



# INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Govt. of India Enterprise – Mini Ratna)

M-13, Punj House, Connaught Place, New Delhi

CIN: U74899DL1999GOI101707, Email: [info@irctc.com](mailto:info@irctc.com), website: [www.irctc.com](http://www.irctc.com).

## REPLIES TO PRE-BID QUERIES OF THE BIDDER

Ref: E Tender IRCTC/CO/TRSM/270/2021/Tourism/ VISA SERVICES dated 01.02.2024

S. No	RFP Reference			Content of RFP requiring clarification	Points of clarification required	Response
	Section	Page No.	Clause No.			
01	10	25	6 - Statutory compliance	Must have submitted ITR - Copy of Income Tax Return of the last three Financial Years (2016-17, 2017-18 and 2018-19)	Which years should be considered for the financial documents	For the financial documents last 03 years viz FY 2020-21, FY 2021-22 & FY 2022-23 are to be considered.
02	05	10	5.4	Must have offices/own representative at IRCTC location/offices. (List attached). (List of offices with Address and contact details & list of representatives with contact details to be submitted).	As a prospective bidder, we want to participate, and would provide all the details as required. BLS has tie-ups with the local reputed partners to deliver the required services at all the locations and BLS would be solely responsible for delivering all the services.	In case of representative at IRCTC locations / offices a valid notarised agreement with the representative is to be submitted.
03	-	25	6	Other documents to be submitted: - Visa processing Timeline prescribed by Embassy/ agency/ Authorised representative.	What documents is to be submitted.	Visa processing Timeline prescribed by Embassy/ agency/ Authorised representative are to be submitted for the countries detailed at Annexure -V
04	-	-	-	Request	Request For Extension the date of submission	Bid is to be submitted as per the timelines detailed in the tender document/ corrigendum.



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01	05	10	5.1	Must have processed minimum 5000 Visa in last financial year (2022-23).(Undertaking on letter head).	Request to include other work experience of Processing of application such as Aadhar, PAN, Attestation/ Legalization of documents which may refer to similar kind of services.	Experience of visa processing is must.
02	05	10	5.2	Must have turnover of Rs 45 lakh* cumulative in last 03 financial year viz. FY 2020-21, FY 2021-22 and FY 2022-23 only from Visa Facilitation Service Charges only. (i.e. not including Visa Fee of the destination country). (Certificate from Auditor indicating the turnover from Visa facilitation service charges in the last three financial years viz. FY 2020-21, FY 2021-22 and FY 2022-23 and same should be reconciled with service tax/GST returns).	Request to consider the overall turnover of company for these specific criteria.	Turnover from Visa Facilitation Service Charges is must.
03	5	10	5.3	Must be providing Visa facilitation Services from last 03 years i.e. since viz. FY 2020-21, FY 2021-22 and FY 2022-23.	Request to considered Application processed be added in this clause for any government entity for healthy and economical competition.	Experience of visa processing is must.