

High Commission of India
Kuala Lumpur

CORRIGENDUM No.2 dated 10.2.2016

TO REQUEST FOR PROPOSAL "RFP" DATED 20.1.2016

1. Para V.8.m – MANDATORY CRITERIA: ISO 23026-2015 (or equivalent) certification 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 (UD \$ five hundred only) 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.

2. Para V.8.q – MANDATORY CRITERIA: The phrase appearing after sub-clause 'q' may be deleted (i.e. the phrase "**Para V.8.q-Mandatory Criteria**") may be deleted).

3. Para X.13 - **BANK GUARANTEES**

The Bank Guarantee under Para X.13 sub-clause 'c.' will be as follows:

The Service Provider shall provide a Bank Guarantee for premature termination of Contract for a sum equal to: service fee x 180 days x number of applications per day (based on the figures pertaining to the average of preceding 12 months) for the purpose mentioned at Para XV.19(b) of RFP.

4. **XI.14.a - VALUE ADDED SERVICES**

Item Vii. May please be corrected to read as follows:

vii	Form filling (per application)	To be quoted by bidder (upper limit RM 20 or equivalent to Service Fee quoted by the bidder,
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		whichever is lower)
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5. Para XIII.16.d – SERVICE STANDARDS: may be corrected to read as follows:

A list of service standards enforceable by the Mission and the penalties applicable in cases of default are available in the Service Level Agreement, which will be made available before signing of the Agreement. (Reference to Annexure F is deleted).

6. Annexure-C- Section B:

In column F, Total Expenditure may be corrected to read as: 4D + E

7. Annexure D-III-item numbers 1,2,3,4,5,10 may be amended to read as follows:

III	Scope of the work and deliverables required
1	Location of the service centre in a reputed area with convenient accessibility by public transport and [for Kuala Lumpur Centre -proximity to the Mission [distance from the Mission (located at Mont Kiara) to be mentioned in Kms.] -The location of the Centres must be permissible under local zoning laws. Distance of nearest available Car park, from IVAC, should be mentioned in meters.
2.	Number of Centres (total 10 centres) and names of the cities where they are to be located: 1.Kuala Lumpur, 2. Klang, 3. Johor Bahru, 4.Penang, 5.Ipoh, 6. Melaka, 7. Seremban, 8. Kuantan, 9. Kota Kinabalu and 10. Kuching.
3	Size of the centre (area and layout): Size of the 10 centres will be as indicated in para 4 of Amendment No.1 dated 25.1.2016 to RFP (published on Mission’s website). Number of chairs available in hall for public seating should be mentioned in technical bid. Layout of the IVACs should be specified.
4	Number of staff specifying nature of work to be handled (Minimum number of staff has been specified in Para 4 of Amendment No.1 dated 25.1.2016 to RFP).
5	Number of counters specifying the work to be handled ((Minimum number of counters has been specified in Para 4 of Amendment No.1 dated 25.1.2016 to RFP)
10	Security and vigilance system in the centre: IVACs should have security staff equipped with metal detectors at entrance, CCTV cameras with data recording facility (Reference para V.8.n and XII.15.j in Mission’s RFP dated 20.1.2016).
