CAN/CONS/415/01/2026
High Commission of India
Canberra
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Response to written queries and queries raised in the Pre-Bid Conference

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
1	Chapter I	Chapter-I: Request for Proposal (RFP), Para 8, Page 6	6	Considering the regional geopolitical situation and the impact of the recent war/security situation on travel worldwide, may the Mission kindly provide the actual category-wise application/transaction count from January 2026 to September 2026? This would enable bidders to assess the current demand pattern and make realistic operational and financial projections.	Paragraph 8 of Chapter I of the RFP, containing CPV data for the years 2023, 2024, and 2025, may kindly be referred to. However, the consolidated monthly CPV service volumes for the period from January to September 2026 are enclosed at Annexure I.
2	Chapter I	Chapter-I & Chapter-XVI – Go-Live / Commencement of Services		There appears to be a discrepancy regarding the prescribed go-live timeline. May the Mission kindly clarify whether the successful Service Provider will be allowed 30 days (one month) or 45 days from the date of signing of the Agreement for commencement of full services at all ICACs?	The selected bidder shall commence operations within 45 days of the signing of the Agreement. A corrigendum is being issued.
3	Chapter I	Ch. I Application volumes	6	Please provide monthly application volumes for 2023-2025 and available 2026 data, separately for each ICAC and Mission/Post, with a service-wise split. Please distinguish in-person, postal and directly submitted applications, and confirm which transactions in the published totals would attract the Service Provider’s fee.	Paragraph 8 of Chapter I of the RFP, containing CPV data for the years 2023, 2024, and 2025, may kindly be referred to. However, the consolidated monthly CPV service volumes for the period from January to September 2026 are enclosed at Annexure I.

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4	Chapter I	Ch. I and VII Changes to centres	7, 24, 198	Please indicate planned additions, closures or relocations of ICACs, including locations and minimum requirements. We request a defined cap on additional centres, for example one centre, and at least 90 days' notice for any opening, closure or relocation. For a closure directed by the Mission/Posts, please consider notice aligned with the premises' lease exit period.	The RFP does not prescribe a maximum number of additional ICACs. The process, notice and transition arrangements in any such case shall be as decided by the Mission/Post at the relevant time, having regard to operational requirements. Bidders are to quote the financial bid keeping this aspect in mind.
5	Chapter I	Ch. I and VII Biometric services	4, 42-44, 100-102, 179	Please confirm which services and applicant categories require fingerprint and facial capture from commencement, including passport and OCI applications, and any exemptions. Please provide the approved device list for this project and the process and lead time for NIC integration, testing and acceptance of proposed devices. Please indicate the expected e-passport enrolment rollout date and provide the facial-capture specifications.	Biometric capture requirements, including fingerprint and facial capture, shall apply to the services/applicant categories as prescribed by the Ministry/Mission/Posts/Competent Authority from time to time, including any notified exemptions. The Service Provider shall use NIC-approved/integrated devices and comply with NIC specifications. The final device list, integration timelines and e-passport enrolment rollout date shall be communicated by the Mission/NIC as applicable. Facial capture shall conform to the specifications prescribed by NIC/MEA.
6	Chapter I	Ch. X Security amounts	6, 55	Please provide the Government revenue and working-day basis for the five-day funds/documents security. Please confirm whether 627,237 applications is the contract-value basis and whether the premature-termination security uses working or calendar days, with the exact daily average. Please also confirm whether the 50%, 20%, 20% and 10% performance-security pieces should be separate guarantees and explain the purpose of the split.	The actual security amount will be determined in accordance with the provisions of the RFP and will be intimated to the successful bidder after award of the contract.

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7	Chapter I	Ch. I and VII Existing premises and phased opening	3, 24	Please confirm that the requirement to set up a “new” ICAC permits use of existing premises that meet all RFP requirements. Although simultaneous opening is required, we request approval for a short phased opening where fit-out, building certification or council approvals affect readiness. Please confirm whether this may be considered and the approval process.	The Service Provider (SP) shall be responsible for establishing and making operational the new Indian Consular Application Centre (ICAC) at the location approved by the Mission/Post, at its own cost. The SP shall provide all requisite civil, furniture, electrical, IT, communication, security and other supporting infrastructure necessary for the effective, secure and uninterrupted functioning of the ICAC. The infrastructure shall include, inter alia, chairs, tables, workstations, counters, reception and waiting areas, storage, partitions and signage, as well as desktops/workstations, printers, scanners, biometric devices, token/queue management systems, networking and connectivity equipment, UPS/power backup and related peripherals. The SP shall also provide necessary power, lighting, air-conditioning, internet connectivity, CCTV, access-control and other utilities and security arrangements as prescribed in the RFP or by the Mission/Post. The ICAC shall be fully equipped, tested and operational before commencement of services.
8	Chapter I	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — 8.; CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(xiv); ANNEXURE-J: TECHNICAL BID — PART III, 5(a)	Page 6	Kindly confirm whether the Mission will prescribe a quantitative demand-surge benchmark for staffing, counters or appointment capacity, or whether bidders should size surge arrangements based on their own demand model.	No quantitative benchmark is prescribed. Bidders are to size surge arrangements on their own assessment and explain them in the Technical Bid, to be evaluated under S.No. 5(a) of Part III of Annexure-J. The SP shall in all cases ensure availability of appointments within five working days.

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9	Chapter I	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — 8	Page 6	Kindly provide the breakup of annual no. of services/ transaction for each Indian Consular Application Centers in Australia, (Adelaide, Brisbane, Perth, Melbourne, Sydney & Canberra) Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders.	Indicative year-wise and jurisdiction-wise break up is as follows: Center **Sydney & Adelaide** 2023-82321 2024-78342 2025-62831 **Canberra & Brisbane** 2023-24374 2024-26135 2025-5350 (**Canberra**) 2025-16725 (**Brisbane**) **Melbourne** 2023-88180 2024-88991 2025-83110 **Perth** 2023-24584 2024-23074 2025-23220
10	Chapter I	Chapter I: Para 11	Page 7	If the Mission requires an increase or decreases in the number of ICACs post-award, or if an approved ICAC requires relocation, please clarify the binding timelines and notice period provided to the Service Provider.	The Mission/Posts may need to increase or decrease the number of ICACs and/or require relocation of an ICAC based on operational requirements. The Service Provider shall comply with such directions within the timeline specified by the Mission/Posts. The applicable notice period and implementation timeline shall be communicated by the Mission/Posts based on the specific operational requirement.
11	Chapter I	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Sub point 3	Page 3	Kindly clarify whether the proposal submitted by the successful bidder will form an integral part of the final contractual documentation. Or it shall be the same	Yes

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12	Chapter I	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) — 7(ix); CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES	Page 6;32; 67;174;201	Chapter VII provides for live telephone enquiries from 8 AM to 8 PM on working days with an automatic answering system outside those hours, whereas Chapter I refers to “24*7 emergency calling assistance” and Schedule-II, para 8.1(a) refers to a “24x7 helpline number/Call Centre”. Kindly clarify: (1) whether live agents are required 24x7 or only 8 AM–8 PM on working days, and, as Parameter 20 shows the hours inside “<< >>”, whether 8 AM–8 PM is the final requirement; (2) if live 24x7 agents are required, whether this applies on weekends and holidays and in which languages; and (3) whether call-center agents are part of the ICAC staffing table or additional to it, and whether they need Mission/Post pre-verification.	The telephone enquiry service shall operate from 8:00 AM to 8:00 PM on working days, with an automated answering system outside these hours, as prescribed in Chapter VII. The OSP shall also provide 24*7 emergency calling assistance in English language. Call-centre personnel shall be provided in addition to the ICAC staffing requirement
13	Chapter I	Chapter I — Section 2		Will the contract include an option for extension?	Refer to Chapter-XVI. The contract shall be valid for three years from the date of signing the Agreement.
14	Chapter II	Ch. II and XV Bid evaluation schedule	8, 87-88	Technical results are scheduled for 20 November 2026 and financial bid opening for 23 November 2026. Please confirm that financial bids will be opened only after the three-working-day representation period and examination of any representations have been completed and revise the schedule accordingly.	Yes. Pls refer to para B (II) (b) of the RFP.

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15	Chapter III	Ch. III and XIV Bid packaging	11, 83	Chapter III requires a separate CD/DVD envelope, while Chapter XIV includes the CD with the Technical Bid. Please confirm the envelope arrangement; whether USB/DVD may replace CD; and whether supporting certificates and financial statements may be PDFs, with the main Technical Bid in Word. Please specify any notarisation, apostille or attestation requirements and confirm that hand or courier delivery is acceptable before the deadline.	The bid shall be submitted strictly in the manner prescribed in Chapter III and Chapter XIV of the RFP.
16	Chapter III	CHAPTER III: INSTRUCTIONS TO BIDDERS Para (xii); CHAPTER V: MANDATORY ELIGIBILITY CRITERIA Para 1(xiii); CHAPTER XIV: SENDING BIDS TO THE MISSION Para 1(a) (i)	11, 19 & 86	Kindly clarify and confirm the following regarding EMD exemption under the Public Procurement Policy for MSEs: 1. Micro & Small Restriction: Whether the EMD exemption applies strictly to companies classified under the "Micro" or "Small" categories on their Udyam/MSE Registration Certificate, and that entities classified as "Medium" Enterprises are not eligible for EMD exemption. 2. Line of Activity: Whether the submitted MSE/Udyam Certificate must explicitly cover relevant service activities (e.g., IT services, administrative support, or outsourcing operations) rather than manufacturing or unrelated activities.	Registered micro and small enterprises (MSEs) (as defined by the Ministry of Micro and Small Enterprises, GoI) are exempt from furnishing Earnest Money Deposit (EMD). Udyam Registration Certificate shall be accepted as valid documentary evidence.
17	Chapter III	Chapter III — Instructions to Bidders; Technical Bid submission and signatures		1) With reference to the requirement that the bid shall include a “CD/DVD containing technical bid”, could you please clarify whether the technical bid may alternatively be submitted on a USB flash drive instead of a CD/DVD? 2) Could you please clarify whether the documents forming part of the bid are required to bear wet-ink signatures, or whether electronic/digital signatures will be accepted for the submission?	1. The bid shall be submitted strictly in the manner prescribed in Chapter III and Chapter XIV of the RFP. 2. Ink Signatures

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18	Chapter V	CHAPTER V - Labour / Employment Compliance		Kindly confirm whether all manpower must be employed directly by the Service Provider or whether deployment through approved manpower agencies/subcontractors is permitted, subject to applicable local laws.	Only for courier and security services, SP can engage reputed companies registered in the country
19	Chapter V	Chapter V Point No 1(x) page No 19 The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.	19	We understand that the certificate has to be provided by service provider. Please confirm	The Service Provider will have to submit self-certification in this regard.
20	Chapter V	Ch. V Experience eligibility	17	For the CPV experience requirement, please confirm whether the average of 100 applications per working day must be achieved at one centre or may be aggregated across the bidder's centres. Please also confirm whether the three years must be consecutive and how the daily average will be calculated.	Kindly refer to Para (i) of Chapter V.
21	Chapter V	Ch. V and Annex D Financial eligibility	18, 105	Please confirm which audited financial years will be accepted where the bidder's reporting year does not follow January-December. Please specify the net-worth assessment date and the exchange-rate source and date for converting financial figures into USD.	Mission shall accept financial statements based on the prevalent statutory accounting year of the country where the Bidder is registered. For the purpose of assessing turnover and net worth eligibility, the Bidder may submit its audited financial statements for the latest completed financial year available as on the last date of submission of bids, and the turnover and net worth shall be assessed on the basis thereof.

