

High Commission of India

Ottawa

Compilation of Written Queries received from Bidding Companies

Sl. No.	Reference RFP	Query/Clarification Sought	Reply of the Mission
1	CHAPTER I: REQUEST FOR PROPOSAL (RFP) Page No. 6	<p>8. The High Commission of India, Ottawa, the Consulate General of India, Toronto and the Consulate General of India, Vancouver handled approximately 612531 no. of services/ transactions during the three-year pre-Covid period from 2017 to 2019. Mission/Post(s) handled approximate 816 transactions/services per working day, assuming 250 working days in a year.</p> <p>Please share the break-up of the application count for each of the services for the period 2017-2019 for various categories at each centre.</p>	Approximate numbers which are based on per working day average i.e. 816 transactions/ services per working day have already been mentioned in the RFP document.
2.	CHAPTER I: REQUEST FOR PROPOSAL (RFP) Page No. 6	<p>9. The Service Provider would be expected to establish 12 (Twelve) Indian Consular Application Centres (ICACs) for Passport/Visa/OCI/PCC/ Surrender Certificate (Renunciation of Indian Citizenship)/GEP Verification/ Miscellaneous Attestation services in following cities Ottawa, Montreal, Toronto, Brampton, Mississauga, Winnipeg, Vancouver, Surrey, Calgary, Edmonton, Halifax and Regina in well-connected commercial complexes with ample parking facilities for applicants and in prime locations.</p> <p>The proposed locations for the ICACs should have an area of minimum office space of 5000 sq. ft. (approx. 465 sq. mtrs).The space requirement for each VAC is mentioned as 5000 sq. ft. and as per the Technical evaluation, the proposed VAC with the area greater than 9000 sq. ft. will get full marks.</p> <p>Please clarify the size requirement for each VAC and also the technical evaluation parameter clarification.</p>	Office space of 5000 sq. ft. is the minimum desired requirement for all the twelve ICAC locations mentioned in the RFP. It has been made so in order to provide quick turnaround to the applicant and ensure the adequate number of counters with ample waiting area and Premium Lounge facility. In harsh winter months, applicants should be able to wait indoors without being made to stand outdoors exposed to the elements.
3	CHAPTER III: INSTRUCTIONS TO BIDDERS Page No. 10	<p>n. The Mission shall arrange a Pre-bid Conference about the bidding process, about 15-20 days prior to the last date for submission of bids. This is to enable the Bidding Companies to prepare the proposals with full knowledge of the requirements of the Mission and for the Mission to clearly assess the capabilities of the Service Provider.</p> <p>Please share what would be mode of the Pre-Bid meeting, whether the pre-bid meeting would be conducted online or in Embassy premises.</p>	The Pre-Bid Conference was held in hybrid format on June 8, 2023.
4.	CHAPTER III: INSTRUCTIONS TO BIDDERS, DETERMINATION OF SERVICE FEE Page No.11	<p>(xviii) The procedure for determination of Service Fee is as follows:</p> <p>a. The Mission will not pay for the services rendered by the Service Provider. The Service Provider will charge a Service Fee equal to the contract price per application, denominated in Canadian Dollars, from the applicant. The Service fee per application should be quoted as per the Financial Bid format (Annex-C) and shall be inclusive of all local taxes twenty (VAT/HST/GST/CST, etc.) as applicable in different provinces of Canada. It is the responsibility of the Service Provider to pay applicable taxes to the concerned Governmental authorities.</p> <p>Please clarify whether the Services fees for all the categories would be common or difference service rates have to be offered for each service.</p>	<p>Yes, the service fee for all the services will be same.</p> <p>Attention is drawn to Chapter XV: Selection of Bidders/Award of Contract and Annexure-C Part-II A of the RFP which refer to single Basic Service Fee.</p>

