

## Answers to Queries

**Note: Pre-Bid Conference will be held on March 6, 2017 at 1500 hrs in Embassy of India, Tehran**

| Sl. No.      | Question   | Answer  |        |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
|--------------|--|---|--------|------|------|------|---------|--|--|--|---------|------|------|------|----------|------|------|------|-------|------|------|------|-------|-----|-----|------|-----|------|-----|------|------|-----|------|------|------|------|------|------|--------|------|------|------|-----------|------|------|------|---------|------|------|------|----------|------|------|------|----------|------|------|------|--------------|-------|-------|-------|
| 1            | Kindly provide monthly wise break up of number of applications for last 3 years at Tehran, Esfahan, Mashhad and Shiraz   | <p>i) Please refer RFP Point 3 of II (Introduction) indicating that Centers in Esfahan, Mashhad and Shiraz were started in 2016 only and month wise data in not maintained.</p> <p>ii) Month wise data of IVS at Tehran for last three years is as follows:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Year →</th> <th style="text-align: center;">2014</th> <th style="text-align: center;">2015</th> <th style="text-align: center;">2016</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Month ↓</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">January</td> <td style="text-align: center;">2217</td> <td style="text-align: center;">2136</td> <td style="text-align: center;">2702</td> </tr> <tr> <td style="text-align: center;">February</td> <td style="text-align: center;">4448</td> <td style="text-align: center;">2814</td> <td style="text-align: center;">4894</td> </tr> <tr> <td style="text-align: center;">March</td> <td style="text-align: center;">4233</td> <td style="text-align: center;">4619</td> <td style="text-align: center;">6057</td> </tr> <tr> <td style="text-align: center;">April</td> <td style="text-align: center;">891</td> <td style="text-align: center;">780</td> <td style="text-align: center;">1144</td> </tr> <tr> <td style="text-align: center;">May</td> <td style="text-align: center;">1147</td> <td style="text-align: center;">902</td> <td style="text-align: center;">1118</td> </tr> <tr> <td style="text-align: center;">June</td> <td style="text-align: center;">984</td> <td style="text-align: center;">1008</td> <td style="text-align: center;">1183</td> </tr> <tr> <td style="text-align: center;">July</td> <td style="text-align: center;">1251</td> <td style="text-align: center;">1108</td> <td style="text-align: center;">1284</td> </tr> <tr> <td style="text-align: center;">August</td> <td style="text-align: center;">1321</td> <td style="text-align: center;">1634</td> <td style="text-align: center;">2042</td> </tr> <tr> <td style="text-align: center;">September</td> <td style="text-align: center;">1532</td> <td style="text-align: center;">1597</td> <td style="text-align: center;">2375</td> </tr> <tr> <td style="text-align: center;">October</td> <td style="text-align: center;">1516</td> <td style="text-align: center;">1779</td> <td style="text-align: center;">1983</td> </tr> <tr> <td style="text-align: center;">November</td> <td style="text-align: center;">1800</td> <td style="text-align: center;">2457</td> <td style="text-align: center;">3729</td> </tr> <tr> <td style="text-align: center;">December</td> <td style="text-align: center;">1963</td> <td style="text-align: center;">2541</td> <td style="text-align: center;">2700</td> </tr> <tr> <td style="text-align: center;"><b>Total</b></td> <td style="text-align: center;">23303</td> <td style="text-align: center;">23375</td> <td style="text-align: center;">31211</td> </tr> </tbody> </table> | Year → | 2014 | 2015 | 2016 | Month ↓ |  |  |  | January | 2217 | 2136 | 2702 | February | 4448 | 2814 | 4894 | March | 4233 | 4619 | 6057 | April | 891 | 780 | 1144 | May | 1147 | 902 | 1118 | June | 984 | 1008 | 1183 | July | 1251 | 1108 | 1284 | August | 1321 | 1634 | 2042 | September | 1532 | 1597 | 2375 | October | 1516 | 1779 | 1983 | November | 1800 | 2457 | 3729 | December | 1963 | 2541 | 2700 | <b>Total</b> | 23303 | 23375 | 31211 |
| Year →       | 2014   | 2015  | 2016   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| Month ↓      |  |   |        |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| January      | 2217   | 2136  | 2702   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| February     | 4448   | 2814  | 4894   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| March        | 4233   | 4619  | 6057   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| April        | 891  | 780   | 1144   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| May          | 1147   | 902   | 1118   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| June         | 984  | 1008  | 1183   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| July         | 1251   | 1108  | 1284   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| August       | 1321   | 1634  | 2042   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| September    | 1532   | 1597  | 2375   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| October      | 1516   | 1779  | 1983   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| November     | 1800   | 2457  | 3729   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| December     | 1963   | 2541  | 2700   |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| <b>Total</b> | 23303  | 23375   | 31211  |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| 2            | The Application counts at Esfahan, Mashhad, Shiraz and Tabriz is very low. Therefore kindly clarify whether a collection centre will be sufficient at these places as all application received there will have to be transferred to IVAC in Tehran for processing and submission to the Mission. | Esfahan, Mashhad, Shiraz and Tabriz will be collection and delivery centres. Applications received in these centres, after due processing and biometrics, will be transferred to IVAC in Tehran for submission to the Mission and thereafter to these centres for delivery of Passport and Visa.  |        |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |
| 3            | Kindly provide Volume of   | No such data is maintained.   |        |      |      |      |         |  |  |  |         |      |      |      |          |      |      |      |       |      |      |      |       |     |     |      |     |      |     |      |      |     |      |      |      |      |      |      |        |      |      |      |           |      |      |      |         |      |      |      |          |      |      |      |          |      |      |      |              |       |       |       |

