

**Embassy of India
Riyadh**

Tender No. RIY/CONS/01/2026 dated 28 September 2026

Replies to written queries and queries raised in the pre-bid conference

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
1.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — Para 8. Page 6	The Mission/Post handled approximately 7,59,321 no. of services/ transactions during the three years from Jan-2023 to Dec-2025 (equivalent to 1013 transactions/services per working day, assuming 250 working days in a year. This is only an estimate and there may be an increase or decrease in this number due to evolving demand and changes in policy, rules, and regulations of either the Government of India or the Government of the Kingdom of Saudi Arabia.	Kindly clarify whether the 2023–2025 historical volumes are to be used only as a planning reference, and whether the Mission/Post has any specific projected annual growth or surge volume assumption that bidders should use for capacity planning and pricing.	The volume of services/transactions, handled by the Mission during the three years from Jan-2023 to Dec 2025, is given in the RFP. During the contract period, there may be an increase or decrease in this number due to evolving demand and changes in policy, rules, and regulations of either the Government of India or the Government of the Kingdom of Saudi Arabia.
2.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — Para 9. Page 6	The Mission wishes to engage a single SP to collect consular applications, with the applicable fees, along with prescribed documents for processing the applications as specified by the Mission/Post(s) from the applicant to	Kindly provide the historical split of applications received in person versus by post/courier for 2023–2025, to enable capacity and logistics planning. Please provide center wise application count from 2024- 2025 and 2026. Absence of the	Currently the Mission accepts the applications in-person only or through an authorised representative. However, the SP should be able to handle the applications received by mail/courier, if the Mission so decides in future.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		be received in person as well as by mail/courier on its behalf, deliver them to the Mission/Post and subsequently return the processed documents/passports to the applicants securely and expeditiously.	required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders	Centre-wise application count for the period Jan 2023 to September 2026 is enclosed at Annexure 1. It may be noted that the figures are indicative.
3.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — Para 11. Page 7	The Mission/Post may need to increase or decrease the number of ICACs if deemed necessary, and accordingly, the SP shall be required to increase or decrease the number of ICACs at no additional expenditure/charge to be borne on such account by the Ministry/Mission/Post/ applicants.	Kindly clarify how any increase or decrease in the number of ICACs during the contract period will be reflected in the corresponding minimum manpower, counters, premises, parking, IT/non-IT infrastructure and other mandatory requirements, and whether the Service Fee will remain unchanged.	The number of manpower, counters, area of ICAC, parking, IT/non-IT infrastructure and other mandatory requirements for increase in ICACs shall be as decided by the Mission. The SP shall be required to increase or decrease the number of ICACs at no additional expenditure/charge to be borne on such account by the Ministry/Mission/Post/ applicants.
4.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1A- Dealing with Applicants and Documents — (xi) Indian Consular Application Center (ICAC) Page 24	(xi) Indian Consular Application Center (ICAC): a) The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Post, in well-connected commercial complexes with ample parking facilities for applicants.	Kindly clarify what the Mission/Post will treat as a “new” ICAC under the new contract, particularly whether an existing ICAC premises operated by the incumbent may be retained subject to Mission/Post approval.	The Service Provider (SP) shall be responsible for establishing and making operational the new Indian Consular Application Centre (ICAC) at the location approved by the Mission/Post, at its own cost. The SP shall provide all requisite civil, furniture, electrical, IT, communication, security and other supporting infrastructure necessary for the effective, secure and uninterrupted functioning of the ICAC. The infrastructure shall include, inter alia, chairs, tables, workstations, counters, reception and waiting areas, storage, partitions and signage, as well as desktops/workstations, printers, scanners, biometric devices, token/queue management systems, networking and connectivity equipment, UPS/power backup and related peripherals. The SP shall also provide

