

## Response to bidders questions

1. We would like to know whether performance guarantee of 40 million Tanzanian Shilling is to be submitted along with the technical bid also please let us know the form of guarantee.

**Ans.** *Please refer to clause 9.7 of RPF*

2. We also request you to give us the peak and low seasons months and monthly approximate application counts for last 2 years that is of 2007 and 2008.

**Ans.** *The peak season lasts from October to March.  
Data is enclosed as a separate sheet.*

3. Kindly provide a month wise break - up of the application count received at the High Commission of India at Dar-es-Salaam for the preceding years **2007 and 2008.**

**Ans.** *Data is enclosed as a separate sheet.*

4. Please provide data for telephone calls, e-mail and postal mail (letters) received at the High Commission of India at Dar-es-Salaam. (month - wise data for the same period as mentioned in point 1, shall be greatly appreciated).

**Ans.**

<i>Telephone calls(visa related) -</i>	<i>5-7 per day</i>
<i>E-mail -</i>	<i>2-5 per day</i>
<i>Postal mail -</i>	<i>2-4 in a month</i>

5. Will the HCI - Dar-es-Salaam accept a premium number for call centre operations, as a part of the proposed solution, which shall operate on the basis of a "user pay model"

**Ans.** *No*

6. What are the other documents (if any) that need to be scanned besides the visa application form and photograph, as required on the RFP? - **Point 5.5.3**

**Ans.** *No other documents need to be scanned.*

7. Based on historic data, kindly provide us information on the percentage (%) of interview cases.

**Ans.** 20% approximately

8. Based on historic data, kindly provide us information on the percentage (%) of the rejection cases (if any).

**Ans.** No specific data is available in this category. Issue of visa is sometimes delayed due in incomplete documentation, incorrect classification of charges, criteria of ineligibility etc.

9. Are any other services - for example : Passports, OCI, Issuance of emergency certificates, ECNR stamps, Attestations etc. also being considered by HCI - Dar-es-Salaam, for outsourcing? If yes, is there a defined time-line for these activities? Also, please give monthly break up of the number of such cases / applications.

**Ans.** No. Presently only the visa issual service, excluding requests for visas from journalists, official and diplomatic passport holders, is proposed to be outsourced.

10. Kindly elaborate on the scope of services to be covered under "Partial Operations" and under "Full Operations"? - **Point 2.3**

**Ans.** After award of contract, three months time frame is expected to be given to the service provider to put in place the outsourcing mechanism. One month after this period, visa service would be handled jointly by both the outsourcing agency as well as the High Commission. After a period of four months, the visa services would be completely outsourced.

11. Could we kindly have clarification on the "Transition Period" of one month. Where does this monthly period fit, between the Partial Operations and Full Operations, in the sequence of operational processes - **Point 7.1**

**Ans.** Refer to answer to point 10 above.

12. Kindly specify the application count at HCI - Dar es Salaam pertaining to Third Country Nationality applicants (Other than Tanzanian Passport holders)?

**Ans.** The data is enclosed as a separate sheet.

13. Applications that are received by Post / Courier may sometimes lead to a number of pending cases due to various reasons of ineligibility / want of documents and incorrect payments. How long should such cases be kept pending with us? What will be the document return process in the above given situation ?

**Ans.** *Such cases are few as applicants tend to call before lodging applications through post/courier and obtain full details concerning documentation, fee etc. Incomplete cases if any would need to be dealt on case to case basis at the earliest. The return charges are normally prepaid by applicants at their end.*

14. What are the criteria for submission of applications by Travel Agents? Are there registered travel agents with the High Commission? Do their cases need to be segregated for submission?

**Ans.** *There are no registered travel agents with the High Commission at present. Applications submitted by travel agents are accepted on routine basis. The selected service provider may devise a way to segregate submission of application by travel agents if these are received in bulk.*

15. We request clarification on **clause 5.4.8.1.** pertaining to assistance by the Service Provider in storage of applicant data on the HCI server. Kindly specify the nature of work / assistance required for the same.

**Ans.** *As of now HCI is not having its own dedicated server for storage of data. However, this possibility is not ruled out in future. As such, the service provider will have to digitalize the data and provide assistance in its storage on the server. For the time being it is expected that the data is captured electronically and transmitted to the HCI's computers through the flash drives etc.*

16. We shall prefer to remit the fees due to the Consulates - **the next morning**, when the physical applications reach the missions. May we request that this be acceptable to the High Commission at Dar-es-Salaam as a standard operating procedure?

