

**Embassy of India
Abu Dhabi

TENDER No. Abu/ Cons/415/09/2024 dated 31 January, 2025

RESPONSE TO QUERIES RAISED/ SUBMITTED TO THE MISSION/ CONSULATE

Note: Please note that the responses submitted to queries by this Embassy may be different from that of the other Embassies, where similar tenders have been floated. Bidders are expected to go through the responses in detail before submitting their bids.

S.No	RFP Document Reference(s) (Chapter/ Para)	RFP Clause	Query/ Clarification	Mission response
1.	ANNEX-C	Organisation Profile	Could you kindly confirm whether any additional declarations or certificates are needed apart from the organization profile and references?	Along with the organization profile, the bidders shall provide their Memorandum of Association (MOA) and Articles of Association (AOA) along with the Organization Profile (Annexure-C). Non-Indian companies shall submit the equivalent documents as per the rules of the country where the company is registered.
2.	ANNEX-D & ANNEX-E		As per tender the signatory should be CEO or equivalent person. Please confirm, if any other company official at senior level who has been authorized by the Board can sign the necessary documentations, annexes and bids on behalf of the company for the submission.	Any company official at senior level, who has been authorized by the Board, can sign the necessary documentation, annexes and bids on behalf of the company. In such cases, the authority letter from the Board should be submitted.
3.	ANNEX-J –	Location of the ICACs	Definition of ‘Prime Location’	Prime location refers to the areas for proposed ICAC

	PART III: Technical Bid Evaluation Proforma			within each city as mentioned in CHAPTER-VII: Para 1. A (xi) of the RFP. Where specific areas are not mentioned, prime location will mean the city centre.
4.	ANNEX-J – PART III: Technical Bid Evaluation Proforma	Parking facilities	Definition of Exclusive Parking and adequate number of parking slots	<p>Exclusive Parking means parking space exclusively reserved for applicants visiting ICAC.</p> <p>Bidders are to arrive at the adequate number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms.</p> <p>Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.</p>
5.	ANNEX-J – PART III: Technical Bid Evaluation Proforma	Provision of Application Facilitating Services at ICACs	Please clarify what explanation/solution for the provision of Application Facilitation Services is expected from the Service provider.	<p>Bidders are expected to provide a solution on how AFS will be integrated into the overall application submission process, which will ensure that turnaround time shall not be more than 30 minutes.</p> <p>Bidders are also expected to clearly provide the resources (manpower, equipment, technology etc) that will be allocated for the provision of AFS at each ICAC.</p> <p>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</p>
6.	ANNEX-J PART III:	Reputation of the bidding company	Please clarify the Reference Letters provided to the bidding company by	Reference Letters provided to the bidding company by foreign client governments will be considered in

	Technical Bid Evaluation Proforma		foreign client governments will be considered in assessing market reputation	assessing market reputation
7.	ANNEX-J PART III: Technical Bid Evaluation Proforma	Content and Demo of website application and Dash Board will be considered	Is it necessary to include links to the live versions of the website application and dashboard in the bid response, or can we simply provide UI design templates (screenshots) instead? Will the evaluation criteria for this aspect differ between the live version and screenshots of the demo version?	Functionalities of the live version need to be clearly brought out in the bid. Demo of the live version shall be made during the presentation, which will carry more weightage than screenshots. All functionalities committed in the presentation will form part of the contractual commitment. Evaluation will be on the specifications and functionalities of the proposed website/application.
8.	ANNEX-J PART III: Technical Bid Evaluation Proforma	Record of Past Performance with Mission.	There will be only 4 marks provided to the bidders who have not worked with the Mission, which may lead to lower the overall scoring of new bidders like us. Kindly consider offering minimum 6 marks for the new bidders with zero Mission Experience.	The marks will be given as per criteria prescribed under part III, Annexure-J of the RFP
9.	ANNEX-J PART III: Technical Bid Evaluation Proforma	Number of submission counters	As per tender, Offer with counters more than the minimum prescribed will be given higher marks relative to (i) above. Kindly provide number-wise scoring.	(i) Offer with Minimum Prescribed Number of submission counters will be given 4.5 marks. (ii) Offer with highest number of submission counters will be given 6 marks. Offer with counters more than the minimum prescribed but less than the highest offered by a bidder will be given marks relative to (i) and (ii) above
10.	ANNEX-K	Financial Bid	Please clarify how the charges for the	SP shall provide courier service mandatorily to

			courier services to be computed given they vary based on distance and local circumstances.	applicants at no additional cost. Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive Service Fee
11.	ANNEX-K	Financial Bid	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 not avail any or all of the 4 Application Facilitation Services.	A singular all-inclusive Service Fee has to be quoted as per Annexure K, regardless of applicant availing any or all of the application facilitation services. SP shall not charge any additional fee for the various services/ deliverables in the RFP.
12.	ANNEX-K	Financial Bid	Regarding the financial bid, we have noted that only the Service Fee is mentioned. Could you please clarify whether we are required to provide detailed calculations on how we arrive at the bidding cost based on the services required as per the RFP?	Bidding companies are required to submit their financial bid, strictly as per the Annex-K of the RFP. No additional information/calculation sheet is required to be provided by bidders.
13.	ANNEX-K	Financial Bid	Please advise what specific details are considered under 'vague'.	Bidding companies are required to submit their financial bid, strictly as per the Annex-K of the RFP. The Service Fee quoted should be clearly mentioned in FIGURES and WORDS. When in doubt, the Service Fee quoted in WORDS, will be considered as the final bid.

14.	ANNEX-K	Financial Bid	Whether SP can provide additional services like printouts, typing, translation	<p>Printout of documents (from email/ Whatsapp) is covered under 'Photocopy' in CHAPTER-VII Para 3 (I) (i) of the RPF. No additional charges will be collected from the applicant for such printouts.</p> <p>Typing of documents is covered under 'Form Filling' in CHAPTER-VII Para 3 (I) (iii) of the RPF. No additional charges will be collected from the applicant for such typing.</p> <p>SP shall not indulge in providing any service other than the deliverables included in the RFP. Bidders may quote their bid taking this into consideration.</p>
15.	CHAPTER-I: Para 3	The proposal of the bidding company will constitute an offer to enter into a contract with the Mission, based on the terms and conditions stated in this RFP. The proposal may form part of the final contractual documentation if the bidding company is invited by the Mission to enter into an Agreement.	Does this clause indicate that the SP should account for staff employment and remuneration, banking operations, environment, safety, insurance, privacy, and local tax payments when quoting the Single Service Fee?	Yes
16.	CHAPTER-I: Para 3	The Agreement will also include provisions regarding Force Majeure, unusual situations like COVID-19 pandemic or any other similar unprecedented emergency situation which may affect	During such Force Majeure situations, will penalties and SLAs apply to the SP?	Decisions will be made taking into account Force Majeure conditions.

