

**Embassy of India
Abu Dhabi**

Tender No. Abu/Cons/415/8/2026 dated 28 September, 2026

RESPONSE TO THE QUERIES RAISED/SUBMITTED TO THE MINISTRY/MISSION/CONSULATE

Note: Please note that the responses submitted to queries by the Embassy may be different from that of the other Embassies, where similar tenders have been floated. Bidders are expected to go through the responses in details before submitting their bids.

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1	Chapter VII – Turnaround Time		The RFP stipulates a turnaround time of 30 minutes from token generation to acceptance of the application and payment at the ICAC counter. In this regard, the Mission is kindly requested to clarify whether time consumed for Applicant Support Services such as photograph, photocopy, printout and form-filling assistance, as well as delays arising from incomplete documentation, applicant-related requirements, Government/Mission systems, payment systems, or other circumstances beyond the reasonable control of the Service Provider (SP), may be excluded while assessing compliance with the prescribed turnaround time.	The turnaround time of 30 minutes is to be reckoned from token generation to acceptance of the application and payment at the counter of the ICAC [Chapter VII, Para 1(B)(x) (b); Chapter XI, S.No. 19], and includes the time taken for Applicant Support Services. The RFP does not provide for any category-wise exclusion. Penalty under S.No. 19 is attracted only where violations exceed 10% of cases in a day, and is imposed after issue of a show-cause notice and consideration of the explanation furnished by the SP [Chapter XI, Para (iii)]. Events of Force Majeure shall be governed by Para 3 of Chapter XII. Relaxation would be given for

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				outage of Gol systems and that penalties would not be imposed for external factors such as building security checks, internet outages or government-declared restrictions.
2	Technical Bid Evaluation - Technical Presentation		The Mission is kindly requested to clarify whether the Technical Bid Presentation before the Tender Evaluation Committee (TEC) is required to be made physically at the Mission/Ministry or whether participation through virtual/hybrid mode may also be permitted. It may also kindly be indicated whether the date, venue/mode and permissible number of representatives will be communicated to the technically responsive bidders sufficiently in advance.	The Technical Bid presentation shall be conducted in physical mode at the Ministry. The date, time and venue for the presentation shall be intimated to the eligible bidders in due course.
3	Chapter X - Securities / Insurance Surety Bond (ISB)		As the RFP permits the prescribed Securities to be furnished in the form of Bank Guarantee (BG) or Insurance Surety Bond (ISB), as applicable, the Mission is kindly requested to clarify the eligibility requirements applicable to an insurer issuing an ISB and the prescribed/acceptable format of the ISB, so as to enable bidders to arrange the instrument strictly in accordance with the RFP requirements.	The Bidder may submit the ISB in AED issued by an insurance company/Surety duly authorized by the competent regulatory authority to issue such bonds. No separate format for the ISB has been prescribed in the RFP. The bidder/SP may furnish the ISB in a form acceptable to the Mission and compliant with the requirements stipulated in the RFP. The ISB shall be: - irrevocable and unconditional; - be payable on first demand upon invocation by the Mission, without requiring the Mission to

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				establish or prove any default or obtain the consent of the Service Provider; iii. be issued for the amount and validity period specified in the RFP; iv. be issued by a Surety acceptable to the Mission and capable of being independently authenticated; and v. not contain any condition that restricts, delays or otherwise impedes invocation by the Mission. The Mission reserves the right to verify the authenticity, validity, enforceability and adequacy of the ISB and to satisfy itself in this regard before accepting the same.
4	Chapter X – Securities / SWIFT Bank Guarantee		The RFP permits submission of Bank Guarantees through SWIFT/e-Bank Guarantee and also specifies the categories of Indian and foreign banks from which BGs may be accepted. For BGs proposed to be issued by an Indian bank through SWIFT/e-BG, the Mission is kindly requested to provide/confirm the designated bank account details, SWIFT particulars and any specific authentication/advising instructions required for proper issuance of the e-BG.	Bank Account details are provided at Annexure-III.
5	Chapter X – Security for Government Funds/Documents		The RFP provides for a Security equivalent to five days' average daily Government revenue of the Mission/Post from CPV	The actual security amount will be determined in accordance with the provisions of the RFP

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			services, based on the average of the preceding two years. Since the amount is dependent upon information available with the Mission/Post, the Mission is kindly requested to provide the applicable/indicative amount, or the relevant average daily Government revenue, so as to calculate the amount.	and will be intimated to the successful bidder after award of the contract.
6	Chapter XII - Draft Agreement - Annulment pursuant to Judicial Proceedings		The RFP provides that the Ministry/Mission shall have no liability to compensate the SP where the Agreement is annulled due to the outcome of litigation before a Court. In this context, the Mission is respectfully requested to clarify the position where, after acceptance of the Letter of Award and execution of the Agreement, the selected SP has furnished the prescribed BGs/Securities and undertaken mobilisation and establishment activities in accordance with the stipulated implementation schedule, but the Agreement is subsequently annulled pursuant to judicial proceedings arising for reasons not attributable to any act, omission, breach or default of the SP. It may kindly be indicated whether any mechanism is envisaged for the orderly closure of commitments already undertaken in good faith pursuant to the award, including commitments relating to premises, rentals, manpower, infrastructure and equipment. Such clarification would provide greater contractual certainty to prospective bidders while undertaking the substantial mobilisation required immediately following award.	The provision stipulated under Para 7 of Chapter XII of the RFP shall prevail and remain applicable.
7	Chapter VII - Applicant Volume / Capacity Planning		While the RFP provides historical annual transaction figures, bidders are required to appropriately plan infrastructure, manpower, counters and processing capacity across the proposed ICAC network. To facilitate realistic capacity planning and	Number of Services provided at different locations from 2022 to June, 2026 are attached at Annexure - I and the total number of CPV

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			efficient deployment of resources, the Mission is kindly requested to provide, if readily available, location-wise and month-wise historical application volumes, together with indicative peak-day/peak-season volumes for the major ICAC locations.	services provided during the period from July, 2026 to September, 2026 are attached at Annexure - II.
8	Operational Capacity / Expeditious Processing of Applications		With a view to facilitating efficient and timely delivery of CPV services, the Mission is kindly requested to clarify whether a Service Provider possessing adequate infrastructure, trained manpower, document-processing capability and appointment-handling capacity may, subject to the Mission's requirements and approval, deploy enhanced processing capacity during periods of increased demand or pendency. Where considered appropriate by the Mission, kindly indicate whether such augmentation may extend beyond normal processing levels and the operational/approval mechanism that would apply for such deployment.	The Bidding Company is required to confirm its capacity to handle higher volumes of applications [Chapter V, Para (xiv)] and to arrange extended hours/additional staff for peak periods, in coordination with the Mission and without any additional charges [Schedule-II, Para 2.2]. Any such deployment shall be subject to the prior approval of the Mission/Post. The processing of applications at the Mission/Post is within the exclusive purview of the Mission/Post and is not part of the scope of the SP.
9	CHAPTER V - Labour / Employment Compliance		Kindly confirm whether all manpower must be employed directly by the Service Provider or whether deployment through approved manpower agencies/subcontractors is permitted, subject to applicable local laws.	All staff deployed at the ICAC shall be directly employed by the Service Provider. However, security and cleaning services may be outsourced, subject to applicable local laws.
10	Annexure K - VAT/tax changes		The RFP provides that there shall be no revision in Service Fee during the contract. Kindly clarify whether the Service Fee can be modified if there is a change in UAE VAT, tax, government levy or mandatory statutory cost after commencement of the contract?	There shall be no revision in the Service Fee during the entire period of the contract. Bidders may take this into consideration while quoting their Financial Bid.
11	Annexure-J Part III,	Several parameters ask for details	Please clarify how ICAC-wise assessments	Chapter VII of the RFP

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	S.No. 1(a), 1(b), 2(a), 2(b), 3(a), 4(a), 4(b) (pp. 134-140) Chapter VII para 1(A)(xi) (pp. 24-28)	“of each ICAC” (location, parking, area, layout, counters), but each parameter carries one maximum mark (8, 5, 8, 10, 6, 6, 6). The RFP prescribes 15 ICACs of very different size (500 to 10,000 sq ft; 2 to 50 counters), plus counters at the Mission/CGI.	will be converted into one mark per parameter: (a) simple average of the ICAC-wise marks; (b) weighted average (by area, counters or expected applicant volume); (c) the lowest mark of any ICAC; or (d) another method. Please also confirm whether a shortfall at one ICAC (for example, area below the minimum at one small ICAC, which scores “0 marks” under 2(a)) gives 0 for the whole parameter or only lowers the average.	prescribes certain mandatory minimum requirements for each ICAC. Bidders are required to ensure compliance with these requirements for each ICAC. In the event of non-compliance with any such mandatory minimum requirement, the TEC may, after due consideration, reject the Technical Bid, irrespective of the marks obtained under other parameters or in respect of other ICACs.
12	Annexure-J Part III, S.No. 1(a) (pp. 134-135) Annexure-J Part II items 1-2 (p. 129) Chapter VII para 1(A)(xi) (a) (p. 24)	1(a) - 8 marks for a “prime location with excellent accessibility through multiple modes of public transport”, “high visibility” and “barrier-free access”. Part II item 1 - “reputed area”; “in other cities, ICACs must be located in the City centre areas”. Chapter VII - “prominent locations ... well-connected commercial complexes”.	The terms “prime location”, “reputed area”, “city centre”, “multiple modes of public transport” and “high visibility” are not quantified. Please give the yardsticks the TEC will use (for example, maximum walking distance to the nearest metro or bus stop, floor level and street frontage, signage visibility, maximum distance from the Embassy or CGI), or confirm that the assessment rests on the TEC’s judgement of the bidder’s description.	The term “prime location” refers to a location situated in the city centre or in a suitably central/accessible area, which is convenient for applicants availing CPV services. The proposed ICAC location shall be assessed by the TEC with regard to its accessibility, connectivity and overall suitability for providing CPV services, in accordance with the requirements stipulated in the RFP.
13	Chapter VII para 1(A)(xi) (a) table (pp. 24-28) Annexure-J Part III, S.No. 1(a)	The table gives alternatives for some ICACs (“Al Danah/Al Khalidiya”; “Dubai-Furjan/Jebel Ali/DIP”) and only a city or area name for others (for example Bur Dubai, Musaffah, Ajman).	(a) Where alternatives are listed, may the bidder choose any one of them? (b) Where only a city or area is named, is any commercial locality within it acceptable, and what is the maximum distance from the named area? (c) Does the Mission have preferred or excluded localities for any ICAC?	(a) Yes, subject to the approval of the Mission/Post. (b) The ICAC must be located within the area/locality named, in a well-connected commercial complex. No distance criterion is prescribed. (c) No preferred or excluded localities are indicated beyond

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				the RFP. All locations are subject to the approval of the Mission/Post [Chapter VII, Para 1(P)(i); Chapter XVI, Para 1(b)] and will be evaluated as per Annexure-J, Part III, S.No. 1(a).
14	Annexure-J Part III, S.No. 1(a) (p. 135) Chapter XVI para 1(b) (p. 93)	1(a) scores “compliance with local zoning regulations”. Chapter XVI 1(b): the SP must certify and provide documentation from the concerned authorities that local regulations are complied with, within 21 working days of signing the Agreement.	What evidence of zoning and permissibility is expected at the bid stage for the marks under 1(a) (for example, a landlord’s letter that the premises are approved for commercial office use, a municipality or Department of Economic Development permit)? Will a landlord’s undertaking be accepted until the post-award documentation under Chapter XVI is due?	The bidder shall provide, at the Technical Bid stage, documentary evidence/undertaking demonstrating that the proposed ICAC premises are permissible for the intended use under the applicable local zoning and other relevant regulations. A landlord’s undertaking will be considered at the Technical Bid stage, provided it clearly confirms that the proposed premises are permitted for the intended use under the applicable local regulations. The successful bidder shall, post award of contract, furnish the required certification and supporting documentation from the concerned authorities confirming compliance with the applicable local regulations.
15	Annexure-J Part III, S.No. 1(b) (pp. 135-136) Chapter VII para 1(A)(xi) (a) table (pp. 24-28)	1(b): 5 marks - exclusive parking exceeding the minimum; 4 - exclusive parking at the minimum; 3 - shared parking in the same building at the	For the ten ICACs where the RFP itself requires only public parking within 100 m, how will 1(b) be scored? Please confirm that each ICAC will be assessed against the parking standard the RFP prescribes for it,	The parking requirement specified in the RFP shall apply separately to each ICAC. Accordingly, for the ICACs where the RFP prescribes a

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		minimum; 1-2 - shared/public parking at the minimum; 0 - below the minimum. The table requires exclusive parking at only five ICACs (Al Danah/Al Khalidiya 2, Musaffah 2, Bur Dubai 4, Furjan/Jebel Ali/DIP 2, Sharjah-Al Majaz 2). For the other ten it requires only "adequate public parking ... within 100 mtrs of the ICAC".	so that full compliance with a public-parking requirement is not limited to 1-2 marks. Please also state how the marks will be combined across ICACs with and without a requirement for exclusive parking (see A1).	minimum requirement of exclusive parking, Parameter 1(b) shall be evaluated against the prescribed exclusive parking requirement. For the remaining ICACs, where the RFP prescribes adequate public parking within 100 metres of the ICAC, compliance shall be assessed against that requirement.
16	Annexure-J Part III, S.No. 2(a) (p. 136) Chapter XVI paras 1(b), 1(e) (pp. 93-94) Chapter XI rows 15-16 (p. 68)	2(a): the bidder "shall furnish documentary evidence demonstrating that the area of each proposed ICAC complies". Chapter XVI: ICAC premises are to be selected and approved by the Mission within 21 working days of signing; readiness within 40 days. Chapter XI: penalty for any discrepancy between the offered and the actual location and size.	(a) What documents are acceptable at the bid stage - landlord's letter of intent or offer, MoU, draft or signed tenancy contract, engineer-certified floor plan? Is a signed lease required before the bid deadline (26.10.2026)? (b) If an offered premise becomes unavailable after the award, may an equivalent premise in the same locality be substituted with Mission approval, without penalty under Chapter XI row 15?	A landlord's undertaking/Letter of Intent shall be considered at the Technical Bid stage, provided it clearly confirms the area of the proposed ICAC premises offered by the bidder and the landlord's commitment to make the premises available to the bidder. The successful bidder shall, post-award of the contract, furnish the required certification and supporting documentation from the concerned authorities confirming compliance with the requirements stipulated in the RFP and the particulars of the premises offered by the Service Provider.
17	Annexure-J Part III, S.No. 3(a) (p. 137) Chapter VII para 1(A)(xi) (a) table (pp. 24-28)	3(a): 6 marks if submission counters exceed the minimum by more than 20%; 5 marks for 10-20%; 4 marks at the minimum; 0 marks below. The table's "Minimum No. of Counters" includes Passport,	(a) Which counters count as "submission counters" - the total in the table, or only counters that accept applications (excluding delivery counters)? (b) Is the percentage worked out on the total, or category by category? (c) At ICACs with 2-6 counters one extra	RFP provisions are self-explanatory.

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		Attestation, Visa/OCI and delivery counters (for example Al Danah/Al Khalidiya: 21 = 12 Passport + 7 Attestation + 1 Visa/OCI + 1 delivery).	counter exceeds 20%. Please confirm the percentage is worked out ICAC by ICAC on the exact numbers and say how it is combined across ICACs (see A1). (d) Is the bidder expected to man every additional counter with staff beyond the table?	
18	Annexure-J Part III, S.No. 3(b) (p. 138) Annexure-J Part II item 19 (p. 132) Chapter VII para 1(B)(x) (f) (p. 33)	3(b): marks for the end-to-end workflow – Reception, Enquiry and Information, Preliminary Scrutiny, Document Verification, Verification of Application Forms, Biometric Capture, ASS, Fee Collection, Application Submission, Token Management and Exit. Part II item 19: hardware for ten-finger and facial biometrics. Chapter VII: walk-in facility for categories prescribed by the Mission.	(a) Does the Mission prescribe a process flow or SOP, or may bidders propose their own sequence? (b) For which services and applicant categories is biometric capture to be done at the ICAC? This affects counter planning and the 30-minute turnaround.	The Bidder shall propose a process flow in accordance with the requirements specified in the RFP. Marks shall be awarded based on the proposed process flow in accordance with the marking scheme prescribed under Part III of Annexure J of the RFP. Biometric capture is required for Visa and Passport services. The Service Provider shall also be required to capture the biometrics of applicants for other services, as and when required. Bidders shall take this requirement into consideration while quoting their Financial Bid.
19	Annexure-J Part III, S.No. 6 (p. 142) Chapter VII para 1(B) (xii) (pp. 33-34) Annexure-L para 3(i)(k) (p. 166)	Part III 6 scores call lines and agents, “average call waiting time”, VoIP/toll-free, business hours, multilingual support, escalation, call-quality monitoring, MIS, continuity, and call recording and audit trail. Chapter VII (xii)(d): “No caller should be made to wait for more than three minutes.” Annexure-L: calls “should preferably be handled locally from the UAE”.	(a) No minimum number of lines or agents is prescribed. Please confirm there is none, or give the expected call volume. (b) Part III refers to an “average” waiting time, while Chapter VII sets a limit of three minutes for every caller. Which applies for scoring and for penalties? (c) Which languages are mandatory? (d) Will a call centre outside the UAE with UAE toll-free or VoIP numbers score lower than one located locally, given “preferably” in Annexure-L? (e) What retention period and storage	(a) No minimum number of call lines or agents is prescribed. Data on call volumes is not available; bidders may estimate requirements on the basis of the application volumes indicated in the RFP. (b) The limit of three minutes applies to every caller [Chapter VII, Para 1(B)(xii)(d)]; penalty is attracted as per Chapter XI, S.No. 20. Marks will be awarded by the TEC as per

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			location are required for call recordings?	S.No. 6 of Part III of Annexure-J. (c) English, Hindi and/or the prominent local Indian community language. (d) There is no prohibition on the location of the call centre; however, calls should preferably be handled locally from the UAE [Annexure-L, page 166, Para (k)]. Marks will be awarded by the TEC on an overall assessment. (e) As prescribed by the Mission/Post, in compliance with Chapter XIII and applicable local laws on data protection.
20	Annexure-J Part III, S.No. 7(a) (pp. 142-143) Chapter VII para 1(A)(i)-(x) (pp. 23-24) Annexure-J Part II item 24 (p. 133)	7(a): 8 marks if “the live demonstration confirms the maturity and reliability of the solution”, with “seamless integration with Mission operations” and “accessibility compliance”. Chapter VII: the website is to be created “only after due approval from the Mission”; W3C compliance; Mission dashboard.	(a) Is a live demonstration mandatory? May the bidder demonstrate its existing platform for other Missions or governments, or must it be a UAE-specific prototype?	Marks under Parameter 7(a) shall be awarded based on the bidder’s offer and the presentation made by the bidder before the TEC, in accordance with the marking scheme prescribed in the RFP.
21	Annexure-J Part III, S.No. 8 (pp. 144-145) Annexure-D III.4 (p. 109)	8: 8 marks - outstanding documented performance; 6-7 - satisfactory; 5 - generally satisfactory; 4 - “No previous experience with the Mission”; 2-3 - documented deficiencies; 0-1 - serious defaults. Aspects: show-cause notices, complaints, compliance, penalties, relationship, digitisation. Annexure-D III.4: disclose notices and penalties in the last ten years	(a) What is “the Mission” for this parameter - the Embassy in Abu Dhabi only, the Embassy and CGI Dubai together, or any Indian Mission/Post abroad? (b) A bidder with no previous experience with this Mission, but with experience for other Indian Missions/Posts or foreign governments, is capped at 4 marks. Will performance certificates from other Indian Missions/Posts be considered under aspects (i)-(vi) so that 5-8 marks can be awarded?	(a) The terms 'Mission' and 'Post' have the meanings assigned to them in Para 1 of Chapter I. Past performance shall be assessed by the TEC on the basis of the records available and the information furnished by the bidder, including under Annexure-D. (b) Marks shall be awarded strictly in accordance with the benchmarks at S.No. 8 of Part

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		while handling consular work of “any Indian Missions/Post(s) abroad”.		III of Annexure-J. Experience with other Indian Missions/Posts or foreign governments is relevant to the Mandatory Eligibility Criteria and to S.No. 9 (Market Reputation and Client References).
22	Section: Chapters I; XVII RFP Page: 3; 95 Clause / Reference: Para 2; Para 1 - Contract term		Please confirm that the contractual period is three years from the date of signing of the Agreement and clarify the reference on the e-Procurement portal to a 60-day Period of Work.	The contractual period is three years from the date of signing of the Agreement. Please refer to Chapter XVII of the RFP.
23	Section: Chapter VII; Annexure J RFP Page: 24-28; 47; 129 Clause / Reference: 1(A)(xi)(a)-(b); 1(P)(i); Part II, item 1 - ICAC requirements and proximity		Please clarify the workload and service-level assumptions on the basis of which the minimum number of ICACs, counters, floor area and staff prescribed in Chapter VII has been determined. Please also clarify whether any distance or proximity requirement applies between an ICAC and the Embassy/CGI.	The minimum number of ICACs, counters, floor area and staff has been prescribed by the Mission/Post on the basis of its assessment of operational requirements. Bidders may offer infrastructure over and above the prescribed minimum, which will be evaluated as per Annexure-J. No specific distance or proximity requirement between an ICAC and the Embassy/CGI is prescribed. ICACs are to be located in prime, well-connected locations in the areas specified at Para 1(A)(xi)(a) of Chapter VII, subject to the approval of the Mission/Post.
24	Section: Chapters I; VII; Annexure L RFP Page: 7; 24; 188 Clause / Reference: Para 11; 1(A)(xi)(a); Schedule II, 1.3 - Changes to ICAC network		Please specify the maximum number of additional ICACs that the Mission/Post may require during the contract period, the geographical scope of such additions, and the minimum notice period to be given to the SP. Please also confirm the expected preparation time and size of any additional centre, whether temporary solutions may	In terms of Para 11 of Chapter I, Para 1(A)(xi)(a) of Chapter VII and Para 1.3 of Schedule-II of Annexure-L, the Mission/Post may increase or decrease the number of ICACs as deemed necessary, and the SP shall do

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			be used, and whether at least 90 days' notice will be given. Please clarify the meaning of 'Centres in other cities' and the requirements for relocating an ICAC.	so at no additional expenditure/charge to the Ministry/Mission/Post/applicants. The RFP does not prescribe a maximum number of additional ICACs. The process, notice and transition arrangements in any such case shall be as decided by the Mission/Post at the relevant time, having regard to operational requirements. Bidders are to quote the financial bid keeping this aspect in mind. A specific notice period of 90 days cannot be committed. Whether interim arrangements may be used shall be decided by the Mission/Post in each case. 'Centres in other cities' refers to ICACs that may be required in cities/locations within the consular jurisdiction of the Mission/Post other than those listed at Para 1(A)(xi)(a) of Chapter VII. Relocation of any ICAC is subject to the prior approval of the Mission/Post [Chapter XI, S.No. 15].
25	Section: Chapters I; VII; Annexure L RFP Page: 7; 24; 188 Clause / Reference: Para 11; 1(A)(xi)(a); Schedule II, 1.3 - ICAC closures		Where the Mission/Post reduces or closes an ICAC, will the corresponding minimum staffing, premises, equipment, lease and other fixed-cost obligations of the SP be reduced or discontinued from the effective date of such reduction? Please also confirm whether the closure notice will take account of the lease exit period.	Any decision to reduce or close an ICAC, and the consequential requirements in respect of that ICAC, shall be communicated by the Mission/Post at the relevant time. Lease and other commercial arrangements entered into by the SP with third parties are the sole

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				responsibility of the SP. No compensation shall be payable in the event of closure or relocation of any ICAC [Chapter III, Determination of Service Fee, para (d)].
26	Section: Chapters I; III; VII RFP Page: 6; 14-15; 24-28 Clause / Reference: Para 8; Service Fee determination (a), (d); 1(A)(xi)		Please confirm whether the Mission/Post will provide any minimum application volume or minimum Service Fee revenue commitment over the contract period.	No. The Mission/Post does not provide any minimum application volume or Service Fee revenue commitment during the contract period.
27	Section: Chapters III; XII RFP Page: 14-15; 82-83 Clause / Reference: Service Fee determination (d); Paras 5-6 - Policy changes		In the event of a material reduction in application volumes resulting from visa-free arrangements, e-Visa liberalisation or other Government policy changes, will the Mission consider proportional rationalisation of ICACs/staffing or another mechanism for addressing unavoidable fixed operating costs?	No such mechanism is provided. In terms of Para 4 of Chapter I, para (d) of Determination of Service Fee in Chapter III, and Paras 5 and 6 of Chapter XII, the Government of India/Mission/Post shall have no liability to compensate the SP on account of any reduction in applications arising from visa liberalisation or other policy changes. The number of ICACs may be increased or decreased by the Mission/Post as deemed necessary [Chapter I, Para 11].
28	Section: Annexure K; Chapter VII RFP Page: 146-147; 31-32; 36 Clause / Reference: Notes (i), (iv); 1(B)(vii) (f); 1(C)(viii) - Fees and refunds		Please clarify precisely what constitutes a billable 'application' for the purpose of the Service Fee, including incomplete applications, rejected applications, withdrawn applications, re-submissions and applications requiring more than one CPV service.	Pls refer to para 1. B of Chapter VII of the RFP.
29	Section: Annexure K; Chapter III RFP Page: 146-147; 14		Where an applicant simultaneously seeks more than one CPV service, will the SP be entitled to collect one Service Fee per	The SP shall charge a Service Fee equal to the contract price per application, denominated