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22	Chapter V	Ch. V and X Guarantees and surety bonds	19-20, 55-57, 115-119	Please confirm whether Insurance Surety Bonds are acceptable for EMD as well as all three contractual securities, and provide the approved bond wording and eligible issuer requirements. Please also provide the beneficiary bank/SWIFT details and confirm whether Annex G should be adapted separately for the funds/documents and premature-termination securities.	The Bidder may submit the ISB in AUD issued by an insurance company/Surety duly authorized by the competent regulatory authority to issue such bonds. No separate format for the ISB has been prescribed in the RFP. The bidder/SP may furnish the ISB in a form acceptable to the Mission and compliant with the requirements stipulated in the RFP. The ISB shall be: i. Irrevocable and unconditional; ii. be payable on first demand upon invocation by the Mission, without requiring the Mission to establish or prove any default or obtain the consent of the Service Provider; iii. be issued for the amount and validity period specified in the RFP; iv. be issued by a Surety acceptable to the Mission and capable of being independently authenticated; and v. not contain any condition that restricts, delays or otherwise impedes invocation by the Mission. The Mission reserves the right to verify the authenticity, validity, enforceability and adequacy of the ISB and to satisfy itself in this regard before accepting the same.
23	Chapter V	CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(iii)	Page 18	Kindly confirm the exchange-rate methodology and reference date/rate to be used when converting audited turnover figures denominated in currencies other than USD for the USD 500,000 annual turnover test.	Exchange rate published by the Reserve Bank of Australia on the last day of the relevant financial year may be used.

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24	Chapter V	CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(xvi)	Page 19–20	Kindly clarify whether the shareholding financial-interest disclosure requires any minimum ownership threshold, covers direct and indirect interests, and is to be provided as of the bid submission date or another specified cut-off date.	RFP Provisions are self-explanatory.
25	Chapter V	CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(xi); ANNEXURE-J: TECHNICAL BID — PART II, 12	Page 19;41	Kindly clarify which ISO 23026-2015 timeline governs: Chapter V requires the certification at the time of submitting Technical/Financial Bids, while Annexure-J, Part II, item 12 allows submission within three months from award or before the start of outsourcing operations, whichever is earlier.	The relevant ISO certification shall be submitted along with the Technical Bid or, where applicable, prior to commencement of outsourcing operations.
26	Chapter V	Ch. V Para 1(xvii); Ch. XV Part A-II(g) — Clarifications after bid submission	20;86	Chapter V provides that no further/subsequent information or document will be entertained after the closing date, whereas Chapter XV authorises the TEC to seek clarifications during or after the technical presentation. Please confirm that a clarification requested by the TEC may explain, verify or cross-reference material already forming part of the Technical Bid, but may not introduce a new substantive eligibility claim, cure omission of a mandatory document or materially alter the bid after the closing date. Please confirm that this principle will apply uniformly to all bidders.	The provisions of Chapter V and Chapter XV shall be read harmoniously. The TEC may seek such clarification, explanation or confirmation from a Bidder as may be considered necessary for evaluation of the Technical Bid, including during or after the technical presentation. Such clarification shall not ordinarily be construed as an opportunity to submit a new bid or materially alter the substance of the Technical Bid submitted by the Bidder by the prescribed closing date.

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27	Chapter V	Ch. V Note (a) — Evidence for current e-Governance/IT experience	17	The Note under Chapter V permits current experience to be supported by web links and necessary certificates/testimonials. Please confirm whether transaction-volume certification by an independent/statutorily recognised audit agency, read with the relevant Government licence/authorisation and verifiable Government-platform/service records, is acceptable evidence of the prescribed public-interface and average-volume requirements for a current service.	RFP Provisions are self-explanatory.
28	Chapter V	Ch. V Paras 1(ii)-(iii) — Financial reference periods and currency conversion	18	Chapter V requires audited financial information for the last three years and separately specifies the turnover period as January 2023–December 2025. For a bidder whose statutory audited financial year runs from 1 April to 31 March, please confirm the audited financial years that should be used for the net-worth and turnover tests, and whether a certified calendar-year reconciliation is required for the January 2023–December 2025 turnover period. Please also prescribe the exchange-rate source/date to be used for conversion to USD.	Mission shall accept financial statements based on the prevalent statutory accounting year of the country where the Bidder is registered. For the purpose of assessing turnover and net worth eligibility, the Bidder may submit its audited financial statements for the latest completed financial year available as on the last date of submission of bids, and the turnover and net worth shall be assessed on the basis thereof.
29	Chapter V	Ch. V Para 1(xii)-(xiii); Ch. XV Part A-I(a) — MSE exemption from Bid Security/EMD	19-20;85	Chapter V expressly exempts eligible registered MSEs from furnishing EMD, whereas Chapters XIV/XV require an EMD BG in Envelope 1 and state that bids received without EMD will be summarily rejected. Please confirm that an eligible MSE claiming the Chapter V exemption will not be rejected for non-submission of an EMD BG and specify the document(s)/declaration that such an exempt bidder should place in Envelope 1 in lieu thereof.	Registered micro and small enterprises (MSEs) (as defined by the Ministry of Micro and Small Enterprises, GoI) are exempt from furnishing Earnest Money Deposit (EMD).

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30	Chapter V	Ch. V Para 1(xii)-(xiii); Ch. XIV/XV — MSE/EMD contradiction	19-20;83;85	Chapter V expressly exempts registered MSEs from EMD. Yet the bid-submission and technical-opening provisions state that bids received without EMD will be summarily rejected. Chapter V expressly exempts eligible registered MSEs from payment of EMD, whereas Chapters XIV/XV require an EMD in Envelope 1 and state that bids received without EMD will be summarily rejected. Please confirm that an eligible MSE claiming the Chapter V exemption will not be rejected for non-submission of EMD and specify the document(s) that such bidder should place in Envelope 1 in lieu of the EMD.	Udyam Registration Certificate shall be accepted as valid documentary evidence.
31	Chapter V	Mandatory Eligibility Criteria — tourism and travel experience provision	17	We request that the assessment period for the requirement of having organised tours for at least 2,00,000 travellers be revised from 1 January 2023–31 December 2025 to 1 July 2023–30 June 2026. The proposed revision would assist the Ministry of External Affairs in assessing bidders against more recent completed operational performance, while preserving the existing eligibility standard.	Eligibilty conditions under Chapter-V shall prevail and remain unchanged

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32	Chapter V	Chapter V — Mandatory Eligibility Criteria (xi); Annexure D, Item 12 — ISO certifications	17	Clarification required on the following eligibility criteria: (xi) The Bidding Company must have ISO-9001-2008 (or equivalent) certification for quality management and ISO-27001-2013 (or equivalent) certification for IT-related services and ISO 23026-2015 (or equivalent) for website quality certification at the time of submitting Technical and Financial Bids. 12) The following ISO certification should be provided: ISO- 9001-2008 (QMS-Quality Management System) ISO-27001-2013 (ISMS- Information Security Management System) (to be submitted along with the Technical Bid) ISO 23026-2015 (Website Quality certification) (to be submitted before three months from the date of award of Contract or at the time of starting of outsourcing operations.) Could you please clarify and confirm which of the two provisions is applicable?	ISO 9001:2015 and ISO 27001:2022 will be accepted. A corrigendum is being issued.
33	Chapter VI	Ch. VI and Annex E Local partner eligibility	21, 110	Chapter VI requires the lead member to meet the experience criterion and the local partner to have operated in Australia for three years. Annex E also refers to the local partner meeting experience criteria independently. Please confirm the exact experience requirement for the local partner and whether a contractual consortium is acceptable without forming a separate JV company.	The Lead Member shall have substantive and demonstrable involvement in the core operational functions relating to the delivery of outsourcing services under the Contract and shall not merely provide its name, credentials, or financial/administrative support while leaving the actual provision of outsourcing services to another JV member on a royalty, commission or similar basis. The Lead Member shall accordingly be responsible for and directly oversee such core functions as may be necessary for effective delivery of the outsourced services, including operational management, supervision of manpower, service quality, compliance with the requirements of the RFP, and coordination with the Mission/Post. The precise allocation of functions between the JV members shall be set out in the Technical Bid, and the Lead Member shall remain accountable for its obligations under the Contract.

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34	Chapter VI	CHAPTER-VI: JOINT VENTURE / CONSORTIUM — 1(b)	Page 21	Kindly specify what documents will be accepted as evidence that a proposed local JV partner has been working in the Australia for at least three years.	The Bidder shall submit documentary evidence establishing that the proposed local JV partner has been operating in the Australia for at least three years and is duly registered as a company under the applicable local laws. Such evidence may include, inter alia, the certificate of incorporation/registration, trade licence(s) and other relevant statutory or regulatory documents indicating the date of establishment/registration and continued operation of the company in the Australia. The Mission reserves the right to seek such additional documentary evidence as may be considered necessary to verify the eligibility of the proposed local JV partner.
35	Chapter VII	Chapter VII – Turnaround Time		The RFP stipulates a turnaround time of 30 minutes from token generation to acceptance of the application and payment at the ICAC counter. In this regard, the Mission is kindly requested to clarify whether time consumed for Applicant Support Services such as photograph, photocopy, printout and form-filling assistance, as well as delays arising from incomplete documentation, applicant-related requirements, Government/Mission systems, payment systems, or other circumstances beyond the reasonable control of the Service Provider (SP), may be excluded while assessing compliance with the prescribed turnaround time.	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and form filing, photocopy, photograph services providing photocopies as well. Separate time could be considered for Form filling if required.

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36	Chapter VII	Chapter VII – Applicant Volume / Capacity Planning		While the RFP provides historical annual transaction figures, bidders are required to appropriately plan infrastructure, manpower, counters and processing capacity across the proposed ICAC network. To facilitate realistic capacity planning and efficient deployment of resources, the Mission is kindly requested to provide, if readily available, location-wise and month-wise historical application volumes, together with indicative peak-day/peak-season volumes for the major ICAC locations.	Para 8 of Chapter-I of the RFP may be referred to.
37	Chapter VII	Chapter VII – Turnaround Time		Turnaround Time Exceptions: The RFP stipulates a turnaround time (TAT) of 30 minutes from token generation to application acceptance and payment at the ICAC counter. May we respectfully request clarification on whether the processing time consumed for Applicant Support Services (such as photograph, photocopy, printing, and form-filling assistance), as well as delays arising from incomplete applicant documentation, third-party payment gateway latency, or Mission/Government system downtime beyond the Service Provider's (SP) reasonable control, will be excluded when evaluating compliance against the prescribed TAT?	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and form filing, photocopy, photograph services providing photocopies as well. Separate time could be considered for Form filling if required.
38	Chapter VII	Chapter VII – Applicant Support Services (ASS)		Kindly confirm whether there is any maximum number of photocopy pages per applicant/application, or whether unlimited photocopies required for processing the application are to be provided free of charge.	The Service Provider shall provide photocopying facilities as required for processing the application, without additional charge to the applicant, in accordance with the requirements of the RFP.

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39	Chapter VII	Chapter VII – Applicant Support Services (ASS)		Kindly confirm whether free courier service is limited to one delivery per application and whether any re-delivery due to incorrect address/non-availability of the applicant may be charged separately.	Courier services shall be provided in accordance with the requirements and terms specified in the RFP.
40	Chapter VII	Chapter VII Page no. 29, point no.(vii) Postal Application	29	Kindly share details of applications received in person and received by post / courier at each ICAC.	Data not available.
41	Chapter VII	Chapter VII Page No. 32, Point No. xii (a) The SP shall provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol	32	Please provide number of calls / emails received for planning of call center.	Details of Calls received by OSP (Jan-June 2026) January 14928 February 13831 March 14896 April 13749 May 13227 June 14316 Details of Emails received by OSP (Jan-June 2026) January 4506 February5322 March 5494 April 4672 May 6098 June 8487

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42	Chapter VII	Chapter VII Point No 1(S), page No 47 Consular Camps	47	How many consular camps will be conducted during a calendar year. .	The organisation of consular camps will be considered as per requirement and in close coordination with the Indian community organisations and other partners of the Mission/ Post. The SP is required to deploy manpower and equipment and also arrange for their transportation to the location of the consular camp. The basic infrastructure (space, power etc) will be coordinated by the Mission/ Post. The duration of the camps, logistics etc will vary from camp to camp and will be decided after discussion between Mission/Post and SP.
43	Chapter VII	Chapter VII, point xi(b), page 27. Apart from the minimum staff strength mentioned in the above table, the SP shall also provide a minimum of 4 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs.	27	Please advise whether the minimum of 4 staff are required at all six locations.	In respect of ICAC Canberra, the SP shall provide a minimum of two (02) dedicated Back-office staff (including one IT expert). In respect of other ICACs, 4 back-office staff (including one IT expert). Corrigendum being issued.
44	Chapter VII	Ch. VII Premises and parking	24-26, 131-133	Please confirm whether the minimum ICAC area means net usable internal area or gross leased area. Please also specify any required city limits or maximum distance from the Mission/Post, and whether the prescribed parking spaces must be reserved for applicants or may be available through shared/public parking arrangements.	The minimum area, location requirements and parking facilities have been specified in the RFP. Bidders shall comply with the premises and parking requirements prescribed in the RFP.

