

Sr.	Clause, Page ref	Description	Query/Clarification/ Support Required	Response
1	Page 39 CHAPTER XX: BIDDING SCHEDULE AND PROCESS	Important tender dates	Owing to ongoing emergency situation and complete lockdown state of economies around the world due to COVID -19, kindly consider extension of tender dates by atleast 30 days or till the situation improves and travel restrictions are lifted.	As of now the important dates mentioned in RFP will remain the same. For further update, if any, please keep checking CPP Portal, website of Ministry of External Affairs and Embassy of India Kuwait.
2	Pre Bid Verification of Bidder Page 5 Note ii, iii & Chapter I	1. The Organisation profile (Annex-I) in soft copy, for pre-verification purposes 2. In case the Bidding Company decides to bid with a local Partner, the Organisation Profile should be submitted for that company too. The details of the partnership arrangement proposed should also be provided.	Kindly accept submission of details for entire group company for verification.	No
3	Point 2, Page 1 & CHAPTER XXII: Statement of Service Requirement Page 42	The area desirable for center proposed at Sharq is 150 sqm (approx) and 75 sqm (approx) each for centers at Fahaheel and Abbasiya (minimum total area of 350 sqm for all the centres).	Please allow bidder to provide similar or better locations as per their choice. Mandating specific localities make the project feasible only for some specific bidders while capable bidders lose out.	No
4	Point 7a, Page 7 CHAPTER V: MANDATORY CRITERIA	The local partner must also meet all the other eligibility requirements indicated in this RFP for the Bidding Company.	Accept eligibility of group companies of any of the consortium partners to comply with eligibility criteria in RFP.	No
5	CHAPTER V: MANDATORY CRITERIA, Point I, Page 7	The Bidding Company must deposit a Bid Security of US\$ 50,000 or 5% of the tender value, whichever is higher.	1. Kindly fix the 'bid security' amount and do not link this with tender value. 2. In whose favour the bid security needs to be issued?	Kuwaiti Dinar(KD) 15260/- (equivalent of Rs. 36,10,000/- at the official rate of exchange for March, 2020) Embassy of India, Kuwait

			<p>3. In what form it needs to be paid i.e. Cheque, DD or Bank Guarantee?</p> <p>4. Can this be paid in equivalent KWD or AED?</p>	Demand Draft. However Bank Guarantee will also be acceptable
6	CHAPTER III: REQUEST FOR PROPOSAL point 4, Page 6	<p>The Contract signed will be valid until <u>31.12.2021, with review of operations after the first year.</u> At the end of the above Contract period, the Mission will have the option of extending the contract on the same terms and conditions or with modifications with mutual consent of the Mission and the OSP concerned for a further period of up to 1 year at a time due to administrative reasons, with the express approval of the Ministry of External Affairs.</p>	<p>This clause involuntarily favours the incumbent who already has ready infra..</p> <p>Considering the large investment in office setup, infrastructure & manpower etc. 1 year is too short a duration to recover project cost.</p> <p>Consider contract duration of atleast 3 years with extension of 2 year.</p>	To keep uniformity with existing outsourcing contracts, the validity of this contract has been kept until 31.12.2021.
7	CHAPTER V: MANDATORY CRITERIA, point 'q.' Page 7	<p><u>A local partner is a company which has been working in the said country for at least three years and is registered as a Company as per the local laws.</u> Any company which is registering as a local company only for the purpose of taking part in the present tender process will not be eligible for consideration as a local partner. A Joint Venture Company is a company as defined/understood under the Companies Act 2013. Wherever a dispute arises or a clarification is required, the provisions of Companies Act 2013 will be relied upon, unless specifically elaborated in the RFP document or any other tender documents related to the outsourcing of CPV services.</p>	<p>Does that mean that only existing companies registered in Kuwait for past 3 years or more are only eligible to participate in the bid?</p> <p>How a new bidder with relevant experience can participate if there is an 'entry barrier' for select few bidders only?</p> <p>Please allow bidder to participate with a local partner and allow 30 days time to setting up a 'Special Purpose Vehicle (SPV) company in Kuwait' only after getting shortlisted.</p>	Since according to local laws foreign entity cannot operate in Kuwait without any association with local sponsor, local sponsor (Passive Partner) will be considered only if the sponsor (Passive Partner) also has the same criteria stipulated for local partner[Chapter V Para No. 7(c)]
8	Annex D:	Capacity to handle three hundred applications	Kindly provide format in which	Certificate is to be provided. No