5.	CHAPTER III: INSTRUCTIONS TO BIDDERS, DETERMINATION OF SERVICE FEE Page No. 11	What are the factors responsible for judging cost viability.	The viability of the costing shall be assessed on the basis of details provided by the bidder in the financial and technical bids. The costs cannot be zero for any item and need to be realistic.
6.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Page No. 18	Please share Jurisdiction of centre for each centre of the 12 proposed ICACs among the Embassy and the Consulate.	Consular jurisdiction of ICACs would be as follows: HCI Ottawa: Ottawa and Montreal CGI Toronto: Toronto, Brampton, Mississauga, Winnipeg and Halifax CGI Vancouver: Vancouver, Surrey, Calgary, Edmonton and Regina
7.	Q. Facilities at the ICAC Page No. 31	iv. The ICAC shall have sufficient space, subject to the minimum prescribed, in terms of waiting area, minimum 8 (eight) counters, processing area, Biometric Services and Optional Services. Minimum 30% of space may kept for waiting applicants. Please share the break-up of the application count for each of the centres as the same would be required for the area requirement and also the number of counters. Would the requirement of 8 counters is applicable for each of the 12 ICACs?	Approximate numbers which are based on per working day average i.e. 816 transactions/ services per working day have already been mentioned in the RFP document. Yes, requirement of 8 counters is applicable for each of the 12 ICACs.
8.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Page No. 33	U. Consular Camps: The OSP may be required by the Mission/Post to organize Consular Camps at any location within the consular jurisdiction of Mission/Post(s) at no additional cost to the Government of India/Mission/Post or applicants. OSP will be required to provide services, including scrutiny of applications for consular/Passport/ Visa/ OCI/ PCC/ Surrender Certificate (Renunciation of Indian Citizenship) / GEP Verification/ Miscellaneous Attestation etc. and acceptance of fees. Same Service Fee should be levied on applicants. No additional service charge will be paid to the OSP. These camps are to be organized in cities other than the location of the Centres. OSP should quote financial bid keeping in mind this aspect and OSP will not be allowed to charge any additional cost from anyone [either from applicant or Mission/Post/Ministry]. Please clarify the details about the Consular Camps - No. of days of Consular Camps in each year and requirement of the services to be offered in Consular Camps and the infrastructure required for conducting the Consular Camps	The location, services and frequency of Consular camps would depend upon the requirement assessed by the Mission/Posts at that particular time. The infrastructure required would be the same as the ICACs, including IT equipment, POS machines, biometric machines, etc.
9.	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT Page No. 61	i. The award of the Contract to the winning company will also be informed by email to all the qualifying Companies in the Financial Bid stage. What would be procedure for handholding or transitioning in case of change in the existing vendor	New OSP shall be required to manage and provide services as per provisions of RFP.
10.	Chapter XVIII, Annex C: Financial Bid Page No. 74	For Annex C, In Section B, Under the headers "Total anticipated cost (in CAD)" There are four columns to be Completed, however the headers for the four columns are missing.	Under the header 'Total Anticipated Cost (in CAD)' there are following four columns -Monthly Exp -Annual Exp -One Time Exp -Total Exp The last column i.e. Remarks by Mission/Ministry (official use only) - is meant