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45	Chapter VII	Ch. VII Counter requirements	25-26, 43, 135	Please confirm whether the minimum counter numbers refer only to application submission counters, with reception, Applicant Support Services and biometric stations provided separately. Please specify the minimum number of biometric stations required at each ICAC and at the Mission/Post submission counters.	The minimum number of counters, ASS and biometric stations shall be as specified in the RFP and its applicable schedules/annexures. Biometric stations shall be provided in accordance with the biometric enrolment requirements. Mission/Post submission counters as per Mission/Posts functional requirements.
46	Chapter VII	Ch. VII Mission and Post counters	26, 47, 172	Please specify the staffing, operating hours, equipment, expected daily volumes and services required at each Mission/Post submission counter. Please confirm which facilities the Mission/Posts will provide and whether the standard Service Fee may be collected for every application handled at these counters, including special cases.	The staffing, operating hours, equipment, volumes and services at the Mission/Post submission counters shall be in accordance with the provisions in the RFP.
47	Chapter VII	Ch. VII Incomplete applications	28-30, 75	Please clarify whether the correction period is 21 working days or 21 calendar days, and whether it starts from receipt or notification of the deficiency. Please also confirm when the one-month return/refund period starts and whether the ten-working-day forwarding period starts only after all deficiencies are corrected.	Pls refer to para 1 (B) (vi) of Chapter-VII of the RFP.
48	Chapter VII	Ch. VII Government fee refunds	29-30, 37	Please specify how Government fees already remitted will be refunded for unresolved incomplete applications: will the Mission/Post refund them, or should the Service Provider use its own funds and adjust a subsequent deposit? Please confirm the approval process and refund deadline. Please also confirm whether Government fees for postal applications may be collected only after the application is found complete.	Government fees shall be collected, deposited and accounted for strictly in accordance with the procedure prescribed in the RFP and the instructions of the Mission/Ministry. The Service Provider shall collect Government fees for postal applications in accordance with the prescribed application-processing procedure and applicable instructions of the Mission.

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49	Chapter VII	Ch. VII Appointment availability	30-31, 74, 155	Please provide the minimum daily appointment quota for each ICA C and service category. Please confirm how the five-working-day availability requirement will be measured, which holiday calendar applies, and whether an applicant choosing a later available date will be excluded from non-compliance. Please confirm how Government system outages affect this SLA.	The minimum daily appointment quota for each ICAC and service category shall be determined by the respective Mission/Post based on the prevailing application volume, operational requirements and capacity of the ICAC. The same shall be communicated to the Service Provider by the Mission/Post from time to time. (Holiday calendar for ICACs will be as per the holiday calendar of the concerned Mission/Post)
50	Chapter VII	Ch. VII Walk-ins and family bookings	31, 174	Please specify walk-in categories and reserved capacity/time slots. Please clarify the booking process for families exceeding four members, authorised representatives or migration agents, and organisations submitting for multiple people. We request a separate, verifiable channel approved by the Mission for these cases while maintaining controls against bulk booking.	Walk-in services, appointment categories and appointment capacity shall be provided as directed by the concerned Mission/Post. For families, authorised representatives, migration agents and organisations submitting applications for multiple persons, the Service Provider shall follow the appointment and application procedures prescribed by the Mission/Post and Provider shall ensure that appointment arrangements do not facilitate bulk or multiple bookings in violation of the prescribed procedure.
51	Chapter VII	Ch. VII and Annex L Call charges	32, 74, 202	Chapter VII and the penalty matrix permit normal call charges after five minutes, while Schedule II permits charges after three minutes with prior approval. Please confirm the correct free period, whether prior approval is required, and that non-chargeable waiting time is excluded from that period.	Normal call charge is permitted after five minutes.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
52	Chapter VII	Ch. VII and Annex L Contact centre coverage	32, 174, 201	Please confirm the time zone for the 8 AM-8 PM enquiry service across Australian states, including daylight saving. Does the 24x7 requirement permit automated support with emergency escalation outside these hours? Please also confirm whether an overseas contact centre is acceptable, as local handling is described as preferable. Please confirm that a toll-free 1800 number, free to callers throughout the call, is acceptable.	The applicable time zone shall be Australian Eastern Standard Time (AEST). The telephone enquiry service shall operate from 8:00 AM to 8:00 PM on working days, with an automated answering system outside these hours, as prescribed in Chapter VII. The OSP shall also provide 24*7 emergency calling assistance in English language. Call-centre personnel shall be provided in addition to the ICAC staffing requirement and as per provisions of the RFP.
53	Chapter VII	Ch. VII Bank charges and remittance	33-34, 37, 59-60	Please confirm the eligible bank/payment-agency charges that may be recovered at actual cost and the required approval process. For card or online payments settling after the next working day, must the Service Provider pre-fund the Government fee, and what evidence will determine whether a remittance was made on time?	Provision of RFP is self-explanatory. Government fees shall be remitted within the timelines prescribed in the RFP. Evidence of remittance shall be based on the relevant transaction/bank records and proof of remittance furnished by the Service Provider.
54	Chapter VII	Ch. VII and Annex L Receipts	35-36, 59, 201	Chapter VII requires one receipt per application, while Schedule II permits a bulk receipt for family members. Please confirm the applicable rule and whether a family receipt must contain separate application references, fee breakdowns and individual receipt numbers for reconciliation. Please also confirm whether an electronic receipt, followed by a printed copy after a printer/system failure, is acceptable without penalty.	A separate receipt shall be issued for each application, including in cases where family members are travelling together. Accordingly, a single bulk receipt covering multiple applications shall not be treated as a substitute for the prescribed individual receipts.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
55	Chapter VII	Ch. VII and XI Bank statements	36, 73	Chapter VII requires a monthly bank-certified transaction statement, while the penalty matrix requires weekly bank statements. Please confirm whether both are required and whether weekly electronic statements are acceptable, with bank certification provided monthly.	Both are required.
56	Chapter VII	Ch. VII and Annex A Data retention	36-37, 95, 99, 187	Please provide one retention schedule for physical documents, scanned data, backups, financial/audit records and call recordings, consistent with applicable Australian requirements. Chapter VII limits records to one month after service completion; Annex A requires backups for 12 months and data pending upload confirmation for up to six months. Please clarify how these periods relate to the five-year post-contract inspection right and provide the required monthly certification wording.	The retention periods specified under the respective provisions of the RFP shall apply to the relevant categories of records/data.
57	Chapter VII	Ch. VII and Annex L Document transfers	28-29, 38, 60-61, 200	Chapter VII requires twice-daily transfers, while Schedule II requires at least one combined daily run and other clauses allow next-working-day forwarding. Please confirm the required collection/delivery frequency, cut-off times, and permitted transit period for each ICAC, especially Adelaide, including its receiving Mission/Post. Please confirm that delay penalties start only after the applicable deadline/transit allowance and clarify the treatment of holidays and days when the receiving Mission/Post does not accept applications.	The collection and delivery of applications/documents between the ICAC and the Mission/Post shall be carried out in accordance with the frequency, cut-off times and transit timelines prescribed by the respective Mission/Post, having regard to operational requirements and local conditions.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
58	Chapter VII	Ch. VII Courier delivery standards	39, 51, 61	Please specify the return-courier service level for metropolitan, regional and remote addresses, including delivery attempts and proof of delivery. Please confirm whether the same/next-working-day SLA measures dispatch or final delivery, and how delays caused by an unavailable applicant or incorrect address will be treated.	The return-courier service shall be provided in accordance with the service levels and timelines prescribed in the RFP and/or by the respective Mission/Post.
59	Chapter VII	Ch. VII IT integration	40-41, 68, 128, 168	Please provide hardware, interface, connectivity and testing requirements for IVFRT, GPSP, OCI and CONSPROM, identify costs payable by the Service Provider, and confirm the pre-launch approval/security-audit process. Please identify any local consular/attestation portal requiring integration and its interface specifications. Please also explain how real-time status updates for processing within the Mission/Posts will be provided.	All technical specifications are explained in the RFP.
60	Chapter VII	Ch. VII and XI Digitisation deadlines	41, 44, 62, 94	Please confirm the digitisation deadline for each service and stage. The RFP refers to scanning at initial submission, seven calendar days after processed applications are handed over, and three working days for direct Mission/Post submissions. Please clarify whether these are separate tasks and which deadline governs each.	The digitization deadline is as mentioned in the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
61	Chapter VII	Ch. VII Direct submissions and backlog	41, 44	Please provide the expected volumes of applications submitted directly to the Mission/Posts that the Service Provider must digitise, and confirm the applicable Service Fee arrangement. Please also confirm whether historical applications or any backlog from the outgoing provider are included and, if so, provide the volumes, condition and completion deadline.	Applications received directly by the Mission/Posts and requiring digitisation shall be handled by the Service Provider in accordance with the scope and requirements specified in the RFP.
62	Chapter VII	Annex A Scanning specifications	44, 95-99	Please confirm the final scanning and file-size specifications. Annex A specifies black-and-white images averaging no more than 100 KB per page excluding photographs, but later requires greyscale files averaging less than 50 KB per page. Please also confirm when DVD submission may stop after online submission stabilises and who provides written acceptance. Please confirm whether passport applications digitised through GPSP also require separate DVD submission.	For passport services, the required documents shall be digitized as part of the application processing workflow. Accordingly, separate DVD-based digitization of the documents is not required. For digitization guidelines pls refer to Annexure A of the RFP.
63	Chapter VII	Ch. VII Working hours	46, 65, 199	Five days of 8.5 hours provide 42.5 hours, while the RFP requires at least 48 back-office hours per week. Please confirm the required weekly roster and whether the sixth day is mandatory even without backlog. Please also identify the holiday calendar applicable to each ICAC.	The Service Provider shall ensure a minimum of 48 back-office hours per week, as stipulated in the RFP. The weekly roster shall be arranged by the Service Provider to meet this requirement; the RFP does not prescribe that a sixth day must be operated in all circumstances. Holiday calendar for ICACs will be as per the holiday calendar of the concerned Mission/Post

