

SOFTWARE TECHNOLOGY PARKS OF INDIA (STPI)

CORRIGENDUM

Date - 22.06.2016

Please refer RFP Reference No: STPI/HQ/PDC/09/2015-16/035 published on 30.04.2016 for India BPO Promotion Scheme (IBPS). The clarifications/responses for the additional queries and suggestions raised during the pre-bid meeting held on 03.06.2016 are mentioned below at Table-A. These clarifications/responses are in furtherance to queries/responses already published on STPI website dated 02.06.2016 (reproduced here as 'Appendix-A' for convenience of prospective bidders) and shall take preference wherever applicable. Kindly note, the online bid submission for IBPS starts from 24.06.2016 and last date for the same is 30.06.2016. For details please refer <https://eprocure.gov.in>, www.stpi.in and <http://deity.gov.in/ibps>.

Table - A

SI No.	Query	Current Status (As per RFP)	Response
1	(i) If two or more bidders form a consortium, then can they form an Special Purpose vehicle (i.e. a new company) for the purpose of running the BPO/ITES once on receiving the In principle approval. (ii) Can a consortium be SPV	A consortium in the context of IBPS bidding participation shall be an agreement between two parties with clearly defined responsibility of each partner in respect to the BPO operation.	1. For the purpose of IBPS, in case of consortium, the eligible company will be considered as the "bidder" (it means all policy criteria under IBPS shall be applicable with this company name). After winning the bid, successful bidder may form Special Purpose Vehicle (SPV) registered under Companies Act 2013 for the purpose inter-alia including implementation of India BPO Promotion Scheme. In such case, the successful bidder would pass Rights and Obligations coming out of bid to SPV. Accordingly, a legal undertaking must be furnished by the successful bidder to STPI regarding fulfilment of all terms and conditions of Master Service Agreement (MSA) by SPV. However, successful bidder must have at least 26 % equity shareholder in the SPV registered under Companies Act 2013, and commit to maintain minimum equity shareholding (26%) for at least three years from date of commencement of BPO/ITES operations. The Article of Association (AoA) of the SPV should clearly define Rights and Obligations between shareholder of the SPV. In case such SPV is formed, another Master Service Agreement would be signed with SPV to fulfil the terms & conditions of the bidder including fulfilment of employment target, claiming capital support, special incentives etc. 2. In case of single bidder, SPV formation is not allowed.
2	The bidder is neither allowed to expand BPO/ITES	As per RFP para 3.(v), shifting or expansion of current operation	The bidder is neither allowed to expand existing BPO/ITES operations at the same city nor shifting of operations of any kind.

	<p>operations at the same city nor shifting of operations of any kind.</p> <p>We have a large land parcel in our existing Jaipur facility which we would like to utilize to build a new facility and house the employees hired as part of this scheme. As such, we request you to waive of this condition for eligible bidder</p>	under IBPS is not allowed.	
3	<p>[Suggestion] You have asked for Financial Bank Guarantee, which we request you to revise it as Performance Bank Guarantee. For issuance of Financial Bank Guarantee 100% FD is must which is to be given to a bank irrespective if one has Bank Guarantee limits or not with the banks. Therefore, for us 100% capital gets blocked. Hence, Kindly change this to Performance Bank Guarantee which requires 25% Fixed Deposit to be placed with the banker and which can be invoked in case the bidder does not meet the obligations of the contract.</p>	<p>As per RFP para 8.(vi) - "The BPO Unit would be required to furnish a Financial Bank Guarantee of 100% of the total approved capital support amount against each installment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first installment of capital support) from a Nationalized Bank, valid for a period of 2 years (excluding period of claim)."</p>	<p>Bank Guarantee (Financial or Performance) of 100% of the total approved capital support amount against each installment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first installment of capital support) from a Nationalized Bank valid for a period of 2 years (excluding period of claim) is required.</p>
4	<p>[Suggestion] PBG from Scheduled commercial banks should be accepted as many company do not have</p>	<p>As per RFP para 8.(vi) - "The BPO Unit would be required to furnish a Financial Bank Guarantee of 100% of the total approved capital support</p>	<p>Suggestion Not Accepted.</p>

	<p>accounts with nationalized banks PBG from Scheduled commercial banks should be accepted as many company do not have accounts with nationalized banks</p>	<p>amount against each installment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first installment of capital support) from a Nationalized Bank, valid for a period of 2 years (excluding period of claim)."</p>	
5	<p>[Suggestion] Partial shifting of staff from an existing setup of the bidder may be permitted to the new proposed BPO operation</p>		<p>The new BPO Unit may employ up to 10% of the employment target from their existing unit. (For 100 seats BPO operation, employment target is 150, so a maximum of 15 employees could be shifted from existing unit). However, such employees would not be considered towards fulfilment of Employment Target. A legal undertaking shall be furnished by the successful bidder in this regard.</p>
6	<p>We have started buying the goods for setting up of a BPO, when we first started hearing from our regional STPI, hoping that this IBPS scheme will start soon. But for obvious reasons, it's getting postponed. Now our invoices on the investment made by us are getting old. What would be the relaxation on the date of Bills which we may produce for claiming the capital assistance?</p> <p>Suggestion - Invoices since the date of publishing RFP may be considered.</p>		<p>The procurements of items/equipments done after IPA would be considered.</p>

7	<p>As per RFP para 8.2.(a) - "(a) AADHAAR number of all the regular employees recruited/joined the unit after the issuance of In Principle Approval (IPA)."</p> <p>Can a successful bidder submit any other equivalent document apart from AADHAAR?</p>		<p>The successful bidder may start the BPO/ITES operations within 6 + 3 (with penalty) months after issuance of In-Principle Approval (IPA). The disbursement is permissible at least 3 months after the commencement of the operations, thus allowing sufficient time to procure AADHAR card. In case AADHAR number is not available for an employee, AADHAR enrolment ID can be submitted.</p>
8	<p>[Suggestion] As per RFP para 3.(iii) the minimum average annual turnover to bid for 100 seats is Rs 2 Crore. This may be reduced to Rs 1.5 Crore</p>		<p>Suggestion Not accepted.</p>

