

PRE-BID QUERIES

Request for Proposal (RFP) For Outsourcing of Consular-Passport-Visa (CPV) Services at The High Commission of India, Colombo and its Consulates in Hambantota, Jaffna & Assistant High Commission in Kandy

S.N o.	Section No.	Description in RFP	Query/ Clarification Sought	Reply
1.	Chapter 1: Request for Proposal (RFP) Page 5	8. The Mission/Post handled approximately 319807 no. of services/transactions during the three years from Jan-2022 to Dec-2024(equivalent to 370 transactions/services per working day, assuming 288 working days in a year)	Please provide the centre-wise transaction details for the period from January 2022 to December 2024.	Centre wise data being shared through corrigendum.
2.	Chapter I: Para 10, Page 6	The SP shall establish 5 ICACs as specified in Section 1(A) (xi) of Chapter VII under the jurisdiction of Mission/Post in Colombo, Kandy, Jaffna, Hambantota and Batticaloa.	Please clarify place of processing for applications submitted at Batticaloa ICAC.	Applications submitted at Batticaloa ICAC are to be processed at HCI Colombo.
3.	Chapter II: Bidding schedule and process	Last date for submission of organizational profile by bidding companies: 05.12.2025	Please relax the timeline for submission of organizational profile to allow participation of new bidders.	The timeline remains as mentioned in the RFP.

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4.	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3 Page 16, 91	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.	Any duly registered external audit agency in Sri Lanka/India will be acceptable.
5.	Chapter 5 Page 18	(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 existing operational experience in the local country, what documentation or certification should be provided to the Mission to demonstrate compliance with local labour regulations and the applicable tax regime, and to confirm that it will continue to comply with these requirements?	Documentation certification as available with the company in the country of its operations will be acceptable in terms of tax, labour and other regulatory compliance.
6.	Chapter VII: Scope of Work and Deliverables Required (xi) Indian Consular Application Center (ICAC) Page 22	a)Indian Consular Application Center facility	The RFP states a requirement of 2 additional staffs to facilitate backend coordination. The Mission may kindly clarify where shall these 2 staffs be deployed	The 2 backend staffs are for supervisory functions. They can operate from any premises of the selected OSP.
7.	Chapter VII: Scope of Work and Deliverables Required Clause (ix)Appointment System (b) Page 26	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 for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for form filing, photocopy, photograph services.	Turnaround time includes photo and photocopy. Extra Time may be given only for filling of form.

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8.	Chapter VII: Scope of Work and Deliverables Required Clause G Return of documents to the applicants© Page 34	Dispatch the document(s)/passport/ PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the Service Provider, while applicants may have the option to collect their passport/documents from the ICACs.
9.	Annexure: D Page 92-93	10. The Bidding Company must provide certification that its operations are Compliant with local labour laws and the relevant tax 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?	Experience and regulatory compliance certificates from the country where the company is operating may be acceptable. Further documentation/ certification requirements are clearly mentioned in the RFP.
11.	Part III: Technical Bid Evaluation Proforma Point 1(b) Page 113	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.	Please refer to the RFP provision.
12.	Part III: Technical Bid Evaluation Proforma Point 4 (a) Page 114-115	Provision of Application Facilitating Services at ICACs Photocopying Photograph Form Filling 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 RFP provision is self-explanatory.

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13.	Part III: TECHNICAL BID EVALUATION PROFORMA Page 117-118	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 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?	Prior experience with Mission is but one evaluation criteria out of 9. Companies are expected to give technical proposals taking into account all criteria. Marks shall be awarded in accordance with the Technical Evaluation Criteria specified in Part-III, Annexure J of the RFP.
14.	Annexure-K Page 120	Financial Bid 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.	a. Please clarify how the charges for courier services should be calculated, considering that the rates vary depending on distance and local conditions. 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.	Companies to assess and make their own financial model based on center’s desired and total applications submitted.
15.	Annexure-K Page 120	Financial Bid 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	If the Service Fee comprises multiple components, including digitization and indexation of documents, enrolment of fingerprint biometrics, facial biometric capture, and the four Application Facilitation Services—photocopying, photography, form filling, and courier services—please clarify	A single, all-inclusive Service Fee must be quoted as per Annexure K of the RFP for delivering all services specified therein, including digitization and indexation of documents, enrolment of fingerprint biometrics,

