

Additional Question/Answer

dated 18 April, 2016

RFP Page	Quote from RFP	Question/ Clarifications	Answer
	Electronic Tourist Visa	<p>Please provide <u>Month wise</u> numbers of eTV issued in Canada from start of eTV program</p> <p>We request you to provide the Jurisdiction wise no's on eTV so that we know what numbers are from which province?</p>	<p>E TV is in operation in Canada since 15th April 2015. Since 15th April 2015 till 28th December 2015, 19211 e-TVs were issued.</p> <p>No such data maintained by this Mission.</p>
45	Schedule for the RFP process	<p>Submission of Proposal – 1200 hrs. on 29.04.2016 (Friday)</p> <p>What is the last date of operations of the current service provider?</p>	<p>Now submission of proposal – 1200 hrs. on 06.05.2016.</p> <p>Present contract of the OSA expiring on 30.06.2016.</p>
	Annexure I(Staffing and Sizing)	<p>Our experience of operating IVAC's with Indian Missions across the globe tells us that at least 60%-70% of the applications submitted are through Travel Agents and Postal applications. In this regard, the minimum Area of the IVAC's required is way too much for attending to the remaining footfall(rest of 30-40% applicants). For Eg: The largest IVAC is envisaged in Brampton handling around 24% of the application count going by the staff ratios's. The approximate volume of applications that will come in Brampton will be about 200 a day(taking 840 a day total). Of this; if even 60% is going to come through travel agents and Postal applications; the daily footfall will not be more than 80 applicants</p>	<p>Please refer to Para VIII-11-c of RFP</p>

		walking into the center. To handle 80 individual applicants, not more than 5 staff are needed; in addition to 5 more to handle postal and Travel agent applications. On the same lines; if the IVAC is operating for 7 hours for submission of applications; the hourly footfall will not be more than 15 on the outer site. With only 15-20 applicants(including travel agents) walking into the IVAC every hour; the space requirement of 4000 sq feet combined with the number of counters and staff is ALMOST more than double what is actually required to service the applicants. Same logic applies to all the other centers. We sincerely request the High Commission to relook at the numbers as this will directly impact the service fee.	
	No of IVAC's	11 centers to handle a total of not more than 400 footfalls is going to increase the service fee which will compel applicants to move to the eTV route thus negating the whole idea of outsourcing. We sincerely request the mission to relook at the total number of IVAC's required as the Travel agents will anyways be submitting applications in Ottawa, Toronto and Vancouver being the mission locations; and postal applications could be sent to these centers directly anyways.	Travel agents are not allowed to submit the applications. Postal applications are accepted in Ottawa (Ottawa jurisdiction), Brampton (Toronto jurisdiction) and Surrey (Vancouver jurisdiction)
	Transition	There is no mention of the word transition in the entire document. Failure on the part of the current service provider during operation transition phase has not been addressed at all in the RFP. Detailed information is solicited as far as transition is concerned to ensure that a process is	i) Will be notified two weeks before the actual handover. ii) After the new contract is signed, this date will be finalized. iii) Yes, they will be handled by them. iv) Unprocessed applications/courier labels/pre-paid courier envelopes/uncollected passports will be handed over by existing

		<p>defined to ensure accountability.</p> <p>Below is a sample of questions that need clarification:</p> <ul style="list-style-type: none"> i) When will the incumbent service provider end accepting applications? ii) When will the contact centre of the incumbent service provider discontinue its operations? iii) Will the applications that were processed by incumbent be handled? iv) How will the handover of the unprocessed applications, courier labels, passports, etc. be implemented? v) Will the new service provider charge their service fee for handling applications handed over by incumbent service provider? <p>Due to poor transition, there are disastrous consequences and can cause major inconvenience to the applicant community & reputation of the Indian Mission abroad.</p>	<p>service provider to the Mission.</p> <p>v) No. Please see answer to previous question</p>
3	<p>The Mission undertook approximately 840 Visa transactions per working day on the basis of 250 working days per year in the last three years.</p>	<p>Can we have the Location wise and month-wise break-up of visa/passport/consular applications count for each year of the last 3 years?</p>	<p>No such data maintained by this Mission.</p>
		<p>Could you please provide the list of consular services apart from visa and passport services?</p>	<p>Visa, Passport, OCI Card Services, Police Clearance Certificate (PCC), Date of Birth Certificate, Marriage Certificate, Surrender/Renunciation of India Citizenship certificate.</p> <p>The list is indicative and other services could be added subsequently.</p>