IBPS Query Responses Dated 02/06/2016

Sl No	Query	Response
1	Our current office is in Coimbatore with around 250 seats Since last 4 years we have been carrying out domestic BPS services from this center. This is currently neither a STPI nor a SEZ unit. However, we are exploring converting this to STPI unit. We would also be expanding some Seats in this center. Our query is whether this unit would be eligible for getting covered under the IBPS Scheme.	Only new setups at different locations (city/district) are eligible for incentive under IBPS
2	With reference to your advertisement, and also telephonic conversation had with you on 2nd may 2016 regarding to setup IBPS. In this regard we enclosed here with detailed profile, NSIC, TNOU approval copies enclosed here with request you kindly approve our computer center under above said scheme.	Bid may be submitted for consideration as per criteria specified in the RFP.
3	I am from Alwar (Rajasthan). I want to take this opportunity to start BPO at Alwar. Please tell me the process and contact details to whom I will contact to take this BPO Centre	Bid may be submitted for consideration as per criteria specified in the RFP. The contact details are available at www.deity.gov.in/ibps , www.stpi.in/bpo
4	Our organization would like to conduct the BPO programme in our Tuticorin Dist of Tamilnadu. We requested to you consider our requisition. Also we expect your kind reply	Bid may be submitted for consideration as per criteria specified in the RFP.
5	Sub: CAPPING OF 1 LAC RS PER PERSON Sir we would like to understand that as per min wage policy of india would it be viable to keep this cap as it can change	Only capital support upto Rs 1 Lakh/seat shall be incentivised under IBPS.
6	<p>1) As Existing Co. only can apply under this scheme which is having 3 years minimum average turnover as mentioned in PFP advertisement/form.. mean newly formed Co. not eligible</p> <p>2) If existing Company is allowed to form New Operation unit to cover under this scheme then any such new operations could be at</p> <p>a. Same Location (Non-metro/eligible location) or (it is mentioned that West Bangal support expansion of existing units..is this applicable to all other states also.)</p> <p>b. At New City (Other Non-metro/eligible location</p> <p>Is this scheme apply to both a & b above.. please inform.. option a. may be the case of reformation / small new unit/ expanded Big unit/ closure and shifting to new bigger unit etc.</p> <p>3) If any Co. decide to bid under this scheme and pay the Security Deposit (for e.g. for 500 seats @ Rs. 5000/seat =Rs. 25 Lacs) then at the time of pre-bid meeting, will it have option to undo the decision and take back security deposit.. how much time it will require to receive back deposit.</p> <p>4) How actual benefits are passed under this scheme ..it will be by way of allowable expenses/exemptions only as defined in scheme and not as direct deduction of tax payable..</p> <p>5) New Unit can be just as</p> <p>a. Expansion of same Co.</p> <p>b. Need to form it as Group Co.</p> <p>c. Need to be a subsidiary</p> <p>d. Joint Venture(J/V)</p> <p>e. Or any other Alternative</p> <p>6) Is there any FAQ's loaded on site for this scheme so as to understand this fully, please inform.</p>	<p>1) Newly formed company may form a consortium with an eligible Indian company to participate.</p> <p>2) The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind. However, an established BPO/ITES Company at one city may establish it's operation at another city under the IBPS</p> <p>3) Bid submission starts after pre-bid meeting. Bid Security Deposit needs to be deposited as part of the bid submission.</p> <p>4) Benefit will be certain amount of capital support in the form of Viability Gap Funding.</p> <p>Refer RFP for detail.</p>

7	<p>This in with reference to your eligibility criteria No. 3, Sub-Point (iii), Paragraph-2, our company named as G.G. Suntronix is an IT company, but does not fulfills the financial eligibility criteria.</p> <p>G.G. Suntronix is a wholly owned subsidiary of Deem construction, which completely fulfills the financial eligibility.</p> <p>So, by forming a consortium, G.G. Suntronix shall be able to bid for setting up of BPOs.</p> <p>Kindly clarify that the bid and permit shall be given in the name of G.G. Suntronix or Deem Construction?</p> <p>Who shall be considered as bidder?</p>	<p>Refer RFP para 3 (iii) - "The eligible Indian company of the consortium will be considered as bidder and fulfil all the eligibility conditions including turnover criteria and positive net worth". In your case, Deem Constrution shall be considered as bidder if fullfilling terms and conditions of RFP.</p>
8	<p>An entrepreneur (proprietary firm) Can we a Lead member of the Consortium with an Indian Company.</p> <p>Under this project Undertake Equity ratio would be 70:30 An entrepreneur : A company .</p>	<p>Refer RFP para 3 (iii) - "The eligible Indian Company able to meet above financial criteria shall be the lead member of the Consortium or the bidder. (Criteria of Turnover and positive net worth of the eligible Indian company will be considered.)"</p>
9	<p>Reference STPI/HQ/PDC/09/2015-16/035</p> <p>PI refer to captioned RFP document which states that Bid security would be Rs 5000 per seat i.e Rs 500000 for 100 seats. However the CPP portal states that EMD would be fixed Rs 250000. PI clarify the position</p>	<p>Bid security for IBPS is Rs 5000 per seat.</p> <p>The value mentioned in CPP portal is for the minimum seat (ie 50) scenerio for Hiily Region.</p>
10	<p>Sir, We have a unit at Tirupathi and we would loike to bid for the BPO scheme under reference.</p> <p>Kindly clarify on the following points:</p> <ol style="list-style-type: none"> 1.Whether the existing units can bid under this scheme or only new units which are going to be set up hereafter can only eligible for bidding in the process? 2.Expansion: If another office is opened for other BPOs in the same place, whether the new office is eligible for bidding (which is functioning in the same office alongwith the old office or within the same city/town 3. Suppose our unit is there aqt Tirupathi and can we open a new office in Srialahasti town which is about 20 Kms away from the existing office, whether our new office at Sri Kalahasti becomes eligible for the BPO benefits.. 4. We are planning to open another new office at Guntur and kindly clarify whether our two new offices one at Guntur and the other near to Tirupathi both are eligible for bidding process or not 	<p>Refer RFP Para 3.(v)</p>
11	<ol style="list-style-type: none"> 01. as per MSME purchase policy . Unit registered with MSME will automatically exempted from Cost of Tender and EMD . For tis project rules will be applicale ?? 02. Consortium will be between only company or it will applicable to MSME registered unit entrepreneur to another proprietorship firm please clear it sir 03. Business prospects . a seminar was held at Hotel Maurya patna with STPI /DIETY and MOC Sri R S Prasad with local entrepreneur they explained Govt or MOC Department will take care of HAND HOLDING for this Project and Venture Capital to promote the entrepreneur (STARTUP) as per RFP there is no provision . In respect of State Bihar we have not too much exposour for this how can we approach or convert it in to business prospects . If not than Bihari entrepreneur like us can't run a single step ???? please clear it and help out for HAND HOLDING with Company at least Five years 04. Without hand ho;ding projects no. of Employee setup rental or related items who will care about this and how ?? 	<ol style="list-style-type: none"> 1. Tender fee and EMD Exemptions is not allowed. 2. Consortium may be formed with and eligible Indian company. Refer RFP para 3 (iii) 3 & 4. Only capital support for new BPO setup may be claimed under IBPS.
12	<p>We are a strong candidate for the ibps subsidy of deity of government of India. We are eligible for around 2000 seats and we are planning to apply for the same.</p> <p>The rfp states that prior to apply for the subsidy the company is supposed to get registered with DOT.</p> <p>I am hereby writing this mail to seek for just a clarification that what kind of registration is required with DOT? For what registration shall we apply to DOT and how ??</p>	<p>Refer DoT guidelines</p> <p>http://www.dot.gov.in/carrier-services/other-services-providersincluding-bpo</p>

