

**Embassy of India
Abu Dhabi**

**Clarifications of the queries raised during the pre-bid meeting held on 09.03.2020 in the
Embassy**

Tender Ref No : Abu/CW/386/1/2020 dated 25.02.2020

Tender ID: 2020_MEA_522144_1

Subject : Tender for selection of service provider to establish and manage PBSK at Dubai.

Sl No	RFP Page & Para Nos.	Queries raised	Clarification provided
1	Pg. No.5, Para 1.2	Regarding no. of Counselors: In financial quote it is mentioned 6 Counselors and in the RFP it is mentioned that there will be two counselors manning the lines.	There will be 6 Counselors and 2 Supervisors as per the Financial bid format and depending upon the need , these Counselors/Supervisors could be deployed in the Walk-in Counters/ call centre by the Successful Bidder (SB).
2	Pg. No. 6-7 Para 1.4	Regarding language proficiency of Counselors & nationality: Two counselors manning the line and requirement of atleast four Indian Languages (Hindi, Malayalam, Tamil and Telugu) and 2 Counselors should have basic knowledge of Arabic (speaking, reading & writing) – how this could be managed & regarding nationality of the staffs.	The recruited Counselors and Supervisors should be Indians and multilingual knowing atleast 3-4 languages. Such people should be not difficult to find taking into consideration our huge diaspora in the UAE.
3	Pg. No.9 Para 1.10 & Pg. No.25 Annx II - Table I	Cost of developing and running the grievance management system: Whether the successful bidder need to develop the system from scratch or the existing system would be transferred.	Grievance management system /Customer Relationship Management (CRM) is already in place and it will be transferred from the existing Service Provider (SP) to the SB. The SB would require to maintain and run the same. Page No. 9 - Para 1.10 may be read as: 'CRM including the portal which is already existing will be used by the SP to record the entire proceedings of the resource centre. The access could also be extended to the experts on the panel for them to provide the answers. Public will also have the access to follow up the status of their queries in the portal. The existing structure of the portal and the system is as

			<p>follows:</p> <p>The existing system is be capable of: ’</p> <p>Page No. 25 -Annx II -Table I may be read as: Item No.6 - Cost of maintaining and running the grievance management system. (The proportional monthly cost may be indicated)</p>
4	Pg. No.11 – Para 1.11 & 1.12	Use of Social media: Whether the website/facebook/twitter and other social media platforms have to be developed from scratch or the existing platforms would be transferred.	<p>The website/facebook/twitter and other social media platforms of PBSK are already existing. The successful bidder will have to maintain and manage the website and mobile application for PBSK including chatbot and social media platforms ie, Facebook ,Twitter etc.</p> <p>Page No.11- Para 1.11 may be read as : ‘To maintain the already existing website and mobile application for PBSK including chatbot (facility of interactive chat to reply relevant questions/queries of Indian nationals)’.</p> <p>Page No.11- Para 1.12 may be read as : ‘Use the already existing Facebook page and Twitter handle to disseminate information and give wide publicity as required and to have connectivity with the Indian Diaspora living in UAE.’</p> <p>Page No. 25 -Annx II -Table I may be read as: ‘Item No.7- Cost of maintaining and managing the website and mobile application for PBSK including chatbot and social media platforms ie, Facebook ,Twitter, etc.(The proportional monthly cost may be indicated)’.</p>
5	Pg. No.6 - Para 1.3	Location: Regarding location of PBSK Centre preferably within 1 km radius from the Consulate as the rental might be high in and around Diplomatic area.	<p>This is for better monitoring and supervision of the Centre by the EOI/CGI. With respect to rentals, it has been noticed that there has been a decline in rentals during the last 24 months in UAE and a suitable location as per our criteria should be found with reasonable rent.</p>
6	Pg. No.7 – Para 1.6	Awareness Camps: How the awareness camps are to be organised.	<p>Awareness camps are organised in labour camps across UAE where the number of Indians are more than 100. Topics covered includes introduction to PBSK activities and scope of work, ATM fraud prevention, safe travel,</p>

			cautions during carrying items from friends/ colleagues to or from India, NRE/NRO Accounts, saving for retirement and family needs, legal Do's & Don'ts, health related discussions, prevention of alcoholism and smoking, heart attack and other lifestyle diseases and precautions, free general health check-up and CPR training for the workers, etc. The Embassy /Consulate officials will also attend these camps. Further, SB can also take assistance from the Community associations.
7	Pg. No. 9 – Para 1.8	Legal Counselors: Legal counselors only with more than 10 years experience are required?	Yes. To find legal Counselors with more than 10 years experience is not difficult taking into consideration our highly qualified and huge diaspora in the UAE who are ready to provide services on pro-bono basis, and if required ,EOI/ CGI can also help in this regard.
8	Pg. No.13- Para 3 (a) & Pg. No.17- Para 6	EMD and Performance Bank Guarantee: Want to know how it was calculated	Informed that this is as per the Government of India's rules and regulations of tendering .

All other terms and conditions will remain the same.

For Embassy of India, Abu Dhabi

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First Secretary (Community Affairs)