			for official use only and is not required to be filled by the bidding companies.
11.	Annex C: Financial Bid Page No. 81	Section-Part III Justification for Service Fee quoted Total anticipated expenditure for all the Centres: Profit margin (percentage) & Profit amount: Sum of (a) + (b): Local taxes payable: Please clarify how to decide upon the Payable Taxes rate as the Canadian States have different prevailing tax rates.	Payable Taxes rate may be ascertained by the bidders locally and the amount of local taxes factored in to the statement.
12.	Annex C: Financial Bid Section-Part III Page No. 81	Justification of Service Fee: (f) Anticipated revenue: (No of anticipated CPV applications x proposed Service Fee). Please clarify that the anticipated revenue is calculated on the same Proposed service fee as calculated in the Lowest quotient as defined in Page 60, point (ii) (e) which states that the VAS has 10% weightage and marking for calculation of service fee as L1.	Yes.
13.	Part III: TECHNICAL BID EVALUATION PROFORMA Page No. 89	Point 1- Size of Centre (area and layout), Point 2- Number of submission counters, Point 3- Number of staff at each level and qualification Please specify - area requirement for each centre, mandatory number of counter and mandatory number of staff as stated and required as per the Technical Evaluation Parameters.	Office space of 5000 sq. ft. is the minimum desired requirement for all the twelve ICAC locations mentioned in the RFP. Requirement of 8 counters is applicable for each of the 12 ICACs. Size of Centres has been fixed in order to provide quick turnaround to the applicant and ensure adequate number of counters with ample waiting area and Premium Lounge facility. In harsh winter months, applicants should be able to wait indoors without being made to stand outdoors exposed to the elements.
14.	General Query	As per the communications received from the High Commission of India, London; Embassy of India, Riyadh; and Embassy of India, Berlin; the tender process and submission deadline has been extended. Please share the information: Is there a likelihood that the High Commission of India, Ottawa (Canada) will also be extending the Tender process and submission deadline; as we would be preparing the BG and other financial documents that would have specific validity and have to be changed in case of any extension.	The bidders should proceed according to timelines advertised in the RFP. The decision to extend the tender process and submission deadline is solely a prerogative of the High Commission and updates, if any, would be communicated on the website of the Mission/posts accordingly.
15.	Pg 5 Chapter I	Mission/Post(s) handled approximate 816 transactions/services per working day, assuming 250 working days in a year for the last three years (2017 - 2019) pre-Covid. Kindly share details of counts for 5 years (2017-2022) with below details: 1) Service/Category wise application count. (Total and by location) 2) Month wise application count (Total and by location) 3) Bifurcation of Postal and In-person application counts (by service)	Approximate numbers which are based on per working day average i.e. 816 transactions/ services per working day have already been mentioned in the RFP document. Data for 2022 is shared at Appendix-A
16.	Pg 6 Chapter II Pt. 8	Bidding Schedule and Process Please indicate the expected start date of the contract.	The date of commencement of the contract depends upon completion of all tendering requirements and processes.
17.	Pg 6 Chapter II	The Service Provider would be expected to establish 12 (Twelve) Indian Consular Application Centres (ICACs)	Office space of 5000 sq. ft. is the minimum desired requirement for all the twelve ICAC

	Pt. 9	<p>following cities Ottawa, Montreal, Toronto, Brampton, Mississauga, Winnipeg, Vancouver, Surrey, Calgary, Edmonton, Halifax and Regina in well-connected commercial complexes with ample parking facilities for applicants and in prime locations.</p> <p>The proposed locations for the ICACs should have an area of minimum office space of 5000 sq. ft. (approx. 465 sq. mtrs).</p> <p>Kindly clarify if the minimum office space of 5000 sq. ft. is for major ICACs only (for example Ottawa, Toronto and Vancouver).</p> <p>Kindly provide the minimum VAC sizes for all locations considering their application volume.</p>	<p>locations mentioned in the RFP. It has been made so in order to provide quick turnaround to the applicant and ensure the adequate number of counters with ample waiting area and Premium Lounge facility. In harsh winter months, applicants should be able to wait indoors without being made to stand outdoors exposed to the elements.</p>
18.	Pg 31 Chapter VII Pt. (T)	<p>OSP will be required to provide 24x7 helpline, maintenance of minimum manpower for backend coordination, etc for providing various types of consular services to growing Indian diaspora. OSP should quote financial bid keeping in mind this aspect and OSP will not be allowed to charge any additional cost from anyone [either from applicant or Mission/Post/Ministry].</p> <p>Please provide the number of calls and the number of emails received during previous 5 years (2017-2022) for planning of 24X7 helpline.</p>	<p>Approximate numbers which are based on per working day average i.e. 816 transactions/services per working day have already been mentioned in the RFP document. The bidding companies may anticipate the number of calls/emails to be serviced based upon these numbers.</p>
19.	Pg 32 Chapter VII Pt. (U)	<p>Consular Camps</p> <p>Please confirm the cities in which the consular camps will be required to be organized.</p> <p>Also, kindly provide number of the consular camps conducted during previous 5 years (2017-2022)</p>	<p>The number and location of Consular camps would be decided by the Mission/Posts based upon the requirements at that time. Numbers cannot be anticipated in advance.</p> <p>List of Consular camps held in recent years is at Appendix-B.</p>
20.	Pg 40 Chapter X, Bank Guarantees Pt (ii) and (iii)	<p>Performance Bank Guarantee (PBG) Bank Guarantee for premature termination</p> <p>Please provide the exact amount of PBG to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided under Chapter X, Pt. (1) (ii) @ Pg 40).</p> <p>Please also provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (iii) @Pg 40).</p>	<p>ii) The OSP shall provide a Performance Bank Guarantee(PBG) in CAD 352,500 (fixed @ 3% of the contract value; contract value is the average annual Service Fee of the OSP for last three-years of pre-Covid period (Jan-Dec 2017, Jan-Dec 2018 and Jan-Dec 2019) multiplied by total contract period in years (i.e Service Fee of the OSP x number of services/total transaction in three-year pre-Covid period x contract period in years divided by 3. [To be calculated as per L1]. PBG should be valid for a period of six months beyond the expiry of the contract period, for penalties due as explained under the section on 'Penalties' of the RFP and in accordance with the Contract. This guaranteed amount shall be given in four pieces with 50%, 20%, 20% and 10% of the total value. The Mission can invoke any or all of these Bank Guarantees depending on the extent and the severity of the violation of the terms of the Agreement. [For the extended period of the Contract, the BGs should be renewed with further extension of additional six months to determine and settle any dues arising out of non-completion of work and non-payment of penalties, etc.</p> <p>iii) The OSP shall provide a Bank Guarantee in CAD 1,004,000 for premature termination of Contract, for a sum equivalent to 'Service Fee (as per L1) x 180 days x Number of Applications per Day' - based on the average of the three-year pre-Covid period (Jan-Dec 2017, Jan-Dec 2018, Jan-Dec 2019).</p> <p>The changes would also be reflected in the Corrigendum.</p>
21.	Pg 73	For Annex C, In Section B, Under the headers "Total	Under the header 'Total Anticipated Cost (in