13	<p>1. Is this assistance can be availed by the company which is already having operation in tier 2 city, if seat count is increased to the required seat which is minimum 100.</p> <p>2. Is this assistance can be availed by the company which is having a set up in tier 2 city with more than 100 seat already. What is the criteria?</p> <p>3. How would be the expense calculated? Whether its overall expense of the set up including infra and other costs?</p> <p>4. Is there any option to avail any process from govt.</p>	<p>1& 2. Only new setups at different locations (city/district) are eligible for incentive under IBPS</p> <p>3. Please refer Appendix-E in RFP for the list of admissible items for capital support. Successful bidders have to substantiate their claim through supporting documents (invoices, employment proofs etc) and site inspection etc.</p> <p>4. Not in scope of this RFP.</p>
14	<p>1. We are registered unit of NSIC & as per the Government Purchase procurement policy we are exempted from the Tender Cost & EMD. Copy of Govt. Policy enclosed for your ready reference</p> <p>2. As per your RFP Point No. 3 Eligibility Criteria (iii), an entrepreneur having its turnover match to your RFP requirement can entrepreneur independent eligible to bid the same without any company consortium.</p> <p>3. As per your RFP Point No. 3 Eligibility Criteria (iii), a society having its turnover match to your RFP requirement can society independent eligible to bid the same without any company consortium.</p> <p>4. An entrepreneur means: can be proprietor also</p> <p>5. Can any registered Trust also eligible to apply independently in case your RFP point no 3 Eligibility Criteria (iii), a Trust having its turnover match to your RFP requirement can Trust without any company consortium can bid.</p> <p>6. Any Business Support by STPI from Government Organizations, PSUs, MNCs, State Govt. or any other.</p> <p>7. If an organization applies through consortium then the work order should be in the name of both the parties.</p> <p>8. Any Set format of Consortium Partner</p> <p>9. In lieu of the Employees tracking through PF account may consider and allow Bank Statement also.</p>	<p>1. Tender fee and EMD Exemptions is not allowed.</p> <p>2& 3. An entrepreneur or society can form consortium with eligible company to participate</p> <p>4. An entrepreneur can be a proprietor.</p> <p>5. Bidder has to be a registered Company as per RFP. Trust are not eligible to participate.</p> <p>6. Only capital support in the form of Viability Gap Funding may be availed under IBPS.</p> <p>7. The eligible Indian company shall be the lead member and will be considered as the "bidder".</p> <p>8. No.</p> <p>9. As per RFP.</p>
15	<p>Caluse 3(iii)</p> <p>Details of query: ARDS is a society under the JSW Foundation which has been running women based rural BPOs since 2005. We are backed by the JSW group and are keen to participate. However are we able to participate as a company or do we need to form a consortium?</p> <p>Suggestion: Since we are already backed by a company of repute and size (JSW), there should be an exception in our case to relax the norms of getting into a consortium. Please kindly consider</p>	<p>A society may participate by forming a consortium with an eligible Indian company.</p>
16	<p>I Have a couple of queries on IBPS scheme.</p> <p>1. I have a running BPO unit expecting to extend with another location 5 km away from first, can I bid for that in this scheme. Else what is the minimum distance where I can set up new project under IBPS.</p> <p>2. I have a company in BPO which is less than 2 cr turnover as mandated. I have a proprietary Engineering unit (not a company) also which meets the turnover requirement and is regularly audited. Can I have a 26% investment of the high turnover unit and set up.</p>	<p>1. The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind. However, an established BPO/ITES Company at one city may establish it's operation at another city under the IBPS.</p> <p>2. Consortium can be formed with an eligible Indian company</p>
17	<p>In respect to IBP scheme, I would like to seek clarification if applying for seats in Ghaziabad is eligible under the scheme ? Or does it fall under NCR ?</p>	<p>NCR as per definition of NCR Planning Board is excluded from IBPS.</p>

18	<p>We seek your clarifications as under :</p> <ol style="list-style-type: none"> 1. What will the legal status of Consortium. Will it be a SPV ? also, please elaborate on consortium working under the scheme. 2. Regarding the minimum space of 4000 sq ft, will it be equivalent if the bidder enters into the contract for 100 work stations usage for long term (more than three years) from the owner of building and work station facilities instead of lease for space. This is in view of local govt body property tax issues on rented premises. 3. Will the successful bidder has to submit proof of the capital expenditure amounting to the assistance received under the scheme ? 4. Do we have to mention e-submission no in hard copy ? why the last date for tender docs submission is 2nd June whereas last date for filling is 31st May 2016? 5. What is the format for Undertaking for acquiring 4000 sq ft of leased space for SS! (100 seats category) ? 	<ol style="list-style-type: none"> 1. A consortium in the context of IBPS bidding participation shall be an agreement between two parties with clearly defined responsibility of each partner in respect to the BPO operation. 2. Space requirement and undertaking should be as per RFP . 3. Yes, necessary supporting documents shall be required for capital expenditure claim. 4. IBPS tender submission is online, hard copy of tender is not required to be submitted. Original documents like Tender Fee/Bid security etc should reach STPI-HQ by 01/07/2016 5. No fixed format
19	<p>Page No. of RFP document : Page No. 38 of 62 Appendix Number : Appendix-J Details of the Query: NCR has been defined in the RFP document as incl. Delhi, NOIDA, Gurgaon & Faridabad. Kindly confirm whether setting-up a BPO unit in Ghaziabad (UP) or Bahadurgarh (Haryana) would be eligible for the benefits under the scheme?</p>	<p>NCR as per definition of NCR Planning Board is excluded from IBPS.</p>
20	<ol style="list-style-type: none"> 1. Do we have to setup a new office/company or any existing company under the Companies Act can also take part in this scheme? 2. Do we have to setup another 100 seats or existing seats would be counted under this scheme as well? 3. We are a IT company providing services to our clients based in USA. Are we eligible to apply? 	<ol style="list-style-type: none"> 1. Existing comapny can participate subject to meeting the required criteria. 2. Only new setups at different locations (city/district) are eligible for incentive under IBPS 3. Any company registred under Companies Act 1956/2013 may participate as per criteria specified in RFP.
21	<p>I am representing Elementary Systems Development which is a BPO organisation operating at STPI, Mangalore.</p> <p>We have an average turn over about 1 Crore over the past three years which means we are not eligible to avail the IBPS scheme in Karnataka for 100 seats as it's mentioned in the Request for Proposal document in your website https://www.stpi.in/bpo. We need to have turnover about 2 Crores for 100 seats to avail the scheme as per the document.</p> <p>If the foreign company with whom we are associated ties up with our company either as a joint venture or wholly owned subsidiary, can we avail the IBPS scheme by showing the total turnover of the company (more than 2 Crores) with a pitch for about 200 seats?</p>	<p>An Entity registered under Companies Act but not able to meet the required financial criteria, can form a Consortium with an Indian Company which is able to fulfil the financial eligibility criteria and other conditions.</p>

22 The scheme requires a Financial Bank Guarantee for 100% of the subsidy awarded under the scheme. For small companies such as ours, the production of a bank guarantee requires the depositing of 100% of the amount with nationalised banks. Therefore there is essentially no subsidy for 3 years and on the contrary there is a cost for this interim period. This makes the scheme a very difficult proposition for companies such as ours.

We submit that our mission is completely aligned with that of the government by bringing the BPO industry to rural India.. Our centres are truly rural – in villages with small populations. We could potentially expand our operations significantly under this scheme and contribute to the government objective of promoting BPOs in rural India. We request for reduction in the Bank Guarantee amount to 5% (as you have done for J&K, HP and UK) for companies that commit to creating the BPO centres exclusively in rural areas. We hope this would be favourably considered by the STPI.

Other enclosed queries:

As per RFP.

For enclosed queries:

1. Tender fee and EMD Exemptions is not allowed.
2. Incentive(including special incentives) are subject to the ceiling of Rs 1Lac/seat.
3. This 5% special incentive may be availed if there is a consortium bid involving local entrepreneur.
4. Package mentioned at para 2.3 (v) in RFP is a special support to encourage industry setup and employment generation in hilly region.
- 5 & 6. As per RFP para 2.5. "2.5 A Company, seeking to avail financial support under this scheme, shall be under obligation not to claim the similar financial support under any other Scheme of the Central/State Government concerned". However, other benefits of Central/State Govt can be availed as top-up.