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
64	Chapter VII	Ch. VII Emergency service and camps	31, 47-48	Please provide the expected frequency, locations, operating hours, staffing and volumes for consular camps and weekend/holiday openings, together with the minimum notice period. Please confirm whether camps require mobile biometric equipment and who will arrange premises, connectivity and security.	The organisation of consular camps will be done in close coordination with the Indian community organisations and other partners of the Mission/ Post. The SP is required to deploy manpower and equipment and also arrange for their transportation to the location of the consular camp. The basic infrastructure (space, power etc) will be coordinated by the Mission/ Post. The duration of the camps, logistics etc will vary from camp to camp.
65	Chapter VII	Ch. VII Staff qualifications	48, 90-91	Please confirm whether the bachelor's degree and experience requirements apply to security guards, messengers and other support staff, or only to application-handling and managerial roles. Please also specify the staff-clearance documents and expected approval period, and whether the five-day Mission training must cover every employee.	Qualification for non-managerial and managerial roles is mentioned in the RFP.
66	Chapter VII	Ch. VII Applicant Support Services	51-52	Please provide available usage data for photocopying, photographs and form filling, including average pages copied per application. Please confirm the scope of free assistance for application corrections, repeat visits and applicants who ultimately do not submit an application, so that these costs can be included in the single Service Fee.	Bidders shall assess the likely requirement based on the scope of services specified in the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
67	Chapter VII	Ch. VII and Annex I Officials and attestation	25-26, 120-122, 174	Please specify the number of Mission/Post officials to be accommodated at each ICAC, their attendance schedule and the arrangements for Adelaide. Will attestation requiring personal appearance before a Consular Officer be carried out at ICACs? Please confirm the equipment/connectivity to be supplied by the Service Provider and provide the final attestation procedures before bid submission.	The number and schedule of Mission/Post officials, and the conduct of attestation services shall be as directed by the concerned Mission/Posts. For Adelaide ICAC, CGI Sydney is the concerned authority.
68	Chapter VII	Ch. VII Scrutiny responsibility	28	Please confirm whether the Service Provider's responsibility for factual correctness is limited to checking the application against the documents submitted and the Mission-approved checklist. We request clarification that the Service Provider will not be liable for applicant misrepresentation or forged documents that could not reasonably be identified through the prescribed verification process.	The Service Provider shall be responsible for verifying the completeness and factual particulars of the application to the extent prescribed in the RFP, the applicable checklist and the instructions of the Mission/Post, including cross-checking the information provided in the application against the documents submitted by the applicant.
69	Chapter VII	Ch. VII Free photographs	51	Please confirm whether four free photographs are to be provided once per applicant per application and only on request. Where printed photographs are not required for the relevant service, will a digital photograph captured for upload satisfy this requirement?	Photograph services shall be provided in accordance with the requirements. The Service Provider shall provide the prescribed number of photographs, where required, as part of the applicable services.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
70	Chapter VII	Ch. VII and Annex B CCTV and recordings	49, 100-101, 127	Please specify the minimum camera numbers, areas to be covered and retention periods for CCTV and biometric-enrolment recordings at each ICAC. Please confirm whether audio is required and how the recording arrangements should meet applicable Australian requirements. Should live CCTV feeds be provided to the Mission, the responsible Post, or both?	The number and placement of CCTV cameras, areas to be covered, recording and retention requirements, and provision of live CCTV feeds shall be as specified by the respective Mission/Post, taking into account the layout, operational requirements and security considerations of the ICAC.
71	Chapter VII	Chapter VII: Scope of work and deliverables required (xi) Indian Consular Application Center (ICAC). (table of locations)	Page 24	Please clarify whether the Area (Sq ft.) mentioned in table is minimum prescribed area reserved only for customer service/Front office or is this minimum area required for all operational requirements.	The area (Sq. ft.) specified in the table represents the minimum total area required for the ICAC, covering all operational requirements, including customer service/front-office areas, back-office processing, waiting area, storage and other facilities necessary for the effective functioning of the ICAC.
72	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(c), Indian Consular Application Center (ICAC)	Page 26	Kindly provide indicative average and peak daily/monthly volumes for the special-case applications to be handled through the three Mission/Post submission counters, so bidders can size the additional mandated resource and associated cost.	Data not available

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
73	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — D. Issue of bar-coded receipt for applicants — (iv); CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 2	Page 35	Kindly clarify, where a single applicant submits one application covering multiple CPV services, whether the receipt must be one consolidated receipt for all payments or one receipt per CPV service.	One receipt per CPV service
74	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 3. Applicant Support Services (ASS) at ICACs — I) (d)	Page 53	Kindly clarify the delivery standards referred to in Chapter VII, including the applicable final-mile delivery SLA by geography/Emirate. Further, please confirm whether the same-day/next-working-day requirement specified under Chapter XI, Parameter 7, applies to delivery to the applicant, or only to the SP's return/dispatch of documents after receipt from the Mission.	The Bidder shall provide its proposed model for delivering Applicant Support Services, including courier services, as part of its Technical Bid. Marks under the Technical Evaluation shall be awarded in accordance with the benchmarks prescribed in Part III of Annexure J to the RFP.
75	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. Operational Systems and Infrastructure — a.	Page 49–50	Kindly specify the expected turnaround time for Mission/Post approval of new and replacement personnel submitted for pre-verification, so that mobilization and service continuity can be planned.	The Mission/Post shall endeavour to complete the pre-verification and approval of personnel proposed by the Service Provider within a reasonable period, subject to completion of the requisite verification process and receipt of all necessary information/documents. The Service Provider shall submit proposals for new or replacement personnel sufficiently in advance to facilitate timely verification and approval and shall ensure continuity of services through appropriate manpower arrangements pending such approval.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
76	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	48;171	Kindly provide the local-language requirements for each ICAC, including any specific community language that must be covered at particular centers.	English
77	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — R. Opening of ICACs during weekends/holidays; T. Consular Camps	Page 49	Kindly provide indicative frequency/volume assumptions, minimum advance notice, and any standard mobilization/logistics requirements for weekend/holiday openings and Consular Camps, since the SP must provide these services at no additional cost.	Weekend/holiday operations and Consular Camps shall be conducted as and when directed by the concerned Mission/Posts.
78	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	Page 50	Kindly clarify whether the live CCTV feed must operate 24x7 or only during ICAC working hours, and specify the required recording-retention period and any minimum technical/storage standard.	The number and placement of CCTV cameras, areas to be covered, recording and retention requirements, and provision of live CCTV feeds shall be as specified by the respective Mission/Post, taking into account the layout, operational requirements and security considerations of the ICAC.
79	Chapter VII	Chapter VII – Applicant Support Services	Page 52-53	For complex attestation, power of attorney, or sworn affidavit applications requiring customized drafting, is form filling restricted to standard online fields, or does it extend to drafting legal/affidavit text?	Form filling restricted to standard online fields, and does it extend to drafting legal/affidavit text