	Annex C, Section - B	anticipated cost (in CAD)" There are four columns to be completed however the headers for three of the columns are missing. Kindly provide the column headers.	CAD)' there are following four columns -Monthly Exp -Annual Exp -One Time Exp -Total Exp The last column i.e. Remarks by Mission/Ministry (official use only) - is meant for official use only and is not required to be filled by the bidding companies.
22.	Page no. 05 Point no. 08 Mission/Post(s) handled approximately 816 transactions / services per working day.	Please provide monthly city-wise and service-wise application count break up for 03 years.	Approximate numbers have already been mentioned in the RFP document, which are based on per working day average i.e. 816 transactions/ services per working day. Three new centres have been provisioned in this RFP in addition to the present arrangement. The Bidding companies may anticipate the numbers accordingly.
23.	Page No. 30 Point No. Q(iv) The ICAC shall have sufficient space, subject to the minimum prescribed, in terms of waiting area, minimum 8 (eight) counters, processing area, Biometric Services and Optional Services. Minimum 30% of space may kept for waiting applicants.	Kindly provide minimum prescription for the centers with lower application count.	Minimum office space of 5000 sq. ft. (app. 465 sq. mts) has already been prescribed for each ICAC location in the RFP.
24.	Annexure C Section C Section - III (f) page No 80 No. of anticipated CPV applications	No of anticipated CPV application "which year total CPV docs are to be considered. Will it be 2017 / 2018 / 2019 or 2019 / 2020 / 2021 are to be considered?	The data provided for previous years is to give a rough idea to the bidders. Calculation of financial bid is to be done by the bidder itself taking all variables into consideration. Data for 2022 is shared at Appendix-A
25.	Chapter III Point No. xi, Page No. 07 Security Deposit (EMD) and other Bank Guarantees (BGs) can be furnished through SWIFT (including	Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN Can EMD amount be transferred to the Bank account of Embassy	Details will be provided on email to the Bidding Company. EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee) as indicated in RFP.

