

**Embassy of India, Madrid
(Spain)**

Corrigendum No. 1 dated 01.02.2016 to Mission's Request For Proposal (RFP) dated 18.1.2016

With reference to Mission's Request for Proposal for Outsourcing of Visa/Passport/Consular support services in Spain dated 18.01.2016 and uploaded on website, following corrections/amendments may be noted:

- i) Under Para XI.14.q Operational systems and Infrastructure, amount "US\$1000" should be read as "€1000".
- ii) Under Para XV.19.II.ii. Response to the RFP, superscript on the word "staff" stands deleted.
- iii) Under Para XVII.22.ii.e Opening of Bids, formulae "(Service Fee offered x 0.8) + (VAS charges offered x 0.2)⁵" should be read as "(Service Fee offered x 0.8) + (VAS charges offered x 0.2)".
- iv) Under Para XXI Schedule for The RFP Process, timeline stands amended as:
Closure of Bidders' questions: at 1200 hrs on 25th January, 2016.
Pre-bid conference: at 11:00 AM on 3rd February, 2016.
Deadline for Submission of Proposals: at 1200 hrs 23 February, 2016
i.e. RFP closing date.
- v) Under Annexure 'C' Part-I, Section-B, in Column F of the table, "Total Expenditure for the entire contract period of 2 years (D+E) x4" stands amended as "Total Expenditure for the entire contract period of 4 years (D+E) x 2".

And in Column 31, "Expenditure on establishing a Call Centre. Only normal call charges should apply and waiting period should not exceed five minutes. Call Centre should have continuously updated information. Note: Employees should know besides English, the local language of the country and Page 56 of 68 language of the Indian community"

Stands amended as

"Expenditure on establishing a Call Centre. Only normal call charges should apply and waiting period should not exceed **eight minutes**. Call Centre should have continuously updated information. Note: Employees should know besides English, the local language of the country and Page 56 of 68 language of the Indian community".

- vi) In Annexure D, Mandatory Criteria, Parameters under Scope of work and deliverables required.

S.N. 1. Location of the service centre should be within 5 kms.

S.N.2. Number of Centres: 3 (Madrid; Barcelona, Seville)

S.N.3. Size of the centres:

Place	Size (sq. meters)
Madrid	200
Barcelona	200
Seville	150

S.N.4. Size of staff:

Place	Staff
Madrid	8
Barcelona	7
Seville	4

Staff should be designated for counters, processing of applications, processing of postal applications, coordinating enquiries, and IT services, Digitization, Form filling and Bar code scanning.

S.N.5. Number of Counters:

Place	Counters
Madrid	5
Barcelona	5
Seville	3

Counters should be designated for applicants coming with appointments, walk-in applicants, biometric data capturing, Form filling and general enquiries.

(C.P.Gandhi)
First Secretary (Cons)
EOI, Madrid, Spain
1st February, 2016