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		Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	how the Service Fee should be quoted in situations where an applicant does not avail one or more of these Application Facilitation Services.	facial biometric capture, and Application Facilitation Services(AFS). The SP shall charge this single, all-inclusive Service Fee to all applicants, irrespective of whether an applicant avails any or all components of the AFS. On no account should any other services or charges be allowed from the customers.
16.	Chapter – XV Para B (Financial Bid Evaluation) (II)© Page 85	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?	Total scores of technical evaluation only will be shared.
17.	Generic		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?	The decision will be as per the extant rules and regulations of the Ministry.
16.	Chapter i: Request for Proposal (RFP) Point 05 Page 04	In the event of the rollout of chip-enabled e-passport services by the Ministry, the SP shall be responsible for the enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Mission/Post. In that case the	We kindly further request you to provide us with complete technical specifications for the hardware and its installation. This information is necessary for us to include in our price bid. At this time, we do not have any clarification regarding the	Please refer to the RFP provision in the Annexure A and B.

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		Mission & Post in coordination with Gol's National Informatics Centre (NIC), will provide necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the SP as per the standards prescribed by NIC. No request/claim for any hardware and its installation would be entertained under any circumstances during the period of contract. Hence the rates should be quoted with these provisions in mind. The SP shall coordinate with the Mission/Post and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.	quantity, technical specifications, or any other hardware/ software requirements.	
17.	Chapter II: Bidding Schedule and Process Page 08	Pre- Bid Conference: 09.12.2025	We kindly request you to clarify whether the pre-bid conference will be held in online mode or in the hybrid mode. We prefer hybrid mode and request you to share the VC link for the pre-bid meeting. This will enable the interested bidders from other geographical locations to attend the meeting virtually and seek clarification for	Pre-bid conference was held in hybrid mode.

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			any queries they may have.	
18.	Chapter II : Bidding Schedule and Process Page 08	Technical Bid Presentation by bidders: 30.12.2025	We request the Authority to please consider the presentation in virtual mode so that it can be easier for the potential bidders	Presentations may be considered in hybrid mode.
19.	Chapter III: Instructions To Bidders Pt No. (xi) Page 11	The Bidding Company can also submit the Bid Security and Performance Security in the form of Insurance Surety Bonds (ISBs).	We would like to confirm whether an Insurance Surety Bond issued in the equivalent INR amount will be accepted.	BG or Insurance Surety Bond will be acceptable only in SLR.
20.	Chapter V: Mandatory Eligibility Criteria 1. (ii) Page 16	Conversion rate from US\$ to INR	We further request kindly confirm to which year, conversion rate of US\$ to INR will be applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial / calendar years, e.g. Jan 2022-Dec 2024.	Conversion rate as on 1 st January of relevant calendar year.
21.	4. Termination Of Contract Pt No. 7	Ministry/Mission will not have any liability to compensate the Service Provider if the agreement is annulled due to the outcome of litigation in Court.	Given that the investment involved is significant and difficult to accommodate within the overall cost structure, we request clarification on who would be	All risks associated with any litigation will rest with the relevant bidders.