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
				necessary power, lighting, air-conditioning, internet connectivity, CCTV, access-control and other utilities and security arrangements as prescribed in the RFP or by the Mission/Post. The ICAC shall be fully equipped, tested and operational before commencement of services.
5.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1A. Dealing with Applicants and Documents — (x) Service Dashboard Page 24	(x) Service Dashboard: To enable the Mission/Post(s) to monitor the application process, the SP shall create a dashboard providing an updated status of all applications received.	Kindly specify any mandatory technical requirements for the Service Dashboard beyond the status and fee information stated in the RFP, including system availability/uptime, user roles, audit trail, data retention, interfaces/integration and report formats required by the Mission/Post.	Bidders shall propose their Service Dashboard model, including the features, functionalities and other relevant specifications considered appropriate by them, as part of their Technical Bid. The proposed Service Dashboard will be examined as part of the technical evaluation in accordance with the parameters specified in the RFP, and marks will be awarded accordingly. The features and functionalities expressly specified as mandatory in the RFP shall, however, be complied with by the successful bidder.
6.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1A. Dealing with Applicants and Documents — (xi) Indian Consular Application Center (ICAC) — b) Page 27	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.	Kindly clarify the intended roles/responsibilities, deployment arrangement and working hours of the two mandatory backend coordination staff, including whether they may be centrally based or must be dedicated to specific ICACs.	The backend staff has to facilitate coordination of work and ensure smooth functioning of ICACs. Their working hours should be as per the RFP. Generally, the requirement of backend staff is at major centres. However, SP should make timely provisions on other centres as well, depending on footfall.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
7.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1 A. Dealing with Applicants and Documents — (xi) Indian Consular Application Center (ICAC) — c) Page 28	c) The SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Riyadh and Post in Jeddah with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Post.	Kindly clarify the minimum/expected number of staff to be deployed at the exclusive submission counter at the Mission in Riyadh and Post in Jeddah, and whether these personnel are additional to the ICAC and backend staffing prescribed elsewhere in the RFP.	The minimum number of staff to be deployed at the exclusive submission counter at the Mission and the Post should be 2 each. These staff are in addition to staff for ICAC Centre and for backend coordination. The counters at the Mission/Post would be processing the applications of applicants who have exigencies, as decided by the Mission/Post. Staff at these counters in Embassy/Consulate will have similar responsibilities, as in the ICAC centres
8.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1A. Dealing with Applicants and Documents — (xi) Indian Consular Application Center (ICAC) — c) Page 28	c) The SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Riyadh and Post in Jeddah with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Post.	Kindly provide indicative historical volumes of special-case applications handled through the Mission/Post submission counters, by Riyadh and Jeddah where available, to enable staffing and cost planning.	The volume of special cases depends on exigencies and is decided by the Mission/Post from time to time; no figure can be indicated
9.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1A. Dealing with Applicants and	(xii) The Indian Consular Application Centre (ICAC) should display prominently the details of CPV services offered along with the fee schedule, including services fees of SP.	Kindly confirm whether the Mission/Post will provide the approved fee schedule and prescribed public-display/calculator format for Government of India fees, ICWF and the SP Service Fee, including the process for notifying fee changes during the contract.	The Mission/Post will provide the existing fee schedule and also notify the revision in fees, as and when made.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	Documents — (xii) Page 28			
10.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1A. Dealing with Applicants and Documents — (xiii) Page 28	(xiii) All terms and conditions of payment of fees, refund, and cancellation requests of any service are to be displayed prominently in the public area of ICAC.	Kindly clarify whether the Mission/Post will provide an approved procedure or decision matrix for refund and cancellation requests not specifically covered in the RFP, including the treatment of bank/agency charges and timelines for processing such requests.	Modalities of such cases of refund will be decided in consultation with the selected SP.
11.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1 A. Dealing with Applicants and Documents — (xiv) Page 28	(xiv) The details of the grievance redressal mechanism shall be finalized in consultation with the Mission/Post and shall also be displayed in the public area of ICAC.	Kindly clarify the grievance redressal escalation levels, ownership and reporting requirements to be followed by the SP, in addition to the response/action timelines already stated in the RFP.	The SP shall establish and maintain an appropriate grievance redressal mechanism, including defined escalation levels, designated personnel responsible for handling grievances, and suitable monitoring and reporting arrangements, as part of its service delivery framework.
12.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1 B. Acceptance and forwarding of application to Mission/Post — (i) Page 28	Acceptance and forwarding of application to Mission/Post (i) The SP is required to accept applications for the following services: (a) Passport, (b) Visa (c) PCC (d) Misc. consular Services viz., Certificate of Birth, NRI certificate (e) Attestation Services (f) Any other service prescribed by the Mission.	Kindly confirm whether the services expressly listed in the RFP constitute the complete mandatory service scope, and clarify the process, notice period and Service Fee treatment if the Mission/Post introduces an additional CPV service during the contract period.	The list of services can be modified by the Mission as and when required. The service fees for an additional CPV service will remain the same.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
13.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para1 B. Acceptance and forwarding of application to Mission/Post — (ii) Page 29	(ii) The SP shall compile uniform checklists for each of the consular services applicable at all ICACs in the Kingdom of Saudi Arabia in consultation with the Mission and Post.	Kindly confirm whether the final uniform service-wise checklists require formal approval/sign-off by the Mission/Post before implementation, or whether consultation with the Mission/Post is sufficient under the RFP.	The final service-wise checklist will require formal approval from the Mission/Post before implementation.
14.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1B. Acceptance and forwarding of application to Mission/Post — (iv) Page 29	(iv) The SP shall be responsible for the correctness of the factual information in the application form and for matching with the identity of the applicant as per the details in the Passport, address proof, and other documents of the application.	Kindly clarify the extent of the SP's responsibility for factual correctness where the information supplied by the applicant is inconsistent or incorrect and the discrepancy cannot reasonably be verified from the applicant's supporting documents. Kindly clarify the scope of the SP's responsibility for the "correctness of factual information" in the application form. Since the accuracy of the information provided is primarily dependent on the applicant, please specify whether the SP's responsibility is limited to verifying the information against the passport, address proof, and other supporting documents submitted by the applicant, rather than independently validating the factual accuracy of the information provided.	The SP should exercise due diligence to verify the applicant's identity from the supporting documents. The SP may ask for additional documents from the applicant to confirm his identity. The Service Provider shall be responsible for verifying the completeness and factual particulars of the application to the extent prescribed in the RFP, the applicable checklist and the instructions of the Mission/Post, including crosschecking the information provided in the application against the documents submitted by the applicant.
15.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES	(b) tally the documents enclosed with the application with the prescribed documents;	Kindly clarify whether the SP is required only to verify documents against the prescribed checklist and applicable original-document requirements, or whether it is also expected to determine substantive authenticity of	The SP should verify documents as per the prescribed checklist and guidelines.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	REQUIRED — Para 1 B. Acceptance and forwarding of application to Mission/Post — (vi) Page 29		documents where no independent verification mechanism is provided.	
16.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1B. Acceptance and forwarding of application to Mission/Post — (vi) Page 29	(c) ensure the availability of the prescribed fee;	Kindly clarify the procedure to be followed when an applicant presents an incorrect or insufficient Government fee, including whether the application should be rejected, held for correction, or accepted subject to subsequent payment, and how such cases should be recorded.	The application should be accepted only with the prescribed fees.
17.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1B. Acceptance and forwarding of application to Mission/Post — (vi) Page 29	(e) A certification marking on the photocopy of the original document “Original Seen and Returned” / “OSR” is to be made by the Service Provider’s official followed by signature and date.	Kindly confirm whether the Mission/Post will provide a definitive service-wise list of original documents that the SP must verify and return under the “Original Seen and Returned”/OSR process.	Mission/Post will provide a definitive service-wise list of original documents that the SP must verify and return under the “Original Seen and Returned”/OSR process.
18.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — Para 7(x) Page 6	Scheduling of personal interviews of the applicants at the Consular Wing of the Mission/Post(s), if required.	Kindly provide indicative historical volumes of applicants requiring personal interviews at the Mission/Post for 2023–2025, to enable staffing and scheduling capacity planning.	The number of applicants requiring personal interviews is variable. The historical volume of such applicants is not available.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
19.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Para 1D. Issue of bar- coded receipt for applicants — (ix) Page 37	(ix) The SP should open a separate Bank Account for the outsourcing operations and share the details of the Bank Account opened with the Mission/Post before the start of outsourcing operations.	Kindly clarify whether the “separate Bank Account for the outsourcing operations” is to be one account covering both Riyadh and Jeddah or separate designated accounts for the Mission in Riyadh and the Post in Jeddah.	Separate designated bank accounts should be opened for Riyadh and Jeddah operations.
20.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. OPERATIONAL SYSTEMS AND INFRASTRUCTURE — o. Information on the Website about India Consular Application Centers (ICACs) Page 50	☐ In addition to the requirements mentioned in this Chapter in Section A, the SP shall publish all the relevant guidelines on their website specifically made for such services only after due approval from the Mission/ Post(s) concerned.	Kindly clarify the expected turnaround time for Mission/Post approval of initial website content and subsequent content changes, except where the RFP already specifies a separate 12-hour update requirement after notification of policy changes.	Provision of the RFP is self-explanatory
21.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. OPERATIONAL SYSTEMS AND INFRASTRUCTURE — o. Information on	SP should provide a link to the website of the Government of India (GoI) for the service(s) concerned and guide the applicants to apply at the website of the GoI.	Kindly confirm the complete list of Government of India portals, application systems and official links that the SP is required to integrate or link from the website, including any mandatory systems in addition to the links expressly mentioned in the RFP.	Details are provided in the RFP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	the Website about India Consular Application Centers (ICACs) Page 50			
22.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — 7(ix) Page 6	Maintenance of an information desk/service to answer enquiries over the telephone, e-mail, message, etc., and distribute printed instructions/guidelines, as the case may be; and maintenance of 24*7 emergency calling assistance and grievance redressal registration mechanism.	Kindly provide indicative historical volumes of emergency calls, including after-hours/weekend demand, for 2023–2025 to enable appropriate 24×7 emergency-support capacity planning.	The historical volume of emergency calls is not available.
23.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 3. Applicant Support Services (ASS) at ICACs — I)(a) Photocopy Page 51	Photocopy: SP shall provide/arrange photocopies of the requisite documents to be submitted by applicants along with the consular applications.	Kindly provide indicative historical utilization volumes for photocopying at the ICACs for 2023–2025 to support capacity and equipment planning.	The historical utilization volume of photocopying at the ICACs is not available.
24.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 3. Applicant Support Services (ASS) at ICACs — I) (c) Form filling Page 51	Form filling: SP shall provide, on request of the applicant, form filling and document upload services for filling consular applications.	Kindly provide indicative historical utilization volumes for form-filling and document-upload assistance at the ICACs for 2023–2025 to support staffing and capacity planning.	The historical utilization volume of form filling and document upload assistance at the ICACs is not available.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
25.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 3. Applicant Support Services (ASS) at ICACs — I) (d) Courier Services Page 52	Courier Services: The Service Provider (SP) shall provide courier services for the secure return of processed document(s)/Passport/PCC to applicants.	Kindly provide indicative historical courier volumes for 2023–2025 and the expected delivery-time standards by geography/city that will apply to the return of processed documents and passports.	The historical courier volume at the ICACs is not available. The SP should ensure to deliver the processed documents and passports to the applicants by next day in major cities such as Riyadh, Dammam, Jeddah etc. and within two days in other locations.
26.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 3. Applicant Support Services (ASS) at ICACs — III) Page 52	The SP shall not indulge in the sale, marketing, solicitation, or promotion of any value-added services, including premium lounge services, within the ICAC premises or in the immediate vicinity thereof, including any area outside or adjacent to the ICAC premises, whether directly or through its employees, agents, or representatives.	Kindly clarify whether the prohibition on sale, marketing, solicitation or promotion of value-added services within the ICAC premises and immediate vicinity is intended to cover only value-added services as defined in the RFP, or also other independently priced ancillary activities that do not form part of CPV processing.	There are no Optional /Value added services under the Scope of Work. SP shall not indulge in providing any Service other than the deliverables included in the RFP.
27.	CHAPTER VIII: SERVICE STANDARDS — 1. a. Page 53	The SP shall establish an efficient online appointment system, which will ensure the availability of appointments within 5 working days.	Kindly specify any mandatory technical standards for the online appointment system beyond the listed functional features, including required uptime/availability, cybersecurity controls, data retention, integration/API requirements, audit trails and reporting standards.	Bidders are expected to propose an online appointment system as part of their Technical Bid, which shall address the relevant requirements specified in the RFP, including appointment availability, slot management and other features prescribed therein.
28.	CHAPTER VIII: SERVICE STANDARDS — 1. d. Page 53	The services provided by SP will be regularly monitored and reviewed by the Mission/Post on a bi-monthly basis.	Kindly clarify the distinct purpose, scope and outputs of the weekly Monitoring Committee meetings under Chapter IX and the bi-monthly service review under Chapter VIII, including whether any separate performance	The purpose of the review meetings is self-explanatory.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			assessment or formal action arises from the weekly meetings.	
29.	CHAPTER X: SECURITIES — 1(i) Page 55	The three Securities to be furnished by the SP at the time of signing of the Agreement are as follows: i) The SP shall furnish a Security in Saudi Riyal (SAR) towards safeguarding the Government funds held temporarily by the SP after collection from applicants and the safety of documents, fixed at 5 days' average daily Government revenue of the Mission/Post from CPV services, as applicable (based on the average of the past two years).	Kindly provide the Government revenue from CPV services for each of the two years intended by the phrase "average of the past two years", together with the relevant application volumes, and confirm whether the intended years are calendar years 2024 and 2025.	The actual security amount will be determined in accordance with the provisions of the RFP and will be intimated to the successful bidder after award of the contract.
30.	CHAPTER X: SECURITIES — 1(ii) Page 55	ii) The SP shall furnish a Performance Security in Saudi Riyal (SAR) fixed @ 5 % of the contract value; the contract value is equal to the Total Service Fee quoted by L1 multiplied by the number of CPV applications processed by the Mission/Post for the last three years.	Kindly confirm whether the "number of CPV applications processed by the Mission/Post for the last three years" used for the Performance Security is intended to be the same as the 7,59,321 services/transactions stated on Page 6, and identify which service categories and application counts are to be included in the calculation.	The number of CPV applications processed by the Mission/Post for the last three years will be as given in the RFP.
31.	CHAPTER X: SECURITIES — 1(ii) Page 55	This security shall be given in four pieces with 50%, 20%, 20% and 10% of the total value.	Kindly confirm when each of the four Performance Security tranches of 50%, 20%, 20% and 10% is required to be furnished, and whether all four instruments must be submitted at the time of signing the Agreement or may be furnished in stages.	All Securities shall be submitted to the Mission at the time of signing of the Agreement.
32.	CHAPTER X: SECURITIES — 2. Page 56	If any pending matter remains unsettled at the end of such six-month period, the SP shall continue to extend the validity of the Securities on a monthly basis until all pending matters, if any, are	Kindly clarify whether the SP will bear all bank/insurer and administrative costs arising from monthly extensions of Securities after expiry/termination, and whether any such cost is reimbursable or recoverable separately.	The SP shall bear all costs and expenses associated with the extension, renewal or revalidation of any securities required under the Agreement, including any applicable bank charges, commissions, fees or other related costs.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		settled and a 'No Dues Certificate' is issued by the Mission.		
33.	CHAPTER X: SECURITIES — 5. Page 57	The Insurance Policy should be submitted with the Mission within three months from the date of award of the contract and should be renewed appropriately.	Kindly specify the minimum insurance coverage, policy limits, deductibles and insurer eligibility requirements applicable to the SP and each ICAC.	The SP shall effect and maintain adequate insurance commensurate with the nature and extent of its obligations and liabilities under the Agreement, including risks relating to the properties of the ICACs, staff obligations and other applicable liabilities in respect of its operations, in accordance with applicable local laws and regulations
34.	CHAPTER X: SECURITIES — 7. Page 57	MSEs (as defined by the Ministry of Micro and Small Enterprises, GoI) are exempt from furnishing Bid Security Deposit (EMD).	Kindly confirm the documentary evidence required to establish MSE eligibility for EMD exemption, and confirm that the exemption is limited to the Bid Security Deposit/EMD and does not extend to the Performance Security, Government Funds/Document Safety Security or Premature Termination Security.	Registered micro and small enterprises (MSEs) (as defined by the Ministry of Micro and Small Enterprises, GoI) are exempt from furnishing Earnest Money Deposit (EMD). Udyam Registration Certificate shall be accepted as valid documentary evidence.
35.	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA — 1(iii) Page 18	The average annual turnover of the Bidding Company during the three-year period (Jan 2023-Dec 2025) must be at least USD 5,00,000.	Kindly confirm the exchange-rate source, reference date and methodology to be used for converting financial statements denominated in currencies other than USD for assessing the Net Worth and Turnover criteria.	Exchange rate published by the Central Bank/official monetary authority of the country concerned as on the last day of the relevant financial year may be used.
36.	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA — 1(ii) Page 18	The Bidding Company must have a minimum net worth equivalent to USD 5 million.	Kindly confirm the reference date/basis on which Net Worth will be assessed for eligibility, given that the RFP requires audited financial information for the last three years.	For the purpose of assessing turnover and net worth eligibility, the Bidder may submit its audited financial statements for the latest completed financial year available as on the last date of submission of bids, and the turnover and net worth shall be assessed on the basis thereof.
37.	CHAPTER VI: JOINT VENTURE/CONSOR	A local partner, in a JV, is a company which has been working in the said country for at least three	Kindly specify the documentary evidence required to demonstrate that a proposed local JV partner has been operating in the Kingdom	The Bidder shall submit documentary evidence establishing that the proposed local JV partner has been operating in the KSA for at least three

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	TIUM — 1(b) Page 21	years and is registered as a Company as per the local laws.	of Saudi Arabia for at least three years and is registered as a company under local law.	years and is duly registered as a company under the applicable local laws. Such evidence may include, inter alia, the certificate of incorporation/registration, trade licence(s) and other relevant statutory or regulatory documents indicating the date of establishment/registration and continued operation of the company in the KSA
38.	CHAPTER VI: JOINT VENTURE/CONSORTIUM — 1(a) Page 21	No member of the consortium should have incurred losses during the past two-years (ie.2024 and 2025)	Kindly clarify whether “incurred losses during the past two years” refers to net loss after tax for each JV member separately, and which financial statements will be used for this assessment.	Losses shall mean net loss after tax, as reflected in the audited financial statements of the respective consortium/JV member. The requirement shall be satisfied independently by each member of the consortium/JV for each of the years 2024 and 2025.
39.	CHAPTER VI: JOINT VENTURE/CONSORTIUM — 1(a) Page 21	The maximum number of partners in JV should not be more than two and the lead member of the JV/consortium should meet at least 75% and other member should meet at least 50% of criteria of Annual Turnover and Net Worth criteria as mentioned in paras 1 (ii) and (iii) in Chapter V: Mandatory Eligibility Criteria.	Kindly clarify whether engagement of third-party vendors for enabling services such as courier delivery, technology hosting or other non-CPV support would be treated as prohibited sub-contracting under the RFP, even where the SP remains fully responsible for the CPV services.	Refer to Schedule II of the Draft Contract Agreement (Para 11) of the RFP (Page 186).
40.	CHAPTER VI: JOINT VENTURE/CONSORTIUM — 1(f) Page 21	The Lead Member of JV should be directly involved in providing outsourcing services and should not leave it to the member of JV on a royalty or commission basis or any other such arrangement.	Kindly clarify the minimum level of operational involvement expected from the Lead Member in the day-to-day delivery and management of the outsourced CPV services.	The provisions are clearly defined in the RFP.
41.	CHAPTER V: MANDATORY	(xvi) The Bidding Company and, in case of a Joint Venture, each partner company, shall disclose its	Kindly clarify the reporting period and scope of the required disclosure of shareholding financial interests in other citizen-centric	The RFP provisions are self-explanatory

