

Question and Answer during Pre-Bid Conference on 6.3.2017

| Sl. No. | Question | Answer |
|---------|--|--|
| 1 | Regarding mode of payment of security deposit whether to be paid in US Dollar only or can be paid in local currency and where to be paid. | Demand draft for Payment of security deposit in US Dollar should be in favor of <u>Embassy of India c/o Consulate General of India, Dubai</u> payable at <u>Bank of Baroda, Dubai.</u> |
| 2 | Regarding applicability of rate of exchange to calculate various bid amounts. | The official Rate of Exchange for the month of February 2017 as under will be applicable for the purpose of quoting all the rates: US Dollar 1/- = Rupee 68.96 Rupee 1/- = Rial 469.3735 |
| 3 | Whether fluctuation of rate of exchange between US Dollar to IRR will affect the Service Fee or not. | Provision for the same has been explained in the Para 11 of the RFP document. |
| 4 | What is the minimum number of employees to be employed in centres. | The minimum numbers of employees have been mentioned in Annexure 'D'. |
| 5 | Whether net worth certificate of the company can be submitted in IRR. | Net worth certificate can be submitted in IRR/US Dollar, however, bidder has to ensure that it meets the requirement of minimum net worth/turnover as per the conversion rate given at point 2 above. |
| 6 | Guarantee for a minimum number of visa application in each year. | The month-wise figures of the visa applications received in last three years have been provided in "Answers to queries raised by the bidders" which is already on Embassy website. No minimum number of applications can be guaranteed. |
| 7 | All the bidders requested for postponement of last date of submission of bids since the present last date i.e. 26 March 2017, falls in Nowruz holidays and mostly banks and financial institutions are closed during these holidays. | Keeping in view the requests made by all the bidders present in pre-bid conference, <u>the last date for submission of bids has been rescheduled to April 10, 2017.</u> |

| | | |
|----|--|---|
| 8 | Regarding evaluation of record of past performance of the bidder as mentioned in Annexure 'E'. | This is a neutral marking to avoid undue advantage or disadvantage to first time participants. Only those bidders who have a negative record of past performance will be graded below 5. Bidders with a good record have nothing to worry about. |
| 9 | Regarding Bank guarantee for Premature Termination of Contract whether it is US \$ 1,78,490 as per Para 13(c) or US \$ 1,77,960 as per Para (g). | Bank guarantee for Premature Termination of Contract as given in Para 13(g) i.e. for US\$ 1,77,960 will apply. |
| 10 | Regarding Performance guarantee mentioned - whether it will US \$ 20,000 as per Para 13 (b) or US \$ 27,560 as per Para 13 (g) | As mentioned, the higher amount i.e. US \$ 27,560 as per Para 13 (g) will apply. |
| 11 | How Mission will compare the charges of internet services for one hour, 30 minutes and 15 minutes. | The average of rates quoted for one hour, 30 minutes and 15 minutes will be taken for calculation. |
| 12 | Regarding inclusion of VAT in the rates to be quoted. | The rates quoted for Service Fee and VAS will be inclusive of VAT and all other applicable taxes / levies / charges |
| 13 | Regarding net worth and turnover mentioned in Para 6 and Para 8(a). | As mentioned in Para 6 (iii), bidding company should have a minimum net worth equivalent of US \$ 2.5 million or a turnover of US \$ 2.5 million per annum. For the partner company/local partner, the requirement may be read as 30% of net worth or turn over. |
| 14 | Regarding Information on UNCPI. | 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. |
| 15 | Regarding submission of ISO certificate mentioned in Para 8(l) | As mentioned in Para 8(l) of RFP, first two certificates should be submitted along with the Technical Bids and third certificate should be submitted not later than 3 months from the date of award of contract. |