

Pre-Bid Questionnaire from an outsourcing firm in Thailand

Question 1: With reference to the size of office premises there is no specific dimensions mentioned as to what should be the size of the office IVAC in Bangkok. Request details on the specifications of the IVAC size and number of employees.

Comments :275-325 SQM

No. of Staff 18-22

Question 2 : Would the bidder require to quote separate service fees for Visa/Passport/Consular services?

Comments : No

Question 3: If the Service fee is different for Visa/Passport/Consular services. How would the 80:20 formulae be calculated?

Comments : N/A

Question 4: Certain value added services are below the prevailing market prices e.g.Photograph. How does the embassy expect to provide services below the market prices?

Comments :Value added services are as per prevailing market price.

Question 5: With reference to acceptance of Service Fee to accept all modes of payment including credit and debit card payments. It has been experienced that acceptance of credit cards leads to fraudulent transactions.We suggest that cash be accepted as the only mode of transaction.

Comments :Such services are widely used in almost every business activities, hence can be used in this case also.

Question 6: Across all countries there is a huge requirement for express visa's. This is communicated by the customers itself. Such services need to be approved at the time of the tendering process. Will Express visa's be serviced by the partner. If not why?

Comments :Partner may charge Baht 50/- per application. We already enforced Tatkal charges for passport and Embassy will charge separate fee for express services for Visa, which will be circulated separately.

Question 7: Quite a few high profile customers walk in at the IVAC for biometric enrollment. Such applicants need special treatment and services. Will Mobile biometrics be allowed?

Comments : No.

Question 8: Can alternative locations close to the mentioned locations be suggested if they are more convenient?

Comments :The location should be accessible to public and should be within proximity of Embassy.

Question 9 : What will be the servicing hours?

Comments :**Application submission : 0830 hrs to 1400 hrs, Collection time : 1630 hrs to 1730hrs.**

Question 10: With reference to the issuance of Passports it is mentioned that the Service Provider will be required to switch to PSP platform for Passport services whenever a decision is made in this regard. We would like to know what is PSP platform, what is the timeframe to switch to this platform. Is there any IT infrastructure and additional costs involved to switch to this platform?

Comments :**The service provider will be intimated well in advance for implementation of PSP Platform.**

For switching to this platform, no additional IT infra-structure cost will be involved.

Question 11: There is no mention of SMS services. Will that be a part of value added services?

Comments :Information on status of application, including dispatch of documents (in case of visa) or as per the services outsourced must be updated on a real time basis on Service Provider's website/SMS system, as per the

agreed format, to facilitate tracking of applications and to facilitate people collecting their passports in person.

The Service Provider to provide 4 mandatory SMS updates for Postal/courier visa applications (i. receipt of application in the IVAC, ii. despatch of documents to the Mission/Post, iii. receipt of documents in the IVAC from Mission/Post and iv. despatch of documents by Courier/Post). In regard to applications received in person in the IVAC, only ii, iii and iv may be required. All these items of information should also be uploaded to the website tracking system on a real-time basis.

Question 12: As mentioned under Clause 9 E (Return of documents to applicants) it mentions that on receipt of the passports from the Mission/Post, the Service Provider should arrange delivery to the applicants in person or despatch them as approved. In no case should passports be sent by unregistered Post or by unverifiable means. Does this mean the documents need to be handed over only to applicants or sent by courier. Please clarify?

Comments: However, applicant can authorize any one by sending authorization letter with photo identity card, who is authorized to collect the passport(Indian/Foreign).

Question 13: Please provide details on bank guarantees?

Comments : US\$20,000. This guarantee amount shall be given in four pieces with 50%, 20%, 20% and 10% of the total value.

Question 14: What will be the RFP closing date and the pre bid meeting?

Comments :

Question 15: RFP is undated – the same is reqd since the validity of the same is 6 months.

Comments :

Question 16: In Mandatory Criteria Clause No V – it mention IV.5 there no such clause mentioned. Please clarify.

Comments : Query needs more elaboration.

Question 17: In clause No IX (a)(xv) – It mentions that 4 mandatory SMS update to be provided. Whereas in the VAS there is no SMS. Is it that the Service provider has to bear the cost ?

Comments : Yes.

Question 18: Mobile biometrics as mentioned in clause IX (12)(g)(vi) is optional services. The charges would be as per Service fees or avail of Camp services as per the prices fixed for the same. Would this be undertaken as a value added service? If yes will it be considered in the 80:20 calculation?

Comments :Not required.

Question 19: Mobile biometrics as mentioned in clause IX (12)(g)(vi) is optional services. The charges would be as per Service fees or avail of Camp services as per the prices fixed for the same. Would this be undertaken as a value added service or as a separate service? Will it be considered in the 80:20 calculation?

Comments : As per RFP

Question 20: As per clause X (g)(3) Bank Guarantee for Premature termination of Contract is fixed at THB 899100. Would this differ from provider to provider since the calculation of the same is Service fees x 180 x No of applications per day.

Comments : No

Question 21: As per clause X (g)(2) Bank Guarantee for Performance will be 2% of last CPV outsourced revenue or USD 20000. Please provide the exact amount of BG ?

Comments :