

PRE-BID QUERIES AND ANSWERS FOR CPV OUTSOURCING TENDER - PARIS

Date 18.02.2025

1.	Chapter 1: Request for Proposal (RFP)	8. The Mission/Post handled approximately 60,501 no. of services/ transactions during the three years from Jan-2022 to Dec-2024 (equivalent to 81 transactions/services per working day, assuming 250 working days in a year.	5	Please be kind to share the transactions Centre wise details during the three years from Jan-2022 to Dec-2024.	Mission does not have the figures station-wise
2.	Chapter III Clause (vi)	Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered.	9	a. Please clarify whether Bidding companies which have received a Show cause notice for levying of penalties/notice demanding penalties are eligible to bid in the present RFP if the Bidding company in question has responded to the Show cause notice for levying of penalties/notice demanding penalties and a final communication qua said penalties has not been	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/Posts, irrespective of its current status, shall not be considered and summarily be rejected.

				received from the Mission/Post MEA.	
				b. Please clarify whether Bidding companies who have challenged the levying of any particular penalties against them whether before Mission/Post MEA or before a court or before an arbitral tribunal are eligible to bid?	
3.	Chapter III clause (vi)	Instructions to Bidders (vi) Bidding companies having outstanding penalties levied by the Indian Mission/Post as per the provisions of the Agreement payable to Missions/Posts/MEA, shall not be considered.	9	Please be kind to clarify whether the penalties that are contested by the Bidding Company including but not limited to for lack of proof and a reply from the Mission is awaited, will be considered as outstanding penalties for the purpose of Chapter III, clause (vi)	The proposal of Bidding companies that have outstanding penalties levied by any Indian Mission/post shall not be considered and summarily rejected. Provision of the RFP will be applied to all, appeal or otherwise of outstanding penalty cases in earlier contracts of respective bidders
4.	Chapter V: Mandatory Eligibility Criteria Point (ii) and (iii) and Annexure –D 1, 2 and 3	The Bidding Company shall provide audited financial information certified by an external auditing agency to substantiate the claim of its turnover	15, 16, 84	Please be kind to clarify about the external audit agency which will be acceptable to the Mission.	Here external means the recognized audit agency in the country where the company is registered.

5.	Chapter VII: Scope of Work and Deliverables Required Clause (x) Appointment System (b)	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	24	The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for form filing, photocopy, photograph services.	30-minute turnaround time is a standard requirement for application processing which includes capturing photographs and providing photocopies as well. Only Form-filling service is excluded from the standard Turnaround time of 30 minutes.
6.	Chapter VII: Scope of Work and Deliverables Required Clause G Return of documents to the applicants (c)	Despatch the document(s)/passport / PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	31	Please be kind to clarify if the courier service is mandatory or optional?	Courier service is a mandatory deliverable to be provided by the SP, with the option for applicant to collect passport/document from ICACs
7.	Chapter VII: Scope of Work and Deliverables Required Point 3 (I)	Application Facilitating Services at ICACs. I) SP shall provide, at no additional cost/charge, the following four Application Facilitating Services, to applicants	40, 41	Please be kind to clarify the total revenue of photocopy, photograph, form filing and courier services availed by the applicants in the last three years for the purpose of calculation of the financial bid.	Bidders to make their own calculation to quote a single service fee as per Annexure-K

		submitting consular applications at ICACs. 1. Photocopy 2. Photographs 3. Form Filing 4. Courier Service			
8.	Part III: Technical Bid Evaluation Proforma Point 1(b)	Parking facilities with capacity and type of parking.	107	Please be kind to clarify, what is the maximum number of parking slots to be considered as adequate slots in ICAC.	Exclusive parking means parking space exclusively reserved for applicants coming to centre for CPV services. Bidders are to arrive at the number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
9.	Part III: Technical Bid Evaluation Proforma Point 4 (a)	Provision of Application Facilitating Services at ICACs Photocopying Photograph Form Filing Courier Services	108	Please be kind to clarify what explanation/solution for the provision of Application Facilitation Services is expected from the Service provider. This will enable us to incorporate the necessary details into our Technical Bid accordingly.	Necessary counter, hardware and manpower facilities have to be provisioned for Application Facilitating services such as Photograph , photocopy , form filling etc. Refer to Chapter VII, Para (3)

