

8 December 2025

Embassy of India
Riyadh

Tender No. RIY/CONS/02/2025 dated 21 November 2025

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 – XV: Selection of Bidders/Award of Contract Para B (II) c. (Financial Bid Evaluation) Page 85	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email.	For the sake of transparency, will the mission also provide the scores provided to the bidder for each of the respective sections in the technical bid?	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.
2.	General Query		In the event the L1 bidder is unable to proceed with the contract, may we kindly request clarification on whether the award would then be considered for the L2 bidder at their quoted price?	Such cases shall be dealt with in accordance with the procurement rules and guidelines of the Government of India.

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3.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 3	Application Facilitating Services (AFS) at ICACs	<p>Value-Added Services</p> <p>As the service fee covers only four facilitation services, we respectfully seek the Mission's approval to offer the following value-added service for the convenience of applicants:</p> <ul style="list-style-type: none"> • Indian CPV Services @ Your Doorstep <p>If any service is provided in addition to the defined services (photocopy, photograph, Form filling, Courier services), SP can charge applicants separately as part of the Service Fee. Please confirm our understanding.</p> <p>Example –</p> <ol style="list-style-type: none"> If 5th photo is provided to applicant, then SP will charge for this one separately other than the prescribed service charge. Services like paid refreshments, locker services for applicants 	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.

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			In case the applicant demands more SMS updates over and above the mandated 4 SMS updates.	
4.	Chapter VII, Scope of Work and Deliverables Required Para B (ix) (b) – Turnaround Time Clarification	The SP shall also maintain a maximum turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC. SP should quote a financial bid keeping in mind this aspect and SP will not be allowed to charge any additional cost either from applicants or Mission/Post/Ministry.	The RFP mandates a 30-minute turnaround time from token generation to application acceptance at ICAC counters. Please confirm whether this 30-minute SLA will also apply to AFS counters.	Turnaround Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant. 30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate time could be considered for Form filling if required.
5.	CHAPTER-I: Request for Proposal (RFP) Para 8 Page 6	Details of CPV Services provided by Mission /Posts during the period Jan 2022 to Dec 2024	Kindly provide the application counts of each jurisdiction for the past three years.	PI see Annexure 1 of this document. It may be noted that the figures are indicative.

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6.	CHAPTER- II: BIDDING SCHEDULE AND PROCESS Page 8	Technical Bid Presentation by bidders: 29.12.2025	We suggest that the Technical Bid Presentation is conducted in a hybrid mode.	Technical bid presentation has to be made by bidders in-person only, as per Bidding Schedule mentioned in the RFP.
7.	CHAPTER X: BANK GUARANTEES (BGs) Para 1 (i) Page 55	The SP shall provide a Bank Guarantee in Saudi Riyal (SAR) for the Government funds held by SP temporarily, after collection from applicants, and for the safety of documents, fixed at 5 days of daily Government revenue for the Mission/Post for providing CPV services, as applicable (based on the average of the past two years). Any violation may lead to the imposition of Penalty and encashment of BG. In case of repeated defaults, the Mission reserves the right to terminate the Agreement.	Kindly share the methodology used to arrive at the Government revenue figure calculated on a five-day basis. This would be helpful in determining the required Bank Guarantee on this account.	The details of the exact amount will be provided to the bidder, to whom the contract is awarded.

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8.	<p>CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT Pt. no. (h)</p> <p>Page 88</p>	<p>Full services at the Indian Consular Application Centre (ICAC) shall commence within one month of signing the Agreement or at the earliest possible. Also, the submission counter at Mission/Post shall be made operational, as specified by the Mission/Post</p>	<p>Considering the extensive operational setup required including finalization of ICAC location, infrastructure readiness, procurement and third-party dependencies, compliance and security checks, recruitment and training of personnel, and the need to ensure a seamless, disruption-free transition we believe that 30 days' timeline may be inadequate, which may be suitable only for the incumbent service provider.</p> <p>We request that a timeline of 60-90 days may kindly be considered for operationalizing the ICAC to ensure the expected service standards effectively.</p>	<p>Roll out of services by new SP will be as per the RFP. Bidding companies are advised to adhere to the timelines mentioned in the RFP.</p>
9.	General Query		<p>Will a bidder who was debarred by the MEA but has been successful in receiving a complete stay on the debarment order from the Hon'ble Court be in any way disadvantaged in the technical bid or the overall bidding process?</p>	<p>Bidding Companies are required to submit a detailed Technical and Financial proposal for the delivery of CPV services in accordance with this RFP. The evaluation of the bids and the</p>