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	Clause / Reference: Notes (i), (iv); Service Fee determination (a)		application or separate Service Fees for each CPV service?	in AED, from the applicant.
30	Section: Chapter VII RFP Page: 49 Clause / Reference: 1(T) - Consular Camps		Please provide an indicative minimum/maximum number of Consular Camps per year, the expected geographical spread, the usual duration of each camp, and the expected staffing and equipment requirements.	The RFP provides for 15 ICACs spread across the jurisdiction of the Mission/Post [Chapter I, Para 10 and Chapter VII, Para 1(A)(xi)], so most applicants are expected to be served through these centres. Consular Camps will therefore be organised by the Mission/Post only occasionally, as and when a specific need arises [Chapter VII, Para T]. Camps are arranged in coordination with Indian community organisations and other partners. Their number, locations, duration and expected footfall vary from camp to camp and cannot be indicated in advance. The SP shall provide services at Consular Camps, including the deployment and transportation of manpower and equipment, at no additional cost to the Government of India/Mission/Post or applicants [Chapter VII, Para T]. Bidders may take this into account when preparing their financial bid.
31	Section: Chapter VII; Annexure L RFP Page: 33; 49; 189 Clause / Reference: 1(B)(xi); 1(R); Schedule II, 2.2-2.3 - Emergency and holiday services		Please specify the expected frequency, maximum duration and resource requirements for emergency, weekend and gazetted-holiday operations, and confirm whether a reasonable annual operating ceiling can be specified. Please define the services treated as emergency services and	Emergency services outside office hours and on weekends/holidays, and the opening of ICACs/counters on weekends/holidays, shall be as required by the Mission/Post

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			provide their expected annual volume. Please confirm whether an on-call coordinator is sufficient outside normal hours or whether an ICAC must open physically. We request at least 48 hours' notice for planned openings.	depending on exigencies. It is not possible to indicate frequency, duration, volume or an annual ceiling. Modalities shall be worked out in coordination with the Mission [Chapter VII, Paras 1(B)(xi) and R], at no additional cost. The services to be treated as emergency services shall be as determined by the Mission/Post from time to time. Designation of a coordinator under Para 2.3 of Schedule-II is in addition to, and not in substitution of, the obligation to provide emergency services, which may include physical opening of an ICAC or counter when so required by the Mission/Post. The Mission/Post will endeavour to give advance intimation of planned openings to the extent circumstances permit; a fixed minimum notice period cannot be committed.
32	Section: Chapter VII RFP Page: 48 Clause / Reference: 1(P)(vii) - Submission and working hours		Do the minimum 60 submission hours and 72 back-office/working hours apply mandatorily to every ICAC irrespective of application volume and demand?	Yes. The minimum working and submission hours apply to each ICAC [Chapter VII, Para 1(P)(vii); Chapter XI, S.No. 14; Schedule-II, Para 2.1], unless modified by the Mission/Post. The exact timings will be decided by the Mission/Post.
33	Section: Chapter VII RFP Page: 24-28; 48 Clause / Reference: 1(A)(xi); 1(P)(vii) -		May operating hours and staffing levels at individual ICACs be adjusted, with Mission/Post approval, based on actual application volumes and demand patterns?	The working/submission hours may be modified by the Mission [Chapter VII, Para 1(P)(vii)], and the number of

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	Staffing and operating hours			counters and staff at each ICAC shall be as given in the RFP or as approved by the Mission/Post [Chapter XI, S.No. 17]. Any such modification shall be at the sole discretion of the Mission/Post. Bidders are required to quote on the basis of the requirements prescribed in the RFP.
34	Section: Chapters VII; XI RFP Page: 32; 47-48; 69-70 Clause / Reference: 1(B)(x)(b); 1(P)(v); SLA item 19 - Turnaround time		Please confirm that the 30-minute turnaround-time SLA will apply only to activities within the SP's reasonable control and will exclude delays caused by the applicant, Mission/Post, Government systems, payment systems, biometric/centralised platforms or other third parties. Please also confirm whether the limit applies only under normal operations and to applicants arriving within their appointment slot, whether time spent on optional ASS and obtaining missing documents is excluded, and whether the limit applies to walk-ins. Please confirm that power/system outages, severe weather and other events outside the SP's control are excluded.	The turnaround time of 30 minutes is to be reckoned from token generation to acceptance of the application and payment at the counter of the ICAC [Chapter VII, Para 1(B)(x)(b); Chapter XI, S.No. 19], and includes the time taken for Applicant Support Services. The RFP does not provide for any category-wise exclusion. Penalty under S.No. 19 is attracted only where violations exceed 10% of cases in a day, and is imposed after issue of a show-cause notice and consideration of the explanation furnished by the SP [Chapter XI, Para (iii)]. Events of Force Majeure shall be governed by Para 3 of Chapter XII. The requirement applies to every applicant, including walk-in applicants [Chapter VII, Para 1(B)(x)(b): 'for any applicant'].
35	Section: Chapters VII; XI RFP Page: 32-33; 76		Please clarify that the five-working-day appointment SLA will be measured from the	The SP is required to ensure and facilitate the availability of

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	Clause / Reference: 1(B)(x); SLA item 38 - Appointment availability		date of an applicant's request to the earliest available slot offered by the SP and will not apply where the applicant voluntarily selects an appointment date beyond five working days. Please also clarify how the five-working-day requirement will be measured when slots are filled on a first-come basis.	appointment slots for submission within five working days [Chapter I, Para 14; Chapter VII, Para 1(B)(x)(a)]. Compliance will be assessed by the Mission/Post on the basis of the records of the appointment system, to which the Mission/Post is to have live monitoring access [Chapter VII, Para 1(B)(x)(e)]. The date chosen by an applicant does not alter the SP's obligation to keep slots available. Penalty is levied only after two warnings remain unheeded [Chapter XI, S.No. 38].
36	Section: Chapters VII; XI; XIII RFP Page: 39-45; 61-79; 84 Clause / Reference: 1(E)-(M); penalty matrix; Para (i) - External systems		Please confirm that SLA penalties will not apply where failure or delay is attributable to Mission/Post systems, NIC/GPSP or other Government platforms, payment gateways/banks, biometric systems, telecommunications providers, courier agencies or other third parties outside the SP's reasonable control.	Penalties are imposed after issue of a show-cause notice and consideration of the explanation furnished by the SP [Chapter XI, Para (iii)], and the Mission/Post shall take into account all relevant facts, including the cause of the failure. The SP remains responsible for the services and service levels even where it engages other parties such as courier agencies, banks or telecommunication providers [Chapter VII, Para 1(G)(i)]. Third-party breach does not constitute Force Majeure [Chapter XII, Para 3(ii)]. No blanket exclusion can be provided. Relaxation would be given for outage of Govt systems and that penalties would not be imposed for external factors such as

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				building security checks, internet outages or government-declared restrictions.
37	Section: Chapter XI; Annexure L RFP Page: 69-70; 203 Clause / Reference: SLA item 19 - Daily Service Fee penalty		Where the 30-minute turnaround SLA is breached, will the applicable 50% or 100% penalty under Annexure-1 be calculated only on the Service Fee relating to affected applications, rather than on the entire Service Fee collected by the SP for that day? Please also confirm whether the penalty will be calculated separately for each ICAC.	The applicable penalty shall be determined with reference to the Service Fee collected by the Service Provider for the services rendered during the relevant day and shall not be restricted only to the Service Fee relating to the individual applications in which the SLA has been breached. The compliance with the 30-minute turnaround SLA and the applicability of the corresponding penalty shall be assessed separately for each ICAC.
38	Section: Chapter XI RFP Page: 61-79 Clause / Reference: Paras (i)-(vi), penalty matrix and concluding note		Please confirm whether there will be an aggregate monthly or annual ceiling on operational penalties, excluding penalties arising from fraud, wilful misconduct or deliberate breach.	No. The RFP does not provide for any aggregate ceiling on penalties. Penalties shall be levied as per Chapter XI.
39	Section: Chapter XI RFP Page: 61; 78-79 Clause / Reference: Para (i); SLA item 45 and concluding note		Please clarify whether multiple penalties may be imposed for the same underlying incident where the same event constitutes a breach of more than one service-level parameter, or whether only the highest applicable penalty will apply.	Each service level parameter in Chapter XI is distinct. Where an incident constitutes a violation of more than one parameter, the penalties applicable shall be determined by the Mission/Post in accordance with Chapter XI, after considering the SP's explanation to the show-cause notice. In case of any discrepancy or doubt, the interpretation favourable to

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				the Mission and the applicants shall prevail [Annexure-1 (SLA) to Annexure-L, Para 10].
40	Section: Chapter XI RFP Page: 61 Clause / Reference: Paras (iv)-(v) - Unpaid penalties		Please specify the maximum cumulative amount or time limit for the additional 0.5% per-day penalty imposed on unpaid penalties.	The RFP does not prescribe any maximum cap or separate time limit for the additional penalty. Accordingly, where the penalty amount remains unpaid beyond 7 working days from the date of receipt of written communication from the Mission, the additional penalty shall accrue at 0.5% of the outstanding penalty amount per day, including holidays, until the penalty amount and applicable additional penalty are paid, unless the reasons for such delay are found acceptable by the Mission.
41	Section: Chapter XI RFP Page: 63 Clause / Reference: SLA item 4 - Bounced cheques and failed transactions		Please confirm that penalties for bounced cheques/failed transactions will apply only where the failure is attributable to the SP and will exclude failures caused by banks, payment gateways, card networks, beneficiary-bank systems or other external financial infrastructure.	Penalties for bounced cheques or failed payment transactions shall be applicable where the failure is attributable to any act, omission, negligence or deficiency on the part of the Service Provider. Failures arising solely due to circumstances beyond the reasonable control of the Service Provider, including failure of banks, payment gateways, card networks, beneficiary-bank systems or other external financial infrastructure, shall not attract such penalties, subject to the Service Provider furnishing satisfactory evidence establishing that the failure

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				was not attributable to it.
42	Section: Chapters XI; XIII; Annexure L RFP Page: 63; 84; 196-197 Clause / Reference: SLA item 5; Para (ii); Annexure 1, item 5		Please clarify that liability for loss or damage to passports/documents will arise only where the loss or damage is attributable to the SP, its personnel, subcontractors or agents through negligence, wilful misconduct or failure to follow prescribed procedures.	The SP is responsible for loss of or damage to passports/documents while in its custody, including during transmission between the ICAC, the Mission/Post and the applicant [Chapter XI, S.No. 5; Chapter VII, Para 2(n); Chapter XIII, Para (ii)]. The RFP does not provide for the qualification proposed. Each case will be examined on its facts after issue of a show-cause notice.
43	Section: Chapter XII RFP Page: 82 Clause / Reference: Para 4(i) - Termination by Mission		Where the Mission terminates the Agreement on two months' notice without SP default, will the SP be entitled to recovery of reasonable unrecovered mobilisation, lease, equipment and other committed fixed costs attributable to the remaining contract period?	No
44	Section: Chapter XII RFP Page: 82-83 Clause / Reference: Paras 5-8 - Policy, litigation and diplomatic developments		Where termination or material reduction in scope results from visa-policy changes, diplomatic developments, litigation outcomes or other circumstances outside the SP's control, will the Mission provide a mechanism for recovery of unavoidable committed costs?	No. In the event of termination of the Agreement or reduction in the scope of services due to visa-policy changes, diplomatic developments, litigation outcomes or any other circumstances beyond the control of the Service Provider, the Mission shall not be liable to compensate the Service Provider for any unavoidable or committed costs arising therefrom.
45	Section: Chapter XII RFP Page: 82 Clause / Reference: Para 3(v) - Force majeure termination		If the Agreement is terminated following 30 continuous days of Force Majeure, will the Mission consider reimbursement of unavoidable, documented fixed costs or committed third-party liabilities incurred	No

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			before the Force Majeure event?	
46	Section: Chapter V RFP Page: 16-17 Clause / Reference: Para (i) - Alternative experience routes		Please clarify the rationale for treating CPV outsourcing experience, Government e-Governance/IT experience and tourism/travel experience as alternative routes to mandatory eligibility, and confirm that bidders qualifying under any one route will be treated equally for eligibility purposes.	The eligibility conditions stipulated under Chapter V of the RFP shall remain unchanged and shall prevail.
47	Section: Chapter V RFP Page: 17 Clause / Reference: Para (i), Note (b) - Merger and acquisition experience		Where a bidder is the legal successor to an acquired or merged entity and has assumed its contracts, employees, systems and operational liabilities, will the predecessor's relevant experience prior to the effective date of the transaction be recognised to the extent legally transferred?	Provisions of para (i) Note (b) of Chapter V of the RFP shall apply.
48	Section: Chapter V RFP Page: 18 Clause / Reference: Paras (iv)-(v) - Liabilities and litigation disclosure		Please clarify whether the requirement to disclose criminal/civil cases should be limited to material proceedings relevant to the bidder's eligibility, CPV/citizen-facing outsourcing activities, fraud/corruption, regulatory compliance or financial capacity.	The provisions of the RFP are self-explanatory.
49	Section: Chapter V RFP Page: 18 Clause / Reference: Para (vi) - Notices and penalties		Please confirm that the requirement to disclose notices and penalties imposed during the last ten years is limited to material penalties relating to consular/CPV work for Indian Missions/Posts and that minor or unrelated matters need not be disclosed.	The provisions of the RFP are self-explanatory.
50	Section: Chapters V; VII; Annexure J RFP Page: 19; 41; 131 Clause / Reference: Para (xi); 1(H)(i); Part II, item 12 - ISO certification		Please confirm that certification to the latest applicable versions of ISO 9001, ISO 27001 and ISO 23026, or equivalent currently recognised standards, will satisfy the RFP requirements.	ISO 9001:2015 and ISO 27001:2022 will be accepted. A corrigendum is being issued.
51	Section: Annexure J RFP Page: 145 Clause / Reference: Part III, item 9 - Market Reputation and Client		Please define the objective and measurable parameters by which the Technical Evaluation Committee will assess 'excellent market reputation' under the seven-mark Market Reputation and Client References	The parameter and corresponding marking scheme are specified in Part III of Annexure J to the RFP.

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	References		criterion.	
52	Section: Chapter XV; Annexure J RFP Page: 89-90; 134-146 Clause / Reference: Stage 1, technical evaluation; Part III scoring benchmarks		Please confirm that technical evaluation will be conducted exclusively against the published Annexure-J criteria and that all bidders will be assessed against the same documentary evidence, assumptions and presentation requirements.	Technical bid evaluation will be conducted in accordance with the provisions of the RFP.
53	Section: Chapter VII; Annexure J RFP Page: 24-28; 47-49; 134-140 Clause / Reference: 1(A)(xi), 1(P); Part III, items 1-4 - Minimums and enhancements		Please confirm that the infrastructure, counters, staffing and facilities expressly prescribed in Chapter VII constitute the mandatory minimum, and that any additional infrastructure offered by a bidder will be considered only as an enhancement under the published technical evaluation criteria.	Yes, the requirements prescribed in Chapter VII are the minimum. Infrastructure offered over and above the minimum will be evaluated as per Annexure-J, Part III. It may, however, be noted that all parameters and standards of facilities at the ICAC shall be as per the offer made in the Technical Bid or as in the RFP, whichever is better [Chapter VII, Para 1(P)(xi)], and any enhancement offered shall accordingly form part of the SP's obligations under the Agreement.
54	Section: Chapters I; VII; XVII; Annexure L RFP Page: 7; 24-28; 48-49; 95; 183 Clause / Reference: Para 11; 1(A)(xi), 1(P)(vii), 1(R)-(T); Para 1; Article 20		If the Mission materially increases the geographical scope, number of ICACs, counters, staffing, floor area, operating hours or other deliverables beyond the requirements reasonably quantifiable from the RFP, will the resulting incremental cost be addressed through a formal commercial variation?	No. There is no provision for commercial variation. The Service Fee shall not be revised during the tenure of the contract [Chapter III, Determination of Service Fee, para (c); Schedule-II, Para 4.2]. Changes in the number of ICACs, extended hours/additional staff for peak periods and weekend/holiday openings are to be undertaken at no additional cost [Chapter I, Para 11; Chapter VII, Para R; Schedule-II, Paras 1.3 and 2.2].

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55	Section: Chapters VII; XIII RFP Page: 42-45; 84 Clause / Reference: 1(l)-(M); Para (i) - Future technology and security standards		Where new NIC, GPSP, security, privacy, technology or Government-platform requirements introduced after award materially increase the SP's capital or operating costs, will such incremental costs be treated as a scope variation rather than being required within the quoted Service Fee?	No. Requirements relating to the introduction of new NIC, GPSP, security, privacy, technology and Government platforms form an integral part of the scope of services specified in the RFP and shall not, in themselves, constitute a variation in scope. Bidders are therefore required to duly assess and factor in all associated capital and operating costs while quoting their Service Fee. No additional payment shall be admissible in respect of any such requirements.
56	Section: Chapters VII; XI RFP Page: 51; 73 Clause / Reference: 2(j); SLA item 29 - CCTV live feed		Please clarify and, if necessary, correct the expression 'hunting CCTV live feed' appearing in the Service Level Matrix.	The expression "hunting CCTV live feed" shall be read as "live CCTV feed".
57	Section: Annexure L RFP Page: 148-213 Clause / Reference: Draft Contract Agreement, schedules and SLA - Blank particulars		Please confirm that all placeholders, blanks and incomplete particulars in Annexure-L will be completed and finalised before execution of the Agreement, and that no material term will be introduced after bid submission.	Annexure-L contains the draft Agreement. The successful Bidder shall execute the Agreement substantially in the form set out therein. Any modifications to the draft Agreement shall be limited to such changes as may be necessary to give effect to the provisions of the RFP, incorporate Mission-specific particulars or address applicable legal or procedural requirements, and shall be subject to the approval of the Mission.
58	Section: Annexure J		Please clarify that the expression 'excellent	The referred provisions of the

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	RFP Page: 145 Clause / Reference: Part III, item 9 - Market Reputation and Client References		market reputation' under the Market Reputation and Client References criterion will not be assessed on the subjective perception or general opinion of individual members of the TEC, but solely on objectively verifiable and documented evidence submitted by the bidder, such as client references, performance certificates, documented KPIs, substantiated penalties or other specified evidence.	RFP are self-explanatory.
59	Section: Annexure J RFP Page: 144-145 Clause / Reference: Part III, item 8 - Past Performance with Mission		Please confirm that marks under the 'Past Performance with Mission' criterion will be based solely on documented and verifiable performance indicators, such as recorded SLA performance, written performance assessments, show-cause notices, penalties, substantiated complaints and compliance records, and will not be influenced by subjective assessments of the bidder's relationship with individual Mission/Post officials.	The referred provisions of the RFP are self-explanatory.
60	Section: Annexure J RFP Page: 136-137 Clause / Reference: Part III, item 2(b) - ICAC design and infrastructure		For the ICAC design and infrastructure criterion, please provide measurable or documentary benchmarks corresponding to the different scoring bands, including the meaning of terms such as 'outstanding operational planning', 'minor shortcomings', 'improvements desirable' and 'noticeable deficiencies'.	The relevant provisions of the RFP are self-explanatory.
61	Section: Annexure J RFP Page: 140-144 Clause / Reference: Part III, items 5(a), 6, 7(a) and 7(b) - Systems and support		Please provide measurable benchmarks for the qualitative scoring bands relating to appointment management, call centre, website and grievance-redressal systems, including, where applicable, minimum staffing, response time, multilingual capability, availability, system uptime, escalation timelines, resolution timelines, reporting and monitoring requirements.	The relevant provisions of the RFP are self-explanatory.
62	Section: Annexure J RFP Page: 144-145 Clause / Reference: Part		Please clarify that general perceptions regarding a bidder's corporate reputation, media coverage, market standing or other	Technical evaluation criteria are explained in Part-III of Annexure J of the RFP.

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	III, items 8-9 - Performance and reputation		non-tender-specific impressions will not be used to reduce technical marks unless the matter is expressly covered by a published criterion and supported by objective, relevant and verifiable evidence.	
63	Section: Chapter I RFP Page: 3 Clause / Reference: Para 2 - Contract term and commencement		Please confirm whether the three-year contract period will start from the actual commencement of operations so that the SP receives a full 36 months of operations. Please also provide the expiry dates of the current passport/visa/OCI and attestation contracts and the expected go-live date.	The contract shall be valid for three years from the date of signing of the Agreement.
64	Section: Chapters I; VII RFP Page: 3, 24 Clause / Reference: Para 2; 1(A)(xi)(a) - Premises and simultaneous opening		Please confirm whether existing premises may be used if they meet all RFP requirements. If any centre needs fit-out or government approvals, please confirm whether a short phased opening may be allowed with the Mission's approval.	The Service Provider (SP) shall be responsible for establishing and making operational the new Indian Consular Application Centre (ICAC) at the location approved by the Mission/Post, at its own cost. The SP shall provide all requisite civil, furniture, electrical, IT, communication, security and other supporting infrastructure necessary for the effective, secure and uninterrupted functioning of the ICAC. The infrastructure shall include, inter alia, chairs, tables, workstations, counters, reception and waiting areas, storage, partitions and signage, as well as desktops/workstations, printers, scanners, biometric devices, token/queue management systems,

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				networking and connectivity equipment, UPS/power backup and related peripherals. The SP shall also provide necessary power, lighting, air-conditioning, internet connectivity, CCTV, access-control and other utilities and security arrangements as prescribed in the RFP or by the Mission/Post. The ICAC shall be fully equipped, tested and operational before commencement of services.
65	Section: Chapter I; Annexure B RFP Page: 4, 103 Clause / Reference: Para 5; biometric specifications - E-passport rollout		Please confirm the expected timeline for e-passport enrolment in the UAE, the number of biometric stations required at each ICAC and Mission/Post counter, the NIC-approved devices and facial-capture specifications, and whether Visa/OCI biometrics are required from day one or only after rollout.	Will be intimated to the selected SP post award of the contract.
66	Section: Chapters II; III; IV RFP Page: 8; 10; 15 Clause / Reference: Important Dates; Para (v); pre-verification requirements		Please confirm that the Organisation Profile emailed by 04.10.2026 will be accepted even though the date falls on a Sunday. Please also confirm whether a separate Organisation Profile is required for a wholly owned UAE subsidiary that holds the local licences and may execute the Agreement.	Kindly refer to para (iii) and (v) of Chapter III of the RFP.
67	Section: Chapter III RFP Page: 10 Clause / Reference: Para (vi) - Outstanding unpaid penalties		Please clarify how an unpaid penalty will be treated if the bidder has formally disputed the penalty or believes it was not imposed in line with the existing contract. Please also confirm whether there is a review mechanism before such a disputed penalty makes the bidder ineligible.	A Bidding Company having any outstanding penalty levied by an Indian Mission/Post or the Ministry of External Affairs under the provisions of an Agreement, which remains unpaid as on the last date of submission of bids, shall be ineligible to participate in the bidding process, unless such

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				penalty is under judicial adjudication.
68	Section: Chapter VI; Annexure E RFP Page: 21, 113 Clause / Reference: 1(a)-(b); Clause (p) - Local partner and JV eligibility		Please clarify which requirement applies to a local/JV partner: the 50% turnover and net worth requirement in Chapter VI or the requirement in Annexure-E to meet the financial and experience criteria on its own. Please also confirm that a local/JV partner is optional and that the no-loss condition for 2024 and 2025 applies only to JV/consortium bids.	Please refer to Chapter VI of the RFP.
69	Section: Chapter V RFP Page: 18 Clause / Reference: Para (vi) - Notices and penalties during last 10 years		Please clarify the documents/details required for notices and penalties from the last 10 years, especially where older records are no longer available. Please confirm whether available records and a declaration for unavailable historical records will be acceptable.	RFP provision shall prevail.
70	Section: Chapter VII; Annexure L RFP Page: 28, 49, 188 Clause / Reference: 1(A)(xi)(c); 1(S); Schedule II, 1.2 - Mission/Post counters		Please confirm the required number of submission counters at the Embassy and CGI Dubai. Please also confirm the required staff, operating hours and expected volume for special cases, whether the Mission/Post will provide space, furniture, power and connectivity, and whether the Service Fee may be charged for applications accepted at these counters.	In terms of Para 1(A)(xi)(c) of Chapter VII, the SP shall operate, on a regular basis, two submission counters at CGI Dubai and one submission counter at the Embassy of India, Abu Dhabi, with an adequate number of staff, for special cases as decided by the Mission/Post. These counters are in addition to the counters prescribed for the ICACs. Operating hours of these counters shall be as specified by the Mission/Post. The volume of special cases depends on exigencies and cannot be indicated. Only Space/Internet connectivity/Power supply for

