

Queries received from bidders

Total Pages : 7

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| S. No. | Bidding Document Reference(s) (section number/page): Content of RFP requiring Clarification : RFP Page No. | Points of Clarification Required | Mission's Reply |
|--------|---|--|--|
| 1 | Please confirm in case of bidding as a JV, can they provide EMD Bid Guarantee as 2 individual guarantee of 50% each of the total amount of Guarantee | | Lead member of JV to furnish EMD/Bid security. |
| 2 | As per labour law the % of any nationality being employed cannot exceed 50%. | With Indian Passport – there normally is a requirement that Indian nationals will only process application – in such a case how can we fulfil the Mission requirement and be compliant to the law of the land. | As per Local labour laws |
| 3 | Credit / Debit card payment – as per the law of the land we cannot pass on credit/ debit card charges to the applicants through the Mission has permitted the same. | | Bidder should quote according to local laws. No Bank charges would be paid to OSP by Mission/ Ministry. Bidder should quote keeping in mind this aspect. |
| 4 | <u>Annexure-E - Part-III. S.No. 2</u> Size of centre (area and layout) Proposed Area of all ICACs is given below. Please clarify whether bidding | Mission has provided details about area of all ICAC wherein maximum area of 5000 sq.ft has | For the purpose of evaluation, size of main ICAC with minimum 5000 sq. ft. area in |

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| <p>company will be given full marks, if they are providing minimum area as specified in Mission's replies to the Pre-bid queries.</p> <p>Riyadh-1- 5000 sq. ft....Jeddah-1 -5000 sq. ft. Riyadh-2- 1100 sq. ft....Jeddah-2- 750 sq. ft. Dammam-4000 sq. ft....Mecca-1000 sq. ft. Buraidah-750 sq. ft....Abha/Khamis- 750 sq. ft. Hail - 750 sq. ft....Jazan - 1000 sq. ft. Jubail- 1000 sq. ft....Najan-1500 sq. ft. Sakaka-300 sq. ft....Medina-1000 sq. ft.</p> | <p>been prescribed for one ICAC at Riyadh and Jeddah. Area for all other ICACs ranges from 300 sq.ft. to 4000 sq.ft. However in the Annexure-E-Part-III, S.No. 2 of the RFP it has been mentioned that bidders who submit ICAC area details of more than 9001 sq.ft or more will be given full 10 marks whereas the marks of other bidders will be proportionally reduced if the quoted area details ranges between 5000 sq.ft to 9000 sq.ft. We find that there is ambiguity about the clear cut bench-mark for the maximum area for the score of 10 marks. In reply to our subsequent email dated 10th. May, 2023, Mission informed that the outsourcing committee will take decision in the matter at the time of evaluation of the bids. Since it is imperative for the bidder to score 70 marks for Technical bid to qualify for the consideration of Financial bid it is essential that Mission's decision in this regard is communicated prior to submission of the bids.</p> | <p>instant case would be taken into consideration.</p> <p>However, size(s) of other ICACs should be as per requirements of the Mission.</p> |
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| 5 | <p><u>Annexure-E - Part-III. S.No. 4</u> <u>Letter received from the interested bidder is enclosed.</u></p> | <p>It has been mentioned that if a company gives staff numbers 20% more than the mandatory requirement they will be given full 6 marks and marks of other companies will be proportionally reduced. However no mandatory requirement of staff number has been prescribed in the RFP and only numbers of counters are given. Kindly provide a minimum number of mandatory staff requirements.. We shall be grateful for early clarification in this regard.</p> | <p>Requirements of minimum staff in each ICACs is attached at Annexure "A"</p> |
| 6 | <p>Clarification regarding EMD Bank Guarantee:</p> <ol style="list-style-type: none"> 1. The sample format received from Federal Banks Partner Bank in KSA, AlRajhi Bank is attached for your reference. Kindly note if the format can be considered. 2. Demand Draft/Bankers Cheque for Bid Security Amount (EMD) is accepted by the Embassy? 3. Alternatively we request you to allow the BG in equivalent INR for the Ministry of External Affairs as foreign currency Bank Guarantee formats are governed by the partner banks of the Indian Banks. | <p>(3)</p> | <p>EMD deposit should furnished in the form of Bank Guarantee (BG) drawn in favour of Embassy of India, Riyadh <u>not</u> in favour of Ministry of External Affairs. Preferably, the BG should be provided in the format enclosed with RFP (Annexure-J). Formats of foreign banks are acceptable if substantive part is same as in Annexure-J.</p> |

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| 7 | In case of bidding as JV, in whose name Indian Embassy will issue the contract, in the name of JV? or in the name of lead bidder? | | Mission will sign the contract with all members of the JV. |
| 8 | Is Local business partner to meet the same eligibility criteria as the main bidding company? | | Non-lead member of JV (Local business partner) are only required to meet at least 50% of criteria of Annual Turnover and Net Worth (as mentioned in para 1 (ii) and (iii) of Chapter V: Mandatory eligibility criteria of RFP). |
| 9 | Chapter III Point No. xi, Page No. 09 Security Deposit (EMD) Bid Security Deposit (EMD) and other Bank Guarantees (BGs) can be furnished through SWIFT (including e• Bank Guarantee), as per Annexures-G and J, as per prevailing instructions of the Gol, BGs issued by a Nationalized bank in India/any of the Commercial Banks or Schedule-A Private Sector banks which 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 Ministry of Micro and Small Enterprises, Gol) are exempt from furnishing Bid Security Deposit (EMD) | Kindly advice details of the Bank details of Embassy of India, Riyadh, to forward EMD amount as swift transfer. | Currency - Saudi Riyal Account Name - Embassy of India IBAN – SA27 4500 0000 8960 4162 1002 Account Number – 896-041621-002 Currency - US Dollar Account Name - Embassy of India IBAN – SA554500 0000 8960 4162-1080 Account Number – 896-041621- |

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| | | | <p>080 Name of the Bank – Saudi Awwal Bank (SAB) Branch – SAB, Diplomatic Quarters, Riyadh. Swift Code - SABBSARI</p> |
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Annexure A

Requirements of minimum staff strength at each ICACs**Riyadh jurisdiction:**

| S. No. | ICACs location's | Staff required |
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| 1 | Riyadh - Umm Al Hamam | Total : 30 1 Senior Manager, 1 Manager, 3 Deputy Manager, 2 Team Leader, 23 Officers |
| 2 | Riyadh - Al Hada (Visa) | Total : 2 1 Team Leader, 1 officer |
| 3 | Buraidah | Total : 3 1 Deputy Manager, 2 Officer |
| 4 | Al Khobar/Dammam | Total : 18 2 Deputy Manager, 2 Team Leader, 14 Officers |
| 5 | Jubail | Total : 5 1 Deputy Manager, 1 Team Leader, 3 Officers |
| 6 | Hail | 2 Officers |
| 7 | Sakaka /Al Jouf | 2 Officers |

Jeddah jurisdiction:

| S. No. | ICACs location's | Staff required |
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| | Jeddah - Hail Street | Total: 27 2 Managers, 2 Deputy Managers, 2 Team Leaders, 21 Officers |
| 2 | Jeddah - Mohammadiyah (Visa) | Total : 2 1 Deputy Manager, 1 Officer |
| 3 | Medina | Total : 2 1 Deputy Manager, |

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| | | 1 Officer |
| 4 | Makkah | 1 Team Leader |
| 5 | Jazan | Total : 2 1 Deputy Manager, 1 Officer |
| 6 | Abah/Khamis | Total : 3 1 Deputy Manager, 2 Officer |
| 7 | Najran | 2 Officers |

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