	e-Bank guarantee)		
26.	Chapter XIV, Page No. 56 Point No. 1(ii) Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-H), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-E) and a Declaration by the Bidder (Annex-F). All these Annexures should be duly filled in. Four copies of the technical bid along with soft copy (Microsoft Word format) in a CD, to be enclosed.	Kindly advise whether all four copies of technical bid are required in originals.	Yes all four copies are required to be in original.
27.	Page No. 20 Point No. vi Postal applications: The applications received by Post / Courier should be registered / brought into the main system on the same day of receipt at SP's office.	Please confirm % of applications received in person and received by post at each ICAC.	Data for 2022 is shared at Appendix-A
28.	Annexure C Point No 23 page No 75. Number of staff in different areas of operation	Is there any minimum requirements for number of staff	There is no minimum requirements for no. of staff; however, it has already been specified in Chapter V regarding Mandatory Eligibility criteria for Bidding Companies.
29.	Chapter VII Page No. 21, Point No. xii (i) The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet	Please provide number of calls / emails received for planning of call center	Approximate numbers which are based on per working day average i.e. 816 transactions/ services per working day have already been mentioned in the RFP document. The bidding companies may anticipate the number of calls/emails to be serviced based upon these numbers.

	Protocol		
30.	Annexure C Part II B(xiv) Indian CPV services at your doorstep.	The Maximum Prices Fixed by the Mission are given. Will it be the same if the same service is being used for first person / additional member etc. Do we have to offer different prices & further how the same will be considered in "Sum of the optional services".	The maximum prices fixed by the Mission as given in Part II (B) of Annexure C denote the maximum limit of prices regardless of the type of services. Additional applicants, as specified in pt. 17 for the same booking can be charged upto CAD 150 applicant. As specified in pt. 18, beyond a radius of 20 miles, maximum price is CAD 1500 regardless of number of applicants.
31.	Annexure C Section B	There are 4 columns in " Total anticipated cost (in CAD)" - Would request you to give headers of the same	Under the header 'Total Anticipated Cost (in CAD)' there are following four columns -Monthly Exp -Annual Exp -One Time Exp -Total Exp The last column i.e. Remarks by Mission/Ministry (official use only) - is meant for official use only and is not required to be filled by the bidding companies.
32.	General Query	Can the BID docs be signed by DSC or physical signatures are reqd.	Original signatures are required on bid documents.
33.	General Query	Will there be a single Service fees for Consular / Passport / Visa / OCI / GEP Verification Services.	One common service fee for each of the items.
34.	Chapter I Point No. 9, Page 5	The proposed locations for the ICACs should have an area of minimum office space of 5000 sq. ft. Kindly advise an area of minimum office space for the locations with lower counts.	Office space of 5000 sq. ft. is the minimum desired requirement for all the twelve ICAC locations mentioned in the RFP. It has been made so in order to provide quick turnaround to the applicant and ensure the adequate number of counters with ample waiting area and Premium Lounge facility. In harsh winter months, applicants should be able to wait indoors without being made to stand outdoors exposed to the elements
35.	Chapter V Point No 1(ix) page No 14 The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.	Kindly clarify from whom the said certificate is to be provided?	Bidding company should provide certificate as per local laws in support of the same.
36.	Chapter VII Point No 1(U), page No 32 Consular Camps	How many consular camps will be conducted during a calendar year.	The number of Consular camps would be decided by the Mission/Posts based upon the requirements of that time. Numbers cannot be anticipated in advance.