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				award of the Contract will be as per the provisions indicated in the RFP.
10.	General Query		Will the Embassy have the right to annul the RFP before the 6 months period has expired?	The Mission/Post reserves the right to annul the bidding process, at any time, thereby rejecting all proposals prior to the award of the Contract/ any Agreement being signed, without assigning any reasons. [Refer to para xiv (k) of the Chapter-III of the RFP.]
11.	General Query		Will there be a distinction between 30 working days and 30 days and will it be adhered to while giving deadlines to sign the agreement etc?	Unless specifically mentioned, the number of days mentioned in RFP and the draft agreement refers to 'calendar' days and not 'working' days.
12	General Query		What are the security clearance criteria regarding ongoing criminal cases against top management/board members.	Criteria for security clearance shall be as decided by the Ministry of External Affairs, New Delhi.
13	General Query		Will the benchmark be the technical bid of the L1 or the RFP?	The minimum benchmarks have been prescribed in the RFP. In case the SP proposes higher benchmarks in its technical bid, it shall form part of the agreement
14	Chapter VII: Scope of Work and Deliverables Required	The SP shall operate, on a regular basis, an exclusive submission counter each at the Mission in Riyadh and	1. Could you please clarify what constitutes "special cases" and why these applicants cannot submit their applications at the ICAC?	The counters would be processing the applications of applicants who have exigencies, as decided by the Mission/ Post.

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	Para 1 (A)(xi) (c) Page 29	Post in Jeddah with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Post. The SP should quote financial bid keeping in mind this aspect and the SP will not be allowed to charge any additional cost other than the Service Fee quoted in its financial bid, from anyone [either from the applicant or Mission/Post].	2.What additional responsibilities or expectations apply to the staff assigned to these special-case counters?	Staff at these counters in Embassy/Consulate will have similar responsibilities, as in the ICAC centres.
15	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para B (ix (f)) Page 33	The SP shall provide Walk-in facility for specific category of applicants, prescribed by the Mission/Post at no additional cost to applicants.	1.Could you please clarify which specific categories of applicants are eligible for the walk-in facility? 2.Is there a defined limit on the number of walk-ins allowed, or can they be accepted based on center capacity?	TATKAL applications and Emergency cases as approved by the Mission/Post, to be accepted as Walk-in.

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16	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para F	Dispatch of documents to the Mission : The SP after the initial processing of the application at their end shall send the original applications with enclosures to the Mission/Post(s) twice a day, on receipt of the application from the applicants at ICAC.	With the launch of GPSP 2.0, where all applications, data entry, and document uploads are done online, is the SP still required to send the physical application to the Mission, or can the original documents be returned to the applicant after verification and digital upload?	Original Physical application is to be sent to the Mission.
17	General Query		Is there any cap on number of applications per day per centre.	<p>There will be no cap on number of applications per day per centre. SP will have to provide a minimum number of slots per day for each ICAC, as fixed by the Mission/Post, to be opened for applicants, depending upon the number of services/applications for various consular services.</p> <p>These slots may be increased by the Mission/Post. The SP should ensure and facilitate the availability of appointment slots for submission within 05 (five) working days.</p> <p>The bidder has to make assessment of appointment slots based on the number of Consular Services rendered by the Mission during the years 2022-2024.</p>

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18	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED		What are the maximum permitted working hours per day.	This information has already been provided in the RFP. Please refer to Chapter VII: Clause O (vii) Page 47
19	General Query		What are the procedural requirements and approvals needed for ICAC Centres, before finalization.	<p>It is the responsibility of the bidders to find out the procedures and approvals required for establishing the ICAC centres.</p> <p>Please refer to Annexure-J Part III: TECHNICAL BID EVALUATION PROFORMA Sr. No. 1 (a). The evaluation criteria on location of ICAC is self explanatory. Evaluation will be done based on relative quality of offers of various bidders.</p> <p>The location of the centre must be permissible under local laws.</p>
20	Chapter VII SCOPE OF WORK AND	Apart from the minimum staff strength mentioned in the above table, The SP shall also	Please advise the requirement for two backend staff applies to each location individually or if only two staff are	Generally, the requirement of backend staff are at major centres.