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	ELIGIBILITY CRITERIA — 1(xvi) Page 20	shareholding financial interest in any other company entity providing/handling citizen-centric services across the globe, including, but not limited to visa, passport, attestation, travel or any other citizen-centric services.	service entities, including whether the disclosure is limited to interests existing as of the bid date.	
42.	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA — 1(xi) Page 19	(xi) The Bidding Company must have ISO-9001-2008 (or equivalent) certification for quality management and ISO-27001-2013(or equivalent) certification for IT-related services and ISO 23026-2015 (or equivalent) for website quality certification at the time of submitting Technical and Financial Bids.	Kindly clarify which requirement governs ISO 23026-2015 (or equivalent) website quality certification: the Mandatory Eligibility requirement to hold it at the time of submission of the Technical and Financial Bids, or the Chapter XVI/Annexure-L requirement to submit it within three months after award.	The relevant ISO certification shall be submitted along with the Technical Bid or, where applicable, before commencement of outsourcing operations.
43.	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA — 1(xiv) Page 20	(xiv) The Bidding Company should confirm that it has the capacity to handle higher volumes of consular applications as per the requirements of the Mission and Post.	Kindly confirm whether the Mission/Post has a defined quantitative surge-volume benchmark or percentage increase against which the bidder's capacity to scale up operations will be assessed.	No quantitative benchmark is prescribed. Bidders are to size surge arrangements on their own assessment and explain them in the Technical Bid, to be evaluated under S.No. 5(a) of Part III of Annexure-J. The SP shall in all cases ensure availability of appointments within five working days.
44.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. OPERATIONAL SYSTEMS AND INFRASTRUCTURE — d. Page 49	SP should comply with all local labour laws and the staff of the ICAC shall have an appropriate visa/ work permit as per local regulations.	Kindly confirm whether the RFP imposes any specific Saudi nationalization/localization threshold for staffing beyond the general requirement to comply with applicable local labor laws and work-permit regulations.	The minimum Saudi staffing ratio will be as required under local labour laws. SP shall comply with all local labour laws.
45.	CHAPTER VII: SCOPE OF WORK	Complete details of personnel, including their qualifications and	Kindly clarify the expected turnaround time for Mission/Post pre-verification and approval of	

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	AND DELIVERABLES REQUIRED — 2. OPERATIONAL SYSTEMS AND INFRASTRUCTURE — a. Page 48	experience, to be deployed in the ICACs shall be sent to the Mission/Post for pre-verification purposes for seeking the approval of the Mission/Post concerned.	new or replacement personnel, so that mobilization and ongoing leave-replacement planning can be aligned with operational requirements.	The Mission/Post shall endeavour to complete the pre-verification and approval of personnel proposed by the Service Provider within a reasonable period, subject to completion of the requisite verification process and receipt of all necessary information/documents. The Service Provider shall submit proposals for new or replacement personnel sufficiently in advance to facilitate timely verification and approval and shall ensure continuity of services through appropriate manpower arrangements pending such approval.
46.	ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — v) RECRUITMENT AND STAFF REQUIREMENT — ii. Page 166	They will also have appropriate educational/technical qualifications for the type of work to be handled and shall be well-versed in the local language and English, besides Hindi and/or the language of the local Indian Community.	Kindly confirm the specific local language requirement for each ICAC/location and whether the same language requirement applies to all personnel or only applicant-facing staff.	The staff of the ICAC shall be well-versed in English and the local language, besides the availability of facility for Hindi and/or the prominent local Indian community language. The local language requirement is same for all ICAC centres in the Kingdom of Saudi Arabia and applies to the personnel dealing with the applicants and the local authorities in KSA
47.	CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT — b. Page 90	SP must certify and provide documentation from concerned authorities that all local regulations of the Country/City are being complied with.	Kindly provide the specific local authority licenses/approvals, zoning permissions and documentary evidence that must accompany the proposed ICAC premises submission for Mission/Post approval, beyond the general requirement to comply with local regulations.	It is the responsibility of the SP to ensure that all local regulations of the Country are complied with and necessary documentary evidences are submitted to the Mission/Post.
48.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — 10. Page 6	The SP shall establish 15 Indian Consular Application Centers (ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII under the jurisdiction of Mission in Riyadh viz 1. Riyadh (for Passport & Attestation service), 2. Riyadh (for Visa service), 3. Al	Kindly clarify whether premises within Indian Association/community association premises, social/community centers or similar premises may be proposed as ICAC locations, provided all RFP, accessibility, security, parking, area and local licensing requirements are met and Mission/Post approval is obtained.	The provisions of the RFP are clearly defined.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		Khobar, 4. Jubail, 5. Buraidah, 6. Hail, 7. Sakaka/Al Jouf and under the jurisdiction of Post in Jeddah viz 1. Jeddah (for Passport & Attestation service), 2. Jeddah (for Visa service), 3. Tabuk, 4. Abha/Khamis Mushait, 5. Jazan, 6. Najran, 7. Makkah, 8. Madinah, in well-connected commercial complexes with ample parking facilities for applicants, in prime locations.		
49.	CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT — b. Page 90	Selection/Finalization of ICAC premises and approval of the Mission for the same – within 21 working days of the signing of the Agreement or within such time limit as may be specified by the Mission.	Kindly clarify whether the newly selected SP is expected to identify and finalize new ICAC premises independently of the incumbent, or whether existing incumbent premises may be continued/handed over. If an existing premise is retained, please clarify whether it will be made equally available to the incoming SP during mobilization.	Provisions of the RFP are self-explanatory.
50.	CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT — c. Page 90	21 days after signing of the Agreement, the Mission will evaluate the situation.	Kindly clarify the specific readiness criteria, documentary evidence and milestones that the Mission/Post will use to assess the 21-day progress review, and the basis on which a decision that progress is unsatisfactory will be made.	The provisions of the RFP are clearly defined.
51.	CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT — f. Page 91	Personnel selected for ICAC must be available to the Mission for training for 5 days in the Mission.	Kindly clarify whether the Mission/Post will prescribe the dates for the five-day training at the Mission, and which party will bear the travel, accommodation and other costs for personnel attending such training.	All costs for travel, accommodation and other costs for attending the training will be borne by the SP.
52.	CHAPTER XVI: TIMELINES AFTER AWARD OF	The SP may endeavor to get their personnel trained from the outgoing SP at the Mission.	Kindly clarify whether structured handover/handshake support from the outgoing SP is mandatory, including the	Provisions of the RFP are self-explanatory.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	CONTRACT — g. Page 91		expected duration, scope and responsibilities, given that the RFP states that the SP “may endeavour” to obtain training from the outgoing SP while the mobilization milestone refers to handshake with the previous service provider.	There would be no transfer of applications between the incumbent and the new SP. The incumbent SP will complete the services for all the applications received by it.
53.	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT — A. Stage 1: Technical Bids — e. Page 86	The bidders shall make a presentation before the Technical Evaluation Committee (TEC) on the date, time and venue specified by the Ministry/Mission.	Kindly specify the expected duration of the Technical Bid presentation, maximum number of presenters, permitted presentation format, and whether live demonstrations are mandatory for any systems or operational processes.	The presentation shall be made before the Technical Evaluation Committee (TEC), headed by the Joint Secretary (CPV). Each bidder shall be allotted 25 minutes for the presentation, followed by 10 minutes for the Question-and-Answer (Q&A) session.
54.	CHAPTER XVII: VALIDITY OF AGREEMENT — 1. Page 92	There shall be a review of the performance of the SP and the agreement after every six months.	Kindly clarify the objective performance criteria, KPIs or service-level benchmarks that will be used for the six-month performance review of the SP and the Agreement, in addition to the general requirement to meet the standards of quality and efficiency.	Performance of SP will be reviewed in terms of the service standards prescribed in the RFP/Agreement.
55.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. Dealing with Applicants and Documents — (xi) Indian Consular Application Center (ICAC) — Note following the ICAC staffing/location table Page 27	Note: As part of rendering CPV services, Mission and Post also organize regular Scatter tour to different remote locations in the Kingdom on weekly/fortnightly/monthly/quarterly and half yearly on need basis in co-ordination with the existing SP.	Kindly provide the expected/indicative frequency and application volumes for each regular Scatter tour location under the new SP, and confirm whether the locations listed in the RFP represent the full expected set or may be added/removed during the contract based on Mission/Post requirements.	The number of applications processed during Scattered Tours from January 2023 – September 2026 is given in Annexure 1. It may be noted that the figures are only indicative. Mission and Post has the right to add or remove the number of tour locations as per the requirements.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
56.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. Dealing with Applicants and Documents — (xi) Indian Consular Application Center (ICAC) — Note following the ICAC staffing/location table Page 27	SP will be required to arrange for the venue, basic infrastructure, equipment, manpower for rendering the services and physical security for the Consular camps.	Kindly specify the minimum venue, infrastructure, equipment, manpower and physical-security standards expected for each Consular Camp, together with any indicative frequency or application-volume basis that bidders should use when pricing the service.	The resource requirement (manpower, equipment etc.) will vary depending on the location of the camp and number of applications for various consular services. The modalities will be worked out by the Mission/Post in coordination with the SP. An indicative number of applications processed at the scattered locations during the past years is given in Annexure 1
57.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Sub point 3 Page 3	The proposal of the bidding company will constitute an offer to enter into a contract with the Mission, based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation if the bidding company is invited by the Mission to enter into an Agreement.	Kindly clarify whether the proposal submitted by the successful bidder will form an integral part of the final contractual documentation. Or it shall be the same	The provisions of the RFP are clearly defined.
58.	CHAPTER- II: BIDDING SCHEDULE AND PROCESS Page 8	General	What is the stage at which security verification will happen?	The security verification will be as decided by the Ministry of External Affairs.
59.	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT	The Bidding Companies that did not qualify in the Technical Bid stage will be informed of the reason for their disqualification by email.	Kindly clarify whether the Mission will provide a detailed explanation of the reasons for disqualification, including the specific technical evaluation criteria that were not met; to enable the disqualified bidders to understand the basis of the decision and when	RFP provision is self-explanatory.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	Para B (II) (a) Page 87		will the decision be sent to the bidder. Please explain the timeline for the same.	
60.	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT Para B (II) (e) Page 88	The Financial Bid (Annexure-K) shall be evaluated by the Technical Evaluation Committee (TEC) to assess the viability of the Service Fee quoted by the bidder for providing the services in accordance with the scope, standards, obligations and performance requirements prescribed in the RFP. If the Service Fee quoted by a bidder appears to be abnormally low and gives rise to concerns regarding the bidder's ability to perform the Contract satisfactorily, the TEC may seek written clarifications from the bidder.	Kindly clarify the objective criteria or benchmarks that the Technical Evaluation Committee (TEC) will adopt to assess the financial viability of the Service Fee quoted by bidders, including whether the evaluation will involve an internal cost assessment by MEA, comparison with the median or average of the bids received, prevailing market rates, or any other predefined financial evaluation methodology.	The RFP provides for an assessment of the viability of the Service Fee quoted by the bidder by the Technical Evaluation Committee (TEC), with reference to the scope, standards, obligations and performance requirements prescribed in the RFP. The RFP does not prescribe a fixed numerical threshold for determining whether a quoted Service Fee is abnormally low. Where the TEC considers that the quoted Service Fee appears to be abnormally low and raises concerns regarding the bidder's ability to perform the Contract satisfactorily, the TEC may seek written clarifications from the concerned bidder. Such clarifications may include, inter alia, a detailed price analysis, the methodology adopted for arriving at the quoted Service Fee, allocation of costs, risks and responsibilities, assumptions underlying the bid and any other information considered necessary by the TEC. For the purpose of assessing commercial viability, the bidder's assumptions regarding the anticipated volume of CPV applications and the corresponding revenue during the Contract period shall be reasonable, justifiable and