17	<p>'Walk in' service is a standard procedure to be adopted in the IVAC and the arrangements should be made to ensure that 'walk in' applicants are serviced satisfactorily. The IVACs can also receive applicants by appointment without any additional charges and counters must be made separately for them. In the case of travel agents submitting the application forms, a separate counter must be provided (without any additional charges) to avoid any inconvenience to other applicants.</p>	<p>Kindly confirm if all the application types are to be submitted by the applicants themselves IN PERSON only; and NO POST or THIRD PARTY will be allowed to submit the applications.</p>	<p>Walk-in applicants and postal application are accepted. No third party, including travel agents, is allowed to submit the applications.</p>
		<p>Kindly provide the month wise breakup of Walk-in, Postal and Third party applications for the respective categories; this data will directly impact the staffing and sizing budgetary exercise.</p>	<p>No such data is available with this Mission.</p>
17-18	<p>The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll free numbers/ Voice Over Internet Protocol (VoIP). The Service Provider can charge normal call charges after five minutes. Special higher call charges are not permitted. No caller should be made to wait for more than eight minutes and waiting time should not be chargeable. The telephonic enquiries should be attended from 9AM to 7PM on all working days and an automatic answering system should be functional outside the above period including holidays.</p>	<p>Kindly provide the details on number of calls and emails received from the applicants at the current service centres.</p> <p>RFP states the call centre time to be 9 AM to 7 PM on all working days. We request The Mission to consider a time period of 9 AM to 5 PM to coincide with the IVAC working hours and also taking into account any possible staff security issues arising out the time taken by staff to reach home in the night.</p>	<p>No such data maintained by this Mission</p> <p>As per RFP.</p>

	xi. The Service Provider should operate an efficient and prompt e-mail system where response is provided within 24 hours (or 48 hours if a clarification from the Mission/Post is required).		
23	Clause IX.12.g Biometric enrolment	What would be the likely date of implementation of biometric data capture?	Biometric will be introduced soon. Initially, it will be only for visa services. For passports and other services as and when it is finalized by the Ministry.
25	Digitisation & Indexation of Documents The Service provider is responsible for Digitisation/Indexation of Visa/Passport/Consular cards application forms along with enclosures, as per the parameters prescribed in Annexure A.	We understand that new service provider will be digitising records from the day it starts its operations and will not be responsible to complete digitisation of past records.	Yes.
37	m. Unviable Service Fee	What is the Mission's definition of Unviable Service Fee?	Evaluation of bids will be done as per the provisions laid out in the RFP. This is explained under Annexure C. The present RFP has taken into account past experience and provisions have been made to guard against manipulation and poor quality of services. It is understood that total listed income of the vendor indicated in Annexure-C should be more than total expenditure with some margin for profit and we expect vendors to keep this in mind while quoting service fee. However, evaluation will be made diligently taking into account all quantifiable factors. There are prevalent market rates of premises and personnel. Mission will evaluate on the basis of the same.

Others	Signature of CEO/Directors on all the Documents	<p>Will the Mission consider the RFP response and relevant Annexure including the Financial Bid to be signed by a senior person authorized by the Board of Directors of the company?</p> <p>As the CEO/Directors are not usually available at one place hence getting the entire response document signed by one of them will be a difficult task considering the stringent timelines of the RFP.</p> <p>Hence we request Mission to kindly consider the request.</p>	It will be signed as indicated in the RFP and no relaxation is allowed.
Others	Call center and helpdesk of the current service provider-Timings	We have experienced applicants contacting the new service provider for applications submitted at the previous service provider. In this event, the current service provider should be asked to continue their telephone and email helpdesk for at least two weeks after the last date of their contract. Kindly advise.	We expect outgoing and incoming vendors to have spirit of service to public and request existing Service Providers to keep their telephone and email services open for a few days after end of the contract
Others	Postal applications processing centre	Postal applications by applicants should ONLY be sent to the three mission locations; namely Ottawa, Toronto and Vancouver as the applications received at other locations will anyways be forwarded to these three locations depending on the jurisdiction of the missions. This will shorten the turnaround time for applications.	Yes.
Others	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	Please refer to Para IX-12-a- xii of RFP