Sr No	Clause No	Details of Query	Suggestions (if any)
1	Tender Document - Ernest Money Deposit	Tender document says EMD exemption is not allowed. Can an exemption be considered in case of established and socially oriented for-profit companies such as RuralShores whose mission is to promote rural BPO centres.	Requesting that Social Enterprises be given concession/exemption on the EMD payment. If not full waiver, EMD amount could be reduced aligned to bid seat slabs or other criteria.
2	2.3	Special Incentives are provided within the ceiling of 1L/seat. If a company has already been awarded the bid for 1L/seat, what will be the incentives and motivation for companies to employ disabled youth or provide more livelihood than the employment target or provide employment in rural areas, where the need for livelihood opportunity is much higher?	Some of these incentives such as rural operation be de-linked from ceiling limit
3	2.3 (iv)	5% eligibility is for promoting local entrepreneur. Can this eligibility be extended to formally signed partnerships with local entrepreneurs rather than for consortium of companies alone? RuralShores' model is to have local centre partners who help in the success of the BPO and who also invest jointly under an agreement, but without the formation of a separate legal entity.	Promotion of local entrepreneurship outside the purview of consortium for IBPS be considered, in special cases such as geography or nature of organization
4	2.3 (va) & (vb)	Would there be a possibility to extend the clause to non-hilly states for social enterprises opening BPO units in rural areas?	In remote places and rural areas, night operations are not feasible, limiting the seat utilization and employee numbers to a certain capacity. Having 150 employment target may not be achievable in all geographies outside of the exempted states when centres are set up in rural areas.
5	2.5	Can companies avail of financial support not included in the IBPS scheme, such as incentive for skill development & quality certifications of Orissa State government, or incentive for Green Power in other states?	Financial support categories focused on operating expenses and those not included in the purview of IBPS should be allowed to be availed under respective state government policies
6	2.5	Please confirm that other regulatory benefits of state government policies such as exemption of labour inspections or single window clearances would still be applicable and would not be barred	Should be applicable to ensure ease of starting ITES companies in the state as well as non-discriminatory treatment of IT

		quality certifications of Orissa State government, or incentive for Green Power in other states?	purview of IBPS should be allowed to be availed under respective state government policies	
	6	2.5	Please confirm that other regulatory benefits of state government policies such as exemption of labour inspections or single window clearances would still be applicable and would not be barred	Should be applicable to ensure ease of starting ITES companies in the state as well as non-discriminatory treatment of IT
23	<p>1. In the Appendix E -- do we need to give detailed (Item wise) investment on Capital Support.</p> <p>2. If we bid for 100 Seats (SS1) and during the three (3) years if we increase the number of sets up to 150 special Incentive of 5% is allowed or not.</p> <p>3. We need a clarity on validity of the bid i.e. Minimum period of 180 days from the Bid submission end date.</p> <p>4. Kindly share with us Technical and Financial Bids formats.</p>			<p>1. Appendix-E is the list of admissible items for capital support. Necessary supporting documents may be required to be submitted for capital expenditure claim.</p> <p>2.Special incentives shall be considered based on the approved number of seats for the particular setup.</p> <p>3. Self explanatory</p> <p>4.Please refer RFP for detail.</p>
24	<p>We have certain queries. Please reply at the earliest:</p> <p>1. If two or more bidders form a consortium then can they form an Special Purpose vehicle (i.e. a new company) for the purpose of running the BPO/ITES once on receiving the In principle approval.</p> <p>2. What is the meaning of NCR in Appendix J. The meaning of NCR as per the definition given in the NCR Panning Board is as follows: Sub-Region Name of the Districts Haryana Faridabad, Gurgaon, Mewat, Rohtak, Sonapat, Rewari, Jhajjhar, Panipat, Palwal, Bhiwani, Mahendragarh, Jind and Karnal (thirteen districts). Uttar Pradesh Meerut, Ghaziabad, Gautam Budha Nagar, Bulandshahr, Hapur, Baghpat and Muzaffarnagar (seven districts). Rajasthan Alwar and Bharatpur (two districts). Delhi Entire NCT-Delhi. Or it means that the restriction is only to cities of Faridabad, NOIDA, Gurgaon. Please clarify that the city of Greater NOIDA, Ghaziabad and Ballabhgarh Town are excluded or not from the IBPS. Please state affirmatively.</p> <p>3. We also like to state like Ghaziabad the city of Faridabad has identical infrastructure why Ghaziabad is included and Faridabad is excluded.</p> <p>4. What is the meaning of ITES? Does it mean all processes which have to be run/executed with the Information technology based systems like accounting, testing, examining, data entry etc. Please confirm.</p> <p>5. We have a business model we employ trainers cum managers to get the work done from the apprentice in the ratio of 1:9. Will all the people so working on the site be considered as employed for the employment target of the ITES business. The apprenticeship is for 1 to 3 years.</p> <p>6. Can a partnership firm also apply.</p> <p>7. What other registrations other than PAN/TAN, Company incorporations mandatory for the applicant.</p> <p>8. As per the Clause 10 of the RFP and terms and conditions on page 22 of 52 the release of bank guarantee shall only be if the BPO employs 150 people for 2 years from T2. But we are to submit that practically it is not possible. For the following reasons: a. It may be impossible to run more than one shift due to security reasons and especially when the BPO/ITES employs 50% or more</p>			<p>1. A consortium in the context of IBPS bidding participation shall be an agreement between two parties with clearly defined responsibility of each partner in respect to the BPO operation.</p> <p>2 & 3. NCR as per definition of NCR Planning Board is excluded from IBPS.</p> <p>4. The list of eligible ITES/BPO operation may be referred at FAQs section (Q. No. 2) at www.deity.gov.in/ibps</p> <p>5. Only new setups are eligible for incentives.</p> <p>6&7. Please refer RFP for detail.</p> <p>8. BPOs operate 24x7 (i.e. 3 shifts or 300% employment). 150% is a resonable emploment target. Bidder has to maintain the average employment at which the capital support is availed, for release of full bank guarantee. You may refer RFP clause no. 10(i)(e) regarding release of bank guarantee.</p>

Sl. No.	Clause No.	Details of query(ies)
1	1.1 (i)	Do you have a list of specific types of services that are considered as IT/ITES industry? If yes, please provide it.
2	1.1 (i)	Is software development considered as IT/ITES industry as per this RFP?
3	3 (v)	We have existing BPO units in Madhya Pradesh. Can we set up new BPO units in the STPI Center in Madhya Pradesh and move these BPO units there and claim the 50% one-time Capital Support on admissible items in Appendix-E?
4	3 (vii)	We own a large campus with the 4000 sq.ft. super area required in the RFP. Can we produce the proof of ownership of the premises within our existing campus?
5	9.6	Would STPI sign a non-disclosure agreement for the bidder's sensitive and confidential Client information / data revealed during inspection etc.? We would require it to comply with our Client contract terms & conditions.
6	9.7	How much lease amount has to be paid for the STPI Centers?
7	9.8	What is the Building rental for each STPI Center in various locations?
8	10 (i) (c)	What are the fields (apart from the employment figures) required in the quarterly performance report?

1 & 2. The list of eligible ITES/BPO operation may be referred at FAQs section (Q. No. 2) at www.deity.gov.in/ibps

3 & 4. As per RFP para 3.(v) "The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind. However, an established BPO/ITES Company at one city may establish it's operation at another city under the IBPS."

5. Inspection will be limited to verify claims and may not require disclosure of confidential Client information.

6&7. Please contact respective STPI center for detail.

8. No fixed format. If required, format can be standardized/finalized at a later date.

We seek your kind waiver on the following terms and conditions:

- 1) **The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind.**

We have a large land parcel in our existing Jaipur facility which we would like to utilize to build a new facility and house the employees hired as part of this scheme. As such, we request you to waive of this condition for eligible bidders

- 2) **Average annual turnover of bidders**

Our revenues for the year 2015-2016 were approximately INR 40 crores. It makes us eligible for bidding for 2000 seats. However, our average revenue for 3 years falls short of that number. We would like to however, bid for 2000 seats. As such, we request a waiver in this condition.