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	Page 70		responsible for bearing these expenses in the event the agreement is terminated due to a court-related outcome.	
22.	Annexure E Part-III Point No. 8 Page 117	<p>Record of Past Performance with Mission/MEA (8 marks)</p> <p>The following aspects are to be considered:</p> <ul style="list-style-type: none"> i. Past record of performance of the company with respect to the Mission (Show cause notices issued, specifying reasons for the same and the quality of responses received). ii. Nature of complaints received from the applicants against the SP. iii. Attitude towards Mission's instructions to the Service Provider – reliability and faithfulness in implementing Mission's instructions. iv. Record of payment of penalties imposed by the Mission. v. Harmonious and constructive relationship with the Mission. vi. Performance regarding digitization/ indexation of 	<p>The current clause, which awards 08 marks in the technical bid evaluation to the bidders having Past Performance with Mission, provides an unequal level of playing field and unreasonably imposes limitations for the bidders who are going to participate on the basis of e-Governance criteria and inadvertently favors companies with prior experience in Missions/Post.</p> <p>To ensure fair and wider participation from qualified bidders, it is suggested to award similar marks in evaluation criterion experience in Mission as well as e-Governance work experience.</p> <p>The proposed amendment will give equal opportunity of participation to a diverse pool of qualified bidders ensuring the selection of the most suitable vendor for the successful</p>	<p>Prior experience with Mission is but one evaluation criteria out of 9. Companies are expected to give technical proposals taking into account all criteria.</p>

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		documents.	implementation of the deliverables in the RFP.	
23.	General Query	Responsibility of Handling of applications transition period.	<p>The process for transferring remaining applications from the current service provider to the newly appointed service provider is not specified in the Request for Proposal (RFP).</p> <p>We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.</p>	No backlogs are expected to be dealt by new selected OSP.
24.	General Query	Utilize the services of a subcontractor for a specific category.	We kindly further request confirmation is it possible to utilize services of a subcontractor for a specific category of ancillary service.	A subcontractor for ancillary services may be permissible.
25.	General Query	Backlog of Services from the incumbent service provider.	Kindly confirm that the cost associated with addressing this backlog is not included in the bid price and constitutes a separate and excluded expense to be reimbursed by the mission.	No backlog is expected from old service provider.

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26.	Chapter VII: Scope of Work & Deliverables Required Para 1.A.(xi)(a)	ICAC at Colombo For 07 no. of Counters, Front Desk Operators earmarked are 06. Out of the 06 Front Desk Operators, 02 Staff are earmarked for deployment at Colombo High Commission, implying that for 07 no. of Counters at ICAC, Colombo we have only 04 no. of Front Desk Operators. In addition, Messenger staff has not been allocated.	Please advise if it is permissible to utilize available staff for 04 short staff for Counters as well as Messenger Desk (3 for Counters+ 1 Messenger). Please clarify.	The numbers mentioned are minimum requirement. Selected bidder will have to necessarily maintain committed resources as per their technical offer. In no circumstances resources committed will be decreased.
		ICAC at Kandy For 05 no. of Counters, Front Desk Operators earmarked are 04. Out of the 04 Front Desk Operators, 01 Staff is earmarked for deployment at AHCI, Kandy, implying that for 05 no. of Counters at ICAC, Kandy, we have only 03 no. of Front Desk Operators. In addition, Messenger staff has not been allocated.	Please advise if it is permissible to utilize available staff for 03 short staff for Counters as well as Messenger Desk (2 for Counters+1 for Messenger). Please clarify.	-do-
		ICAC at Jaffna For 03 no. of Counters, Front Desk Operators earmarked are 02. Out of the 02 Front Desk Operators, 01 Staff is earmarked for deployment at CGI, Jaffna, implying that for 03 no. of Counters at ICAC, Jaffna, we	Please advise if it is permissible to utilize available staff for 03 short staff for Counters as well as Messenger Desk (2 for Counters+1 for Messenger). Please clarify.	-do-

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		have only 01 no. of Front Desk Operator. In addition, Messenger staff has not been allocated.		
		ICAC at Hambantota For 03 no. of Counters, Front Desk Operators earmarked are 02. Out of the 02 Front Desk Operators, 01 Staff is earmarked for deployment at CGI, Hambantota, implying that for 03 no. of Counters at ICAC, Jaffna, we have only 01 no. of Front Desk Operator. In addition, Messenger staff has not been allocated.	Please advise if it is permissible to utilize available staff for 03 short staff for Counters as well as Messenger Desk (2 for Counters+1 for Messenger). Please clarify.	-do-
		ICAC at Batticaloa For 03 no. of Counters, Front Desk Operators earmarked are 02. Out of the 02 Front Desk Operators, 01 Staff is earmarked for deployment at Batticaloa, implying that for 03 no. of Counters at ICAC, Batticaloa, we have only 01 no. of Front Desk Operator. In addition, Messenger staff has not been allocated.	Please advise if it is permissible to utilize available staff for 03 short staff for Counters as well as Messenger Desk (2 for Counters+1 for Messenger). Please clarify.	-do-
27.	Chapter VII: Scope of Work & Deliverables Required Para 1.A.(xi)(c)	The SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Colombo and Posts in Kandy ,	Could the Mission be kind to provide information regarding adequate number of staff required to be deployed at the exclusive	Please refer to RFP provision Table in Chapter VII. Staff to be deployed at back offices will be in

