

Minutes of pre-bid conference for Outsourcing of CPV Services held at the Embassy of India, Brussels on April 12th, 2016 at 1130 hours

1. In the introductory remarks, prospective bidders were informed that security situation in Belgium has changed dramatically since the publishing of RFP and some changes were warranted in view of the same. An amendment in the RFP will be made relating to, provision of security guard at the entrance of the IVAC, in order to provide a sense of security to the applicants as well as the staff working in the IVAC.

2. Continuing the introductory remarks, the prospective bidders were impressed upon to look not only at the commercial aspect, but also keep the service aspect in mind, as the IVACs were the first point of contact/interface of the Embassy.

3. Thereafter some technical aspects of the RFP which warranted changes were discussed with the prospective bidders. It was told to the prospective bidders that the issue of office space in Antwerp and Luxembourg was raised by some companies. Upon due scrutiny and keeping in view the declining VISA figures, it is felt that 100 sqm office space as demanded in the RFP was not warranted and hence a reduction of 50% was envisaged, and accordingly a corrigendum will be issued.

4. Another point which was discussed was related to the same day courier service. It was discussed that usually the VISAs are out of the Embassy by 1600-1630 hrs and thereafter ensuring that the VISAs are delivered to the applicants on the same day was not practically possible. Hence there is a possibility of removing the same day clause from the RFP, and accordingly a corrigendum will be issued.

5. Questions asked by prospective bidders in the pre-bid conference and responses given by the Embassy are as below:

Sl. NO	Question	Answer by Embassy
1.	The question asked by the prospective bidder was related to the Qualification issue related to net worth of the Company. It was asked in case of 2 companies bidding together whether the Net Worth would be	<p>1. In regard to bidding by 2 companies who are partners, it will be discouraged as partnerships tend to create difficult situations.</p> <p>2. In case of close held companies, where the promoter is the holder of</p>

	determined individually or separately.	100% shares of the Company, the net worth of the Company as well as that of the promoter could be combined to arrive at the requisite figure.
2.	The next question was asked about the current VISA count in Brussels	The prospective bidders were informed that the current VISA count is appx 80 based on a daily average. They were also informed that a decrease of 40% had been seen since introduction of E TV in 2014.
3.	The prospective bidders asked whether it is compulsory to have an office in Luxembourg as it will not be financially viable to operate an office with very little VISA count.	It was explained to the prospective bidders that the Indian Embassy Brussels was also accredited to the Duchy of Luxembourg and having a consular office in Luxembourg was a necessity, whatever the count of services may be.
4.	Similar question relating to Antwerp was also raised regarding its use and viability.	The Antwerp community, which has a strong number of Indians, is closely connected to India and consists of a large number of High Net Worth Individuals who travel to India on a regular basis. Many of them have important business clients/associates, who needed VISAs to India. In view of that it is necessary to have a representation of Indian Embassy Consular Services in Antwerp.
5.	It was enquired that whether having a satellite office in Antwerp will be feasible, wherein a person collects all the applications received in Antwerp and transfers them to Brussels office same day like a courier. In this case no special skill sets would be required for the employee.	It was explained that a satellite office doesn't function like a regular office and skill set of the person dealing with VISA applications has to be perfect as VISA matters are complicated and mistakes could have far reaching consequences.
6.	An issue was raised by the prospective bidders regarding what documentation would be	It was informed that the successful bidder would be required to send a copy of lease documents for each of the three locations after winning

	required to be submitted to the Embassy for office space at Brussels, Antwerp and Luxembourg.	the bid. While filing the proposal, only numbers would suffice.
7.	Prospective bidders wanted to know the names of the Companies who have shown interest in the bidding process.	The companies who have expressed interest are: <ol style="list-style-type: none">1. Cox and Kings Global Services.2. BLS International Services Ltd.3. VFS Global.4. DSK Digital Technologies Pvt Ltd.5. Alankit Assignments Limited.6. Enhira Software Exports Ltd.