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
80	Chapter VII	Chapter VII – Applicant Support Services	Page 52-53	To enable bidders to accurately size counter, staffing, and equipment capacity across all ICACs, kindly provide indicative service-wise (Passport, Visa, Attestation, etc.) counts for Applicant Support Services (ASS) delivered by the outgoing Service Provider since July 2026.	Data not available Bidders to make own calculation based on the application volume provided in the RFP.
81	Chapter VII	Chapter VII – Applicant Support Services	Page 52-53	What is the average or total counts of (a) Photocopies/Printouts, (b) 4-Passport Photographs, (c) Form Filling/Document Uploads, and (d) Courier Dispatches delivered by the outgoing Service Provider since July 2026 Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders.	Data not available Bidders to make own calculation based on the application volume provided in the RFP.
82	Chapter VII	Chapter VII – Applicant Support Services	Page 52-53	What is the average number of photocopies/printout pages generated per application across major categories (e.g., Passports vs. Attestations) Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders.	Data not available Bidders to make own calculation based on the application volume provided in the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
83	Chapter VII	Chapter VII – Applicant Support Services	Page 52-53	What percentage of total daily applicants (walk-in vs. appointment) utilized the Form Filling service at the ICACs Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders.	Data not available
84	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — xii	Page 48	Kindly clarify whether the “dedicated official” to assist differently-abled applicants must be an additional resource at every ICAC over and above the minimum staff in the staffing table, or whether a designated receptionist, ASS or other staff member may perform this role alongside primary duties. Kindly also confirm whether the role is required for the entire submission window at all 15 ICACs, including the smaller centers with three to five counters, and whether any specific training is expected.	The requirement for a dedicated official to assist differently-abled applicants does not necessarily imply deployment of an additional manpower resource over and above the minimum staffing prescribed in the RFP. The Service Provider may designate an existing staff member, such as a Receptionist, ASS or other appropriately placed staff member, to perform this function in addition to his/her primary duties, provided that this does not adversely affect the staff member’s primary responsibilities or the efficient functioning of the ICAC.
85	Chapter VII	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17; CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — vii	69;48	Kindly confirm whether “at all times” under Parameter 17 means during the submission hours only, and whether short staggered breaks (meal, prayer and rest breaks) are permitted, with a counter briefly unmanned or covered by a floating staff member, without being treated as a breach. Kindly also specify the maximum duration of such a break that will be tolerated.	Staff must ensure uninterrupted counter coverage during the prescribed submission hours. Short staggered breaks may be accommodated only where permitted by the competent authority and adequate alternative staff coverage is maintained. No specific maximum break duration or exemption from compliance shall be assumed unless expressly approved by the Mission/Post.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
86	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Point (xi); SCHEDULE-II — 2.3; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (n)	Page 30	Chapter VII refers to arrangements to "provide emergency CPV services" outside office hours, whereas Schedule-II and Annexure-L refer only to designating one person to coordinate with the Mission. Kindly clarify: (1) whether the SP's obligation is limited to one on-call coordinator, or also includes making counter staff available to receive emergency applications after hours and on weekends/holidays; (2) the indicative number of emergency cases per month, the expected response time, and the location (Mission/Post or a specified ICAC) where such applications will be processed; and (3) whether one coordinator for all Australia ICACs is sufficient, and whether the on-call duty and any after-hours attendance are to be covered within the SP's existing staffing.	The Service Provider shall designate the required person(s) to coordinate with the Mission/Post for emergency CPV services. Any further after-hours attendance or processing of emergency applications shall be undertaken as and when directed by the concerned Mission/Posts. The Service Provider shall make the necessary arrangements within its contractual staffing/resources, as directed by the Mission/Post.
87	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Point (xii)(e)–(f); SCHEDULE-II — 8.1(a); ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (k)	Page 67	Chapter VII (and Chapter XI, Parameter 20) provides for live telephone enquiries from 8 AM to 8 PM on working days with an automatic answering system outside those hours, whereas Schedule-II, para 8.1(a) refers to a "24x7 helpline number/Call Centre". Kindly clarify: (1) whether live agents are required 24x7 or only 8 AM–8 PM on working days; (2) if live 24x7 agents are required, whether this applies on weekends and holidays and in which languages; and (3) whether "preferably, be handled locally from the Australia" means call-center agents may be located outside the Australia (e.g., in India) provided they are SP employees, or whether Australia-based agents are mandatory.	The telephone enquiry service shall operate from 8:00 AM to 8:00 PM on working days, with an automated answering system outside these hours, as prescribed in Chapter VII. The OSP shall also provide 24*7 emergency calling assistance in English language. Call-centre personnel shall be provided in addition to the ICAC staffing requirement and as per provisions of the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
88	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17; ANNEXURE-J:	25–26;66;125;181	The table shows one counter staff member per counter at every ICAC (for example, 15 for 15 counters at Melbourne), but each ICAC must be open five days a week, work at least 48 hours a week and keep at least 37.5 hours a week for submission, and a substitute must be provided when a staff member is on leave. Kindly confirm whether the table figures are (a) the minimum number of staff who must be present at any given time (i.e., per shift), or (b) the minimum total employees to be on the SP's payroll for that ICAC. If (a), kindly confirm that the additional relief staff needed to cover annual leave, sick and carer's leave, public holidays and other approved leave are over and above the table figures, and whether such relief staff will be counted in the "number of staff offered" in the Technical Bid.	The staff numbers in the table are the minimum staff strength for each ICAC. Each counter shall, at all times during operating hours, be manned by staff with appropriate qualifications, and a substitute shall be provided when a staff member is on leave [Chapter XI, S.No. 17]. The SP shall deploy such additional staff as may be necessary to meet this requirement across the prescribed operating hours, in compliance with Australia's labour laws, and describe its shift, backup and leave-replacement arrangements in the Technical Bid [Annexure-J, Part III, S.No. 4(b)]. The staffing proposed by the bidder, including relief staff, will be assessed by the TEC under S.No. 4(b) of Part III of Annexure-J.
89	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — vii; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 14; ANNEXURE-J: TECHNICAL BID — PART II, 8; ANNEXURE-L	46;65;126;171;174;199	Opening from 08.30 am to 05.00 pm, Monday to Friday, gives 8½ hours a day and 42½ hours a week, which is less than the 48 hours required. Chapter VII and Annexure-J mention "one additional day for clearing the backlog, if any", but Annexure-L and Schedule-II refer to five days only. Kindly clarify: (1) whether the additional (sixth) day is mandatory, which day it is (for example, Saturday), and whether it is for back-office work only or also open to the public; (2) if no sixth day is required, how the 48 hours is to be met within the 42½ hours of opening, for example by back-office staff starting before 08.30 am or working after 05.00 pm; (3) who decides whether there is a "backlog", how much notice the SP will get, and whether the staff for this day are to come from the table or are additional; and (4) whether the 48 hours applies to the ICAC as a whole (so that staff may work in shifts or staggered starts) and not to each employee, since a five- or six-day, 48-hour week for each employee has to fit within the limits on ordinary weekly hours, overtime and rest under Australian employment law.	The Service Provider shall ensure the prescribed working hours, including the minimum daily working period, as specified in the RFP. The activities to be undertaken during the prescribed working hours shall include the services and back-office functions specified in the RFP, including document handling/collection and other activities as directed by the Mission/Post.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
90	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — vii; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 14; ANNEXURE-J: TECHNICAL BID — PART II, 8; SCHEDULE-II — 2.1	46;65;126;199	The 48 hours is described in different ways: Chapter VII and Annexure-J call it “Back Office working time”, whereas Parameter 14 and Schedule-II say the ICAC shall “operate” 48 hours. Kindly confirm: (1) whether the 48 hours means the ICAC must be open and staffed for applicants (e.g., enquiries, ASS, collection of passports), or only that back-office staff must be at work, and whether the “minimum eight and a half hours per day” is counted with or without staff meal and rest breaks; (2) which activities are expected in the 1 hour per day between the 7½-hour submission window and the 8½-hour working day, and whether collection/delivery of documents falls inside the 37.5 hours; and (3) whether the 08.30 am to 05.00 pm opening time in Annexure-L is fixed for all six ICACs, or whether each Mission/Post will fix different timings under “exact timings will be decided by the Mission/Post(s)”.	The Service Provider shall ensure the prescribed working hours, including the minimum daily working period, as specified in the RFP. The activities to be undertaken during the prescribed working hours shall include the services and back-office functions specified in the RFP, including document handling/collection and other activities as directed by the Mission/Post.
91	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — vii; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 14; ANNEXURE-L	Page 46;65;126;174	The RFP allows the Mission/Post(s) to change the working and submission hours, but Parameter 14 says this is done in consultation with the SP, while Annexure-L says in consultation with the Ministry. Kindly clarify: (1) whether the SP will be consulted before any change; (2) whether the Mission/Post(s) may change the hours of their own ICAC separately, and how the SP will be informed; (3) the minimum notice the Mission/Post(s) will give before changing opening or closing times, since staff shifts, transport and rosters have to be re-planned; (4) whether the weekly 37.5/48-hour requirement and the Parameter 14 penalty will be adjusted if the hours are reduced; and (5) if the hours are increased materially (for example, beyond 48 hours a week), whether the staffing requirement will be reviewed so that the SP does not breach the limits on working hours under Australian employment law.	Any change in ICAC working/submission hours shall be made by the concerned Mission/Post in accordance with the RFP and, where stipulated, in consultation with the Service Provider/Ministry. The Service Provider shall ensure compliance with applicable Australian employment laws and regulations.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
92	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 18; 2. Operational Systems and Infrastructure — c	Page 25–26;66;48	The table uses different titles for the management roles (Supervisor/Manager, ICAC Manager, Manager, Supervisor, Regional Manager and Country Manager), while Parameter 18 refers only to a Centre Manager and a Country Manager. Kindly clarify: (1) which of the listed posts is the “Centre Manager” at each ICAC, particularly at Melbourne and Sydney, where there are two Supervisors and two Managers, and whether the “Supervisor/Manager” at Adelaide and Canberra is one post filled by one person; (2) whether Supervisors must also meet the five-year managerial experience requirement; (3) what the two Regional Managers at Canberra are expected to do, which ICACs they cover, where they are based, and whether they are in addition to the Country Manager; and (4) whether the Country Manager must be based in Canberra and may also act as the Canberra Centre Manager.	Centre Manager: Each ICAC shall have a designated Centre Manager as required under Parameter 18. Where two Manager/Supervisor positions are provided, this is based on the volume of work at the respective ICAC and does not mean that both positions are necessarily designated as Centre Manager. Supervisors: The five-year managerial experience requirement applies where expressly prescribed for the relevant managerial/Centre Manager position; it does not automatically apply to every Supervisor. Regional Managers: The RFP provides for two Regional Managers at Canberra, in addition to the Country Manager. The two Regional Managers based at Canberra are responsible for overseeing different regions of Australia and are in addition to the Country Manager. Their respective responsibilities will relate to the ICACs falling within their assigned regions. Country Manager: The Country Manager is responsible for the operations of all ICACs.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
93	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; SCHEDULE-II — 5.1	Page 25–26	Kindly clarify the intended arrangement for the Messenger and Security roles: (1) at Adelaide, the table shows a single combined “Messenger/Security” post, so kindly confirm whether one person may do both jobs during the day and who covers the security role when that person leaves for a document run, goes on leave or takes a break; (2) at Brisbane and Perth no Messenger is listed, so kindly confirm who is expected to carry out the daily drop-off and pick-up runs to the Mission/Post, and whether the SP may use a reputable courier or a shared messenger from another ICAC without being treated as non-compliant with Parameter 17; and (3) whether the Security staff may be supplied by a licensed outside security company, and if so whether they count toward the staffing table and need Mission/Post pre-verification.	The Messenger and Security services shall be managed by the Service Provider as part of its overall operational arrangement, ensuring uninterrupted and effective service at the respective Mission/Post locations and compliance with the requirements of the RFP.
94	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; 2. Operational Systems and Infrastructure — f; SCHEDULE-II — 6.1 and 7.5	Page 25–26;	The staffing table does not list an on-site IT handler or an account’s/cash role at any of the six ICACs, although the RFP requires an appointment system, queue management, biometric capture, daily fee reconciliation and daily reports. Kindly clarify: (1) whether the SP may provide IT support through a central or visiting team and not through an on-site person at each ICAC, without being treated as non-compliant with Parameter 17; (2) who is expected to handle cash reconciliation, fee remittance and bank deposits at each ICAC (for example, the Supervisor/Manager, a Receptionist or counter staff), and whether a person may be shared between ICACs in the same city; and (3) whether any IT or accounts staff the SP adds on top of the table will be counted in the “number of staff offered” in the Technical Bid.	In respect of ICAC Canberra, the SP shall provide a minimum of two (02) dedicated Back-office staff (including one IT expert). In respect of other ICACs, 4 back-office staff (including one IT expert). Corrigendum being issued.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
95	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17	Page 25–26;66	Kindly clarify the intended work allocation for the non-counter roles: (1) whether Receptionists, ASS staff and Supervisors may support walk-in handling, the ASS desk and counter breaks (as floating staff), and whether they may then be counted toward keeping a counter manned under Parameter 17; (2) at the smaller ICACs with only one Receptionist and one ASS staff (Brisbane, Canberra and Perth), who covers these desks during meal breaks and leave; and (3) whether staff listed against one ICAC may be moved to another ICAC in the same city, or to another city, as needed without this being treated as a deviation from the table.	The deployment and work allocation of Receptionist, ASS, Supervisor and other non-counter staff shall be managed by the Service Provider as part of its overall operational arrangement, ensuring continuity of services, adequate counter coverage and compliance with the manpower requirements and Parameter 17 of the RFP.
96	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(b)–(c); S. [Exclusive submission counter at the Mission/Posts]	Page 26;47;172	Kindly clarify: (1) whether the 4 backend coordination staff are to be deployed centrally or at specified ICACs, and what working hours and functions the Mission expects from them; (2) the minimum number of staff and the working hours for each of the five exclusive submission counters (Canberra, Brisbane, Melbourne, Perth and Sydney), noting that there is none at Adelaide, and whether the staff for these counters are additional to the ICAC table; and (3) whether the staff at these counters, and the backend staff, count toward the “number of staff offered” and are covered by Parameter 17 and the pre-verification requirement.	In respect of ICAC Canberra, the SP shall provide a minimum of two (02) dedicated Back-office staff (including one IT expert). In respect of other ICACs, 4 back-office staff (including one IT expert). Corrigendum being issued.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
97	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), R., S.; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 14 and 17; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (g), (l)	Page 25–26;47;65–66;174	The RFP refers throughout to “the Mission/Post(s) concerned”, with the Mission in Canberra and Posts in Brisbane, Melbourne, Perth and Sydney, but Adelaide is not named as a Post. Kindly clarify: (1) which Mission/Post is the “concerned” authority for the Adelaide ICAC; (2) whether pre-verification of staff, approval of substitutes and changes in hours, and the levy of penalties, will be handled separately by each Post for the ICACs in its area or through a single point of contact at the Mission in Canberra; and (3) which authority prevails, and how quickly the SP will be told, if two Posts give different instructions on staffing, hours or rosters.	Consulate General of India, Sydney is the concerned authority for Adelaide ICAC. Pre-verification of the staff will be handled by the Mission. Mission will be the prevailing authority in case of different instructions from the Posts on matters they are not authorized to decide.
98	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Point (xii)(e); CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 20; SCHEDULE-II — 2.1	Page 32;67;199	The six ICACs are in several Australian time zones, and some of these change with daylight saving. Kindly clarify: 1) in which time zone the helpline hours of “8 AM to 8 PM” and the 3-minute waiting-time standard are to be measured, and whether one national helpline is acceptable or hours are to be set for each city; (2) whether the daily log of call waiting and handling times is to be given to each Post separately or to the Mission in Canberra; and (3) whether the helpline hours must match the ICAC working hours, which are shorter than 8 AM to 8 PM.	The applicable time zone shall be Australian Eastern Standard Time (AEST). The telephone enquiry service shall operate from 8:00 AM to 8:00 PM on working days, with an automated answering system outside these hours, as prescribed in Chapter VII.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
99	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — vii; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (l); SCHEDULE-II — 2.1	Page 46;174;199	Public holidays in Australia differ by state and territory. Kindly clarify: (1) which public holidays are excluded, i.e., the holidays of the state/territory where each ICAC is located, national holidays, and/or Indian holidays designated by the Mission; (2) whether the Mission/Post(s) will give the SP a yearly list of holidays and “weekly off days” for each ICAC before the start of the contract, and how short-notice changes will be communicated; and (3) whether the weekly 37.5/48-hour requirement is reduced for a week that contains a public holiday.	Public holidays applicable to each ICAC shall be as determined by the concerned Mission/Posts and communicated to the Service Provider, in accordance with the holiday calendar published by the respective Mission/Post on its official website.
100	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — R. Opening of ICACs during weekends/holidays; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 2: Scope of Work and Deliverables of the Service Provider — xxii	Page 47;171	Since the ICACs work from Monday to Friday, kindly clarify: (1) whether “weekends” means Saturday and Sunday, whether it overlaps with the “one additional day for clearing the backlog” in Chapter VII, and whether public holidays are included; (2) whether such openings can be required at all six ICACs and the five exclusive counters, or only at selected centers, the expected number of such days per year, and the minimum advance notice the Mission/Posts will give; and (3) how staff rostered on a weekend or public holiday are to be compensated, i.e., whether the SP may give paid overtime (including the weekend and public-holiday rates that apply under the applicable award or agreement) or time off in lieu, and whether the SP may decline an opening that would take its staff beyond the legal limits on weekly rest and overtime.	“Weekends” shall mean Saturday and Sunday. Any additional working day for backlog clearance and any opening on public holidays shall be as directed by the concerned Mission/Posts. Weekend/public-holiday operations may be required at such ICACs/counters as determined by the concerned Mission/Post, based on operational requirements. The Service Provider shall comply with all applicable Australian employment laws, including requirements relating to working hours, overtime, rest periods and applicable penalty rates. Staff compensation shall be governed by the applicable employment arrangements.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
101	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Point (xi); ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 2: xxiii and Clause 3: Infrastructure and Facilities — (n); SCHEDULE-II — 2.3	Page 31;171	Chapter VII refers to arrangements to "provide emergency CPV services" outside office hours, whereas Schedule-II and Annexure-L refer only to designating one person to coordinate with the Mission. Kindly clarify: (1) whether the SP's obligation is limited to one on-call coordinator, or also includes making counter staff available to receive emergency applications after hours and on weekends/holidays; (2) the expected response time, and the location (the Mission, a Post or a specified ICAC) where such applications will be processed; and (3) whether one coordinator for the whole of Australia is sufficient given the different time zones, or one is needed for each Mission/Post, and whether the on-call duty and any after-hours attendance are to be covered within the SP's existing staffing.	The Service Provider shall designate the required person(s) to coordinate with the concerned Mission/Post for emergency CPV services, at all ICACs and as directed by the concerned Mission/Post.
102	Chapter VII	CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; 2. Operational Systems and Infrastructure — c	Page 25–26;48	Kindly clarify: (1) whether the Bachelor's Degree and one-year experience requirement applies to every role in the staffing table, including Security and Messenger, or whether role-specific exceptions apply; (2) what the Mission accepts as "related area of work" (for example, visa/passport application centers, call centers, banking or government front-office work) and whether experience gained outside Australia counts, and whether overseas degrees need to be assessed or verified in any particular way; and (3) whether the five-year managerial experience must be in CPV/visa-outsourcing work or in any customer-facing management role, and whether it applies to Supervisors.	The requirement of a Bachelor's Degree shall apply only to managerial and non-managerial staff.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
103	Chapter VII	Ch. I Para 11; Ch. VII Para 1(A)(xi) — Increase/decrease in number of ICACs	7;25-26	Chapter I/Chapter VII provides that the Mission may increase or decrease the number of ICACs and that any increase is to be implemented without additional charge. For purposes of preparing a financially viable bid, please indicate whether any maximum number of additional ICACs, or any minimum notice/implementation period for establishment of an additional ICAC, is contemplated during the Agreement period. If no quantitative limit or minimum notice period applies, please confirm the same.	The RFP does not prescribe a maximum number of additional ICACs. The process, notice and transition arrangements in any such case shall be as decided by the Mission/Post at the relevant time, having regard to operational requirements. Bidders are to quote the financial bid keeping this aspect in mind. A specific notice period of cannot be committed.
104	Chapter VII	Ch. VII Para 1(A)(xi); Annexure-J Part III — Parking capacity	25-26;131-132	Part III of Annexure J evaluates parking facilities by reference to the “minimum/prescribed parking capacity” under Chapter VII, Para 1(A)(xi). However, the table in Para 1(A)(xi) (b) specify exclusive and adequate parking. Please clarify the number of parking required as the rest of the parking may be available through the paid / common parking in the adjacent areas.	Applicants shall not be charged any fee for the parking facility. Bidders shall accordingly factor the cost of providing the required parking facility, as specified in the RFP, while quoting their financial bids.
105	Chapter VII	Ch. VII Para 1(A)(xi)(c) — Exclusive submission counter at Mission/Post	47	Chapter VII, Para 1(A)(xi)(c) requires an exclusive submission counter at the Mission on a regular basis with one staff, the cost being included within the quoted Service Fee. Please confirm: (i) the location(s) at which such counter is required; and (ii) the prescribed operating/submission hours.	As per Mission’s requirements

