High Commission of India
Canberra
***

CAN/CONS/415/01/2026 **October 15, 2026**

Corrigendum-II

Reference is invited to High Commission of India Canberra's Tender No. CAN/CONS/415/01/2026 dated 30 September 2026 regarding Outsourcing of Consular, Passport and Visa (CPV) services at HCI, Canberra and CGIs in Australia.

The following amendments are incorporated in the RFP:

S.No.	Reference in RFP document	Amendment
1	Chapter-I & Chapter-XVI – Go-Live / Commencement of Services	In Chapter I, Para 2 of the RFP, the words "**within one month**" in the sentence: "Full services at the Indian Consular Application Centres (ICACs) shall commence within one month of the signing of the Agreement or earlier as may be specified by the Mission & Post." shall be substituted with the words **"within 45 days"**.
2	Chapter V — Mandatory Eligibility Criteria (xi); Annexure D, Item 12 — ISO certifications	It is hereby clarified that all references to ISO 9001:2008 and ISO 27001:2013 appearing anywhere in the RFP shall stand amended to ISO 9001:2015 and ISO 27001:2022, respectively. This amendment shall apply mutatis mutandis to all relevant provisions, documentary requirements and other references in the RFP.
3.	Chapter VII, point xi(b) Apart from the minimum staff strength mentioned in the above table, the SP shall also provide a minimum of 4 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs.	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, 4 back-office staff (including one IT expert).
4	Chapter XIII states a penalty of GBP 800 per passport or document lost/damaged.	Penalty for lost damaged passport shall be read as **AUD 1500**

***