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		Hambantota and Jaffna with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Post.	submission counter each at the Mission in Colombo and Posts in Kandy, Hambantota and Jaffna. Whether this would be in addition to the no. of counters specified in the Table.	addition to ICAC staff.
28.	Chapter VII: Scope of Work & Deliverables Required Para 1.A.(xi)(b)	Apart from the minimum staff strength mentioned in the above table, the SP shall also provide a minimum of 2 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs.	Whether two staff requirement to facilitate the backend coordination and to ensure smooth functioning of ICACs, is in addition to the no. of staff specified in the Table for each of the five ICACs (Colombo, Jaffna, Kandy, Hambantota and Batticaloa).	Yes, the two staff requirements are supervisory in nature and in addition to ICAC staff and staff to be deployed at backend in Colombo, Jaffna, Kandy and Hambantota.
29	Chapter pointNo1(i)	X TheSPshallprovideaBank GuaranteeinSri Lankan Rupees (SLR)for the Govt funds held by SP temporarily...	Kindlyadviseamountfor the same.	Please refer to RFP provision for BG calculation.
30.	Chapter X: BGs	It is stipulated thatthe three BGs namely (i) For Govt. Funds, (ii) Performance Bank Guarantee, and (iii) For Premature Termination must be provided in Sri Lankan Rupees (SLR). <u>Request to Accept Insurance Surety Bonds (ISBs) in Indian Rupees (INR).</u>	Since Indian insurers are statutorily restricted from issuing Surety Bonds in foreign currency Sri Lankan Rupees (SLR) or for commitments purely domiciled outside the jurisdiction of Indian currency regulations, we request to: (i) to accept Insurance Surety Bonds in Indian Rupees (INR)	Insurance Surety Bonds or BG to be issued only in SLR. The Insurance Surety Bond format should be similar and include all conditionalities as given in the BG format as per the RFP.

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		<p><u>Constraint via IRDAI Guidelines:</u> As per the latest IRDAI guidelines governing Surety Insurance contracts in India, specifically Clause (c), which states:</p> <p>"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>equivalent to the required Sri Lankan Rupees (SLR) (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 HCI, Colombo might be procedurally difficult.</p> <p>(iii) Any specific format of Insurance Surety Bond</p>	<p>Further, it must conform to the standards applicable to Insurance Surety Bonds issued by insurance companies recognized by the Insurance Regulatory and Development Authority of India (IRDAI), in accordance with the IRDAI (Surety Insurance Contracts) Guidelines, 2022.</p>
31.	Chapter VII: Scope of Work and Deliverables Required Clause x Appointment System (b)	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.	<p>The Tender specifies the turnaround time of 30 minutes; as per our understanding, the turnaround 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.</p> <p>We request the Mission/Ministry to re-consider this aspect as the mandatoryservicesofForm Filling, Photocopy, Photograph,</p>	Turnaround time includes photo and photocopy. Extra Time may be given only for filling of form.

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			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.	
32.	Chapter-I: Request For Proposal(RFP) Point:8	The Mission/Posts handled approximately 319807 no. of services/transactions during the three years from Jan 2022 to Dec 2024 (equivalent to 370 transactions/services per working day, assuming 288 working days in a year.	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	Centre wise data being shared through corrigendum.
33.	Chapter VII: Scope of Work & Deliverables Required Clause 1(B)(vii)	Postal Application	Kindly share details of applications received in person and received by post/ courier at each ICAC.	Bidders to make their own assessment, no such data available.