		Refer to Chapter VII, para (3) of the RFP (7 marks)			As regards Courier service, Bidder has to provide information regarding the courier despatch process, the courier company to be hired, etc., in its technical bid. Technical Bid evaluation marks will be awarded, based on the solution/explanation provided by the bidder, as per Annexure J (Part-III) of the RFP
10.	Part III: Technical Bid Evaluation Proforma Point 9	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	111, 112	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation	Reference letters provided to bidding companies by Foreign governments are acceptable
11.	Annexure-K	Financial Bid Note: 1 – Service Fee quoted above is the ‘Service Fee per	113	a. Please be kind to clarify how the charges for the courier services to be computed given	Bidders need to factor in courier charges, variability of distances amongst other factors

		application' payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.		they vary based on distance and local circumstances. b. Please be kind to clarify whether an average of the courier rates is to be taken or a separate disclosure is to be made qua the differential courier rates and ultimately differential service fees.	to offer a singular all-inclusive service fee The bidder has to provide information regarding Courier dispatch process, the courier company to be hired etc in its Technical bid. Marks under Technical bid evaluation will be awarded, based on the information provided by the bidder, as per part III, Annexure-J of the RFP
12.	Annexure-K	Financial Bid Note: 1 – Service Fee quoted above is the 'Service Fee per application' payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint	113	If the Service Fee has multiple components including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services, please clarify how is the service fee to be quoted if for instance an applicant does	A singular all-inclusive service fee per application , as quoted in Annexure K, shall be collected from applicants, regardless of applicants avails any or all of the application facilitation services

		biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.		not avail any or all of the 4 Application Facilitation Services.	
13.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 2, page 3	Full services at the Indian Consular Application Centers (ICACs) shall commence within one month of the signing of the Agreement or earlier as may be specified by the Mission & Posts.		The clause stating that full services at the Indian Consular Application Centre (ICAC) shall commence within one month of signing the agreement, along with the operational ICAC. The timelines mentioned are a bit unrealistic for the setup of Indian Consular Application centers and needs to be re-evaluated by the ministry and the mission. A minimum of 45 days is required for a proper uninterrupted setup.	Bidding companies are advised to adhere to the timelines mentioned in the RFP.
14.	A. Dealing with Applicants and Documents, Indian Consular	The SP shall operate, on a regular basis, an exclusive submission counter each at each at the Mission Paris and Post Marseille with		Kindly provide the details of expected number of staff to be deployed for exclusive submission counter at the Mission Paris and Post Marseille.	Yes, one staff for a submission counter at Mission and Post each for all working days is in addition to the minimum staff requirement as spelt out in Chapter VII 1A. (xi) (a) of RFP.

	Application Center (ICAC): Point XI, Sub Point (c), Page 24	adequate number of staff, for processing the applications of special cases, as decided by the Misson/Posts			However, in case of exigencies / sudden increase of applications at Embassy, there may require more counters and staff including back office staff.
15.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: XIV (n), Page 14	Bidders are required to make a Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Mission		As we have seen that over 15 Indian Mission across the geography has come with the tenders for outsourcing of CPV Services with the similar timeline for tender submission and presentation schedule. Since the core operations and technical team manage the demo and presentation session in any organization, it is technically not possible for them to be present in 5-6 different countries on same day. Therefore, we kindly request to provide revised schedule for bid submission and technical bid presentation session.	Technical bid presentation in virtual mode is also allowed if any bidder formally requests for the same. Virtual meeting platform, time, and other details will be intimated to the bidder in advance.
16.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 7 (VIII), Page 35	Dispatch and return document(s)/passport /PCC back to applicants via Courier service, in a secured manner as per standards prescribed by the Mission/Posts		Does this imply that passports will not be returned over the counter? Additionally, in cases where an applicant chooses not to utilize the courier service, what responsibilities will the Service Provider (SP) be required to fulfill.	Dispatch and return documents/passport via Courier is a mandatory deliverable to be provided by the SP, with the option for the applicant to collect passport/document from ICACs