		normal working conditions during which the SP would be required to provide minimum specified services as per the requirement of the Mission / Post(s) and as may be permissible under the applicable State laws, termination of contract and the consequences of termination.		
17.	CHAPTER-I: Para 6		Complete technical specifications for the hardware for biometric enrolment	Biometric capturing technical specifications required are detailed in the RFP. Quantity of hardware planning is for bidders to make, taking into account anticipated applicants to be served daily, number of counters, redundancies etc.
18.	CHAPTER-I: Para 6		In the event of the rollout of chip-enabled e-passport services by the Ministry, will the SP be allowed to provision the increase in number of applications for its financial calculations to determine the service fees.	SP should anticipate all requirements mentioned in RFP before quoting Service Fee. There will not be any increase in Service Fee during the terms of contract.
19.	CHAPTER-I: Para 9		Break-up of CPV Services provided by Mission /Posts during the period Jan 2022 to Dec 2024	Details available at Appendix-A
20.	CHAPTER-I: Para 11	The SP shall establish 14 Indian Consular Application Centers (ICACs) for CPV Services as specified in RFP in a well-connected commercial	Kindly confirm, if a bidder has its own commercial complex/business center/offices space/ and or retail space owned by the company in the UAE, specifically in major cities, and	Yes. Such spaces can be offered for setting up of ICAC as long as there are no existing CPV application centers in that facility and the same will meet the requirements mentioned in the RFP.

		complex with ample parking facilities for applicants, in prime locations.	the same will meet the mandatory requirement mentioned in the RFP under clause no. CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED, can the bidder offer the same as proposed location for setting up of ICAC in that region only if they are not operating any existing CPV application center in that facility.	
21.	CHAPTER-I: Para 8 (viii)	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 fulfil.	Courier service is the default mode of delivery of CPV documents to the applicant. There will be no refund of the Service Fee, if the applicant decides to collect the documents directly from the ICAC.
22.	CHAPTER-III: Para (vi)		a. Please clarify whether Bidding companies that 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 received from the Mission/Post MEA. b. Please clarify whether Bidding	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

			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?	
23.	CHAPTER-III: Para (xi)	Earnest Money Deposit (EMD)	Can we submit the EMD in USD, if yes what will be the conversion charges for the same	Yes. The applicable exchanged rate would be US\$ 1 = AED 3.599
24.	CHAPTER-III: Para (xii)	Earnest Money Deposit (EMD) and other Bank Guarantees (BGs) as mentioned in this RFP can be furnished through SWIFT (including e-Bank Guarantee), as per Annexures-G and H, as per prevailing instructions of the GoI	Could you kindly provide the bank account details and the SWIFT details for the EMD/Bank Guarantee?	Details available at Appendix-B
25.	CHAPTER-III: Para (xiv)(n)	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 indicated in Annexure-J of RFP)	a) Please confirm whether the technical bid presentation will be held privately between the Mission and the bidder as our presentation will contain confidential information. b) Is the technical bid presentation by the bidder in virtual mode (online) also allowed? If yes when will the virtual meeting time and meeting ID/Password be shared?	Yes. The presentation will be made to the Mission's Outsourcing Committee in private. No. Technical bid presentation has to be made in-person in order to enable a clear, transparent and confidential communication between the bidder and Mission's Outsourcing Committee.
26.	CHAPTER-III:	Determination of Service Fee	Please confirm if the service fee for	The service fee for all the CPV services will be the

	Para (xix)		all CPV services needs to be the same or can a different price be quoted for different services.	same.
27.	CHAPTER-III: Para (xix)(d)	The prospective bidders are expected to be aware of the Government of India's policy of visa liberalization, OCI and E-visa Scheme. Government of India reserves the right to further liberalise the visa regime. There shall be no compensation against any such instance when the number of consular applications gets reduced in the country and one or all ICACs is/are bound to be closed or relocated due to any unforeseen circumstances/situation.	Do we have any tentative timelines when GOI's policies mentioned in this clause will be implemented? If the same are implemented does the bidder have the flexibility to reduce the size/number of ICACs?	It is not possible to indicate timeline for future GoI policies. If the same is implemented, the Mission/Post will examine the proposal of the SP. The decision of the Mission/Post shall be final in this regard.
28.	CHAPTER-V: Para (xvi)	The Bidding Company and in case of a Joint Venture, each partner company, shall disclose its shareholding financial interest in any other company entity providing/handling citizen-centric services across the globe, including, but not limited to visa, passport, attestation, travel or any other citizen-centric services.	Kindly provide more clarity on this clause and provide the details of relevant document or certification required under this.	The disclosure will be a self-certification provided by the bidder of its shareholding financial interest in any other company entity providing/handling citizen-centric services across the globe, including, but not limited to visa, passport, attestation, travel or any other citizen-centric services.

29.	CHAPTER-V: Para 1 (i)-(iii)	Mandatory eligibility criteria	Period for providing balance sheets	Balance sheets would be accepted on the basis of the prevalent accounting year of the country, where the company is registered. Certificate from an external audit agency in the country, where the company is registered, is required.
30.	CHAPTER-V: Para 1 (ii)-(iii)	Mandatory eligibility criteria	Exchange rates for conversion of US\$ into INR for minimum net worth and annual turnover	US\$ 1 = Rs. 74.85 (2020) US\$ 1 = Rs. 73.25 (2021) US\$ 1= Rs. 76.83 (2022) US\$ 1= Rs. 83.40 (2023) US\$ 1 = Rs. 83.60 (2024)
31.	CHAPTER-V: Para 1 (ii)-(iii)	Mandatory eligibility criteria	Please advise us who is considered as the external auditing agency for this purpose	An external audit agency in the country where the company is registered
32.	CHAPTER-V: Para 1 (x)	The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.	We understand that self-certification is required. Please confirm	Yes, the bidders will have to submit self-certification in this regard.
33.	CHAPTER-VII: Para 1. A (xi) (a)		Segregation of services to be provided in the 14 proposed ICAC	Details available at Appendix-C
34.	CHAPTER-VII: Para 1. A (xi) (a)		Requirement of ICAC Manager in all the centres	There will be a dedicated ICAC manager for medium/ large centres. For smaller centres, ICAC managers can undertake other roles, as mentioned in the RFP
35.	CHAPTER-VII: Para 1. A (xi)		Staff for Application Facilitating Services	The minimum staff required for Application Facilitating Services is mentioned in the RFP.

	(a)			Bidders may quote their bid taking this into consideration.
36.	CHAPTER-VII: Para 1. A (xi) (a)		Area for ICACs	The minimum area required for ICAC is mentioned in the RFP. Bidders may quote their bid taking this into consideration.
37.	CHAPTER-VII: Para 1. A (xi) (a)		There is a discrepancy in the details regarding the number of counters and minimum staff for the location Abu Dhabi (Al-Khalidiya). The second column specifies a minimum of 1 reception counter, while the staff details mention 2 Receptionists. Similar inconsistencies are noted for Dubai (Bur-Dubai), Dubai(JLT/Marina), Sharjah (Al-Majaz). Kindly confirm the correct number of counters and staff for each location.	In bigger centres, multiple reception staff will be deployed at the reception counter.
38.	CHAPTER-VII: Para 1. A (xi) (a)		Is the required workstation for Mission/ Post officials intended for the public dealing area or the back-office area? Please clarify.	Required workstation for Embassy/ Consulate officials will be in the public dealing area of the ICAC in a dedicated cabin.
39.	CHAPTER-VII: Para 1. A (xi) (a)		Kindly clarify the jurisdiction for each of the proposed locations.	There is no jurisdictional restriction for application submission. Applicants residing in the UAE can submit their applications at any of ICAC.
40.	CHAPTER-VII: Para 1. A (xi) (a)		In accordance with the details outlined in the RFP, are we permitted to utilize the existing space and infrastructure currently hosting the operational ICAC, or is it obligatory	The SP is required to set up an entirely new ICAC having new civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktops, workstations, POS, Token machines, etc.) and other necessary equipment/facilities/utilities.

