

**High Commission of India  
Canberra**

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**CAN/CONS/415/02/2025**

**December 11, 2025**

**Corrigendum-III**

Reference is invited to High Commission of India Canberra's Tender No. CAN/CONS/415/02/2025 dated 17 November 2025 regarding Outsourcing of Consular, Passport and Visa (CPV) services at HCI, Canberra and CGIs in Australia.

The following amendments are incorporated in the RFP:

<b>S.No</b>	<b>Reference in RFP document</b>	<b>Amendment</b>
<b>1</b>	<b>Chapter V, Mandatory Eligibility Criteria, Para 1 (iii) (Page No.18)</b>  “The average annual turnover of the Bidding Company during the three-year period ( <b>Jan 2021-Dec 2024</b> ) must be at least US\$ 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization or NGO. The Bidding Company shall provide audited information certified by an external auditing agency to substantiate the claim of its turnover. In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their joint venture agreement.”	“The average annual turnover of the Bidding Company during the three-year period ( <b>Jan 2022-Dec 2024</b> ) must be at least US\$ 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization or NGO. The Bidding Company shall provide audited information certified by an external auditing agency to substantiate the claim of its turnover. In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their joint venture agreement.”
<b>2</b>	<b>Annexure-D, Mandatory Eligibility Criteria, S.No II (2) (Page No.105)</b>  “The average annual turnover of the Bidding Company during the three-year period (Jan 2022-Dec 2024), should be at least US\$ 5,00,000. The Bidding Company shall provide audited information certified by an external auditing agency to substantiate its claim of a turnover based on three years .ie. <b>2021-2023</b> . In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their agreement. “	“The average annual turnover of the Bidding Company during the three-year period (Jan 2022-Dec 2024), should be at least US\$ 5,00,000. The Bidding Company shall provide audited information certified by an external auditing agency to substantiate its claim of a turnover based on three years .ie. <b>2022-2024</b> . In the case of joint ventures, information must be provided for both the partners of the joint venture and a copy of their agreement.”

3.	<p><b>Chapter VIII, Service Standards Para 1 (d) (Page No. 53)</b></p> <p>“The services provided by SP will be regularly monitored and reviewed by the Mission/Post. on a monthly basis. Any deficiencies/shortcomings in the services rendered shall be resolved by the SP to the satisfaction of the Mission/Post/Post. If the Mission/Post is not satisfied with the response of the SP, the Mission/Post shall have the right to impose penalties and/or terminate the agreement by giving <b>six months' notice</b> and the Mission shall encash the Bank Guarantee provided by the SP for premature termination of the Agreement.”</p>	<p>“The services provided by SP will be regularly monitored and reviewed by the Mission/Post. on a monthly basis. Any deficiencies/shortcomings in the services rendered shall be resolved by the SP to the satisfaction of the Mission/Post/Post. If the Mission/Post is not satisfied with the response of the SP, the Mission/Post shall have the right to impose penalties and/or terminate the agreement by giving <b>two months' notice</b> and the Mission shall encash the Bank Guarantee provided by the SP for premature termination of the Agreement.”</p>
4	<p><b>Chapter VII: Scope of Work and Deliverables Required Point 1 A (xi) (a) (Page No.25)</b> Perth Staff Strength 13 Nos. 08- Back-office Staff to scrutinize and process postal applications</p>	<p>08- Back-office Staff to scrutinize and process postal applications may be read as 08 Counter Staff</p>
5	<p><b>Chapter VII: Scope of Work and Deliverables Required Point 1 A (xi) (b) (Page No.26)</b></p> <p>Apart from the minimum staff strength mentioned in the above table, the SP shall also provide a minimum of four (04) dedicated Back-office Staff (including one IT expert) at each ICAC, to support the operations of ICACs and also to coordinate with the Mission for the smooth functioning of ICACs.</p>	<p>In respect of ICAC Canberra, the SP shall provide a minimum of two (02) dedicated Back-office staff (including one IT expert). In respect of other ICACs, no change in the requirement.</p>
6	<p><b>Chapter XVIII Annexure L Draft Contract Agreement Point 14 (Page 189)</b></p> <p>The SP shall ensure that there shall be 48 working hours per week and 39 working hours for submission/collection of applications at each ICAC unless working hours are changed by the Mission in consultation with the SP.</p>	<p>The SP shall ensure that there shall be 48 working hours per week and 37.5 working hours for submission/collection of applications at each ICAC unless working hours are changed by the Mission in consultation with the SP.</p>