<p>17.</p>	<p>Chapter VIII – Service standards (a), Page 47</p>	<p>The SP shall ensure a high level of service standards with regard to the facilities and amenities in the ICAC, for efficient processing of cases so that the turnaround time is less than 30 minutes and customer satisfaction is maximized</p>		<p>With the SP required to provide services of Form Filling (3 minutes), Photocopy (30 secs), Photograph (1 minute), Courier (1min 30 secs) a total of 6 minutes additional per applicant will be required in order to provide all the services excluding the application processing time and waiting time. The mission should reconsider the pricing model as this will lead to huge waiting time and also this pricing model suggests that every applicant would need to avail all services irrespective of their choice.</p>	<p>May please refer to Annexure-K of the RFP – all-inclusive singular Service Fee to be quoted by the bidder.</p>
<p>18.</p>	<p>CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 6</p>	<p>The Mission wishes to engage a single SP to collect consular applications, with the applicable fees, along with prescribed documents for processing the applications as specified by the Mission/Post(s) from the applicant to be received in person as well as by</p>		<p>Kindly elaborate the process of receiving application by mail.</p>	<p>It is explained in RFP</p>

		mail/courier on its behalf, deliver them to the Mission/Post and subsequently return the processed documents/ passports to the applicants securely and expeditiously			
19.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 5, Page 5	Chip Enabled passport		In the event of the rollout of chip-enabled e-passport services by the Ministry – Please confirm, Is the SP allowed to consider the significant increase in volumes due to the rollout of chip enabled passports during the period of the contract.	The bidder has to anticipate on this and quote Service fee accordingly
20.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 6, Page 5	Chip Enabled passport		Will the SP be allowed to provision the increase in number of applications for its financial calculations to determine the service fees.	The bidder has to anticipate on this and quote the rate accordingly
21.	CHAPTER VII: SCOPE OF WORK AND	The SP is required to set up a new Indian Consular Application Center (ICAC).		We understand that the successful bidder has to setup entirely new Indian Consular	RFP provision remains as published

	DELIVERABLES REQUIRED Point: 11(a)			Application Center in the country of operation. Considering the confidentiality of data and the ease of expects coming to ICAC, we request you to kindly do not consider the setting up of ICAC in a facility where there is any other Visa Application center is operating as joint Visa Center as this will leads to confusion and kiosk for Indian Citizens and other visa applicants who seek quality service with friendly sand safe ICAC environment.	
22.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Point: 11(a)	The SP is required to set up a new Indian Consular Application Center (ICAC).		We request you to kindly consider that the incumbent service provider in the region will not be allowed to propose the same infrastructure for setting up of ICAC as this will leads to a drastic change in the cost incurred by the other bidders for setting up of ICAC including deployment of civil infra in that region.	SP is required to set up an entirely new ICAC having new premises, civil infrastructure (including Chairs, tables and furnishings) and IT infrastructure (including desktops, workstations, POS, token machines etc) and other necessary equipment's/facilities/ utilities.

					The marks for the proposed ICAC will be assigned based on the relative quality of offers submitted by bidders, as per the technical evaluation Proforma- Part III of the Annexure-J.
23.	Chapter XV: SELECTION OF BIDDERS AWARD OF CONTRACT: B Stage 2	Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services		<ul style="list-style-type: none"> ● We request you to kindly provide the basis of the financial bid Evaluation as there is no criteria mentioned nor a scoring format or any formulae to determine L1. ● It is essential that a detailed breakdown of all facilitation services, including SMS, be provided to determine the final service fee. This will help ensure that there is no predatory pricing. We kindly request that the Mission and 	A singular all-inclusive service fee per application , as quoted in Annexure K, shall be collected from applicants. Mission has fixed the tender conditions as per it's requirements based on existing rules and regulations.

				<p>Ministry consider this approach to ensure a level playing field for all participating companies.</p> <p>We request you to please clarify the basis for removing the financial viability clause from the tender. This change could potentially lead to predatory pricing and negatively impact service standards.</p>	
24.	Chapter VII – Scope of work and deliverables Clause G.	Return of documents to the applicants sub clause (ii)		<p>If an applicant opts for the collection of documents/passport/PCC from ICAC, the SP shall ensure that the document/passport has been handed over / delivered to the applicant or his/her authorized representative – In this scenario if the applicant insist on claiming a refund on the courier charges what is the SP supposed to inform the applicant. This clause is a conflict to the clause in Chapter 1 clause 8 (Viii). Kindly review and provide appropriate information.</p>	<p>As it is a singular combined fee, there is no scope of refund. It should be clearly displayed / disclosed by the successful bidder in their website / notice boards.</p>