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	DELIVERABLES REQUIRED Para 1 A (xi) (b) Page 18	provide a minimum of 2 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs. Failure of SP to provide the requisite counters and staff at ICACs as prescribed above will lead to penalty as prescribed under Chapter XI of the RFP.	needed at the country level? Additionally, where should they be placed? What should be their minimum grades Is there a mandatory requirement to have these staff in each centre, irrespective of size.	However, SP should make timely provisions on other centres as well, depending on footfall.
21	Chapter III : Instructions to Bidders : Para (xi) Page 11 Chapter X : Bank Guarantees (BGs) : Para (ii) : Page 55	(xi) The bidding company must deposit the Bid Security Deposit (EMD) and the requisite Bank Guarantees (BGs) mentioned in this RFP on its own without the involvement of any third party in any manner. The Bidding Company can also submit the Bid Security and Performance Security in the form of Insurance Surety Bonds (ISBs).	Is Performance Security mentioned in Chapter III is same as Performance Bank Guarantee mentioned in Chapter X	The following four Bank Guarantees are required under the RFP: (1) Earnest Money Deposit (EMD)/ Bid Security (to be provided by bidding companies) (2) Bank Guarantee for the Government funds held (to be provided by the SP) (3) Performance Bank Guarantee (PBG)/ Performance Security (to be provided by the SP) (4) Bank Guarantee for the Premature Termination of the Contract (to be provided by the SP) The Bidder/Service Provider shall have the option to submit the aforesaid four Bank Guarantees in the form of Insurance Surety Bonds

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		(ii) The SP shall provide a Performance Bank Guarantee(PBG) in Saudi Riyal (SAR) fixed@ 5 % of the contract value		(ISBs).
22	Chapter X : Bank Guarantees Annexure L : Draft Contract Agreement		Request to Accept Insurance Surety Bonds in Indian Rupees (INR). Since Indian insurers are statutorily restricted from issuing Surety Bonds in foreign currency (SAR) or for commitments purely domiciled outside the jurisdiction of Indian currency regulations, we request to accept Insurance Surety Bonds in Indian Rupees (INR) equivalent to the required SAR value	All Bank Guarantees shall be submitted in accordance with the requirements of the RFP. The Bank Guarantee/ISB shall be furnished in SAR only.
23	Chapter X : Bank Guarantees		Request to share an approved format for the ISBs, so that we can comply with the requirement.	There is no specific format prescribed for submitting the Insurance Surety Bond (ISB) towards the EMD or the Performance Bank Guarantee (PBG).

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	Annexure L : Draft Contract Agreement			However, the ISB must conform to the standard format issued by insurance companies recognised by the insurance Regulatory Development Authority of India (IRDAI), in accordance with the IRDAI(Surety Insurance Contracts) Guidelines, 2022.
24	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 2 (d): OPERATIONAL SYSTEMS AND INFRASTRUCTURE 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.	Whether Saudization is applicable for services. Is it allowed to have Saudis servicing the Embassy? Whether there will be some kind of exception from the Embassy like hiring foreign nationals such as Indians to service the Embassy	The minimum Saudi staffing ratio will be as required under local labour laws. SP shall comply with all local labour laws.

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25	<p>Chapter V: (ii) (iii)Mandatory Eligibility Criteria Page no. 18</p> <p>Annexure D: Mandatory Eligibility Criteria</p>	<p>The average annual turnover of the Bidding Company during the three-year period (Jan 2021-Dec 2024) must be at least US\$ 5,00,000, excluding any subsidy or financial help in any manner received from the local govt. or entity or organization, or NGO. The Bidding Company shall provide audited information certified by an external auditing agency to substantiate the claim of its turnover. In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their joint venture agreement.</p>	<p>The RFP requires average turnover of the Bidding company on the basis of calendar Year during the last three years. However, in India, balance sheets are typically prepared on a financial year basis, starting from April 1st and ending on March 31st. In order to present the financial data for each year, as desired in the RFP, please confirm if balance sheet as per financial year (April-March) is acceptable.</p>	<p>Mission would accept the balance sheet on the basis of the prevalent accounting year of the country where the company is registered.</p>

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26	General Query		Is SP responsible for hiring of trained Translator for translation of Arabic documents verification	It is the responsibility of the applicant to bring the translated copy of the document, after translation from the authorised translators in the Kingdom.
27	Chapter I: Request for Proposal (RFP): Para 7 Page 4	The SP so identified on behalf of the Mission/Post shall have the responsibility for the following broad functions: - Establish an online appointment system for distributing appointments to applicants wanting to avail CPV services.	Can the Online Appointment Portal for distributing appointment slots to the applicants, be hosted on India data centre.	Yes, subject to compliance with all applicable privacy and data-security laws and regulations of both India and the Kingdom of Saudi Arabia.

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28	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para C: Page 35	Acceptance of Fee The SP shall: (I) Accept fees in all manners of payment generally used in the Kingdom of Saudi Arabia including cash, credit cards and debit cards and online payment facilities except personal/Company/traveler's cheques.	1. Can SP collect some consular fees online through its website at the time of scheduling appointments and remaining fee (if any) at the time of visit, at ICAC counters? Can appointment distribution/scheduling be linked to fee payment online. 2. Whether the payment will be at the ICAC or can it be online at the time of scheduling appointment?	The payment of fees should be at the ICAC only.
29	General Query		Please share formats or samples of various applications forms of Consular, Passport and Visa and Miscellaneous services, so that we can understand the requirements.	The samples of different kind of Consular application forms are available in public domain and can be accessed from Embassy's website and GPSP Portal.

