

**High Commission of India  
Wellington**

Responses to Questions received with regards to Request for Proposal (RFP) to  
provide CPV support services for HCI Wellington

S.No.	Paragraph and Page Number in RFP/ Relevant Area	Question	Mission's Response
1	Page 5, Section II, Point 3	<p>1. Please provide the month-wise breakup of application volume data of last 3 years for each of the 3 locations where the Mission intends to set up an IVAC. This will also help to ensure that the IVAC sizing and staffing specified in the RFP is commensurate with the anticipated application volumes at each of the 3 centres.</p> <p>2. Please provide month-wise data for Walk-ins, Postal and Travel agent applications received at all the centers, during the last 3 years.</p>	<p>As mentioned in the RFP, the North Island, especially Auckland, Wellington and Hamilton account for approximately 80-85% of the applications. Rest are from South Island.</p> <p>On an average 160+ applications come by courier every working day, and there are about 180-200 walk-ins per week. This number increases in the peak season. No figures are available for applications sent by travel agents.</p>
2	Page 37, Section C, point 2	<p>The requirement states that the IVAC sizes should be as follows:</p> <ol style="list-style-type: none"> <li>1. Wellington- 200 sq. m.</li> <li>2. Auckland- 200 sq. m.</li> <li>3. Christchurch- 200 sq. m.</li> </ol> <p>The area requirements are very high considering postal services are accepted by the Mission. Therefore, we request the Mission to revise these requirements and consider an area of 100 sq mts for the main VAC with the maximum count, and 40-60 sq mts in others.</p>	<p>The area requirements have been kept in view of the increasing population in all three centers. The present area in the Mission dedicated to providing consular/visa services exceeds 120 sq m, and the ingress of applicants is controlled. The proposed area has been calculated keeping in mind the number of counters and VAS to be provided. It may be noted that for Christchurch the area has been specified as 100 sq. m. only.</p>
3	Bid Security	1. The Mission has requested to deposit a bid security demand	1. This has been specified in view of the local conditions. This can be

		<p>draft of NZ\$70,000. We request the Mission to revise the currency to USD or Euro as these currencies are accepted by other Missions as well.</p> <p>2. The bid security has to be released in the name of the High Commission of India, Wellington. Please confirm if this is correct.</p>	<p>discussed at the conference.</p> <p>2. The bid security is to be in the name of the High Commission of India Wellington.</p>
4	Section XI, 14.a., point ix	<p>Scanning/uploading</p> <p>1. We request the Mission to clarify what this charge of scanning pertains to?</p> <p>2. If this is for eVisa applications, how many documents need to be uploaded in eVisa applications? Please give the count.</p>	<p>The charge pertains to scanning and uploading of each page and photograph.</p> <p>The list of documents required for any service is already available of our website or on the site for e-TV.</p>
5	Consular Jurisdictions	<p>We request the Authority to provide jurisdiction list of Mission/Posts within New Zealand.</p>	<p>The consular jurisdictions of HCI Wellington extends over New Zealand, Samoa and Niue.</p>
6	eTV applications	<p>Please provide month-wise volume of eTV applications received from each location/post since introduction of this service in New Zealand. We also request the Mission to specify how this will impact the volume of regular visa applications received at the centres.</p>	<p>The available information for 2016 is as below:</p> <p>Jan-907 Feb-869 Mar-867 Apr-586 May-441 Jun-586 Jul-666 Aug_ 826 Sept-1299</p> <p>No segregation as to the place of application is available. The regular visa volume is increasing despite the e-Visa as may be seen from the figures for the years 2014-2016 given in the Annexure.</p>
7	Biometrics	<p>1. What categories of applicants are required to give biometrics at the IVACs? Does this also depend on the type of visa?</p> <p>2. How will the Mission handle biometrics for each of the categories of applications, vis-à-vis travel agents, postal applications,</p>	<p>1 &amp; 2. At present only the walk-ins are expected to give biometrics. However, with the implementation of IVAC, all visa applicants are required to give biometrics.</p> <p>3.The exact date would be conveyed well before the date of</p>