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
				consistent with the historical application volumes. Any assumptions regarding application volumes or revenue that are considered unrealistic or unreasonable by the TEC shall not be taken into account for determining the commercial viability of the quoted Service Fee. The quoted Service Fee shall not be rejected solely on the ground that it is low. The bidder shall be provided an opportunity to furnish the requisite clarifications and supporting information. The TEC shall consider the clarifications furnished by the bidder, including the underlying cost and revenue assumptions, before arriving at a decision on the viability of the quoted Service Fee. Only where, after such examination, the TEC concludes that the quoted Service Fee is not viable for satisfactory performance of the Contract in accordance with the requirements of the RFP, may the Financial Bid be rejected as non-responsive. The decision of the TEC in this regard shall be communicated to the concerned bidder, as stipulated in the RFP.
61.	CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT Para 1 (a) Page 90	Within 10 Days - Signing of the Agreement a. The signing of the Agreement between the Mission and SP - within 10 (Ten) working days of the issue of the Letter of	Kindly clarify whether the computation of 10 days for signing the agreement after issuance of LOI is 10 working days or 10 calendar days?	10 working days.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		Intent or within such time limit as may be specified by the Mission.		
62.	General	General	Kindly clarify whether 2 bidders can be given the same mark for furnishing similar or identical technical bids (which may or may not have different proposals like office spaces etc.)? Also, is it to be presumed that the ranked marking criteria as applicable in previous tenders is done away with?	Refer to Part III, Annexure-J of the RFP.
63.	Annexure J: Technical Bid Part III: Point 9 sub point 3 Page 142	Market Reputation and Client References: (3) The services under reference should pertain to categories of services eligible for the present tender process	Kindly clarify the scope of service categories considered eligible under this clause. Will experience in similar or allied services, such as passport, visa, consular, attestation, document verification, and other Government-to-Citizen (G2C) services, be accepted as relevant experience, or must the references pertain strictly to the specific category of services covered under the present tender?	RFP provision is self-explanatory
64.	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTY SI No. — 14 (Page 65)	The SP shall ensure that there shall be 48 working hours per week and 39 working hours for submission/collection of applications at each ICAC unless working hours are changed by the Mission in consultation with the SP. Any violation may lead to a penalty of SAR 1780 per day, unless commuted or decided otherwise by the Mission concerned in special circumstances.	Kindly clarify how compliance with Parameter 14 will be measured: (1) whether the per day penalty applies per ICAC per day, and whether any tolerance applies for delayed opening, early closing or a counter opening late; (2) whether compliance is assessed on daily hours or on the weekly 39/48-hour totals (so that a shortfall on one day can be made up on another day of the same week); and (3) what evidence the Mission/Post will use to establish a violation (e.g., token/appointment system logs), whether it will be shared with the SP, and whether the penalty will be waived	SLA matrix is self-explanatory.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			when the closure is for reasons outside the SP's control (for example, a power cut or a building access problem).	
65.	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTY Sl. No. — 17 (Page 66)	The SP agrees to ensure that the number of counters and Staff at each ICAC shall be as given in RFP OR approved by the Mission/Post(s) concerned and that each counter shall, at all times, be manned by staff with appropriate qualifications. In case, a staff member is on leave, a substitute shall be provided and the Mission shall be kept informed.	Kindly confirm whether “at all times” under Parameter 17 means during the submission hours only, and whether short staggered breaks (meal and rest breaks) are permitted, with a counter briefly unmanned or covered by a floating staff member, without being treated as a breach. Kindly also specify the longest break duration that will be accepted.	SLA matrix is self-explanatory.
66.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — xii Page 47	The ICAC must have the infrastructure /facilities like ramp/lift/wheelchair to facilitate the entry of differently-abled applicants. There shall be a dedicated official to assist the differently abled applicants.	Kindly clarify whether the “dedicated official” to assist differently-abled applicants must be an additional resource at each ICAC over and above the minimum staff in the staffing table, or whether a designated Receptionist/Customer care, ASS or Security Guard staff member may perform this role alongside primary duties. Kindly also confirm whether the role is required for the entire submission window at both ICACs, and whether any specific training is expected.	The requirement for a dedicated official to assist differently-abled applicants does not necessarily imply deployment of an additional manpower resource over and above the minimum staffing prescribed in the RFP. The Service Provider may designate an existing staff member, such as a Receptionist, ASS or other appropriately placed staff member, to perform this function in addition to his/her primary duties, provided that this does not adversely affect the staff member's primary responsibilities or the efficient functioning of the ICAC.
67.	ANNEXURE-J: TECHNICAL BID — PART I, ii(b), (d) Page 125	Indicate in each case the number of Staff expected to be drawn from within the service providers' organization, staff newly recruited, and staff on part-time employment under this Contract.	Annexure-J contemplates “staff on part-time employment” and names of “Key Staff”. Kindly clarify: (1) whether part-time, split-shift or floating staff (shared across counters, or between the	Part-time or split-shift staff may be deployed by the Service Provider, provided that the minimum staffing requirement specified in the RFP is maintained at all times during the prescribed working hours of the ICAC.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		Give names and positions held by Key Staff who will be responsible for the management of the contract, along with their experience in this field.	two ICACs) may be used to meet the minimum staff requirement, how they will be counted against the table (as headcount or full-time equivalents), and whether Mission/Post pre-verification applies to them in the same way as to full-time staff; (2) which roles the Mission treats as “Key Staff” (for example, the Country Manager and Floor Managers), and whether the persons named in the bid must be the ones deployed after award; and (3) the process and time allowed to replace a named Key Staff member who leaves before or after award.	
68.	ANNEXURE-J: TECHNICAL BID — PART III (Technical Bid Evaluation Proforma) — Organizational Capacity and Resource Planning Page 136-137	Organisational Capacity and Resource Planning: The bidder shall furnish a detailed organisational structure covering: • Country-level management. • ICAC-wise staffing. • Reporting hierarchy. • Supervisory arrangements. • Shift management. • Backup manpower. • Leave replacement mechanism. • Training programme. • Business Continuity Plan (BCP).	Kindly clarify how this criterion will be assessed: (1) whether the Mission expects a duty roster, relief-staff plan and leave calendar by ICAC as part of the Technical Bid, and in what format; (2) how marks will be awarded for shift management, backup manpower and leave replacement, and in particular whether relief staff offered over and above the minimum staffing table will be credited, given that the staff offered must not be less than the minimum for each role and no charge beyond the quoted Service Fee is allowed; and (3) whether the roster and relief plan submitted in the bid will become binding after award or may be adjusted with Mission approval as volumes change.	RFP provision is self-explanatory.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		Disaster Recovery (DR) arrangements.		
69.	CHAPTER-IX: SUPERVISORY MECHANISM — 1 Page 54	To ensure transparency and optimum performance in the functioning of the ICACs, there shall be a Monitoring Committee comprising of the Officer of the Mission/Post(s) and the Manager of ICACs who shall meet on a weekly basis to discuss any issue pertaining to the functioning of the ICACs and take note of the complaints received during the period.	Kindly clarify: (1) whether each ICAC Manager/Floor Manager must attend every weekly meeting, or whether the Country Manager or one nominated representative may attend on their behalf; (2) the fixed day, time and venue, and whether virtual attendance is permitted; and (3) whether the meetings will be scheduled outside submission hours, since attendance would otherwise take managers away from their ICACs during operations, and how such absences are to be treated under Parameter 18.	The modalities of the meetings will be decided by the Mission in coordination with the SP.
70.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para C (ii): Acceptance of Fee, Page 35	The SP shall collect bank/agency charges for such transactions from the applicants on an actual basis. The SP must provide rates of such bank/agency charges on the letterhead duly certified by the Bank/agency receiving the bank/agency charges.	In view of the applicable local laws and regulations, under which the Service Provider (SP) may be prohibited from passing certain bank/agency transaction charges on to applicants, the above clause appears to permit the collection of such charges on an actual basis. Kindly clarify whether the SP is permitted to recover these charges from applicants under the present RFP, and confirm how this provision is to be interpreted and implemented in compliance with the applicable local laws and regulations.	Provision of RFP shall prevail subject to the applicable local laws.
71.	CHAPTER XVI: TIMELINES AFTER AWARD OF	General	As per timelines specified within CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT, the 'Commencement of CPV services' should happen 'Within 45 days of	The selected bidder shall commence operations within 45 days of the signing of the Agreement. A corrigendum is being issued.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	CONTRACT		signing of the Agreement'. Whereas, CHAPTER-I: REQUEST FOR PROPOSAL (RFP) point 2 specifies the 'Full services at the Indian Consular Application Centers (ICACs) shall commence within one month of the signing of the Agreement'. We presume that within 45 days should be considered and overrides the statements under Chapter-I. Please confirm.	
72.	General	General	Please provide center wise application count from 2024- 2025 and 2026. Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders.	Centre-wise application count for the period Jan 2023 to September 2026 is given at Annexure 1. It may be noted that the figures are only indicative.
73.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required]; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — SI No.17 Page 25–27;66	[Minimum Staff Required table, e.g. Sakaka (Al Jouf): 2 counters, Counter Staff-1; Mecca: 2 counters, Counter Staff-1; Jazan: 2 counters, Counter Staff-1; Medina: 2 counters, Counter Staff-1; Buraidah 3 counters, Counter Staff-2; Abha/Khamis Mushait 3 counters, Counter Staff-2; Tabuk 3 counters, Counter Staff-2; and Jeddah-2 – 3 counters, Counter Staff 2]. The SP agrees to ensure that the number of counters and Staff at each ICAC shall be as given in RFP OR approved by the Mission/Post(s) concerned and that each counter shall, at all times, be manned by staff with appropriate qualifications.	In the staffing table, several ICACs show fewer counter staff than counters (for example, Sakaka, Mecca, Jazan and Medina show 2 counters but only 1 counter staff, and Buraidah, Abha/Khamis Mushait, Tabuk and Jeddah-2 show 3 counters but only 2 counter staff), while Parameter 17 requires every counter to be manned at all times. Kindly clarify: 1) whether the SP must keep every listed counter open and staffed at these ICACs, or whether the counter-staff figure is the approved minimum and only that many counters need to be operational at one time; (2) if every counter must be staffed, whether the Mission will correct the table by a	In small centres, the Manager can share the work of a counter, due to low turnout there.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			corrigendum or expects the SP to add staff over and above the table figure; and (3) how Parameter 17 will be applied at these ICACs, so that an SP that follows the table figure is not treated as having a shortfall.	
74.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17; ANNEXURE-J: TECHNICAL BID — PART II, 4 Page 25–27;66;126	[Minimum Staff Required table, e.g. Riyadh-1: 20 counters, Counter Staff-20; Jeddah-1: 14 counters, Counter Staff-14; Al Khobar: 12 counters, Counter Staff-12] In case, a staff member is on leave, a substitute shall be provided and the Mission shall be kept informed. Number of staff offered by bidding company which should not be less than the Minimum prescribed for each role.	The table shows one counter staff member per counter at the larger ICACs (for example, 20 for 20 counters at Riyadh-1), but the ICAC must work six days a week with at least 48 working hours and 39 submission hours per week, and a substitute must be provided when a staff member is on leave. Kindly confirm whether the table figures are (a) the minimum number of staff who must be present at any given time (i.e., per shift), or (b) the minimum total employees to be on the SP's payroll for that ICAC. If (a), kindly confirm that the additional relief staff needed to cover annual leave, sick leave, public holidays and other approved leave are over and above the table figures, and whether such relief staff will be counted in the "number of staff offered" in the Technical Bid.	Bidder to comply with the requirement as specified in Para 1 A (xi) of Chapter VII of the RFP.
75.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC)	[Minimum Staff Required table: "Country Manager-01" shown only against Riyadh-1; "ICAC Manager-4" at Riyadh-1; "ICAC Manager-2" at Al Khobar and Jeddah-1; "ICAC Manager-1" at every other ICAC] Each ICAC should have a designated Centre Manager who is	Parameter 18 asks for one designated Centre Manager at each ICAC, but the table lists four ICAC Managers at Riyadh-1 and two each at Al Khobar and Jeddah-1, and lists the Country Manager only against Riyadh-1. Kindly clarify:	(1) The SP should designate one of the ICAC Manager as Centre Manager and give other responsibilities to other ICAC Managers. All ICAC Managers should meet the requirements as per the RFP. (2) The Country Manager should be based in Riyadh. (3) The SP must provide the minimum staff mentioned in the RFP. In small centres, the