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30	<p>Part III: TECHNICAL BID EVALUATION PROFORMA</p> <p>SI No. 1(a)</p>	<p><u>Location of the ICACs</u></p> <p>Marks will be given as per the Mission's judgment on the basis of information provided by the bidding company.</p> <p>The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark</p>	<p>As the marks will be based on quality of location offered, it will not be possible to confirm the location at the time of bidding, as the locations can be finalized only at a later stage. It may also happen that location details provided at the time of bidding, may not be available to finalize at the time of award of contract.</p>	<p>The bidder is required to inform the actual location of ICAC in the Technical Bid.</p> <p>Marks under Technical bid evaluation will be awarded based on the information provided by the bidder, in accordance with Annexure J (Part-III) of the RFP.</p> <p>Any discrepancy between the offer and actual location of the ICAC will entail penalty on SP, as per provisions of the RFP.</p>

31	Chapter III: Instructions to Bidders Para (xii) Page 11	Earnest Money Deposit (EMD) and other Bank Guarantees (BGs) as mentioned in this RFP can be furnished through SWIFT (including e-Bank Guarantee), as per Annexures-G and H, as per prevailing instructions of the Govt. Bank Guarantees (BGs) issued by a nationalised bank in India/any of the Commercial Banks or Schedule-A Private Sector banks that are listed on NSE/BSE or any foreign bank scheduled/accredited by the Central Bank of that country are acceptable. Registered micro and small enterprises (MSEs) (as defined by the Ministry of Micro and Small Enterprises, Govt) are exempt from furnishing Earnest Money Deposit (EMD)	Are PSUs exempted from submitting the Bid Security Deposit (EMD) and other BGs?	Refer to clause (xii) of the Chapter-III of the RFP.
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32	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Para 1 B (xi)</p> <p>Page 33</p>	<p>Enquiry and Grievance redressal mechanism</p> <p>The SP shall provide an efficient and courteous telephonic inquiry system through Toll-free numbers/Voice Over Internet Protocol (VoIP) and shall maintain a chatbot in the website and a dedicated Whats App bot.</p> <p>The SP shall operate an efficient and prompt e-mail system where a response is provided within 24 hours (or 48 hours if a clarification from the Mission is required).</p>	<p>a) Please provide the list of languages to be supported for the telephone enquiries and emails.</p> <p>b) Charge free call duration is inconsistent, mentioned as minimum 3 mins & 5 mins in different sections. Please provide the correct duration.</p> <p>c) Can SP outsource the Information desk/Call Centre services?</p> <p>d) Please share the historical call data available for arriving at the staffing plan for helpdesk.</p> <p>e) What should be standards of Chatbot in the website and dedicated WhatsApp bot?</p> <p>f) Kindly specify what all are the functionalities which need to be implemented in the Chatbot and WhatsApp bot required for the applicant.</p> <p>g) We understand that the bot will only respond to Frequently Asked Questions, and that no appointment booking or status tracking will be carried out</p>	<p>a) The required languages are Hindi, English, Arabic and any other languages, as per future requirements.</p> <p>b) Free call duration is 5 minutes</p> <p>c) No</p> <p>d) Not available</p> <p>e) Specific details will be provided to the bidder to whom the contract is awarded.</p> <p>(f)&(g) The chatbot shall provide information regarding the consular application process, supporting documents required and other details relevant to the consular services like ICAC location, timings etc shall be provided by the chatbots. The applicants should also be able to check the status of their application through the chatbots.</p>

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			<p>through the bot. Please confirm so that all bidders are on the same page</p> <p>h) Need clarity on the timelines mentioned for email system– Is this response time or resolution time? Can automated email acknowledgement be considered as response?</p>	<p>h) The timeline of 24 hours is for a prompt resolution/ response to the queries. If the resolution involves clarification from Mission, then the time line is 48 hours</p>
33	<p>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</p> <p>Para 1A (xi)</p> <p>Page 24</p>	<p>Indian Consular Application Center (ICAC):</p> <p>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.</p>	<p>Please clarify can SP open more ICACs, in addition to those in the Agreement, due to increased demand. This will help to reduce the congestion and provide seamless services.</p>	<p>The Embassy of India, Riyadh and the Consulate General of India, Jeddah may need to increase or decrease the number of ICACs if deemed necessary, and 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 GoI/Mission/Post/applicants</p>

