

**HIGH COMMISSION OF INDIA**

**CANBERRA**

Dated: 6<sup>th</sup> May 2024

<b>S.No.</b>	<b>RFP Document Reference(s) (Section &amp; Page No.)</b>	<b>Points of clarification</b>	<b>Clarification by Mission</b>
1.	<p>Page no. 6, Point no. 9</p> <p>5,70,051 no. of transactions/services handled during the three-year period from Jan 2021 to Dec 2023.</p>	<p>Kindly provide the year-wise, service and jurisdiction-wise breakup</p>	<p>Indicative year-wise and jurisdiction-wise break up is as follows:</p> <p><b>2023</b> Adelaide: 10727 Brisbane:11051 Canberra:13323 Melbourne:79677 Perth:22426 Sydney:67761</p> <p><b>2022</b>  Adelaide: 9332 Brisbane:11320 Canberra:14049 Melbourne:73435 Perth:21404 Sydney:68056</p> <p><b>2021</b>  Adelaide: 7838 Brisbane:8272 Canberra:8436 Melbourne:48859 Perth:13774 Sydney:46910</p>
2.	<p>Page no. 7 Chapter II</p>	<p>Reference to the date given of 6<sup>th</sup> May for response to written queries and 13 May for Issue of Corrigendum with 14 May as the last date of submission. The window is too narrow to adjust the bid queries</p>	<p>The last date for issues of corrigendum has been changed to <b>7<sup>th</sup> May 2024</b>. Refer to the corrigendum issued in this regard</p>
3.	<p>Chapter III Point No. xii, Page No. 10 Security Deposit (EMD) and other Bank</p>	<p>Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN</p>	<p>Name &amp; address: High Commission of India, 3-5 Moonah Place,</p>

	Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)		<p>Yarralumla, Canberra, ACT-2600</p> <p>Bank Account Number:: <a href="#">062902-00290165</a> (Australian Dollar account)</p> <p>Bank name &amp; address: Commonwealth Bank of Australia, Manuka Shopping Centre, 28 Franklin St &amp; Flinders Way, Manuka ACT 2603</p> <p>BIC/Swift code: CTBAAU2S</p>
4.	Chapter XIV, Page No. 74 Point No. 1(ii)	Kindly advise how many originals and copies of technical bids are required.	One copy of the technical bid should be original and three copies could be in duplicate.
5.	As per Chapter VII point No xi page No 26 in Note point No 2 OSP shall also operate a counter of the Mission / Post if required.	Kindly confirm will this be a regular feature & if yes will be at all the High Commission / Consulates	This would be need based at the High Commission including consulates.
6	Page no. 27 Point No. (vii) Postal Applications	Please provide details of applications received in person and received by post / courier at each ICAC.	Kindly refer to the para-B (vii) of Chapter VII in this regard. There is no prescribed split of postal and regular applications
7.	Chapter X Page No 51 point No 1(i) Bank Guarantee for Performance and Premature Termination.	Kindly give the amount for the same	<p>Please refer to Chapter X para 1 (i) at page no. 51 of the RFP.</p> <p>The actual amount will be intimated at appropriate stage of the bidding process.</p>
8.	Chapter VII Page No. 29, Point No. xii (a)	Please provide the number of calls/emails received for planning of call center.	<p>Average daily calls-400*</p> <p>Average daily emails-150*</p>