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				these counters will be made available by the Mission/Post within its premises. The SP may charge only the Service Fee quoted in its financial bid and no other cost [Chapter VII, Para 1(A)(xi)(c) and Para S].
71	Section: Chapter VII RFP Page: 30-32 Clause / Reference: 1(B)(vi)(f), (vii)(f) - Refunds for incomplete applications		Please clarify how Gol fees will be refunded when an incomplete application is returned after 21 days. Will the Mission/Post make the refund, or should the SP refund it and adjust the amount against a later deposit? For postal applications, please also confirm whether the Gol fee may be collected only after the application is found complete.	Modalities of such cases of refund will be decided in consultation with the selected SP.
72	Section: Chapter VII RFP Page: 29, 31 Clause / Reference: 1(B)(v), (vii) - Permitted submission methods		Please confirm whether applications may be submitted through all three methods stated in the RFP: in person at an ICAC, through an authorised representative, and by post/courier. Please also confirm whether the postal option will start from day one, whether any conditions or limits will apply, and whether ICAC/counter requirements may be reviewed if postal volumes become significant.	Yes. Applications may be submitted at the ICAC in person, through a representative, or by postal means [Chapter VII, Para 1(B)(v)-(vii)], from the commencement of operations. Postal applications are subject to the conditions in the RFP, including that no cash payment shall be received by post/courier [Chapter VII, Para 1(C)(v)]. Any review of ICAC/counter requirements shall be at the discretion of the Mission/Post.
73	Section: Chapter VII RFP Page: 33 Clause / Reference: 1(B)(x)(c) - Four-person booking limit		Please clarify how appointments should be booked for companies or employers submitting applications for several employees, authorised representatives, and families with more than four members. Please confirm whether a separate Mission-approved and verifiable booking process may be used for these cases.	The appointment system must restrict bookings to a maximum of four persons (family members) per mobile phone/e-mail ID [Chapter VII, Para 1(B)(x)(c)]. Submissions through authorised representatives are also to be made through appointments, except for walk-in categories

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				prescribed by the Mission/Post. Bidders may propose verifiable arrangements for such cases in the Technical Bid, which shall be subject to the approval of the Mission/Post.
74	Section: Chapters VII; XI; Annexure L RFP Page: 33-34, 70, 76, 191 Clause / Reference: 1(B)(xii)(b), (e)-(f); SLA items 20, 39; Schedule II, 8.1(a), (f)		The RFP gives different requirements for call centre hours and call charges. Please confirm whether live support is required from 8 AM to 8 PM on working days or 24x7, and whether normal call charges may start after three minutes or five minutes. Please also confirm whether a toll-free 800 number that is free to callers is acceptable.	The helpline number shall be available 24x7. Live support by call centre staff is required from 8 AM to 8 PM on all working days. Outside these hours, including holidays, an automatic answering system shall be functional. The SP should have special arrangements to deal with emergency calls outside office hours and on holidays. The free call duration is five minutes, after which normal call charges may be levied. Special or higher call charges are not permitted, and waiting time shall not be chargeable. A toll-free 800 number that is free to callers is acceptable and preferred, and calls should preferably be handled locally from the UAE.
75	Section: Chapter VII RFP Page: 35-36 Clause / Reference: 1(C)(ii), (vii) - Bank/agency charges at actual cost		Please confirm whether card merchant charges (MDR) may be charged to the applicant at actual cost as a separate item for both GoI fees and the Service Fee. Please also confirm whether a certificate from the acquiring bank will be sufficient proof of the applicable rate.	Yes. Card merchant charges (MDR) are bank/agency charges and may be collected from the applicant at actual cost on the total amount paid, covering both the GoI fees and the Service Fee. They shall be shown as a separate item on the receipt. GoI fees shall be remitted to the Mission/Post in full, without deducting any such charges, and no bank

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				charges shall be borne by the Mission. A certificate of the applicable rates on the letterhead of the acquiring bank is required. However, the SP must also be able to produce transaction-level details, such as bank statements and confirmation letters, showing that the charges were actually paid to the bank, whenever the Mission/Post wishes to verify them. The applicable charges shall be displayed at the ICAC and on the SP's website. They shall not become a source of income for the SP; any violation will attract a penalty of 10 times the maximum penalty amount, as per Point (vii).
76	Section: Chapter VII; Annexure L RFP Page: 37, 190 Clause / Reference: 1(D)(iv); Schedule II, 7.2-7.3 - Receipts		Please confirm whether a single bulk receipt may be issued for family members travelling together. Please also confirm that an electronic receipt issued during a printer or system failure, followed by a printed copy later, will not attract the penalty under SLA S.No. 2.	A separate receipt shall be issued for each application, including in cases where family members are travelling together. Accordingly, a single bulk receipt covering multiple applications shall not be treated as a substitute for the prescribed individual receipts.
77	Section: Chapter VII; Annexures A; L RFP Page: 38; 98; 101-102; 177 Clause / Reference: 1(D)(xii)-(xiv); Annexure A, 2(iv), 5; Article 11 - Retention		The RFP gives different data-retention periods. Please provide one clear retention period for physical documents, scanned data, CCTV footage, financial records and call recordings. Please also confirm the required wording of the monthly data-deletion/retention certification.	The retention periods specified under the respective provisions of the RFP shall apply to the relevant categories of records/data.
78	Section: Chapter VII		Please confirm that four free photographs	Yes, the four free photographs

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	RFP Page: 53 Clause / Reference: 3(l) (a)-(b) - Photocopies, printouts and photographs		are required only once per applicant per application and only when needed. Please also confirm that free photocopies and printouts are limited to documents required for that application, and that a digital photograph is sufficient where printed photographs are not required.	are to be provided once per applicant for each application. If a photograph taken by the SP does not meet the prescribed specifications, the SP shall retake and provide it free of charge. Free photocopies and printouts are limited to the documents required for that application, as per Point (a). A digital photograph alone is not sufficient. Printed photographs are required for all CPV services, so the SP shall provide four printed photographs, as per the prescribed specifications, to every applicant who requires them. The SP shall also capture the photograph digitally wherever it needs to be uploaded or digitised.
79	Section: Chapter VII RFP Page: 54, 52 Clause / Reference: 3(III); 2(o) - Value-added services and approval		Please confirm whether optional services approved by the Mission/Post may be provided outside the ICAC, such as doorstep/mobile biometric service, document pick-up and international courier. Please also define what is meant by the 'immediate vicinity' of the ICAC.	No. The SP shall not provide any service other than those prescribed without the prior written approval of the Mission/Post [Chapter VII, Para 2(o)], and shall not indulge in the sale, marketing, solicitation or promotion of any value-added services within the ICAC premises or in the immediate vicinity thereof [Chapter VII, Para 3(III)].
80	Section: Chapter VII RFP Page: 23, 52 Clause / Reference: 1(A)(v); 2(o) - Passive data and website controls		Please confirm that information actively entered by an applicant for appointment booking or application tracking is not treated as 'passive data'. Please also confirm that essential cookies, CAPTCHA, anti-bot/fraud tools and anonymised website analytics are allowed.	The SP shall not capture or retain any passive data beyond what is expressly permitted under the RFP. Essential cookies and technical mechanisms such as CAPTCHA and anti-bot/fraud protection

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				may be used where necessary for the secure and effective functioning of the online system
81	Section: Chapters VII; XIII; Annexure L RFP Page: 43, 50, 162, 84 Clause / Reference: 1(l) (vii), 2(f); Chapter XIII(i); Article 2(xvi)(c) - Hosting and integration		Please clarify the NIC/GPSP connectivity requirements and who will bear the related cost. Please identify the Mission/Post portal that must be integrated, confirm whether the website, appointment system and SQM may be hosted in a UAE cloud data centre, and confirm whether an NIC/GPSP security audit is required before go-live.	The Gol applications (IVFRT, CONSPROM, GPSP, OCI portal, etc.) and the biometric software will be provided by the Mission/NIC. The SP shall provide, at its own cost, all hardware, internet connectivity, the local server (with the approval of the Mission/Post) and any other IT infrastructure needed to work on these platforms at all ICACs. No additional cost shall be borne by the Mission/Ministry or charged to applicants. At present, the SP's website or appointment system does not need to be integrated with any Gol platform. The SP's website shall link to the websites of the Embassy of India, Abu Dhabi and CGI Dubai, and to the relevant Gol service portals. The SP shall integrate its appointment portal with Gol platforms if required in future. The website, appointment system and SQM may be hosted in a UAE cloud data centre, subject to compliance with UAE laws on privacy and data security and with the data security standards set by the Mission/Post, NIC and GPSP under Chapter XIII. The RFP does not currently prescribe a

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				separate NIC/GPSP security audit before go-live. However, the SP shall complete any security audit or clearance that the Mission/Post, NIC or GPSP prescribes, and the website shall comply with W3C/STQC standards.
82	Section: Chapter VII; Annexure A RFP Page: 45-47, 99, 101 Clause / Reference: 1(N); Annexure A, 3 and 5(i) - Digitisation and DVDs		For passport services already digitised through GPSP, please confirm whether separate DVD-based digitisation is required. Please also clarify whether the required scan format is black-and-white at 200 DPI/100 KB per page or greyscale below 50 KB, whether online upload may replace DVDs, and the expected volume of Mission/Post applications that the SP will need to scan.	For passport services, the required documents shall be digitized as part of the application processing workflow. Accordingly, separate DVD-based digitization of the documents is not required. For digitization guidelines, please refer to Annexure A of the RFP.
83	Section: Chapter VII; Annexures J; L RFP Page: 51, 131, 164 Clause / Reference: 2(j); Part II, item 13; Article 2(xx) - CCTV feed and footage		Please confirm the minimum CCTV coverage required at each ICAC, the recording-retention period, whether audio recording is required, and whether the live feed must be available to both the Embassy and CGI Dubai or only to the office responsible for that ICAC.	The RFP does not prescribe a minimum number of cameras. Each bidder shall propose its CCTV coverage for each ICAC in Item 13 of Annexure-J, and marks will be awarded on that basis. At a minimum, coverage shall include the entry/exit points, the reception and waiting areas, all counters, the processing area, and the areas where documents and data are stored. The cameras shall be HD, Day & Night and network/IP compliant, with recording and review facilities. Recordings shall be kept for at least [90] days, or longer if UAE law or the Mission/Post requires it. Audio recording is

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				not required unless the Mission/Post prescribes it later, in accordance with UAE law. The live feed shall be made available to the office (Embassy or CGI Dubai) that has jurisdiction over the ICAC.
84	Section: Chapter X RFP Page: 57 Clause / Reference: 1(ii)-(iii) - Performance and termination securities		Please confirm the application volume to be used for calculating the contract value. Please also confirm whether the average daily volume for the Premature Termination Security is based on 300 working days or calendar days, and whether the 50%/20%/20%/10% Performance Security portions may be issued as separate bank guarantees.	Contract value is defined under Chapter X of the RFP. Average daily volume for the premature Termination security will be calculated based on the number of working days. Performance security may be furnished in four pieces with 50%, 20%, 20% and 10% of the total value.
85	Section: Chapters VII; XI RFP Page: 30-31; 64 Clause / Reference: 1(B)(vi)(d), (vii)(d); SLA item 6 - Application submission		Please confirm that delay will be counted only after the permitted same-day or next-working-day submission period. Please also confirm that Mission/Post non-working days and days when the Mission/Post does not accept applications will not be counted.	Yes. Complete applications shall be forwarded to the Mission/Post on the same day or, at the latest, by the next working day. Delay shall be counted only after this permitted period has expired. Applications received on a non-working day of the Mission/Post, such as a holiday or weekend, or on a day the Mission/Post does not accept applications, shall be submitted on the next working day or as the Mission/Post concerned directs. Such days shall not be counted as delay. Any delay beyond this shall attract penalty as per S. No. 6 of Chapter XI of the RFP.
86	Section: Chapter XI; Annexures J; L		The RFP contains different provisions on sub-contracting. Please confirm that non-	Subcontracting is not permitted under the RFP.

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	RFP Page: 74; 128; 192 Clause / Reference: SLA item 31; Part I, Resource Plan (f); Schedule II, 11		core services such as courier, security, cleaning, transport, photography, payment gateway and IT hosting may be sub-contracted with prior Mission approval.	However, non-core services, such as courier, security and cleaning services, may be subcontracted with the prior approval of the Mission, subject to applicable local laws and regulations.
87	Section: Chapters XI; XIII RFP Page: 84, 63 Clause / Reference: Para (ii); SLA item 5 - Lost-document penalty		Chapter XIII states a penalty of AED 3,500 for a lost passport/document, while SLA S.No. 5 states AED 3,700. Please confirm the correct penalty amount.	The correct penalty for loss of a passport/document shall be AED 3,700, as stipulated in Chapter XI of the RFP. The corresponding reference in the SLA shall be read accordingly.
88	Section: Chapter XIV RFP Page: 86 Clause / Reference: 1(a) (ii), (iv)-(v) - Bid copies, format and delivery		Please confirm whether the soft copy may be submitted on a USB drive or DVD instead of a CD. Please also confirm whether supporting documents may be provided as PDFs while the main Technical Bid is in MS Word, whether supporting copies need notarisation/apostille/attestation, and whether the bid may be delivered by courier or by hand before the deadline.	The provisions of the RFP shall prevail.
89	Section: Chapter XVI RFP Page: 94 Clause / Reference: 1(f) -(h) - Training, handover and commencement		Please clarify the handover and transition from the current service provider(s). Please confirm how applications already submitted before cut-over, passports/documents in custody, pending digitisation, helplines, websites and appointments booked for dates after go-live will be handled, and whether the transition may be phased by service.	The new SP will be responsible only for applications received by it from the date of commencement of its operations. There would be no transfer of applications between the incumbent SP and the new SP; the incumbent SP will complete the services for all applications received by it. In terms of Para 1(g) of Chapter XVI, the SP may endeavour to get its personnel trained from the outgoing SP at

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				the Mission, which the Mission/Post will facilitate to the extent it considers appropriate. Personnel selected for the ICACs shall also be trained by the Mission for five days [Chapter XVI, Para 1(f); Schedule-II, Para 9.2]. The new SP will be responsible only for the applications handled from the date of commencement of its operations. There would be no transfer of applications between the incumbent and the new SP. The incumbent SP will complete the services for all the applications received by it.
90	Section: Annexures C; J RFP Page: 145, 107 Clause / Reference: References; Part III, item 9 - Client references		Annexure-C asks for three references only, while Annexure-J asks for a minimum of three. Please confirm whether more than three references may be submitted and whether the referenced service must be ongoing or completed within the last five years with at least two years' duration.	Annexure-C is for security verification purposes only.
91	Section: Chapter III; Annexures K; L RFP Page: 14; 147; 189 Clause / Reference: Service Fee determination (c); Note (iii); Schedule II, 4.2		Please confirm that the Service Fee should include UAE VAT at the current rate of 5%. If the statutory VAT rate changes during the contract, please confirm that the revised VAT may be passed on to applicants so that the SP's net Service Fee remains unchanged. Please also confirm the number of decimal places allowed in the Financial Bid.	The Service Fee shall be inclusive of all applicable taxes, including VAT, and shall remain unchanged throughout the contract period. Bidders are advised to duly take the same into account while quoting their Service Fee.
92	Section: Annexure L RFP Page: 171 Clause / Reference:		Please confirm whether a monthly certificate showing that salaries have been paid through the UAE Wage Protection	No. As per Point (viii) of Para (v) of Annexure-L, the salary slips of each employee at the

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	Article 3(v)(viii) - Monthly salary slips		System (WPS) may be submitted instead of sharing every employee's salary slip each month, with salary slips made available for inspection when requested.	respective ICACs shall be shared with the Mission/Post every month. They may be shared as a consolidated soft copy by e-mail. The SP shall also enclose the monthly WPS salary transfer statement/certificate as additional proof of payment. The SP shall ensure that all employees are paid at or above the minimum wage under UAE law.
93	Section: Annexure L RFP Page: 177 Clause / Reference: Article 10(iv) - Ownership of contract material		Please confirm that the Mission will own Mission-specific content, branding and applicant data, while the SP will retain ownership of its pre-existing software platforms and source code. Please also clarify ownership of the website domain and the data handover requirements at the end of the contract.	The provisions of the RFP shall prevail.
94	Section: Annexure L RFP Page: 167 Clause / Reference: Article 3(i)(q) - System login credentials		Please confirm whether the Mission/Post may be provided with dedicated named administrator or read-only accounts with full monitoring access instead of the SP's own login credentials, in line with information-security controls.	Yes. Instead of sharing the SP's own login credentials, the SP may create dedicated named accounts for the officers designated by the Mission/Post. The SP shall create as many accounts as the Mission/Post requires, before services begin. These accounts shall have full, real-time monitoring access to the appointment system, SQM, dashboard, reports and audit logs. They shall also carry any administrative rights the Mission/Post may require, such as managing appointment slots and blackout dates. Failure to provide such access shall attract penalty under S.

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				No. 30C of Chapter XI of the RFP. The requirement in Para 3(q) of Annexure-L to give the Mission/Post all login credentials of the ICAC systems in a sealed envelope, updated regularly, shall continue to apply.
95	Section: Chapter XIII – Confidentiality and Privacy Laws RFP Page: 178 Clause / Reference: Clause 13(i)–(iii)		Kindly clarify the prescribed procedure and timeline for notifying the Mission/Post in the event of an actual or suspected personal data breach, cybersecurity incident, loss of data, or unauthorised access to or disclosure of applicant personal or biometric information.	The SP shall immediately notify the Mission/Post, in writing, upon becoming aware of any actual or suspected personal data breach, cybersecurity incident, loss of data, or unauthorised access to, use, disclosure or compromise of applicants' personal or biometric information. The notification shall be made without undue delay and shall contain, to the extent available, details of the nature and extent of the incident, the data and systems affected, the likely impact, and the corrective and remedial measures being undertaken. The SP shall also provide such further information and updates as may be required by the Mission/Post and shall fully cooperate with the Mission/Post in investigating, containing and mitigating the incident, in accordance with the applicable provisions of the RFP and local laws.
96	Section: Chapter XIII – Confidentiality and Privacy Laws / Access to		Kindly clarify whether applicant personal and biometric data may be hosted, accessed, stored or processed outside the	Applicant personal and biometric data shall ordinarily be hosted, stored and

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	Premises RFP Page: 177-178 Clause / Reference: Clause 11(ii)(c) and Clause 13(iii)(b)		UAE, including through cloud service providers or other sub-processors, and whether prior written approval of the Mission/Post would be required for any such arrangement.	processed within the UAE. It may be hosted, accessed, stored or processed outside the UAE only with the prior written approval of the Mission/Post. This includes hosting through a cloud service provider (for example, in Indian or MeitY-empanelled cloud data centres) and access by the SP's own staff located outside the UAE. Any such arrangement must comply with UAE laws on data protection and cross-border transfer of data, and with the data security standards set by the Mission/Post, NIC and GPSP. As per Chapter XIII(ii), no applicant data shall be disclosed or transferred to any third party, including any cloud service provider or other sub-processor, without the prior written consent of the Mission/Post. Sub-contracting of CPV services is not permitted under S. No. 31 of Chapter XI. Biometric data captured on Gol-provided software shall be handled strictly as prescribed by the Mission/NIC. The SP shall remain solely responsible for the security and confidentiality of all applicant data and for any breach, as per Chapter XIII(vi) and (vii).
97	Section: Chapter XI – Quality Control & Assurance / Chapter XIII		Kindly clarify whether the Mission will provide a prescribed Data Processing Agreement (DPA), data protection schedule,	Data handling, protection and storage requirements are explicitly mentioned in the

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	- Privacy Laws RFP Page: 159 / 178 Clause / Reference: Clause XI(a) and Clause 13		or specific data protection standards to be incorporated into the Agreement with the selected Service Provider, particularly covering data retention and deletion, breach notification, access controls, use of subcontractors/sub-processors and audit rights.	RFP. Please refer.
98	Chapter III paras (iv)-(v) (p. 10) Chapter VI para 1(a) (p. 21) Chapter V para (iii) (p. 18) and Annexure-D II.2 (p. 108) Chapter XV, Stage 1, I(b) (p. 88) Chapter II schedule (p. 8)	Chapter III (iv): "the term 'Bidding Company' should be taken to also include joint ventures of a maximum of two companies." Chapter III (v): where the Bidding Company bids with a local partner, the partner's Organization Profile is to be submitted "within the timeline prescribed under Chapter II", and the Bidding Company "shall additionally furnish complete details of the proposed partnership arrangement". Chapter VI 1(a): "the type of JV, including a copy of the Agreement, must be provided." No time for submission is stated. Annexure-D II.2 (and Chapter V): "In the case of joint ventures, information must be provided for both the partners ... and a copy of their joint venture agreement." Annexure-D forms part of the Technical Bid in Envelope 2. Chapter II: Organization Profiles due 04.10.2026; last date for bids 26.10.2026, 1500 Hrs (LT).	The RFP asks for a copy of the JV agreement but does not say when it is to be submitted. Please clarify: (a) May the copy of the JV agreement be submitted with the Technical Bid (Envelope 2, with the response to Annexure-D) on or before 26.10.2026, or must it be sent to the Mission or the Ministry before the bid? (b) If it must be sent earlier, please state the last date and the email address or office to which it should be sent, as the Organization Profile date of 04.10.2026 has passed.	The copy of the JV Agreement shall be submitted as part of the Technical Bid, in accordance with the requirements stipulated under Chapter VI of the RFP
99			Regarding furnishing of Bid security/EMD, can a 100% owned subsidiary of a bidding company submit EMD on behalf of the bidding company?	The Bidder shall furnish the Bid Security/EMD in its own name.
100			Regarding furnishing the other Bank Guarantees, can 100% owned subsidiary of	All securities required to be furnished under the RFP shall

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			a bidding company can submit other BGs on behalf of the bidding company?	be furnished in the name of the Bidder submitting the bid.
101	Volume forecast / seasonality		Please provide the expected annual/monthly application volumes for the contract period, including any forecasted growth, seasonality or known changes in demand.	The bid carries volume risk, while the RFP states that the service fee will remain fixed and that reductions in application volumes may not attract compensation. The Mission/Post does not provide any projection or forecast of application volumes for the contract period, nor any minimum volume or revenue commitment. Bidders may make their own assessment on the basis of the trends indicated in the RFP. As stated at Para 8 of Chapter I, the figures indicated are only an estimate. There shall be no revision in the Service Fee during the tenure of the contract, and no compensation shall be payable on account of any reduction in applications [Chapter III, Determination of Service Fee, paras (c) and (d)].
102	ICAC count and location changes		If the Mission exercises its right to increase, decrease, relocate or close ICACs during the contract, please clarify the process, notice period, transition arrangements and the commercial treatment of incremental or reduced scope.	The RFP permits changes to the number of ICACs without additional expenditure/charge to the Ministry/Mission/Post or applicants. In terms of Para 11 of Chapter I, Para 1(A)(xi)(a) of Chapter VII and Para 1.3 of Schedule-II of Annexure-L, the Mission/Post may increase or decrease the number of ICACs as deemed

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				necessary, and the SP shall do so at no additional expenditure/charge to the Ministry/ Mission/ Post/ applicants. The RFP does not prescribe a maximum number of additional ICACs. The process, notice and transition arrangements in any such case shall be as decided by the Mission/Post at the relevant time, having regard to operational requirements. Bidders are to quote the financial bid keeping this aspect in mind.
103	Premises cost and approval responsibility		Please clarify whether the Service Provider is expected to bear all rental, fit-out, utilities, service charges, municipal approvals and recurring facility costs for all 15 ICACs, and whether any existing premises are available for takeover.	Premises represent a significant mobilization and recurring cost, particularly for the large centers such as Bur Dubai, Al Danah/Al Khalidiya and Musaffah. Yes. The SP shall bear all costs relating to premises, fit-out, utilities, service charges, approvals and other recurring costs for all ICACs. The SP shall not receive any payment from the Mission for setting up the ICACs [Chapter VII, Para 2(m)]. The SP is required to set up new ICACs [Chapter VII, Para 1(A)(xi)(a)], and the RFP does not provide for takeover of any existing premises.
104	Transition and outgoing Service Provider support		Please clarify the extent of mandatory transition support expected from the outgoing Service Provider, including access to SOPs, historical data, application workflows, system interfaces, staff/process	The RFP refers to an operational handshake/transition but does not define the scope, du-

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			handover and knowledge transfer.	ration, responsibilities or enforceability of the outgoing provider's support. The new SP will be responsible only for applications received by it from the date of commencement of its operations. There would be no transfer of applications between the incumbent SP and the new SP; the incumbent SP will complete the services for all applications received by it. In terms of Para 1(g) of Chapter XVI, the SP may endeavour to get its personnel trained from the outgoing SP at the Mission, which the Mission/Post will facilitate to the extent it considers appropriate. Personnel selected for the ICACs shall also be trained by the Mission for five days [Chapter XVI, Para 1(f); Schedule-II, Para 9.2]. No other obligation on the outgoing SP is contemplated under this RFP.
105	Technology integration and licensing		Please provide the latest technical specifications, integration/API documentation, licensing responsibilities and environment requirements for IVFRT, CONSPROM, GPSP and any other Government/NIC platforms. Please also clarify which licences and integration costs are to be borne by the Service Provider.	All technical specifications are explained in the RFP. please refer.
106	Staffing assumptions		Please confirm whether the prescribed	The number of counters and

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	and productivity		centre-wise manpower is a fixed minimum requirement irrespective of application volumes, or whether staffing may be flexed with Mission approval based on actual workload. Please also clarify whether relievers/leave reserves are expected in addition to the stated minimum headcount.	staff at each ICAC shall be as given in the RFP or as approved by the Mission/Post [Chapter XI, S.No. 17]. Any such modification shall be at the sole discretion of the Mission/Post. Bidders are required to quote on the basis of the requirements prescribed in the RFP. 2. Each counter shall, at all times during operating hours, be manned by staff with appropriate qualifications, and a substitute shall be provided when a staff member is on leave [Chapter XI, S.No. 17].
107	Mission training and deployment		Please clarify the expected duration, batch size, training calendar and availability of Mission trainers for the mandatory five-day training. Will training be conducted for all deployed personnel, including backup/reliever staff?	Yes. Mission/ Post will work with the SP closely for smooth implementation of any changes in the procedures/ guidelines introduced during the period of operations.
108	Applicant Support Services and courier scope		Please provide the expected monthly volumes and average cost assumptions for the five mandatory Applicant Support Services, particularly return courier services. Please clarify whether courier coverage is UAE-wide and whether remote/exceptional destinations are included without additional charge.	These services are required at no additional cost to applicants and must be absorbed within the Service Fee, making the volume and geographic scope critical to pricing. Courier coverage is UAE-wide and remote/exceptional destinations are included without additional charge.
109	Penalty framework and aggregate liability		Please clarify whether there is an overall cap on penalties/liquidated damages during a contract year and whether penalties are cumulative where the same underlying	Refer to Chapter XI of the RFP.

