

**Embassy of India
Paris**

CORRIGENDUM dated 27.05.2024

Reference Request for Proposal (RFP) for the Outsourcing of CPV Services at Embassy of India, Paris (Tender No. PAR/CONS/415/12/2023 Date: 3rd May, 2024). The following additions/amendments may be noted:

S. No.	Reference in RFP document	Amendment
1	<p style="text-align: center;"><u>CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES</u></p> <p>Point no. vi (20) page 61-62</p> <p>The OSP agrees to ensure that the telephonic queries shall be responded to from 9 A.M. to 8 P.M. on all working days with updated information on a real-time</p>	<p>The OSP agrees to ensure that the telephonic queries shall be responded to from 9 A.M. to 5 P.M. on all working days with updated information on a real-time</p>
2	<p style="text-align: center;"><u>CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED</u></p> <p>Point B (xii) (j) page number 29</p> <p>The OSP shall ensure no direct or indirect promotion of any OS is done through any of the customer care/inquiry mechanisms. The customer care executive must provide clear, direct information about the OSs upon request and should not provide wrong or indirect information or hide information to induce a customer to avail optional services. <i>The SP shall maintain a separate and dedicated customer care/inquiry Centre for the premium lounge facility.</i></p>	<p>The OSP shall ensure no direct or indirect promotion of any OS is done through any of the customer care/inquiry mechanisms. The customer care executive must provide clear, direct information about the OSs upon request and should not provide wrong or indirect information or hide information to induce a customer to avail optional services.</p>
3	<p>Chapter VII: Scope of Work and Deliverables Required</p> <p>First para of (Point T) page number 43</p> <p>Consular Camps: The OSP may be required by the Mission/Post to organize Four Consular Camps in a month/year at any location within the consular jurisdiction of Mission/Post(s) (mainland France) at no additional cost to the Government of India/Mission/Post or applicants.....</p>	<p>Consular Camps: The OSP may be required by the Mission/Post to organize upto Four Consular Camps in a calendar year at any location within the consular jurisdiction of Mission/Post(s) (mainland France) at no additional cost to the Government of India/Mission/Post or applicants...</p>

Head of Chancery, Embassy of India, Paris