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34	Part III: TECHNICAL BID EVALUATION PROFORMA SI No. 2(a) Page 128	Area of ICACs i) 6 marks- Minimum Prescribed Area ii) Offer with Area more than the prescribed Minimum will be given higher marks relative to (i) above iii) 0 Marks- Less than the Minimum prescribed Area	As per the marking scheme, 6 marks will be given for minimum prescribed area and more marks for offer with area more than the prescribed area. Please elaborate the marking scheme for offer of different sizes of area beyond the minimum area.	Marks shall be awarded in accordance with the Technical Evaluation Criteria specified in Part-III, Annexure J of the RFP.
35	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Para 1 (xi) (a) Page 25-28	Indian Consular Application Center (ICAC) Buraidah, Minimum No. of Counters- 3. Minimum staff required- ICAC Manager-1 Counter Staff-2 Staff for Application	There is a discrepancy in the details regarding the number of counters and minimum staff for the location BURAI DAH. The second column specifies a minimum of 3 counters, while the staff details mention only 2. Similar inconsistencies are noted for SAKAKA, JEDDAH-2, ABHA KHAMIS MUSHAIT, JAZAN, MEDINA, and TABUK.	In small centres, the Manager can share the work of a counter, due to low turnout.

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		Facilitating Services-1 Security/Usher-1	Kindly confirm the correct number of counters and staff for each location.	
36	CHAPTER XVI: Timelines after award of contract	Manpower Training and Handshake with the previous service provider	<ul style="list-style-type: none"> a) Will the Mission facilitate a structured handover with the incumbent service provider? b) Please provide the plan and schedule for cutover of ICAC service from the existing SP to the new SP. Is there any blackout period considered during the transition from current service provider to new service provider. c) Is there any hand over / take over activity envisaged? d) Please clarify the scope regarding WIP or pending applications that were being handled by the current Service Provider prior to transition. Is the migration of these applications—including their data, processing status, and any associated documentation—to the new Service Provider part of the 	<p>The new SP will be responsible only for the applications handled from the date of commencement of its operations.</p> <p>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.</p>

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			<p>project scope? If so, please specify the expectations for data handover, continuity of service, and any compliance or audit requirements related to these applications</p> <p>e) Please provide the volume of structured and unstructured data to be migrated</p> <p>f) Please confirm that the existing SP will provide data in a mutually agreed format at a central location</p> <p>g) Please confirm that none of the data provided by existing SP will have any encryption and masking.</p>	
37	Chapter VII: Scope of Work and Deliverables, Section I (Installation of Applications, Software and hardware for		Please confirm that hosting of the application will be allowed on MeITY empanelled Cloud service providers in India.	Yes, subject to compliance with all applicable privacy and data-security laws and regulations of both India and the Kingdom of Saudi Arabia

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	Consular Services), and Chapter XIII: Confidentiality and Privacy Laws			
38	Chapter VII: Scope of Work and Deliverables, Section I (Installation of Applications, Software and hardware for Consular Services)		a) Will NIC/GPSP/CONSPROM, or other MEA websites/application provide APIs for real-time status updates to applicants? b) Is this required to be integrated with the CPV Service portal?	Currently, there is no requirement for such integration. However, SP shall integrate its appointments portal with GOI platforms if required in future.
39	Chapter VII: Scope of Work and Deliverables,		Please confirm that MEA will provide standardized content templates for FAQs, checklists, and service descriptions	Yes
40	Chapter VII: Scope of Work and Deliverables,		a) What is the timeline for processing refunds—does MEA mandate a maximum turnaround time?	SP will submit a refund/cancellation policy for the fees collected from applicants for Mission's approval.

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	Chapter XI: Service Level Metrics/Penalties		<p>b) Will MEA provide approval workflow for cancellation/refund requests initiated by applicants?</p> <p>c) Is there a requirement for Mission approval of refund/cancellation terms before implementation? Please confirm that MEA will provide standard disclaimers or legal text for refund and cancellation policies.</p>	
41	CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES Para 3	SP agrees to transfer the amounts received from the applicants towards fees prescribed by Gol for providing CPV services, Indian Community Welfare Fund (ICWF) fees etc. to the Bank Account(s) of the Mission/Post(s) concerned on the same day or in exceptional circumstances with prior notice to the Mission/Post(s) concerned, on the next working day.	The amount received details will be shared with MEA on same day however, the settlement of respective instruments will happen as per the individual SLAs of the payment mode such as Credit Card, UPI, Bank Draft etc. Please confirm that is acceptable to MEA.	The SP shall deposit fees due to the Mission/Post i.e. Government of India Fee for CPV services and Consular surcharge fees in Mission's/Post's bank account on the next working day. This will not be affected by the individual SLAs between SP and payment gateways