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
106	Chapter VII	Chapter VII — Scope of Work and Deliverables Required		1) Could you please confirm whether the manpower numbers specified for each ICAC are minimum personnel who must be physically deployed at the respective ICAC at all operating times, or minimum approved staffing strength that may be rostered according to operational demand while maintaining all service standards? 2) The manpower table for Canberra includes two Regional Managers and one Country Manager. Please confirm whether these three positions are required to be physically based at the Canberra ICAC throughout the contract, or whether these management roles may supervise the national network from another approved location while ensuring required coverage in Canberra. 3) Please provide the expected operating days/hours and indicative transaction volumes for the exclusive submission counters to be operated at the High Commission/Mission and Posts in Canberra, Brisbane, Melbourne, Perth and Sydney. 4) For the exclusive submission counters at the Mission/Posts, please clarify which facilities will be provided by the Mission/Post, including counter space, furniture, electricity, network/connectivity and security access, and which items must be supplied by the Service Provider.	The RFP does not provide for the Regional Managers or Country Manager to be based at another location in lieu of the manpower positions specified for Canberra. Accordingly, the manpower deployment should be provided as specified in the RFP, and any alternative deployment/location of these positions would require prior approval of the High Commission of India.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
107	Chapter VIII	CHAPTER-VIII: SERVICE STANDARDS — 1(a); ANNEXURE-J: TECHNICAL BID — PART III, 5(a)	Page 55;140	Kindly confirm whether the Mission will prescribe measurable no-show, bulk-booking and fake-booking thresholds or reporting KPIs, or whether bidders are expected to propose the controls and metrics in their Technical Bid.	No. Bidders are expected to propose the controls and metrics in their Technical Bid [Annexure-J, Part III, S.No. 5(a)].
108	Chapter VIII	CHAPTER-VIII: SERVICE STANDARDS — 1(d)	Page 53	Kindly clarify whether “bi-monthly” means once every two months or twice per month.	Once every two months.
109	Chapter VIII	CHAPTER VIII: SERVICE STANDARDS	Page 54	1. Since the RFP permits submission of applications through representatives, should these submissions also be routed strictly through the appointment system? 2. Additionally, how will the Mission/Post support the SP in managing bulk appointment requests submitted by companies handling large volumes of blue-collar workers, to ensure compliance while preventing no-shows and fake bookings?	The facility for submission of an application through a representative shall be available only in cases where the applicant has a genuine difficulty in personally visiting the ICAC. The representative shall be a person duly authorised by the applicant to submit the application on the applicant’s behalf. For the avoidance of doubt, travel agents, agencies, intermediaries or any other third party acting in a commercial or professional capacity shall not be considered as authorised representatives for this purpose. 2. The Bidder shall propose the measures as part of its Technical Bid. Marks shall be awarded based on the proposal submitted by the Bidder, in accordance with the evaluation criteria specified in Annexure J to the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
110	Chapter X	Chapter X – Securities / SWIFT Bank Guarantee		The RFP permits submission of Bank Guarantees through SWIFT/e-Bank Guarantee and also specifies the categories of Indian and foreign banks from which BGs may be accepted. For BGs proposed to be issued by an Indian bank through SWIFT/e-BG, the Mission is kindly requested to provide/confirm the designated bank account details, SWIFT particulars and any specific authentication/advising instructions required for proper issuance of the e-BG.	Details of the bank account are at Annexure-II.
111	Chapter X	Chapter X – Security for Government Funds/Documents		The RFP provides for a Security equivalent to five days' average daily Government revenue of the Mission/Post from CPV services, based on the average of the preceding two years. Since the amount is dependent upon information available with the Mission/Post, the Mission is kindly requested to provide the applicable/indicative amount, or the relevant average daily Government revenue, so as to calculate the amount.	Bank Guarantee shall be submitted in accordance with the requirements of the RFP. The actual amount will be intimated to the bidder to whom the contract is awarded.
112	Chapter X	Ch. X and Annex L Insurance	56-57, 187	Please specify the minimum insurance types, coverage limits, territorial scope and period of cover after contract expiry. Please confirm when cover must begin, as policy submission is allowed within three months of award but operations may start earlier.	The SP shall effect and maintain adequate insurance commensurate with the nature and extent of its obligations and liabilities under the Agreement, including risks relating to the properties of the ICACs, staff obligations and other applicable liabilities in respect of its operations, in accordance with applicable local laws and regulations.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
113	Chapter X	CHAPTER-X: SECURITIES — 2	Page 55	Kindly clarify whether the monthly extension of Security validity after the additional six-month period has any maximum duration/end point other than settlement and issuance of a “No Dues Certificate”, and whether all extension costs remain with the SP.	Validity of security to be extended till the issuance of a “No Dues Certificate” by the Mission.
114	Chapter XI	Ch. XI and XIII Loss of documents	60, 81, 188	Chapter XIII states a penalty of GBP 800 per lost/damaged passport or document, while Chapter XI and Annex L specify AUD 1,500. Please confirm that AUD 1,500 is the applicable amount and correct the inconsistent currency and figure.	Penalty for lost damaged passport AUD 1500 Corrigendum being issued.
115	Chapter XI	Ch. XI and Annex L Permitted subcontracting	71, 124, 203	The penalty matrix prohibits subcontracting, while Schedule II permits approved non-core services and Annex J seeks a subcontract plan. Please confirm whether courier, licensed security, cleaning, photography, payment gateway, IT hosting/support and contact-centre overflow may be subcontracted with prior Mission approval. Please specify the approval process and agreements/documents required.	Only for courier and security services, SP can engage reputed companies registered in the country
116	Chapter XI	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 20	Page 67	Kindly provide indicative average and peak call volumes, or another call-traffic benchmark, and confirm whether bidders are expected to determine the required number of call lines/agents based on their own traffic model.	Bidders are expected to determine the required number of call lines/agents based on their own traffic model.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
117	Chapter XI	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 31; ANNEXURE-J: TECHNICAL BID — PART I, ii(f)	Page 74;128	Chapter XI, Parameter 31 states that “No sub-contracting is permitted,” whereas Annexure-J, Part I, Item ii(f) requests a subcontracting plan, “if any,” within the permissible limits. Kindly clarify whether any subcontracting is permitted under the RFP. In particular, please confirm whether non-core/support services such as courier, security, IT maintenance, etc., may be subcontracted subject to prior approval of the Mission/Post.	Only for courier and security services, SP can engage reputed companies registered in the country
118	Chapter XI	CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES Location of the ICAC	Page 66	If, after award of the contract, the proposed ICAC location becomes unavailable or operational requirements necessitate relocation, would the SP be permitted to propose an alternative location, subject to prior approval of the Mission/Post? Could the RFP clarify the process and timeline for obtaining such approval?	The Bidder shall establish and operate the ICAC at the location specified in its Technical Bid In exceptional circumstances, where the proposed ICAC location becomes unavailable or cannot be utilised due to reasons beyond the control of the SP, the SP may submit a proposal for an alternative location to the Mission/Post for consideration. The Mission/Post shall have the discretion to approve or reject such alternative location, taking into account operational requirements and the applicable provisions of the RFP. Any alternative location, if approved, shall meet all applicable requirements of the RFP, including the prescribed location-related criteria. No change in the ICAC location shall be treated as approved unless prior written approval of the Mission/Post has been obtained. The timeline for consideration of any such proposal shall be determined by the Mission/Post based on the circumstances of the case.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
119	Chapter XI	CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17	Page 66	Kindly clarify the basis on which Parameter 17 penalties are calculated: (1) whether the AUD 1500 / AUD 3000 per day is levied per ICAC, per vacant counter, or per vacant staff position; (2) whether the 30-day rectification period starts only after the Mission/Post notifies the shortfall in writing; (3) for a vacancy arising from resignation, termination, visa/work-permit processing or a Mission-requested removal, whether the time taken by the Mission/Post to clear the replacement is excluded from the 30/60-day periods; and (4) whether short-term absences covered by an approved substitute fall outside this parameter.	RFP provisions are self-explanatory
120	Chapter XII	Chapter XII - Draft Agreement – Annulment pursuant to Judicial Proceedings		The RFP provides that the Ministry/Mission shall have no liability to compensate the SP where the Agreement is annulled due to the outcome of litigation before a Court. In this context, the Mission is respectfully requested to clarify the position where, after acceptance of the Letter of Award and execution of the Agreement, the selected SP has furnished the prescribed BGs/Securities and undertaken mobilisation and establishment activities in accordance with the stipulated implementation schedule, but the Agreement is subsequently annulled pursuant to judicial proceedings arising for reasons not attributable to any act, omission, breach or default of the SP. It may kindly be indicated whether any mechanism is envisaged for the orderly closure of commitments already undertaken in good faith pursuant to the award, including commitments relating to premises, rentals, manpower, infrastructure and equipment. Such clarification would provide greater contractual certainty to prospective bidders while undertaking the substantial mobilisation required immediately following award.	The provision stipulated under Para 7 of Chapter XII of the RFP shall prevail and remain applicable

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
121	Chapter XII	Ch. XII Force majeure	78-79	Please confirm how SLA relief will apply to a qualifying force majeure event affecting only some ICACs or states. We request that penalties be suspended for the affected obligations and period, that termination after 30 days of force majeure does not trigger invocation of securities for that event, and that pandemic-related SLAs apply to the minimum services specified by the Mission/Posts.	Please refer to Chapter XII of the RFP.
122	Chapter XII	Ch. XII Para 4(i) — Mission termination without SP default	79	The Mission's right is explicit: it may terminate at any time on two months' notice. Where the Mission terminates the Agreement under Chapter XII by giving two months' notice in circumstances not involving any default or breach by the SP, please confirm the treatment of (i) Service Fees accrued up to the effective date of termination and (ii) the release/continuation/invocation, as applicable, of the three Securities furnished under Chapter X.	RFP Provisions are self-explanatory.
123	Chapter XII	Ch. XII Para 3(iv) — Government-system/Mission interruption below 72 hours	78-79	The force-majeure provision expressly prevents the SP claiming force majeure unless the event/effect continues for at least 72 consecutive hours. Where a verified outage of a Government-controlled platform or a Mission-directed interruption lasts for less than 72 consecutive hours and therefore does not qualify for an SP force-majeure claim, please clarify whether the documented period of such interruption is excluded when assessing an SLA whose performance depends upon availability of that platform/action, provided the SP has complied with the applicable notification and mitigation requirements.	RFP provisions are self-explanatory

