

Q.1. Month-wise break-up of Visa Applications at each centre?

Ans. **EMBASSY OF INDIA, TOKYO**

	2011	2012	2013
January	9,620	10,524	8,971
February	9,824	10,750	9,562
March	7,208	8,063	6,274
April	6,141	7,040	7,128
May	5,172	4,833	6,577
June	7,051	6,880	6,800
July	8,981	10,765	9,527
August	9,520	9,722	9,097
September	8,480	7,889	8,221
October	8,886	9,999	10,146
November	10,450	11,754	9,587
December	9,813	13,471	9,023
TOTAL	1,01,146	1,11,690	1,00,913

CONSULATE GENERAL OF INDIA, OSAKA

	2011	2012	2013
January	2,782	3,009	3,282
February	2,989	3,361	2,785
March	2,206	2,163	1,755
April	1,646	1,631	1,452
May	1,266	940	1,330
June	1,772	1,686	1,518
July	2,282	2,452	2,156
August	2,821	2,493	2,020
September	2,300	2,166	1,635
October	2,510	3,289	2,567
November	2,846	3,476	2,477
December	2,718	2,935	2,578
TOTAL	28,138	29,601	25,555

Q.2. Which is the peak season for receipt of Applications?

Ans. As demand for visa is nearly consistent excepting for 3-4 months, bidders may wish to see the month-wise break-up given above.

A.3. Number of Applications received by post, in person and by tour operators at each centre?

Ans. By Post - Approximately 8-10%

By Travel Agents – Approximately 55-60%

Rest in person

Q.4. What would be the likely date of introduction of biometric data capture?

Ans. Enrolment of biometric procedures should be started immediately from the date of taking over of the new Service Provider.

A.5. What would be the likely time of pre-bid conference?

Ans. The pre-bid conference is scheduled to be held on 30th May, 2014 at 1100 hours (Japan Time) at the Embassy of India, 2-2-11 Kudan-Minami, Chiyoda-Ku, Tokyo, 102-0074.

Q.6. Please clarify whether costing details are to be enclosed with the Financial Bid or should be given in the Technical Bid.

Ans. Costing details are to be given in the Technical Bid without disclosing the Financial Bid as mentioned in Para 18.a.ii of the RFP.

Q.7. Para.V.9.a- Kindly specify the documentation from concerned authorities of the city which are required to be procured as per local regulations for opening of the (IVAC).

Ans. Document(s) needed to run a business establishment of this nature in Tokyo and Osaka, such as Certificates on Registered Company Information and Company Seal Registration, etc., may be provided.

Q.8. Kindly provide the Embassy's Bank Account Details for transferring the refundable deposit of US\$ 50,000/-.

Ans. The refundable deposit can be given in the form of banker's cheque/draft in favour of Embassy of India, Tokyo. However, bank account details of the Embassy are given below:

a. Beneficiary's name : Embassy of India, Tokyo

b. Bank name: Bank of India

c. Name of the Account Holder: Embassy of India, Tokyo

d. Address of the Bank: Bank of India , Tokyo
Marunouchi Nakadori Building
1 Floor
2-2-3 Marunouchi
Chiyoda-ku
Tokyo100-0005

e. Bank Account no: USD 424123302000005

f. IBAN code: 0210-0002-1

g. SWIFT code: BKIDJPJT

Q.9. Can we request an annual break up (month by month) of visa applications for Tokyo and Osaka for 2011, 2012 & 2013?

Ans. Please see Answer to Question No. 1.

Q.10. Is the mission planning to outsource other consular services (OCI, PIO, Passports) in near future?

Ans. At this stage, the Mission has no plans to outsource other consular services.

Q.11. Under section III 7.f: the Bidding Company must certify that the company and its subsidiaries/partners are not involved in any unlawful or illegal activity including in human trafficking, anti-Indian activities, hawala etc. – can we provide self-certification for this criteria?

Ans. Self-certification may be provided.

Q.12. Under section III 7.i: the Bidding Company must certify that it has not been convicted for, or involved in, bribery, corruption or fraud - can we provide self-certification for this criteria?

Ans. Self-certification may be provided.

Q. 13. Under section III 7.k: the Bidding Company must provide certification that its operations are compliant with local labour laws and relevant tax regime. What kind of certification is expected, certificate issued in Japan or at the registered address of Bidding Company?

Ans. The operations of the Service Provider must be in accordance with the local property and labour laws and tax regime. Bidders may provide an undertaking to this effect.

Q. 14. Whether Visa outsourcing agency would be permitted to deliver the processed application of walk-in applicants with Visa affixed passport by POST to the applicants address? Doing so will confirm the correct address of the applicant.

Ans. Only on express request by the applicant.

Q. 15. Whether biometric will start from first day of the new operation of visa outsourcing?

Ans. Enrolment of biometric procedures should be started immediately from the date of taking over of the new Service Provider.

Q.16. Will the biometric system be applicable for all the Visa Categories?

Ans. Yes, except for certain exempted categories, which will be conveyed by the Mission when biometric system becomes operational.

Q.17. What is the criteria for the mandatory biometric system with exceptions, if any?

