

**HIGH COMMISSION OF INDIA**

**OTTAWA**

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**CORRIGENDUM IN**

**REQUEST FOR PROPOSAL (RFP)**

**for**

**Outsourcing of Consular/Passport/Visa/OCI/PCC/Surrender Certificate (Renunciation of Indian Citizenship)/Global Entry Program (GEP) Verification/Miscellaneous Attestation Services**

**At**

**HCI, Ottawa and CGIs in Toronto and Vancouver.**

<b>Sl. No.</b>	<b>Reference in RFP</b>	<b>Original Provision</b>	<b>Amended Provision</b>
1.	CHAPTER I: REQUEST FOR PROPOSAL (RFP) Page No. 6 Point No. 9	9. The Service Provider would be expected to establish 12 (Twelve) Indian Consular Application Centres (ICACs) for Passport/Visa/OCI/PCC/ Surrender Certificate (Renunciation of Indian Citizenship)/GEP Verification/ Miscellaneous Attestation services in following cities Ottawa, Montreal, Toronto, Brampton, Mississauga, Winnipeg, Vancouver, Surrey, Calgary, Edmonton, Halifax and Regina in well-connected commercial complexes with ample parking facilities for applicants and in prime locations.	The Service Provider would be expected to establish 12 (Twelve) Indian Consular Application Centres (ICACs) for Passport/Visa/OCI/PCC/Surrender Certificate (Renunciation of Indian Citizenship)/GEP Verification/Miscellaneous Attestation services in following cities Ottawa, Montreal, Toronto, Brampton, Mississauga, Winnipeg, Vancouver, Surrey, Calgary, Edmonton, Halifax and Regina in well-connected commercial complexes with ample parking facilities for applicants and in prime locations. The proposed locations for the ICACs should have an area of minimum office space as specified below:  Brampton, Mississauga, Surrey and Vancouver – Minimum 5000 sq. feet (approx. 465 sq. mtrs.)  Edmonton, Toronto and Calgary – Minimum 3000 sq. feet (approx. 280 sq. mtrs.)  Montreal, Ottawa, Winnipeg, Halifax and Regina – Minimum 2000 sq. feet (approx. 186 sq. mtrs.)
2.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED Page No. 17 Clause 1A (xi)	Indian Consular Application Center (ICAC): The OSP is required to set up an Indian Consular Application Center (ICAC) in the following 12 (Twelve) cities 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 of 5000 sq. ft. (approx. 465 sq. mtrs).	Indian Consular Application Center (ICAC): The OSP is required to set up an Indian Consular Application Center (ICAC) in the following 12 (Twelve) cities 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 below:  Brampton, Mississauga, Surrey and Vancouver – Minimum 5000 sq. feet (approx. 465 sq. mtrs.)  Edmonton, Toronto and Calgary – Minimum 3000 sq. feet (approx. 280 sq. mtrs.)  Montreal, Ottawa, Winnipeg, Halifax and Regina – Minimum 2000 sq. feet (approx. 186 sq. mtrs.)

3.	<p>Chapter XVIII: List of Annexes Page No. 89 Annex E: Technical Bid Part III: TECHNICAL BID EVALUATION PROFORMA Point No. 2</p>	<p>Size of Centre (area and layout) Minimum Area of each ICAC 5000 Sq ft : 7 marks 5001- 7000 Sq ft: 8 marks 7001 - 9000 Sq ft: 9 marks 9001 and above: 10 marks (10 marks) Layout details: (explanation with drawing) ( 5 marks)</p>	Response of Bidder	Lay out details: If all the bidding companies provide the similar quality explanation, then every bidder will be provided 4 marks. However, in case of difference in quality, the best will be given 4 marks and others reduced relative to that.	Size of Centre (area and layout) Minimum Area of each ICAC as specified below:  Brampton, Mississauga, Surrey and Vancouver - Minimum 5000 sq. feet (approx. 465 sq. mtrs.)  Edmonton, Toronto and Calgary - Minimum 3000 sq. feet (approx. 280 sq. mtrs.)  Montreal, Ottawa, Winnipeg, Halifax and Regina - Minimum 2000 sq. feet (approx. 186 sq. mtrs.)	Response of Bidder	<p>A bidding company which meets the minimum area requirement of each of the 12 ICACs as specified would be given 10 marks.</p> <p>If minimum space requirement is not met for even one of the ICACs, company would be given zero marks. Thus, for this evaluation, the company would get either zero or 10 marks</p> <p>Lay out details: If all the bidding companies provide the similar quality explanation, then every bidder will be provided 4 marks. However, in case of difference in quality, the best will be given 4 marks and others reduced relative to that.</p>
4.	<p>Chapter XVIII: List of Annexes Annex C: Financial Bid Page No. 74</p>	<p>For Annex C, In Section B, Under the headers "Total anticipated cost (in CAD)" There are four columns.</p>	<p>Under the header 'Total Anticipated Cost (in CAD)', following four columns are required to be filled by the bidding companies: -Monthly Exp -Annual Exp -One Time Exp -Total Exp</p> <p>The last column i.e. Remarks by Mission/Ministry (official use only) - is meant for official use only and is not required to be filled by the bidding companies.</p>				