			*Figures are only indicative
9.	Chapter XIV Page No 74 point No 1(iv)	Can the BID docs be signed by DSC or physical signatures are reqd.	Bid documents are to be signed physically.
10.	General Query)	Will there be a single Service fee for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation?	Yes, there is a single service fee for all the services that would be offered by the OSP. Please refer to Chapter XV Para B (ii) e @ pages 78-79.
11.	Annexure C , Section – Part III Page No 104 Point No d Local Taxes Payable	Kindly clarify whether local taxes are direct or indirect taxes.	It's the responsibility of the OSP to pay all the local taxes (VAT, GST, etc.,) during the contract period.
12.	Chapter V Point No 1(x) page No 17 The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.	Kindly clarify from whom the said certificate is to be provided.	Self-declaration on letterhead would be sufficient. However, in case of any non-compliance is found at any stage, High Commission of India Canberra/Ministry reserves the right to cancel the contract.
13.	Chapter VII Point No 1(U), page No 43 Consular Camps	How many consular camps will be conducted during a calendar year?	Consular Camps will be conducted as per requirement of the community assessed by Mission/Posts from time to time.
14.	Annexure J page No 138 Note 1 Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.	SWIFT (including e-bank guarantee) hence affixing of bank seal is not possible. Pls clarify on the same.	If it is an e-Bank guarantee, then affixing of banking seal is not required.
15.	Annexure J page No 133 Note 2 Stamp paper is required for BG issued by the Banks located in India.	Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence Stamp paper requirement does not exist. Pls clarify on the same.	Stamp paper is required for BG issued by the banks located in India.
16.	Annexure E / Technical	We understand that detailed textual	Technical bids must

	Bid	<p>explanations are required within the main body of the document, and any supplementary content such as tables, charts, and photographs should be included as annexures. Could you please clarify if there are any specific formatting guidelines we should follow regarding these annexures? Additionally, could you confirm the preferred method for labeling or referencing these annexures to maintain clarity and coherence in the documentation?</p>	<p>contain details mentioned in Annexure E. There are no specific guidelines for formatting/labeling/referencing.</p>
17.	General Query	Biometrics for which services (visa/ppt / OCI / CG) are required?	Biometrics is mandatorily required for the passport, visa, GEP, PCC, and OCI services. Expansion of biometrics to other services may happen based on Government guidelines.
18.	Chapter VII Pt. A (xi) Pg. 25 SCOPE OF WORK AND DELIVERABLES REQUIRED Table in point (xi)	The mandatory VAC area and the number of staff in the RFP seem to be disproportionate in comparison to the application count given for the last three years and expected application count for next three years. View of this, ICAC area need to be reduced proportionately? Request the mission consider this appropriately?	A corrigendum is issued in this regard.
19.	Chapter VII Pt. P(vii) Pg 44  Submission hours ICAC should remain open for six days a week from Monday to Saturday.	We Normal office working days in Australia is 5 days (Monday – Friday). Kindly confirm the number of working days per week.	Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking in to account anticipated applicants to be served daily, counters, redundancies etc.

20.	<p>Clause 12 E . Pg 29.</p> <p>The telephone enquiries shall be attended to from 8 AM to 8 PM on all working days.</p>	<p>Call centre will operate 9AM to 8 PM (Clause 20. Pg. 61) on all working days. Pls confirm</p>	<p>It is clarified that call centers working hours shall be from 8 AM to 8 PM on all working days and an automatic answering system shall be functional 24x7 including holidays. Chapter VII Point B (xii) may be referred. A corrigendum is being issued in this regard.</p>
21.	<p>Chapter X Pt. (1) (ii) Pg 51</p> <p>BANK GUARANTEES (BGs)</p>	<p>Please provide the exact amount of Performance Bank Guarantee (PBG) to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided under Chapter X, Pt. (1) (ii) @ Pg 51).</p>	<p>Please refer to Chapter X Para1 (ii), in this regard. The exact amount will be decided based on the Service Fee quoted by L1 to whom the contract is awarded.</p>
22.	<p>Chapter X (iii) Pg 51</p> <p>BANK GUARANTEES (BGs)</p>	<p>Please provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (iii) @Pg 51).</p>	<p>Please refer to Chapter X Para1 (ii), in this regard. The exact amount will be decided based on the Service Fee quoted by L1 to whom the contract is awarded.</p>
23.	<p>Page no. 18 Chapter V: Mandatory Eligibility Criteria &amp; Page No. 109 Annex-D: mandatory Eligibility Criteria</p>	<p>In general practice in India, Balance Sheet is typically prepared on a Financial Year basis, starting from 1st April and ending on 31st March.</p> <p>The financials for Year 2023 are still under audit review. Hence can we submit the audited financials for three years 2020, 2021 and 2022 and unaudited financials for Year 2023.</p>	<p>The Mission would accept balance sheets on the basis of the prevalent accounting year of the country where the company is registered.</p> <p>The Mission would accept available audited Financials for the last three years before 2023/2023-24, along with unaudited financials/certificate from auditor for the year 2023/2023-24.</p> <p>The audited balance sheet for the year 2023/2023-24 shall be</p>

