

## **ANSWERS TO PROSPECTIVE BIDDERS' QUESTIONS ON RFP**

1. How should the Mission fee for visa applications from Sapporo, Sendai, Nagoya & Fukuoka be deposited in Mission's bank account in order to prepare the summary report?

**Ans. Cash Deposit or Bank Transfer in the respective bank accounts of the Embassy and Consulate.**

2. Will Mission/MEA implement CONSPROM software for all 6 IVAC locations?

**Ans. YES**

3. Will the provider be permitted by the Mission to charge postal charges from applicants in Sapporo, Sendai, Nagoya and Fukuoka for sending/receiving documents/passports to the Mission?

**Ans. No. However, if the applicant wishes to receive processed passport by post, courier charges fixed by the Mission for this particular Value Added Service can be collected.**

4. Since the Embassy and Consulate is located in Tokyo and Osaka, assuming respective city VACs would send the applications to Mission/Post in Tokyo and Osaka respectively. What would be the jurisdiction bifurcation for sending the documents from locations i.e., Nagoya, Sapporo, Sendai, Fukuoka?

**Ans. Applicants falling under the respective consular jurisdictions of Embassy of India, Tokyo and Consulate General of India, Osaka can submit visa applications at any of the IVACs falling under the respective consular jurisdictions of the Embassy (Tokyo, Nagoya, Sapporo and Sendai) or Consulate General of India, Osaka (Osaka or Fukuoka). Regional IVACs will be sending the collected documents to the principal IVACs in Tokyo and Osaka for delivering the same with account statements to the Embassy and the Consulate respectively.**

5. The documents should be transported by a dedicated van of the Service Provider in locked containers along with the staff of the Service Provider and security personnel as required – Are there any specific requirements of document transportation for Nagoya, Sendai, Sapporo and Fukuoka?

**Ans. The security of documents will be the responsibility of the Service provider. All the documents will be handed over/taken over at the Mission/Post by principal IVACs in Tokyo and Osaka. All documents submitted at the other regional IVACs have to be sent to the principal IVACs in Tokyo and Osaka according to the consular jurisdiction through secure and verifiable means.**

6. We would like to request for break-up of application volume from each location i.e., Tokyo, Osaka, Nagoya, Sendai, Sapporo and Fukuoka?

**Ans.** Though the Mission does not maintain a break-up of application volume for each location, given below is the rough estimate:

**Consular Jurisdiction of Embassy of India, Tokyo:**

Tokyo and neighbouring prefectures	– Approx. 70%,
Nagoya and neighbouring prefectures	– Approx. 13%,
Sendai and neighbouring prefectures	– Approx. 10%
Sapporo and neighbouring prefectures	– Approx. 7%

**Consular Jurisdiction of Consulate General of India, Osaka:**

Osaka and neighbouring prefectures	– Approx. 70%
Fukuoka and neighbouring prefectures	– Approx. 30%

7. The Service Provider should operate an efficient and prompt e-mail system where response is provided within 24 hours (or 48 hours if a clarification from the Mission/Post is required). Kindly confirm e-mail must be answered within 24 hours (or 48 hours if a clarification from the Mission is required) with exception to weekends & public holidays.

**Ans.** Yes, e-mails must be answered within 24 hours (or 48 hours if a clarification from the Mission is required) with the exception of weekends and public holidays.

8. The Service Provider is required to make available a live hunting CCTV feed online (IP based) to the Missions/Posts pertaining to the visitors and counters area, for monitoring by the Mission/Post. Penalties will be applied for failure to do so. Can the Service Provider use an Analog DVR based system with an access to have live feed from the DVR to the Mission/Post?

**Ans.** No.

9. The Bidding company must deposit a Bid Security of USD 50,000/-. Kindly provide us the preferred bank instrument to be used and should be issued in favour of?

**Ans.** Demand Draft in favour of “**Embassy of India, Tokyo**”.

10. The staff of the IVAC should have appropriate qualification for the relevant job they will be handling and must have a minimum graduate qualification. We request to seek

confirmation therefore, that in addition to the person being a graduate, the following also needs to be followed:

1. Minimum age 18 years (as a graduate ideally can only be past this age)
2. Adherence to minimum local wage award rates, as per the below table of Award:

Tokyo	932
Osaka	883
Nagoya	845
Sapporo	786
Sendai	748
Fukuoka	765

We also request a confirmation that all responders to the bid will be governed by the minimum local wage award rates to determine the wage rate for staff on parity?