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	[Minimum Staff Required table]; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 18 Page 25–27;66	responsible for the functioning of the ICAC. The SP shall also ensure that a Country Manager responsible for the operations of all the ICACs in the country is appointed as Head of the ICACs.	(1) which of the ICAC Managers at these centers is the “Centre Manager” for Parameter 18, and whether the others are additional managers (for example, shift or section managers) who must also meet the five-year experience requirement; (2) whether the Country Manager must be based in Riyadh, given that the contract covers both the Embassy in Riyadh and the Consulate General in Jeddah, and whether this person is in addition to the ICAC Managers shown; and (3) at the smaller ICACs where only one ICAC Manager is listed, whether that person may also operate a counter or must be additional to the counter staff.	Manager can share the work of a counter, due to low turnout.
76.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3:	[Minimum Staff Required table: “IT handler” listed only for Riyadh-1 (3), Riyadh-2 (1), Al Khobar (2) and Jeddah-1 (2); “Messenger” listed only for Riyadh-1 (2), Al Khobar (1) and Jeddah-1 (2); “Staff for Applicant Support Services” and “Security/Usher” listed at every ICAC] The ICACs shall be open from Saturday to Thursday (Six days a week) from 8.30 AM to 5.00 PM, excluding public holidays, weekly off days, and holidays designated by Mission.	Kindly clarify the working-hour and work-allocation expectations for the non-counter roles in the table: (1) whether IT handlers, Applicant Support Services staff, Messengers and Security/Usher must be present for the full opening window (8.30 AM to 5.00 PM) or only during the 6½ hours of submission time; (2) for the ICACs where no IT handler or Messenger is listed (e.g., Buraidah, Hail, Jubail, Sakaka, Mecca, Abha/Khamis Mushait, Jazan, Najran, Medina, Tabuk and Jeddah-2), whether the SP may cover these functions through a visiting or remote IT support team and a shared messenger	(1) The minimum number of working hours have already been specified in the RFP. (2) The SP must ensure that the work at the ICAC centre should not hamper. (3) The SP must provide the minimum staff mentioned in the RFP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	Infrastructure and Facilities — (I) Page 25–27;162		without being treated as non-compliant with Parameter 17; and (3) whether, within the same ICAC, listed non-counter staff may support one another during quiet periods (for example, ASS staff helping at the reception desk) without this being treated as a deviation from the staffing table.	
77.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — N. Facilities at the ICAC — vii; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 14; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (I); SCHEDULE-II — 2.1 Page 46–47;65;162;182–183	Acceptance of application at the counters of ICAC should be at least 39/48 hours per week and Back Office working time should be at least 48 hours per week. The SP shall ensure that there shall be 48 working hours per week and 39 working hours for submission/collection of applications at each ICAC The ICACs shall be open from Saturday to Thursday (Six days a week) from 8.30 AM to 5.00 PM While the ICAC shall operate at least 48 hours (with a minimum eight hours per day) per week excluding public holidays, it shall have at least 39 hours per week for submission of applications (with a minimum six-and-half hours per day) at the counters of ICAC.	The hour requirements are worded differently: Chapter VII says counter acceptance should be “at least 39/48 hours per week”, Parameter 14 and Schedule-II say 39 hours for submission/collection and 48 hours for the ICAC to operate, and the ICAC opening time is 8.30 AM to 5.00 PM (8½ hours a day). Kindly confirm: (1) whether the counter requirement is 39 hours or 48 hours per week; (2) whether the 48 hours means the ICAC must be open and staffed for applicants, or only that back-office staff must be at work, and whether the “minimum eight hours per day” is counted with or without staff meal and prayer breaks; and (3) which activities are expected in the time between the 6½-hour submission window and the 8½-hour opening window, and whether collection/delivery of documents falls inside the 39 hours.	(1) The ICAC shall operate at least 48 hours (with a minimum eight hours per day) per week excluding public holidays, it shall have at least 39 hours per week for submission of applications (with a minimum six-and-half hours per day) at the counters of ICAC. The exact timings will be decided by the Mission/Post(s) concerned. (2) & (3) The working hours are clearly defined in the RFP.
78.	CHAPTER-VII: SCOPE OF WORK AND	(Working hours/submission hours can be modified by Mission).	The RFP allows the Mission to change the working and submission hours. Kindly clarify:	(1) The working hours during the Ramadan period will be as decided by the Mission in consultation with the SP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	DELIVERABLES REQUIRED — N. Facilities at the ICAC — vii; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (I) Page 47;162	Any changes in the timing of the functioning of ICAC are to be decided by the Mission/Post as per the local functional requirement.	(1) whether the Mission will shorten the ICAC working and submission hours during Ramadan, or at any other time when local labor regulations reduce working hours, and whether the weekly 39/48-hour requirement and the Parameter 14 penalty will be adjusted for those periods; (2) the minimum notice the Mission will give before changing opening or closing times, since staff shifts, transport and rosters have to be re-planned; and (3) if the Mission increases the hours materially (for example, beyond 48 hours a week), whether the staffing requirement will be reviewed so that the SP does not breach local limits on working hours.	(2) The details will be finalized by the Mission with SP. (3) The SP should meet the requirements given in the RFP. All local labour laws and regulations should be complied with by SP.
79.	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 14 Page 65	Any violation may lead to a penalty of SAR 1780 per day, unless commuted or decided otherwise by the Mission concerned in special circumstances.	Kindly clarify how compliance with Parameter 14 will be measured: (1) whether the SAR 1780 per day penalty applies per ICAC per day, and whether any tolerance applies for delayed opening, early closing or a counter opening late; (2) whether compliance is assessed on daily hours or on the weekly 39/48-hour totals (so that a shortfall on one day can be made up on another day of the same week); and (3) what evidence the Mission/Post will use to establish a violation (e.g., token/appointment system logs), whether it will be shared with the SP, and whether the penalty will be waived	SLA matrix/penalties are self-explanatory.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			when the closure is for reasons outside the SP's control (for example, a power cut or a holiday announced at short notice).	
80.	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17 Page 66	The SP agrees to ensure that the number of counters and Staff at each ICAC shall be as given in RFP OR approved by the Mission/Post(s) concerned and that each counter shall, at all times, be manned by staff with appropriate qualifications.	Kindly confirm whether “at all times” under Parameter 17 means during the submission hours only, and whether short staggered breaks (meal, prayer and rest breaks) are permitted, with a counter briefly unmanned or covered by a floating staff member, without being treated as a breach. Kindly also specify the longest break duration that will be accepted.	During the submission hours.
81.	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17 Page 66	Any discrepancies on this account, unless specifically approved by the Mission/Post concerned shall be rectified by the SP within a period of 30 days. failing which, a penalty of SAR 3560 per day for the next 30 days will be levied. Any delay beyond a period of 60 days will result in levying of penalty at the rate of SAR 7120 per day.	Kindly clarify the basis on which Parameter 17 penalties are calculated: (1) whether the SAR 3560 / SAR 7120 per day is levied per ICAC, per vacant counter, or per vacant staff position; (2) whether the 30-day rectification period starts only after the Mission/Post notifies the shortfall in writing; (3) for a vacancy arising from resignation, termination, work-permit or visa processing, or a Mission-requested removal, whether the time taken by the Mission/Post to clear the replacement is excluded from the 30/60-day periods; and (4) whether short-term absences covered by an approved substitute fall outside this parameter.	SLA matrix/Penalty is self-explanatory.
82.	Annexure L: Draft Contract Agreement: SCHEDULE-II — 2.2	Extended hours/additional staff for peak periods/seasons shall be arranged by the Service Provider in coordination with the Mission to	Kindly clarify the scope of the extended-hours obligation: (1) how “peak periods/seasons” will be identified and notified (e.g., by the	(1) The modalities will be worked out by the Mission/Post with the SP. (2) The SP should meet the requirements given in the RFP. All local labour laws and regulations should be complied with by SP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	Page 183	facilitate the applicants without any additional charges.	Mission/Post in writing with a minimum notice period) and the expected number of such periods per year; (2) the maximum extension to daily/weekly hours the Mission/Post may require, and whether it must remain within the limits permitted by Saudi labor regulations on working hours and overtime; and (3) whether extended hours may be met by existing staff working compensated overtime or taking compensatory time off, or must be met by additional staff.	(3) The arrangements should be made by SP.
83.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — O. Opening of ICACs during weekends/holidays; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 2: Scope of Work and Deliverables of the Service Provider — xxi Page 47–48;160	The SP may be required with prior written authorization/instructions from Mission/Post to open ICACs and submission counter in the Mission and Post during weekends/holidays to facilitate submissions by applicants, at no additional cost to the Government of India/Mission.	Since ICACs already work from Saturday to Thursday, kindly clarify: (1) whether “weekends” here means Friday (the weekly off day) and whether public holidays such as the Eid holidays are included; (2) whether such openings can be required at all 15 ICACs and both submission counters, or only at selected centers, and the minimum advance notice the Mission/Post will give; and (3) how staff rostered on a Friday or public holiday are to be compensated, i.e., whether the SP may give paid overtime or time off in lieu in line with Saudi labor regulations, and whether the SP may decline an opening that would take its staff beyond the legal limits on weekly rest and overtime.	(1) Weekend means Friday (i.e. weekly off) and holidays mean holidays designated by Mission/Post and all other public holidays. (2) Such openings are generally required at selected centres, as decided by the Mission. However, the Mission may require the SP to open all the centres, if required. The modalities will be worked out by the Mission/Post with the SP. The Mission/ Post will endeavour to give advance intimation to the extent circumstances permit; a fixed minimum notice period cannot be committed. (3) The SP should make arrangements as per the provisions of the RFP. SP should comply with local labour laws.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
84.	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Point (xi); ANNEXURE-L (DRAFT CONTRACT AGREEMENT) SCHEDULE-II — 2.3 and Clause 3: Infrastructure and Facilities — (n); Page 33;183;162	The SP should also have arrangements to provide emergency CPV services outside office hours as well as on weekends/holidays: modalities in this regard will need to be worked out in coordination with the Mission. Provisions shall be made for emergency visa/passport/consular services after office hours, weekends and holidays by the Service Provider by designating one person to coordinate with the Mission without any additional charges. Nominate a person who will be reachable during weekends/holidays or after office hours, for coordination with the Mission/Post to deal with any emergency situation.	Chapter VII refers to arrangements to “provide emergency CPV services” outside office hours, whereas Schedule-II and Annexure-L refer only to designating one person to coordinate with the Mission. Kindly clarify: (1) whether the SP’s obligation is limited to one on-call coordinator, or also includes making counter staff available to receive emergency applications after hours and on weekends/holidays; (2) the expected response time, and the location (Mission in Riyadh, Post in Jeddah, or a specified ICAC) where such applications will be processed; and (3) whether one coordinator for the whole Kingdom is sufficient or one each is needed for the Riyadh and Jeddah jurisdictions, and whether the on-call duty and any after-hours attendance are to be covered within the SP’s existing staffing.	(1) The Service Provider shall designate the required person(s) to coordinate with the concerned Mission/Post for emergency CPV services, at all ICACs and as directed by the concerned Mission/Post. SP’s obligation also includes making counter staff available to receive emergency applications after office hours and on weekends/holidays. (2) The emergency CPV Services outside office hours has to be provided at any location, as per the exigencies. (3) Provision of the RFP is self-explanatory.
85.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — 7(ix); CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Point (xii)(e)–(f); ANNEXURE-L	Maintenance of an information desk/service to answer enquiries over the telephone, e-mail, message, etc., and distribute printed instructions/guidelines, as the case may be; and maintenance of 24*7 emergency calling assistance and grievance redressal registration mechanism; The telephone enquiries shall be attended to from 9 AM to 8 PM on all	Chapter VII provides for live telephone enquiries from 9 AM to 8 PM on working days with an automatic answering system outside those hours, whereas Chapter I refers to “24*7 emergency calling assistance” and Schedule-II, para 8.1(a) refers to a “24x7 helpline number/Call Centre”. Kindly clarify: (1) whether live agents are required 24x7 or only 9 AM–8 PM on working days;	The telephone enquiry service shall operate from 9:00 AM to 8:00 PM on working days, with an automated answering system outside these hours, as prescribed in Chapter VII. The OSP shall also provide 24*7 emergency calling assistance in English and Hindi language. Call-centre personnel shall be provided in addition to the ICAC staffing requirement