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			incident could fall under more than one SLA/penalty provision. Please also clarify the process and timeline for dispute/representation before a penalty is levied.	
110	Chapter 7, and other relevant sections. Integrated with the Smart Queue Management system and digital CSAT at the ICAC."		Please clarify if the "digital CSAT feedback mechanism" must be implemented via dedicated physical touchscreen terminals/tablets at each service counter? Alternatively, is it permissible to deploy a digital feedback system accessed via a printed QR code at each counter for applicants to scan and fill out on their personal mobile devices?	The SP shall provide digital CSAT feedback at each ICAC counter. Please refer to the relevant provisions of the RFP.
111			Please confirm the preferred metrics and scoring criteria required for the digital CSAT platform? Will a standard 1-5 scale (or 5-star smiley face metric) focused on transaction satisfaction satisfy the compliance baseline? Additionally, please clarify if there is any other parameter that should be measured.	The Bidder shall provide its proposed CSAT mechanism as part of the Technical Bid.
112			We assume that for any integration required, the relevant information will be provided by the embassy/NIC and in a timely manner as requested by our team during the implementation stage	Yes. The Mission, NIC and PSP support teams will provide the necessary support for system integration.
113	Premium Lounge Services		Are there any mandatory number of centres where this should be provided. Is this to be provided in all 15 centres or are there suggested locations where this should be provided	The SP shall not indulge in the sale, marketing, solicitation, or promotion of any value-added services, including premium lounge services, within the ICAC premises or in the immediate vicinity thereof, including any area outside or adjacent to the ICAC premises.
114	Page No.: Page 6, 19 and 140 Chapter / Section of RFP: CHAPTER-I: REQUEST FOR	This is only an estimate and there may be an increase or decrease in this number due to evolving demand and changes in policy, rules, and regulations of either the	Kindly confirm whether the Mission will prescribe a quantitative demand-surge benchmark for staffing, counters or appointment capacity, or whether bidders should size surge arrangements based on	No quantitative benchmark is prescribed. Bidders are to size surge arrangements on their own assessment and explain them in the Technical Bid, to be

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	PROPOSAL (RFP) — 8.; CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(xiv); ANNEXURE-J: TECHNICAL BID — PART III, 5(a)	Government of India or the Government of the UAE. The Bidding Company should confirm that it has the capacity to handle higher volumes of consular applications as per the requirements of the Mission and Post. The bidder shall explain the proposed appointment management system and demonstrate how appointment slots will ordinarily be made available within five working days, including during periods of increased demand.	their own demand model.	evaluated under S.No. 5(a) of Part III of Annexure-J. The SP shall in all cases ensure availability of appointments within five working days.
115	Page No.: Page 28 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(b), Indian Consular Application Center (ICAC)	b) Apart from the minimum staff strength mentioned in the above table, the SP shall also provide a minimum of 05 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs.	The RFP requires a minimum of 05 backend coordination staff. Kindly clarify whether these five staff are a UAE-wide/centralized resource or must be deployed at a specified location, and confirm that they are additional to the ICAC-wise staffing in the table.	The five backend coordination staff are in addition to the ICAC-wise staff indicated in the table [Chapter VII, Para 1(A)(xi)(b)]. They shall be deployed for coordination with the Mission/Post and the ICACs, at such locations as may be indicated by the Mission/Post.
116	Page No.: Page 28 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(c), Indian Consular Application Center (ICAC)	c) The SP shall operate, on a regular basis, two submission counters at CGI Dubai and one submission counter at Embassy of India, Abu Dhabi with adequate number of staff, for processing the applications of special cases, as decided by the Mission/Post.	For the two CGI Dubai submission counters and one Embassy of India, Abu Dhabi submission counter, kindly specify the minimum staff deployment per counter and confirm whether these staff are additional to the ICAC staffing and the five backend coordination staff.	The staff at these counters are in addition to the ICAC staff and the backend coordination staff. The SP shall deploy an adequate number of staff, as required by the Mission/Post, to ensure that the counters function on a regular basis [Chapter VII, Para 1(A)(xi)(c) and Para S].
117	Page No.: Page 28 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(c), Indian Consular	c) The SP shall operate, on a regular basis, two submission counters at CGI Dubai and one submission counter at Embassy of India, Abu Dhabi with adequate number of staff, for processing the applications of special cases, as	Kindly provide indicative average and peak daily/monthly volumes for the special-case applications to be handled through the three Mission/Post submission counters, so bidders can size the additional mandated resource and associated cost.	The volume of special cases depends on exigencies and is decided by the Mission/Post from time to time; no figure can be indicated.

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	Application Center (ICAC)	decided by the Mission/Post.		
118	Page No.: General Chapter / Section of RFP: General	General	2. For smaller ICACs (e.g., Beda Zayed, Ghayathi, Kalba, Khor Fakkan with 2-3 counters), can counter staff perform combined duties (e.g., reception, application scrutiny, and ASS) provided the overall 30-minute turnaround time SLA is met.	The minimum counters and staff prescribed for each ICAC are to be maintained, and each counter shall at all times be manned [Chapter XI, S.No. 17]. One of the counter person can be designated as ICAC manager. Compliance with the 30-minute turnaround time and the provision of ASS shall be ensured in all cases.
119	Page No.: Page 72;30 Chapter / Section of RFP: CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 25; CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — B. (vi)(e)	The SP shall be responsible to accept application forms after due scrutiny as per the checklist approved by the Mission/Post(s). The SP shall verify such original documents enclosed with the application which are not required to be sent to Mission/Post(s).	1.Kindly clarify whether the SP's "due scrutiny" and verification of original documents is limited to completeness/checklist compliance and physical verification, or whether the SP is also expected to assess the substantive authenticity/genuineness of documents. 2. Since the Service Provider is responsible for the factual correctness of application columns matching original identity documents, will the Mission approve a standardized Applicant Consent & Verification Sign-Off Form to be signed by the applicant confirming that all data entered by SP staff during form filling was reviewed and verified as accurate by the applicant prior to final submission	The Service Provider shall be responsible for verifying the completeness and factual particulars of the application to the extent prescribed in the RFP, the applicable checklist and the instructions of the Mission/Post, including cross-checking the information provided in the application against the documents submitted by the applicant.
120	Page No.: Page 53 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 3. Applicant Support Services (ASS) at ICACs — I)(d)	Courier Services: The Service Provider (SP) shall provide courier services for the secure return of processed document(s)/Passport/PCC/OCI/S C to applicants.	Kindly clarify the delivery standards referred to in Chapter VII, including the applicable final-mile delivery SLA by geography/Emirate. Further, please confirm whether the same-day/next-working-day requirement specified under Chapter XI, Parameter 7, applies to delivery to the applicant, or only to the SP's return/dispatch of documents after receipt from the Mission.	The Bidder shall provide its proposed model for delivering Applicant Support Services, including courier services, as part of its Technical Bid. Marks under the Technical Evaluation shall be awarded in accordance with the benchmarks prescribed in Part II of Annexure J to the RFP.
121	Page No.: Page 55;140	The SP shall establish an efficient	Kindly confirm whether the Mission will	The features and

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	Chapter / Section of RFP: CHAPTER-VIII: SERVICE STANDARDS — 1(a); ANNEXURE-J: TECHNICAL BID — PART III, 5(a)	online appointment system, which will ensure the availability of appointments within 5 working days. The SP shall also ensure adequate measures to eliminate no-shows and prevent bulk/fake booking of appointments in the system The bidder shall explain the proposed appointment management system and demonstrate how appointment slots will ordinarily be made available within five working days, including during periods of increased demand.	prescribe measurable no-show, bulk-booking and fake-booking thresholds or reporting KPIs, or whether bidders are expected to propose the controls and metrics in their Technical Bid.	functionalities of the proposed appointment system, including those relating to surge management, automated slot allocation, anti-bot mechanisms, and transparent slot-release schedules, shall be described by the Bidder in its Technical Bid and shall be evaluated in accordance with the parameters and marking criteria specified in Annexure-J.
122	Page No.: Page 55 Chapter / Section of RFP: CHAPTER-VIII: SERVICE STANDARDS — 1(d)	The services provided by SP will be regularly monitored and reviewed by the Mission/Post. on a bi-monthly basis. Any deficiencies/shortcomings in the services rendered shall be resolved by the SP to the satisfaction of the Mission/Post.	Kindly clarify whether “bi-monthly” means once every two months or twice per month.	Once every two months.
123	Page No.: Page 58 Chapter / Section of RFP: CHAPTER-X: SECURITIES — 2	If any pending matter remains unsettled at the end of such six-month period, the SP shall continue to extend the validity of the Securities on a monthly basis until all pending matters, if any, are settled and a ‘No Dues Certificate’ is issued by the Mission.	Kindly clarify whether the monthly extension of Security validity after the additional six-month period has any maximum duration/end point other than settlement and issuance of a “No Dues Certificate”, and whether all extension costs remain with the SP.	Validity of security to be extended till the issuance of a “No Dues Certificate” by the Mission.
124	Page No.: Page 58-59 Chapter / Section of RFP: CHAPTER-X: SECURITIES — 5	The Insurance Policy should be submitted with the Mission within three months from the date of award of the contract and should be renewed appropriately.	Kindly specify the minimum insurance requirements, including policy type(s), minimum coverage limits, deductibles/exclusions if any, territorial coverage, and any insurer eligibility requirements.	The SP shall effect and maintain adequate insurance commensurate with the nature and extent of its obligations and liabilities under the Agreement, including risks relating to the properties of the ICACs, staff obligations and

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				other applicable liabilities in respect of its operations, in accordance with applicable local laws and regulations.
125	Page No.: Page 17-18 Chapter / Section of RFP: CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(iii)	The average annual turnover of the Bidding Company during the three-year period (Jan 2023-Dec 2025) must be at least USD 5,00,000. The Bidding Company shall provide audited information certified by an external auditing agency to substantiate the claim of its turnover.	Kindly confirm the exchange-rate methodology and reference date/rate to be used when converting audited turnover figures denominated in currencies other than USD for the USD 500,000 annual turnover test.	The following rates shall be applied: (i) US\$ 1 = Rs. 83.40 (2023) (ii) US\$ 1 = Rs. 83.60 (2024) (iii) US\$ 1 = Rs. 87.65 (2025)
126	Page No.: Page 21 Chapter / Section of RFP: CHAPTER-VI: JOINT VENTURE / CONSORTIUM — 1(b)	A local partner, in a JV, 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. Any company which has been registered only for the purpose of taking part in the present tender process, will not be eligible for consideration as a local partner.	Kindly specify what documents will be accepted as evidence that a proposed local JV partner has been working in the UAE for at least three years.	The Bidder shall submit documentary evidence establishing that the proposed local JV partner has been operating in the UAE for at least three years and is duly registered as a company under the applicable local laws. Such evidence may include, inter alia, the certificate of incorporation/registration, trade licence(s) and other relevant statutory or regulatory documents indicating the date of establishment/registration and continued operation of the company in the UAE. The Mission reserves the right to seek such additional documentary evidence as may be considered necessary to verify the eligibility of the proposed local JV partner.
127	Page No.: Page 21-22	The Lead Member of JV should be	Kindly clarify the minimum operational	The Lead Member shall have

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	Chapter / Section of RFP: CHAPTER-VI: JOINT VENTURE / CONSORTIUM — 1(f)	directly involved in providing outsourcing services and should not leave it to the member of JV on a royalty or commission basis or any other such arrangement. If such an arrangement is noticed, the Mission has the right to terminate the Contract, invoke the security for premature termination of the Contract and impose a future ban against taking part in the tender process.	functions/responsibilities that the Lead Member must perform directly to satisfy the requirement that it be “directly involved” in providing outsourcing services.	substantive and demonstrable involvement in the core operational functions relating to the delivery of outsourcing services under the Contract and shall not merely provide its name, credentials, or financial/administrative support while leaving the actual provision of outsourcing services to another JV member on a royalty, commission or similar basis. The Lead Member shall accordingly be responsible for and directly oversee such core functions as may be necessary for effective delivery of the outsourced services, including operational management, supervision of manpower, service quality, compliance with the requirements of the RFP, and coordination with the Mission/Post. The precise allocation of functions between the JV members shall be set out in the Technical Bid, and the Lead Member shall remain accountable for its obligations under the Contract.
128	Page No.: Page 19-20 Chapter / Section of RFP: CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(xvi)	(xvi) The Bidding Company and, in case of a Joint Venture, each partner company, shall disclose its shareholding financial interest in any other company entity providing/handling citizen-centric services across the globe, including, but not limited to visa, passport, attestation, travel or	Kindly clarify whether the shareholding financial-interest disclosure requires any minimum ownership threshold, covers direct and indirect interests, and is to be provided as of the bid submission date or another specified cut-off date.	RFP Provisions are self-explanatory.

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		any other citizen-centric services.		
129	Page No.: Page 19;41 Chapter / Section of RFP: CHAPTER-V: MANDATORY ELIGIBILITY CRITERIA — 1(xi); ANNEXURE-J: TECHNICAL BID — PART II, 12	The Bidding Company must have ISO-9001-2008 (or equivalent) certification for quality management and ISO-27001-2013(or equivalent) certification for IT-related services and ISO 23026-2015 (or equivalent) for website quality certification at the time of submitting Technical and Financial Bids. The SP shall have ISO-9001-2008 certification for quality management; ISO-27001-2013 certification for IT-related services (to be submitted along with the tender documents), and ISO-23026-2015 for website quality certification (to be submitted within three months from the date of awarding of the Contract or before the starting of outsourcing operations, whichever is earlier.	Kindly clarify which ISO 23026-2015 timeline governs: Chapter V requires the certification at the time of submitting Technical/Financial Bids, while Annexure-J, Part II, item 12 allows submission within three months from award or before the start of outsourcing operations, whichever is earlier.	The relevant ISO certification shall be submitted along with the Technical Bid or, where applicable, prior to commencement of outsourcing operations.
130	Page No.: Page 49-50 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. Operational Systems and Infrastructure — a.	Complete details of personnel, including their qualifications and experience, to be deployed in the ICACs shall be sent to the Mission/Post for pre-verification purposes for seeking the approval of the Mission/Post concerned.	Kindly specify the expected turnaround time for Mission/Post approval of new and replacement personnel submitted for pre-verification, so that mobilization and service continuity can be planned.	The Mission/Post shall endeavour to complete the pre-verification and approval of personnel proposed by the Service Provider within a reasonable period, subject to completion of the requisite verification process and receipt of all necessary information/documents. The Service Provider shall submit proposals for new or replacement personnel sufficiently in advance to facilitate timely verification and approval and shall ensure continuity of services through appropriate manpower

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				arrangements pending such approval.
131	Page No.: Page 48;171 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. Operational Systems and Infrastructure — vi; ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — v. Recruitment and Staff Requirement — ii	The staff in the ICAC must be fluent in the language(s) as per local requirements of the country/zone of operation. They will also have appropriate educational/technical qualifications for the type of work to be handled and shall be well-versed in the local language and English, besides Hindi and/or the language of the local Indian Community.	Kindly provide the local-language requirements for each ICAC, including any specific community language that must be covered at particular centers.	The staff of the ICAC shall be well-versed in English, besides Hindi and/or the prominent local Indian community language [Annexure-L, page 166, Para (f)].
132	Page No.: Page 49 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — R. Opening of ICACs during weekends/holidays; T. Consular Camps	The SP may be required with prior written authorization/instructions from Mission/Post to open ICACs and submission counter in the Mission and Post during weekends/holidays to facilitate submissions by applicants, at no additional cost to the Government of India/Mission. Consular Camps: The SP may be required by the Mission/Post to organize Consular Camps at any location within the consular jurisdiction of the Mission/Post(s) at no additional cost to the Government of India/Mission/Post or applicants.	Kindly provide indicative frequency/volume assumptions, minimum advance notice, and any standard mobilization/logistics requirements for weekend/holiday openings and Consular Camps, since the SP must provide these services at no additional cost.	The RFP provides for 15 ICACs spread across the jurisdiction of the Mission/Post [Chapter I, Para 10 and Chapter VII, Para 1(A)(xi)], so most applicants are expected to be served through these centres. Consular Camps will therefore be organised by the Mission/Post only occasionally, as and when a specific need arises [Chapter VII, Para T]. Camps are arranged in coordination with Indian community organisations and other partners. Their number, locations, duration and expected footfall vary from camp to camp and cannot be indicated in advance. The SP shall provide services at Consular Camps, including the deployment and transportation of manpower and equipment, at no additional cost to the

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				Government of India/Mission/Post or applicants [Chapter VII, Para T]. Bidders may take this into account when preparing their financial bid. Emergency services outside office hours and on weekends/holidays, and the opening of ICACs/counters on weekends/holidays, shall be as required by the Mission/Post depending on exigencies. It is not possible to indicate frequency, duration, volume or an annual ceiling. Modalities shall be worked out in coordination with the Mission [Chapter VII, Paras 1(B)(xi) and R], at no additional cost. The Mission/Post will endeavour to give advance intimation to the extent circumstances permit; a fixed minimum notice period cannot be committed.
133	Page No.: Page 93 Chapter / Section of RFP: CHAPTER-XVI: TIMELINES AFTER AWARD OF CONTRACT — 1(c)	21 days after signing of the Agreement, the Mission will evaluate the situation. The Mission must be provided with the status of progress achieved every other day in writing in accordance with the timeline of implementation set by the Service Provider. If not satisfied with the progress made by the Service Provider to commence the services, the Mission will have the	Kindly specify the objective readiness criteria, documents/milestones and acceptance conditions that will be used in the 21-day evaluation under Chapter XVI(c), including what would constitute satisfactory progress.	The 21 st day evaluation shall be undertaken by the Mission to assess the overall readiness and progress of the Service Provider towards commencement of the services, with reference to the requirements of the RFP, the Agreement and the implementation timeline.

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		right to terminate the Agreement and invoke the security provided for premature termination of the Contract.		
134	Page No.: Page 94 Chapter / Section of RFP: CHAPTER-XVI: TIMELINES AFTER AWARD OF CONTRACT — 1(f)-(g)	Personnel selected for ICAC must be available to the Mission for training for 5 days in the Mission. The SP may Endeavor to get their personnel trained from the outgoing SP at the Mission.	Kindly clarify whether the five-day Mission training is required for all selected ICAC personnel or designated personnel only, and what formal handover/training is expected from the outgoing SP under the “handshake” milestone.	Training for five days in the Mission is required for the personnel selected for the ICACs [Chapter XVI, Para 1(f); Schedule-II, Para 9.2], as per the schedule decided by the Mission. Para 1(g) of Chapter XVI is enabling in nature, and no formal handover obligation on the outgoing SP is contemplated under this RFP. The new SP will be responsible only for applications received from the date of commencement of its operations; there would be no transfer of applications between the incumbent and the new SP.
135	Page No.: Page 51;131 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. Operational Systems and Infrastructure — g; ANNEXURE-J: TECHNICAL BID — PART II, 13	The SP is required to make available a live hunting CCTV feed online (IP based) to the Mission pertaining to the visitors and counters area, for monitoring by the Mission. CCTV cameras must be HD, Day & Night and network/IP compliant with direct transmission facilities to the Mission during working hrs.	Kindly clarify whether the live CCTV feed must operate 24x7 or only during ICAC working hours, and specify the required recording-retention period and any minimum technical/storage standard.	The live IP-based CCTV feed of the visitors and counters area shall be made available to the Mission/Post during ICAC working hours, including any extended hours, weekends or holidays on which the ICAC operates. CCTV recording shall run 24x7, covering all areas of the ICAC, including the areas where documents and data are stored. The cameras shall be HD, Day & Night and network/IP compliant, with recording and review facilities. Recordings shall be kept for at least [90] days, or longer if UAE

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				law or the Mission/Post requires it. The SP shall provide any CCTV footage the Mission/Post requires for investigation. Any failure in the live feed shall attract penalty as per S. No. 29 of Chapter XI of the RFP.
136	Page No.: Page 52;78 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. Operational Systems and Infrastructure — o; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 42	Any changes in the policy concerning the services offered by the SP shall be updated within 12 hours from notification by the Mission concerned. The SP shall make requisite changes in website/ appointment portal prescribed by the Mission immediately.	Kindly confirm the governing requirement for website/appointment-portal changes prescribed by the Mission: “immediately” under Chapter XI, Parameter 42, or “within 12 hours from notification” under Chapter VII, section 2(o).	RFP provisions are self-explanatory.
137	Page No.: Page 26 Chapter / Section of RFP: Point xi	Office Requirement Dubai 10000 sq feet space required	Given the limited availability of 10,000 sq. ft. office spaces in Bur Dubai, would it be acceptable to split the requirement into two separate offices on the same floor or within the same building? Additionally, can we consider multi-level office spaces with internal access between floors to meet the total space requirement?	The minimum area is to be provided as prescribed in the RFP. The ICAC may be split across multiple floors only if they are contiguous office spaces with direct internal access between them. Premises where applicants have to move through an external lift/elevator or common areas are not admissible. All premises are subject to the approval of the Mission/Post.
138	Page No.: Page 26 Chapter / Section of RFP: Point xi – sub Point # c	The SP shall operate, on a regular basis, 1 submission counter at the Mission in Abu Dhabi and 3 submission counters at the Post in Dubai with adequate number of staff, for processing the applications of special cases,	1. Could you please clarify what constitutes “special cases” and why these applicants cannot submit their applications at the OSP? 2. Additionally, are the 1 counter in Abu Dhabi and the 3 counters in Dubai included within the existing counter	The counters would be processing the applications of applicants who have exigencies, as decided by the Mission/ Post. The counters are in addition to the minimum counter requirements for

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			requirements for each location, or are they separate? 3. Lastly, what additional responsibilities or expectations apply to the staff assigned to these special-case counters?	different locations under CHAPTER VII A (xi) of the RFP. Staff at these counters in Embassy/Consulate are required to submit the application in similar manner as in the normal centers.
139	Page No.: Page 32 Chapter / Section of RFP: Point ix	Whenever the Mission/Post requires any applicant to come for an interview, the SP should coordinate with the applicant for the same.	Will the Mission/Post formally notify the SP in writing when an applicant is required for an interview, and is there a specific day or time designated for such interviews	Yes. The Mission/Post will intimate the SP whenever an applicant is required to appear for an interview. No specific day or time is designated; the schedule will be as decided by the Mission/Post in each case.
140	Page No.: Page 33 Chapter / Section of RFP: Point x Sub point (f)	The SP shall provide Walk-in facility for the specific category of applicants, prescribed by the Mission/Post	1. Could you please clarify which specific categories of applicants are eligible for the walk-in facility? 2. Is there a defined limit on the number of walk-ins allowed, or can they be accepted based on center capacity? 3. Since appointment slots may be full and walk-in waiting times could vary, will the Mission/Post provide any exemptions or flexibility for managing such cases? 4. Additionally, since the Mission/Post already accepts applications at its premises under special cases, can certain walk-in applicants be redirected there if they qualify as special or emergency cases as they are coming as walk in and not as appointment?	1. The SP shall provide Walk-in facility for the specific category of applicants, prescribed by the Mission/Post. 2. No cap is prescribed for such walk-ins and the same will be decided by the Mission/Post. 3. The SP shall provide a specific time slot for walk-in applicants and plan its capacity accordingly. No exemption from the service standards is provided. 4. No. Applicants may not be redirected by the SP to the counters at the Mission/Post, which are meant for special cases as decided by the Mission/Post.
141	Page No.: Page 48 Chapter / Section of RFP: Clause P Point (vii) Operating hours	Acceptance of application at the counters of ICAC should be at least 60 hours per week and Back Office working time should be at least 72 hours per week. (Operating hours/submission hours can be modified by Mission)	As per UAE labor law, employees can work a maximum of 48 hours per week, and most commercial buildings operate for approximately 9-10 hours per day. In this context, how can the ICAC operate for 60 submission hours and 72 back-office hours per week? Can these operational requirements be	The operating/submission hours are for the ICAC. The SP is expected to prepare a staffing plan, including through shifts, based on these hours while fully complying with UAE labour laws. Compliance with local labour laws is the sole