		deducting the service provider fee and the return courier charges.	
7	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 1 st financial year. Please confirm if our understanding is correct.	Adherence to local laws need to be ensured by bidder.
11	Ref- Profit Margin & Reasonable rate of return	What might be reasonable for one service provider might not be reasonable for another. Please specify a range which The Mission feels is reasonable.	Each bid would be evaluated on the basis of the information submitted in the bid.
17	VIII-IVAC can also receive applicants by appointments	Appointments should be made mandatory to ensure quality of service to the applicants. At the same time, the capacity for "Walk-in" applicants should be restricted to a mutually agreeable figure with the Mission.	Not required. No restriction would be placed on the number of walk-in applicants.
18	XII- Service fee can be retained by the service provider	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.	Please refer to Para IX-12-a- xii of RFP
20	VII- The service provider should provide a monthly certification that it does not hold any personal records of applicants beyond the stated limit	Please define the "stated" limit.	Please refer to Para IX-12-b-vii of RFP.
21	iii- A penalty of 0.5% per day	"per day" should be replaced with "per business day"	As per the RFP penalty will be charged for holiday/weekends also.
39	C-Operational Penalties	"per day" should be replaced with "per business day" in the relevant clauses under this section.	As per the RFP penalty will be charged for holiday/weekends also.
30	XII-C- Minimum Graduate Qualification	Please specify the equivalent qualification level of Malaysia.	Minimum educational qualification need to be equivalent of Bachelor degree in India.
30	j- CCTV System with recording	Please specify for how long the recordings should be stored.	One month(3 months , UAE)
	IX. 12 d. iv.	RFP States 'In Ottawa, Brampton, Toronto, Surrey	The requirement of dedicated transportation is to

		and Vancouver, the documents should be transported by a dedicated van of the Service Provider'. The HCI and CGI are only available in Ottawa, Toronto and Vancouver. Kindly help us understand the requirement to transport documents in dedicated van in Brampton and Surrey.	ensure security of documents as far as possible.
29	XI. 14 a. viii.	VAS Services in RFP states that 'Services after Work Additional charges (6pm-9pm on working days and 12 noon to 4pm on weekends)'. Can we have more details on service to be provided by the Service Provider during non-working hours.	As per para XI-14-a. Also Corridendum-2 dated 11.04.2016 refers.
87	Annexure -I	Minimum Staffing and Area requirements - Mission has mandated a minimum of 63 staff for average number of applications at 835 a day; that is 14 applications per staff a day. Our understanding is on an average one staff processes minimum 5-6 applications in an hour. The VAC will accept applications for at least 6 hours a day. Which means each staff can process at least 36 – 40 applications during the working hours. May we please request you to kindly reconsider the staffing requirements?	As per RFP. A communication will be sent to Ministry for it clarifications in this matter.
87	Annexure -I	The Minimum area required for the IVACs is not in proportion across the locations. Request your kind reconsideration on normalize the data.	The area is based on past experience.
	Two Service Provider Model	Recently, The Embassy of India, Abu Dhabi published an RFP for the CPV services. Where Mission is intending to allow two service providers. The mission had distributed the centres proportionately in order to ensure that the operations of both the service provider are cost effective. May we please request the Mission to	Both the Service providers would be operating at all IVACs and the applicants would be free to approach either service provider. The volume of work for each vendor will depend on the quality of service/facilities to be provided by each of the 2 vendors