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42	Chapter VII: Scope of Work and Deliverables		a) Will MEA provide rules for scheduling/cancellation of appointments, or can it be as per SP to decide? b) Will MEA provide specific guidelines or templates for the appointment booking interface?	An SOP for scheduling/rescheduling/cancellation will be provided by the Mission/Post. The templates for appointment booking will be approved by the Mission/Post.
43	Chapter VII: Scope of Work and Deliverables,		It is assumed that the connectivity to the mission and any external platforms is over the internet and there is no dedicated link/infrastructure requirement. Please confirm	It is the responsibility of the SP to ensure access of its systems to the Mission/ Post as per the requirements mentioned in the RFP.
44	Chapter VII: Scope of Work and Deliverables Page 42	The SP shall upload the application and scanned supporting documents on the respective platform (IVFRT, GPSP portal, etc.) at the time of initial processing of the application.	Please provide details of the process to upload the documents to these platforms	The upload will be done through the SP modules provided under the respective portals.

45	<p>Chapter VII: Scope of Work and Deliverables</p> <p>Para 1 R (Consular Camps)</p> <p>Page 48</p>	<p>The SP may be required by the Mission/Post to organize Consular Camps at any location within the consular jurisdiction of the Mission/Post(s) at no additional cost to the Government of India/Mission/Post or applicants. SP will be required to provide services, including scrutiny of applications for consular/Passport/ Visa/ PCC/ GEP Verification/Miscellaneous Attestation etc., and acceptance of fees. The same Service Fee should be levied on applicants. No additional service charge will be paid to the SP. These camps are to be organized in cities other than the location of the Centres. The SP should quote financial bid keeping in mind this aspect</p>	<p>a) Please confirm that MEA will provide a tentative schedule or calendar for consular camps in advance.</p> <p>b) What is the minimum staff requirement for each consular camp?</p> <p>c) Please confirm whether the camps will be conducted on weekends/ICAC non-working day. This is required to understand whether separate staff is required to be provisioned for camps in case the camps are organized on ICAC regular working days.</p> <p>d) What all services are to be provided at camp?</p> <p>e) Would biometric capture be mandatory at camps?</p> <p>f) Are attestation services also expected to be provided during camps?</p> <p>g) Please confirm that MEA will arrange for the venue, basic infrastructure and physical security for the Consular Camps.</p>	<p>a) Yes</p> <p>b) The resource requirement (manpower, equipment) will vary depending on the location of the camp and number of applications for various consular services. However, minimum 6 staff are required.</p> <p>c) Consular camps are currently scheduled on weekends/ holidays of the Mission/ Post.</p> <p>d) SP will be required to provide services, including scrutiny of applications for consular/Passport/ Visa/ PCC/ GEP Verification/Miscellaneous Attestation etc., and acceptance of fees.</p> <p>e) Yes. Biometric capture at camps will be based on the requirement.</p> <p>f) Yes. Attestation services are also to be provided during camps</p> <p>g) SP will be required to arrange for the venue, basic infrastructure and physical security for the Consular camps.</p>
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		and SP will not be allowed to charge any additional cost from anyone [either from the applicant or Mission/Post/Ministry]		

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
46	Chapter VII: Scope of Work and Deliverables, Para 3: Application Facilitating Services (AFS) at ICACs	Photographs: SP shall provide 4 photographs (as per the prescribed specification) to applicants submitting consular applications. Facilities for capturing photographs of applicants should be arranged inside the ICAC	Since 4 physical copies is required to be printed per application Please share the photograph specifications for each type of application/service. Please provide the list of services for which the photograph is required to be printed	Photograph specifications are enclosed at Annexure-2 . Printed photographs are required for all CPV services.
47	Annexure B (Specification for Biometric Enrolment),	It may be noted that the fingerprint enrollment application software shall be provided by the Government of India. NIC had already integrated a few devices (Morpho Top 100, Cogent CS500E and Suprema RSG10) with application software.	Since NIC / government agencies will provide the enrolment application software, we understand that there will be no need to integrate devices such as 10 fingerprint biometric scanner, camera etc. in the CPV Services portal developed by the SP. Please confirm	Biometric capture will be carried out at the ICACs.
48	General Query		Kindly clarify the ownership of intellectual property (IP) rights for the CPV Services portal and application	The SP will have the ownership of the IP for the website, online appointment system or any other application developed for the CPV operations.

