

**Embassy of India  
Washington DC**

...

**July 23, 2020**

**CORRIGENDUM NO.1**

This is in continuation of Embassy's earlier RFP dated 10 July, 2020 inviting proposals from experienced and qualified Service Providers for providing outsourcing services for Visa, OCI, Renunciation, Passport and GEP at the Embassy of India, Washington DC and at the Indian Consulates at Atlanta, Chicago, Houston, New York and San Francisco.

2. The following typographical errors in the RFP, may kindly be noted for corrections:

(a) CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED, Para 9.a.ix, line 4, Page 9-10 - The sentence should be: .....No caller should be made to wait for more than three minutes and waiting time should not be chargeable.....

[In Annexure E: Proforma for Evaluation of Technical Bids (Page 81. Point 7) and Chapter XV: Service Level Metrics/Penalties (Para 24(e), Page 37), it is already mentioned that 'Waiting time at the Call Centre for telephonic shall not exceed 3 minutes.']

(b) CHAPTER X: OPERATIONAL SYSTEMS AND INFRASTRUCTURE, Para 15. k. Page 22 - The Service Provider should at the time of submission of Technical Bids, have certification namely, .....ISO-27001-2013 (ISMS-Information Security Management system) and ..... Information Security Management system) and ISO 23026-2015 (Website Quality Certification).

**(S. Gopalakrishnan)  
Counsellor (Political) & Head of Chancery**