

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

Corrigendum No. 2 dated 08.02.2016 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 Corrigendum No.1 dated 01.02.2016 to the same, following corrections/amendments may be noted:

- i) Reference RFP Para III.4, Annexure 'C' Part-I, Section-B, in Column F of the table, Question asked by prospective bidders S.N. 25, 30 and Corrigendum 1.v, duration of contract has been revised to **4 years**. All calculations may be made accordingly.
- ii) Reference RFP, the bidding companies have to submit ISO 23026-2015 (or equivalent) for website quality certification besides the other two certificates for quality management and IT related services. It is hereby clarified that the ISO Certificate for website quality can be submitted to the Mission within three months from the date of award of Contract. During the period of contract, the Service Provider is fully responsible for the integrity and security of the website. If the Service Provider does not submit the requisite certificate within the prescribed period, Mission will impose a fine of US € 500 per day up to a maximum of 30 days after which Mission has the right to terminate the Contract and encash the Bank Guarantee for premature termination of Contract. Mission with the approval of Ministry of External Affairs can however relax the provisions of penalty after considering the reasons for the delay.
- iii) Reference RFP Para X.13.a, Charges for courier service in Value Added Services have been revised as:

iv	Courier services (next day)	Mainland Spain	€ 5
		Islands	€ 7
		Andorra	€ 11
		Ceuta & Melilla	€ 11

It is also clarified hereby that in case of courier service provided by the IVAC, responsibility for loss of Passports and documents during courier movement will rest with the service provider.

- iv) Reference RFP Para II.2, XXI. 26.3, Annexure D, Mandatory Criteria, Parameters under Scope of work and deliverables required S.N.2, 3, 4 and 5; Corrigendum

1.vi, the locations for the IVAC centres have been changed from Madrid, Barcelona and Seville to Madrid, Barcelona and **Las Palmas**. Therefore, IVAC Seville should be read as IVAC Las Palmas in all parts of RFP.

v) Reference RFP Para II.3 and Questions asked by Prospective Bidders, S.N.4, visa figures of last 3 years are:

MONTH	VISA ISSUED BY EOI, MADRID	E visa issued by Govt. of India	TOTAL VISA ISSUED DURING THE MONTH				PROGRESSIVE TOTAL OF VISAS ISSUED DURING THE CURRENT YEAR & LAST THREE YEARS				total (eTV+by mission)
			2015	2014	2013	2012	2015	2014	2013	2012	
JANUARY	3808		3808	3516	3924	3767	3808	3516	3924	3767	
FEBRUARY	3257		3257	2942	3449	4433	7065	6458	7373	8220	
MARCH	3903		3903	3080	2632	3806	10968	9538	10005	12026	
APRIL	2545		2545	2354	2146	2223	13513	11892	12151	14249	
MAY	2772		2772	2809	2913	3176	16285	14701	15064	17425	
JUNE	5819		5819	5851	4847	5873	22104	20552	19911	23298	
JULY	6662		6662	8065	6731	7284	28766	28617	26642	30582	
AUGUST	3240		3240	3548	3514	4157	32006	32165	30156	34739	
SEPTEMBER	3358	1062	3358	4065	3859	4425	35364	36230	34015	39164	4420
OCTOBER	3067	1429	3067	4789	4296	4963	38431	41019	38311	44127	4496
NOVEMBER	2907	1309	2907	3438	3376	3768	41338	44458	41687	47915	4216
DECEMBER	2653	1365	2653	3611	3246	3099	43991	48069	44933	51014	1365
TOTAL	43991	5165	43991	48069	44933	51014	43991	48069	44933	51014	14497

vi) Reference RFP VIII.11 and Questions asked by Prospective Bidders S.N. 61, it has been clarified that Postal application should be received in Madrid only.

vii) Reference Corrigendum 1 Para v. "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" 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 language of the Indian community".