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			adjusted to align with local UAE regulations and building operating hours?	responsibility of the SP [Chapter V, Para (x); Chapter VII, Para 2(d)]. The working/submission hours may be modified by the Mission/Post [Chapter VII, Para 1(P)(vii)]; bidders are, however, to quote on the basis of the hours prescribed.
142	Page No.: Page 67 Chapter / Section of RFP: CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES	The SP shall ensure that there shall be 72 working hours per week and 60 working hours for submission/collection of applications at each ICAC unless working hours are changed by the Mission in consultation with the SP.	1. As per UAE labor law, the maximum permissible working hours are 48 hours per week. 2. How will the Mission guide or support the SP in ensuring the ICAC remains operational for 72 hours per week without violating local labor laws?	The operating/submission hours are for the ICAC. The SP is expected to prepare a staffing plan, including through shifts, based on these hours while fully complying with UAE labour laws. Compliance with local labour laws is the sole responsibility of the SP [Chapter V, Para (x); Chapter VII, Para 2(d)]. The working/submission hours may be modified by the Mission/Post [Chapter VII, Para 1(P)(vii)]; bidders are, however, to quote on the basis of the hours prescribed.
143	Page No.: Page 168 Chapter / Section of RFP: Point no ii sub clause c	The SP shall not indulge in the sale, marketing, solicitation, or promotion of any value-added services, including premium lounge services, within the ICAC premises or in the immediate vicinity thereof, including any area outside or adjacent to the ICAC premises, whether directly or through its employees, agents, or representatives.	If an independent third party, such as a typing center, travel agency, documentation agency, or similar service provider, operates in the immediate vicinity of the ICAC and offers services connected to CPV/consular applications, what measures will the Mission take to prevent such third-party activities from creating confusion among applicants or adversely affecting the SP's operations and reputation?	The obligation in the clause relates to the SP, its employees, agents and representatives. Activities of independent third parties are outside the scope of the Agreement. The SP may bring any instance of misrepresentation to the notice of the Mission/Post, which may take such action as it considers appropriate. The SP shall ensure that information on services and fees, including that ASS are

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				free of charge, is prominently displayed at the ICAC and on its website [Chapter VII, Paras 1(A)(xii)-(xv) and 3(IV)].
144	Page No.: Page 68 Chapter / Section of RFP: CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES Location of the ICAC	The SP agrees to ensure that as specified in the RFP, the location of the ICAC must be as per the information submitted in the RFP. Approval of Mission/Post(s) concerned is required in each such case.	If, after award of the contract, the proposed ICAC location becomes unavailable or operational requirements necessitate relocation, would the SP be permitted to propose an alternative location, subject to prior approval of the Mission/Post? Could the RFP clarify the process and timeline for obtaining such approval?	The Bidder shall establish and operate the ICAC at the location specified in its Technical Bid In exceptional circumstances, where the proposed ICAC location becomes unavailable or cannot be utilised due to reasons beyond the control of the SP, the SP may submit a proposal for an alternative location to the Mission/Post for consideration. The Mission/Post shall have the discretion to approve or reject such alternative location, taking into account operational requirements and the applicable provisions of the RFP. Any alternative location, if approved, shall meet all applicable requirements of the RFP, including the prescribed location-related criteria. No change in the ICAC location shall be treated as approved unless prior written approval of the Mission/Post has been obtained. The timeline for consideration of any such proposal shall be determined by the Mission/Post based on the circumstances of the case.
145	Page No.: Page 53 Chapter / Section of RFP: Point no 3 sub	SP shall be responsible for providing the aforesaid 'Application Support Services' viz.	1. Could you please clarify whether printing services (black & white or color) are also included under the no-cost Application	1. Yes. Printouts of the documents required with consular applications, whether

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	clause II	photocopying, printouts, photographs, Form filling, and Courier services, to applicants at no additional charge/cost to be borne by applicants. Failure of SP to provide Applicant Support Services (ASS) to applicants submitting consular applications at ICACs would lead to a penalty as prescribed under Chapter XI of the RFP.	Facilitating Services? 2. Additionally, since GPSP 2.0 allows digital uploading of photographs and documents directly to the portal, what is the rationale for still requiring physical photographs and physical application forms from applicants when all documents can be uploaded either by the applicant or at the ASS counter? 3. Kindly clarify the scope boundaries for the mandatory no-cost Form Filling service.	black & white or colour, are included in the Applicant Support Services. This includes printouts of documents received from applicants by e-mail or WhatsApp. Under Chapter VII, Para 3(I)(a) and (II) of the RFP, the SP shall provide them at no additional charge to the applicant. The Service Fee quoted in the financial bid is inclusive of all Applicant Support Services, so bidders should quote accordingly. Charging applicants for printouts, or failing to provide them, shall attract penalties as prescribed under S. No. 10 of Chapter XI of the RFP. 2. SP shall capture photographs of applicants/ provide physical photographs and scan relevant documents, as applicable, in accordance with the requirements of the system. The modalities and operational procedures in this regard shall be communicated to the SP by the Mission/Ministry, as and when applicable. The SP shall comply with such requirements accordingly. 3. The no-cost form filling service under Chapter VII, Para 3(I)(c) of the RFP covers filling in the prescribed application

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				forms and formats, online or offline, for all consular services, and uploading the related documents, on the applicant's request, using the particulars the applicant provides and their supporting documents. Charging applicants for form filling, or failing to provide it, shall attract penalty under S. No. 10 of Chapter XI of the RFP.
146	Page No.: Page 145 Chapter / Section of RFP: Point No. 9(2)	Period of referred service should not be more than five years old with the length of service being minimum of two years. 3.The services under reference should pertain to categories of services eligible for the present tender process	Kindly clarify whether the requirement that the "period of referred service should not be more than five years old" means that the service must have commenced within the last five years, or whether a reference will also be considered eligible if the service commenced more than five years ago but continued into or was completed within the last five years, provided that the minimum length of service is two years. For example, if a bidder provided the relevant service to a client from 2018 to 2024, would such a reference be considered eligible under this criterion?	RFP provisions are self-explanatory.
147	Page No.: Page 54 Chapter / Section of RFP: CHAPTER VIII: SERVICE STANDARDS	The SP shall also ensure adequate measures to eliminate no-shows and prevent bulk/fake booking of appointments in the system.	1. Since the RFP permits submission of applications through representatives, should these submissions also be routed strictly through the appointment system? 2. Additionally, how will the Mission/Post support the SP in managing bulk appointment requests submitted by companies handling large volumes of blue-collar workers, to ensure compliance while preventing no-shows and fake bookings?	1. Yes. Applications submitted through a representative shall also be routed through the online appointment system, in the same way as applications submitted in person. The only exceptions are the walk-in categories prescribed by the Mission/Post under Chapter VII, Para (x)(f) of the RFP and cases approved individually by the Mission/Post. The SP shall ensure that representatives'

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				appointments are made in the applicant's name and linked to the applicant's details, so that bulk or fake bookings of appointments are prevented, as required under Chapter VIII, Point 1(a) of the RFP. 2. The Bidder shall propose the measures as part of its Technical Bid. Marks shall be awarded based on the proposal submitted by the Bidder, in accordance with the evaluation criteria specified in Annexure J to the RFP.
148	Page No.: Page 61 Chapter / Section of RFP: CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES	1. Any violation of the terms and conditions mentioned in this RFP / agreement signed after the conclusion of the RFP shall entail the imposition of penalties on the SP by the Mission. For violation of any terms and conditions of the Agreement, unless otherwise specified, the SP shall be liable for a penalty, if two warnings given to the SP remain unheeded: @ AED 800 for the first time of such violation, AED 1900 for the second violation, AED 3700 for the third violation and any further violation may lead to invocation of relevant security(ies), as applicable, and termination of the Agreement	1. Could the Mission clarify whether the two warnings will be issued for the same violation or for any violations, and whether the SP will be given a reasonable opportunity to provide an explanation and/or corrective action before a penalty is imposed? 2. Additionally, will the applicable penalty be determined per incident or per violation, and will there be a defined process for review or representation against the penalty?	The two warnings under Chapter XI(i) relate to the same violation. Each warning will be issued as a Show-Cause Notice by the Mission/Post, giving the SP an opportunity to explain and/or take corrective action within 5 working days of receiving it. A penalty will be imposed only if the warnings remain unheeded or the SP's explanation is not satisfactory. Before any penalty is imposed, the SP will be given a fair opportunity to respond, as provided in Para 5 of Annexure-1. Unless otherwise specified, penalties are levied for each violation at AED 800 for the first, AED 1900 for the second and AED 3700 for the third. Any further violation may lead to invocation of the

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				relevant security(ies) and termination of the Agreement. Where the Service Level table specifies a penalty for a particular item, such as per day, per week or per instance, that penalty shall apply. The SP may make a representation against any penalty under the Dispute Settlement Mechanism in Chapter XII of the RFP: first to the Monitoring Committee of the Mission, and thereafter to the Appellate Authority in the Ministry. However, the timelines for depositing penalties under Chapter XI shall continue to apply.
149	Page No.: Page 33 Chapter / Section of RFP: Chapter VII: Para (xii) – Enquiry & Grievance Redressal, particularly (a)–€	The SP shall provide an efficient and courteous telephonic inquiry system through Toll-free numbers/Voice Over Internet Protocol (VoIP) and shall maintain a chatbot in the website and a dedicated What's App bot.	Please provide daily/monthly call volume benchmarks so bidders can appropriately size call lines, VoIP channels, and agent capacity to meet the 3-minute wait time SLA	Data on call volumes is not available. Bidders may estimate their requirements on the basis of the application volumes indicated in the RFP.
150	Page No.: Page 52-53 Chapter / Section of RFP: Chapter VII – Applicant Support Services	General	For complex attestation, power of attorney, or sworn affidavit applications requiring customized drafting, is form filling restricted to standard online fields, or does it extend to drafting legal/affidavit text?	Under Chapter VII, Para 3(l)(c) of the RFP, the form filling service covers only filling in the prescribed consular application forms (online or offline) and uploading documents, on the applicant's request, free of charge. It does not extend to drafting legal text or the contents of a Power of Attorney, Sworn Affidavit or any other document requiring customised drafting. The applicant shall be solely responsible for the content of such documents. However,

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				where the Mission/Post has prescribed a standard format (for example, a sworn affidavit or declaration in the format prescribed), the SP shall help the applicant fill in that format with the particulars the applicant provides, without changing its prescribed text. The SP shall not offer or charge for legal drafting services at the ICAC under any circumstances.
151	Page No.: Page 52-53 Chapter / Section of RFP: Chapter VII - Applicant Support Services	General	To enable bidders to accurately size counter, staffing, and equipment capacity across all ICACs, kindly provide indicative service-wise (Passport, Visa, Attestation, etc.) counts for Applicant Support Services (ASS) delivered by the outgoing Service Provider since July 2026.	Information on the utilisation of Applicant Support Services in the form sought is not available. The ASS are to be provided to all applicants requiring them, at no additional charge, and bidders are expected to plan their capacity accordingly [Chapter VII, Para 3].
152	Page No.: Page 52-53 Chapter / Section of RFP: Chapter VII - Applicant Support Services	General	What is the average or total counts of (a) Photocopies/Printouts, (b) 4-Passport Photographs, (c) Form Filling/Document Uploads, and (d) Courier Dispatches delivered by the outgoing Service Provider since July 2026. Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders.	Information on the utilisation of Applicant Support Services in the form sought is not available. The ASS are to be provided to all applicants requiring them, at no additional charge, and bidders are expected to plan their capacity accordingly [Chapter VII, Para 3].
153	Page No.: Page 52-53 Chapter / Section of RFP: Chapter VII - Applicant Support Services	General	What is the average number of photocopies/printout pages generated per application across major categories (e.g., Passports vs. Attestations). Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is	Information is not available and attestation volumes depend on the documents submitted by the applicant.

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			therefore essential to ensure a transparent and level playing field for all bidders.	
154	Page No.: Page 52-53 Chapter / Section of RFP: Chapter VII - Applicant Support Services	General	What percentage of total daily applicants (walk-in vs. appointment) utilized the Form Filling service at the ICACs Absence of the required counts data will give an undue advantage to the incumbent Service Provider. Providing this information is therefore essential to ensure a transparent and level playing field for all bidders.	Information on the utilisation of Applicant Support Services in the form sought is not available. The ASS are to be provided to all applicants requiring them, at no additional charge, and bidders are expected to plan their capacity accordingly [Chapter VII, Para 3].
155	Page No.: Page 52-53 Chapter / Section of RFP: Chapter VII - Applicant Support Services	General	Does the Embassy possess center-wise ASS utilization percentages (e.g., Bur Dubai vs. Al Danah vs. other ICACs)	Centre-wise utilisation data is not available.
156	Page No.: Page 52-53 Chapter / Section of RFP: Chapter VII - Applicant Support Services	General	The RFP mandates that return courier delivery of processed documents/passports must be provided at no extra charge to the applicants. Does this mandatory free courier coverage apply strictly to addresses within the United Arab Emirates, or does it extend to international addresses if an applicant requests overseas dispatch.	Mandatory free courier coverage applies to addresses within the UAE.
157	Page No.: 24-28;69 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17	[Minimum Staff Required table, e.g. Al Danah/Al Khalidiya: 21 counters, Counter Staff-21; Bur Dubai: 50 counters, Counter staff-50] the number of counters and Staff at each ICAC shall be as given in RFP OR approved by the Mission/Post(s) concerned and that each counter shall, at all times, be manned by staff with appropriate qualifications.	The staffing table shows one counter staff member per counter (e.g., 21 for 21 counters at Al Danah/Al Khalidiya and 50 for 50 counters at Bur Dubai), while Parameter 17 requires every counter to be manned at all times. Kindly confirm whether the figures in the table represent (a) the minimum number of staff who must be present at the counters at any given time (i.e., per shift), or (b) the minimum total employees to be on the SP's payroll for that ICAC. If (a), kindly confirm that the additional relief/shift staff needed to cover the weekly operating hours, weekly rest days and annual/sick leave are over and above the table figures, and whether such staff will be counted in	The staff numbers in the table are the minimum staff strength for each ICAC. Each counter shall, at all times during operating hours, be manned by staff with appropriate qualifications, and a substitute shall be provided when a staff member is on leave [Chapter XI, S.No. 17]. The SP shall deploy such additional staff as may be necessary to meet this requirement across the prescribed operating hours, in compliance with UAE labour laws, and describe its shift,

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			the “number of staff offered” in the Technical Bid.	backup and leave-replacement arrangements in the Technical Bid [Annexure-J, Part III, S.No. 4(b)]. The staffing proposed by the bidder, including relief staff, will be assessed by the TEC under S.No. 4(b) of Part III of Annexure-J.
158	Page No.: Page 25-28;50;69 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — A. (xi)(a), Indian Consular Application Center (ICAC) [Minimum Staff Required table]; 2. Operational Systems and Infrastructure — c; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 18	[Minimum Staff Required table: “ICAC Manager/ Receptionist-1” at Al Ain, Beda Zayed, Ghayathi, Sharjah-Rolla, Ras Al Khaimah and Fujairah; only counter staff listed for Ajman, Umm Al Quwain, Kalba and Khor Fakkan] Each ICAC should have a designated Centre Manager who is responsible for the functioning of the ICAC. at least five years’ experience in related area of work for Managerial personnel.	Several ICACs (Al Ain, Beda Zayed, Ghayathi, Sharjah-Rolla, Ras Al Khaimah, Fujairah) show a combined “ICAC Manager/Receptionist” position, while Ajman, Umm Al Quwain, Kalba and Khor Fakkan show counter staff only, yet Parameter 18 requires a designated Centre Manager at each ICAC. Kindly clarify: (1) whether the combined position is one person performing both roles, and whether the five-year managerial experience requirement applies to that person; (2) whether that person may also operate a submission counter or must be additional to the counter staff shown; and (3) for the four ICACs with no manager listed, whether the SP may designate a counter staff member, or an area/cluster manager covering more than one ICAC, as the “Centre Manager” for Parameter 18 compliance.	1. Can designate a counter staff member as manager. He can perform both roles. 2. The minimum counter staff are to be provided in addition, as each counter shall at all times be manned [Chapter XI, S.No. 17]. 3. Each ICAC is required to have a designated Centre Manager. The arrangement proposed for the four ICACs is to be indicated in the Technical Bid and is subject to the approval of the Mission/Post.
159	Page No.: Page 48 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — xii	The ICAC must have the infrastructure /facilities like ramp/lift/wheelchair to facilitate the entry of differently-abled applicants. There shall be a dedicated official to assist the differently abled applicants.	Kindly clarify whether the “dedicated official” to assist differently-abled applicants must be an additional resource at every ICAC over and above the minimum staff in the staffing table, or whether a designated receptionist, ASS or other staff member may perform this role alongside primary duties. Kindly also confirm whether the role is required for the entire submission window at all 15 ICACs, including the smaller centers with three to five counters, and whether any specific training is	The requirement for a dedicated official to assist differently-abled applicants does not necessarily imply deployment of an additional manpower resource over and above the minimum staffing prescribed in the RFP. The Service Provider may designate an existing staff member, such as a Receptionist, ASS or other

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			expected.	appropriately placed staff member, to perform this function in addition to his/her primary duties, provided that this does not adversely affect the staff member's primary responsibilities or the efficient functioning of the ICAC.
160	Page No.: Page 69;49-50 Chapter / Section of RFP: CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17; CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — 2. Operational Systems and Infrastructure — a, b	In case, a staff member is on leave, a substitute shall be provided and the Mission shall be kept informed. Complete details of personnel, including their qualifications and experience, to be deployed in the ICACs shall be sent to the Mission/Post for pre-verification purposes for seeking the approval of the Mission/Post concerned. Persons not cleared by the Mission/Post shall not be appointed in the ICAC.	Kindly clarify how the requirement to provide a substitute for staff on leave is intended to work alongside the pre-verification requirement. Specifically: (1) whether the SP may obtain Mission/Post clearance in advance for a standing pool of relief staff who can then be deployed at short notice (including same-day cover for sick leave) without fresh approval; (2) whether such a pool may be shared across ICACs; and (3) the form and timing in which the Mission/Post is to be “kept informed” of each substitution (e.g., daily roster, prior notice for planned leave, same-day notification for unplanned absence).	The SP may submit the details of a pool of relief staff for pre-verification along with its regular staff. Once cleared by the Mission/Post, they may be deployed as substitutes at short notice, including same-day cover, without fresh approval, provided they meet all the qualification, work permit and training requirements of the RFP. The pool may be shared across ICACs within the jurisdiction of the Mission/Post that granted the clearance. Deployment at an ICAC under the other Mission/Post requires that Mission/Post's clearance as well. No uncleared person shall be deployed under any circumstances. The Mission/Post shall be informed by e-mail at least three working days in advance for planned leave, and on the same day for unplanned absence, giving the names of the staff member on leave and the substitute. A daily ICAC-wise staff deployment roster shall also be shared with the

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				Mission/Post. Non-compliance shall attract penalty as per S. No. 17 of Chapter XI of the RFP.
161	Page No.: Page 69 Chapter / Section of RFP: CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17	Any discrepancies on this account, unless specifically approved by the Mission/Post concerned shall be rectified by the SP within a period of 30 days. failing which, a penalty of AED 3700 per day for the next 30 days will be levied. Any delay beyond a period of 60 days will result in levying of penalty at the rate of AED 7400 per day.	Kindly clarify the basis on which Parameter 17 penalties are calculated: (1) whether the AED 3700 / AED 7400 per day is levied per ICAC, per vacant counter, or per vacant staff position; (2) whether the 30-day rectification period starts only after the Mission/Post notifies the shortfall in writing; (3) for a vacancy arising from resignation, termination, visa/work-permit processing or a Mission-requested removal, whether the time taken by the Mission/Post to clear the replacement is excluded from the 30/60-day periods; and (4) whether short-term absences covered by an approved substitute fall outside this parameter.	RFP provisions are self-explanatory.
162	Page No.: Page 69;48 Chapter / Section of RFP: CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 17; CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — vii	each counter shall, at all times, be manned by staff with appropriate qualifications.	Kindly confirm whether “at all times” under Parameter 17 means during the submission hours only, and whether short staggered breaks (meal, prayer and rest breaks) are permitted, with a counter briefly unmanned or covered by a floating staff member, without being treated as a breach. Kindly also specify the maximum duration of such a break that will be tolerated.	Each counter shall, at all times during operating hours, be manned by staff with appropriate qualifications, and a substitute shall be provided when a staff member is on leave.
163	Page No.: 48;67-68;189 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — P. Facilities at the ICAC — vii; CHAPTER-XI: SERVICE LEVEL METRICS/PENALTIES — 14; SCHEDULE-II — 2.1	Acceptance of application at the counters of ICAC should be at least 60 hours per week and Back Office working time should be at least 72 hours per week. 72 working hours per week and 60 working hours for submission/collection of applications at each ICAC While the ICAC shall operate at least 72 hours (with a minimum twelve hours per day) per week excluding	The three clauses word the hour requirements differently: Chapter VII refers to “Back Office working time” of 72 hours, Chapter XI, Parameter 14 to “72 working hours” and “60 working hours for submission/collection”, and Schedule-II to the ICAC “operate[ing]” for 72 hours. Kindly confirm: (1) whether the 72 hours means the ICAC must be open and staffed for applicants (e.g., enquiries, ASS, passport collection/delivery), or only that back-office processing staff must be at work; (2)	1. The ICAC shall remain open for at least 72 hours per week, with a minimum of twelve hours per day [Schedule-II, Para 2.1; Annexure-L, pages 166-167], during which enquiries, ASS, collection/delivery and other services shall be available to applicants as decided by the Mission/Post. 2. The 60 hours (minimum ten

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		public holidays, it shall have at least 60 hours per week for submission of applications (with a minimum ten hours per day) at the counters of ICAC.	whether the 60-hour requirement covers both submission and collection/delivery of documents, or submission only; and (3) which activities are expected in the two hours per day between the 10-hour submission window and the 12-hour working day, and which roles are treated as “back office” for this purpose.	hours per day) relate to submission of applications at the counters. Timings for collection/delivery shall be as decided by the Mission/Post. 3. The deployment of staff during the remaining working hours is for the SP to plan, subject to the requirements of the RFP and the instructions of the Mission/Post. The exact timings will be decided by the Mission/Post.
164	Page No.: 34;191;166 Chapter / Section of RFP: CHAPTER-VII: SCOPE OF WORK AND DELIVERABLES REQUIRED — Point (xii) (e)–(f); SCHEDULE-II — 8.1(a); ANNEXURE-L (DRAFT CONTRACT AGREEMENT) — Clause 3: Infrastructure and Facilities — (k)	The telephone enquiries shall be attended to from <<8 AM to 8PM>> on all working days. An automatic answering system shall be functional outside the above period, including holidays. Establishing a separate 24x7 helpline number/Call Centre; The Toll-free numbers/Voice Over Internet Protocol (VoIP) Calls should preferably, be handled locally from the UAE.	Chapter VII (and Chapter XI, Parameter 20) provides for live telephone enquiries from 8 AM to 8 PM on working days with an automatic answering system outside those hours, whereas Schedule-II, para 8.1(a) refers to a “24x7 helpline number/Call Centre”. Kindly clarify: (1) whether live agents are required 24x7 or only 8 AM–8 PM on working days; (2) if live 24x7 agents are required, whether this applies on weekends and holidays and in which languages; and (3) whether “preferably, be handled locally from the UAE” means call-center agents may be located outside the UAE (e.g., in India) provided they are SP employees, or whether UAE-based agents are mandatory.	(1) Live agents are required only from 8 AM to 8 PM on all working days. The “24x7 helpline” in Para 8.1(a) of Schedule-II means the helpline number shall be available 24x7. Outside these hours, including weekends and holidays, the automatic answering system shall be functional, The SP should have special arrangements to deal with emergency calls outside office hours and on holidays. (2) During the prescribed hours, calls shall be handled in English, Hindi and/or in any other prominent local Indian community language (3) UAE-based agents are preferred but not mandatory. The call centre may be operated from outside the UAE, including from India, by the SP’s own employees, with the prior approval of the Mission/Post. The SP shall ensure full compliance with the data security and

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				confidentiality requirements in Chapter XIII and with UAE laws, and shall remain fully responsible for the service levels prescribed in the RFP.
165	Page No.: Page 56 Chapter / Section of RFP: CHAPTER-IX: SUPERVISORY MECHANISM — 1	a Monitoring Committee comprising of the Officer of the Mission/Post(s) and the Manager of ICACs who shall meet on a weekly basis to discuss any issue pertaining to the functioning of the ICACs and take note of the complaints received during the period.	Kindly clarify: (1) whether every ICAC Manager (15 centers across all seven Emirates) must attend each weekly meeting, or whether the Country Manager or a designated representative may attend on their behalf; (2) the fixed day, time and venue, and whether virtual attendance is permitted; and (3) whether the meetings will be scheduled outside submission hours, since manager attendance would otherwise take managers away from their ICACs during operations, and how such absences are to be treated under Parameter 18.	The modalities for convening and conducting meetings of the Monitoring Committee shall be specified by the Mission/Post and communicated to the successful Bidder after award of the Contract.
166	Page No.: Page 29 Chapter / Section of RFP: Point iv	The SP shall be responsible for the correctness of the factual information in the application form and for matching with the identity of the applicant as per the details in the Passport, address proof, and other documents of the application	Kindly clarify the scope of the SP's responsibility for the "correctness of factual information" in the application form. Since the accuracy of the information provided is primarily dependent on the applicant, please specify whether the SP's responsibility is limited to verifying the information against the passport, address proof, and other supporting documents submitted by the applicant, rather than independently validating the factual accuracy of the information provided.	The SP is not required to independently validate the factual accuracy of information that cannot be verified from the documents submitted. The applicant remains solely responsible for the truthfulness and accuracy of the information and documents provided. However, the SP shall be held responsible for any discrepancy between the application and the documents submitted that results from its own error or its failure to carry out the above verification.
167	Page No.: Page 29 Chapter / Section of RFP: Point B, Sub Para 6	Application received in person /through a representative:	Please clarify whether the expressly permitted submissions by way of representatives or couriers would be in place for the entire duration of the contract? In other words, does the Embassy/	The facility for submission of an application through a representative shall be available only in cases where the applicant has a genuine