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
124	Chapter XIV	Chapter XIV, 1(ii) Envelop 2: A separate closed env. containing the Technical Bid comprising of Bid Cover Letter and Decl. (Annex-F)	83	Kindly advise how many original and copies of technical bid are required.	One copy of the Technical Bid should be in original and three copies in duplicate
125	Chapter XV	Clause [Annex-K / Ch. XV]:		The RFP states the historical transaction volume for the Mission as 627237 for the period January 2023 to December 2025, and the quoted Service Fee is subject to viability assessment by the TEC. In light of this, kindly confirm whether, for the purpose of evaluating and comparing the Financial Bids and of assessing the viability of the quoted Service Fee, this stated historical volume will be adopted as the common and uniform basis for all bidders.	For the purpose of calculating anticipated revenue during the three-year contract period, the Bidder shall assume a total CPV application volume not exceeding 25 percent above the total CPV application volume processed by the Mission/Post during the period from January 2023 to December 2025, as provided under Para 8 of Chapter I of the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
126	Chapter XV	Chapter XV: Stage 2, Financial Bid Evaluation Para II(e)	Page 90-91	For Annexure-K, will bidders who submit competitive pricing be given an opportunity to present a cost breakdown/justification before a financial bid is declared "abnormally low" or non-responsive by the Tender Evaluation Committee (TEC)	The RFP provides for an assessment of the viability of the Service Fee quoted by the bidder by the Technical Evaluation Committee (TEC), with reference to the scope, standards, obligations and performance requirements prescribed in the RFP. The RFP does not prescribe a fixed numerical threshold for determining whether a quoted Service Fee is abnormally low. Where the TEC considers that the quoted Service Fee appears to be abnormally low and raises concerns regarding the bidder's ability to perform the Contract satisfactorily, the TEC may seek written clarifications from the concerned bidder. Such clarifications may include, inter alia, a detailed price analysis, the methodology adopted for arriving at the quoted Service Fee, allocation of costs, risks and responsibilities, assumptions underlying the bid and any other information considered necessary by the TEC. For the purpose of assessing commercial viability, the bidder's assumptions regarding the anticipated volume of CPV applications and the corresponding revenue during the Contract period shall be reasonable, justifiable and consistent with the historical application volumes. Any assumptions regarding application volumes or revenue that are considered unrealistic or unreasonable by the TEC shall not be taken into account for determining the commercial viability of the quoted Service Fee. The quoted Service Fee shall not be rejected solely on the ground that it is low. The bidder shall be provided an opportunity to furnish the requisite clarifications and supporting information. The TEC shall consider the clarifications furnished by the bidder, including the underlying cost and revenue assumptions, before arriving

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
					at a decision on the viability of the quoted Service Fee. Only where, after such examination, the TEC concludes that the quoted Service Fee is not viable for satisfactory performance of the Contract in accordance with the requirements of the RFP, may the Financial Bid be rejected as non-responsive. The decision of the TEC in this regard shall be communicated to the concerned bidder, as stipulated in the RFP.
127	Chapter XVI	Annex J Premises evidence	90, 130-135	Please specify the premises evidence required at bid submission for location, floor area, parking and layout scoring. Will landlord letters, conditional offers and measured plans be accepted, given that final premises approval occurs after award? Please confirm how an approved change of premises after award affects the evaluated commitments.	Technical Bid stage, documentary evidence/undertaking demonstrating that the proposed ICAC premises are permissible for the intended use under the applicable local zoning and other relevant regulations. A landlord's undertaking will be considered at the Technical Bid stage, provided it clearly confirms that the proposed premises are permitted for the intended use under the applicable local regulations. The successful bidder shall, post award of contract, furnish the required certification and supporting documentation from the concerned authorities confirming compliance with the applicable local regulations.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
128	Chapter XVI	CHAPTER-XVI: TIMELINES AFTER AWARD OF CONTRACT — 1(c)	Page 90	Kindly specify the objective readiness criteria, documents/milestones and acceptance conditions that will be used in the 21-day evaluation under Chapter XVI(c), including what would constitute satisfactory progress.	The 21st day evaluation shall be undertaken by the Mission to assess the overall readiness and progress of the Service Provider towards commencement of the services, with reference to the requirements of the RFP, the Agreement and the implementation timeline
129	Chapter XVI	CHAPTER-XVI: TIMELINES AFTER AWARD OF CONTRACT — 1(f)–(g)	Page 94	Kindly clarify whether the five-day Mission training is required for all selected ICAC personnel or designated personnel only, and what formal handover/training is expected from the outgoing SP under the “handshake” milestone.	Training for five days in the Mission is required for the personnel selected for the ICACs [Chapter XVI, Para 1(f); Schedule-II, Para 9.2], as per the schedule decided by the Mission. Para 1(g) of Chapter XVI is enabling in nature, and no formal handover obligation on the outgoing SP is contemplated under this RFP. The new SP will be responsible only for applications received from the date of commencement of its operations; there would be no transfer of applications between the incumbent and the new SP.
130	Chapter XVI	CHAPTER XVI	CHAPTER XVI	As per timelines specified within CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT, the 'Commencement of CPV services' should happen 'Within 45 days of signing of the Agreement'. Whereas, CHAPTER-I: REQUEST FOR PROPOSAL (RFP) point 2 specifies the 'Full services at the Indian Consular Application Centers (ICACs) shall commence within one month of the signing of the Agreement'. We presume that within 45 days should be considered and overrides the statements under Chapter-I. Please confirm.	The selected Service Provider shall comply with the timelines specified in the Chapter XVI of the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
131	Chapter XVI	Ch. XVI Para 1 — Mission/Government-controlled commencement delay	90-91	The RFP specifies operational readiness within 45 days, allows the Mission to modify the timeline and provides penalties for delay, with power to waive penalty on reasons shown. Where the SP has completed the relevant requirement within its control but a milestone cannot be completed because of a documented pending approval/access/action exclusively within the control of the Mission/Government, please clarify whether the corresponding period will be taken into account in determining delay and any penalty under Chapter XVI, and the procedure by which such dependency should be contemporaneously recorded.	RFP provision shall prevail.
132	Annexure C	Annexes C and J Client references	104, 148	Annex C requests three references only, while Annex J requires a minimum of three. Please confirm whether more than three references may be submitted for technical evaluation. Please also clarify whether qualifying services must be ongoing or completed within the last five years, with at least two years of service.	Annex C is for security verification purpose.
133	Annexure J	Annexure J, Part iii Page no: 148, Point 9 Market Reputation and Client References		Please advise whether this refer to the same clause no.1 in Mandatory Eligibility criteria – Chapter V requirement or it refers to Non GOI foreign governments giving the service of visa outsourcing services or it can be any commercial companies in India like travel agents or logistic companies with whom we have dealings.	The provision of the RFP shall prevail.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
134	Annexure J	Annexure J /Part III/ Page 130. Bidding Companies should give details carefully in text form only. Any table, charts, photos, etc may be enclosed as Annexures, indicating the name of the Bidding Company, page number, etc	130	Kindly clarify whether the Annexures referred to are required to be submitted as a separate bound booklet/document, distinct from the main Technical Bid, or whether they may be included as annexures within the same bound Technical Bid document. Further, kindly confirm whether the requirement to indicate the name of the Bidding Company and page number is to be complied with on each page of every Annexure, irrespective of whether the Annexures form part of the main Technical Bid or are submitted separately.	It can be submitted along with the technical bid.
135	Annexure J	Annex J Scoring method	130-135	Please explain how scores for six ICACs will be combined under each premises/counter parameter: equal average, volume-weighted average or another method. Please also confirm the score for area or counters exceeding the minimum by less than 10%, and the rounding rule for percentage-based counter thresholds.	Pls refer to Part-III Annexure J of the RFP.
136	Annexure J	Annex J Past performance	147	For past-performance scoring, does “Mission” mean only HCI Canberra and the Australian Posts, or also other Indian Missions/Posts served by the bidder? Please specify the assessment period, evidence required and treatment where the bidder has served only some of the Australian Posts.	Both the Mission and Post

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
137	Annexure J	ANNEXURE-J: TECHNICAL BID — PART I, ii(b)	Page 128	Annexure-J contemplates “staff on part-time employment”. Kindly confirm whether part-time, split-shift or floating staff (shared across counters or across ICACs in the same city) may be used to meet the minimum staff requirement, and if so, how they will be counted against the table (as headcount, or as full-time equivalents), and whether the Mission/Post pre-verification requirement applies to them in the same way as to full-time staff.	Part-time or split-shift staff may be deployed by the Service Provider, provided that the minimum staffing requirement specified in the RFP is maintained at all times during the prescribed working hours of the ICAC.
138	Annexure J	ANNEXURE-J: TECHNICAL BID — PART III (Technical Bid Evaluation Proforma) — b. Organizational Capacity and Resource Planning	Page 138–139	Kindly clarify how this criterion will be assessed: (1) whether the Mission expects a duty roster, relief-staff plan and leave calendar by ICAC as part of the Technical Bid, and in what format; (2) how marks will be awarded for shift management, backup manpower and leave replacement, and in particular whether relief staff offered over and above the minimum staffing table will be credited, given that the staff offered must not be less than the minimum for each role and no charge beyond the quoted Service Fee is allowed; and (3) whether the roster and relief plan submitted in the bid will become binding after award or may be adjusted with Mission/Post approval as volumes change.	The technical evaluation criteria are self-explanatory.
139	Annexure J	Annexure J — Technical Bid		1) Is there a maximum page limit? 2) Are cross-references to other sections permitted?	No page limit