			<p>to establish a new ICAC?</p> <p>Please advise what the definition of the new ICAC. Does it mean creating a new VAC from a bare-shell situation, irrespective of location? What if any bidder has an existing premises that is used?</p>	<p>Existing ICACs shall not be considered. The marks for the proposed ICAC will be assigned as per the Technical Evaluation Proforma-Part-III of the Annexure-J</p>
41.	CHAPTER-VII: Para 1. A (xi) (b)		<p>Please advise the requirement for 10 backend staff applies to each location individually or if total 10 backend staff are needed at the country level? Additionally, where should they be placed?</p> <p>Is there a mandatory requirement to have these staff in each centre, irrespective of size.</p>	<p>The minimum staff required for back-end coordination mentioned in the RFP is the cumulative requirement to be deployed in Embassy, Consulate and ICACs.</p>
42.	CHAPTER-VII: Para 1. A (xi) (c)		<p>Staff for submission counters in Embassy and Consulate</p>	<p>The minimum staff requirement for the submission counters in Embassy and Consulate is as follows:</p> <p>Embassy – 1 Consulate – 3</p> <p>The above requirement is over and above the minimum staff required for back-end coordination at Embassy, Consulate and ICACs mentioned in the RFP</p>
43.	CHAPTER-VII: Para 1. B (x)	The online appointment system shall have easy	Please advise what is the cancellation criteria after which a refund of	These details will be provided to the bidder, who is awarded the contract, at the time of signing of

		cancelling and rescheduling of appointments.	<p>service fee would not be applicable. e.g. 48 hours? Also, what is the expected number of rescheduling of an appointment to be allowed and the timeline of allowing a reschedule before the appointment date.</p> <p>Is the service fee to be collected at time of booking online mandatory or optional service?</p>	<p>Agreement.</p> <p>The details will be provided to the bidder, who is awarded the contract, at the time of signing of Agreement.</p>
44.	CHAPTER-VII: Para 1. B (xii)	Enquiry and Grievance Redressal Mechanism	Languages for telephone enquiry	The required languages are Hindi, English, Arabic, Malayalam and any other languages, as per requirement
45.	CHAPTER-VII: Para 1. C	Acceptance of Fee	Whether the bank/agency charges on payment made via credit cards, debit cards, app and online payments by the applicant will be borne by the applicant or by the Embassy/Consulate.	<p>Bank charges for card payments will not be borne by the Embassy/Consulate.</p> <p>No additional charge for card payments will be collected from the applicants as it is not permissible under local laws, rules and regulations.</p> <p>Bidders may quote their bid taking this into consideration.</p>
46.	CHAPTER-VII: Para 1. F (i)	The SP after the initial processing of the application at their end shall send the original applications with enclosures to the Mission/Post twice a day, on receipt of the application from the applicants at ICAC	Clarity required on the document delivery schedule to mission twice a day. Would it be twice a day only from the Key centres in Dubai (Bur Dubai) and AUH (Khalidiya) or all 14 centres to mission?	Delivery of Tatkal applications from Dubai (Bur Dubai) and Abu Dhabi (Khalidiya) will be twice a day, on receipt of the application from the applicants at ICAC. Other applications from all ICACs will be delivered to the Embassy/ Consulate the following working day.

47.	CHAPTER-VII: Para 1. G	Return of documents to the applicants	Please clarify if courier service is mandatory or optional?	SP shall provide courier service mandatorily to applicants at no additional cost.
48.	CHAPTER-VII: Para 1. G		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.	SP shall provide courier service mandatorily to applicants at no additional cost. There will be no refund of the Service Fee, if the applicant decides to collect the documents directly from the ICAC.
49.	CHAPTER-VII: Para 1. K	Acceptance of GEP Background Verification Forms. The SP shall scrutinize the application forms, passport, and enclosures and send them to the Mission/Post concerned as per standing instructions.	a) Please explain under what terms will Global Entry Program (GEP) Verification come into effect. b) What is the process to be followed by the SP for GEP application scrutiny?	GEP verification service is already integrated into the Global Passport Seva Project of the Government of India Application scrutiny process in general remains the same as for passports, visa, consular services, etc.
50.	CHAPTER-VII: Para 1. P (i)	Facilities at the ICAC	What does the term 'within specified limits' mean	Specified limits refers to the areas for proposed ICAC within each city as mentioned in CHAPTER-VII: Para 1. A (xi) of the RFP. Where specific areas are not mentioned, 'within specified limits' will mean the city centre.
51.	CHAPTER-VII: Para 1. P (ii)	Facilities at the ICAC	Languages for Notice Board at ICAC	It is clarified that the notice boards at ICAC will be in English only
52.	CHAPTER-VII: Para 1. P (xiv)	The SP shall Provide a Digital CSAT feedback mechanism at each counter of ICACs, which	Please provide more clarification on the digital CSAT and interactive blog	Digital CSAT is an electronic system to capture the feedback provided by the applicants at the ICAC counters. Bidders to propose an efficient system to

		is integrated into the appointment system, and an interactive blog, in the format indicated by the Mission, as part of the website linked to the Mission website, so that it can be seen by all.		capture such feedback. The marks for the same will be assigned based on the solution provided by the bidder as per the Technical Evaluation Proforma Part-III of Annexure-J Interactive Blog is a public forum in the SP's website to capture the feedback from the applicants/public. Bidders to propose a format that is informative, user-friendly, etc. The marks for the same will be assigned based on the solution provided by the bidder as per the Technical Evaluation Proforma Part-III of Annexure-J
53.	CHAPTER-VII: Para 1. T		Details of Consular camps	The Consular outreach camps are generally organised during the weekends and other holidays. Duration of a consular camp is from 4-8 hours depending upon number of applicants. SP is required to provide transport, manpower and IT equipments for application submission/ processing. Details of camps proposed to be conducted by Embassy/ Consulate are available at Appendix-D
54.	CHAPTER-VII: Para 2 (o)	Information on the Website about India Consular Application Centers	Languages are not defined for the website. What languages are mandatory?	The website will be generally in English only. However, specific documents (guidance on to how to apply for CPV services etc) uploaded to the website can be in multiple languages, based on requirement.
55.	CHAPTER-VII: Para 3	Application Facilitating Services	a) Is it mandatory to provide Application Facilitating Services (AFS) to all applicants submitting consular applications in ICAC?	Yes. Application Facilitating Services are mandatory to be provided by SP, at no additional cost, to applicants submitting consular applications at ICAC, failing which penalty shall be imposed as per Chapter Xi of the RFP

56.	CHAPTER-VII: Para 3	Form Filling	<p>a) Is Form Filling service mandatory even if applicants don't require the same?</p> <p>b) Shall SP provide the service for correction in the form that has been filled by applicants?</p>	<p>SP shall provide form-filling service, at no additional cost, to all applicants who need it.</p> <p>Yes. But this will be treated as form filling and no additional charge shall be taken from applicants for this service, failing which penalty shall be imposed as per Chapter Xi of the RFP.</p>
57.	CHAPTER-VII: Para 3	Courier Service	<p>Since courier service is a mandatory deliverable under the RFP, can the Mission provide specifications regarding the standards in respect of courier company to be hired by the SP and process to be followed, etc?</p>	<p>Bidder has to provide information regarding courier despatch process, the courier company to be hired, etc., in its technical bid.</p> <p>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.</p>
58.	CHAPTER-VII: Para 3	Photographs	<p>Shall SP provide the photographs to applicants visiting ICAC? What is the procedure to be followed by the SP to capture and provide photographs?</p>	<p>Bidder shall provide its proposal/solution to provide Photographs (as per the specification of the CPV service) of applicants submitting consular applications at ICAC.</p> <p>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</p>
59.	CHAPTER-VII: Para B (viii)	The SP should mandatorily provide 4 SMS updates, at no additional cost/charges to applicants	<p>Kindly clarify if this service has to be provided free of cost to the applicant.</p>	<p>Yes. The SP should mandatorily provide 4 SMS updates to applicants, at no additional cost/charges. Bidders may quote their bid taking this into consideration.</p>
60.	CHAPTER-X		<p>Please provide the exact amount of Performance Bank Guarantee (PBG)</p>	<p>Performance Bank guarantee will be as per calculation given in Para (ii) of Chapter X. The exact</p>