			submitted before the award of the contract.
24.	<p>Chapter I, Page-3, point 1</p> <p>Proposal for the delivery of Consular/Passport/Visa /PCC/Surrender Certificate (Renunciation of Indian Citizenship)/Global Entry Program (GEP) Verification/ Miscellaneous Attestation related support services</p>	<p>Please explain under what terms will Global Entry Program (GEP) Verification come into effect.</p> <p>Can the Mission advise on what is the expected launch timeline for rollout of chip enabled e-passport services?</p>	<p>GEP verification service is already integrated into the Global Passport Seva Project of the Government of India.</p> <p>There is currently no specific timeline for the implementation of e-Passports that has been prescribed by the Ministry.</p>
25.	<p>Chapter I, Page-6, point 9</p> <p>The Mission/Post handled approximately 5,70,051 no. of services/ transactions during the three-year period from Jan-2021 to Dec-2023 ( ie. approximately 760 transactions/services per working day, assuming 250 working days in a year.</p>	<p>Kindly provide the last <b>3 years month on month</b> volumes for application services for each category along with the breakup of each service.</p>	<p>Month on month volumes keep varying, hence bidders may plan their operations on basis of annual volume.</p>
26.	<p>Page 27, Point vii Postal applications</p> <p><b>Submission of applications:</b> Applications may be submitted at ICAC, in person /through a representative or by postal means.</p>	<p>Kindly confirm if the Service provider is allowed to accept the applications through postal/courier.</p>	<p>Yes, postal applications are allowed. Kindly refer to the para-B (vii) of Chapter VII in this regard.</p>
27.	<p>Chapter I, Page-4, point 5</p> <p>In the event of rollout of chip enabled e-passport services by the Ministry,</p>	<p>In the event of rollout of chip enabled e-passport services -What is the expected increase in volume. What volumes are supposed to be considered by the bidders for calculating the service fee as per</p>	<p>E-passports is not introduced as of now</p> <p>Regarding the number</p>

	the OSP shall be responsible for enrolment and capture of ten finger and facial biometric data of the applicants, as prescribed by the Indian Mission.	Annex C. This has been a major issue in the previous bid leading to huge ambiguity in calculations further resulting in under bidding.	of anticipated CPV applications for the contract period, kindly refer to Part III Annexure-C
28.	Chapter VII: Scope of Work Point Xi  Indian Consular Application Center (ICAC). Appointment Slot	Is this allowed to charge the service fee to the applicant at the time of booking the appointment. This will prevent fraudulent bookings and blocking of appointment slots. Is there an already existing mobile application for Appointment System in Sri Lanka, If Yes, would the same will be used or the OSP has to develop a new application.	No, fee shall not be collected at the time of booking the appointment. Appointments must be available to applicants as per the provisions of the RFP.
29.	Chapter VII, Point I, Page 37  Installation of Applications, Software and hardware for Consular Services.	Will the mission/MEA provide the software for Consular / Misc Attestation services.	If required, the software for Consular / Misc Attestation services will be provided by the Mission/MEA.
30.	Chapter VII, Page 37, Point G, sub point C  Return Of Documents to the applicant: Facilitate applicant or his/her authorized representative for collection of document / passport from ICAC;	Can we consider travel agent as the representatives of the applicants for the collection of documents.	It is not allowed as per RFP.
31.	Chapter X, Page 77, point ii, Sub point (d)  Financial Bid Evaluation The financial bid for Service Fee in three components, namely basic service, biometric enrollment of ten-finger print and enrollment of facial biometrics along	<ul style="list-style-type: none"> <li>It is requested that the price of OS services should also be disclosed as it is a part of the formula to arrive at the Lowest quotient (Q) Lowest quotient (Q)= Sum of: [ (Service Fee for Basic Service + Finger biometric fee + Facial biometric fee) x 0.90 + (Sum of all Optional Services charges divided by total number of OSs) x 0.10] as well as L1.</li> </ul>	The price of OS services will not be disclosed separately.

