

No. CAN/Cons/415/1/2024
High Commission of India
Canberra

May 7, 2024

CORRIGENDUM

Reference Tender Notice no. CAN/CONS/415/1/2024 dated 15.04.2024 for outsourcing of CPV Services of the High Commission of India, Canberra.

2. The following provisions (Clauses) of the RFP are amended as below:

S.L. No.	RFP Clause/Page No.	Existing Clause		Amended Clause	
		Location of ICAC	Minimum Area of ICAC in Sq,Ft	Location of ICAC	Minimum Area of ICAC in Sq,Ft
1.	Para A (xi) of Chapter VII - Scope of Work and Deliverables Required Pg. 23-24	Adelaide	3500	Adelaide	1300
		Brisbane	4500	Brisbane	1000
		Canberra	4500	Canberra	650
		Melbourne	5000	Melbourne	4500
		Perth	2500	Perth	1500
		Sydney	5112	Sydney	4500
2.	Clause 20 of para vi) of Chapter XI- Service Level Metrics/Penalties Pg. 61-62	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.		The OSP agrees to ensure that the telephonic queries shall be responded to from 8 A.M. to 8 P.M. on all working days and an automatic answering system shall be functional 24x7 including holidays with updated information on a real-time basis. Waiting time shall not exceed 3 minutes.	
		A daily log indicating the waiting time and the handling time for each call shall be provided to the Mission/Post(s) concerned on a daily basis.		A daily log indicating the waiting time and the handling time for each call shall be provided to the Mission/Post(s) concerned on a daily basis.	

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3.	Chapter II – Bidding Schedule and Processing Pg. 7	Issue of Corrigendum, if any	13th May, 2024	Issue of Corrigendum, if any	07th May, 2024
4	Chapter XII, Dispute Settlement Mechanism, Pont No. 9 Page No.71	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		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	
5	Para B (xii) (k) of Chapter VII - Scope of Work and Deliverables Required Pg. 30	The OSP shall provide a complaint & feedback mechanism on the website where customers can convey their complaints/grievances and feedback. The same shall be shared to Mission/Post to the prescribed mail ID through automated mechanism on real time.		The OSP shall provide a complaint & feedback mechanism/ option on the website, toll free number and Whats App bot where customers can convey their complaints/grievances and feedback. The same shall be shared to Mission/Post to the prescribed mail ID through automated mechanism on real time.	

Nandulal.B

(Nandulal Bhookya)

First Secretary (Political) & Head of Chancery

Copy to:

- 1) All members of the Outsourcing Evaluation Committee
- 2) OSD CPV, MEA, New Delhi
- 3) On Mission's Website
- 4) On Ministry's Website
- 5) Office Copy

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