			to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided)	amount will depend on the Service Fee quoted by the L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
61.	CHAPTER-X		Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking into consideration the calculation mechanism provided under Chapter)	Bank guarantee for Government funds will be provided by the bidder as per calculation given in Para (i) of Chapter X. The exact amount will depend on the Service Fee quoted by the L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
62.	CHAPTER-X		Please provide the exact amount of Bank Guarantee (BG) for Premature Termination of the Contract (after taking into consideration the calculation mechanism provided under Chapter)	Bank Guarantee (BG) for Premature Termination of the Contract be provided by the bidder as per calculation given in Para (iii) of Chapter X. The exact amount will depend on the Service Fee quoted by the L1 bidder. The details will be provided to the bidder who is awarded the contract, at the time of signing of Agreement.
63.	CHAPTER-X		Can any changes be made to the BG format if required by the issuing bank?	No
64.	CHAPTER-XI: Para (vi) 34	No outsourcing/No sub-contracting of CPV services by SP on commission or royalty or on any other basis.	Will courier services, cleaning services, security services through external parties be considered as outsourcing?	For SMS, courier, security and cleaning services, SP can engage reputed companies registered in the country. Other areas mentioned in the scope of work as per Chapter VII of the RFP can't be outsourced.
65.	CHAPTER-XI: Para (vi) 18	Overall Turnaround time at the ICAC – The SP agrees to ensure that the overall processing time for a CPV Service at the ICAC shall not exceed 30 minutes from the	30 min of total TAT is too stringent for application submission including biometric enrolment and Application Facilitating Services. It is suggested that this be modified to make it more reasonable.	In all cases, Turn Around Time shall not exceed 30 minutes from the time of token generation till the time of generation of submission receipt for the applicant. 30-minute Turn Around Time is a standard

		time of entry into ICAC (token generation) to the time of generation of submission receipt for the applicant. Clear audit trails of these times shall be made available to the Mission/Post(s) concerned on a daily basis		requirement and cannot be changed. Marks will be awarded as per technical evaluation criteria (Annexure-J) based on the solution/explanation provided by the bidder to ensure the prescribed turnaround time of 30 minutes.
66.	CHAPTER-XI: Para (vi) 18		Please clarify if turn around time will be only for submitting the application and separate time will be allotted for form filling, photocopy, and photographs services.	30-minute turnaround time is a standard requirement for application processing, which includes form filling, capturing photographs and providing photocopies as well.
67.	CHAPTER-XI: Para (vi) 10	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 AED 3500 whichever is higher, in each such case. Kindly clarify.	The penalties up to AED 3500 will be imposed on SP for each violation in this category.
68.	CHAPTER-XI: Para (vi) 46	The SP agrees to submit the requisite monthly certification that it does not hold any personal records of applicants beyond the stated limit.	Please advise purging policy for Personal data for the applicant.	These details will be provided to the bidder, who is awarded the contract, at the time of signing of Agreement.
69.	CHAPTER-XV: Para B (II) (b)	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by	For the sake of transparency, will the Mission also provide the scores provided to the bidder for each of the respective items in the technical bid?	The total cumulative marks obtained by the bidders at the technical bid stage will be communicated to the respective bidders only.

		email		
70.	CHAPTER-XVII		Provision for extension of the agreement	The agreement signed will be valid for three years from the date of signing the Agreement, without further extension.
71.	General Query		Can the SP provide any optional services, like Premium Lounge to the applicants at a marginal additional fee and other value added services	There are no Optional Services under the Scope of work. SP shall not indulge in providing any service other than the deliverables included in the RFP. Bidders may quote their bid taking this into consideration.
72.	General Query		Please provide the increased % of diaspora count YOY.	Statistics of Indian passport holders nationals in UAE: Year 2021 – 35,54,274 Year 2023 – 38,90,953
73.	General Query		Commercial viability of the L1 bidder and award of the Contract	Please refer to Chapter XV, Para B. Stage-2 Point II (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.”
74.	General Query		Responsibility of handling applications during the transition period	There shall be no period of overlap between the existing service providers and the new service provider.
75.	General Query		Backlog of Services from the incumbent service provider	There would be no transfer of applications between the existing and the new SP. The existing SP will complete the services for all the applications received by it.
76.	General Query		Average number of pages per	Each passport application: 8-10 pages

			application to be digitized	Each visa application: 5-8 pages Each attestation: Depends on the document submitted by the applicant
77.	General Query		a) Kindly advise how many originals and copies of technical bids are required. b) Can the Bid docs be signed by DSC or physical signatures are required?	One copy of the technical bid should be original and FOUR copies could be in duplicate. A soft-copy of the technical bid in searchable format should also be submitted. Physical signatures are required.
78.	General Query		To complete the umbrella of India Visa services, can the SP provide form-filling assistance to applicants for submitting e-Visa through the same website?	e-Visa is not envisaged to be part of the project. SP shall not be involved in e-Visa processing in any manner.
79.	General Query		Which consular services will require biometric enrolment?	Biometrics readiness is required for all services viz. passport, visa, consular, OCI, GEP, etc. Further the biometrics requirements have already been specified in the RFP for various services.
80.	General Query		Is there an expected volume/% of applicants known to use the FF service today?	Number of applicants, who avail form filling services at ICACs, varies depending on the centre and the type of service. For example, it is estimated that more than 90% applicants currently avail form filling for passport related services in ICAC Al Ain.

Month-wise Centre-wise CPV applications received from January 2022 to December 2024

Note: The number of CPV applications ‘received’ will be different from the CPV services ‘provided’ mentioned in Chapter-I Para 9 of the RFP due to the time-lag in issue of passports, visas, OCI etc in some cases.

Al Reem, Abu Dhabi					
Month	Passport	Visa	EC	Attestation	Total
Jan/2022	3156	38	10	1723	4927
Feb/2022	3539	72	9	2108	5728
Mar/2022	4221	92	14	2398	6725
Apr/2022	2996	69	5	2242	5312
May/2022	3536	69	7	1615	5227
Jun/2022	3908	171	14	2116	6209
Jul/2022	2873	185	14	1792	4864
Aug/2022	3318	168	7	2404	5897
Sep/2022	3145	121	7	2121	5394
Oct/2022	3166	67	6	1851	5090
Nov/2022	3451	90	13	2039	5593
Dec/2022	3318	82	9	1802	5211
Jan/2023	3551	107	364	1862	5884
Feb/2023	3322	85	13	1824	5244
Mar/2023	3654	66	7	2562	6289
Apr/2023	2557	64	9	1822	4452