25.	Chapter VII – Scope of work and deliverables Clause B (vii), Page 30	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants		This service has not been added as a part of service determination. Kindly confirm.	This is in the scope of work with no additional cost. Bidders may bid accordingly.
26.	Chapter XI SERVICE LEVEL METRICS/ PENALTIES Clause VI sub-Clause (11)	Collection of unauthorized amounts from the applicants		There is no mention of further violations or termination of contract. Does this mean that the SP will only be charged equivalent to double the unauthorized amount collected or EUR 1000 whichever is higher, in each such case. Kindly clarify.	Please refer to the Note given at the end of Chapter XI Service Level Metrics/Penalties.
27.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Point O-c	The SP shall operate, on a regular basis, an exclusive submission counter at the Mission with adequate number of staff, for processing the applications of special cases.		Kindly confirm if this task be completed by the Messenger of OSP sent to the mission.	The task can be handled by a staff eligible to handle counter task
28.	Part III: TECHNICAL BID EVALUATION PROFORMA	Location of ICAC, Parking Facility		<ul style="list-style-type: none"> We understand that the scoring matrix provided under the RFP is highly subjective and purely depend upon the bidder's 	The bidder has to arrive at the figures based on conditions in RFP

				<p>responses. However, there is no fixed number of mandatory parking, counters, manpower and other details are provided.</p> <p>This may lead to a confusion for new bidders who wish to participate in the tendering process. We request Hon'ble Mission to provide the equal and fair opportunity to all bidders and provide accurate figures to achieve highest scoring under each section of bid evaluation Performa (page 116-121).</p>	
29.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP)- 8	The Mission/Post handled approximately 60,501 no. of services/ transactions during the three years from Jan-2022 to Dec-2024		Can you provide a breakdown of the given counts based on different locations?	MISSION does not have this information.
30.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLE S REQUIRED	SP shall provide space/ working station for officials of the Mission for attestation or other services as decided by the Mission.		Is the required workstation for officials intended for the public dealing area or the back-office area? Please clarify.	It will be in the Back Office Area

	1 A. Dealing with Applicants and Documents				
31.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 A. Dealing with Applicants and Documents xi-(a)	City 2- Marseille Min Area of ICAC in sq.mt- 25		A 25-square-metre space is too small to fit all the mentioned counters and the waiting area. Please clarify.	Please go by RFP
32.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED 1 B. Acceptance and forwarding of application to Mission/Post (x)-(b)	The SP shall also maintain a maximum turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.		Does the 30-minute TAT include Application Facilitating Services such as photographs, form filling, photocopying, etc.?	30-minute turnaround time is the standard requirement for the processing of applications, which includes capturing photographs and providing photocopies as well. Separate time could be considered for Form filling if required.

33.	CHAPTER XV: SELECTION OF BIDDERS/ AWARD OF CONTRACT (II) Financial Bid Evaluation: (e)	The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest 'Service Fee' will be ranked as L1 and the contract will be awarded to the L1.		Is there a process in place to evaluate the financial figures quoted by the bidder? Additionally, does the MEA have any guidelines or viability criteria to assess whether a financial bid is abnormally low or high?	L1 will be decided as per singular service fee quoted as per Annexure K
34.					
35.	Chapter III Point No. xii, Page No. 10 EMD and other Bank Guarantees (BGs) can be furnished through	Chapter III Point No. xii, Page No. 10 EMD and other Bank Guarantees (BGs) can be furnished through SWIFT (including e-Bank guarantee)		Details of the Embassy Bank account duly mentioning Account No / Address of Bank / Details of swift / IBAN	The relevant bank details will be shared with the companies that have submitted organizational profiles with the Mission and will separately ask for it by email

	SWIFT (including e-Bank guarantee)				
36.	Chapter XIV, Page No. 68 Point No. 1(ii) Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-J) and a Declaration by the Bidder (Annex-E). All these annexures should be duly filled in Four	Chapter XIV, Page No. 68 Point No. 1(ii) Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria (Annex-D), Technical Bid (Annex-J) and a Declaration by the Bidder (Annex-E). All these annexures should be duly filled in Four Copies of technical bid. To be enclosed.		Kindly advise how many original and copies of technical bid are required.	One copy of the technical bid should be original and three copies could be in duplicate.