Sl No	Clause No	Details of query(ies)	Suggestions, if any
3	iii	The bidder should have achieved a minimum average annual turnover during last 3 financial years, as per total number of seats applied under IBPS, detailed as follows: 50 – 1 crore 100 – 2 crores Up to 500 – 5 crores Up to 1000 – 15 crores Up to 2000 – 40 crores Up to 5000 – 150 crores	Please change revenue eligibility to last financial year OR Please change to 25 crores average for 3 years for bidding for 2000 seats
3	v	The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind. However, an established BPO/ITES Company at one city may establish it's operation at another city under the IBPS.	Expansion in the same city where a BPO company has existing infrastructure should be allowed
7	vi	The financial bids of the eligible bidders shall be evaluated as per the following approach: □The bids under IBPS will be evaluated State-wise (separately for each State) in a Round Robin manner as per Seat Slabs. □The lowest bidder (L1) for all Seat Slabs in a State will be determined, and bidder claiming the lowest among all Seat Slab will be declared successful first. Subsequently, the lowest	More clarity required on this criteria

		bidder in ascending order from the other Seat Slab in a State will be declared successful in a Round Robin manner. If two or more bidders in a Seat Slab (L1 & L2 or L2 & L3 and so on) bid the same amount, then bidder quoting lesser number of seats will be considered first for ensuring wider dispersal. In case numbers of seats are also same for two or more bidders in a Seat Slab, then the bidder with higher net worth will be considered first. □After completion of one round across Seat Slabs, the second lowest bidder(s) and other bidders of each Seat Slab in the same sequence as determined in first round would be asked to match the lowest bid for capital support and on its acceptance such bids would be treated as successful bids, subject to availability of seats. □In case, there are less than three bids in a State/UT, then these bidders may be offered to match L1 of the State/UT having nearest lower match in terms of number of seats, seat slabs.	
10	b	In the event of the BPO Unit not being able to achieve minimum employment target of 50%, within 6 months from the	This should be reconsidered. It is difficult to predict how much

1. The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind. However, an established BPO/ITES Company at one city may establish it's operation at another city under the IBPS.

2. Average annual turnover for last 3 financial years shall be considered. If average annual turnover of a bidder is less than Rs 40 crore but more than Rs 15 crore, then he/she may bid for upto 1000 seats.

3. as per 2 above.

4. same as 1 above.

5. Para 7(vi) - This para in RFP describes financial bid evaluation process in detail.

6. Para 10 (b) - BPOs operate 24x7 (i.e. 3 shifts or 300% employment). 150% is a reasonable employment target.

7. BSD of successful bidders will be returned on receipt of BG.

		date of commencement of its operations, the Unit shall not be eligible for any support whatsoever and the IPA/Agreement shall be deemed to have been cancelled/ terminated. (c) The BPO Unit will be obligated to furnish	business can be generated in advance in current business environment. These are market determined forces
5.4	Pg 51	The Second party would be required to furnish a Financial Bank Guarantee of 100% of the total approved capital support amount against each installment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first installment of capital support) from a Nationalized Bank, valid for a period of 2 years (excluding period of claim).	This should be reconsidered. It will be financially*constraining for companies to deposit along with Bid Security Deposit of INR 5000 per seat. One of these should be cancelled

27	<table><tr><th>S, No</th><th>Clause No</th><th>Details of Query</th><th>Suggestions</th></tr><tr><td>1</td><td>3 (i)</td><td>The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable.</td><td>Please allow MSME Registered Unit Holders also. Suggested ammendment The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable or registered as a MSME Unit.</td></tr><tr><td>2</td><td>EMD and Tender Fee</td><td></td><td>NSIC registered MSME's be allowed tender fee and EMD exemption, as allowed by all other Central Govt Departments / PSU's across India.</td></tr></table>	S, No	Clause No	Details of Query	Suggestions	1	3 (i)	The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable.	Please allow MSME Registered Unit Holders also. Suggested ammendment The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable or registered as a MSME Unit.	2	EMD and Tender Fee		NSIC registered MSME's be allowed tender fee and EMD exemption, as allowed by all other Central Govt Departments / PSU's across India.	<div>1. As per RFP.</div> <div>2. Tender fee and EMD Exemptions is not allowed for IBPS tender.</div>
S, No	Clause No	Details of Query	Suggestions											
1	3 (i)	The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable.	Please allow MSME Registered Unit Holders also. Suggested ammendment The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable or registered as a MSME Unit.											
2	EMD and Tender Fee		NSIC registered MSME's be allowed tender fee and EMD exemption, as allowed by all other Central Govt Departments / PSU's across India.											

28	Sno	Page no	Clause no	Details of Query	Suggestion
	1	6	2.2	Capital support is defined as 50% of One-time expenditure. Typically one-time expenditure includes sourcing and training of candidates for job-readiness, rental deposits and other expenses of this nature which are not included in Appendix – E.	We request for inclusion of non-capital items in the one-time expenditure list, as working capital is also required to manage cashflows
	2	7	3.(iii)	Bidder’s annual turnover. Can we include the revenues from the wholly owned subsidiary (99% ownership by parent company) for this purpose ?	
	3	7	3.(iii)	If the average revenue is between INR 2 cr and INR 5cr, can we bid for more than 100 seats ?	
	4	17	8 (v)	Special incentives : Since the special incentives are part of the overall support, will the first instalment disbursement be net off special incentives ?	
	5	24	11.2	Facilities required : Does the bidder have to produce documentary evidence of the entire capital assets even though the support is extended only for 50% of the total expenditure ?	
	6	28	Appendix B : 8	Permissions from DOT : If the BPO is engaged in non-voice operations, no permission is required from DOT. Pl advise on the documentary support for this case.	
	7	33	Appendix F	The unit rate of the seat and the per seat expenditure are the same.	


1. Only capital expenditure as mentioned in Appendix-E of RFP may be claimed under IBPS. However, other benefits of Central/State Govt can be availed as top-up.
2. Average annual turnover of the eligible bidding company shall be considered.
3. A bidder with higher turnover can always apply for lower numbers of seats than the maximum eligible seats.
4. Eligible BPO setup may claim the special incentive for wider dispersal with the first installment of capital support. Other special incentives may be claimed after 1 year of commencement of operation.
5. Yes.
6. If no permission is required for your BPO/ITES operations as per DoT guidelines, then no documental proof is required. Refer applciable DOT guidelines at: http://www.dot.gov.in/carrier-services/other-services-providersincluding-bpo
7. Unit rate in financial bid is the per seat capital support that a bidder seeks under IBPS.

29	Sl.No.	Clause	Queries	Suggestions	
	1	3. (iii)	Can a provider bid for one state as consortium and another state as sole bidder? In a consortium, is the stake of 26% taken from the turn over of the parties involved or they need to form a Joint venture? Whether the 2 parties in a consortium must be companies or one can be a proprietorship firm as well?		
	2	3. (vii)	It asks for lease. If there is an existing premise which has lesser super built area. Will the same be considered under this? Or a new premise will need to be built. Example, if a provider has 2800 sq ft area and has 100 seat setup, will that work?		
	3	3. (v)	Clause says: No expansion of seats or change of location in same city. Can apply under IBPS scheme in other city. Can we apply for any state basis availability at later stage directly or will there be separate RFPs to be called by STPI?		
	4	3. (viii)	What is the significance of Positive net worth? What if the company has shown losses in last 3 years? Is that allowed?	Yes	
	5	2.3 (iv)	This clause talks about incentive in case of consortium. If both the parties in a consortium are existing domicile of local region, will they be eligible for additional 5% incentive?		
	6	2.3 (v) b	100% bank guarantee for other than hilly regions is very high. If any small company has this much capital, they would not need support from government support. This clause is only friendly for bigger companies, who can afford to give such a huge bank guarantee	This clause may be eased off with reduced bank guarantee to ensure small bidders can be given equal opportunities	
	7	7. (vi)	The criteria for lowest bid (L1) for SS0 will always be higher because of less requirement of infrastructure. This L1 criteria will not be suitable. Bigger player will always quote very less.	L1 for each SS0, SS1, SS2, etc shall be considered for each state.	
	8	General	While IBPS is promoting tier-2/tier-3 cities operations, government and PSU tenders are putting terms like operating out of Delhi-NCR or Mumbai, etc. In such situations, developing and encouraging business in tier-2/tier-3 cities is defeated. The government should in parallel also ask the departments and PSUs + banks to support this scheme, otherwise employment will not be generated in smaller towns		
	9	General	Existing projects, people, and processes can be considered under the scheme or altogether new recruitment will need to be done?		
					<p>1. A single comapny can not be a bidder (by itself) AND lead bidder of a consortium.</p> <p>The stake of 26% in consortium is for the purpose including but not limited to the setup and operation of the BPO unit for which the consortium bids in IBPS.</p> <p>A consortium may be formed with an eligible Indian copmany by another company of society or entrepreneur.</p> <p>2. Minium office area requirement is as per RFP.</p> <p>3. Yes, eligible company can apply under IBPS in other city. (ii) Not in scope of this RFP.</p> <p>4. Refer RFP para 3.(viii) - " The bidder should have positive net worth in the last audited financial year statement, duly certified by a Chartered Accountant. If bidder is not able to fulfill positive net worth criteria, bidder may form a consortium with an Indian Company able to fulfill positive net worth in the last audited FY statement and other criteria(s) to be eligible"</p> <p>5. Special Incentive may be claimed for the local entrepreneur in a consortium.</p> <p>6. As per RFP.</p> <p>7. Their will be seperate L1 for each seat-slab in a State.</p> <p>8. Not in the scope of this RFP</p> <p>9. Only new setups are eligible for incentive under IBPS</p>