5.	Chapter X: Bank Guarantees (BGs) Page No. 40 Pt (ii) and (iii)	<p>ii) The OSP shall provide a Performance Bank Guarantee(PBG) in CAD (fixed @ 3% of the contract value; contract value is the average annual Service Fee of the OSP for last three-years of pre-Covid period (Jan-Dec 2017, Jan-Dec 2018 and Jan-Dec 2019) multiplied by total contract period in years (i.e Service Fee of the OSP x number of services/total transaction in three-year pre-Covid period x contract period in years divided by 3. [To be calculated as per L1]. PBG should be valid for a period of six months beyond the expiry of the contract period, for penalties due as explained under the section on 'Penalties' of the RFP and in accordance with the Contract. This guaranteed amount shall be given in four pieces with 50%, 20%, 20% and 10% of the total value. The Mission can invoke any or all of these Bank Guarantees depending on the extent and the severity of the violation of the terms of the Agreement. [ For the extended period of the Contract, the BGs should be renewed with further extension of additional six months to determine and settle any dues arising out of non-completion of work and non-payment of penalties, etc.</p> <p>iii) The OSP shall provide a Bank Guarantee in CAD for premature termination of Contract, for a sum equivalent to 'Service Fee (as per L1) x 180 days x Number of Applications per Day' - based on the average of the three- year pre-Covid period (Jan-Dec 2017, Jan-Dec 2018, Jan-Dec 2019).</p>	<p>ii) The OSP shall provide a Performance Bank Guarantee(PBG) in CAD 352,500 (fixed @ 3% of the contract value; contract value is the average annual Service Fee of the OSP for last three-years of pre-Covid period (Jan-Dec 2017, Jan-Dec 2018 and Jan-Dec 2019) multiplied by total contract period in years (i.e Service Fee of the OSP x number of services/total transaction in three-year pre-Covid period x contract period in years divided by 3. [To be calculated as per L1]. PBG should be valid for a period of six months beyond the expiry of the contract period, for penalties due as explained under the section on 'Penalties' of the RFP and in accordance with the Contract. This guaranteed amount shall be given in four pieces with 50%, 20%, 20% and 10% of the total value. The Mission can invoke any or all of these Bank Guarantees depending on the extent and the severity of the violation of the terms of the Agreement. [For the extended period of the Contract, the BGs should be renewed with further extension of additional six months to determine and settle any dues arising out of non-completion of work and non-payment of penalties, etc.</p> <p>iii) The OSP shall provide a Bank Guarantee in CAD 1,004,000 for premature termination of Contract, for a sum equivalent to 'Service Fee (as per L1) x 180 days x Number of Applications per Day' - based on the average of the three- year pre-Covid period (Jan-Dec 2017, Jan-Dec 2018, Jan-Dec 2019).</p>
6.	Chapter XIV: Sending Bids to the Mission Page No. 56 Point No. 2	The proposal must be received by 1600 hours (Local Time) on 26 June 2023. The Technical Bids will be opened on 26 June 2023 at 1630 hours (Local Time) in the presence of the authorized representatives of the Bidding Companies (limited to one person per bidding Company only) at the High Commission of India, Ottawa.	The proposal must be received latest by 2030 hrs. (IST) [1100 hrs. (LT)] on 26 June 2023. The Technical Bids will be opened simultaneously at 2030 hrs. (IST) [1100 hrs. (LT)] on 30 June 2023 in the presence of the authorized representatives of the Bidding Companies (limited to one person per bidding Company only) at the High Commission of India, Ottawa.