	Mandatory Criteria Clause I, Experience	per day on a three year average on any existing/ previous project. (Certificate to be provided) <u>Response of the Bidding Company</u>	response is required?	specific format prescribed
9	Annex D: Mandatory Criteria Clause II, Financial Strength	Capacity to provide Insurance for services and obligations The insurance should cover the properties of IVACs and services rendered by the OSP and the obligations including legal obligations arising out of them and should survive expiry or termination of Contract in regard to legal issues.	Clarify whether bidder is required to submit an undertaking or copy of Insurance policy?	Undertaking
10	Annex-E: Proforma for Evaluation of Technical Bids - (page 63-66)	Grading companies giving marks Criteria, Minimum 70 marks to qualify technical bid.	Evaluation criteria as per "Mission's judgment" This criteria of evaluation is not transparent evaluation criteria as per normal guidance of Government of India, should be transparent and predefined and should not be arbitrary.	Apple to apple comparison will be made
11	CHAPTER XII: GUIDE TO BIDDERS, 17, K Pre Bid meeting & Presentation	<u>The pre-bid conference should be followed by presentations by Bidding Companies as per the date and time fixed by the Mission.</u>	Will there be any elimination based on solution proposed or just to understand the solution offered by the bidder?	Presentation will also be evaluated in Annexure E of RFP
12	Method Statement & Project Plan	Resource Plan c. Names Key Staff & position for the management & their experience in this field. d. Provide CV, appointment letter for key mgt. member.	Resource Plan c. how a new bidder or its staff can provide experience of CPV & related field will this field will not be available. d. Provide CV, appointment letter for key mgt. member.	Bidder is expected to describe how he plans to fulfil these requirements. The terms and condition mentioned in RFP will remain the same

			<u>Accept experience of ITeS& application centre management projects as well.</u>	
13	CHAPTER XXI: TIMELINES AFTER AWARD OF CONTRACT Page 40	Within 14 Days of signing of contract b. Selection/ Finalization of ICAC premises and approval of Mission for the same – within two weeks of the signing of the contract or within such time limit as may be specified by the Mission. Service Provider must certify and provide documentation from concerned authorities that all local regulations of the Country/City are being complied with. The ICACs must be located, within 4 kilometres of the Mission concerned. The ICAC must be located in a reputed area where security is not an issue, and is easily accessible by public transport. Where more than one ICAC is proposed in the same city where the Mission is located, at least one ICAC must be within 4 KMs from the Mission and as mentioned above. In other cities (where Mission is not located), the ICAC must be in a reputed area as mentioned above	The statement contradicts Section A of Annex C: Financial Bid Page 50 of this RFP where details of ICAC centres, its address, location and accessibility with EoI is sought. Please clarify which statement is correct?	Bidder is expected to describe how he plans to fulfil these requirements. The terms and condition mentioned in RFP will remain the same
14	Annex C: Financial Bid Page 50	Section - A (a) Location/Address of the Centre (b) Accessibility by public transport/taxi (c) Distance from the Mission (d) Total area of the Centre in Sq. mts. (e) Location of the ICAC is as per local	This clause should be waived as this clause gives 'involuntary advantage' to incumbent bidder as they already have an existing setup, can readily provide this data. For all other bidders this	Bidder is expected to describe how he plans to fulfil these requirements. The terms and condition mentioned in RFP will remain the same

		regulations: ... Yes.	can happen only after getting shortlisted in the financial bids. The statement is also contradictory to CHAPTER XXI: TIMELINES AFTER AWARD OF CONTRACT Page 40	
15	Annex- C (Page No 51)	Financial Bid	under column F (Total expenditure for the entire period of the contract) the Formulae mentioned is 6D+E (Wherein (6) denotes the period of the contract in years). However the current RFP tenure is only for a period of year. Request you to kindly revisit the same.	The duration of the contract is from 11.08.2020 to 31.12.2021. Therefore, for the purpose of formulae, it should be 1.39 D+E
16	Page 8 Chapter V Clause 7 (ii)(o) Chapter XVIII: Clause.28 (i)	Mandatory Criteria Submission Requirements Clause.28 (i)	The bidding Company must deposit a Bid Security of USD 50,000/- or 5% of tender value whichever higher. (as Demand Draft) Can we submit the Refundable Deposit cheque of KWD 600/- and the Bid Security of US\$ 50,000/- from our Kuwait company?	The Bidding company should submit the amounts (Demand Draft or Bank Guarantee) on its own. Demand Draft (DD) or Bank Guarantee (BG) provided by a third party on its behalf is not acceptable.

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 Kuwait