S. N o.	Clause No.	As per RFQ	Details of Query	Suggestions	
1	Eligibility Clause - 3(vi) - page 8	The bidder must commit itself to employ at least 1.5 times the number of seats (employment target) for period of 3 years, for which the bid is submitted	On set-up of Call Centre in the new location, there is more Probability of getting the Outbound Call Centre business i.e. single shift call centre processes, in single shift process there is no need to have 1.5 times employment.	We suggest to have 1.1 times employment instead of 1.5 times employment.	1. Employment target of 1.5 times the number of seats is at per with general BPO businessmodel.
2	Terms & Conditions relation to commencement of BPO operation, disbursement of financial support and procedure thereof - Clause no. 8(ii) (page -15)	Please Note : For consideration in employment target technical and management staff should be atleast 85% of total employees while support staff can be upto 15% of total employment provided.	The manpower ratio can vary depending on the nature of call centre process, there should not be any restriction on % of technical & support staff employment.	Please delete the clause.	2. As per RFP.
3	Terms & Conditions relation to commencement of BPO operation, disbursement of financial support and procedure thereof - Clause no. 8 (vi) (page -17)	The BPO Unit would be required to furnish a financial bank Guarantee of 100% of the total approved capital support from nationalised bank, Valid for a period of 2 years	In order to get Bank Guarantee of 100% of total approved capital support, we have to give Fixed Deposit of equal amount to bank, this will result into blockage of Working capital.	Please delete the clause.	3. As per RFP.
4	Terms & Conditions relation to commencement of BPO operation, disbursement of financial support and procedure thereof - Clause no. 8 (viii) (page -17)	Change of location after signing the Agreement: The successful bidder may request for change of location after signing the agreement with STPI for consideration of IBPS Management Committee (IMC) with adequate justification. It should be noted that the change of location would be limited to non-Capital to non-Capital location or Capital to non-Capital location within the State. However, after the disbursement of capital support the change of location would not be permissible upto 1 year from date of last disbursement.	There should be not be restriction to change the location after disbursement of capital support as there may be Force Majeure conditions to change the location.	Please remove the restriction on change of location	4. As per RFP.
5	Termination of agreement - Clause - 9.11 (page-21)	STPI may terminate the agreement any time by giving written notice	There should be reasonable notice period before the termination of agreement	Please amend the clause.	5. As per RFP.

31	<p>1) We have good mandates and requirements currently from National/International Clients, but there are taking complete infrastructure with us along with technology, they would keep the payroll of employees with themselves, so this kind of arrangement would be considered into this subsidy Scheme.</p> <p>2) As we have a new Company LLP registered which is 3 year old, we would be doing tie up with a company which is having appx 15 crore turnover and made a constorium with them, in case if we offer 26% to them in our new entity, can that company indivually also bid in its own capacity, if yes, then what would be the rule applicable as we would be setting up 200 seats with them at indore, and they want to seprately bid 1000 seats for banglore.</p>	<p>1. The "successful bidder" will be resposible for execution of the contract as per t&c of the RFP (and not the Client).</p> <p>2. The bidder must fulfil all eligibility criteria of the RFP. In case of consortium, the eligible company shall be the "bidder</p>
32	<p>The scheme covers for establishing BPO/ITES operations. KPO has not been covered . KPO is knowledge process outsourcing which works on intellectuality, knowledge, research, litigation etc.</p> <p>We therefore need clarification whether KPO is also extended similar facilities and concessions as envisaged in the scheme to the BPO.</p>	<p>The list of eligible ITES/BPO operation may be reffered at FAQs section (Q. No. 2) at www.deity.gov.in/ibps</p>
33	<p>Respected Sir,</p> <p>As per the recent add given in the news paper “Vijaya Vani” Dated 02-04-2016 inviting on line bidding of India BPO applicable oniy for those Companies registered under company act, Now sir My BPO centre registerd at Kumta is registered under Society act-17 of 1960- Karnataka State.</p> <p>Earlier I had putforth the letter’s to P.M.O and I.T minister shri Ravishankar Prasad, about my Contribution and wishing to help our young job seekers, to get a job in the rural area of Kumta, through my B.P.O. Centre of Kumta, Registered. And also I had requested for any Guidance and help to run this B.P.O.centre. On 05-03-2016 to both the above mentioned office.</p> <p>On this behalf I request your kindness to provide eligibility for taking part in the Bidding of my B.P.O. Samsthe at Kumta. I have made preperations for the same and waiting for your kind approval.</p>	<p>Only new setups are eligible for incentive under IBPS. Refer RFP for detail.</p>

34		Sl.No	Clause No	Details of query	Suggestions ,if any		Only new setups are eligible for incentive under IBPS
		1.	3 (v), ELIGIBILITY CRITERIA	<p>The Bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind . However an established BPO / ITES company at one city may establish its operation at another city under IBPS</p>	<p>Companies having existing setup in Tier-II ,III cities of the States should be considered for entitlement of financial support as they have already invested and are generating employment opportunity for the youth and are promoting IT/ITES sector. By taking entrepreneurial initiative they are already contributing in regional growth. Skilling local youth in large numbers helping them sustaining in the region itself.</p> <p>Such companies should be considered and made eligible to bid .The financial support from the government will help them in mitigating the financial burden already incurred in establishing and running of business. This will further give longevity to the existing business, and provide motivation to expand . Hence resulting in more employment opportunity for local as well as neighbouring town youths.</p>		