37.	Chapter VII Point No 3 (viii) (c) Key features of Premium Lounge	Since Courier Service is not a part of Key features of the Premium Lounge Services. Can the same be charged extra?	Premium Lounge Service is for applicants who seek service at the ICAC personally. As such, courier service is not required for premium lounge.
38.	Annexure J Point No 2 of Note: page No 101 Stamp paper is required for BG issued b the Banks located in India.	Since the BG are issued and can be furnished through SWIFT (including e-Bank guarantee) hence Stamp paper requirement does not exist. Pls clarify on the same.	BG through SWIFT or e-Bank Guarantee are acceptable as per Gol's guidelines in force.
39.	Annexure Section B - 37	C Provision of Interest Expenditure what is this cost?	It represents interest payable on any borrowing/loans.
40.	Annexure Section Part II B page 59	C What is the GEP application count per ICAC	It may be noted that Chapter I Pt. 8 (Page 5) specifies the approx. number of 816 transactions/day as the average traffic handled by the Mission and two Posts from 2017- 2019 (3 year period). The break-up of type of service cannot be specified.
41.	Chapter XIV Point No 2 page No 56	The proposal must be received by 1600 hours (local time) on 26 June 2023. Whereas as per Chapter III (xii) page No 8 it mentions that the did documents should reach HCI Ottawa latest by 1100 hrs on 26 June 2023. Kindly clarify the same?	<p>The offers/bids may be sent in separate sealed covers superscribed in bold letters: 'Outsourcing of Consular/Passport/Visa/OCI/PCC/Surrender Certificate (Renunciation of Indian Citizenship)/Global Entry Program (GEP) Verification/Miscellaneous Attestation Services 2022 for High Commission of India, Ottawa' (separate envelopes for 'Technical Bid', 'Financial Bid', 'EMD' amount and the CD/DVD must be placed in a secure larger envelope/box) addressed to the Head of Chancery, High Commission of India, Ottawa, 10 Springfield Road, Ottawa, ON K1M 1C9, so as to reach the High Commission of India, Ottawa (Canada) latest by 2030 hrs. (IST) [1100 hrs. (LT)] on 26 June 2023.</p> <p>All the Technical Bids shall be opened simultaneously at 2030 hrs. (IST) [1100 hrs. (LT)] on 30 June 2023. The decision of the High Commission of India, Ottawa on the pre-qualification of the bidders shall be final.</p> <p>The amendment would also be reflected in the Corrigendum.</p>
42.	Chapter XV Point No 2(e) page No 58	How many number of representatives from a bidding company will be allowed?	Two to three participants per company shall be permitted for the presentation.

	Bidders are required to make Presentation		
43.	Chapter II Bidding Schedule & Process page No 6	Issue of Corrigendum is 22 June whereas Last date of Submission of Bid is 26 June. The time lines are too short for completing the Bid Doc & Courier to deliver the BID Doc.	Any change in the timelines associated with the RFP procedure would be conveyed accordingly.
44.	Page no. 13 Point No. Chapter V:	Mandatory Eligibility Criteria The annual turnover of the Bidding Company should be at least US\$ 500,000 annually during the pre-Covid three years period (Jan-Dec 2017, Jan- Dec 2018 and Jan-Dec 2019). The Bidding Company shall provide audited information certified by an external auditing agency to substantiate its claim of a turnover based on three years pre- Covid period (Jan-Dec 2017, Jan-Dec 2018 and Jan-Dec 2019). In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of the their agreement. Calendar year In India, generally we prepare balance sheets on financial year basis starting from 1st April and ending upto 31st March to show the financial data of the each of the year. Either we can provide certificate from CA, certifying the same for the calendar years or audited data for the financial years. Please clarify, if this will be considered.	Bidding company can submit the balance sheet as per the financial year. Balance Sheet for the following FY may be submitted: FY 2016-2017 FY 2017-2018 FY 2018-2019 FY 2019-2020 In addition, Bidder may submit the certificate from CA certifying the same.
45.	Page no. 13 Point No. Chapter V: Mandatoy Eligibility Criteria	Conversion rate from USD to INR Please confirm to which year, conversion rate of USD To INR will be applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial / calendar years, e.g. 2017, 2018, 2019, 2020	Current rate of conversion.
46.	Page No. 88 Point No. Part III: Technical Bid Evaluation Proforma	Minimum area of each ICAC As per RFP, minimum area of each ICAC as prescribed between range of 5000 sq ft to 9001 sq ft and above, should be different from location to location, on the basis of application volume, please clarify.	Office space of 5000 sq. ft. is the minimum desired requirement for all the twelve ICAC locations mentioned in the RFP. It has been made so in order to provide quick turnaround to the applicant and ensure the adequate number of counters with ample waiting area and Premium Lounge facility. In harsh winter months, applicants should be able to wait indoors without being made to stand outdoors exposed to the elements
47.	Page No. 73-80 Annex C: Financial Bid	Single Service Fee Whether single service fee is to be quoted for all services	Single service fee for all services.
48.	Page No. 84 Part II: Scope of the work and deliverables required	Details of Size of the centre, Number of counter and Number of staff Request to provide information for the following requirement at each ICAC:- 1. Size of the centre 2. No. of counter 3. No. of staff	Office space of 5000 sq. ft. is the minimum desired requirement for all the twelve ICAC locations mentioned in the RFP. It has been made so in order to provide quick turnaround to the applicant and ensure the adequate number of counters with ample waiting area and Premium Lounge facility. In harsh winter months, applicants should be able to wait indoors without being made to stand outdoors exposed to the elements.

