

**Pre-Bid Conference held at the Embassy of India, Washington DC on 15 January 2016  
in connection with the Request for Proposal for outsourcing of services related to  
issuance of Indian Passports dated 1 January 2016**

1. In the introductory remarks, the prospective bidders were informed that they have an option to make a presentation as per the provisions laid out in the RFP. They were informed that the presentations can be made on **22 January 2016 (Friday) at 1030 hrs.** Each company will be given 20 minutes for making presentation and for discussion. The venue will be the Embassy of India (2107, Massachusetts Avenue NW, Washington DC 20008). Facility for power point presentation will be provided. They were also told that presentations are optional and will not have any bearing on the scoring and evaluation of their bids. Names and designations of the representatives (two each) of the companies must be sent to the Embassy in advance, latest by 21 January 2016.
2. Prospective bidders were also informed that all mentions of "IVAC" in the RFP may be read as "IPAC" (India Passport Application Centre).
3. Questions asked by Prospective Bidders in the Pre-Bid Conference and answers given by the Embassy are given below.

S.N.	Question	Answer
1	Is there a scope for extension of submission deadlines for the RFP?	No extension of the submission deadline is envisaged at this stage.
2	What will be the criteria for evaluation of financial bid and to decide if a bid is unviable?	This is explained in the RFP. The financial viability of the bid will be evaluated on the basis of information given by the bidder in Annexure 'C' of the RFP.
3	Para XVI (Submission Requirements) 20 (V): "The bidding company should enclose a Declaration by the Bidder in the format at Annexure-G along with the Technical Bid". Which Annexure is required to be used?	In this para, the Annexure which is required to be used may be read as "Annexure-F" and not "Annexure-G".
4	Para XVI (Submission Requirements) 21: "The Financial Bid should be in the format prescribed, as indicated in Annexure-J, and should provide each of the following figures separately". Which Annexure is referred?	In this para, the Annexure which is referred is "Annexure-C" and not "Annexure-J".
5	What would be the additional stages for sending minimum of 10 additional SMSs under the Value	These stages may be proposed by the bidders.

	Added Services over and above the mandatory SMS service to be provided by the Service Provider?	
6	Will the Mission be willing to review its decision to float the tender for a two year contract for passport outsourcing services, as it will have cost implications?	No.
7	Will the Mission be willing to consider giving about three months from the award of contract to the Service Provider for rolling out the services?	Any change in the timelines laid out in the RFP is not envisaged at this stage. The new Service Provider will be required to roll out full services on 7 May 2016.
8	It was clarified by the Mission in the previously circulated questions and answers (published on 12 January 2016) that the minimum area requirements for the six IPACs are on "useful" and not "rentable" basis. This will have cost implications.	The minimum requirement of area has been decided considering the rise in passport applications over the last few years and will not be reviewed.
9	The incumbent service provider for other CPV services might have an advantage as they would be able to set up IPAC operations within their existing premises?	These concerns are unfounded. The selected Service Provider will be required to set up IPAC operations as per the criteria laid out in the RFP. Co-location of other offices of the Service Provider, if any, will not be allowed in the IPAC premises.
10	The Government had not allowed one of the companies, when it won two different bids for visa and passport services to set up application centres within one mile of each other. Does the Government still hold this decision?	There is no objection, if the Service Provider has two Centers one for passport service and the other for visa services in the same nearby area as long as the RFP conditions are met with.
11	The minimum educational qualification of graduation will have cost implications. Can we hire high school graduates?	The minimum educational requirement for the staff to be hired by the Service provider will be graduate (equivalent to the Bachelor's degree in India). However, for jobs like drivers for taking the applications/passport to and from the Mission/Post, this is not mandatory.
12	If a bidder's application for the ISO	At the time of submission of the bid, the

	certification as required in the RFP is under process at the time of submission of the bid, will that be considered by the Embassy?	latest version must be submitted. The certification must be continuously upgraded during the period of Contract as provided for in the ISO process.
13	What would be process of transition from old to new Service Provider?	This has already been replied in the question and answer published on 12 January 2016. As explained, the transition will be done through the Mission/Posts.
14	Will the penalties be applicable from the day the new Service Provider starts operations?	Yes. All penalties will be applicable as per RFP.
15	Will the Service Provider be allowed to offer premium courier services for additional charge, if asked by the applicants?	As per RFP, US\$ 15 will be charged from the applicants for courier service. The applicants will be advised to make their own arrangements, in the form of pre-paid envelopes, if they want any premium facility for return of their passports.
16	Is it mandatory to have six and a half hours of submission hours per day?	Yes. The bidders may propose either contiguous or split hours for submission of applications at the IPACs.
17	Are all the Value Added Services mentioned in the RFP mandatory?	All Value Added Services mentioned in the RFP should be mandatorily offered by the Service Provider to the applicants. However, it will be optional for the applicants to avail of those Value Added Services.
18	Will any other Value Added Service be considered by the Mission at any stage?	Not envisaged at present. However, it can be considered at a later stage depending on the need and with the approval of the Ministry.