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			Consulate have any discretion to roll back from this material part of the RFP which would also form a part of the contract?	difficulty in personally visiting the ICAC. The representative shall be a person duly authorised by the applicant to submit the application on the applicant's behalf. For the avoidance of doubt, travel agents, agencies, intermediaries or any other third party acting in a commercial or professional capacity shall not be considered as authorised representatives for this purpose.
168	Page No.: Page 90 Chapter / Section of RFP: Point (A)	The Bidding Companies that did not qualify in the Technical Bid stage will be informed of the reason for their disqualification by email.	Kindly clarify whether the Mission will provide a detailed explanation of the reasons for disqualification, including the specific technical evaluation criteria that were not met; to enable the disqualified bidders to understand the basis of the decision and when will the decision be sent to the bidder. Please explain the timeline for the same.	Bidders who did not qualify in the Technical Bid stage will be informed of the reason for their disqualification by email. Bidders who do not qualify at the Technical Bid stage, other than on grounds of non-clearance from the security perspective, shall be provided an opportunity to make a representation against their disqualification. Such representation shall be submitted to the Ministry within three working days of communication of the decision of disqualification and shall clearly set out the grounds on which the Bidder seeks reconsideration of the decision. The representation shall be duly examined by the TEC, and the decision taken thereon will be communicated to the bidder within three

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				working days of the receipt of the representation. The results of the Technical Bid evaluation shall be finalized after completion of the above process.
169	Page No.: Page 93 Chapter / Section of RFP: Point 1, Subpoint (a)	Within 10 Days - Signing of the Agreement a. The signing of the Agreement between the Mission and SP - within 10 (Ten) working days of the issue of the Letter of Intent or within such time limit as may be specified by the Mission.	Kindly clarify whether the computation of 10 days for signing the agreement after issuance of LOI is 10 working days or 10 calendar days?	10 working days
170	Page No.: Page 134 Chapter / Section of RFP: Part III: Note	General	Kindly clarify whether 2 bidders can be given the same mark for furnishing similar or identical technical bids (which may or may not have different proposals like office spaces etc.)? Also, is it to be presumed that the ranked marking criteria as applicable in previous tenders is done away with?	Technical evaluation marks will be awarded in accordance with the provision contained in Annexure J of the RFP.
171	Page No.: Page 53 Chapter / Section of RFP: Point III	SP shall not be allowed to charge applicants any additional cost other than the Service Fee quoted in its financial bid for providing ASS at ICACs. Unauthorized collection of any additional charge/ fee from applicants would invite penalties as prescribed under Chapter XI of the RFP.	Kindly clarify whether the restriction on collecting any additional charges from applicants applies exclusively to the Service Provider (SP) in respect of the services covered under the present tender, and whether any separately authorized charges for services outside the scope of the tender are excluded from this provision.	The SP shall not collect, demand or accept any charges, fees or payments from applicants, directly or indirectly, other than the single Service Fee specified in the RFP, including by way of any Value Added Service or other ancillary service. Any such collection, demand or acceptance shall constitute a breach of the Agreement and shall attract penalty in accordance with the provisions of the RFP.
172	Page No.: Page 136 Chapter / Section of RFP: Point 2(A) - scoring	ICAC Space requirements the bidder shall furnish documentary evidence demonstrating that the	Kindly clarify whether the requirement for the proposed ICAC area to exceed the prescribed minimum area by more than	RFP provisions are self-explanatory.

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		area of each proposed ICAC complies with the minimum area prescribed in the RFP.	20% is applicable to each individual ICAC location separately or is assessed based on the aggregate area of all proposed ICACs across the designated locations.	
173	Page No.: Page 35 Chapter / Section of RFP: Point C Acceptance of Fee	The SP shall collect bank/agency charges for such transactions from the applicants on an actual basis. The SP must provide rates of such bank/agency charges on the letterhead duly certified by the Bank/agency receiving the bank/agency charges.	In view of the applicable local laws and regulations, under which the Service Provider (SP) may be prohibited from passing certain bank/agency transaction charges on to applicants, the above clause appears to permit the collection of such charges on an actual basis. Kindly clarify whether the SP is permitted to recover these charges from applicants under the present RFP, and confirm how this provision is to be interpreted and implemented in compliance with the applicable local laws and regulations.	The SP must comply with all local laws, Card merchant charges (MDR) are bank/agency charges and may be collected from the applicant at actual cost on the total amount paid, covering both the Gol fees and the Service Fee. They shall be shown as a separate item on the receipt. Gol fees shall be remitted to the Mission/Post in full, without deducting any such charges, and no bank charges shall be borne by the Mission. A certificate of the applicable rates on the letterhead of the acquiring bank is required. However, the SP must also be able to produce transaction-level details, such as bank statements and confirmation letters, showing that the charges were actually paid to the bank, whenever the Mission/Post wishes to verify them. The applicable charges shall be displayed at the ICAC and on the SP's website. They shall not become a source of income for the SP; any violation will attract a penalty of 10 times the maximum penalty amount, as per Point (vii).
174	Page No.: General Chapter / Section of	General	Under what circumstances, if any, can marks of competing bidders be disclosed to	Pls refer to para (B) (II) (c) of Chapter XV of the RFP.

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	RFP: General		other bidders?	
175	Clarifications after bid submission		Chapter V provides that no further/subsequent information or document will be entertained after the closing date, whereas Chapter XV authorises the TEC to seek clarifications during or after the technical presentation. Please confirm that a clarification requested by the TEC may explain, verify or cross-reference material already forming part of the Technical Bid, but may not introduce a new substantive eligibility claim, cure omission of a mandatory document or materially alter the bid after the closing date. Please confirm that this principle will apply uniformly to all bidders.	The provisions of Chapter V and Chapter XV shall be read harmoniously. The TEC may seek such clarification, explanation or confirmation from a Bidder as may be considered necessary for evaluation of the Technical Bid, including during or after the technical presentation. Such clarification shall not ordinarily be construed as an opportunity to submit a new bid or materially alter the substance of the Technical Bid submitted by the Bidder by the prescribed closing date.
176	Evidence for current e-Governance/IT experience		The Note under Chapter V permits current experience to be supported by web links and necessary certificates/testimonials. Please confirm whether transaction-volume certification by an independent/statutorily recognised audit agency, read with the relevant Government licence/authorisation and verifiable Government-platform/service records, is acceptable evidence of the prescribed public-interface and average-volume requirements for a current service.	RFP provisions are self-explanatory.
177	Financial reference periods and currency conversion		Chapter V requires audited financial information for the last three years and separately specifies the turnover period as January 2023–December 2025. For a bidder whose statutory audited financial year runs from 1 April to 31 March, please confirm the audited financial years that should be used for the net-worth and turnover tests, and whether a certified calendar-year reconciliation is required for the January 2023–December 2025 turnover period.	Mission shall accept financial statements based on the prevalent statutory accounting year of the country where the Bidder is registered. For the purpose of assessing turnover and net worth eligibility, the Bidder may submit its audited financial statements for the latest completed financial year

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				available as on the last date of submission of bids, and the turnover and net worth shall be assessed on the basis thereof.
178	MSE exemption from Bid Security/EMD		Chapter V expressly exempts eligible registered MSEs from furnishing EMD, whereas Chapters XIV/XV require an EMD BG in Envelope 1 and state that bids received without EMD will be summarily rejected. Please confirm that an eligible MSE claiming the Chapter V exemption will not be rejected for non-submission of an EMD BG and specify the document(s)/declaration that such an exempt bidder should place in Envelope 1 in lieu thereof.	Registered micro and small enterprises (MSEs) (as defined by the Ministry of Micro and Small Enterprises, GoI) are exempt from furnishing Earnest Money Deposit (EMD). Udyam Registration Certificate shall be accepted as valid documentary evidence.
179	Increase/decrease in number of ICACs — planning assumption	Chapter I/Chapter VII provides that the Mission may increase or decrease the number of ICACs and that any increase is to be implemented without additional charge.	For purposes of preparing a financially viable bid, please indicate whether any maximum number of additional ICACs, or any minimum notice/implementation period for establishment of an additional ICAC, is contemplated during the Agreement period. If no quantitative limit or minimum notice period applies, please confirm the same.	The RFP does not prescribe a maximum number of additional ICACs. The process, notice and transition arrangements in any such case shall be as decided by the Mission/Post at the relevant time, having regard to operational requirements. Bidders are to quote the financial bid keeping this aspect in mind. A specific notice period of cannot be committed.
180	Parking capacity — critical technical-evaluation clarification		Part III of Annexure J evaluates parking facilities by reference to the “minimum/prescribed parking capacity” under Chapter VII, Para 1(A)(xi). However, the table in Para 1(A)(xi) (b) specify exclusive and adequate parking. Please clarify the number of parking required as the rest of the parking may be available through the paid / common parking in the adjacent areas.	Applicants shall not be charged any fee for the parking facility. Bidders shall accordingly factor the cost of providing the required parking facility, as specified in the RFP, while quoting their financial bids.
181	Additional backend		Chapter VII, Para 1(A)(xi)(b) requires the SP,	The five backend coordination

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	staff — missing number		apart from the minimum staffing prescribed in the table, to provide a minimum of “5” staff for backend coordination at ICACs. Please clarify whether number is required collectively for the Singapore operation or each ICAC.	staff are in addition to the ICAC-wise staff indicated in the table [Chapter VII, Para 1(A)(xi)(b)]. They shall be deployed for coordination with the Mission/Post and the ICACs, at such locations as may be indicated by the Mission/Post.
182	Exclusive submission counter at Mission/Post. This is a genuine costing issue because the RFP requires separate deployment at Mission/Post but does not quantify it.		Chapter VII, Para 1(A)(xi)(c) requires an exclusive submission counter at the Mission on a regular basis with one staff, the cost being included within the quoted Service Fee. Please confirm: (i) the location(s) at which such counter is required; and (ii) the prescribed operating/submission hours.	(i) In terms of Para 1(A)(xi)(c) of Chapter VII, the SP shall operate, on a regular basis, two submission counters at CGI Dubai and one submission counter at the Embassy of India, Abu Dhabi. Space/Internet Connectivity/ Power supply for these counters will be made available by the Mission/Post within its premises; all other requirements for operating the counters shall be arranged by the SP, which may charge only the Service Fee quoted in its financial bid [Chapter VII, Para 1(A)(xi)(c)]. (ii) Operating hours of these counters shall be as specified by the Mission/Post.
183	Weekend/holiday opening	The RFP says such opening can be directed by prior written authorisation and must be provided without extra cost.	For financial and manpower planning, please indicate the approximate number of weekend/holiday opening days ordinarily anticipated in a year, and the normal advance notice proposed to be given for non-emergency opening.	The opening of ICACs/counters on weekends/holidays, and emergency services outside office hours and on weekends/holidays, shall be as required by the Mission/Post depending on exigencies. It is not possible to indicate frequency, duration, volume or an annual ceiling. Modalities shall

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				be worked out in coordination with the Mission [Chapter VII, Paras 1(B)(xi) and R], at no additional cost. The Mission/Post will endeavour to give advance intimation to the extent circumstances permit; a fixed minimum notice period cannot be committed.
184	Consular camps	The RFP permits camps anywhere in the consular jurisdiction without additional remuneration but contains no frequency assumption.	For bid-costing purposes, please indicate the approximate annual number of Consular Camps ordinarily contemplated during the Agreement period and the normal advance notice for such camps. If no indicative annual number can be provided, please confirm that the requirement is demand-driven and not subject to a predetermined annual limit.	The RFP provides for 15 ICACs spread across the jurisdiction of the Mission/Post [Chapter I, Para 10 and Chapter VII, Para 1(A)(xi)], so most applicants are expected to be served through these centres. Consular Camps will therefore be organised by the Mission/Post only occasionally, as and when a specific need arises [Chapter VII, Para T]. Camps are arranged in coordination with Indian community organisations and other partners. Their number, locations, duration and expected footfall vary from camp to camp and cannot be indicated in advance. The SP shall provide services at Consular Camps, including the deployment and transportation of manpower and equipment, at no additional cost to the Government of India/Mission/Post or applicants [Chapter VII, Para T]. Bidders may take this into account when preparing their financial bid.

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
185	Mission/Government-controlled commencement delay	The RFP specifies operational readiness within 45 days, allows the Mission to modify the timeline and provides penalties for delay, with power to waive penalty on reasons shown.	Where the SP has completed the relevant requirement within its control but a milestone cannot be completed because of a documented pending approval/access/action exclusively within the control of the Mission/Government, please clarify whether the corresponding period will be taken into account in determining delay and any penalty under Chapter XVI, and the procedure by which such dependency should be contemporaneously recorded.	The selected Service Provider (SP) shall comply with the timelines specified in Chapter XVI of the RFP.
186	Mission termination without SP default	The Mission's right is explicit: it may terminate at any time on two months' notice.	Where the Mission terminates the Agreement under Chapter XII by giving two months' notice in circumstances not involving any default or breach by the SP, please confirm the treatment of (i) Service Fees accrued up to the effective date of termination and (ii) the release/continuation/invoicing, as applicable, of the three Securities furnished under Chapter X.	Provisions of the RFP shall prevail.
187	Government-system/ Mission interruption below 72 hours	The force-majeure provision expressly prevents the SP claiming force majeure unless the event/effect continues for at least 72 consecutive hours.	Where a verified outage of a Government-controlled platform or a Mission-directed interruption lasts for less than 72 consecutive hours and therefore does not qualify for an SP force-majeure claim, please clarify whether the documented period of such interruption is excluded when assessing an SLA whose performance depends upon availability of that platform/action, provided the SP has complied with the applicable notification and mitigation requirements.	RFP provisions are self-explanatory.
188	Chapter VII – ICAC Table Pages 27-28	Min Staffing: 3 Centers: Kalba & Khor Fakkan	Please clarify the min staffing 3 is counter staff?	One of the counter person can be designated as ICAC manager.
189	Scope of Work and Deliverables Required Section A(xi) – Indian	a) The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent	Clarification required on the jurisdiction of Area stated as Dubai-Bur Dubai. Please clarify if “Umm Hurair 2” qualifies as Bur	It is district of Bur Dubai. Umm Hurair 2 falls under it.

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
	Consular Application Centre (ICAC) Page 26	locations as specified in the following table under the jurisdiction of Mission/Post	Dubai. Also please clarify if area stated as Beda Zayed is Madinat Zayed in Al Dhafra (Western Region, Abu Dhabi)	'Beda Zayed' refers to Madinat Zayed in the Al Dhafra Region of the Emirate of Abu Dhabi.
190	Chapter [XV(B)(II)(e) / Annex-K Note (ii)]:	The RFP empowers TEC to assess the viability of the quoted Service Fee and to reject a bid found to be abnormally low.	In this regard, please clarify: (i) whether the TEC has adopted any predefined methodology, benchmark or reference cost model, or minimum-cost threshold for determining that a Service Fee is "abnormally low" or non-viable; (ii) the cost and operational factors the TEC will take into account in that assessment, including staff costs, premises/lease costs, technology and data-security costs, overheads, statutory and regulatory compliance costs, insurance and bonding costs, operational volume assumptions and a reasonable margin; and (iii) whether such methodology and parameters will be disclosed to bidders in advance, so that the assessment is transparent and objectively verifiable.	The RFP provides for an assessment of the viability of the Service Fee quoted by the bidder by the Technical Evaluation Committee (TEC), with reference to the scope, standards, obligations and performance requirements prescribed in the RFP. The RFP does not prescribe a fixed numerical threshold for determining whether a quoted Service Fee is abnormally low. Where the TEC considers that the quoted Service Fee appears to be abnormally low and raises concerns regarding the bidder's ability to perform the Contract satisfactorily, the TEC may seek written clarifications from the concerned bidder. Such clarifications may include, inter alia, a detailed price analysis, the methodology adopted for arriving at the quoted Service Fee, allocation of costs, risks and responsibilities, assumptions underlying the bid and any other information

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
				considered necessary by the TEC. For the purpose of assessing commercial viability, the bidder's assumptions regarding the anticipated volume of CPV applications and the corresponding revenue during the Contract period shall be reasonable, justifiable and consistent with the historical application volumes. Any assumptions regarding application volumes or revenue that are considered unrealistic or unreasonable by the TEC shall not be taken into account for determining the commercial viability of the quoted Service Fee. The quoted Service Fee shall not be rejected solely on the ground that it is low. The bidder shall be provided an opportunity to furnish the requisite clarifications and supporting information. The TEC shall consider the clarifications furnished by the bidder, including the underlying cost and revenue assumptions, before arriving at a decision on the viability of the quoted Service Fee. Only where, after such examination, the TEC concludes that the

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
				quoted Service Fee is not viable for satisfactory performance of the Contract in accordance with the requirements of the RFP, may the Financial Bid be rejected as non-responsive. The decision of the TEC in this regard shall be communicated to the concerned bidder, as stipulated in the RFP.
191	Clause [Annex-K / Ch. XV]:	The RFP states the historical transaction volume for the Mission as 1671118 for the period January 2023 to December 2025, and the quoted Service Fee is subject to viability assessment by the TEC.	The RFP states the historical transaction volume for the Mission as 1671118 for the period January 2023 to December 2025, and the quoted Service Fee is subject to viability assessment by the TEC. In light of this, kindly confirm whether, for the purpose of evaluating and comparing the Financial Bids and of assessing the viability of the quoted Service Fee, this stated historical volume will be adopted as the common and uniform basis for all bidders.	For the purpose of calculating anticipated revenue during the three-year contract period, the Bidder shall assume a total CPV application volume not exceeding 25 percent above the total CPV application volume processed by the Mission/Post during the period from January 2023 to December 2025, as provided under Para 8 of Chapter I of the RFP.
192	Page No.5, Point iii The fees collected on behalf of Mission/Post the same day at the bank designated by the respective Mission/Post; If the fees could not be deposited in the designated Bank the same day on account of banking hours, it shall be deposited the next day in the first hour of		In case of late submission of applications post banking hours. It is not possible to submit the fee same day. Additionally, in case of government holidays or weekends the submission can only be done in next working day. Kindly allow the bidders to submit the fee within 2 working days.	The existing provision already addresses situations where the fees cannot be deposited on the same day due to banking hours, by requiring the amount to be deposited on the next day within the first hour of opening of the designated bank.

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
	opening of the Bank.			
193	Page No.24, Point xi Minimum parking slots required		Please clarify if the "minimum parking slots" refer to nearby public parking or exclusive parking dedicated to the ICAC property. While exclusive parking in Dubai is normally allocated based on property size, providing the mandatory free parking requested in the RFP is technically unfeasible. Securing additional dedicated spaces would require extra procurement costs, directly increasing our pricing and the subsequent service fees for applicants. We respectfully ask the Embassy to consider paid parking options.	The bidder shall be required to comply with the parking requirement as specified in the RFP. No relaxation or modification in respect of the stipulated requirement is allowed.
194	Page No.59, Point 3 Transfer of GOI fee/revenue amounts received from the applicants to the Bank Account(s) of the Mission/Post(s) concerned		Kindly consider the submission fee within 2 working days from the date of collection.	The provision of the RFP shall remain unchanged.
195	Page No.61, Point 8 Postal/ Courier applications		Kindly provide the year wise volume of application received by courier at each location	Location-wise and year-wise data on applications received by post/courier is not available. The SP is required to accept and process postal/courier applications in accordance with Chapter VII, Para 1(B)(vii).
196	Page No. 14, 146 Ch. III (Determination of Service Fee); Annexure-K		Kindly clarify what counts as one 'application' for the single Service Fee. For example: (a) is attestation charged per document or per applicant? (b) Is a family submitting together counted as one application or one per member? Attestation alone is over 1 lakh transactions a year. The counting method directly changes the revenue on which the fee is calculated.	(a) In attestation the service charge is per application per applicant. For example if two individuals are putting two signatures on one document then it is two services [Chapter III, Determination of Service Fee, para (a); Annexure-K]. (b) Each application for a CPV service submitted in respect of an individual applicant constitutes a separate

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
				application.
197	Page No. 14, 49 Ch. III; Ch. VII Para 1(T)		Kindly confirm whether the Service Fee is chargeable on gratis or fee-exempt cases, such as Emergency Certificates issued during amnesty, ICWF-assisted cases, deportees and applications received at consular camps. Emergency Certificates rose from 3,588 (2024) to 14,386 (2025). If such cases must be processed without a service fee, this is a cost with no income and must be priced in.	In terms of Chapter VII, Para 2(k), the SP will be allowed to charge the Service Fee from all individuals who make a consular application. Applications at Consular Camps attract the same Service Fee [Chapter VII, Para T]. Applications are to be accepted with fees as prescribed and approved by the Mission/Post [Chapter VII, Para 1(B)(iii)].
198	Page No. 14, 189 Ch. III Para (c); Annexure-L Schedule-II Para 4.2		The Service Fee is fixed for three years and inclusive of VAT. If the UAE VAT rate changes during the contract, or if the contract is extended, will the Mission consider a review of the Service Fee? Page 189 states that no revision is allowed even if taxes change. Bidders need to either price this risk or know that relief is possible.	No revision in Service fee is allowed during the contract period. Bidders to make their own calculations for the purpose of quoting a single, all-inclusive Service Fee covering all the deliverables, obligations and requirements stipulated in the RFP
199	Page No. 40, 53 Ch. VII Para 1(G); Para 3(I)(d)		Free courier return applies to all applications. Kindly share (a) the current share of applicants opting for courier delivery versus collection at the ICAC, and (b) whether delivery is required to all emirates, including remote areas such as Ghayathi and Beda Zayed. Free courier across a very large country is one of the largest hidden costs. Without the courier ratio and coverage, we can only guess the approximate volume of application opt for courier service.	(a) almost all applicants avail of courier services. No further break-up is available for disclosure. (b) The courier service, at no additional charge, applies to all applications, whether submitted in person or by post [Chapter VII, Paras 1(G)(i)(c) and 3(I)(d)]. The RFP does not provide for any geographical exception within the consular jurisdiction.
200	Page 29 Ch. B Para 1		We request clarification on the exact scope of services, as there are discrepancies regarding OCI and Surrender Certificate applications. While these services are omitted from the scope on Pages 3 and 28,	OCI, PCC, Surrender Certificate and GEP Verification services are included in the scope of the RFP [Chapter I, Para 1; Chapter VII, Para 1(B)

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
			OCI is explicitly mentioned on Pages 42 and 44. Please confirm if OCI and Surrender Certificate services are included in this tender. If so, kindly provide the historical year-wise volumes for both, as this directly impacts our process design, staff training, and system requirements. Additionally, please clarify the following volume-related queries: - e-OCI Launch: The upcoming launch of e-OCI services will significantly impact transaction volumes. Will this shift be accounted for in the service fee calculation, and should potential volume reductions be factored into our manpower and ICAC sizing? - e-Visa Volumes: Kindly provide the projected or historical volume for e-Visa applications, as this data is essential for determining accurate manpower allocation and ICAC sizing.	(i); Schedule-I of Annexure-L]. OCI volumes are indicated at Para 8 of Chapter I; separate figures for Surrender Certificate are not available. Any shift of services to online platforms, including e-OCI, shall not entail any revision of the Service Fee or any compensation [Chapter III, Determination of Service Fee, paras (c) and (d); Chapter XII, Para 6]; bidders may factor this in their own assessment. e-Visa applications are filed online by applicants and do not involve submission at the ICAC; accordingly, no data is furnished.
201	Page No. 7, 24, 188 Ch. I Para 11; Ch. VII Para 1(A)(xi)(a); Schedule-II Para 1.3		ICACs may be increased or decreased at no additional cost. Kindly indicate whether there is a maximum number of additional centres and the minimum notice period that will be given Without a limit, the bidder's cost is open-ended against a fixed fee.	In terms of Para 11 of Chapter I, Para 1(A)(xi)(a) of Chapter VII, the Mission/Post may increase or decrease the number of ICACs as deemed necessary, and the SP shall do so at no additional expenditure/charge to the Ministry/Mission/Post/applicants. The RFP does not prescribe a maximum number of additional ICACs. The process, notice and transition arrangements in any such case shall be as decided by the Mission/Post at the relevant time, having regard to operational requirements. Bidders are to quote the financial bid keeping this

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
				aspect in mind. A minimum notice period cannot be committed.
202	Page No. 49 Ch. VII Para 1(R) and 1(T)		Kindly indicate the approximate number of consular camps and weekend/holiday openings held per year in the recent past. These are to be provided at the SP's own cost, so a realistic estimate is needed to include them in the fee.	The RFP provides for 15 ICACs spread across the jurisdiction of the Mission/Post [Chapter I, Para 10 and Chapter VII, Para 1(A)(xi)], so most applicants are expected to be served through these centres. Consular Camps will therefore be organised by the Mission/Post only occasionally, as and when a specific need arises [Chapter VII, Para T]. Camps are arranged in coordination with Indian community organisations and other partners. Their number, locations, duration and expected footfall vary from camp to camp and cannot be indicated in advance. The SP shall provide services at Consular Camps, including the deployment and transportation of manpower and equipment, at no additional cost to the Government of India/Mission/Post or applicants [Chapter VII, Para T]. Bidders may take this into account when preparing their financial bid.
203	Page No. 16-17 Ch. V Para (i)		Please clarify the following eligibility and experience requirements for the January 2021 to December 2025 period: • Active Contracts: Does an ongoing contract qualify as valid CPV experience for the pre-eligibility requirements? Incumbent Eligibility: Will the current	Kindly refer to para (i) of Chapter V of the RFP.