**Ans.** *Please refer to clause Para 5.4.4 of RPF. The fees due to High Commission excluding service provider's service fee has to be transferred in the High Commission's bank account on the day of receipt.*

17. The RFP mentions cash as a mode of payment at the Visa Application Center. Given the risks associated with collecting cash, may we suggest that we offer and propose other alternative methods of payment collection **and request to disallow cash, as a payment option - Point 5.4.3.2**

*Ans. Cash as mode of payment cannot be disallowed. The selected service provider may also accept alternative mode of payments like banker's cheque, credit card etc.*

18. The RFP mentions of the service provider detailing one staff member to the HCI to assist in processing of data and other liaison functions. Could you kindly clarify the nature of assistance required and the scope of the liaison functions. - **Point 5.4.8.2**

***Ans: The scope of liaison work includes delivery and collection of passports, transmitting of electronic data, fixing of interview calls in consultation with the officer, and provide proof of the fee collection/deposit on daily basis.***

19. Could you kindly advise the names of bankers for the High Commission of India at Dar es Salaam.

***Ans. Bank of Baroda, Dar-es-Salaam***

20

4.3-Final submission of proposals is May 31, 2009 which is a Sunday, would there be someone to accept the tenders at the stipulated time?

***Ans. The date of final submission of proposal has been extended by few days. The final submission of proposal can be made by Wednesday, 10<sup>th</sup> June, 2009.***

22.

5.1 and 5.3

Do you require more than one VAC?

***Ans. Only one VAC would be required for the present.***

23.

5.3.3.

It is noted that the requirement is 2 visa counters and 3 counters, does this mean 5 visa counters?

**Ans.** *This is to clarify that the requirement is for a minimum of 2 counters at the VAC. One more counter may be added during the peak season.*

24.

5.4.4.1

What is the amount that the Bank Guarantee is to be issued for?

**Ans.** *The bank guarantee is Tanzanian Shilling 10,000,000 (Tanzanian Shillings Ten Million only).*

25.

5.4.5

As you require a bar-coded receipt will the HCI be providing the software and hardware?

**Ans.** *No. The service provider will have to arrange for software and hardware. The system should be compatible with the High Commission's system.*

26.

5.4.9

Will the HCI publish and bear costs for official leaflets with relevant guidance?

**Ans.** *No, the service provider will be required to print leaflets at their own cost. This is publicity material and the company can use its company logo on it.*

27.

5.4.11

Do we have to have our own appointment system? Or will this be provided by the HCI?

**Ans.** *The appointment system can be fixed after mutual consultation between the service provider and HCI.*

28.

5.4.14

Does the HCI have specific requirements for IT systems? Firewalls, hardware etc to be used?

**Ans.** *No, HCI has no specific requirement for IT system. However, it is expected that latest digital security systems are used by the service provider to ensure security of the data.*

29.

5.4.15

Will the HCI invest and provide the system to be able to provide this information to the applicants?

**Ans. No**

30.

5.4.18

Contingency plan for emergency - please elaborate

**Ans.** *The provision of visa service cannot be disrupted for any reasons such as power failure, fire, shortage of staff etc. A contingency back up plan should be in place for the service provider to fall back upon in case of such an eventuality.*

31.

5.7

Will the HCI provide or invest in the machine to generate tickets?

**Ans.** *HCI will not provide or invest in the machine to generate tickets*

32.

5.10

Will the HCI invest in operating this website?

**Ans.** *No, HCI will not invest in operating the website*

33.

9.7

Performance Guarantee - if awarded would an Insurance Bond suffice?

**Ans.** *No, insurance bond will not be acceptable as performance guarantee.*

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**Month wise breakup of visas and third country visas issued during period from 01-01-2007 to 31-12-2008**

Year		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
2007	TV*	736	721	756	588	623	672	665	675	467	881	1438	585
	TCV*	80	75	75	57	63	63	53	61	40	65	108	76
2008	TV	898	900	787	811	736	811	865	658	765	904	1281	881
	TCV	99	109	91	59	60	93	59	50	68	85	135	105
2009	TV	840	777	1001	800								
	TCV	69	111	68	57								

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TV : Tanzanian Visa

TCV : Third country visa