			There is no minimum requirements for no. of staff; however, it has already been specified in Chapter V regarding Mandatory Eligibility criteria for Bidding Companies.
49.	General Query	Number of applications received at all 12 centers with bifurcation details for each category. Bifurcation of number of applications for different category of services may kindly be provided	Approximate numbers which are based on per working day average i.e. 816 transactions/ services per working day have already been mentioned in the RFP document. The bidding companies may anticipate the numbers based upon these figures.
50.	General Query	Details of year to be used. Details of which year is to be used for getting the anticipated number of application for calculation of financial bid, which is not clear. Requested to provide the details	The data provided for previous years is to give a rough idea to the bidders. Calculation of financial bid is to be done by the bidder itself taking all variables into consideration. Data for 2022 is shared at Annexure-A
51.	General Query	Category wise break up of various services at each ICAC. Transaction volume of each service (location wise) has not been mentioned in the RFP, which should be needed for the last 4-5 years, basis on which it will be easy to calculate average volume of applications during the previsions RFP period, please arrange to provide.	Approximate numbers which are based on per working day average i.e. 816 transactions/ services per working day have already been mentioned in the RFP document. The bidding companies may anticipate the numbers based upon these figures. Data for 2022 is shared at Annexure-A
52.	General Query	Responsibility of Handling of applications. Procedure of handling of leftover applications by the current service provider to the new appointed service provider has not been mentioned in the RFP, which is a crucial part for taking of the charge, please clarify.	As per practice, outgoing service provider is given a notice in advance to wind up operations in which service provider is asked to process all completed applications and handover same to the Mission/Posts. Incomplete applications, if any, are to be returned to applicant(s) along with fee etc. A NOC is issued to outgoing service provider.
53.	General Query	Whether services of sub-contractor can be availed for certain category of ancillary services? Please clarify and share the details.	Sub-contracting of any CPV services to any person/company or entity on commission or royalty or on any other basis is not permitted.

			Employing security services, courier services, etc. is permitted. However, OSP is directly responsible for all these services.
54.	General Query	Kindly provide center wise jurisdiction of High commission and Consulate general for all 12 Centre's.	Consular jurisdiction of ICACs would be as follows: HCI Ottawa: Ottawa and Montreal CGI Toronto: Toronto, Brampton, Mississauga, Winnipeg and Halifax CGI Vancouver: Vancouver, Surrey, Calgary, Edmonton and Regina