	with prices for OSs will be opened on the same day. The prices quoted for Service Fee by L1, L2 and so on, will be announced along with the details of Total Expenditure and Total Receipts quoted by the respective Bidding Companies.		
32.	Page No. 6 Point 11  The OSP shall establish 06 Indian Consular Application Centres ( ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII under the jurisdiction of Mission/Post in Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney	Please confirm of there is any specific requirement for the distance of the proposed ICAC from the High Commission of India, Canberra.	Please refer to Chapter VII Para P (I) regarding the location of ICAC.
33.	Page 14, Point e  The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-visa Scheme.	To complete the umbrella of India Visa services, can the OSP provide form-filling assistance to applicants for submitting e-Visa through the same website? Will the service fee for such services be the same as the service fee for CPV services under the scope of this RFP?	e-Visa is not envisaged to be part of the project.
34.	Chapter I, Pt. 8 (iii)  Capturing of biographic data and photograph and transfer the data electronically to Mission/Post.	Need information on maximum no. of attempts to collect fingerprints, fingerprint quality threshold %, exception cases if any & exemption case if any.	Minimum five (5) attempts. Biometric data should be complete as per the dedicated software requirements provided by NIC. (Exemptions would be conveyed by the Mission.
35.	Chapter I, Para 8 (v)	Kindly provide the Data Protection Guidelines and Information Security	Kindly refer to Para 8 (v) of Chapter I



	Strictly adhere to data information security standards as set by Mission/Post, NIC and GPSP team....	Standards.	
36.	<p>Chapter I: RFP Para 9</p> <p>Chapter I: RFP Para 11</p> <p>Chapter VII- Scope of work and deliverables required Para A (xi)</p> <p>Annexure C-Financial bid</p> <p>The Mission handled approx. 5,70,051 no. of CPV services/ transactions during the period from January 2021 to December 2023.</p> <p>The OSP shall establish 06 ICACs as follows: Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney.</p>	What will be the jurisdiction for the applications submitted at Brisbane, Sydney and Adelaide, please advise	<p>Current Jurisdiction is as mentioned below:</p> <p>New South Wales and Southern Australia- Sydney</p> <p>Tasmania and Victoria – Melbourne</p> <p>Western Australia and Northern Territory – Perth</p> <p>Queensland – Brisbane</p> <p>ACT- Canberra</p>
37.	<p>Chapter I: RFP Para 12</p> <p>Chapter VII: Scope of work and deliverables required Para A (xi)</p> <p>The Mission and Posts may need to increase number of ICACs, if deemed necessary.</p>	Mission may elaborate on approximate increase in number of ICAC in order to work out cost.	Currently, Mission is not anticipating an increase in the number of ICAC during the contract period.
38.	<p>Chapter III: Instructions to Bidders</p> <p>Pt. (I)</p>	Is there any minimum price which has been decided by the Mission, below which a bid will be considered unresponsive?	No, The guiding principle of commercial viability is that the total estimated expenditure

	<p>The Mission/Post reserves the right to reject the lowest bid as unresponsive, on the basis of the costing information provided in Annex-C as part of the Financial Bid, if it considers it unviable and could therefore lead to poor quality of services.</p>	<p>Would the bidder be given an opportunity to explain the price breakup along with supporting documentation?</p>	<p>including local taxes payable shall not exceed the total estimated revenue. The viability/reasonableness of the expenditure quoted under sections B and C of Annex-C will be evaluated and decided upon by the Mission, based on Local data and the inputs and the justification provided by the Bidder.</p>
39.	<p>Chapter III, Determination of Service Fee (ix) (e)</p> <p>The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-visa Scheme. The Government of India reserves the right to further liberalise the visa regime.</p>	<p>Do we have any tentative timelines when GOI's policies mentioned in this clause will be implemented?</p>	<p>There is currently no specific timeline that has been prescribed by the Ministry.</p>
40.	<p>CHAPTER V: MANDATORY ELIGIBILITY CRITERIA</p> <p>Para 1 (ii), (iii)</p> <p>Bidding Company must have minimum net worth equivalent to USD 5 million.....</p>	<p>Please confirm to which year, conversion rate of AUD to INR will be applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial / calendar years, e.g. Jan 2021-Dec 2023.</p> <p>Please advise us who is considered as the external auditing agency for this purpose.</p>	<p>The Conversion rate for the years is: 1AUD = Rs. 57.47 (2021), 1 AUD = Rs. 57.47 (2022), 1 AUD = Rs. 56.50 (2023). This is based on the official exchange rate prescribed by the Government of India for the month of April in each financial year. An external chartered accountant/auditor carrying the necessary certification/approval for being the external auditing agency, issued</p>