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
	(DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (k); SCHEDULE-II — 8.1(a) Page 6;33;162;185	working days. An automatic answering system shall be functional outside the above period, including holidays. Establishing a separate 24x7 helpline number/Call Centre; The Toll-free numbers/Voice Over Internet Protocol (VoIP) Calls should preferably, be handled locally from the Kingdom of Saudi Arabia	(2) if live 24x7 agents are required, whether this applies on weekends and holidays and in which languages; (3) whether “preferably, be handled locally from the Kingdom of Saudi Arabia” means call-center agents may be located outside the Kingdom (e.g., in India) provided they are SP employees, or whether agents inside the Kingdom are mandatory; and (4) whether call-center agents are part of the ICAC staffing table or additional to it, and whether they need Mission/Post pre-verification.	
86.	ANNEXURE-J: TECHNICAL BID — PART III (Technical Bid Evaluation Proforma) — b. Organizational Capacity and Resource Planning Page 136	[Evaluation criterion, 6 marks: Organisational Capacity and Resource Planning: The bidder shall furnish a detailed organisational structure covering: • Country-level management. • ICAC-wise staffing. • Reporting hierarchy. • Supervisory arrangements. • Shift management. • Backup manpower. • Leave replacement mechanism. • Training programme. • Business Continuity Plan (BCP).	Kindly clarify how this criterion will be assessed: (1) whether the Mission expects a duty roster, relief-staff plan and leave calendar by ICAC as part of the Technical Bid, and in what format; (2) how marks will be awarded for shift management, backup manpower and leave replacement, and in particular whether relief staff offered over and above the minimum staffing table will be credited, given that the staff offered must not be less than the minimum for each role and no charge beyond the quoted Service Fee is allowed; and (3) whether the roster and relief plan submitted in the bid will become binding after award or may be adjusted with Mission approval as volumes change.	RFP Provision is self-explanatory.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		Disaster Recovery (DR) arrangements		
87.	ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 1: Provision of Services and Fee — (x)–(xi) Page 146	The SP should not utilize NGOs to recruit/hire staff for the ICACs without explicit approval of the Ministry. The SP should ensure that the minimum wages of the staff are as per the local law in the Kingdom of Saudi Arabia and in the absence of minimum wage rules, wages should be at market rates.	Kindly clarify: (1) what the Ministry means by “NGOs” in the recruitment restriction, and whether recruitment through licensed local manpower/recruitment agencies, or through the SP’s own group companies and offices in other countries, is permitted without Ministry approval; (2) whether staff for roles such as Security/Usher, Messenger or IT handler may be supplied by a licensed outsourcing company, and if so whether such staff count toward the staffing table and need Mission/Post pre-verification.	RFP Provision is self-explanatory.
88.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED -B. (vii) Page 30	Postal applications: (c) ensure availability of prescribed fee;	What is the mode of fee collection? As stated, cash is not permitted, online transfer, bank draft, credit card details, etc., to be clarified.	Currently Mission accepts the applications in-person only. As and when postal application service shall start, the Mission shall inform the SP about mode of fee collection, based on the payment facilities available in KSA.
89.	Chapter XV: Selection of Bidders/Award of Contract	General	The RFP states the historical transaction volume for the Mission as 7,59,321 for the period January 2023 to December 2025, and the quoted Service Fee is subject to viability assessment by the TEC. In light of this, kindly confirm whether, for the purpose of evaluating and comparing the Financial Bids and of assessing the viability of the quoted Service Fee, this stated historical volume will be adopted as the common and uniform basis for all bidders.	For the purpose of calculating anticipated revenue during the three-year contract period, the Bidder shall assume a total CPV application volume not exceeding 25 percent above the total CPV application volume processed by the Mission/Post during the period from January 2023 to December 2025, as provided under Para 8 of Chapter I of the RFP.

90.	Chapter-I: Request for Proposal (RFP), Para 8, Page 6	“The Mission/Post handled approximately 7,59,321 no. of services/ transactions during the three years from Jan-2023 to Dec-2025 (equivalent to 1013 transactions/services per working day, assuming 250 working days in a year...”	Considering the regional geopolitical situation and the impact of the recent war/security situation on travel and consular demand in KSA, may the Mission kindly provide the actual category-wise application/transaction count from January 2026 to September 2026? This would enable bidders to assess the current demand pattern and make realistic operational and financial projections.	The data is given in Annexure 1.
91.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRE – Applicant Support Services (ASS) Page 51	SP shall provide/arrange photocopies of the requisite documents to be submitted by applicants along with the consular applications	Kindly confirm whether there is any maximum number of photocopy pages per applicant/application, or whether unlimited photocopies required for processing the application are to be provided free of charge.	There is no limit specified for the number of photocopies required for the application. A singular all-inclusive Service Fee has to be quoted as per Annexure K of the RFP.
92.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRE– Applicant Support Services (ASS)	The Service Provider (SP) shall provide courier services for the secure return of processed document(s)/Passport/PCC to applicants. Upon receipt of the processed application and document(s)/Passport/PCC from the Mission/Post, the SP shall dispatch the same to the applicant by courier in a secure manner and in accordance with the delivery standards prescribed by the Mission/Post. This obligation shall apply to applications submitted in person at the ICACs as well as to applications received by post or courier. The SP shall not levy any	Kindly confirm whether free courier service is limited to one delivery per application and whether any re-delivery due to incorrect address/non-availability of the applicant may be charged separately.	SP shall not charge any additional fee for the various services/ deliverables in the RFP. A singular all-inclusive Service Fee has to be quoted as per Annexure K of the RFP.

		additional charge on the applicant for such courier service. Any failure to securely and timely return the document(s)/Passport/PCC, including any loss, damage, mis delivery or delay attributable to the SP or its courier service, shall attract the penalties prescribed in Chapter XI of this RFP.		
93.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRE : Para 1 A (xi) ICAC – Minimum Parking Facility	General	Kindly confirm whether the parking spaces required under the RFP are to be provided free of charge to applicants, or whether applicable parking charges may be collected from applicants as per the building/parking operator's prevailing rates.	SP shall not charge any additional fee for the various services/ deliverables in the RFP, including Parking.
94.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Page 5, Point iii	Submit the Consular applications and other related documents in original as well as in electronic format, at the Mission/Post on a daily basis by the quickest and safest means, and deposit the fees collected on behalf of Mission/Post the same day at the bank designated by the respective Mission/Post; If the fees could not be deposited in the designated Bank the same day on account of banking hours, it shall be deposited the next day in the first hour of opening of the Bank.	In case of late submission of applications post banking hours. It is not possible to submit the fee same day. Additionally, in case of government holidays or weekends the submission can only be done in next working day. Kindly allow the bidders to submit the fee within 2 working days.	The existing provision already addresses situations where the fees cannot be deposited on the same day due to banking hours, by requiring the amount to be deposited on the next day within the first hour of opening of the designated bank.
95.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRE : Para 1 A	Minimum parking slots required	Please clarify if the "minimum parking slots" refer to nearby public parking or exclusive parking dedicated to the ICAC property. While exclusive parking in Riyadh and Jeddah is normally allocated based on	Minimum parking slots referred in the RFP refers to exclusive parking facility for the applicants at the ICACs.

	(xi) ICAC – Minimum Parking Facility		property size, providing the mandatory free parking requested in the RFP (20 slots in Riyadh and 10 in Jeddah) is technically unfeasible. Securing additional dedicated spaces would require extra procurement costs, directly increasing our pricing and the subsequent service fees for applicants. As the government has transitioned public parking to a paid system, we respectfully ask the Embassy to consider paid parking options.	
96.	Annexure J: Technical Bid Page 133, Point 2	ICAC Space requirements “The bidder shall furnish documentary evidence demonstrating that the area of each proposed ICAC complies with the minimum area prescribed in the RFP.”	6 marks are awarded where the proposed area merely meets the prescribed minimum, 7 marks where it exceeds the minimum by 10–20%, and 8 marks where it exceeds the minimum by more than 20%. Failure to meet the minimum gets 0 marks . What does “documentary evidence” actually mean? There is an important ambiguity here. The RFPs expressly say documentary evidence demonstrating the area must be furnished, but from the provisions I reviewed, they do not clearly define the exact document that constitutes acceptable documentary evidence — for example: • executed lease agreement; • title deed; • landlord NOC; • offer letter / Letter of Intent from landlord; • tenancy proposal; • municipality-approved floor plan; architect's area certificate.	The bidder shall provide, at the Technical Bid stage, documentary evidence/undertaking demonstrating that the proposed ICAC premises are permissible for the intended use under the applicable local zoning and other relevant regulations. A landlord's undertaking will be considered at the Technical Bid stage, provided it clearly confirms that the proposed premises are permitted for the intended use under the applicable local regulations. The successful bidder shall, post award of contract, furnish the required certification and supporting documentation from the concerned authorities confirming compliance with the applicable local regulations.
97.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED : Para 1 A (xi) ICAC	As part of rendering CPV services, Mission and Post also organize regular Scatter tour to different remote locations in the Kingdom on weekly/fortnightly/ monthly/quarterly and half yearly	Kindly provide volume of application processed/ collected during consular camps in past three years at each location.	The data is given in Annexure 1.

	Page 27, Point xi	on need basis in coordination with the existing SP.		
98.	Chapter XI: Service Level Metrics/Penalties Page 61, Point 8	Postal/ Courier applications	Kindly provide the year wise volume of application received through courier at each location	Currently, the Mission is not accepting applications through courier.
99.	Chapter III: Instructions to Bidders: Point (xix) Page 14	Determination of Service Fee); Annex-K	Kindly clarify what counts as one 'application' for the single Service Fee. For example: (a) is attestation charged per document or per applicant? (b) Is a family submitting together counted as one application or one per member?	Service Fee to be charged is per application.
100.	Chapter III: Instructions to Bidders Page 14, Chapter III Point (xix)	Determination of Service Fee); Annex-K	Kindly confirm whether the Service Fee is chargeable on gratis or fee-exempt cases, such as Emergency Certificates for final exit/amnesty cases, ICWF-assisted cases, deportees and applications received at consular camps. Also, provide the month wise volume of such case in each of the past three years, sss this will be the additional cost to OSP.	In terms of Chapter VII, Para 2(k), the SP will be allowed to charge the Service Fee from all individuals who make a consular application. Applications at Consular Camps attract the same Service Fee.
101.	Chapter III: Instructions to Bidders Page 14, Chapter III Point (xix)	Determination of Service Fee; Annex-K	The Service Fee is fixed for three years and inclusive of VAT (currently 15% in Saudi Arabia). If the VAT rate changes during the contract, or if the contract is extended, will the Mission consider a review of the Service Fee? The draft Agreement states that no revision is allowed even if taxes change. Bidders need to either price this risk or know that relief is possible.	Provision of the RFP is self-explanatory.
102.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Page 40, Para G & Page 52 Point 3 (d)	Return of documents to the applicants Applicant Support Services (ASS) at ICACs	Free courier return applies to all applications. Kindly share (a) the current share of applicants opting for courier delivery versus collection at the ICAC, and (b) whether delivery is required to all regions of the Kingdom, including remote areas. Free courier across a very large country is one of the largest hidden costs. Without the courier	The historical courier volume at the ICACs is not available. The courier delivery is required to all regions of the Kingdom, including remote areas.

			ratio and coverage, we can only guess the approximate volume of application opt for courier service.	
103.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Page 7 CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Page 24 Para 1(A)(xi)(a)	ICACs	ICACs may be increased or decreased at no additional cost. Kindly indicate whether there is a maximum number of additional centres and the minimum notice period that will be given.	The RFP does not prescribe a maximum number of additional ICACs. The process, notice and transition arrangements in any such case shall be as decided by the Mission/Post at the relevant time, having regard to operational requirements. A minimum notice period cannot be committed.
104.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Page 42-44 Para 1(I), 1(K); Schedule-I	General	We request clarification on the exact scope of services, as there are discrepancies regarding OCI and Surrender Certificate applications. While these services are omitted from the scope on Pages 3 and 28, OCI is explicitly mentioned on Pages 42 and 44. Please confirm if OCI and Surrender Certificate services are included in this tender. If so, kindly provide the historical year-wise volumes for both, as this directly impacts our process design, staff training, and system requirements. Additionally, please clarify the following volume-related queries: • e-OCI Launch: The upcoming launch of e-OCI services will significantly impact transaction volumes. Will this shift be accounted for in the service fee calculation, and should potential volume reductions be factored into our manpower and ICAC sizing? e-Visa Volumes: Kindly provide the projected or historical volume for e-Visa applications, as this data is essential for determining	Currently the Mission is handling OCI, Surrender Certificate and e-Visa applications directly. However, Mission may modify the services to be provided by SP, as and when required. The current average volume of OCI, SCs combined together is around 150 per year and that of e-Visa is 17000 per year.

			accurate manpower allocation and ICAC sizing.	
105.	Chapter V Mandatory Eligibility Criteria Para 1(i) Page 17	The Bidding Company shall have a minimum of three (3) years' experience during the period January 2021 to December 2025 in operating a Centre for Consular, Passport and Visa (CPV) services on behalf of a Diplomatic Mission of the Government of India or of any foreign Government, handling an average of at least 100 applications per working day. The bidder shall furnish verifiable documentary evidence in support of such experience.	Please clarify the following eligibility and experience requirements for the January 2021 to December 2025 period: Active Contracts: Does an ongoing contract qualify as valid CPV experience for the pre-eligibility requirements? Incumbent Eligibility: Will the current incumbent be deemed eligible to participate if they have served the Indian Mission for more than one year and exceeded the prescribed application volume?	Eligibility criteria under Chapter-V are self-explanatory.
106.	Chapter V Mandatory Eligibility Criteria Para (xi); Page 19. CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 1(H)(i) Page 41. Annex-D Part III(1); Annex-J Part II(12); Annex-L	General	The RFP asks for ISO 9001:2008, but the draft Agreement (Page 159) asks for ISO 9001:2015. Kindly confirm current versions (ISO 9001:2015 and ISO 27001:2022) will be accepted. Also, kindly confirm whether ISO 23026 is required at bid submission (Pages 19 and 106) or within three months of award (Pages 41 and 128).	ISO 9001:2015 and ISO 27001:2022 will be accepted. A corrigendum is being issued.
107.	Chapter XV: Selection of Bidders/Award of Contract Para A.II(e)	General	The technical presentation is to be held at MEA, New Delhi. Kindly clarify whether it may be made virtually or at the Embassy in Riyadh, and how much advance notice will be given. This is needed for travel and planning of the presenting team.	The Technical Bid presentation shall be conducted in physical mode at the Ministry. The date, time and venue for the presentation shall be intimated to the eligible bidders in due course.