**Ans.** The staff of the IVAC should have appropriate qualification for the relevant job they will be handling and must have a minimum graduate level qualification for officials holding managerial and supervisory positions and preferably graduate level qualification for other positions. Operations of the Service Provider have to be in compliance with all local labour laws.

11. The Mission intends to set up visa application centres across 6 locations as mentioned. Considering the increase in volume of eVisas and an annual application count of less than on lac, we feel that setting up 6 IVACs in Japan may not be required. We request the Mission to kindly reconsider the VAC requirements.

**Ans.** The decision was made keeping in view the eventual implementation of biometrics and integration of data.

12. Please provide month-wise break-up of application volume data of last 3 years for each of the 6 locations where the Mission intends to set up an IVAC. This will also help to ensure that the IVAC sizing and staffing specified in the RFP is commensurate with the anticipated application numbers at each of the 6 centres.

**Ans.** The Mission does not maintain the data in the format in which it was requested. Given below is the total number of visas issued by Embassy of India, Tokyo and Consulate General of India, Osaka during November 2013 to October 2016:

**Embassy of India, Tokyo:**

	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
January		8643	8268	7298
February		7707	8421	8089
March		5986	6161	5961

April		4962	5103	5665
May		4461	3890	4450
June		5603	5115	5807
July		7789	6304	6179
August		7407	5808	6091
September		7366	6013	5784
October		8613	6758	6176
November	9587	7806	6985	
December	9023	8231	7161	

**Consulate General of India, Osaka:**

	2013	2014	2015	2016
January		3381	3013	2475
February		2757	2829	2520
March		2005	2084	1537
April		1661	1533	1356
May		1586	1277	1115
June		2059	1693	1603
July		2856	2051	1919
August		2442	1900	1877
September		2631	1894	1806
October		3100	2146	1914
November	2477	2756	2176	
December	2575	3150	2103	

Please provide month-wise data for Postal and Travel agent applications received at all the centres, during the last 3 years.

**Consular Jurisdiction of E/I. Tokyo:**

Travel Agents – Approximately 70%  
 By post - Approximately 8-10%  
 In Person - Approximately 20%

**Consular Jurisdiction of Osaka:**

Travel Agents – Approximately 50%  
 By Post – Approximately 25%  
 In person - Approximately 25%

13. We request the authority to provide jurisdiction list of Mission/Post within Japan.

**Ans. Consular Jurisdiction of the Embassy of India, Tokyo**

- Hokkaido
- Tohoku (Aomori, Iwate, Miyagi, Akita, Yamagata, Fukushima)

- Kanto (Ibaraki, Saitama, Chiba, Tokyo, Kanagawa, Yamanashi, Tochigi)
- Shinetsu (Nagano, Niigata)
- Hokuriku (Toyama, Ishikawa, Fukui)
- Tokai (Gifu, Shizuoka, Aichi)
- Okinawa
- The Republic of the Marshall Islands

**Consular Jurisdiction of Consulate General of India, Osaka**

- Kinki (Shiga, Kyoto, Osaka, Hyogo, Nara, Wakayama)
- Chugoku (Tottori, Shimane, Okayama, Hiroshima, Yamaguchi)
- Shikoku (Tokushima, Kagawa, Ehime, Kochi)
- Kyushu (Fukuoka, Saga, Nagasaki, Kumamoto, Oita, Miyazaki, Kagoshima)
- Tokai (Mie)

14. Please advise on the list of authorised travel agents for the Embassy of India, Tokyo and Consulate General of India, Osaka (if any).

Ans. Currently, 151 travel agents have registered with the Mission for submitting visa applications on behalf of the applicants. In other places, till the time the Mission feels the need to create a separate panel for other places, given the well-regulated nature of travel business in Japan and world class standards, Mission authorizes all travel agencies holding a valid permit/licence from Government of Japan or its authorized/recognised organizations to submit visa applications and collect processed passports on behalf of the applicants.

15. We understand that an applicant can either collect the passport in person from the IVAC, or avail return courier facility once the application has been processed by the Mission. In this context, for applications submitted by travel agents, what is the security mechanism in place to ensure that the passport reaches the applicant safely once the travel agent has collected it from the IVAC?

Ans. The understanding is only partially correct. On receipt of the passports from the Mission/Post, the Service Provider should arrange delivery to the applicants in person or the authorised Agent or Representative in person or despatch them by Post/Courier to the applicant or his/her authorised representative or Third Party Agent.

The responsibility of the Service Provider ceases once the processed passport is delivered to the travel agent, who is authorized by the applicant to submit his/her visa application and collect his/her processed passport.