			by the competent authority in the Government of Australia /Government of India.
41.	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Para 1.B.(xii)(a)</p> <p>Enquiry and Grievance Redressal mechanism</p> <p>(a) The OSP shall provide an efficient -- and shall maintain a chat bot in the Web site and a dedicated WhatsApp bot.</p> <p>Whereas on 65 in item Service Level Matrix. No. 30D, it mentions the OSP agrees to provide Whatsapp Bot/Chat Bot.</p>	Please specify that do we need to put both Chat bot & WhatsApp bot and either will suffice.	The OSP shall maintain a chatbot on the website and a dedicated WhatsApp bot. Chapter VII para B (xii) (a) may be referred
42.	<p>Page no. 04</p> <p>CHAPTER I: REQUEST FOR PROPOSAL (RFP)</p> <p>Point 05</p> <p>In the event of rollout of chip enabled e-passport services by the Ministry, the OSP shall be responsible for enrolment and capture of ten-finger and facial biometric data of the applicants, as prescribed by the Indian Post. In that case the Post in coordination with the NIC, will provide</p>	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 quantity, technical specifications, or any other hardware/software requirements.	Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking in to account anticipated applicants to be served daily, counters, redundancies etc.

	<p>necessary biometric capturing software for the purpose while the hardware shall be the responsibility of the OSP as per the standards prescribed by Gol's National Informatics Centre (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 OSP shall coordinate with the Post and NIC or any other agency authorized by the Ministry to put in place seamless procedures for this purpose.</p>		
43.	<p>Page No. 83</p> <p>CHAPTER XVII: VALIDITY OF AGREEMENT</p> <p>Point No. 1 Mission/Post may, with the approval of the Ministry, extend the Agreement if the circumstances so demand and, subject to satisfactory performance of the OSP, for a maximum period of two years, on the same terms and conditions.</p>	<p>We kindly request clarification regarding the possibility of revising the existing rates in the event of an extension of the agreement after the contract period, taking into consideration any changes in the price index of the country. This may include a revision in the service fee, the applicable local taxes (VAT/GST, etc.), and the minimum wages, in order to maintain the viability of the project.</p>	<p>Any extension will be according to the terms &amp; conditions of the RFP.</p>
44.	<p>Page no.74 Chapter XIV Sending Bids to the Mission Point No. (ii)</p>	<p>It is mentioned that the bidder should be submit four copies of bid along with soft copy in a CD. We further request to the authority kindly allow to submit CD at the Ministry of Delhi office or</p>	<p>Bid should be submitted as specified in RFP. An email may be sent to Mission intimating the same.</p>