	Copies of technical bid. To be enclosed.				
37.	As per Chapter VII point No xi page No 21 in Note under point © SP shall also operate on a regular basis, an exclusive submission counter each at the Mission in Paris and Post in Marseille with adequate number of staff for processing of applications.	As per Chapter VII point No xi page No 21 in Note under point © SP shall also operate on a regular basis, an exclusive submission counter each at the Mission in Paris and Post in Marseille with adequate number of staff for processing of applications.		Please share an estimate or indication as to how many counters and staff will be required.	Generally one counter with one staff will work under normal circumstances; however, there may arise exigencies, when the number of counters, as well as staff including back-office staff may have to be increased based on requirements.
38.	Chapter VII Page no. 23, point no.(vii) Postal Application	Chapter VII Page no. 23, point no.(vii) Postal Application		Kindly share details of applications received in person and received by post / courier at each ICAC.	Embassy does not have this information

39.	Chapter X Page No 45 point No 1(i) The SP shall provide a Bank Guarantee in Euro for the Govt funds held by SP.	Chapter X Page No 45 point No 1(i) The SP shall provide a Bank Guarantee in Euro for the Govt funds held by SP.		Kindly advise amount for the same.	Details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.												
40.	Chapter VII Page No. 25, Point No. xii (a) The SP shall provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol	Chapter VII Page No. 25, Point No. xii (a) The SP shall provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol		Please provide number of calls / emails received for planning of call center.	The following table shows the relevant numbers for the period from July 24 to Dec 24, as provided by the present service provider: <table border="1"> <thead> <tr> <th>Months of 2024</th> <th>No of Calls received</th> <th>No of Emails received</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td>July</td> <td>1251</td> <td>1017</td> </tr> <tr> <td>Aug</td> <td>1082</td> <td>1152</td> </tr> </tbody> </table>	Months of 2024	No of Calls received	No of Emails received				July	1251	1017	Aug	1082	1152
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41.	Chapter XIV Page No 68 point No 1(iv) The proposal must contain the information required by the RFP, in original, signed.	Chapter XIV Page No 68 point No 1(iv) The proposal must contain the information required by the RFP, in original, signed.		Can the BID docs be signed by DSC or physical signatures are reqd.	Physical signature is required												
42.	General Query	General Query		Will there be a single Service fee for Consular / Passport / Visa / OCI / PCC / Surrender Certificate / GEP Verification Services / Misc Attestation.	YES												
43.	Chapter V Point No 1(x) page No 16	Chapter V Point No 1(x) page No 16		Kindly clarify from whom the said certificate is to be provided?	The SELECTED Service Provider will have to submit self-certification in this regard.												

	The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.	The Bidding Company must provide certificate that its operations are compliant with local laws and relevant tax regime.			
44.	Chapter VII Point No 1(T), page No 38 Consular Camps	Chapter VII Point No 1(T), page No 38 Consular Camps		How many consular camps will be conducted during a calendar year. .	Given in the RFP, it's four
45.	Annexure H page No 98 Note 1 Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.	Annexure H page No 98 Note 1 Bidder should ensure that the seal and Code No of the signatory is put by the bankers before submission of BG.		Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence affixing of bank seal is not possible. Pls clarify on the same.	e-BG and SWIFT transactions will be accepted as per banking norms.
46.	Annexure H page No 98 Note 2	Annexure H page No 98 Note 2 Stamp paper is required for BG issued		Since the BG can be furnished through SWIFT (including e-Bank guarantee) hence Stamp	e-BG and SWIFT transactions will be accepted as per banking norms.

	Stamp paper is required for BG issued by the Banks located in India.	by the Banks located in India.		paper requirement does not exist. Pls clarify on the same.	
47.	Annexure J, Part iii Page no: 115, Point 9 Reputation of the bidding company in the market and quality of non-GOI client	Annexure J, Part iii Page no: 115, Point 9 Reputation of the bidding company in the market and quality of non-GOI client		Please advise whether non-GOI clients have to be other 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.	It can be reputed companies including foreign governments.
48.	Please provide break -up of applications count categorized by Mission and post-wise.			Please provide break -up of applications count categorized by Mission and post-wise.	This information is not available