	Page 86																								
108.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 2(c) Page No. 48,	General	Kindly confirm whether the requirement for a Bachelor's degree with relevant experience applies to all staff, including security guards, messengers and ushers. Applying this to all roles makes hiring considerably harder and more expensive.	The requirement of a Bachelor's Degree shall apply only to managerial and non-managerial staff.																					
109.	Chapter I: Request for Proposal Para 2; Page 3 Chapter XVI: Timelines after Award of Contract, Para 1(h) and milestone table Page 91	General	Please clarify the exact transition and deployment timeline for this contract. Page 3 stipulates a 1-month commencement window, which directly conflicts with the 45-day period mentioned on Page 91. Because daily delays carry a steep penalty of SAR 3,560 per center (Page 64), definitive guidance on the applicable rule is critical for our risk assessment. Extension Request: Concurrently, establishing 15 physical locations simultaneously within a maximum of 45 days presents extreme logistical and technical challenges. We respectfully request the Embassy to consider adopting the phased or extended rollout framework utilized in the previous 2025 RFP to ensure seamless operational continuity and compliance. <table><tr><th>Sl. No</th><th>Milestone</th><th>Time for</th></tr><tr><td>1</td><td>Signing of the Agreement between the Mission and SP</td><td>Within 30 Letter of Intent</td></tr><tr><td>2</td><td>Identification & Selection of Premises</td><td>Within 14 Agreement</td></tr><tr><td>3</td><td>Parallel placement of Personnel</td><td>Within 14 Agreement</td></tr><tr><td>4</td><td>IT & Non-IT Infrastructure Installation</td><td>Within 21 Agreement</td></tr><tr><td>5</td><td>Manpower training& handshake with the previous service provider</td><td>Within 21 Agreement</td></tr><tr><td>6</td><td>Operations & Implementation</td><td>Within one Agreement</td></tr></table>	Sl. No	Milestone	Time for	1	Signing of the Agreement between the Mission and SP	Within 30 Letter of Intent	2	Identification & Selection of Premises	Within 14 Agreement	3	Parallel placement of Personnel	Within 14 Agreement	4	IT & Non-IT Infrastructure Installation	Within 21 Agreement	5	Manpower training& handshake with the previous service provider	Within 21 Agreement	6	Operations & Implementation	Within one Agreement	The Provision contained in Chapter XVI of the RFP shall prevail and remain unchanged.
Sl. No	Milestone	Time for																							
1	Signing of the Agreement between the Mission and SP	Within 30 Letter of Intent																							
2	Identification & Selection of Premises	Within 14 Agreement																							
3	Parallel placement of Personnel	Within 14 Agreement																							
4	IT & Non-IT Infrastructure Installation	Within 21 Agreement																							
5	Manpower training& handshake with the previous service provider	Within 21 Agreement																							
6	Operations & Implementation	Within one Agreement																							
110.	Chapter XI: Service Level Matrix/ Penalties Sl. No. 19	General	Kindly confirm whether delays caused by Government systems (GPSP, IVFRT, NIC outages) or by the Mission/Post will be excluded	Delays attributable to Government systems, including GPSP, IVFRT, NIC or other systems/platforms under the control of the Government, as well as delays attributable to																					

	Page 66		when calculating the 30-minute turnaround time and other SLA penalties. If over 20% of cases exceed 30 minutes, the full day's service fee is lost, even when the cause is outside the SP's control.	the Mission/Post, shall not be counted for the purpose of determining the SP's compliance with the prescribed turnaround time or for imposition of SLA-related penalties, provided that such delay is duly established and is beyond the reasonable control of the SP.
111.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 1(F)(i); Annex-L; Schedule-II Para 5.1 Page 39	General	Kindly confirm whether documents must be delivered to the Mission/Post twice a day (Pages 39 and 154) or at least once a day (Page 184). For distant centres such as Najran, Jazan, Tabuk, Sakaka and Hail, kindly confirm the expected frequency. Twice-daily secured transport from centres hundreds of kilometres away is not practical and would be a very large cost.	The documents collected at Riyadh and Jeddah must be delivered to the Mission/Post twice a day and for other centres, these may be delivered once a day.
112.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 1(D)(iv); Schedule-II Para 7.2 Page 37, 184	General	Page 37 requires one receipt per application, while Page 184 allows a bulk receipt for families travelling together. Kindly confirm which rule applies.	Provisions of the RFP are self-explanatory.
113.	Chapter X: Securities Para 1(i) and 1(iii) Page 55	General	(a) Kindly state the actual SAR amount of the Security equal to 5 days' average Government revenue. (b) For the Security for Premature Termination, kindly confirm whether 'average daily applications' is based on 250 working days (1,013 per day, as in Page 6) or 365 calendar days (about 693 per day). Bank Guarantees cannot be arranged without these figures. The basis changes the amount by about 46%.	(a) The actual security amount will be determined in accordance with the provisions of the RFP and will be intimated to the successful bidder after award of the contract. (b) Provision of the RFP is clearly defined.
114.	Chapter XV: Selection of	General	Please confirm that no Financial Bid will be rejected as unviable without first giving the	Refer to para (B) (II) (e) of Chapter XV of the RFP.

	Bidders/Award of Contract Page 87		bidder a reasonable written opportunity to substantiate its price through a detailed cost model, efficiencies, group resources, subsidies, existing infrastructure and other legitimate commercial advantages. The RFP permits the Ministry/Mission to seek a written explanation from a bidder	
115.	Chapter III : Instructions to bidders Determination of Service Fee Page 14	General	Please confirm whether the Service Fee will remain fixed for the full contract term even if statutory wages, localisation requirements, rent, utilities, taxes, insurance, technology, security or other mandatory costs materially increase.	There shall be no revision or increase in the Service Fee, during the term of the Agreement.
116.	Chapter I : Request for Proposal Point 8, Historical CPV volume table Page 6	General	Please confirm the annual and category-wise application volumes that bidders should use as the common base case for pricing and provide any available 2026 year-to-date volumes separately for the Embassy of India, Riyadh, the Consulate General of India, Jeddah and each proposed ICAC location The RFP reports 271,241 applications in 2025, compared with 256,115 in 2024 and 231,965 in 2023, while also stating that volumes may increase or decrease and providing no minimum-volume guarantee.	The data is given in Annexure 1.
117.	Chapter I: Request for Proposal Historical volumes Chapter III: Instructions to Bidders Service Fee Page 6	General	Do the published historical volumes or the Mission's expected volumes account for the recent increase or revision in passport fees? Will the Mission provide an updated demand assessment showing any observed impact on passport applications? Passport demand may respond to revisions in statutory passport fees and related government charges.	The historical data on number of CPV applications handled by the Mission, as given in the RFP, is based on the number of applications handled during the respective period. The Mission does not have any updated demand assessment based on impact of revision in passport fees.

118.	Chapters V: Mandatory Eligibility Criteria Chapter XV: Selection of Bidders Annexures D and J Page 17, 105 and 124	General	Please confirm that a bidder currently operating CPV outsourcing contracts in other countries or regions will be made eligible basis their current contracts The RFP contains mandatory eligibility and technical experience requirements but does not fully explain how current incumbency elsewhere will be assessed	Refer to Chapter V for eligibility conditions and Annexure-J for technical bid assessment.
119.	Chapter XV : Selection of Bidders Technical evaluation Page 85	General	What measures will the Mission use to ensure equal access to material information, including location-wise volumes, transaction patterns, staffing requirements, peak demand, current service arrangements and historical penalty data? Incumbents may possess site-specific information and historical operating data not available to other bidders.	The provisions of the RFP have been clearly defined.
120.	Chapter XV Selection of Bidders and Annexure J Page 85	General	Please identify the exact Annexure J parameters and marks that will be assessed through the presentation and confirm whether the presentation may explain existing information only or may include updated evidence and clarifications requested by the Ministry/Mission. The presentation must be confined to the Technical Bid and must exclude Financial Bid information.	Provisions of the RFP regarding Technical Bid evaluation are self-explanatory. Refer to Part-III Annexure-J.
121.	Chapter I: Request for Proposal Para 5, (Page 4) Annex-B Rollout of chip-enabled e-passport	General	In the event of rollout of chip-enabled e-passports, the SP must procure biometric hardware at its own cost according to NIC standards, with no claim permitted. Kindly provide the indicative hardware specifications/number of enrolment stations to be factored into the bid or confirm that these will correspond to the prescribed number of submission counters.	Technical specifications of the hardware may be referred to in Chapter VII and Annexure A-B respectively. Quantity of hardware planning is for bidder to make, taking into account anticipated applicants to be served daily, number of counters, redundancy etc..
122.	Chapter I: Request for Proposal Para 8	General	Please provide month-wise application volumes for 2023-2025 and Jan-Sep 2026,	The year-wise ICAC data is given in Annexure 1. The month-wise break up and the split

	Application volumes for Jan 2023 to Dec 2025		current ICAC-wise volumes, a break-up of Miscellaneous Consular Services, and the split between appointment, walk-in and postal/courier applications. Please also confirm whether 7,59,321 is the number of applications on which the Service Fee is chargeable.	between appointment and walk-in is not available. Currently the Mission is not accepting applications by post/courier.
123.	Chapter I: Request for Proposal Para 11 Increase/decrease of ICACs at no additional cost; Schedule-II, Para 1.3 of Annex-L	General	The RFP requires 15 ICACs initially but also provides that the Mission may increase or decrease the number of ICACs and that the SP shall do so without any additional expenditure/charge to the Mission/applicants. Kindly clarify whether any future additional ICAC would be subject to mutually agreed location, minimum area, manpower and implementation timeline, and whether the additional operating cost is expected to be entirely absorbed within the originally quoted Service Fee.	The requirements for the additional ICAC will be as decided by the Mission/Post. The SP shall be required to increase the number of ICACs at no additional expenditure/charge to be borne on such account by GoI/Mission/Post/applicants.
124.	Chapter III: Instructions to bidders, Determination of service fee (xix) (c) Page 14	During the tenure of the contract, there shall be NO revision in the Service fee. Hence, the rates should be quoted with this provision in mind.	The RFP stipulates that there shall be no revision in the Service Fee during the tenure of the contract. In this regard, kindly clarify whether this provision would also apply in the event of any material change in statutory taxes, particularly the VAT, during the contract period.	There shall be no revision or increase in the Service Fee, during the term of the Agreement.
125.	Chapter VII: Scope of Work Para 1(A)(xi)(a), 1(B)(x)(b), 1(B)(xiii), 1(N)(v) – 30-minute turnaround time Page 24	General	Please confirm that the 30-minute turnaround time (a) applies to applicants arriving within their appointment slot; (b) excludes time taken for ASS provided to the applicant (photographs, form filling) and any time the applicant leaves the counter to obtain missing documents.	30-minute turnaround time is the standard requirement for the processing of applications, which includes ASS services like form filling, photograph services and providing photocopies. Separate time could be considered for Form filling, if required.
126.	Chapter VII- Score and Deliverables Required A(xi);	General	The RFP prescribes minimum parking slots for each ICAC. Annex-J awards marks for exclusive as well as shared/public parking, provided the minimum capacity is met.	The mandatory minimum parking slots must be exclusively reserved for applicants at ICAC. Provisions of RFP are self-explanatory.