	<p>Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and declaration (Annex H), Mandatory Eligibility Criteria (Annex D), Technical Bid (Annex E) and a Declaration by the Bidder (Annex F). All these annexures should be duly filled in. Four copies of the technical bid alongwith soft copy (Microsoft Word format) in a CD, to be enclosed.</p>	<p>either allow to send link through email or either allow to PEN drive instead of CD. Please clarify.</p>	
45	<p>General Query</p> <p>Responsibility of Handling of applications transition period.</p>	<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). This is an important aspect of assuming responsibility and we kindly request clarification on this matter.</p>	<p>There would be no transfer of applications between the existing and the new SP. The existing SP will complete the services for all the applications received by it.</p>
46	<p>General Query</p> <p>Utilize the services of a subcontractor for a specific category.</p>	<p>We kindly further request confirmation is it possible to utilize services of a subcontractor for a specific category of ancillary service.</p>	<p>Sub-contracting is not allowed as per RFP.</p>
47	<p>CHAPTER VII- Clause No.3 (viii) Premium Lounge Service</p>	<p>In reference to the clause Regarding the Should the cost of establishment of a premiumlounge be incorporated into the price bid model?</p>	<p>Premium Lounge Service will not be part of the project.</p>
48.	<p><b>TECHNICAL BID EVALUATION PROFORMA, 7(a),</b> Content and Demo of website application</p>	<p>Is it necessary to include links to the live versions of the website application and dashboard in the bid response, or can we simply provide UI design templates (screenshots) instead? Will the evaluation criteria for this aspect differ between the live version and screenshots of the demo version?</p>	<p>Demo of live version only.</p>

49.	CHAPTER VII- Clause No.3 Premium Lounge Service	Kindly provide details of percentage of applicants opting for Premium lounge and general application centre service currently?	Please see the reply at Question No. 47
50.	PARKING FACILITIES WITH CAPACITY AND TYPE OF PARKING	Is there a defined criterion or guideline specifying the minimum number of parking slots required to attain the maximum score of 5 marks in the ICAC evaluation?	The OSP may offer Parking slots based on the average number of applicants visiting ICAC in a day and the working hours of ICAC as given in the RFP
51	CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC)	In accordance with the details outlined in the RFP, are we permitted to utilize the existing space currently hosting the operational ICAC, or is it obligatory to establish a new ICAC at a different location?	The OSP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.,) and other necessary facilities/utilities
52.	<u>CHAPTER VII- Clause (xi)</u> <u>Indian Consular Application Center (ICAC)</u>	As per the specifications provided in the RFP, if we opt to utilize the current ICAC premises, are we permitted to retain and utilize the existing furniture, IT setup, security system, and other fixtures, or is it mandatorily required to replace the entire setup with new installations?	Please see the reply at Question no. 51
53.	CHAPTER VII- Clause (xi) Indian Consular Application Center (ICAC)	If an existing OSP opts to utilize the existing ICAC space and infrastructure, will another bidder receive higher marks or weightage in the bid evaluation process by offering a new space and a completely new setup?	Please see the reply at Question no. 51  The technical evaluation Marks for ICAC will be awarded as per the Technical evaluation proforma given in Part III, Annexure-E.
54.	ANNEX C- PART III Justification for Service Fee quoted	Is it permissible for Outsourcing Service Providers (OSPs) to operate on a zero-profit model by indicating zero viability in line (g), where viability represents the variance between total estimated revenue and total	Yes, but the total estimated expenditure including total local tax payable, shall NOT exceed the

		estimated expenditure, considering that the Optional Service is charged separately to the applicant?	total estimated revenue. ie. The profit amount shall not be negative.  Regarding optional services, Chapter III, para xx(b) may be referred.
55.	General Query	Please differentiate in the sq. Ft or number of counters to be used for passport service and attestation service in the center	Bidders are to make self-assessments based on the number of applications
56.	<u>ANNEX C- PART III</u> Justification for Service Fee quoted	Pertaining to bank charges, which have been instructed to be collected by SP from applicants on actual basis, please suggest if bank charges are to be included as part of SP's service fee or should be a separate component on the payment receipt?	The OSP shall collect bank/agency charges, if any, for such transactions from the applicants on an actual basis. Any bank charges levied on such transactions will not be borne by the Mission. A detailed mechanism will be worked out, in this regard, at the time of signing of the contract
57.	ANNEX:E: PART III- 3(B) OPERATIONAL EFFICIENCY OF THE SUBMISSION PROCESS	Is it permissible to conduct the Enquiry, Examination, Verification, Fee Collection, and Delivery processes at the submission counters, or is it obligatory to designate separate counters and staff for each task?	Please refer to Para 3 (b) in Part III of Annex E
58.	General Query	Could you please provide the tentative date for the technical bid presentation? We need this information to finalize the travel plans for the individual attending.	It Will be intimated after the opening of technical bids.