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
			incumbent be deemed eligible to participate if they have served the Indian Mission for more than one year and exceeded the prescribed application volume?	
204	Page No. 19, 41, 109 Ch. V Para (xi); Ch. VII Para 1(H)(i); Annexure- D Part III(1); Annexure-J Part II(12)		(a) ISO 9001:2008 and ISO 27001:2013 have been replaced by ISO 9001:2015 and ISO 27001:2022. Kindly confirm the current versions will be accepted. (b) Kindly confirm whether ISO 23026 is required at bid submission (Pages 19 and 109) or within three months of award (Pages 41 and 131). The RFP gives two different timelines for ISO 23026. Getting this wrong could lead to disqualification at the technical stage.	ISO 9001:2015 and ISO 27001:2022 will be accepted. A corrigendum is being issued.
205	Page No. 2, 96 Index; Ch. XVIII		The page numbers in the Index and List of Annexes do not match the actual pages (e.g. Annexure-A is listed from Page 98 but starts on Page 97; Annexure-K is listed at 147-148 but appears at 146-147). Kindly confirm which page numbers should be used for cross-referencing. • Annexure-J requires bidders to cross-reference pages, so the correct numbering is needed.	The page numbers printed at the foot of each page of the RFP ('Page __ of 213') may be used for cross-referencing. The page references in the Index and the List of Annexures are indicative.
206	Page No. 26 Ch. VII Para 1(A)(xi)(a), Sl. No. 7		For ICAC No. 7 ('Dubai - Furjan / Jebel Ali / DIP'), kindly confirm whether the ICAC may be located in any one of these areas. Kindly also confirm whether similar flexibility applies to Al Majaz, Al Danah/Al Khalidiya and other named locations.	Where more than one area is indicated against an ICAC, the ICAC may be located in any one of the areas so indicated. In all cases, the premises must be within the area/locality specified in the table at Para 1(A)(xi)(a) of Chapter VII, in a prime and well-connected commercial complex, and are subject to the approval of the Mission/Post [Chapter VII, Para 1(P)(i); Chapter XVI, Para 1(b)]. No distance criterion is prescribed. Suitability of the proposed location will be assessed by the TEC as per

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
				Annexure-J, Part III, S.No. 1(a).
207	Page No. 27-28 Ch. VII Para 1(A)(xi)(a), Sl. No. 10, 11, 14, 15		For Kalba and Khor Fakkan, the staff column shows only '3'. Kindly confirm whether this means 3 counter staff without a manager. Ajman and Umm Al Quwain also show no manager or receptionist. Kindly clarify who should be responsible for cash handling and security at these centres. The minimum staffing is unclear, and a shortfall attracts a penalty of AED 3,700 per day (Page 69).	One of the counter person can be designated as ICAC manager who is responsible for the security of premises, cash, personnel and documents [Chapter VII, Para 2(j)].
208	Page No. 50 Ch. VII Para 2(c)		Kindly confirm whether the requirement of a Bachelor's degree with relevant experience applies to all staff, including security guards, messengers and ushers. Applying this to all roles makes hiring in the UAE considerably harder and more expensive.	The requirement of a Bachelor's Degree shall apply only to managerial and non-manual staff.
209	Page No. 28, 188 Ch. VII Para 1(A)(xi)(c); Schedule-II Para 1.2		Page 28 states two submission counters at CGI Dubai and one at the Embassy, while Page 188 states one counter each. Kindly confirm the correct number, and whether the Mission/Post will provide the space, furniture and internet connectivity for these counters. The two clauses conflict, and bidders need to know who bears the setup cost.	In terms of Para 1(A)(xi)(c) of Chapter VII, the SP shall operate, on a regular basis, two submission counters at CGI Dubai and one submission counter at the Embassy of India, Abu Dhabi, with an adequate number of staff, for special cases as decided by the Mission/Post. Para 1.2 of Schedule-II shall be read accordingly [Annexure-1 (SLA) to Annexure-L, Para 10: in case of any discrepancy or doubt, the interpretation favourable to the Mission and the applicants shall prevail]. These counters are in addition to the counters prescribed for the ICACs. Space/Internet connectivity/Power supply for these counters will be made

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
				available by the Mission/Post within its premises; all other requirements for operating the counters shall be arranged by the SP, which may charge only the Service Fee quoted in its financial bid [Chapter VII, Para 1(A)(xi)(c)].
210	Page No. 24		RFP reference: Chapter VII centre table and backend staff requirement, operating hours, page 48 The table lists minimum counters and staff, while the operating hours require extended coverage. It is unclear whether staff numbers are total headcount or a requirement for each shift.	The staff numbers in the table are the minimum staff strength for each ICAC. Each counter shall, at all times during operating hours, be manned by staff with appropriate qualifications, and a substitute shall be provided when a staff member is on leave [Chapter XI, S.No. 17]. The SP shall deploy such additional staff as may be necessary to meet this requirement across the prescribed operating hours, in compliance with UAE labour laws, and describe its shift, backup and leave-replacement arrangements in the Technical Bid [Annexure-J, Part III, S.No. 4(b)].
211	Page No. 39, 190 Ch. VII Para 1(F)(i); Schedule-II Para 5.1		Kindly confirm whether documents must be delivered to the Mission/Post twice a day (Page 39) or at least once a day (Page 190), and whether this applies to all 15 ICACs, including remote centres such as Ghayathi and Fujairah. Dedicated secured vans from every center twice a day is a major cost.	As per RFP, documents are to be sent to the Mission/Post twice a day [Chapter VII, Para 1(F)(i)]. Para 5.1 of Schedule-II prescribes at least one combined run and provides for additional runs as required by the Mission/Post, and shall be read accordingly. The requirement applies to all ICACs, unless otherwise decided by the Mission/Post in respect of any ICAC.

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
212	Page No. 37 Ch. VII Para 1(D)(iv); Schedule-II Para 7.2		Page 37 requires one receipt per application, while Page 190 allows a bulk receipt for families travelling together. Kindly confirm which rule applies. This is needed to design the receipt system correctly and avoid the 'missing receipt number' penalty.	An individual receipt shall be issued for each application. However, where members of a family are travelling together, a single bulk receipt may be issued for such applications. The receipt system shall accordingly be designed to ensure proper identification, reconciliation and accounting of each individual application, including those covered under a bulk receipt.
213	Page No. 51, 131 Ch. VII Para 2(j); Annexure-J Part II(13)		For the live CCTV feed to the Mission, kindly indicate the number of cameras per centre and the bandwidth or viewing platform used by the Mission. This is needed to size the IT and network budget.	The number and placement of CCTV cameras, areas to be covered, recording and retention requirements, and provision of live CCTV feeds shall be as specified by the respective Mission/Post, taking into account the layout, operational requirements and security considerations of the ICAC.
214	Page No. 35, 39 Ch. VII Para 1(C); Para 1(E)		Kindly confirm (a) whether separate designated bank accounts will be used for the Embassy and the CGI, and with which bank, and (b) that card and online payment charges may be passed to applicants at actual cost. This affects the daily deposit and reconciliation process, where delay attracts 0.5% of the amount per day.	(a) Fees due to the Government of India shall be deposited in the bank account(s) designated by the respective Mission/Post [Chapter I, Para 7(iii); Chapter VII, Para 1(E)(i)]. Details will be shared with the selected SP. (b) Bank/agency charges for card and online payments may be collected from applicants on an actual basis only, duly

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
				certified by the bank/agency concerned, and shall not become a source of income for the SP [Chapter VII, Para 1(C) (ii), (iii) and (vii)].
215	Page 88 Chapter XV clarification of an abnormally low bid		Please confirm that no Financial Bid will be rejected as unviable without first giving the bidder a reasonable written opportunity to substantiate its price through a detailed cost model, efficiencies, group resources, subsidies, existing infrastructure and other legitimate commercial advantages. The RFP permits the Ministry/Mission to seek a written explanation from a bidder.	Pls refer to Para B (II) (e) of the chapter XV of the RFP.
216	Annexure K and Chapter XV		Will the Mission communicate the reasons, calculations and material assumptions used if the lowest Service Fee is rejected? Will the bidder have an opportunity to submit a representation before the next bidder is declared L1? L1 is selected only from bids considered viable and responsive	Pls refer to Para B (II) (e) of the chapter XV of the RFP.
217	Page 6 Chapter I historical CPV volume table		Please confirm the annual and category-wise application volumes that bidders should use as the common base case for pricing and provide any available 2026 year-to-date volumes by Mission, Post and proposed ICAC location. The RFP reports 579,674 applications in 2025, compared with 561,530 in 2024 and 529,914 in 2023, while also stating that volumes may increase or decrease and providing no minimum-volume guarantee.	Number of Services provided at different locations from 2022 to June, 2026 are attached at Annexure – I and the total number of CPV services provided during the period from July, 2026 to September, 2026 are attached at Annexure – II.
218	Page 6 Chapter I volume disclaimer and Chapter XII Force Majeure		Should bidders factor the current regional-security-related reduction in applications into their Financial Bid? If so, will the Mission issue a standard downside volume assumption so all bidders price on a comparable basis? Regional conflict and travel disruption may materially affect application volumes,	Bidders are required to make their own calculations for the purpose of quoting a single, all-inclusive Service Fee covering all the deliverables, obligations and requirements stipulated in the RFP

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
			centre access, staffing, supply chains and operating hours.	
219	Page 25 Chapter VII ICAC premises requirements		Will the Mission permit an ICAC to operate from an Indian community centre, business centre or other shared building, provided the ICAC has exclusive secure areas, separate access where required, compliant data and document controls, CCTV coverage, adequate parking and the prescribed service standards? Community centres and similar collection arrangements are presently used in the UAE market.	The SP shall be required to set up the ICAC at the location specified in Para 1(XI)(a) of Chapter VII of the RFP, in accordance with the terms and conditions stipulated in the RFP.
220	Page 16, 108 and 88 Chapters V and XV and Annexures D and J		Please confirm that a bidder currently operating CPV outsourcing contracts in other countries or regions will be made eligible basis their current contracts. The RFP contains mandatory eligibility and Technical experience requirements but does not fully explain how current incumbency elsewhere will be assessed.	Pls refer to para (i) of Chapter V of the RFP.
221	Page 88 Chapter XV Technical evaluation		What measures will the Mission use to ensure equal access to material information, including location-wise volumes, transaction patterns, staffing requirements, peak demand, current service arrangements and historical penalty data? Incumbents may possess site-specific information and historical operating data not available to other bidders	All bidding companies are provided the same information through the RFP, corrigenda (if any) and the responses to pre-bid queries, which are uploaded on the website of the Mission [Chapter II, Para (ii)]. Technical Bids are evaluated by the TEC uniformly against the benchmarks prescribed in Annexure-J, Part III [Chapter XV, Para A(II)(h)].
222	Page 88 Bidding schedule and Chapter XV		Please confirm the presentation date, reporting time, exact venue, permitted mode of attendance and the minimum notice period that will be provided to Technically responsive bidders. Chapter XV states that, unless otherwise notified, the presentation will be held at the CPV Division, Ministry of External Affairs,	The technical bid presentation shall be held at the Ministry of External Affairs, New Delhi . The date and time of the presentation shall be communicated to the bidders in due course.

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
			New Delhi	
223	Page 88 Chapter XV Technical presentation		Please specify the permitted number of representatives, presentation duration, question-and-answer duration, file format, submission deadline, permitted demonstrations, internet availability, language and whether remote participation will be allowed for overseas representatives. The presentation carries Technical-evaluation consequences but the RFP does not state the operational format.	The presentation shall be made before the Technical Evaluation Committee (TEC), headed by the Joint Secretary (CPV). Each bidder shall be allotted 25 minutes for the presentation, followed by 10 minutes for the Question-and-Answer (Q&A) session.
224	Page 88 & page 127 Chapter XV and Annexure J		Please identify the exact Annexure J parameters and marks that will be assessed through the presentation and confirm whether the presentation may explain existing information only or may include updated evidence and clarifications requested by the MINISTRY/MISSION The presentation must be confined to the Technical Bid and must exclude Financial Bid information. Multiple securities may potentially respond to the same event. Is a corrigendum and identify the controlling clause.	Pls refer to Para A (II) of Chapter XV of the RFP.
225	Page 136, Point 2 ICAC Space requirements "The bidder shall furnish documentary evidence demonstrating that the area of each proposed ICAC complies with the minimum area prescribed in the RFP."		6 marks are awarded where the proposed area merely meets the prescribed minimum, 7 marks where it exceeds the minimum by 10-20%, and 8 marks where it exceeds the minimum by more than 20%. Failure to meet the minimum gets 0 marks. What does "documentary evidence" actually mean? There is an important ambiguity here. The RFPs expressly say documentary evidence demonstrating the area must be furnished, but from the provisions I reviewed, they do not clearly define the exact document that constitutes acceptable	The bidder shall provide, at the Technical Bid stage, documentary evidence/undertaking demonstrating that the proposed ICAC premises are permissible for the intended use under the applicable local zoning and other relevant regulations.

S. No.	RFP Reference / Subject	RFP Provision / Background	Query / Clarification Sought	Draft Response
			documentary evidence — for example: • executed lease agreement; • title deed; • landlord NOC; • offer letter / Letter of Intent from landlord; • tenancy proposal; • municipality-approved floor plan; • architect's area certificate.	

Annexure- I

Month-wise Centre-wise CPV applications received from January 2022 to June 2026

Note: The number of CPV applications 'received' will be different from the CPV services 'provided' mentioned in the RFP due to the time-lag in issue of passports, visas, OCI etc. in some cases.

Al Reem, Abu Dhabi					
Month	Passport	Visa	EC	Attestation	Total
Jan-22	3156	38	10	1723	4927
Feb-22	3539	72	9	2108	5728
Mar-22	4221	92	14	2398	6725
Apr-22	2996	69	5	2242	5312
May-22	3536	69	7	1615	5227
Jun-22	3908	171	14	2116	6209
Jul-22	2873	185	14	1792	4864
Aug-22	3318	168	7	2404	5897
Sep-22	3145	121	7	2121	5394
Oct-22	3166	67	6	1851	5090
Nov-22	3451	90	13	2039	5593
Dec-22	3318	82	9	1802	5211
Jan-23	3551	107	364	1862	5884
Feb-23	3322	85	13	1824	5244
Mar-23	3654	66	7	2562	6289
Apr-23	2557	64	9	1822	4452
May-23	4073	53	8	2337	6471
Jun-23	3152	32	13	2396	5593
Jul-23	3161	60	19	2214	5454
Aug-23	3386	65	8	2257	5716
Sep-23	2680	41	9	1924	4654
Oct-23	2678	45	9	1875	4607
Nov-23	2565	112	14	1758	4449
Dec-23	2629	55	13	1490	4187
Jan-24	3395	67	17	1521	5000
Feb-24	3654	65	17	1535	5271
Mar-24	3575	42	14	1848	5479
Apr-24	2955	31	15	1719	4720
May-24	4704	51	12	1749	6516
Jun-24	3921	69	18	1890	5898
Jul-24	4372	72	21	1947	6412
Aug-24	3740	50	21	1637	5448
Sep-24	4568	42	62	1836	6508
Oct-24	4785	50	86	1834	6755
Nov-24	4768	66	33	1781	6648
Dec-24	3704	43	41	1771	5559

Jan-25	4728	48	22	2016	6814
Feb-25	4146	9	1	1956	6112
Mar-25	4337	46	6	2058	6447
Apr-25	4157	70	15	1856	6098
May-26	5087	65	25	2172	7349
Jun-26	4490	68	16	2399	6973
Jul-25	4660	62	19	2816	7557
Aug-25	3795	67	16	1992	5870
Sep-25	3900	59	10	1335	5304
Oct-25	4246	36	15	1929	6226
Nov-25	4452	55	23	2852	7382
Dec-25	4659	55	24	2525	7263
Jan-26	5214	55	29	2371	7669
Feb-26	5158	28	20	2454	7660
Mar-25	4880	48	22	2084	7034
Apr-25	5682	41	20	2665	8408
May-26	5058	37	26	2301	7422
Jun-26	4862	62	17	2599	7540

Al Ain				
Month	Passport	Visa	EC	Total
Jan-22	700	16	0	716
Feb-22	728	46	3	777
Mar-22	930	27	2	959
Apr-22	692	28	2	722
May-22	867	15	4	886
Jun-22	949	56	4	1009
Jul-22	694	47	3	744
Aug-22	828	39	4	871
Sep-22	773	37	3	813
Oct-22	695	41	1	737
Nov-22	841	37	2	880
Dec-22	951	23	4	978
Jan-23	1066	23	4	1093
Feb-23	956	12	10	978
Mar-23	1055	22	3	1080
Apr-23	707	10	2	719
May-23	989	34	3	1026
Jun-23	821	23	1	845
Jul-23	874	44	0	918
Aug-23	1010	44	2	1056
Sep-23	838	32	2	872
Oct-23	839	43	0	882
Nov-23	863	47	0	910
Dec-23	756	24	0	780

Jan-24	950	26	3	979
Feb-24	967	19	2	988
Mar-24	890	22	6	918
Apr-24	787	23	6	816
May-24	1137	61	2	1200
Jun-24	971	24	3	998
Jul-24	1088	52	2	1142
Aug-24	986	43	0	1029
Sep-24	991	36	13	1040
Oct-24	944	18	32	994
Nov-24	978	23	5	1006
Dec-24	967	17	3	987
Jan-25	1402	30	2	1434
Feb-25	1304	24	7	1335
Mar-25	1287	29	6	1322
Apr-25	1256	22	2	1280
May-25	1451	10	6	1467
Jun-25	1302	12	5	1319
Jul-25	1249	17	4	1270
Aug-25	1013	17	12	1042
Sep-25	981	21	4	1006
Oct-25	1230	25	5	1260
Nov-25	1261	42	14	1317
Dec-25	1384	23	7	1414
Jan-26	1560	15	3	1578
Feb-26	1649	18	14	1681
Mar-26	1483	15	7	1505
Apr-26	1667	16	2	1685
May-26	1470	15	6	1491
Jun-26	1256	35	6	1297

Musaffah				
Month	Passport	Visa	EC	Total
Jan-22	996	0	3	999
Feb-22	1098	0	2	1100
Mar-22	1240	0	3	1243
Apr-22	1049	0	3	1052
May-22	1123	0	1	1124
Jun-22	1373	0	4	1377
Jul-22	1145	0	2	1147
Aug-22	1400	0	5	1405
Sep-22	1388	0	4	1392
Oct-22	1160	0	4	1164
Nov-22	1238	0	3	1241
Dec-22	1154	0	2	1156
Jan-23	1376	0	5	1381

Feb-23	1305	0	4	1309
Mar-23	1360	0	5	1365
Apr-23	996	0	3	999
May-23	1590	0	3	1593
Jun-23	1184	0	1	1185
Jul-23	1419	0	3	1422
Aug-23	1221	0	5	1226
Sep-23	992	0	5	997
Oct-23	894	0	3	897
Nov-23	967	0	3	970
Dec-23	905	0	1	906
Jan-24	1136	0	4	1140
Feb-24	1277	0	3	1280
Mar-24	1229	0	3	1232
Apr-24	1282	0	2	1284
May-24	1870	0	3	1873
Jun-24	1677	0	2	1679
Jul-24	1939	0	2	1941
Aug-24	1667	0	5	1672
Sep-24	1757	0	11	1768
Oct-24	2422	0	22	2444
Nov-24	2695	0	5	2700
Dec-24	2609	0	12	2621
Jan-25	2915	0	2	2917
Feb-25	2431	0	2	2433
Mar-25	2451	0	3	2454
Apr-25	2349	0	2	2351
May-25	2801	0	5	2806
Jun-25	2586	0	2	2588
Jul-25	2976	0	8	2984
Aug-25	2488	0	7	2495
Sep-25	2742	0	2	2744
Oct-25	2596	0	4	2600
Nov-25	2329	0	6	2335
Dec-25	2534	0	6	2540
Jan-26	2552	0	6	2558
Feb-26	2781	0	9	2790
Mar-26	2672	0	6	2678
Apr-26	3144	0	17	3161
May-26	2785	0	16	2801
Jun-26	2583	0	34	2617

Ruweis				
Month	Passport	Visa	EC	Total
Jan-22	0	0	0	0
Feb-22	0	0	0	0
Mar-22	0	0	0	0

Apr-22	0	0	0	0
May-22	0	0	0	0
Jun-22	0	0	0	0
Jul-22	0	0	0	0
Aug-22	47	0	0	47
Sep-22	47	0	0	47
Oct-22	50	0	0	50
Nov-22	40	0	0	40
Dec-22	45	0	0	45
Jan-23	53	0	0	53
Feb-23	53	0	0	53
Mar-23	49	0	0	49
Apr-23	61	0	0	61
May-23	45	0	0	45
Jun-23	51	0	0	51
Jul-23	30	0	0	30
Aug-23	35	0	0	35
Sep-23	44	0	0	44
Oct-23	66	0	0	66
Nov-23	75	0	0	75
Dec-23	62	0	0	62
Jan-24	80	0	0	80
Feb-24	78	0	0	78
Mar-24	55	0	0	55
Apr-24	73	0	0	73
May-24	80	0	0	80
Jun-24	72	0	0	72
Jul-24	71	0	0	71
Aug-24	86	0	0	86
Sep-24	97	0	0	97
Oct-24	0	0	0	0
Nov-24	188	0	0	188
Dec-24	96	0	0	96
Jan-25	95	0	0	95
Feb-25	140	0	0	140
Mar-25	100	0	0	100
Apr-25	159	0	0	159
May-25	270	0	0	270
Jun-25	134	0	0	134
Jul-25	108	0	0	108
Aug-25	127	0	0	127
Sep-25	133	0	0	133
Oct-25	134	0	0	134
Nov-25	126	0	0	126
Dec-25	134	0	0	134
Jan-26	140	0	0	140
Feb-26	162	0	0	162
Mar-26	0	0	0	0

Apr-26	0	0	0	0
May-26	89	0	0	89
Jun-26	0	0	0	0

Premium Lounge Abu Dhabi				
Month	Passport	Visa	EC	Total
May-22	1259	236	0	1495
Jun-22	1346	234	0	1580
Jul-22	937	179	0	1116
Aug-22	782	150	0	932
Sep-22	798	140	1	939
Oct-22	1079	251	0	1330
Nov-22	1218	254	0	1472
Dec-22	1332	145	0	1477
Jan-23	1564	161	0	1725
Feb-23	1758	155	0	1913
Mar-23	1981	110	0	2091
Apr-23	1741	126	1	1868
May-23	2013	169	1	2183
Jun-23	1703	155	3	1861
Jul-23	1603	182	1	1786
Aug-23	1266	176	1	1443
Sep-23	1279	102	0	1381
Oct-23	1707	193	1	1901
Nov-23	1891	167	0	2058
Dec-23	1881	108	1	1990
Jan-24	2066	152	1	2219
Feb-24	1989	138	0	2127
Mar-24	2030	91	2	2123
Apr-24	1949	92	0	2041
May-24	2086	145	1	2232
Jun-24	1363	144	0	1507
Jul-24	1558	176	2	1736
Aug-24	1228	152	1	1381
Sep-24	639	123	0	762
Oct-24	655	142	0	797
Nov-24	833	177	0	1010
Dec-24	571	137	0	708
Jan-25	735	123	0	858
Feb-25	718	76	0	794
Mar-25	685	82	0	767
Apr-25	597	80	0	677
May-25	769	61	0	830
Jun-25	716	89	0	805
Jul-25	391	190	0	581
Aug-25	409	130	0	539

Sep-25	463	124	0	587
Oct-25	526	145	0	671
Nov-25	732	171	0	903
Dec-25	771	140	0	911
Jan-26	840	140	0	980
Feb-26	816	65	0	881
Mar-26	735	27	0	762
Apr-26	800	80	0	880
May-26	705	64	0	769
Jun-26	524	84	0	608

Al Khaleej Center, Dubai					
Month	Passport	Visa	EC	Attestation	Total
Jan-22	4984	81	129	8253	13447
Feb-22	5892	93	112	9089	15186
Mar-22	6311	138	175	10576	17200
Apr-22	5033	150	201	8830	14214
May-22	6392	130	155	8808	15485
Jun-22	6991	170	179	10676	18016
Jul-22	5453	147	194	8162	13956
Aug-22	6517	153	270	9836	16776
Sep-22	5871	170	185	9319	15545
Oct-22	5591	166	177	8648	14582
Nov-22	5630	159	175	9593	15557
Dec-22	5090	133	134	8883	14240
Jan-23	6227	133	156	9380	15896
Feb-23	5834	89	122	8518	14563
Mar-23	5889	92	131	10786	16898
Apr-23	4565	83	109	8958	13715
May-23	8391	131	120	11000	19642
Jun-23	7738	543	123	9192	17596
Jul-23	7350	105	136	9230	16821
Aug-23	5746	119	138	9672	15675
Sep-23	5287	95	144	8325	13851
Oct-23	6057	120	147	8384	14708
Nov-23	5485	119	130	8385	14119
Dec-23	5820	95	119	8222	14256
Jan-24	7728	109	138	8420	16395
Feb-24	7653	107	114	8626	16500
Mar-24	6650	80	97	8321	15148
Apr-24	6064	70	86	8413	14633
May-24	9082	92	138	10897	20209
Jun-24	8159	90	125	9120	17494
Jul-24	8990	114	156	9895	19155
Aug-24	7690	85	119	8925	16819
Sep-24	8328	102	48	8977	17455
Oct-24	8637	119	26	9155	17937
Nov-24	8801	133	34	9002	17970