		kindly consider introducing the provision for proportionate distribution of IVAC locations as per respective jurisdictions under various Indian Missions in Canada	
11	VI : AWARD OF CONTRACT TO MORE THAN ONE COMPANY	It is mentioned in the RFP that two service providers will operate simultaneously at L1 price. In this case – we need to know what will be decision of the IHC in case there is a huge gap between L1 and L2 price.	As per Para Vi (9) (a) of RFP. If a company which takes part in the tender process on the basis of a two Service Provider model, refuses to honour the selection and award of Contract, the Mission reserves the right to debar such a Company from future tenders. The Bid Security Deposit by the said Company will also be forfeited.
12	VI (b)	<p>It is mentioned that In case either of the two companies fails to complete the necessary formalities within the timeframe, as specified by the HCI/CGIs, the entire Contract will be awarded to the other.</p> <p>If above takes place and one company is awarded the entire contract then don't you think that other company will also not be in a commercially viable position to operate the contract since they may need to meet the min. requirements of</p> <ol style="list-style-type: none"> 1. Staffing 2. VAC sizing etc. <p>Will one company will need to operate 22 IVACs in 11 locations?</p>	Decision will be taken by the Ministry of External Affairs, GOI.
	Current VAC Sizes of the incumbent service provider	Since currently only single vendor is operational in Canada, can we get details on the current IVAC size (location wise).	Not available
15	Reduction in application volume due to e-visa	Will service provider be allowed to reduce the min. staffing in proportion to the reduction of	May pl. refer VIII. 11.d. of RFP

		application volumes& other resources?	
16	12 (a) (ii)	<p>Will IHC and all Consulates follow one standard rule to accept applications or it varies from location to location.</p> <p>Will IHC will be the one contact point for selected outsourcing partners to share information on website contents, Business rules , fees etc. or Vendor will be have to coordinate individually with IHC and its consulate to understand location specific rules?</p>	<p>HCI and Consulates follow one standard rules to accept applications.</p> <p>Both</p>
	Standard Reports and their frequencies	Is it possible if IHC can share the standard reporting formats and their frequencies	Will be shared later.
	VIP Lounge	Quite a few high profile customers walk in at the IVAC for biometric enrolment. Such applicants need special treatment and services. Which has a cost involved. Will the lounge services be allowed.	Not required.
	Telephone calls	How many telephone calls and e mails are received on a daily basis?	No such data maintained by this Mission
	Penalties	It is our understanding that the IHC will apply penalties on the new service provider for only those applications made on/after the start of operations and not for cases transitioned from the Incumbent service provider. Please confirm.	Yes
	Contact Center Staff	Is there a requirement for the call center staff to be Pre-Cleared by the Consulate as well?	Yes
86	Annexure – I	On what basis VAC sizing and staffing has been calculated?	As per previous experience.
89	4. Service Level Parameters and Penalties for Violation:	It is not specified that how many counters are required for reception, submission and Enquiry. Does this mean that IVAC will have to have	These are including all.

		additional counters in addition to what has been specified in Annexure - I	
90	5. Overall Turnaround time in the India Visa Application Centre	Will overall Turnaround time be the same for Walk-in applicants without appointments? Since there is no visibility on walk-in clients hence we recommend it should be more than then those who come with appointments	Yes turn around time would be same for all walk ins. Applicants would be served on first come first serve basis.
90	6. Submission time spent at the counter	How IVAC will control this in case applicant ask various queries (especially elderly applicants) which delays the processing time.	As per the bidder business model, sufficient staff and counters be placed to ensure turnaround time should not exceed 60 minutes.
92	11.Digitisation and Indexation of documents	What will be the frequency of handing over applications for digitisation between IHC and its consulate to the outsourcing vendor? We understand that IHC/Consulates will give acknowledgments at the time of receiving and handing over the documents to the outsourcing vendor	Daily. Digitisation work would take place at HCI/CGI premises
89	4.Service Level Parameters and Penalties for Violation:	We understand that before levying penalty, outsourcing company will be given appropriate opportunity by IHC/Consulates to present its case.	As per RFP.