currency. Please clarify what will be the criteria for conversion of service fee fixed in USD into local currency. Since exchange rate between USD & Local currency is liable to vary on regular basis, the amount in local currency will keep changing periodically. Kindly elaborate procedure for conversion of service fee in local currency.	The rate of exchange is as per the official rate of exchange announced by Ministry of External Affairs for the month in which RFP is uploaded. The converted amount may be rounded off to the nearest whole number.
41	Annexure C Part -I Section A	Combined Standard Cost Sheet for outsourcing of CPV Services in Embassy of India, Stockholm and Embassy of India, Oslo	As per the cost sheet Proforma the costing for various expenditure is to be calculated in local	The rate of exchange is as per the official rate of exchange announced by

			<p>currency but the service fee has to be denominated in USD. Please clarify what will be the exchange rate for conversion of costing details in local currency in Norway & Sweden into USD.</p>	<p>Ministry of External Affairs for the month in which RFP is uploaded.</p> <p>The Service Fee will be modified if there is a fluctuation of 10% or more from the rate fixed.</p>
42	<p>Annexure C Part II _ Section B Performa for Value Added Services</p>	<p>Common VAS charges for both locations</p>	<p>As per the RFP page number 27 point no. 14 of XI Value added service, price for various value added services in Sweden & Norway are different. Kindly clarify how a common charges can be fixed for two different locations having different rates for services.</p>	<p>Since Mission has already indicated separate charges for VAS for Norway and Sweden, the question of unified VAS charges for both Sweden and Norway does not arise. The value of VAS is the sum of VAS charges quoted for Sweden and Norway as indicated under Section XVIII.Para 23.ii.e</p>
43	<p>Page No. 54 of RFP, Point e of XIX (Sending the Bids to Mission)</p>	<p>The original must be signed by an authorized representative of the Bidding Company. This copy is deemed to be the master copy. And Annexure C, Annexure D, Annexure</p>	<p>Kindly clarify, the person authorized by the directors of the company is authorize to sign all the relevant documents along with</p>	<p>Only CEOs or equivalent authority can sign the documents, who have been authorised by Board</p>

		F, Annexure G	the annexure C, annexure D, annexure F and annexure G of the tender or is to be signed by the CEO or equivalent Authority or the company	of Directors.
44	Page No. 90 & 91 of RFP, Annexure E, Qualifying Marks	Qualifying mark (70%) : 70	As per the RFP qualifying marks for the opening of financial bid is 70 Marks out of 100 Marks also it is mentioned that Only those companies who obtain 80% in the Technical Bid stage will be eligible for Financial Bid Stage where L1 will be the deciding Factor. Please clarify the same.	The qualifying mark is 70%. The reference to 80% may be corrected as 70%.
45	Annexure C Part III, Point No. g	Viability - Difference between (f) and (e). = Zero	Please clarify that the difference between f & e should be zero or it can be a positive figure	When the costing is done correctly, the difference between (f) and (e) will be zero.
46	Currency for Latvia		Kindly clarify that what will be currency of service fee for Latvia. wheher it will be Latvian	In Sweden, it will be SEK, Norway NOK and Latvia Euro

			currency or SEK.	
47	Transportation of Documents		Whether application received at Latvia is to be transported to Stockholm on daily basis and whether courier fee can be charge from the applicant for sending the application to Stockholm	The courier charges for Latvia may be fixed under VAS. Transportation of applications from Latvia the same day will be ideal but bidders can propose alternate arrangement.

Embassy of India
Stockholm

Monthly wise break up of number of applications for last 2 years from October 2014 to September 2016 for following stations:-
 (1) Stockholm(2) Malmo (3) Umea (4) Gothenburg (5) Riga.

Monthly wise period.	Stockholm Appl.Nos.	Malmo- Appl Nos.	Umea Appl. Nos.	Gothenburg Appl. Nos.	Riga Appl. Nos.
Oct.2014	4412	208	59	134	317
Nov 2014	4641	314	52	177	186
Dec 2014	3291	211	53	169	257
Jan 2015	3684	263	53	149	317
Feb 2015	2246	112	40	122	273
Mar 2015	1474	114	22	55	242
Apr 2015	1051	45	21	66	139
May 2015	869	48	8	23	54
June 2015	850	69	12	14	86
July 2015	860	90	24	4	119
Aug 2015	1412	78	45	16	156
Sep 2015	2352	151	53	33	172
Oct 2015	2931	244	66	45	188
Nov 2015	2885	310	79	85	155
Dec 2015	2541	295	58	79	240

Jan 2016	2498	222	24	30	203
Feb 2016	1912	146	40	44	133
Mar 2016	1065	124	8	21	74
Apr 2016	871	39	2	19	50
May 2016	833	35	5	5	32
June 2016	656	42	6	7	49
July 2016	518	74	6	12	89
Aug 2016	1133	105	27	47	93
Sep 2016	1870	145	51	63	185

Annexure-I

Embassy of India
Oslo

	Visa Nr.	OCI/PIO Nr.	Passport Nr.	Miscellaneous Cons. Services		
2013	14130	677	473	526		
2014	12386	987	534	567		
2015	9453	1299	675	618		
June/2016	3571	1272	443	292		
TOTAL	39540	4235	2125	2003		