May/2023	4073	53	8	2337	6471
Jun/2023	3152	32	13	2396	5593
Jul/2023	3161	60	19	2214	5454
Aug/2023	3386	65	8	2257	5716
Sep/2023	2680	41	9	1924	4654
Oct/2023	2678	45	9	1875	4607
Nov/2023	2565	112	14	1758	4449
Dec/2023	2629	55	13	1490	4187
Jan/2024	3395	67	17	1521	5000
Feb/2024	3654	65	17	1535	5271
Mar/2024	3575	42	14	1848	5479
Apr/2024	2955	31	15	1719	4720
May/2024	4704	51	12	1749	6516
Jun/2024	3921	69	18	1890	5898
Jul/2024	4372	72	21	1947	6412
Aug/2024	3740	50	21	1637	5448
Sep/2024	4568	42	62	1836	6508
Oct/2024	4785	50	86	1834	6755
Nov/2024	4768	66	33	1781	6648
Dec/2024	3704	43	41	1771	5559
Al Ain					
Month	Passport	Visa	EC	Total	

Jan/2022	700	16	0	716
Feb/2022	728	46	3	777
Mar/2022	930	27	2	959
Apr/2022	692	28	2	722
May/2022	867	15	4	886
Jun/2022	949	56	4	1009
Jul/2022	694	47	3	744
Aug/2022	828	39	4	871
Sep/2022	773	37	3	813
Oct/2022	695	41	1	737
Nov/2022	841	37	2	880
Dec/2022	951	23	4	978
Jan/2023	1066	23	4	1093
Feb/2023	956	12	10	978
Mar/2023	1055	22	3	1080
Apr/2023	707	10	2	719
May/2023	989	34	3	1026
Jun/2023	821	23	1	845
Jul/2023	874	44	0	918
Aug/2023	1010	44	2	1056
Sep/2023	838	32	2	872
Oct/2023	839	43	0	882

Nov/2023	863	47	0	910
Dec/2023	756	24	0	780
Jan/2024	950	26	3	979
Feb/2024	967	19	2	988
Mar/2024	890	22	6	918
Apr/2024	787	23	6	816
May/2024	1137	61	2	1200
Jun/2024	971	24	3	998
Jul/2024	1088	52	2	1142
Aug/2024	986	43	0	1029
Sep/2024	991	36	13	1040
Oct/2024	944	18	32	994
Nov/2024	978	23	5	1006
Dec/2024	967	17	3	987
Musaffah				
Month	Passport	Visa	EC	Total
Jan/2022	996	0	3	999
Feb/2022	1098	0	2	1100
Mar/2022	1240	0	3	1243
Apr/2022	1049	0	3	1052
May/2022	1123	0	1	1124
Jun/2022	1373	0	4	1377

Jul/2022	1145	0	2	1147
Aug/2022	1400	0	5	1405
Sep/2022	1388	0	4	1392
Oct/2022	1160	0	4	1164
Nov/2022	1238	0	3	1241
Dec/2022	1154	0	2	1156
Jan/2023	1376	0	5	1381
Feb/2023	1305	0	4	1309
Mar/2023	1360	0	5	1365
Apr/2023	996	0	3	999
May/2023	1590	0	3	1593
Jun/2023	1184	0	1	1185
Jul/2023	1419	0	3	1422
Aug/2023	1221	0	5	1226
Sep/2023	992	0	5	997
Oct/2023	894	0	3	897
Nov/2023	967	0	3	970
Dec/2023	905	0	1	906
Jan/2024	1136	0	4	1140
Feb/2024	1277	0	3	1280
Mar/2024	1229	0	3	1232
Apr/2024	1282	0	2	1284

May/2024	1870	0	3	1873
Jun/2024	1677	0	2	1679
Jul/2024	1939	0	2	1941
Aug/2024	1667	0	5	1672
Sep/2024	1757	0	11	1768
Oct/2024	2422	0	22	2444
Nov/2024	2695	0	5	2700
Dec/2024	2609	0	12	2621
Ruwais				
Month	Passport	Visa	EC	Total
Jan/2022	0	0	0	0
Feb/2022	0	0	0	0
Mar/2022	0	0	0	0
Apr/2022	0	0	0	0
May/2022	0	0	0	0
Jun/2022	0	0	0	0
Jul/2022	0	0	0	0
Aug/2022	47	0	0	47
Sep/2022	47	0	0	47
Oct/2022	50	0	0	50
Nov/2022	40	0	0	40
Dec/2022	45	0	0	45

Jan/2023	53	0	0	53
Feb/2023	53	0	0	53
Mar/2023	49	0	0	49
Apr/2023	61	0	0	61
May/2023	45	0	0	45
Jun/2023	51	0	0	51
Jul/2023	30	0	0	30
Aug/2023	35	0	0	35
Sep/2023	44	0	0	44
Oct/2023	66	0	0	66
Nov/2023	75	0	0	75
Dec/2023	62	0	0	62
Jan/2024	80	0	0	80
Feb/2024	78	0	0	78
Mar/2024	55	0	0	55
Apr/2024	73	0	0	73
May/2024	80	0	0	80
Jun/2024	72	0	0	72
Jul/2024	71	0	0	71
Aug/2024	86	0	0	86
Sep/2024	97	0	0	97
Oct/2024	0	0	0	0

Nov/2024	188	0	0	188
Dec/2024	96	0	0	96
Premium Lounge Abu Dhabi				
Month	Passport	Visa	EC	Total
Jan/2022	800	35	0	835
Feb/2022	765	84	0	849
Mar/2022	929	185	0	1114
Apr/2022	972	199	0	1171
May/2022	1259	236	0	1495
Jun/2022	1346	234	0	1580
Jul/2022	937	179	0	1116
Aug/2022	782	150	0	932
Sep/2022	798	140	1	939
Oct/2022	1079	251	0	1330
Nov/2022	1218	254	0	1472
Dec/2022	1332	145	0	1477
Jan/2023	1564	161	0	1725
Feb/2023	1758	155	0	1913
Mar/2023	1981	110	0	2091
Apr/2023	1741	126	1	1868
May/2023	2013	169	1	2183
Jun/2023	1703	155	3	1861

Jul/2023	1603	182	1	1786	
Aug/2023	1266	176	1	1443	
Sep/2023	1279	102	0	1381	
Oct/2023	1707	193	1	1901	
Nov/2023	1891	167	0	2058	
Dec/2023	1881	108	1	1990	
Jan/2024	2066	152	1	2219	
Feb/2024	1989	138	0	2127	
Mar/2024	2030	91	2	2123	
Apr/2024	1949	92	0	2041	
May/2024	2086	145	1	2232	
Jun/2024	1363	144	0	1507	
Jul/2024	1558	176	2	1736	
Aug/2024	1228	152	1	1381	
Sep/2024	639	123	0	762	
Oct/2024	655	142	0	797	
Nov/2024	833	177	0	1010	
Dec/2024	571	137	0	708	
Al Khaleej Center, Dubai					
Month	Passport	Visa	EC	Attestation	Total
Jan/2022	4984	81	129	8253	13447
Feb/2022	5892	93	112	9089	15186

Mar/2022	6311	138	175	10576	17200
Apr/2022	5033	150	201	8830	14214
May/2022	6392	130	155	8808	15485
Jun/2022	6991	170	179	10676	18016
Jul/2022	5453	147	194	8162	13956
Aug/2022	6517	153	270	9836	16776
Sep/2022	5871	170	185	9319	15545
Oct/2022	5591	166	177	8648	14582
Nov/2022	5630	159	175	9593	15557
Dec/2022	5090	133	134	8883	14240
Jan/2023	6227	133	156	9380	15896
Feb/2023	5834	89	122	8518	14563
Mar/2023	5889	92	131	10786	16898
Apr/2023	4565	83	109	8958	13715
May/2023	8391	131	120	11000	19642
Jun/2023	7738	543	123	9192	17596
Jul/2023	7350	105	136	9230	16821
Aug/2023	5746	119	138	9672	15675
Sep/2023	5287	95	144	8325	13851
Oct/2023	6057	120	147	8384	14708
Nov/2023	5485	119	130	8385	14119
Dec/2023	5820	95	119	8222	14256