Appendix-A

Month-wise & Service-wise break up of applications (including postal) in 2022

JANUARY				FEBRUARY				MARCH			
	Passport	Visa	OCI		Passport	Visa	OCI		Passport	Visa	OCI
Brampton	2182	1612	545	Brampton	2511	2382	649	Brampton	3783	2590	1050
Toronto	734	401	119	Toronto	713	600	144	Toronto	686	504	187
Winnipeg	424	155	57	Winnipeg	417	216	81	Winnipeg	452	142	89
Montreal	82	26	48	Montreal	109	35	43	Montreal	113	31	21
Ottawa	52	44	46	Ottawa	70	57	35	Ottawa	74	76	34
Surrey	1333	1118	411	Surrey	1427	1407	336	Surrey	1632	790	512
Edmonton	400	280	165	Edmonton	470	313	171	Edmonton	554	335	236
Calgary	739	467	301	Calgary	668	543	358	Calgary	659	402	264
Vancouver	246	198	65	Vancouver	301	263	64	Vancouver	337	136	110
Postal Brampton	6559	1649	1154	Postal Brampton	6057	2081	1074	Postal Brampton	6521	2328	1410
Postal Ottawa	601	126	70	Postal Ottawa	531	270	63	Postal Ottawa	820	363	117
Postal Surrey	1861	758	481	Postal Surrey	1590	945	481	Postal Surrey	2220	1173	762
APRIL				MAY				JUNE			
	Passport	Visa	OCI		Passport	Visa	OCI		Passport	Visa	OCI
Brampton	3712	1963	1198	Brampton	3339	1779	1266	Brampton	4396	2170	1499
Toronto	760	634	262	Toronto	769	718	290	Toronto	768	666	330
Winnipeg	461	57	114	Winnipeg	514	73	102	Winnipeg	465	83	119
Montreal	112	57	44	Montreal	182	106	55	Montreal	216	95	72
Ottawa	150	85	76	Ottawa	205	138	79	Ottawa	271	174	95
Surrey	1671	417	438	Surrey	1691	332	622	Surrey	1972	434	641
Edmonton	478	164	185	Edmonton	486	169	210	Edmonton	620	206	229
Calgary	835	213	267	Calgary	778	248	375	Calgary	909	296	398
Vancouver	321	76	60	Vancouver	333	78	86	Vancouver	401	137	96
Postal Brampton	6482	1401	1490	Postal Brampton	4955	1144	1158	Postal Brampton	5736	1284	1416
Postal Ottawa	636	241	123	Postal Ottawa	867	300	171	Postal Ottawa	853	229	159
Postal Surrey	2285	470	649	Postal Surrey	1830	526	564	Postal Surrey	1612	493	489
JULY				AUGUST				SEPTEMBER			
	Passport	Visa	OCI		Passport	Visa	OCI		Passport	Visa	OCI
Brampton	3905	2379	1466	Brampton	4607	3234	2032	Brampton	4419	4313	1840
Toronto	698	538	314	Toronto	978	620	348	Toronto	867	988	316
Winnipeg	405	143	96	Winnipeg	344	321	93	Winnipeg	328	338	129
Montreal	271	157	110	Montreal	308	199	121	Montreal	273	303	100
Ottawa	369	168	101	Ottawa	413	269	138	Ottawa	425	416	132
Surrey	1699	562	572	Surrey	1920	966	739	Surrey	2033	1305	491
Edmonton	621	225	202	Edmonton	657	418	259	Edmonton	678	652	246
Calgary	937	348	377	Calgary	1032	586	547	Calgary	921	892	495
Vancouver	370	153	72	Vancouver	470	240	122	Vancouver	445	321	101
Postal Brampton	6008	1257	1325	Postal Brampton	5839	1831	1724	Postal Brampton	6065	2920	1388
Postal Ottawa	465	165	62	Postal Ottawa	460	202	86	Postal Ottawa	527	318	78
Postal Surrey	2261	626	658	Postal Surrey	1733	1024	557	Postal Surrey	1979	1799	788

OCTOBER				NOVEMBER				DECEMBER			
	Passport	Visa	OCI		Passport	Visa	OCI		Passport	Visa	OCI
Brampton	3672	4587	1765	Brampton	3667	4395	1696	Brampton	3503	3077	1419
Toronto	689	1271	312	Toronto	1110	1326	340	Toronto	1456	907	515
Winnipeg	293	418	81	Winnipeg	301	401	130	Winnipeg	377	271	149
Montreal	223	268	108	Montreal	283	320	128	Montreal	273	282	162
Ottawa	376	376	174	Ottawa	420	457	162	Ottawa	351	289	147
Surrey	1693	1281	549	Surrey	1691	1709	610	Surrey	1556	1406	608
Edmonton	678	800	199	Edmonton	810	1035	258	Edmonton	735	750	222
Calgary	940	1073	416	Calgary	900	1306	437	Calgary	891	865	391
Vancouver	383	280	135	Vancouver	445	323	113	Vancouver	349	293	152
Postal Brampton	5209	4112	1607	Postal Brampton	5841	5923	1870	Postal Brampton	5872	6375	2192
Postal Ottawa	352	391	86	Postal Ottawa	318	436	46	Postal Ottawa	450	508	104
Postal Surrey	1496	2471	896	Postal Surrey	2910	4602	2153	Postal Surrey	2221	3314	1441

Total applications Year 2022 (Service Wise)

Passport	Visa	OCI	Total
208463	131566	67178	407207

List of Consular Camps (2017-2022)

Year	CGI Vancouver	CGI Toronto	HCI Ottawa
2017	11	6	NIL
2018	13	6	NIL
2019	13	9	2
2020	14	3	2
2021	16	16	1
2022	14	17	2