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			<p>code developed under this RFP. Specifically:</p> <ul style="list-style-type: none"> • Will the IP of the portal and application code reside with the Mission/MEA, or with the Service Provider (SP)? • In case the IP remains with the SP, is it permissible to propose a pre existing IP of the SP for the solution for the CPV Services portal and application, provided it meets all functional and security requirements outlined in the RFP? 	
49	<p>Chapter VII: Scope of Work and Deliverables Para 1. I (vi) Page 42</p>	<p>The SP shall deploy a local server with the approval of the Mission/Post(s) concerned to optimize on time to ensure the live upload of scanned documents.</p>	<p>For enhanced data security and to ensure that no Personally Identifiable Information (PII) is stored locally at the ICAC, can the SP propose a centralized server solution (e.g., a secure, Mission-approved data center) instead of local servers at each ICAC? If so, are there any specific requirements or approvals needed for this approach</p>	<p>SP shall provide a solution based on the requirements mentioned in the RFP, including handling of PII.</p>

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
50.	General Query		The RFP does not mention anything on the various security components required to be put into place in the application and at the Data center. Please provide what all security components are to be implemented to manage security for the application, such that all bidders are on the same page	Various security requirements are mentioned in the RFP.
51	Chapter VII: Scope of Work and Deliverables	Digitization and Indexation of applications	What is the approximate size of one application along with the annexures when scanning and digitization is completed for different types of application. These would be required for the Storage sizing. Please provide the sample folder structure for each type of application that is currently being submitted to the embassy	Passport application: average 8-10 pages Visa application: average 10-15 pages Attestation: Depends on the document submitted by the applicant
52.	Schedule II: Para 12	Advertising: The Service Provider shall not provide any advertising or promotional material to clients, which are not related to the services under this Agreement without the consent of the Mission/Post	Can SP engage into any promotional activities through advertisements (not related to the Consular services, within the ICAC premises with the consent?	No promotional activities are allowed within the ICAC, other than those prescribed by the Mission/ Post

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
		and approval of the Ministry of External Affairs. The Service Provider shall provide advertising and promotional material as and when required by Mission/Post in the Indian Consular Application Centres (ICACs) and on the website.		
53	Chapter V: Mandatory Eligibility Criteria	The Bidding Company shall provide audited information certified by an external auditing agency to substantiate the claim of its turnover.	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	Here external means the recognized audit agency in the country where the company is registered.
54	Chapter V: Mandatory Eligibility Criteria	The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.	If a company does not have existing operational experience in the local country, what documentation or certification should be provided to the Mission to demonstrate compliance with local labour regulations and the applicable tax regime, and to confirm that it will continue to comply with these requirements?	The documentation/ certification requirements are clearly defined in the RFP.

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
55	Chapter VII: Scope of Work and Deliverables Required Para G Page 40	Despatch the document(s)/passport/PCC to applicants via courier service in a secure manner on the same day (or the next working day in case of delayed receipt).	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the SP.
56	Part III: Technical Bid Evaluation Proforma	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.	Please be kind to clarify, what is the minimum number of parking slots to be considered in comparison with the daily centre-wise application count as adequate slots in ICAC.	Exclusive parking means parking space exclusively reserved for applicants coming to centre for CPV services. Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
57	Part III: Technical Bid Evaluation Performa	Provision of Application Facilitating Services at ICACs a) Photocopying b) Photograph c) Form Filling d) Courier Services	Please clarify the expected explanation or solution regarding the provision of Application Facilitation Services. This will enable us to include the necessary details in our Technical Bid accordingly.	The bidder shall, in its Technical Bid, provide a detailed solution for delivering all four Application facilitating services such as Photograph, photocopy, form filling etc. Refer to Chapter VII, Para (3)

Sl. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
				<p>As regards Courier service, Bidder has to provide information regarding the courier despatch process, the courier company to be hired, etc., in its technical bid.</p> <p>Technical Bid evaluation marks will be awarded, based on the solution/explanation provided by the bidder, as per Annexure J (Part-III) of the RFP</p>
58	Part III: TECHNICAL BID EVALUATION PROFORMA	Record of Past Performance with Mission.	If a company has had no prior engagement with the Mission, how will the marks allocation be done for the companies that are willing to participate in the bidding process.	Marks shall be awarded in accordance with the Technical Evaluation Criteria specified in Part-III, Annexure J of the RFP.
59	Part III: TECHNICAL BID EVALUATION PROFORMA	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	If a company has had no prior engagement with any foreign client for services related to the current tender, how will the marks allocation be done for the companies that are willing to participate in the bidding process.	Marks shall be awarded in accordance with the Technical Evaluation Criteria specified in Part-III, Annexure J of the RFP.

