

**High Commission of India
Pretoria**

29th April, 2024

Corrigendum - II

This is with reference to the High Commission of India's Tender No. Cons/Pre/415/02/2023 dated 5th April 2024 seeking RFP for the outsourcing of CPV Services at the High Commission of India, Pretoria and Corrigendum-I dated 26th April 2024.

2. The following amendments have been made in the RFP:

Reference in RFP document	Amendment
Chapter- I: Request For Proposal (RFP), Para-11 (page No.6): “The OSP shall establish 03 Indian Consular Application Centres (ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII under the jurisdiction of Mission/Post in Johannesburg, Durban, Cape Town in well-connected commercial complexes with ample parking facilities for applicants, in prime locations. The OSP shall at its own cost install CCTV at the ICAC premises with live feed to the concerned Mission/Post for regular monitoring purposes. In addition, a Service Desk at Lesotho (under the jurisdiction of the Mission) will be required to be operated by the OSP <u>once a month</u> at a convenient location, on days fixed by the Mission, with no additional cost/charges to be borne by the Mission/posts/applicants.”	Chapter- I: Request For Proposal (RFP), Para-11 (page No.6): “The OSP shall establish 03 Indian Consular Application Centres (ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII under the jurisdiction of Mission/Post in Johannesburg, Durban, Cape Town in well-connected commercial complexes with ample parking facilities for applicants, in prime locations. The OSP shall at its own cost install CCTV at the ICAC premises with live feed to the concerned Mission/Post for regular monitoring purposes. In addition, a Service Desk at Lesotho (under the jurisdiction of the Mission) will be required to be operated by the OSP <u>twice a month</u> at a convenient location, on days fixed by the Mission, with no additional cost/charges to be borne by the Mission/posts/applicants.”
Chapter- VII: Scope of work and deliverables required, Para-1B (xii) (e), (page No.30):	Chapter- VII: Scope of work and deliverables required, Para-1B (xii) (e), (page No.30):

<p>“The telephone enquiries shall be attended to from 9.00 AM to 8.00 PM on all working days.”</p>	<p>“The telephone enquiries shall be attended to from 7.00 AM to 7.00 PM on all working days.”</p>
<p>Chapter- VII: Scope of work and deliverables required, Para-1 P (vii) (page No.43):</p> <p><u>“Submission hours: ICAC should remain open for six days a week from Monday to Saturday. Acceptance of application at the counters of ICAC should be at least 30hours per week and Back Office working time should be at least 40 hours per week. (Working hours/submission hours can be modified by Mission in consultation with Ministry).</u></p> <p>Working days per week : 5 days (Monday to Friday)</p> <p>Minimum submission hours per day* : 6 Hours</p> <p>Minimum working hours per day : 8 Hours</p> <p>*Exact timings will be decided by Mission / Post(s) concerned.”</p>	<p>Chapter- VII: Scope of work and deliverables required, Para-1 P (vii) (page No.43):</p> <p><u>“Submission hours: ICAC should remain open for five days a week from Monday to Friday. Acceptance of application at the counters of ICAC should be at least 30-hours per week and Back Office working time should be at least 40 hours per week. (Working hours/submission hours can be modified by Mission in consultation with Ministry).</u></p> <p>Working days per week : 5 days (Monday to Friday)</p> <p>Minimum submission hours per day* : 6 Hours</p> <p>Minimum working hours per day : 8 Hours</p> <p>*Exact timings will be decided by Mission / Post(s) concerned.”</p>
<p>Chapter XII, Dispute Settlement Mechanism Pont No. 9 Page No.75</p> <p>If the OSP after receiving show cause may also be debarred for 3 years from participating in any tender process of the Ministry/Mission/Post abroad</p>	<p>Chapter XII, Dispute Settlement Mechanism Pont No. 9 Page No.75</p> <p>If the OSP after receiving show cause may also be debarred for five years from participating in any tender process of the Ministry/Mission/Post abroad</p>
<p>Chapter- XIII: Confidentiality and Privacy Laws, Para-1. i (page No.76):</p>	<p>Chapter- XIII: Confidentiality and Privacy Laws, Para-1 i (page No.76):</p>

<p>“The OSP shall ensure complete confidentiality of the information Every incident of loss of passports/documents shall invite a penalty of \$ (USD) 1000 per passport or document lost/damaged. In addition, the entire cost of replacement and expenditure on legal and related issues including penalties imposed by any judicial, quasi-judicial body and legal costs claimed by the applicant in this regard shall be borne by the OSP.”</p>	<p>“The OSP shall ensure complete confidentiality of the information..... Every incident of loss of passports/documents shall invite a penalty of Rand 18,400/- per passport or document lost/damaged. In addition, the entire cost of replacement and expenditure on legal and related issues including penalties imposed by any judicial, quasi-judicial body and legal costs claimed by the applicant in this regard shall be borne by the OSP.”</p>
<p>Annexure-C Part-III Justification for Service Fee quoted Page No.107</p> <p>“The guiding principle of financial viability is that the Total estimated expenditure + Profit amount + Local taxes Payable (e) shall not exceed Total estimated revenue (f).”</p>	<p>Annexure-C Part-III Justification for Service Fee quoted Page No.107</p> <p>“The guiding principle of financial viability is that the total estimated expenditure including local taxes payable, shall in no case exceed total estimated revenue during the contract period”</p>
<p>Annex-E: Technical Bid, Part-II: Scope of the work and deliverables required, Sl. No.6 (page No. 113):</p> <p>“<u>Submission hours:</u> ICAC should remain open for six days a week from Monday to Saturday. Acceptance of application at the counters of ICAC should be at least 39 hours per week and Back Office working time should be at least 48 hours per week. (Working hours/submission hours can be modified by Mission in consultation with Ministry).</p> <p>Working days per week : 5 days (Monday to Friday)</p>	<p>Annex-E: Technical Bid, Part-II: Scope of the work and deliverables required, Sl. No.6 (page No. 113):</p> <p>“<u>Submission hours:</u> ICAC should remain open for five days a week from Monday to Friday. Acceptance of application at the counters of ICAC should be at least 30 hours per week and Back Office working time should be at least 40 hours per week. (Working hours/submission hours can be modified by Mission in consultation with Ministry).</p> <p>Working days per week : 5 days (Monday to Friday)</p> <p>Minimum submission hours per day*: 6 Hours</p>

<p>Minimum submission hours per day*: 6 Hours</p> <p>Minimum working hours per day : 8 Hours</p> <p>*Exact timings will be decided by Mission/Post(s) concerned.</p> <p>Response of the Bidding Company”</p>	<p>Minimum working hours per day : 8 Hours</p> <p>*Exact timings will be decided by Mission / Post(s) concerned.</p> <p>Response of the Bidding Company”</p>
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