

EMBASSY OF INDIA, BANGKOK

CORRIGENDUM

Date: 15th May 2024

With reference to the Request for Proposal (RFP) Tender No. Ban/Cons/406/02/2024, dated 08th April 2024 for the Outsourcing of CPV Services at the Embassy of India, Bangkok, the following amendments may be noted:

2. The Para 1 A (xi) of Chapter VII (Scope of Work and Deliverables Required) of the RFP, is amended as per the attached Annexure-I

3. Further the following provisions of the RFP are amended as under.

S. No.	Reference in RFP document	Amendment																					
1	Para-11 of Chapter-I, Page No.6 The OSP shall establish 02 (Two) 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 Bangkok and Chiang Mai 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.	The OSP shall establish 01(one) 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 Bangkok 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 Mission for regular monitoring purposes. <u>In addition, a Service Desk at Chiang Mai would be required to be operated by the OSP twice a month at a convenient location, on days mutually fixed with the Mission and the Post.</u>																					
2	Annexure-C Part-I Section- C Summary of the Costing Statements <table border="1"><thead><tr><th>S.No</th><th>Details of Centres</th><th>Anticipated Expenditure for the Contract Period</th></tr></thead><tbody><tr><td>1</td><td>Centre-1 (Bangkok)</td><td></td></tr><tr><td>2</td><td>Centre-II (Chiang Mai)</td><td></td></tr><tr><td colspan="3">Total expenditure for all the Centres</td></tr></tbody></table>	S.No	Details of Centres	Anticipated Expenditure for the Contract Period	1	Centre-1 (Bangkok)		2	Centre-II (Chiang Mai)		Total expenditure for all the Centres			<table border="1"><thead><tr><th>S.No</th><th>Details of Centres</th><th>Anticipated Expenditure for the Contract Period</th></tr></thead><tbody><tr><td>1</td><td>Centre-1 (Bangkok)</td><td></td></tr><tr><td colspan="3">Total expenditure :</td></tr></tbody></table>	S.No	Details of Centres	Anticipated Expenditure for the Contract Period	1	Centre-1 (Bangkok)		Total expenditure :		
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3	<p>Point 20 (Column 3) of the table given under para (vi) of Chapter XI @ page 61:</p> <p>“The OSP agrees to ensure that the telephonic queries shall be responded to from 9 A.M. to 8 P.M. on all working days with updated information on a real-time basis. Waiting time shall not exceed 3 minutes.</p> <p>A daily log indicating the waiting time and the handling time for each call shall be provided to the Mission(s) concerned on a daily basis.”</p>	<p>Point 20 (Column 3) of the table given under para (vi) of Chapter XI @ page 61:</p> <p>“The OSP agrees to ensure that the telephonic queries shall be responded to from 8.30 A.M. to 5.30 P.M. on all working days with updated information on a real-time basis. Waiting time shall not exceed 3 minutes.</p> <p>A daily log indicating the waiting time and the handling time for each call shall be provided to the Mission(s) concerned on a daily basis.”</p>
4	<p>Annexure-C Part-III Justification for Service Fee quoted Page No.105</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>“The guiding principle of financial viability is that the total estimated expenditure including local taxes payable shall in no case exceed total estimated revenue”</p>
5	<p>Chapter XII, Dispute Settlement Mechanism Pont No. 9 Page No.71</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>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>

Annexure-I

- (xi) Indian Consular Application Center (ICAC): The OSP is required to set up the Indian Consular Application Center (ICAC) as specified in the following table under the jurisdiction of Mission/Post at prominent/prime locations in well-connected commercial complexes with ample parking facilities for applicants. The proposed locations for the ICACs should have an area of minimum office space as specified in the table below sufficient for: Reception desk/counters/workstation/walk-in applicants, seating waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc. At all times SP shall facilitate the availability of appointment slots for submission of application within SEVEN working days. The OSP shall maintain a turnaround time of not more than 30 minutes at the ICAC for each applicant. The Embassy of India, Bangkok may need to increase or decrease the number of ICACs, if deemed necessary, and the OSP shall be required to increase or decrease the number of ICACs at no additional expenditure/charge to be borne on such account by GoI/Mission/Post/applicants:

S.NO	Location of the ICAC	Minimum number of submission counters	Minimum Area of ICAC in Sq.Ft	Minimum Staff Required	Remarks
1	Bangkok	06	2500	12 Nos. 01 Country Manager 01 Supervisor/Manager 06 Submission Staff 01 Receptionist 01 security/usher 02 back-office staff	OSP shall provide office space for Mission's officials for attestation or any other work as specified by the Mission

Note:

1. The OSP should appoint staff at ICACs as per the minimum number and the structure mentioned in the RFP. No deviations are permitted regarding reducing the strength or the structure
2. Bid with the number of staff/submission counters less than the prescribed minimum shall be summarily rejected as unresponsive.
3. OSP shall also operate a counter at the Mission/Post, if required.