		and walk-ins? 3. Will biometrics be implemented from day 1 of the commencement of IVAC operations?	commencement of operations of IVACs, in consultation with the Ministry
8	CONSPROM	Will CONSPROM be implemented from day 1 of commencement of IVAC operations?	The exact date of implementation of CONSPROM will be conveyed by the Ministry.
9	Calls and emails volume	Please provide the volume of calls and emails received from the applicants on a daily basis.	Each day more than 500 calls and 150 emails are received. This is an approximate number. Exact details of calls received for a specified period (maximum three months) can be provided if required.
10	Return courier charges for incomplete applications	Service provider should be allowed to return the applications that do not have all the mandatory documents in the postal package received after deducting the service provider fee and the return courier charges, since the courier company will charge for return courier service. Please confirm if our understanding is correct.	It is recommended that in the first instance the service provider send an email/SMS intimating the shortcomings in the applications. Only after a specified period the application may be returned. Courier charges are already included as part of VAS.
11	XVI. 20. II. ii.	Resource Plan mentioned for Auckland indicates at least 5 staff with one supervisor and two staff for Christchurch. This is in contradiction with the number of counters required provided under Point 4 of XV. 19. C. Operational Penalties Section. Please confirm the number of staff members required along with Senior executives across New Zealand. Annexure D III. Point 4 also has a different number.	Based on inputs from several parties, the requirement of staff has been revised as follows:  Auckland: Total 6 (six) including 4 (four) staff, 1 (one) Supervisor and 1 (one) Manager.  Wellington: Total 5 (five) including 1 (one) Supervisor and 4 (four) staff.  Christchurch: Total 2 (two) including 1 (one) Supervisor and 1 (one) staff.  Total staff required in New Zealand: 13 (thirteen)
12	XVI. 20. I. ii.	<i>The Service Fee expected to be quoted should be inclusive of VAT and local taxes.</i> Annexure C does not have a	In New Zealand, GST is charged, which is 15% of the invoice amount. The service provider

		provision to indicate the VAT and local taxes amount anywhere. One has to mention all tax related details only under Part III of Annexure C under point d. ( <i>Income Tax/Corporate Tax and other taxes as applicable. Please indicate the formula and working sheet showing the amounts of tax arrived at. Tax amounts which have already been included in Section- A should not be included again.</i> ) Hence a placeholder for VAT is required to mention the amount. Requesting guidance for the same.	needs to calculate the amount of Income/Corporate tax and any other taxes applicable.
13	Transportation Cost	Applications from Auckland and Christchurch are required to be sent to Wellington on daily basis. Can the applicants be charged for the courier cost over and above the service fee for these centers	Courier costs have been indicated as a separate item in the VAS
14	Security Guard	Considering that New Zealand is one of the safest places in the world, do we need a security guard at each location? Please advise.	The security guard is recommended for crowd control.
15	Section VIII, Point 11 C, Page 12	VAT, other local taxes, and UNCPI values are missing from the table. Please provide the same.	Please see above
16	Section IX, point 12.a.x, Page 16	The point mentions that telephonic queries should be attended from 9 AM to 7 PM. However, considering the local working culture, a ten hour shift in answering calls will not be appropriate. We request the Mission to kindly review and revise this requirement as per the local work culture.	This is a condition imposed by the Ministry.
17	Section XI, point 14.a, Page 27	The table states that photographs are one of the VAS, with charges quoted for a total of 6 photographs. Usually, the Indian Missions ask for a total of 4	Some applicants apply for more than one service at the same time e.g. cancellation and visa, PCC and passport etc.

		photographs. Kindly advise why 6 photographs are required to avail a service.	
18	Section IX, point 12.a.xiii, Page 17	The following statement is missing: The Service Provider can deduct the approved courier charges if the applicant has not provided with necessary stamp/ token for secured and verifiable return of the documents.	Courier charges are already included as part of VAS
19	Section V. n.	The Bidding Company must deposit a Bid Security of NZ\$ 70,000. Kindly provide us the preferred bank instrument to be used and should be issued in favour of?	Please see para XVII 21 (i) of RFP
20	Section XII. 15.c	Minimum age and wage	It is confirmed that minimum age of the staff at IVAC should be 18 years and local laws regarding minimum wages, and minimum living wages should be observed at all times.

