

**Embassy of India
Abu Dhabi**

**Amendment No.2 to the RFP for Outsourcing of CPV Services
as on 25.02.2016**

Amendments to the RFP

Kindly note the following amendments to the RFP:

i) Para V.8-MANDATORY CRITERIA

In sub-clause 'q', the phrase, "(Para V.8.q-Mandatory Criteria)" appearing at the end may be deleted.

ii) Para VI.9- AWARD OF CONTRACT TO MORE THAN ONE COMPANY

In sub-clause 'a', the sentence beginning with, 'If a company which,'" may be replaced by the following sentence:

If a company which takes part in the tender process on the basis of a two Service Provider model refuses to sign the Contract after confirming its willingness, the Mission has the right to debar such a Company from future tenders.'

iii) Para X.13-BANK GUARANTEES

In sub-clause 'c', the formula may be corrected as below:

Service Fee x 180 days x number of applications per day, based on the figures pertaining to the preceding 12 months of the Mission/Post, for the purpose mentioned at Para XV.19.b

iv) Para XI.14-VALUE ADDED SERVICES

In sub-clause 'a', under S.No. vii, the following modification may kindly be made:

Form filling: Price quoted by Mission or equivalent to Service Fee whichever is lower.

v) **Para XV.19-Penalties**

In sub-clause 'b', the para may be indicated as, Para X.13.c

vi) **Annexure-C**

Under Section B, column F, the formula may be modified as 4D+ E

vii) **Annexure-D: Mandatory Criteria**

Section-III : “to be specified /as specified by the Mission”

These have been specified in Appendix-A (attached)

viii) **Para [II.] 2 (INTRODUCTION) &
Para [VI.] 9 (AWARD OF CONTRACT TO MORE THAN ONE
COMPANY)**

(A) Consular/ Attestation support services, in addition to Passport/ Visa support services, will be awarded to the Service Provider only in Abu Dhabi and Dubai. In respect of other centres, only Passport/Visa support services shall be awarded.

(B) Consular/ Attestation support services, in addition to Passport/ Visa support services will be awarded in Dubai to L1 in Bur Dubai centre only and in Abu Dhabi to L2.

ix) **Para[XXI.] 26 SCHEDULE FOR THE RFP PROCESS**

Deadline for Submission of Proposals i.e. RFP closing date: 22nd March 2016, 12:00 noon (Tuesday) at Embassy of India, Abu Dhabi.

Clarifications to Q&A

Q. No.	Reference Para of RFP	Clarification
3		
11	Para 12-c	Consolidated Fee to be transferred at Dubai and Abu Dhabi as the case may be.
13	----	Biometrics will have to be introduced from Day One of the operations.
29	Para 8-o	Security deposit can be in AED or USD; in case of USD converted into AED, the day's prevailing rate would be taken into account.
30.	Para 14	Regarding courier charges for the same day/bulk services/remote area services, there would be no change effected at this stage and whatever has been stated in RFP is final. Regarding International Courier Charges for Educational Certificates, an upper limit of AED 35 is hereby fixed.
35.	Para 12	As given in Appendix – A.
39	--	There is no scope of Premium Lounge in RFP.
42	Para 2	Locations have been clearly mentioned in Appendix – A

Space/Counters/Staff Requirement

	Centres	Min Area (Sq.ft)	Min No. of Counters	Min No. of Staffs
Dubai	BUR DUBAI-L1	5500	21	35
	DEIRA-L2	2000	6	10
	AL QUOZ - L2	2000	6	10
	JLT - L1	1500	6	10
Sharjah	Al Nahda-L2	1200	6	8
	Rolla Street-L1	1200	6	8
Ajman	L1	600	2	3
Fujairah	L1	400	2	2
RAK	L2	600	2	3
UAQ	L2	400	2	2
Kalba	L2	400	1	2
Khorfokkan	L2	400	1	2
Abu Dhabi		3000	11	15
Al Ain		300	2	2

Note : Space area number of counters and no of staff is bare minimum mentioned however actual requirement should be calculated so as to meet mandatory requirement that turnaround time should not exceed 60 minutes

Attestation data 2013-2015

Dubai

Year	Total Number
2013	85015
2014	90450
2015	81`713

Abu Dhabi

Year	Total Number
2013	35981
2014	42161
2015	42259