Jan/2024	7728	109	138	8420	16395
Feb/2024	7653	107	114	8626	16500
Mar/2024	6650	80	97	8321	15148
Apr/2024	6064	70	86	8413	14633
May/2024	9082	92	138	10897	20209
Jun/2024	8159	90	125	9120	17494
Jul/2024	8990	114	156	9895	19155
Aug/2024	7690	85	119	8925	16819
Sep/2024	8328	102	48	8977	17455
Oct/2024	8637	119	26	9155	17937
Nov/2024	8801	133	34	9002	17970
Dec/2024	8173	118	39	8887	17217
Deira, Dubai					
Month	Passport	Visa	EC	Total	
Jan/2022	1908	13	5	1926	
Feb/2022	1928	37	12	1977	
Mar/2022	2192	33	17	2242	
Apr/2022	1810	31	21	1862	
May/2022	2114	14	15	2143	
Jun/2022	2450	28	12	2490	
Jul/2022	1868	13	15	1896	
Aug/2022	2127	11	21	2159	

Sep/2022	1985	11	16	2012
Oct/2022	1881	29	12	1922
Nov/2022	1973	17	6	1996
Dec/2022	1928	19	7	1954
Jan/2023	2215	31	5	2251
Feb/2023	1920	18	3	1941
Mar/2023	1938	17	3	1958
Apr/2023	1353	5	3	1361
May/2023	2587	9	6	2602
Jun/2023	1713	11	1	1725
Jul/2023	1999	9	6	2014
Aug/2023	2022	6	7	2035
Sep/2023	1534	15	6	1555
Oct/2023	1686	22	7	1715
Nov/2023	1642	10	6	1658
Dec/2023	1712	29	2	1743
Jan/2024	2683	21	9	2713
Feb/2024	2186	23	2	2211
Mar/2024	1914	8	4	1926
Apr/2024	1520	11	4	1535
May/2024	2893	31	9	2933
Jun/2024	2129	29	3	2161

Jul/2024	2473	52	8	2533
Aug/2024	2379	31	2	2412
Sep/2024	2890	44	0	2934
Oct/2024	3154	39	0	3193
Nov/2024	3336	33	1	3370
Dec/2024	3159	45	1	3205
KMCC, Dubai				
Month	Passport	Visa	EC	Total
Jan/2022	541	0	1	542
Feb/2022	542	0	0	542
Mar/2022	614	0	0	614
Apr/2022	444	0	0	444
May/2022	548	0	1	549
Jun/2022	740	0	3	743
Jul/2022	616	0	1	617
Aug/2022	710	0	1	711
Sep/2022	699	0	1	700
Oct/2022	652	0	1	653
Nov/2022	662	0	0	662
Dec/2022	626	0	0	626
Jan/2023	683	0	0	683
Feb/2023	642	0	0	642

Mar/2023	682	0	0	682
Apr/2023	507	0	0	507
May/2023	701	0	1	702
Jun/2023	512	0	0	512
Jul/2023	629	0	0	629
Aug/2023	692	0	0	692
Sep/2023	631	0	0	631
Oct/2023	667	0	1	668
Nov/2023	645	0	0	645
Dec/2023	577	0	0	577
Jan/2024	624	0	0	624
Feb/2024	589	0	0	589
Mar/2024	485	0	0	485
Apr/2024	468	0	0	468
May/2024	696	0	0	696
Jun/2024	562	0	0	562
Jul/2024	654	0	0	654
Aug/2024	545	0	0	545
Sep/2024	594	0	0	594
Oct/2024	668	0	0	668
Nov/2024	756	0	0	756
Dec/2024	668	0	0	668

Premium Lounge, Dubai				
Month	Passport	Visa	EC	Total
Jan/2022	4779	229	1	5009
Feb/2022	5391	429	0	5820
Mar/2022	5668	807	3	6478
Apr/2022	4560	631	0	5191
May/2022	4660	596	0	5256
Jun/2022	5977	807	1	6785
Jul/2022	4651	677	2	5330
Aug/2022	4705	832	2	5539
Sep/2022	4450	895	3	5348
Oct/2022	4990	1023	3	6016
Nov/2022	5365	1311	7	6683
Dec/2022	6168	627	4	6799
Jan/2023	6973	753	10	7736
Feb/2023	7763	669	7	8439
Mar/2023	8729	614	12	9355
Apr/2023	6595	399	3	6997
May/2023	6020	642	2	6664
Jun/2023	5103	566	2	5671
Jul/2023	5737	623	9	6369
Aug/2023	5891	673	8	6572

Sep/2023	5524	728	7	6259
Oct/2023	5563	822	6	6391
Nov/2023	5703	929	16	6648
Dec/2023	5167	620	26	5813
Jan/2024	4237	823	2	5062
Feb/2024	4922	668	0	5590
Mar/2024	5596	469	2	6067
Apr/2024	4062	403	5	4470
May/2024	5676	623	4	6303
Jun/2024	5151	535	5	5691
Jul/2024	5212	599	5	5816
Aug/2024	4337	626	7	4970
Sep/2024	3677	647	0	4324
Oct/2024	3625	793	0	4418
Nov/2024	3855	960	0	4815
Dec/2024	3911	661	0	4572
Ajman				
Month	Passport	Visa	EC	Total
Jan/2022	573	0	5	578
Feb/2022	538	0	6	544
Mar/2022	592	1	8	601
Apr/2022	485	0	7	492

May/2022	553	1	14	568
Jun/2022	733	0	13	746
Jul/2022	568	1	8	577
Aug/2022	640	22	15	677
Sep/2022	603	17	9	629
Oct/2022	573	24	11	608
Nov/2022	591	35	14	640
Dec/2022	519	25	13	557
Jan/2023	592	16	8	616
Feb/2023	558	22	5	585
Mar/2023	585	12	5	602
Apr/2023	398	14	4	416
May/2023	581	30	7	618
Jun/2023	458	39	12	509
Jul/2023	538	39	7	584
Aug/2023	556	38	8	602
Sep/2023	506	29	8	543
Oct/2023	537	22	5	564
Nov/2023	522	28	6	556
Dec/2023	498	30	5	533
Jan/2024	553	19	5	577
Feb/2024	538	27	5	570

Mar/2024	442	15	6	463
Apr/2024	428	23	10	461
May/2024	676	31	15	722
Jun/2024	558	38	6	602
Jul/2024	658	39	16	713
Aug/2024	494	49	8	551
Sep/2024	515	33	0	548
Oct/2024	656	5	0	661
Nov/2024	735	5	0	740
Dec/2024	678	18	0	696
Fujairah				
Month	Passport	Visa	EC	Total
Jan/2022	362	6	0	368
Feb/2022	327	21	0	348
Mar/2022	457	9	1	467
Apr/2022	412	13	0	425
May/2022	464	20	0	484
Jun/2022	623	25	0	648
Jul/2022	427	24	0	451
Aug/2022	565	18	1	584
Sep/2022	438	24	1	463
Oct/2022	418	15	1	434