	Annex-J Part III 1(b)		Kindly confirm whether the mandatory minimum parking slots may be shared/common parking within the same building/premises, or whether the minimum parking spaces must be exclusively reserved for ICAC applicants.	
127.	Chapter VII: Scope Of Work And Deliverables Required (xi) (c) Exclusive counter at the Mission/Post	General	The SP is required to operate an exclusive submission counter at the Mission in Riyadh and Post in Jeddah on a regular basis. Kindly clarify the expected number of personnel, operating hours/days and infrastructure to be provided by the SP at the Mission counter.	The minimum number of staff to be deployed at the exclusive submission counter at the Mission and the Post should be 2 each. The working hours of the Embassy counter will be at least 6 ½ hours per working day. The SP should provide the infrastructure required for acceptance of the application and processing of fees.
128.	Chapter VII: Scope of Work And Deliverables Required Para 1(B)(x)(f) and 1(B)(xi) - Walk-in facility and emergency services	General	Please confirm which applicant categories may use the walk-in facility, whether there is any limit on the number of walk-in applications, and whether the same 30-minute TAT applies to walk-in and appointment applicants.	TATKAL applications and Emergency cases as approved by the Mission/Post, to be accepted as Walk-in. 30-minute TAT applies to walk-in applicants as well.
129.	Chapter VII: Scope of Work And Deliverables Required Para 1(B)(xii)(e) and (f) read with Schedule-II, Para 8.1(a) – Call centre hours	General	Chapter VII requires live telephone enquiries from 9 AM to 8 PM on working days, with an automated answering system at other times, whereas Schedule-II requires a 'separate 24x7 helpline'. Please confirm which provision prevails.	The telephone enquiry service shall operate from 9:00 AM to 8:00 PM on working days, with an automated answering system outside these hours, as prescribed in Chapter VII. The OSP shall also provide 24*7 emergency calling assistance in English and Hindi language. Call-centre personnel shall be provided in addition to the ICAC staffing requirement
130.	Chapter VII: Scope of Work And Deliverables Required Para 1(D)(xii); Annex-A, Para 2(iv) and 5; Annex-L	General	The RFP prescribes inconsistent retention periods: records not to exceed one month (Chapter VII D(xii)), backup media for 12 months (Annex-A 2(iv)), and data until upload confirmation but not beyond six months (Annex-A 5); the Draft Agreement also provides for inspection of data for five years after expiry. Please prescribe a single retention	The retention periods specified under the respective provisions of the RFP shall apply to the relevant categories of records/data.

	Clause 11 – Data retention period		schedule for each category (physical documents, scanned data, CCTV footage, financial records, call recordings), consistent with the Saudi Personal Data Protection Law, and confirm the wording of the monthly certification.	
131.	Annex-J : Technical Bid Part III, Parameter 8	General	Technical scoring for Past Performance with Mission provides 0-1 marks for Serious documented defaults, penalties or unsatisfactory performance. Kindly clarify whether the imposition of a single penalty on the previous SP will result in the award of 0–1 marks. Since an SP working with the Mission for a long duration may have faced occasional penalties that may not be of serious nature, please confirm whether any specific threshold in terms of the number or cumulative amount of penalties will be considered for such scoring or on what basis the scoring will be done.	The provisions of the RFP relating to technical evaluation are self-explanatory and shall be applicable as specified therein.
132.	Annex-L: Draft Contract Agreement Clause 3(v)(viii) – Monthly sharing of salary slips of each employee	Geneal	Given employees' personal data protection under the Saudi Personal Data Protection Law, we request that a monthly certificate confirming payment of salaries through the Wage Protection System (Mudad) at or above applicable levels be accepted, with salary slips made available for inspection on request.	The Provisions of the RFP shall prevail subject to applicable local laws.
133.	Annex-L: Draft Contract Agreement Clause 10(iv) – Ownership of all material created vests in the Mission	General	Please confirm that the Mission's ownership extends to content, branding, applicant data and Mission-specific material, while the SP's pre-existing proprietary software platforms (appointment system, SQM, tracking portal, CRM) and their source code remain the SP's intellectual property. Please also clarify ownership of the website domain name and the data handover obligations at the end of the contract.	RFP provisions are self-explanatory.

134.	Chapter VII – Scope of Work And Deliverables Required Turnaround Time	General	The RFP stipulates a turnaround time of 30 minutes from token generation to acceptance of the application and payment at the ICAC counter. In this regard, the Mission is kindly requested to clarify whether time consumed for Applicant Support Services such as photograph, photocopy, printout and form-filling assistance, as well as delays arising from incomplete documentation, applicant-related requirements, Government/Mission systems, payment systems, or other circumstances beyond the reasonable control of the Service Provider (SP), may be excluded while assessing compliance with the prescribed turnaround time.	Penalty under S.No. 19 is attracted only where violations exceed 10% of cases in a day, and is imposed after issue of a show-cause notice and consideration of the explanation furnished by the SP [Chapter XI, Para (iii)]. Events of Force Majeure shall be governed by Para 3 of Chapter XII. Relaxation would be given for outage of Gol systems and that penalties would not be imposed for external factors such as building security checks, internet outages or government-declared restrictions
135.	Chapter X – Securities Insurance Surety Bond (ISB)	General	As the RFP permits the prescribed Securities to be furnished in the form of Bank Guarantee (BG) or Insurance Surety Bond (ISB), as applicable, the Mission is kindly requested to clarify the eligibility requirements applicable to an insurer issuing an ISB and the prescribed/acceptable format of the ISB, so as to enable bidders to arrange the instrument strictly in accordance with the RFP requirements.	The Bidder may submit the ISB in SAR issued by an insurance company/Surety duly authorized by the competent regulatory authority to issue such bonds. No separate format for the ISB has been prescribed in the RFP. The bidder/SP may furnish the ISB in a form acceptable to the Mission and compliant with the requirements stipulated in the RFP. The ISB shall be: - irrevocable and unconditional; - be payable on first demand upon invocation by the Mission, without requiring the Mission to establish or prove any default or obtain the consent of the Service Provider; - be issued for the amount and validity period specified in the RFP; - be issued by a Surety acceptable to the Mission and capable of being independently authenticated; and

				v. not contain any condition that restricts, delays or otherwise impedes invocation by the Mission. The Mission reserves the right to verify the authenticity, validity, enforceability and adequacy of the ISB and to satisfy itself in this regard before accepting the same.
136.	Chapter X – Securities SWIFT Bank Guarantee	General	The RFP permits submission of Bank Guarantees through SWIFT/e-Bank Guarantee and also specifies the categories of Indian and foreign banks from which BGs may be accepted. For BGs proposed to be issued by an Indian bank through SWIFT/e-BG, the Mission is kindly requested to provide/confirm the designated bank account details, SWIFT particulars and any specific authentication/advising instructions required for proper issuance of the e-BG.	The Bank details of Embassy of India, Riyadh are as follows: Account Name : Embassy of India - Riyadh Account Number : 896 - 041621 - 002 IBAN : SA27 4500 0000 8960 4162 1002 Bank Name : Saudi Awwal Bank (SAB) SWIFT Code : SABBSARI Address of Bank: Samhah St, Al Safarat, Riyadh-11431
137.	Chapter XII – Dispute Settlement Mechanism Draft Agreement – Annulment pursuant to Judicial Proceedings	General	The RFP provides that the Ministry/Mission shall have no liability to compensate the SP where the Agreement is annulled due to the outcome of litigation before a Court. In this context, the Mission is respectfully requested to clarify the position where, after acceptance of the Letter of Award and execution of the Agreement, the selected SP has furnished the prescribed BGs/Securities and undertaken mobilisation and establishment activities in accordance with the stipulated implementation schedule, but the Agreement is subsequently annulled pursuant to judicial proceedings arising for reasons not attributable to any act, omission, breach or default of the SP. It may kindly be indicated whether any mechanism is envisaged for the orderly closure of commitments already undertaken in good faith	The provision stipulated under Para 7 of Chapter XII of the RFP shall prevail and remain applicable.

			pursuant to the award, including commitments relating to premises, rentals, manpower, infrastructure and equipment. Such clarification would provide greater contractual certainty to prospective bidders while undertaking the substantial mobilisation required immediately following award.	
138.	Operational Capacity / Expeditious Processing of Applications	General	With a view to facilitating efficient and timely delivery of CPV services, the Mission is kindly requested to clarify whether a Service Provider possessing adequate infrastructure, trained manpower, document-processing capability and appointment-handling capacity may, subject to the Mission's requirements and approval, deploy enhanced processing capacity during periods of increased demand or pendency. Where considered appropriate by the Mission, kindly indicate whether such augmentation may extend beyond normal processing levels and the operational/approval mechanism that would apply for such deployment.	Any measure intended to enhance efficiency or augment capacity shall be implemented only with the prior approval of the Mission.
139.	CHAPTER V – Mandatory Eligibility Criteria Labour / Employment Compliance	General	Kindly confirm whether all manpower must be employed directly by the Service Provider or whether deployment through approved manpower agencies/subcontractors is permitted, subject to applicable local laws.	All staff deployed at the ICAC shall be directly employed by the Service Provider. However, security and cleaning services may be outsourced, subject to applicable local laws.
140.	Chapter III: Instructions to Bidders	General	If Annex C is submitted by 2 different companies/organization individually for pre-verification for the purpose of security verification, as required in RFP, decide to form a consortium or joint venture before the submission date and participate in the tender process. Could you kindly clarify, if that is permissible, as there are no clear instructions available in the RFP for the prospective bidders for such scenario.	Annexure C is for security verification purposes.

141.	Chapter X: Securities	General	Regarding furnishing of Bid Security/EMD, can a 100% owned subsidiary of a bidding company submit EMD on behalf of the bidding company.	The Bidder shall furnish the Bid Security/EMD in its own name.
142.	Chapter X: Securities	General	Regarding furnishing the other Bank Guarantees, can 100% owned subsidiary of a bidding company can submit other BGs on behalf of the bidding company?	All securities required to be furnished under the RFP shall be furnished in the name of the Bidder submitting the bid.
143.	Chapter V, Mandatory Eligibility Criteria, Para 1: Tourism and travel experience provision (page 17).	General	We request that the assessment period for the requirement of having organised tours for at least 2,00,000 travellers be revised from 1 January 2023–31 December 2025 to 1 July 2023–30 June 2026. The proposed revision would assist the Ministry of External Affairs in assessing bidders against more recent completed operational performance, while preserving the existing eligibility standard. We respectfully request confirmation that the above revised period may be adopted and reflected through an appropriate corrigendum. This is a request to update the assessment dates only; all other requirements would continue to apply.	Eligibility criteria under Chapter-V shall prevail and remain unchanged.

ANNEXURE '1'

Centre-wise number of applications handled from 2023 to 2025 and Jan-Sep 2026 in Riyadh Region																						
Year	Riyadh			Scattered Tours			Al Khobar			Jubail			Buraidah			Hail			Al Jouf/Sakaka			
Year	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	
2023	65,242	4,125	11,189	5,253	-	699	36,737	1664	7,757	11,342	8	1,459	7,524	101	296	3,537	-	263	1,702	-	75	
2024	77,105	3,060	12,331	4,789	-	448	41,370	934	5,454	14,011	15	1,123	8,276	44	198	3,912	-	175	1,986	-	42	
2025	87,960	2,787	13,516	2,464	-	240	38,313	641	4,252	16,949	86	408	10,476	8	166	4,194	-	29	2,499	-	11	
Jan-Sep 2026	72,878	1,787	9,578	3,398		362	38,230	413	3,116	13,116	9	1,352	8,217	1	207	3,156		137	1,988		19	
Total	303,185	11,759	46,614	15,904	0	1,749	154,650	3,652	20,579	55,418	118	4,342	34,493	154	867	14,799	0	604	8,175	0	147	

Centre-wise number of applications handled from 2023 to 2025 and Jan-Sep 2026 in Jeddah Region																								
Year	Jeddah			Abha			Jazan			Makkah			Madina			Najran			Tabuk			Scattered Tours		
	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT	PPT	Visa	ATT
2023	36,763	3,655	7,785	6,455	-	285	2,864	-	182	2,430	-	-	3,526	-	68	2,158	-	121	2,413	-	243	3,679	-	365
2024	41,170	3,360	6,938	6,989	-	322	3,137	-	114	3,247	-	-	4,408	-	82	2,417	-	103	4,271	-	155	3,850	-	279
2025	43,712	2,435	6,427	7,876	-	488	3,458	-	102	4,070	-	-	4,767	-	30	2,704	-	79	6,699	-	198	3,026	-	171
Jan-Sep 2026	32,730	1,334	4,946	5,202		359	2,210		84	2,868			2,991		72	1,880		33	3,343		134	1,989		148
Total	154,375	10,784	26,096	26,522	0	1,454	11,669	0	482	12,615	0	0	15,692	0	252	9,159	0	336	16,726	0	730	12,544	0	963