Sl No.	Clause No.	Details of query(ies)	Suggestions
i	3.iii	Can we form a consortium with a foreign company? Can a owner/promoter of Indian origin with companies in India as well as in US be considered as a consortium.	Allowing this would help the Indian diaspora residing in US and other countries to set up an infrastructure in India which they may be longing for long.
ii	7.Vii	Upon issuance of the IPA if a successful bidder for some unforeseen reasons decides not to accept the scheme and does not sign the MSA would he get back his BSD (bid security deposit amount). 8.xi Talks about delay and non-conformance and the consequences that the bidder would face. Our interest is about voluntary exit due to circumstances which were beyond ones control of considering while applying for the RFP and the subsequent financial consequences.	The RFP does not clearly says if one decides to opt out for one or other reason during the very initial stage i.e. from issuance of IPA to signing of MSA, then what would be procedure for this and if any financial consequences are linked to it.
iii	8.i & 8.ii	It is inferred that the assistance would be only after commencement of operations and not during making ready the operation facilities like associated infrastructure including procurement of hardware and software. This implies that the bidder has to invest everything by his own to make the facility operation ready.	It would be highly appreciated if a certain %age of the assistance could be released during the very initial phase i.e. just after signing of the MSA which would fasten up the process of making the BPO facility ready. We believe this would be real help and boost to aspiring entrepreneurs and result in more people venturing into such activities initiated by Government/STPI/DEITY.
iv	Tender details as in https://eprocure.gov.in/eprocure/app	The tender details in the link https://eprocure.gov.in/eprocure/app reads that EMD amount would be 2,50,000. A screengrab is attached below.  As per the RFP document the BSD/EMD is 5000 INR per seat. Could this be clarified?	
v	5	Can the pre-bid meeting to be held at Delhi be accessed via video conference in local STPI office premises?	
vi	5	Will the clarifications to bidder's queries be made available for all bidders to see in any of the government websites?	Please could the questions of bidders along with the clarifications from STPI/DeitY be uploaded/published to STPI or any other government websites as soon as they are discussed on 20 th of May.

1. Consortium may be formed with any company registered under Companies Act 1956/2013 which meets RFP criteria.
2. The Bid Security shall be forfeited in case of non-acceptance of IPA. Refer RFP para 6.6 for detail.
3. Incentive shall be released only after commencement of operation by a successful bidder subject to meeting certain employment and other criteria as mentioned in RFP.
4. Bid security for IBPS is Rs 5000 per seat.
The value mentioned in CPP portal is for the minimum seat (ie 50) scenerio.
5. Pre-bid meeting for IBPS shall be held at STPI-HQ only. Interested bidder or his representative may join.
6. Corrigendum/clarifications shall be published, if required.

36	<table><tr><th>Sl.No</th><th>Clause No</th><th>Details of query</th><th>Suggestions ,if any</th></tr><tr><td>8. Terms & Conditions Relating To Commencement Of Bpo Operations, Disbursement Of Financial Support And Procedure Thereof</td><td>Vi (Page – 12)</td><td>The BPO Unit would be required to furnish a Financial Bank Guarantee of 100% of the total approved capital support amount against each instalment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first instalment of capital support) from a Nationalized Bank, valid for a period of 2 years (excluding period of claim).</td><td>You have asked for Financial Bank Guarantee, which we request you to revise it as Performance Bank Guarantee. For issuance of Financial Bank Guarantee 100% FD is must which is to be given to a bank irrespective if one has Bank Guarantee limits or not with the banks. Therefore, for us 100% capital gets blocked. Hence, Kindly change this to Performance Bank Guarantee which requires 25% Fixed Deposit to be placed with the banker and which can be invoked in case the bidder does not meet the obligations of the contract.</td></tr></table>				Sl.No	Clause No	Details of query	Suggestions ,if any	8. Terms & Conditions Relating To Commencement Of Bpo Operations, Disbursement Of Financial Support And Procedure Thereof	Vi (Page – 12)	The BPO Unit would be required to furnish a Financial Bank Guarantee of 100% of the total approved capital support amount against each instalment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first instalment of capital support) from a Nationalized Bank, valid for a period of 2 years (excluding period of claim).	You have asked for Financial Bank Guarantee, which we request you to revise it as Performance Bank Guarantee. For issuance of Financial Bank Guarantee 100% FD is must which is to be given to a bank irrespective if one has Bank Guarantee limits or not with the banks. Therefore, for us 100% capital gets blocked. Hence, Kindly change this to Performance Bank Guarantee which requires 25% Fixed Deposit to be placed with the banker and which can be invoked in case the bidder does not meet the obligations of the contract.	As per RFP.
	Sl.No	Clause No	Details of query	Suggestions ,if any									
8. Terms & Conditions Relating To Commencement Of Bpo Operations, Disbursement Of Financial Support And Procedure Thereof	Vi (Page – 12)	The BPO Unit would be required to furnish a Financial Bank Guarantee of 100% of the total approved capital support amount against each instalment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first instalment of capital support) from a Nationalized Bank, valid for a period of 2 years (excluding period of claim).	You have asked for Financial Bank Guarantee, which we request you to revise it as Performance Bank Guarantee. For issuance of Financial Bank Guarantee 100% FD is must which is to be given to a bank irrespective if one has Bank Guarantee limits or not with the banks. Therefore, for us 100% capital gets blocked. Hence, Kindly change this to Performance Bank Guarantee which requires 25% Fixed Deposit to be placed with the banker and which can be invoked in case the bidder does not meet the obligations of the contract.										
37	<div>1. What documents will we get from STPI, which can help us get a bank support for initial investment, if any?</div> <div>2. What documents do we need to present to get approval for disbursement of capital support?</div> <div>3. Will we get any support from STPI for getting business for our approved seats in states/UT? For example, will we be preferred partner for any business process outsourcing by government departments?</div>				<div>1. In-Principle Approval will be issued to successful bidder. Subsequently bidder needs to sign Master Service Agreement with STPI. No other document shall be issued at this point.</div> <div>2. Supporting documents like invoices, employment proofs etc in addition to site-inspection on case-2-case basis</div> <div>3. Not in the scope of this RFP.</div> <div>3. Not in the scope of this RFP.</div>								

38	S.N.	Clause No.	Details of Queries	Suggestions if any		1. Newly set-up BPO operations are eligible for incentive. 2. As per RFP. 3. As per RFP 4. As per RFP. 5. RFP has provision for extension of 3 months with penalty. Please refer RFP para 8.(i) 6. Not in the scope of this RFP
	1	2.5	Financing the Project under schemes like PMYRY (Pradhanmantri Yuva Rozgar Yojana), Mudra etc are allowed or not?			
	2	3. (ii)	Minimum number of seats for states like Bihar should be 50 as the business atmosphere is not very good there and attracting business from outside in Bihar will be a challenge	There should be some government plan to provide business for BPO setup in backward states like Bihar.		
	3	3.(iii)	In case of consortium bidder company should be company who intend to do the business. There is a clause to maintain minimum 26% equity shareholder.			
	4	8.(vi)	The BPO Unit would be required to furnish a Financial Bank Guarantee of 100% of the total approved capital support amount against each installment of capital support (5% Performance bank Guarantee of total capital support for Hilly Region Viz. Himachal Pradesh, Jammu & Kashmir and Uttarakhand at the time of claiming first installment of capital support) from a Nationalized Bank, valid for a period of 2 years (excluding period of claim).	Start up companies can't pay 100% as BG. In such case the initial investment for them would be almost 2 times than actual spent.		
	5	8(xi)	The Successful Bidders (BPO Unit) shall be under obligation to commence its BPO operations within 6 months,	New companies should be provided 1 year minimum to achieve the target rather than 6 months.		
	6	NA	STPI/DIETY will help with any business for the companies setup under this scheme.	Govt BPO requirements should be channelized through these BPO units.		
39	Sl. No.	Section in RFP	Page No.	Queries		1. There is no further detailed technical specification of the items in Appendix-E. It should be in accordance with the number of seats. 2. BOQ excel file is may be downloaded from IBPS tender in CPP portal (www.eprocure.gov.in)
	1	Appendix - E	32	Is there any defined specification and count of the mentioned list of admissible items?		
	2	Financial Bid - BOQ_xxxx	12	We are not able to find out the BOQ_xxxx document. Please guide us to download the file.		