SI. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
60	Annexure-K: Financial Bid		<p>Please clarify how the charges for courier services should be calculated, considering that the rates vary depending on distance and local conditions.</p> <p>Please clarify whether an average courier rate should be applied, or if separate disclosures are required for the varying courier rates and the corresponding differences in service fees</p>	<p>Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive service fee</p> <p>The bidder has to provide information regarding Courier dispatch process, the courier company to be hired etc. in its Technical bid.</p> <p>Marks under Technical bid evaluation will be awarded, based on the information provided by the bidder, as per part III, Annexure-J of the RFP.</p>
61.	Annexure K: Financial Bid	Financial Bid	If the Service Fee comprises multiple components, including digitization and indexation of documents, enrolment of fingerprint biometrics, facial biometric capture, and the four Application Facilitation Services—photocopying, photography, form filling, and courier services—please clarify how the	A singular all-inclusive Service Fee has to be quoted as per Annexure K of the RPF, regardless of applicant availing any or all of the application facilitation services.

SI. No.	RFP Reference	RFP Statement	Clarification Required	Comments of Mission
			Service Fee should be quoted in situations where an applicant does not avail one or more of these Application Facilitation Services.	SP shall not charge any additional fee for the various services/ deliverables in the RFP.

ANNEXURE '1'

Centre-wise number of applications handled from 2022 to 2024 in Riyadh Region																						
Year	Riyadh (Ummul Hammam)			Scattered Tours			Al Khobar			Jubail			Buraidah			Hail			Al Jouf/Sakak			
Year	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	PPT	Visa	Att	
2022	55062	6385	14383	4479	0	698	32050	3516	8316	9831	8	1595	6377	253	277	3159	0	252	1333	0	37	
2023	65242	4125	11189	5253	0	699	36737	1664	7757	11342	8	1459	7524	101	296	3537	0	263	1702	0	75	
2024	77105	3060	12331	4789	0	448	41370	934	5454	14011	15	1123	8276	44	198	3912	0	175	1986	0	42	
Total	197409	13570	37903	14521	0	1845	110157	6114	21527	35184	31	4177	22177	398	771	10608	0	690	5021	0	154	

Centre-wise number of applications handled from from 2022 to 2024 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
2022	35,261	4,768	8,561	6,012	-	431	2,543	-	269	1,358	-	20	2,222	-	111	1,963	-	153	-	-	-	4,630	-	549
2023	36,763	3,655	7,785	6,455	-	285	2,864	-	182	2,430	-	-	3,526	-	68	2,158	-	121	-	-	-	6,092	-	608
2024	41,172	3,360	6,938	6,989	-	322	3,137	-	114	3,244	-	-	4,408	-	82	2,417	-	103	2,164	-	27	5,957	-	407
Total	113,196	11,783	23,284	19,456	-	1,038	8,544	-	565	7,032	-	20	10,156	-	261	6,538	-	377	2,164	-	27	16,679	-	1,564

Guidelines for ICAO Compliant Photographs for Passport Applications

Here are the photograph guidelines as per ICAO standards to be adhered to capture photograph or upload in the passport application.

1. Close up of the head and top of the shoulders such that the face takes up 80-85% of the photograph.
2. The photograph should be in color and dimensions should be 630*810 Pixels.
3. Photos should be unaltered by computer software.
4. Background of the photograph should be White.
5. The photographs must –
 - I. Show the applicant looking directly at the camera.
 - II. Show the skin tones naturally.
 - III. Have appropriate brightness and contrast.
 - IV. Show the applicants eyes open and clearly visible.
 - V. Should not have hair across the eyes.
 - VI. Be taken with uniform lighting and not show shadows or flash reflections on the face and no red eye.
 - VII. Mouth should not be open.
 - VIII. Be taken from distance of 1.5 meters from a camera (not too close)
 - IX. Should not be blurred
6. It should have full face, front view, eyes open.
7. Photo should be present full head from top of hair to bottom of chin.
8. Centre head within frame (head should not be tilted).
9. There should not be any distracting shadows on the face or in the background (should not have reflection of the glasses; glasses to be taken off to avoid reflections).
10. Illumination shall not cause any red eye effects visible in the eyes or other effects reducing the visibility of the eyes.
11. Head coverings are not permitted except for religious reasons, but the facial features from bottom of chin to top of forehead and both edges of the face must be clearly shown.
12. The expression on the face should look natural.

Indian Visa Photo Requirements

The digital photograph to be uploaded along with the Visa application should meet the following requirements:

- Format: JPEG
- Size: Minimum 10 KB;
Maximum 300 KB
- The height and width of the Photo must be equal, i.e. 2x2 inches (51x51mm), clicked within the last 03 months.
- Photo should present full face front view, eyes open, ears visible.
- Center head within frame and present full head from top of hair to bottom of chin.
- Background should be plain light colored or white.
- No shadows on the face or in the background.
- Photo should be without any kind of borders.
- Please make sure that the photo presents full head from top of hair to bottom of chin. Head should measure 1 inch to 1-3/8 inches (25mm to 35mm). Make sure eye height is between 1-1/8 inches to 1-3.