Nov/2022	477	15	0	492
Dec/2022	513	21	1	535
Jan/2023	550	10	1	561
Feb/2023	473	15	1	489
Mar/2023	507	7	0	514
Apr/2023	355	0	1	356
May/2023	589	6	2	597
Jun/2023	424	16	1	441
Jul/2023	481	20	1	502
Aug/2023	483	16	1	500
Sep/2023	364	9	1	374
Oct/2023	415	10	0	425
Nov/2023	464	15	1	480
Dec/2023	416	8	1	425
Jan/2024	486	7	1	494
Feb/2024	453	18	1	472
Mar/2024	409	3	1	413
Apr/2024	371	6	0	377
May/2024	597	8	3	608
Jun/2024	505	8	0	513
Jul/2024	544	11	3	558
Aug/2024	451	6	2	459

Sep/2024	467	11	1	479
Oct/2024	617	11	0	628
Nov/2024	652	1	1	654
Dec/2024	569	0	2	571
Kalba				
Month	Passport	Visa	EC	Total
Jan/2022	163	0	1	164
Feb/2022	75	0	0	75
Mar/2022	184	0	0	184
Apr/2022	172	1	0	173
May/2022	177	5	0	182
Jun/2022	240	14	1	255
Jul/2022	151	35	1	187
Aug/2022	138	9	0	147
Sep/2022	108	13	0	121
Oct/2022	95	4	0	99
Nov/2022	137	2	0	139
Dec/2022	146	4	0	150
Jan/2023	226	6	0	232
Feb/2023	391	4	0	395
Mar/2023	411	10	0	421
Apr/2023	303	2	0	305

May/2023	464	9	0	473
Jun/2023	360	22	0	382
Jul/2023	335	1	0	336
Aug/2023	250	2	0	252
Sep/2023	209	6	0	215
Oct/2023	256	10	1	267
Nov/2023	284	3	1	288
Dec/2023	318	10	0	328
Jan/2024	402	1	0	403
Feb/2024	207	2	0	209
Mar/2024	356	1	0	357
Apr/2024	256	1	0	257
May/2024	535	4	1	540
Jun/2024	396	13	0	409
Jul/2024	529	17	1	547
Aug/2024	421	7	0	428
Sep/2024	388	4	0	392
Oct/2024	481	1	1	483
Nov/2024	250	1	0	251
Dec/2024	298	1	0	299
Khorffakkan				
Month	Passport	Visa	EC	Total

Jan/2022	136	0	0	136
Feb/2022	226	0	0	226
Mar/2022	169	0	0	169
Apr/2022	136	1	0	137
May/2022	197	6	0	203
Jun/2022	273	11	0	284
Jul/2022	179	3	0	182
Aug/2022	141	0	0	141
Sep/2022	148	2	1	151
Oct/2022	141	3	0	144
Nov/2022	142	2	0	144
Dec/2022	188	1	0	189
Jan/2023	206	0	0	206
Feb/2023	343	0	0	343
Mar/2023	411	2	0	413
Apr/2023	296	5	0	301
May/2023	412	1	0	413
Jun/2023	423	0	0	423
Jul/2023	424	24	0	448
Aug/2023	272	8	0	280
Sep/2023	228	6	0	234
Oct/2023	268	9	0	277

Nov/2023	268	13	0	281
Dec/2023	265	5	0	270
Jan/2024	372	3	0	375
Feb/2024	466	0	0	466
Mar/2024	408	3	1	412
Apr/2024	361	3	0	364
May/2024	482	0	0	482
Jun/2024	387	1	2	390
Jul/2024	463	0	3	466
Aug/2024	382	0	0	382
Sep/2024	372	0	0	372
Oct/2024	537	1	0	538
Nov/2024	628	4	0	632
Dec/2024	345	24	0	369
Main Center, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan/2022	393	0	0	393
Feb/2022	407	0	2	409
Mar/2022	459	0	0	459
Apr/2022	333	0	0	333
May/2022	410	0	0	410
Jun/2022	529	0	0	529

Jul/2022	429	0	1	430
Aug/2022	401	0	0	401
Sep/2022	325	0	3	328
Oct/2022	399	0	1	400
Nov/2022	442	0	0	442
Dec/2022	366	3	0	369
Jan/2023	459	0	1	460
Feb/2023	418	0	0	418
Mar/2023	443	0	0	443
Apr/2023	323	0	0	323
May/2023	467	0	0	467
Jun/2023	404	0	0	404
Jul/2023	436	0	0	436
Aug/2023	467	0	2	469
Sep/2023	433	0	0	433
Oct/2023	441	0	1	442
Nov/2023	445	0	0	445
Dec/2023	407	0	0	407
Jan/2024	491	0	0	491
Feb/2024	485	0	0	485
Mar/2024	424	0	0	424
Apr/2024	389	0	0	389

May/2024	577	0	0	577
Jun/2024	423	0	1	424
Jul/2024	546	0	0	546
Aug/2024	413	0	0	413
Sep/2024	427	0	0	427
Oct/2024	575	0	0	575
Nov/2024	615	0	0	615
Dec/2024	559	0	0	559
Indian Relief Committee, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan/2022	475	2	2	479
Feb/2022	465	2	3	470
Mar/2022	571	14	3	588
Apr/2022	479	16	1	496
May/2022	518	18	2	538
Jun/2022	609	40	1	650
Jul/2022	466	27	0	493
Aug/2022	552	25	2	579
Sep/2022	488	22	1	511
Oct/2022	466	19	0	485
Nov/2022	470	19	2	491
Dec/2022	428	11	0	439

Jan/2023	483	12	0	495
Feb/2023	474	17	1	492
Mar/2023	494	10	1	505
Apr/2023	340	10	0	350
May/2023	516	12	6	534
Jun/2023	433	32	4	469
Jul/2023	473	24	1	498
Aug/2023	486	20	0	506
Sep/2023	443	22	2	467
Oct/2023	465	5	2	472
Nov/2023	465	11	0	476
Dec/2023	413	12	0	425
Jan/2024	498	12	2	512
Feb/2024	488	16	0	504
Mar/2024	426	6	0	432
Apr/2024	412	16	3	431
May/2024	593	24	2	619
Jun/2024	521	34	5	560
Jul/2024	635	33	3	671
Aug/2024	454	15	2	471
Sep/2024	529	32	0	561
Oct/2024	669	29	1	699

Nov/2024	688	25	0	713
Dec/2024	680	14	1	695
Main Center, Sharjah				
Month	Passport	Visa	EC	Total
Jan/2022	2860	37	29	2926
Feb/2022	3456	44	39	3539
Mar/2022	3851	68	38	3957
Apr/2022	3792	72	32	3896
May/2022	4516	125	38	4679
Jun/2022	5188	172	72	5432
Jul/2022	3880	169	70	4119
Aug/2022	4595	130	152	4877
Sep/2022	3993	113	135	4241
Oct/2022	3991	116	137	4244
Nov/2022	3880	119	132	4131
Dec/2022	3630	97	104	3831
Jan/2023	4186	100	104	4390
Feb/2023	3822	81	63	3966
Mar/2023	4477	77	114	4668
Apr/2023	3557	94	68	3719
May/2023	5712	147	96	5955
Jun/2023	3841	189	86	4116

Jul/2023	4014	176	99	4289
Aug/2023	4033	166	120	4319
Sep/2023	3608	129	98	3835
Oct/2023	3587	120	119	3826
Nov/2023	3452	172	94	3718
Dec/2023	3348	119	73	3540
Jan/2024	4963	163	117	5243
Feb/2024	4719	121	108	4948
Mar/2024	4231	89	94	4414
Apr/2024	3489	69	41	3599
May/2024	5835	122	76	6033
Jun/2024	4708	129	76	4913
Jul/2024	5473	148	88	5709
Aug/2024	4861	130	30	5021
Sep/2024	5076	126	13	5215
Oct/2024	5901	63	11	5975
Nov/2024	6170	94	15	6279
Dec/2024	5797	111	8	5916
Indian Association, Sharjah				
Month	Passport	Visa	EC	Total
Jan/2022	700	0	16	716
Feb/2022	540	0	14	554