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21.	Page No. 5 of RFP Point 3 of II (Introduction) Kindly clarify the number of applications likely to be received at Wellington, Auckland & Christ Church on monthly basis.	Please response at S. No. 1 above.
22.	Page No. 5 of RFP Point 3 of II (Introduction) Kindly provide Volume of applications submitted by the travel agents at Wellington, Auckland & Christ Church on monthly basis.	Please see response at S. No. 1 above
23.	Page No. 10 of RFP Point n of V (Mandatory Criteria) Kindly provide under whose name Draft for Bid Security of NZ\$ 70,000 should be prepared?	The draft is to be prepared in the name of High Commission of India, Wellington.
24.	Page No. 16 of RFP Point XI of IX (Scope of work) Clarification about the special arrangement to deal with emergency calls outside office hours and on holidays may be elaborated.	Special arrangements would include an emergency number where the applicant can call, as well as facility for submission of such emergency application at the IVAC. The service provider should have arrangements for sending such documents to the Mission and receiving these back. The bidder may also wish to send their suggestions on this aspect.
25.	Page No. 51 of RFP, Point d of XIX (Sending the Bids to Mission) Kindly clarify, the person authorized by the directors of the company is authorize to sign all the relevant documents along with the annexure C, annexure D, annexure F and annexure G of the tender or not because as per the annexure it is mentioned that the document is signed by the CEO or equivalent Authority or the company	The person authorized by the company may sign bid documents. However, such authorization should be signed by CEO or equivalent officer.

26.	Annexure C Part III, Point No. g Page No. 78 Kindly clarify that the difference between f & e should be <b>Zero</b> or it can be a positive figure.	It is not clear as to how this figure can be positive after taking into account the expenditure, profit, taxes and revenue. Bidder may elaborate on this.
27	Part X : Bank Guarantee Point No. 13. Page No. 25 Kindly intimate the currency in which the bank guarantee is to be provided.	The bank guarantees are to be provided in US\$ since all penalties are specified in US\$.
28	Para II Method Statement Page No. 45, Resource Plan  And Page No. 79, Para No. 4 As per the resource plan total no of staff comes to 13 where as in annexure D the total number of staff comes to 12. Kindly clarify the total no of mandatory staff required at each location	Please see response to S. No. 11 above.  Corrigendum is being issued.
29	Para IX Page No. 19 Point No. c Transfer of amounts to Mission's account Since the applications received at Auckland & Christchurch have to be transported to Wellington for Submission to the Mission. As the mission will not be having any bank account in Auckland and Christchurch kindly intimate the procedure for transferring the CPV fee amount to mission.	Online transfer facility is available throughout New Zealand
30	Monthly break-up of application count	Attached at Annexure
31	Monthly break-up of applications received by courier and post	We receive applications through courier or these are submitted by applicants in person at the counter.

## ANNEXURE

High Commission of India  
WellingtonTotal number of consular/visa services provided**GRAND TOTALS 2014**

MONTH	VISA	PASSPORT	MISC.	OCI	PIO	Total
January	1463	223	891	154	16	2747
February	1167	343	1767	180	26	3483
March	898	387	1884	156	56	3381
April	621	262	1184	179	17	2263
May	585	351	1638	250	32	2856
June	630	386	1514	231	53	2814
July	799	345	1520	304	45	3013
August	940	426	1352	310	46	3074
September	1580	350	1508	386	60	3884
October	1516	233	1310	337	40	3436
November	2301	439	1319	295	70	4424
December	2171	379	1636	227	49	4462
<b>Total</b>	<b>14671</b>	<b>4124</b>	<b>17523</b>	<b>3009</b>	<b>510</b>	<b>39837</b>

**GRAND TOTALS 2015**

MONTH	VISA	PASSPORT	MISC.	OCI	Total
January	919	251	1179	192	2541
February	954	438	1690	219	3301
March	974	362	1936	233	3505
April	511	408	1513	230	2662
May	609	396	1606	331	2942
June	678	580	1719	239	3216
July	662	445	1672	614	3393
August	830	379	1486	349	3044
September	1419	565	1889	507	4380
October	1650	465	1592	448	4155
November	2142	481	1675	211	4509
December	1510	492	1736	198	3936
	<b>12858</b>	<b>5262</b>	<b>19693</b>	<b>3771</b>	<b>41584</b>

**GRAND TOTALS 2016 (UPTO 30TH NOVEMBER 2016)**

MONTH	VISA	PASSPORT	MISC.	OCI	Total
January	1075	367	1719	232	3393
February	931	498	2379	203	4011
March	864	497	2634	352	4347
April	568	609	2160	162	3499
May	547	507	2613	490	4157
June	519	575	2175	644	3913
July	596	455	2247	465	3763



<b>August</b>	936	642	2646	573	<b>4797</b>
<b>September</b>	1097	428	1737	590	<b>3852</b>
<b>October</b>	1593	545	2609	492	<b>5239</b>
<b>November</b>	2371	734	2384	476	<b>5965</b>
<b>December</b>					<b>NA</b>
	<b>11097</b>	<b>5857</b>	<b>25303</b>	<b>4679</b>	<b>46936</b>

N.B: The above figures do not include Emergency Certificate, Birth and Death Registrations.