High Commission of India

London

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Subject: Response to queries raised during Pre-Bid Conference held on (02.05.2023) – reg.

Query 1: One of the locations of ICACs, as mentioned in the RFP, is on Goswell Road. The location is too small and there are very limited alternative options available for renting property in the area. Will the Mission permit bidders to change the location of ICAC?

Reply: ICAC on Goswell Road has been there since a long time and is believed to be a very convenient location especially for the Indian Community. However, the request to shift the centre may be considered provided the bidder justifies all the criteria for selecting other locations such as locality, catchment area, transportation facilities etc. during the 'Technical Bid'. Outsourcing Committee will take a decision on this proposal on its merit.

Query 2: How will the Service Provider process the application without capturing/storing the data?

Reply: India has various portals for CPV-OCI services such as GPSP and IVFRT. These portals capture and store data on NIC/GoI servers. Therefore the application module of OSP must not necessitate importing personal data by applicants merely for the purpose of booking an appointment. OSP must ensure data privacy and that there is no leakage of data.

Query 3: Do all visa services require Bio-metrics data capture?

Reply: No.

Query 4: Can the validation/certification sought from the bidder (as mentioned on page 14-15 of the RFP) be self-attested?

Reply: Validation/certification has to be done by a recognized third party such as a CA. Thus, this cannot be self-attested.

Query 5: Clarifications were sought on calculations about the 'anticipated revenue' as mentioned on page 84 of the RFP.

Reply: 'Anticipated revenue' needs to be calculated by the bidder on its own. The bidder may accordingly make their quotation for the financial bid on the basis of its own estimate. The Mission will examine this on the basis of feasibility of the quote.

Query 6: Clarification was sought on minimum number of counters per ICAC.

Reply: A minimum of eight counters per ICAC, as set out in the RFP, is only indicative in nature. Service Providers may quote a figure in this regard, and justify its own figures, taking into account turn-around time, and after ensuring no compromises in the quality of service.

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