16. Please provide month-wise volume of eTV applications received from each location/post since introduction of this service in Japan. We also request the Mission

to specify how this will impact the volume of regular visa applications received at the centres.

**Ans.** Given below is the month-wise volume of eTV applications received from Japan:

	<b>2014</b>	<b>2015</b>	<b>2016</b>
January		1629	1243
February			1421
March			1067
April		1396	1054
May			570
June			750
July		748	1123
August		835	1242
September		895	1226
October		1723	
November	251	1083	
December	(27.11.14 to 31.12.14)	1260	

Though e-TV's validity is for up to 30 days with single entry facility, it will still have some impact on certain categories of visa applications.

17. What categories of applicants are required to give biometrics at the IVACs? Does this also depend on the type of visa?

**Ans.** Except for certain exempted categories, which will be conveyed by the Mission once White List is finalised by MHA/MEA, and also the applicants, whose biometrics are already available in the system, all other categories of applicants need to provide biometrics at the time of submitting the visa application for the first time.

18. How will the Mission handle biometrics for each of the categories of applications, vis-à-vis travel agents and postal applications?

**Ans.** Once implemented, the applicants will have to visit the IVAC once for providing fingerprint and facial biometrics if their biometrics are not available in the system. Since biometrics, once provided, are valid for 5 years, applicants submitting visa applications after providing biometrics, if they so desire, can avail the services of a travel agent or a representative or send the applications through authorized postal means.

19. Will biometrics be implemented from day 1 of the commencement of IVAC operations?

**Ans.** Since biometric implementation will involve some prior groundwork and local formalities, exact date of implementation will be decided by the Mission in consultation with MEA/MHA.

20. Will CONSPROM be implemented from day 1 of commencement of IVAC operations?

**Ans.** Yes.

21. Please provide information about the state of current contract for the provision of visa services. Also please let us know the reasons for publishing the new RFP.

**Ans.** The new Service Provider has to commence operations from 21<sup>st</sup> March, 2016.

22. It has been observed that travel agents, both Indian and non-Indian, have been creating issues during the application processing for the incumbent service provider. Since these are external factors and beyond our control, we would like to know how these will impact the new Service Provider in Japan.

**Ans.** The question is vague.

23. Please provide the volume of calls and e-mails received from the applicants on a daily basis.

**Ans.** Tokyo –100-120 telephone calls and 20 e-mails per day  
Osaka – Around 100 telephone calls and 5 e-mails per day

24. Service Provider should be allowed to return the applications that do not have all the mandatory documents in the postal package received after deducting the service provider fee and the return courier charges, since the courier company will charge for return courier service. Please confirm if our understanding is correct.

**Ans.** In case of deficiencies in applications, the service provider will convey deficiencies to the applicant immediately, on the same day or the next working day, through tracking status/email. The applications may be retained for two weeks to enable corrections and rectify deficiencies. If however, there has been no response from the applicant or the deficiencies have not been rectified within the prescribed period, the Service Provider should return the documents to the applicant along with the Visa services fee and ICWF fee (Government of India fee). The Service Fee can be retained by the Service Provider in such cases. The Service Provider can deduct the approved courier charges if the applicant has not provided with necessary stamp/token for secured and verifiable return of the documents.

25. The Service Fee expected to be quoted should be inclusive of VAT and local taxes. Annexure C does not have a provision to indicate the VAT and local taxes amount

anywhere. One has to mention all tax related details only under part III of Annexure C under point d. (Income Tax/Corporate Tax and other taxes as applicable. Please indicate the formula and working sheet showing the amounts of tax arrived at. Tax amounts which have already been included in Section-A should not be included again). Hence, a placeholder for VAT is required to mention the amount. Requesting guidance for the same.

**Ans. All other taxes not included in Section-A have to be shown under part III of Annexure C under point d.**

26. Application forms from 4 centres are required to be sent to Tokyo/Osaka on daily basis. Can the applicants be charged for the courier cost over and above the Service Fee for these centres?

**Ans. NO**

27. Page 46, point f of the RFP talks about Passport/OCI/PIO while the current RFP is only for the visa services. Please confirm the scope of service to be considered here.

**Ans. This Mission has outsourced visa support services only. The Service provider is responsible for Digitisation/Indexation of Visa application forms along with enclosures, as per the parameters prescribed in Annexure A.**

28. In the table on page 11, VAT, other local taxes and UNCPI is missing. Please provide the relevant information about the same.

**Ans. The information is available in the public domain and need to be quoted by the Service Provider as these will have to be used for any future requests for increase in the Service Fee.**

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