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
140		Annexure J — Part III: Technical Bid Evaluation Proforma, (A), S. No. 8		Could you please clarify: 1) Whether bidders who have not previously worked with the Mission can bridge this difference in scoring by providing relevant supporting documentation. 2) In the case of a Joint Venture, whether the experience of the local partner with the Government of India would count for the evaluation.	Provision contained in S.No. 8, Part-III of Annexure-J of the RFP is self-explanatory.
141	Annexure K	Annexure K - VAT/tax changes		The RFP provides that there shall be no revision in Service Fee during the contract. Kindly clarify whether the Service Fee can be modified if there is a change in Australia GST, tax, government levy or mandatory statutory cost after commencement of the contract?	There shall be no revision or escalation in the Service Fee during the entire contract period. Bidders shall take this into consideration while quoting their Service Fee.
142	Annexure L	Annex L Tax compliance evidence	153, 222	Please specify the required annual Tax Compliance Certificate, its issuing authority and acceptable format for Australia. If the prescribed certificate is not available, will an independent auditor/tax adviser's certificate with filing and payment evidence be accepted? Please also confirm the submission deadline for bidders with different tax reporting periods.	The Bidder shall submit the tax compliance certificate/document issued by the competent tax authority, evidencing compliance with applicable tax filing and payment requirements.
143	Annexure L	Annex L Employee salary evidence	180	In place of routinely sharing individual salary slips, we request acceptance of a monthly auditor/HR-head certificate confirming payment in accordance with applicable wage requirements, including superannuation. Individual payslips would remain available for inspection on request, subject to appropriate privacy controls. Please confirm whether this arrangement is acceptable.	The provision of the RFP shall prevail.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
144	Annexure L	Annex L Ownership of systems and content	186-187	Please confirm that Mission ownership covers applicant data and material created specifically for the Mission, while the Service Provider retains ownership of its pre-existing proprietary software platforms and source code. Please clarify ownership of the website domain and the required data, content and system-access handover at contract expiry or termination.	The provisions of the RFP shall prevail.
145	Annexure L	ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (g); Clause 3: v) Recruitment and Staff Requirement — iii	166;171	Kindly clarify the Mission's expectations on the nationality of ICAC staff: (1) whether any nationality (e.g., Indian nationals or persons of Indian origin) is required or preferred for particular roles, or for staff handling applicant data and documents; (2) whether Mission/Post consent is required for each individual hire or only for the overall nationality mix, and the criteria applied; and (3) whether Australia nationals may be deployed in counter/front-office roles, including to meet any Australian obligations applicable to the SP, subject to the Mission's pre-verification.	The RFP does not prescribe any specific nationality or preference for ICAC staff. Staff deployment, including personnel handling applicant data/documents, shall be subject to the eligibility criteria, lawful working rights, security requirements, pre-verification and directions of the concerned Mission/Post, as specified in the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
146	Annexure L	ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 1: Provision of Services and Fee — (viii)–(xi); SCHEDULE-II — 11. Outsourcing	Page 153;203	Kindly clarify: (1) what the Ministry means by “NGOs” in the recruitment restriction, and whether recruitment through licensed local recruitment/labor-hire agencies, or through the SP’s own group companies and offices in other countries (e.g., India), is permitted without Ministry approval, and whether government wage subsidies or hiring incentives available to employers in Australia are excluded under the subsidy restriction; (2) which wage benchmark the Mission will use for “minimum wages … as per the local law”, i.e., the national minimum wage or the applicable award or enterprise agreement for each role, and how “market rates” will be judged where no minimum applies; and (3) if Security staff or Messengers are supplied by an outside company, whether such staff count toward the staffing table and need Mission/Post pre-verification.	Provisions of the RFP are self-explanatory.
147	General	Technical Bid Evaluation – Technical Presentation		The Mission is kindly requested to clarify whether the Technical Bid Presentation before the Tender Evaluation Committee (TEC) is required to be made physically at the Mission/Ministry or whether participation through virtual/hybrid mode may also be permitted. It may also kindly be indicated whether the date, venue/mode and permissible number of representatives will be communicated to the technically responsive bidders sufficiently in advance.	The Technical Bid presentation shall be conducted in physical mode at the Ministry. The date, time and venue for the presentation shall be intimated to the eligible bidders in due course

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
148	General	Operational Capacity / Expeditious Processing of Applications		With a view to facilitating efficient and timely delivery of CPV services, the Mission is kindly requested to clarify whether a Service Provider possessing adequate infrastructure, trained manpower, document-processing capability and appointment-handling capacity may, subject to the Mission's requirements and approval, deploy enhanced processing capacity during periods of increased demand or pendency. Where considered appropriate by the Mission, kindly indicate whether such augmentation may extend beyond normal processing levels and the operational/approval mechanism that would apply for such deployment.	Any measure intended to enhance efficiency or augment capacity shall be implemented only with the prior approval of the Mission.
149	General	ICAC Infrastructure – Parking Facility		Kindly confirm whether the parking spaces required under the RFP are to be provided free of charge to applicants, or whether applicable parking charges may be collected from applicants as per the building/parking operator’s prevailing rates.	Applicants shall not be charged any fee for the parking facility. Bidders shall accordingly factor the cost of providing the required parking facility, as specified in the RFP, while quoting their financial bids.
150	General	Chapter 1. Page no. 06 Point no. 08 The mission handled approximately 627237 no. of services/transactions during the three-year period from Jan-2023 to Dec-2025.	06	Request monthly application count break up of the various services that have been conducted over the past three years..	Para 8 of Chapter-I of the RFP may be referred to. Provision of parking slots to be reserved for applicants is mentioned in the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
151	General	Page 156, III) Acceptance of Application, (A)	Page 156 (A)	Please clarify whether the expressly permitted submissions by way of representatives or couriers would be in place for the entire duration of the contract? In other words, does the Embassy/ Consulate have any discretion to roll back from this material part of the RFP which would also form a part of the contract?	The facility for submission of an application through a representative shall be available only in cases where the applicant has a genuine difficulty in personally visiting the ICAC. The representative shall be a person duly authorised by the applicant to submit the application on the applicant's behalf. For the avoidance of doubt, travel agents, agencies, intermediaries or any other third party acting in a commercial or professional capacity shall not be considered as authorised representatives for this purpose.
152	General	Point ix	Page 32	Will the Mission/Post formally notify the SP in writing when an applicant is required for an interview, and is there a specific day or time designated for such interviews	The Service Provider shall facilitate interviews as directed by the concerned Mission/Post. The date and time for such interviews shall be communicated by the concerned Mission/Post as per the requirements of the case.
153	General	Point x Sub point (f)	Page 31	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? 3. Since appointment slots may be full and walk-in waiting times could vary, will the Mission/Post provide any exemptions or flexibility for managing such cases? 4. Additionally, since the Mission/Post already accepts applications at its premises under special cases, can certain walk-in applicants be redirected there if they qualify as special or emergency cases as they are coming as walk in and not as appointment?	1. The SP shall provide Walk-in facility for the specific category of applicants, prescribed by the Mission/Post. 2. No cap is prescribed for such walk-ins and the same will be decided by the Mission/Post. 3. The SP shall provide a specific time slot for walk-in applicants and plan its capacity accordingly. No exemption from the service standards is provided. 4. No. Applicants may not be redirected by the SP to the counters at the Mission/Post, which are meant for special cases as decided by the Mission/Post.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
154	General	Point no ii sub clause c	Page 52	If an independent third party, such as a typing center, travel agency, documentation agency, or similar service provider, operates in the immediate vicinity of the ICAC and offers services connected to CPV/consular applications, what measures will the Mission take to prevent such third-party activities from creating confusion among applicants or adversely affecting the SP's operations and reputation?	The Mission/Post will take appropriate measures, as considered necessary, including issuing notices through its official social media channels regarding authorised OSP Centres, to avoid confusion among applicants and safeguard the integrity of CPV service delivery.The OSP is also expected to undertake publicity activities of its Centres including through local media for wider dissemination.
155	General	Point no 3-sub clause II	Page 55	1. Could you please clarify whether printing services (black & white or color) are also included under the no-cost Application Facilitating Services? 2. Additionally, since GPSP 2.0 allows digital uploading of photographs and documents directly to the portal, what is the rationale for still requiring physical photographs and physical application forms from applicants when all documents can be uploaded either by the applicant or at the ASS counter? 3. Kindly clarify the scope boundaries for the mandatory no-cost Form Filling service.	The Application Support Services (ASS), including form-filling and other assistance, shall be provided in accordance with the scope specified in the RFP and as directed by the concerned Mission/Posts. The requirements relating to physical photographs/forms and digital uploading shall be governed by the applicable CPV service and portal requirements. The Service Provider shall provide the prescribed ASS without any charge to applicants, as specified in the RFP.
156	General	Point No. 9(2)	Page 145	Kindly clarify whether the requirement that the "period of referred service should not be more than five years old" means that the service must have commenced within the last five years, or whether a reference will also be considered eligible if the service commenced more than five years ago but continued into or was completed within the last five years, provided that the minimum length of service is two years. For example, if a bidder provided the relevant service to a client from 2018 to 2024, would such a reference be considered eligible under this criterion?	RFP provisions are self-explanatory.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
157	General	Point (A)	Page 90	Kindly clarify whether the Mission will provide a detailed explanation of the reasons for disqualification, including the specific technical evaluation criteria that were not met; to enable the disqualified bidders to understand the basis of the decision and when will the decision be sent to the bidder. Please explain the timeline for the same.	Bidders who did not qualify in the Technical Bid stage will be informed of the reason for their disqualification by email. Bidders who do not qualify at the Technical Bid stage, other than on grounds of non-clearance from the security perspective, shall be provided an opportunity to make a representation against their disqualification. Such representation shall be submitted to the Ministry within three working days of communication of the decision of disqualification and shall clearly set out the grounds on which the Bidder seeks reconsideration of the decision. The representation shall be duly examined by the TEC, and the decision taken thereon will be communicated to the bidder within three working days of the receipt of the representation. The results of the Technical Bid evaluation shall be finalized after completion of the above process.
158	General	Sub point e	Page 91	Kindly clarify whether the computation of 10 days for signing the agreement after issuance of LOI is 10 working days or 10 calendar days?	10 working days.
159	General	General		Kindly clarify whether 2 bidders can be given the same mark for furnishing similar or identical technical bids (which may or may not have different proposals like office spaces etc.)? Also, is it to be presumed that the ranked marking criteria as applicable in previous tenders is done away with?	Technical evaluation marks will be awarded in accordance with the provision contained in Annexure J of the RFP.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
160	General	Point 2(A) - scoring	Page 136	Kindly clarify whether the requirement for the proposed ICAC area to exceed the prescribed minimum area by more than 20% is applicable to each individual ICAC location separately or is assessed based on the aggregate area of all proposed ICACs across the designated locations.	RFP provisions are self-explanatory.
161	General	Point C Acceptance of Fee	Page 35	In view of the applicable local laws and regulations, under which the Service Provider (SP) may be prohibited from passing certain bank/agency transaction charges on to applicants, the above clause appears to permit the collection of such charges on an actual basis. Kindly clarify whether the SP is permitted to recover these charges from applicants under the present RFP, and confirm how this provision is to be interpreted and implemented in compliance with the applicable local laws and regulations.	The Service Provider shall not levy any additional charges except those expressly permitted under the RFP.
162	General	Point xi	Page 31	Kindly clarify the expected scope, response timelines, and service requirements for handling emergency CPV requests outside office hours, on weekends, and public holidays, including whether any additional fees or costs will be reimbursed or separately compensated by the Mission.	Emergency CPV services outside normal working hours, including weekends and public holidays, shall be provided as directed by the concerned Mission/Posts. The scope, response time and operational arrangements shall be determined by the concerned Mission/Post based on the requirements of each case. No additional fee or separate reimbursement shall be payable.

Sl.No	Chapter / Annexure	RFP Reference / Section	RFP Page	Question	Replies
163	General	SCHEDULE-II — 2.2	Page 199	Kindly clarify the scope of the extended-hours obligation: (1) how “peak periods/seasons” will be identified and notified (e.g., by the Mission/Post in writing with a minimum notice period) and the expected number of such periods per year; (2) the maximum extension to daily/weekly hours the Mission/Post may require, and whether it must remain within the limits on working hours and overtime under Australian employment law; and (3) whether extended hours may be met by existing staff working compensated overtime or taking time off in lieu, or must be met by additional staff.	Peak periods/seasons and any requirement for extended hours shall be identified and communicated by the concerned Mission/Post based on operational requirements. The Service Provider shall comply with the extended-hours requirement as directed by the Mission/Post, subject to the applicable provisions of the RFP and Australian employment laws. The Service Provider may manage such extended hours through existing or additional staff, as appropriate.
164	General	RFP for Outsourcing of CPV Services		Regarding furnishing of Bid security/EMD, can a 100% owned subsidiary of a bidding company submit EMD on behalf of the biding company?	The Bidder shall furnish the Bid Security/EMD in its own name.
165	General	RFP for Outsourcing of CPV Services		Regarding furnishing the other Bank Guarantees, can 100% owned subsidiary of a bidding company can submit other BGs on behalf of the biding company?	All securities required to be furnished under the RFP shall be furnished in the name of the Bidder submitting the bid.

Annexure 1

Monthly CPV service volumes for the period from January to September 2026

Months/Year 2026	Passport	Visa	OCI	Miscellaneous Services
Jan 2026	3322	514	3067	6997
Feb 2026	4492	361	2582	7187
Mar 2026	3850	320	3027	8818
Apr 2026	4291	258	2616	8609
May 2026	4252	218	2025	8829
Jun 2026	4721	215	2383	10561
Jul 2026	3145	204	2070	7244
Aug 2026	5038	368	3257	9175
Sep 2026	3965	394	2847	7832
Total	**37076**	**2852**	**23874**	**75252**

Annexure – II

Details of the Bank Account

BSB	:	06290
Account Number	:	200290165
Holder Name	:	High Commission of India, Canberra
SWIFT	:	CTBAAU2S
Bank Name	:	COMMONWEALTH BANK OF AUSTRALIA
Bank Address	:	Manuka Shopping Centre, 28 Franklin St & Flinders Way, Manuka ACT 2603

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