Dec-24	8173	118	39	8887	17217
Jan-25	10392	103	107	10259	20861
Feb-25	8863	92	116	9605	18676
Mar-25	9368	65	97	10177	19707
Apr-25	8689	72	119	10959	19839
May-25	10607	57	171	11932	22767
Jun-25	9513	54	158	10099	19824
Jul-25	10658	85	248	11940	22931
Aug-25	9014	73	229	9117	18433
Sep-25	9581	70	269	10321	20241
Oct-25	8916	73	288	9873	19150
Nov-25	8454	54	301	9415	18224
Dec-25	8129	67	270	9917	18383
Jan-26	9928	71	361	10423	20783
Feb-26	10065	37	325	10392	20819
Mar-26	9737	44	328	8698	18807
Apr-26	11108	52	464	9906	21530
May-26	10132	45	514	9321	20012
Jun-26	9353	51	579	10104	20087

Deira, Dubai				
Month	Passport	Visa	EC	Total
Jan-22	1908	13	5	1926
Feb-22	1928	37	12	1977
Mar-22	2192	33	17	2242
Apr-22	1810	31	21	1862
May-22	2114	14	15	2143
Jun-22	2450	28	12	2490
Jul-22	1868	13	15	1896
Aug-22	2127	11	21	2159
Sep-22	1985	11	16	2012
Oct-22	1881	29	12	1922
Nov-22	1973	17	6	1996
Dec-22	1928	19	7	1954
Jan-23	2215	31	5	2251
Feb-23	1920	18	3	1941
Mar-23	1938	17	3	1958
Apr-23	1353	5	3	1361
May-23	2587	9	6	2602
Jun-23	1713	11	1	1725
Jul-23	1999	9	6	2014
Aug-23	2022	6	7	2035
Sep-23	1534	15	6	1555
Oct-23	1686	22	7	1715
Nov-23	1642	10	6	1658
Dec-23	1712	29	2	1743
Jan-24	2683	21	9	2713
Feb-24	2186	23	2	2211

Mar-24	1914	8	4	1926
Apr-24	1520	11	4	1535
May-24	2893	31	9	2933
Jun-24	2129	29	3	2161
Jul-24	2473	52	8	2533
Aug-24	2379	31	2	2412
Sep-24	2890	44	0	2934
Oct-24	3154	39	0	3193
Nov-24	3336	33	1	3370
Dec-24	3159	45	1	3205
Jan-25	3829	51	1	3881
Feb-25	3277	24	3	3304
Mar-25	3478	30	8	3516
Apr-25	3294	23	6	3323
May-25	3955	30	13	3998
Jun-25	3482	34	10	3526
Jul-25	3758	43	16	3817
Aug-25	3235	14	31	3280
Sep-25	3567	31	29	3627
Oct-25	3394	38	27	3459
Nov-25	3245	40	34	3319
Dec-25	3278	35	29	3342
Jan-26	3903	15	40	3958
Feb-26	3756	0	31	3787
Mar-26	3631	1	53	3685
Apr-26	4591	0	48	4639
May-26	4227	1	62	4290
Jun-26	3777	0	43	3820

KMCC, Dubai				
Month	Passport	Visa	EC	Total
Jan-22	541	0	1	542
Feb-22	542	0	0	542
Mar-22	614	0	0	614
Apr-22	444	0	0	444
May-22	548	0	1	549
Jun-22	740	0	3	743
Jul-22	616	0	1	617
Aug-22	710	0	1	711
Sep-22	699	0	1	700
Oct-22	652	0	1	653
Nov-22	662	0	0	662
Dec-22	626	0	0	626
Jan-23	683	0	0	683
Feb-23	642	0	0	642
Mar-23	682	0	0	682
Apr-23	507	0	0	507

May-23	701	0	1	702
Jun-23	512	0	0	512
Jul-23	629	0	0	629
Aug-23	692	0	0	692
Sep-23	631	0	0	631
Oct-23	667	0	1	668
Nov-23	645	0	0	645
Dec-23	577	0	0	577
Jan-24	624	0	0	624
Feb-24	589	0	0	589
Mar-24	485	0	0	485
Apr-24	468	0	0	468
May-24	696	0	0	696
Jun-24	562	0	0	562
Jul-24	654	0	0	654
Aug-24	545	0	0	545
Sep-24	594	0	0	594
Oct-24	668	0	0	668
Nov-24	756	0	0	756
Dec-24	668	0	0	668
Jan-25	774	0	0	774
Feb-25	678	0	0	678
Mar-25	631	0	0	631
Apr-25	671	0	1	672
May-25	765	0	0	765
Jun-25	676	0	4	680
Jul-25	748	0	1	749
Aug-25	604	0	1	605
Sep-25	625	0	2	627
Oct-25	548	0	9	557
Nov-25	528	0	7	535
Dec-25	559	0	2	561
Jan-26	743	0	2	745
Feb-26	726	0	2	728
Mar-26	728	0	4	732
Apr-26	808	0	5	813
May-26	740	0	8	748
Jun-26	725	0	11	736

Premium Lounge, Dubai				
Month	Passport	Visa	EC	Total
Jan-22	4779	229	1	5009
Feb-22	5391	429	0	5820
Mar-22	5668	807	3	6478
Apr-22	4560	631	0	5191
May-22	4660	596	0	5256
Jun-22	5977	807	1	6785

Jul-22	4651	677	2	5330
Aug-22	4705	832	2	5539
Sep-22	4450	895	3	5348
Oct-22	4990	1023	3	6016
Nov-22	5365	1311	7	6683
Dec-22	6168	627	4	6799
Jan-23	6973	753	10	7736
Feb-23	7763	669	7	8439
Mar-23	8729	614	12	9355
Apr-23	6595	399	3	6997
May-23	6020	642	2	6664
Jun-23	5103	566	2	5671
Jul-23	5737	623	9	6369
Aug-23	5891	673	8	6572
Sep-23	5524	728	7	6259
Oct-23	5563	822	6	6391
Nov-23	5703	929	16	6648
Dec-23	5167	620	26	5813
Jan-24	4237	823	2	5062
Feb-24	4922	668	0	5590
Mar-24	5596	469	2	6067
Apr-24	4062	403	5	4470
May-24	5676	623	4	6303
Jun-24	5151	535	5	5691
Jul-24	5212	599	5	5816
Aug-24	4337	626	7	4970
Sep-24	3677	647	0	4324
Oct-24	3625	793	0	4418
Nov-24	3855	960	0	4815
Dec-24	3911	661	0	4572
Jan-25	4141	847	3	4991
Feb-25	3008	630	0	3638
Mar-25	2981	576	0	3557
Apr-25	2687	714	0	3401
May-25	3217	585	0	3802
Jun-25	3006	573	0	3579
Jul-25	3068	857	0	3925
Aug-25	2585	700	0	3285
Sep-25	2877	783	0	3660
Oct-25	3221	828	0	4049
Nov-25	3067	865	0	3932
Dec-25	3132	823	0	3955
Jan-26	3435	828	0	4263
Feb-26	3182	690	0	3872
Mar-26	2829	374	0	3203
Apr-26	2985	533	0	3518
May-26	2850	487	0	3337
Jun-26	2645	632	0	3277

Ajman				
Month	Passport	Visa	EC	Total
Jan-22	573	0	5	578
Feb-22	538	0	6	544
Mar-22	592	1	8	601
Apr-22	485	0	7	492
May-22	553	1	14	568
Jun-22	733	0	13	746
Jul-22	568	1	8	577
Aug-22	640	22	15	677
Sep-22	603	17	9	629
Oct-22	573	24	11	608
Nov-22	591	35	14	640
Dec-22	519	25	13	557
Jan-23	592	16	8	616
Feb-23	558	22	5	585
Mar-23	585	12	5	602
Apr-23	398	14	4	416
May-23	581	30	7	618
Jun-23	458	39	12	509
Jul-23	538	39	7	584
Aug-23	556	38	8	602
Sep-23	506	29	8	543
Oct-23	537	22	5	564
Nov-23	522	28	6	556
Dec-23	498	30	5	533
Jan-24	553	19	5	577
Feb-24	538	27	5	570
Mar-24	442	15	6	463
Apr-24	428	23	10	461
May-24	676	31	15	722
Jun-24	558	38	6	602
Jul-24	658	39	16	713
Aug-24	494	49	8	551
Sep-24	515	33	0	548
Oct-24	656	5	0	661
Nov-24	735	5	0	740
Dec-24	678	18	0	696
Jan-25	766	9	4	779
Feb-25	648	9	1	658
Mar-25	645	8	0	653
Apr-25	638	25	1	664
May-25	759	15	4	778
Jun-25	676	21	4	701
Jul-25	747	37	5	789
Aug-25	636	8	4	648

Sep-25	619	17	5	641
Oct-25	484	27	10	521
Nov-25	439	28	11	478
Dec-25	445	18	8	471
Jan-26	614	7	6	627
Feb-26	696	3	1	700
Mar-26	580	0	5	585
Apr-26	697	1	5	703
May-26	614	4	4	622
Jun-26	574	3	5	582

Fujairah				
Month	Passport	Visa	EC	Total
Jan-22	362	6	0	368
Feb-22	327	21	0	348
Mar-22	457	9	1	467
Apr-22	412	13	0	425
May-22	464	20	0	484
Jun-22	623	25	0	648
Jul-22	427	24	0	451
Aug-22	565	18	1	584
Sep-22	438	24	1	463
Oct-22	418	15	1	434
Nov-22	477	15	0	492
Dec-22	513	21	1	535
Jan-23	550	10	1	561
Feb-23	473	15	1	489
Mar-23	507	7	0	514
Apr-23	355	0	1	356
May-23	589	6	2	597
Jun-23	424	16	1	441
Jul-23	481	20	1	502
Aug-23	483	16	1	500
Sep-23	364	9	1	374
Oct-23	415	10	0	425
Nov-23	464	15	1	480
Dec-23	416	8	1	425
Jan-24	486	7	1	494
Feb-24	453	18	1	472
Mar-24	409	3	1	413
Apr-24	371	6	0	377
May-24	597	8	3	608
Jun-24	505	8	0	513
Jul-24	544	11	3	558
Aug-24	451	6	2	459
Sep-24	467	11	1	479
Oct-24	617	11	0	628

Nov-24	652	1	1	654
Dec-24	569	0	2	571
Jan-25	563	0	0	563
Feb-25	469	1	0	470
Mar-25	531	0	0	531
Apr-25	460	1	2	463
May-25	549	11	7	567
Jun-25	470	14	1	485
Jul-25	489	47	1	537
Aug-25	405	17	2	424
Sep-25	393	12	3	408
Oct-25	389	8	2	399
Nov-25	378	6	0	384
Dec-25	459	0	6	465
Jan-26	622	1	4	627
Feb-26	608	0	0	608
Mar-26	566	1	3	570
Apr-26	521	0	1	522
May-26	472	0	2	474
Jun-26	293	2	1	296

Kalba				
Month	Passport	Visa	EC	Total
Jan-22	163	0	1	164
Feb-22	75	0	0	75
Mar-22	184	0	0	184
Apr-22	172	1	0	173
May-22	177	5	0	182
Jun-22	240	14	1	255
Jul-22	151	35	1	187
Aug-22	138	9	0	147
Sep-22	108	13	0	121
Oct-22	95	4	0	99
Nov-22	137	2	0	139
Dec-22	146	4	0	150
Jan-23	226	6	0	232
Feb-23	391	4	0	395
Mar-23	411	10	0	421
Apr-23	303	2	0	305
May-23	464	9	0	473
Jun-23	360	22	0	382
Jul-23	335	1	0	336
Aug-23	250	2	0	252
Sep-23	209	6	0	215
Oct-23	256	10	1	267
Nov-23	284	3	1	288
Dec-23	318	10	0	328

Jan-24	402	1	0	403
Feb-24	207	2	0	209
Mar-24	356	1	0	357
Apr-24	256	1	0	257
May-24	535	4	1	540
Jun-24	396	13	0	409
Jul-24	529	17	1	547
Aug-24	421	7	0	428
Sep-24	388	4	0	392
Oct-24	481	1	1	483
Nov-24	250	1	0	251
Dec-24	298	1	0	299
Jan-25	388	0	0	388
Feb-25	412	0	6	418
Mar-25	456	0	2	458
Apr-25	454	0	1	455
May-25	618	0	0	618
Jun-25	490	0	1	491
Jul-25	451	3	0	454
Aug-25	326	1	3	330
Sep-25	260	0	7	267
Oct-25	449	0	7	456
Nov-25	415	9	0	424
Dec-25	453	1	1	455
Jan-26	606	0	0	606
Feb-26	604	0	0	604
Mar-26	549	0	1	550
Apr-26	638	0	6	644
May-26	516	0	1	517
Jun-26	383	0	0	383

Khorffakkan				
Month	Passport	Visa	EC	Total
Jan-22	136	0	0	136
Feb-22	226	0	0	226
Mar-22	169	0	0	169
Apr-22	136	1	0	137
May-22	197	6	0	203
Jun-22	273	11	0	284
Jul-22	179	3	0	182
Aug-22	141	0	0	141
Sep-22	148	2	1	151
Oct-22	141	3	0	144
Nov-22	142	2	0	144
Dec-22	188	1	0	189
Jan-23	206	0	0	206

Feb-23	343	0	0	343
Mar-23	411	2	0	413
Apr-23	296	5	0	301
May-23	412	1	0	413
Jun-23	423	0	0	423
Jul-23	424	24	0	448
Aug-23	272	8	0	280
Sep-23	228	6	0	234
Oct-23	268	9	0	277
Nov-23	268	13	0	281
Dec-23	265	5	0	270
Jan-24	372	3	0	375
Feb-24	466	0	0	466
Mar-24	408	3	1	412
Apr-24	361	3	0	364
May-24	482	0	0	482
Jun-24	387	1	2	390
Jul-24	463	0	3	466
Aug-24	382	0	0	382
Sep-24	372	0	0	372
Oct-24	537	1	0	538
Nov-24	628	4	0	632
Dec-24	345	24	0	369
Jan-25	440	8	1	449
Feb-25	438	7	0	445
Mar-25	473	8	1	482
Apr-25	468	12	0	480
May-25	633	7	4	644
Jun-25	571	14	1	586
Jul-25	468	2	2	472
Aug-25	344	3	1	348
Sep-25	297	6	5	308
Oct-25	447	3	6	456
Nov-25	427	3	1	431
Dec-25	481	6	1	488
Jan-26	556	0	0	556
Feb-26	600	0	1	601
Mar-26	479	0	1	480
Apr-26	653	0	2	655
May-26	548	1	5	554
Jun-26	386	1	4	391

Main Center, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan-22	393	0	0	393
Feb-22	407	0	2	409
Mar-22	459	0	0	459

Apr-22	333	0	0	333
May-22	410	0	0	410
Jun-22	529	0	0	529
Jul-22	429	0	1	430
Aug-22	401	0	0	401
Sep-22	325	0	3	328
Oct-22	399	0	1	400
Nov-22	442	0	0	442
Dec-22	366	3	0	369
Jan-23	459	0	1	460
Feb-23	418	0	0	418
Mar-23	443	0	0	443
Apr-23	323	0	0	323
May-23	467	0	0	467
Jun-23	404	0	0	404
Jul-23	436	0	0	436
Aug-23	467	0	2	469
Sep-23	433	0	0	433
Oct-23	441	0	1	442
Nov-23	445	0	0	445
Dec-23	407	0	0	407
Jan-24	491	0	0	491
Feb-24	485	0	0	485
Mar-24	424	0	0	424
Apr-24	389	0	0	389
May-24	577	0	0	577
Jun-24	423	0	1	424
Jul-24	546	0	0	546
Aug-24	413	0	0	413
Sep-24	427	0	0	427
Oct-24	575	0	0	575
Nov-24	615	0	0	615
Dec-24	559	0	0	559
Jan-25	597	0	2	599
Feb-25	501	0	0	501
Mar-25	498	0	1	499
Apr-25	529	0	0	529
May-25	585	0	0	585
Jun-25	501	0	0	501
Jul-25	515	0	1	516
Aug-25	438	0	1	439
Sep-25	559	0	1	560
Oct-25	516	0	1	517
Nov-25	476	0	1	477
Dec-25	537	0	2	539
Jan-26	831	0	1	832
Feb-26	751	0	6	757
Mar-26	716	0	4	720

Apr-26	717	0	5	722
May-26	836	0	4	840
Jun-26	758	0	5	763

Indian Relief Committee, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan-22	475	2	2	479
Feb-22	465	2	3	470
Mar-22	571	14	3	588
Apr-22	479	16	1	496
May-22	518	18	2	538
Jun-22	609	40	1	650
Jul-22	466	27	0	493
Aug-22	552	25	2	579
Sep-22	488	22	1	511
Oct-22	466	19	0	485
Nov-22	470	19	2	491
Dec-22	428	11	0	439
Jan-23	483	12	0	495
Feb-23	474	17	1	492
Mar-23	494	10	1	505
Apr-23	340	10	0	350
May-23	516	12	6	534
Jun-23	433	32	4	469
Jul-23	473	24	1	498
Aug-23	486	20	0	506
Sep-23	443	22	2	467
Oct-23	465	5	2	472
Nov-23	465	11	0	476
Dec-23	413	12	0	425
Jan-24	498	12	2	512
Feb-24	488	16	0	504
Mar-24	426	6	0	432
Apr-24	412	16	3	431
May-24	593	24	2	619
Jun-24	521	34	5	560
Jul-24	635	33	3	671
Aug-24	454	15	2	471
Sep-24	529	32	0	561
Oct-24	669	29	1	699
Nov-24	688	25	0	713
Dec-24	680	14	1	695
Jan-25	750	24	2	776
Feb-25	615	12	1	628
Mar-25	646	15	6	667
Apr-25	586	29	6	621
May-25	685	14	2	701

Jun-25	614	29	3	646
Jul-25	658	60	5	723
Aug-25	561	19	1	581
Sep-25	642	20	7	669
Oct-25	545	36	5	586
Nov-25	486	40	9	535
Dec-25	507	12	4	523
Jan-26	645	15	3	663
Feb-26	654	8	7	669
Mar-26	584	9	2	595
Apr-26	738	14	3	755
May-26	622	10	8	640
Jun-26	581	33	8	622

Main Center, Sharjah				
Month	Passport	Visa	EC	Total
Jan-22	2860	37	29	2926
Feb-22	3456	44	39	3539
Mar-22	3851	68	38	3957
Apr-22	3792	72	32	3896
May-22	4516	125	38	4679
Jun-22	5188	172	72	5432
Jul-22	3880	169	70	4119
Aug-22	4595	130	152	4877
Sep-22	3993	113	135	4241
Oct-22	3991	116	137	4244
Nov-22	3880	119	132	4131
Dec-22	3630	97	104	3831
Jan-23	4186	100	104	4390
Feb-23	3822	81	63	3966
Mar-23	4477	77	114	4668
Apr-23	3557	94	68	3719
May-23	5712	147	96	5955
Jun-23	3841	189	86	4116
Jul-23	4014	176	99	4289
Aug-23	4033	166	120	4319
Sep-23	3608	129	98	3835
Oct-23	3587	120	119	3826
Nov-23	3452	172	94	3718
Dec-23	3348	119	73	3540
Jan-24	4963	163	117	5243
Feb-24	4719	121	108	4948
Mar-24	4231	89	94	4414
Apr-24	3489	69	41	3599
May-24	5835	122	76	6033
Jun-24	4708	129	76	4913
Jul-24	5473	148	88	5709
Aug-24	4861	130	30	5021

Sep-24	5076	126	13	5215
Oct-24	5901	63	11	5975
Nov-24	6170	94	15	6279
Dec-24	5797	111	8	5916
Jan-25	6810	122	37	6969
Feb-25	5866	121	36	6023
Mar-25	6170	90	22	6282
Apr-25	5726	75	37	5838
May-25	6794	66	56	6916
Jun-25	6090	64	39	6193
Jul-25	6409	114	118	6641
Aug-25	5325	34	157	5516
Sep-25	6106	29	184	6319
Oct-25	5839	25	203	6067
Nov-25	5519	31	197	5747
Dec-25	5648	42	153	5843
Jan-26	6579	36	193	6808
Feb-26	6825	203	19	7047
Mar-26	5734	12	170	5916
Apr-26	7554	26	307	7887
May-26	6765	349	20	7134
Jun-26	6125	38	420	6583

Indian Association, Sharjah				
Month	Passport	Visa	EC	Total
Jan-22	700	0	16	716
Feb-22	540	0	14	554
Mar-22	638	0	22	660
Apr-22	523	0	14	537
May-22	727	0	22	749
Jun-22	765	0	21	786
Jul-22	616	0	23	639
Aug-22	670	0	27	697
Sep-22	623	0	25	648
Oct-22	637	0	26	663
Nov-22	720	0	16	736
Dec-22	626	0	18	644
Jan-23	688	0	19	707
Feb-23	632	1	13	646
Mar-23	709	0	22	731
Apr-23	499	0	14	513
May-23	748	0	22	770
Jun-23	581	0	10	591
Jul-23	636	0	12	648
Aug-23	680	0	21	701
Sep-23	603	0	10	613
Oct-23	665	0	25	690
Nov-23	637	0	17	654

Dec-23	562	0	27	589
Jan-24	677	0	23	700
Feb-24	642	0	17	659
Mar-24	554	0	16	570
Apr-24	447	0	15	462
May-24	776	0	28	804
Jun-24	785	0	21	806
Jul-24	787	0	31	818
Aug-24	656	0	25	681
Sep-24	633	0	0	633
Oct-24	697	0	0	697
Nov-24	774	0	0	774
Dec-24	729	0	0	729
Jan-25	808	0	1	809
Feb-25	653	0	0	653
Mar-25	624	0	5	629
Apr-25	625	0	14	639
May-25	751	0	23	774
Jun-25	685	0	19	704
Jul-25	753	0	11	764
Aug-25	587	0	13	600
Sep-25	614	0	14	628
Oct-25	561	0	10	571
Nov-25	508	0	15	523
Dec-25	534	0	8	542
Jan-26	654	0	5	659
Feb-26	656	0	6	662
Mar-26	585	0	4	589
Apr-26	695	0	11	706
May-26	649	0	17	666
Jun-26	640	0	14	654

Umm Al Quwain				
Month	Passport	Visa	EC	Total
Jan-22	340	0	1	341
Feb-22	332	0	1	333
Mar-22	402	0	2	404
Apr-22	395	0	0	395
May-22	450	0	0	450
Jun-22	573	0	1	574
Jul-22	432	0	1	433
Aug-22	512	0	0	512
Sep-22	430	0	2	432
Oct-22	459	1	0	460
Nov-22	458	0	1	459
Dec-22	416	0	1	417
Jan-23	433	0	0	433

Feb-23	433	0	1	434
Mar-23	479	1	0	480
Apr-23	356	0	0	356
May-23	535	0	5	540
Jun-23	419	0	0	419
Jul-23	483	0	0	483
Aug-23	480	0	1	481
Sep-23	431	0	0	431
Oct-23	439	0	0	439
Nov-23	446	0	1	447
Dec-23	433	0	0	433
Jan-24	511	0	1	512
Feb-24	494	0	0	494
Mar-24	419	0	1	420
Apr-24	404	0	0	404
May-24	561	0	0	561
Jun-24	475	0	2	477
Jul-24	574	0	2	576
Aug-24	447	0	0	447
Sep-24	481	0	0	481
Oct-24	656	0	0	656
Nov-24	700	0	0	700
Dec-24	657	0	0	657
Jan-25	735	0	0	735
Feb-25	596	0	0	596
Mar-25	613	0	2	615
Apr-25	573	0	1	574
May-25	692	0	2	694
Jun-25	644	0	0	644
Jul-25	713	0	1	714
Aug-25	522	0	4	526
Sep-25	574	0	1	575
Oct-25	523	0	1	524
Nov-25	459	0	2	461
Dec-25	451	0	1	452
Jan-26	605	0	1	606
Feb-26	604	0	1	605
Mar-26	579	0	2	581
Apr-26	623	0	2	625
May-26	597	0	1	598
Jun-26	536	0	2	538

Annexure-II

The details of services for the month of July, August & September, 2026 for Embassy of India, Abu Dhabi & CGI, Dubai:

S.no	Month	Abu Dhabi	Dubai	Total
1	Jul-26	7213	24040	31253
2	Aug-26	11099	41718	52817
3	Sep-26	11375	41918	53293

Embassy's Accounts details

Account Name	Embassy of India
Account No	90020200000025
IBAN No	AE880110090020200000025
Branch	ABUDHABI
Swift	BARBAEADADH
Bank Name	Bank of Baroda
Address	Hamdan Street, Abu Dhabi