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|    | applications submitted by travel agents.   |  |
| 4  | Kindly provide under whose name Draft for Bid Security of US\$ 50,000 should be prepared?  | Embassy of India, Tehran.  |
| 5  | Clarification about the special arrangement to deal with emergency calls outside office hours and on holidays may be elaborated.   | Service Provider should have arrangements, including telephonic, to attend to any emergency calls and to accept application and forward to Embassy/ Consulate, if directed so. |
| 6  | Kindly clarify, the person authorized by the directors of the company is authorize to sign all the relevant documents along with the annexure C, annexure D, and annexure G of the tender or not because as per the annexure it is mentioned that the document is signed by the CEO or equivalent Authority or the company | Chairman / CEO of the company should append his signature.   |
| 7  | Kindly Intimate the Exchange Rate of US\$ Vs Iranian Rial (IRR) for 1st February 2017.   | The official Rate of Exchange for the month of February 2017 are as under:<br><br>US Dollar 1/- = Rupee 68.96<br>Rupee 1/- = Rial 469.3735                                     |
| 8  | Will the Mission provide list of Authorised third party agent for all five locations.  | Presently no such third party agent is enlisted with the Embassy.  |
| 9  | The Rates for Various Value Added Services fixed by the Mission are in Iranian Riyal( IRR) where as service provider has to offer vas rate in US\$. Kindly inform the conversion rate of IRR Vs US\$ in this regards   | The official Rate of Exchange for the month of February 2017 are as under:<br><br>US Dollar 1/- = Rupee 68.96<br>Rupee 1/- = Rial 469.3735                                     |
| 10 | The service provider has been asked to provide the rates for 15  | The maximum limit of IRR 50000 has been provided for one hour service. However,  |

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|    | <p>minutes and 30 minutes package. Whereas mission has fixed rates minimum as IRR 150000 and Maximum IRR 50000 per hour. Kindly clarify the rates to be quoted by service provider, whether for 15 minutes, 30 minutes or for 1 hour and corresponding ceiling of rates fixed by the Mission. Since this will be included for calculation of weightage of total amount of VAS charges in the financial Bid, It is imperative that there should be a uniformity for quoting the VAS Charges on this Account.</p> | <p>these services may not be required for a period of one hour. Hence bidders may quote rates for period of 15 and 30 minutes packages with minimum rate of IRR 15000.</p>   |
| 11 | <p>The cost sheet has to be prepared in terms of local currency whereas financial bid has to be given in US\$. so kindly clarify the exchange rate applicable for conversion of expenditure in local currency to US\$ in this regards.</p>  | <p>The official Rate of Exchange for the month of February 2017 are as under:</p> <p>US Dollar 1/- = Rupee 68.96<br/>Rupee 1/- = Rial 469.3735</p>   |
| 12 | <p>Please adv is CONSPROM will be implemented from day 1 of commencement of operations.</p>   | <p>Estimated time lines for implementation of "CONSPROM" system and its details will be intimated when the same will be received from NIC/MEA, as the same, at present, are not known to the Mission.</p>                                  |
| 13 | <p>VAT, other taxes, UNCPI is missing in the RFP. Request you please provide the same.</p>  | <p>Mission does not have such data. May be obtained from concerned authorities.</p>  |
| 14 | <p>The VAC spaces in Esfahan, Mashhad, Shiraz and Tabriz is required as 400 Sq ft but the application count given against them is very low. Can the Embassy consider lesser space given that the count in other cities do not warrant</p>   | <p>i) Area for Collection Centre intends to cover waiting hall and processing area. The concern has, however, been noted and changes, if any, will be published after pre-bid conference.</p> <p>ii) No count of Tabriz is given since</p> |

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|  | the area required as per RFP?<br>Also, the count in Tabriz has not been mentioned at all. | it will be a new centre. |
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