Mar/2022	638	0	22	660
Apr/2022	523	0	14	537
May/2022	727	0	22	749
Jun/2022	765	0	21	786
Jul/2022	616	0	23	639
Aug/2022	670	0	27	697
Sep/2022	623	0	25	648
Oct/2022	637	0	26	663
Nov/2022	720	0	16	736
Dec/2022	626	0	18	644
Jan/2023	688	0	19	707
Feb/2023	632	1	13	646
Mar/2023	709	0	22	731
Apr/2023	499	0	14	513
May/2023	748	0	22	770
Jun/2023	581	0	10	591
Jul/2023	636	0	12	648
Aug/2023	680	0	21	701
Sep/2023	603	0	10	613
Oct/2023	665	0	25	690
Nov/2023	637	0	17	654
Dec/2023	562	0	27	589

Jan/2024	677	0	23	700
Feb/2024	642	0	17	659
Mar/2024	554	0	16	570
Apr/2024	447	0	15	462
May/2024	776	0	28	804
Jun/2024	785	0	21	806
Jul/2024	787	0	31	818
Aug/2024	656	0	25	681
Sep/2024	633	0	0	633
Oct/2024	697	0	0	697
Nov/2024	774	0	0	774
Dec/2024	729	0	0	729
Umm Al Quwain				
Month	Passport	Visa	EC	Total
Jan/2022	340	0	1	341
Feb/2022	332	0	1	333
Mar/2022	402	0	2	404
Apr/2022	395	0	0	395
May/2022	450	0	0	450
Jun/2022	573	0	1	574
Jul/2022	432	0	1	433
Aug/2022	512	0	0	512

Sep/2022	430	0	2	432
Oct/2022	459	1	0	460
Nov/2022	458	0	1	459
Dec/2022	416	0	1	417
Jan/2023	433	0	0	433
Feb/2023	433	0	1	434
Mar/2023	479	1	0	480
Apr/2023	356	0	0	356
May/2023	535	0	5	540
Jun/2023	419	0	0	419
Jul/2023	483	0	0	483
Aug/2023	480	0	1	481
Sep/2023	431	0	0	431
Oct/2023	439	0	0	439
Nov/2023	446	0	1	447
Dec/2023	433	0	0	433
Jan/2024	511	0	1	512
Feb/2024	494	0	0	494
Mar/2024	419	0	1	420
Apr/2024	404	0	0	404
May/2024	561	0	0	561
Jun/2024	475	0	2	477

Jul/2024	574	0	2	576
Aug/2024	447	0	0	447
Sep/2024	481	0	0	481
Oct/2024	656	0	0	656
Nov/2024	700	0	0	700
Dec/2024	657	0	0	657

Note: From 2022-2024, OCI applications were directly collected at the Embassy and Consulate premises. However, in the RFP these applications will be collected at the ICACs.

OCI			
Month	Abu Dhabi	Dubai	Total
Jan/2022	16	39	55
Feb/2022	10	21	31
Mar/2022	6	60	66
Apr/2022	10	42	52
May/2022	12	40	52
Jun/2022	12	52	64
Jul/2022	14	17	31
Aug/2022	18	40	58
Sep/2022	6	27	33
Oct/2022	8	18	26
Nov/2022	12	41	53

Dec/2022	10	42	52
Jan/2023	15	33	48
Feb/2023	15	29	44
Mar/2023	14	48	62
Apr/2023	10	45	55
May/2023	15	33	48
Jun/2023	7	52	59
Jul/2023	8	24	32
Aug/2023	4	57	61
Sep/2023	13	43	56
Oct/2023	6	38	44
Nov/2023	8	43	51
Dec/2023	1	70	71
Jan/2024	24	62	86
Feb/2024	6	45	51
Mar/2024	8	23	31
Apr/2024	10	49	59
May/2024	20	87	107
Jun/2024	8	94	102
Jul/2024	4	90	94
Aug/2024	20	7	27
Sep/2024	7	134	141

Oct/2024	12	82	94
Nov/2024	4	108	112
Dec/2024	9	79	88

Accounts details of Embassy of India, Abu Dhabi

Account Name	Embassy of India
Account No.	90020200000025
IBAN No.	AE880110090020200000025
Branch	ABUDHABI
Swift	BARBAEADADH
Bank Name	Bank of Baroda
Address	Hamdan Street, Abu Dhabi

Centre-wise services proposed for 14 ICACs in the UAE

S. No	Location of ICAC	Services to be delivered
1.	Dubai (Bur Dubai)	Passport, visa, OCI, attestation and Miscellaneous services
2.	Dubai (JLT/Marina)	Passport, visa, OCI and Miscellaneous services
3.	Sharjah (Al Majaz)	Passport, visa, OCI and Miscellaneous services
4.	Ajman (Al Jerf)	Passport, visa, OCI and Miscellaneous services
5.	Fujairah	Passport, visa, OCI and Miscellaneous services
6.	Umm Al Quwain	Passport, visa, OCI and Miscellaneous services
7.	Khor Fakkan (Corniche/Subara)	Passport, visa, OCI and Miscellaneous services
8.	Kalba	Passport, visa, OCI and Miscellaneous services
9.	Ras Al Khaimah (Nakheel/Khujan/Mareed)	Passport, visa, OCI and Miscellaneous services
10.	Abu Dhabi (Khalidiya)	Passport, attestation and Miscellaneous services
11.	Abu Dhabi (Al Reem)	Passport, visa, OCI and Miscellaneous services

12.	Abu Dhabi (Musaffa)	Passport and Miscellaneous services
13.	Al Ain	Passport, visa, OCI and Miscellaneous services
14.	Gayathi	Passport, visa, OCI and Miscellaneous services

Details of Consular Camps in the UAE for providing CPV services

Emirate	Frequency of Consular Camp	Man Power and Logistic requirement from OSP	Expected number of applications from each camp	
			Attestation	Passports
Ajman	Fortnightly	1 staff, 1 computer, 1 printer	80	
Al Ain, Abu Dhabi	Weekly	1 staff, 1 computer, 1 printer	50	
Dibba	Monthly	No presence of OSP needed (Collected applications would be handed over to the OSP next day)	30	
Fujairah	Monthly	No presence of OSP needed (Collected applications would be handed over to the OSP next day)	20	
Ghyathi/ Ruwais	Monthly	No presence of OSP needed (Collected applications would be handed over to the OSP next day)	30	
Kalba	Monthly	No presence of OSP needed (Collected applications would be handed over to the OSP next day)	30	
Khorfakkan	Monthly	No presence of OSP needed (Collected applications would be handed over to the OSP next day)	20	
Madinet Zayed, Abu Dhabi	Monthly	4 staff, 4 computer, 2 printer	20	100
Ras Al Khaimah	Monthly	No presence of OSP needed (Collected applications would be handed over to the OSP next day)	20	
Sharjah	Weekly	2 staff, 1 Computer, 1 printer	200	
Umm Al Quwain	Fortnightly	No presence of OSP needed (Collected applications would be handed over to the OSP next day)	30	

Note: This is only an indicative requirement. Embassy/ Consulate may increase the frequency or conduct more camps or increase the number of applications based on requirement.