Ans. All applicants below the age of 12 years and above the age of 70 years, holders of Diplomatic, Official and UN Passports and specific cases as decided by the Mission/Post, are the exceptions.

Q.18. Will the biometric data of the applicants be collected 'N' number of times for 'N' number of applications by the same applicant?

Ans. Biometric data enrolled once will be valid for five years.

Q.19. Can the advertisements be allowed in the INDIA VISA APPLICATION CENTERS and their websites (Please DEFINE the parameter to the extent of which advertisement may be allowed or not)?

Ans. The India Visa Application Centre (IVAC) and the related website of the service provider must be used only for advertisements pertaining to visa related services.

Q.20. Will there be Hotline service between Indian Visa Application Centers and EMBASSY OF INDIA, TOKYO / CONSULATE GENERAL OF INDIA, OSAKA-KOBE?

Ans. No. The concerned officers of the Consular Wing at EoI Tokyo and CGI Osaka are available on Mobile phone.

Q.21. Whether outsourcing agency can charge for email enquiries and visa application tracking services?

Ans. No.

Q.22. Whether the Visa Applications received by POST be chargeable with additional postal service charge? (As there is a lot of man hours involved when applicant make mistakes in the Visa Applications).

Ans. Only the actual postal cost may be charged.

Q.23. How would the biometric system be inculcated in the processing of postal application system?

Ans. Wherever biometric data is available in the system, the applicant can use the postal services.

Q.24. How the accountability of the Value added service's revenue be done? Do we have to report the daily activities/ revenue of the VALUE ADDED SERVICE to the EMBASSY OF INDIA, TOKYO / CONSULATE GENERAL OF INDIA, OSAKA-KOBE?

Ans. The charges should not be over and above the rates finalized at the time of signing of the contract and will be subjected to periodic monitoring by the Mission/Post.

Q.25. In Para. III. 5.; what is the meaning of any other government Dealing, Kindly clarify?

Ans. Any diplomatic Mission/Post of a foreign government.

Q. 35 Can we consider the scanning of A3/ A4 page size with more than 200DPI e.g. 300DPI, 600DPI with 50KB file size?

Ans. Yes, the file size should be limited to 50 KB.

Q.36 Do we have to consider the scanning of A2 page size for the Visa related document?

Ans. May please see the attached NIC FAQ document on digitization and related issues.

Q.37. As per Government of India's proposal, applicants can apply the Visa from their home countries and the India Visa will be ready at the Indian Airport on their arrival into India, which will affect the Visa Application counts at Visa Centers. What is the stand of Ministry of External Affairs, India on this matter?

Ans. At this stage, we do not have enough information on how the proposal will evolve to make a comprehensive comment on this.

Q. 38. In Paras. XIII. Penalties 17.c. i. • Incomplete Documents; 17.c. ii. • Delay in sending the completed application form along with documents to the Mission; 17.c. iii. • Delay in returning passport/documents to applicants by Service Provider after service by Mission; 17.c. iv. • In case of delay in transfer of amounts to Mission/ Post's accounts; 17.c. v. • The decision on the period of delay would be at the discretion of Mission; 17.c. vi. • The penalty amounts will be collected. How the evaluation of (operational) Penalties be adjudged?

Ans. Benchmarks will be set by the Mission considering various time factors/availability of services.

Q. 39. In future, will the Visa-on-arrival be applicable for the Tourist Visa only or other Visa Categories will also be added?

Ans. At the moment, visa-on-arrival is applicable only for Tourist Visas and the Mission is in no position to comment on the likely inclusion of other categories of visas at a later stage.

Q. 40. As per Annexure-X, I, B. A. Who will supply the SDK and API (Enrolment) (.Net and Java)?

Ans. SDK and API shall be the part of finger print enrolment application, which shall be provided by NIC. However, devices with corresponding licenses to run the application need to be purchased by the agency.

Q.41. What will be the contents of document scanning/ digitization?

Ans. Complete application form and photo with supporting documents, if any.

Q.42. Which Meta Data is to be inserted in the PDF files?

Ans. May please see the attached NIC FAQ document on digitization and related issues.

Q.43. RFP mentions scanning of photograph to Image format and after that, the conversion of image format to PDF file format. Can the Visa Outsourcing Agency scan the photograph directly to PDF file format?

Ans. Photographs can be scanned directly to PDF format.

Q.44. What is the meaning of OCR/ ICR of one page of scanned image?

Ans. May please see the attached NIC FAQ document on digitization and related issues.

Q. 45. Which Image needs to be converted to PDF format? Kindly explain.

Ans. May please see the attached NIC FAQ document on digitization and related issues.

Q. 46. What is the OCR/ ICR setup? When it should be used?

Ans. May please see the attached NIC FAQ document on digitization and related issues.

Q.47. Along with the DVD, can the outsourcing agency use any other Optical media devices for transfer of information to EMBASSY OF INDIA, TOKYO/CONSULATE GENERAL OF INDIA, OSAKA-KOBE?

Ans. Yes, however, it may be ensured that there is no theft/compromise of personal data of the applicants.