SI No	Clause No	Details of Queries	Suggestions (If any)
1	Clause 8(xiv), Pg 18- and Appendix M, Clause 18, Pg 56 Arbitration	All disputes ..shall be referred to the sole Arbitrator to be appointed by the Director General STPI.	We recommend the appointment of an mutually agreed Arbitrator (as laid down in the Arbitration and Reconciliation Act 1996)
2	Clause 8(xvi), Pg 18 and Appendix M, Clause 20, Pg 57 - Third Party Claims	The bidder undertakes to indemnify Deity/STPI from all losses, claims, damages on account of bodily injury, death, damage to real property, tangible/intangible personal property.	We recommend to add the following in the clause “unless caused by the negligence of bidder” at the end
3	Clause 8(xvii), Pg 18- and Appendix M, Clause 21, Pg 57 Limitation of Liability	The Successful bidder shall ensure no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property as also intangible personal property and intellectual property rights.	We recommend to replace this clause as follows: Each party’s liability to the other party for damages, from any cause whatsoever and regardless of the form of action, whether in contract or in tort, including negligence, shall be limited to _____. In no event will a party be liable to the other party for any special, indirect, incidental, consequential or punitive damages arising out of or in connection with this agreement, whether such liability arises from contract, warranty, tort (including negligence), strict liability or otherwise, and whether or not such party has been advised of the possibility of such loss or damage.
4	Clause 9.11, Pg 21- Termination of Agreement	STPI reserves the right to invoke Financial/Performance Bank Guarantee under any of the following circumstances: a) Termination for default b) Termination for insolvency c) Events of Default by the successful bidder.	We recommend to grant bidder the right of termination for cause as well as convenience.
5	Clause 9.14, Pg 22- Confidentiality	The Bidder shall sign a Non-Disclosure Agreement (NDA) with the STPI. The obligations for Confidentiality shall be for life time.	Confidentiality clause is unilateral. It does not speak about the protection of Confidential Information shared by bidder. We recommend to change this clause and make the same bilateral so that both the Parties are under Confidential obligation to the other. We recommend to replace the clause with following NDA should be bilateral and the Obligations of confidentiality shall survive the termination/expiration of the Agreement for a period of 2 years after the expiration/termination.
6.	Appendix B , S No 6 – Page 27 - Format for Technical Eligibility	Technical resource Availability - Attach copy of CVs of 5 key resources	Please elaborate more on technical resource/key resource / should these be profiles of senior management resources who would be working on this project from bidder end
7	Appendix E	On Capital Support	As per RFP, the VGF is provided only on Capital Support. As our organization would like to set-up Centre’s only on OPEX module, need clarity on how the VGF can be extended.

1. As per RFP
2. As per RFP
3. As per RFP
4. As per RFP
5. As per RFP
6. CVs of 5 key technical resources who may work in the proposed BPO or its establishment, may be provided.
7. VGF is provided only on capital support under IBPS.

		7	Appendix E	On Capital Support	bidder end As per RFP, the VGF is provided only on Capital Support. As our organization would like to set-up Centre's only on OPEX module, need clarity on how the VGF can be extended.	
41	<p>1. MSMEs are eligible for certain incentives when it comes to paying tender fee and emd (bid security). In J&K MSME registered units can pay Rs.500 maximum as tender doc fee and Rs.5000 maximum as bid security. Are these benefits applicable for this particular bid?</p> <p>2. Pvt Ltd is not the predominant structure of local businesses in Hilly states. MSME registration in form of proprietorships and partnerships is usually the pre-dominant structure in these states. In J&K in particular several of these businesses would like to apply on their own. However since it takes time to convert a proprietorship/partnership into a private limited company, it is requested that proprietorship/partnerships from Hilly states, qualifying revenue criterion, be allowed to apply. Such bidders could be asked to furnish an undertaking to convert proprietorship/partnership concerns into private limited company prior to commencing BPO operations.</p> <p>3. 18/05/2016 - Sir, Thank you for extending the deadline for bid submission. Our unit, iLocus, which is a proprietorship concern has been an STPI registered unit in Srinagar since 2002. Currently we are registered as MSME unit. I have consulted our Chartered Accountant regarding the Pvt Ltd clause. His advice is to convert proprietorship into a Pvt Ltd company by acquisition of the proprietorship in which case all previous financials and project credentials are carried forward to the new pvt ltd company. All govt departments accept these credentials in bid evaluation process. I have asked my chartered accountant to proceed accordingly. I hope this will suffice in terms of qualification criteria since our financials are in line with the requirement. This scheme is a great opportunity for us to establish BPO in the state. We intend to establish the BPO in rural area. If there is need for STPI to show flexibility in this regard, kindly oblige on this occasion. I shall remain grateful. Thanks</p>					<p>1.Tender fee and EMD Exemptions is not allowed for IBPS tender.</p> <p>2 &3. An entity not able meet the financial criteria can form a consortium with an eligible Indian Company.</p>
42	<p>Thank you very much for the presentations made in your Conference Hall today. However, It seems that as per clause 3(v),existing companies cannot setup in the same city. Can we do it through a new company in the same city?</p>					<p>As per RFP para 3.(v) - The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind. However, an established BPO/ITES Company at one city may establish it's operation at another city under the IBPS.</p>

43						<p>1. Bidder should bid on its own. For clarifications/guidance, STPI & Deity are holding events, pre-bid meeting etc.</p> <p>2. Bidder should bid as per RFP terms and conditions</p> <p>3. Bidder may bid for any location under a state/UT excluding specified locations.</p> <p>4. Successful bidder has to setup the operation with required facilities. Bidder is free to take space from STPI where available on prevailing terms and conditions.</p> <p>5. 6+3 months time is given to start operation. After commencement of operation max 6 months time is given to claim first instalment. Further, max 6 months time is given to claim 2nd instalment. Thus, total 1 year 9 months time is given from issuance of In-Principle Approval to achieve the employment target.</p> <p>6. As per RFP.</p> <p>7. As per RFP.</p> <p>8. Bidder is free to bid for any location except excluded locations.</p>
	S.No	Details of Queries		Suggestions		
	1	If a vendor is having challenge to bid for all the states, will there be any guidance provided to the vendor on condition for selecting Cities & slab wise by Deity to bid on seats for different states and different seat slabs?				
	2	In case the Bidder is a very large organization having wide spread of contact centers within India & worldwide, would there be any consideration from Deity allowing Bidder to Bid for any City/State as per the list given for full number of seats?				
	3	In the location list, states and UTs are mentioned, Is it acceptable to Deity if any vendor bids for any location within that state or UT?				
	4	Will Basic infrastructure in terms ready for possession premises, electricity, roads, security in STPI complex, water, readiness for Telecom connectivity like Data & Voice be provided in that Area/Location by STPI/by Deity?				
	5	The incentive period is only for the initial 1 year, Project awarded to the Bidder after 6-8 months of the start date of the project & if the target employment is not met by the Bidder, will capital incentives be paid to Bidder? Can Deity consider to increase the 1 year target in such situation without any penalties imposed to promote BPO in New Cities?				
	6	BPO is an extremely competitive industry , expectation from RFP is to open BPO in remote places where getting business is a challenge		we suggest that bank guarantee should be waived. However, Deity can impose deductions on non-compliance, if found, for not meeting the target employment		
	7	The Inherent part of a BPO is quality and training, the basic purpose will not be met if proper quality and training is not provided for business		we strongly suggest incentives from Deity for vendors investing on training and quality assurance.		
	8	We suggest to have strong qualifying condition for bidders to participate in the RFP and bidding for Large Cities which Deity may decide to encourage Large BPO Organization to participate.				
44	Sl. No.	Clause No.	Query	Suggestions		Not in scope of this RFP.
	1.	NA	Will the STPI or the relevant agencies of the State Government / Central Government provide the successful bidders with any confirmed business opportunities for these contact centers?	As per query.		

45	<p>01. Last three years Income is Sl.No Year Total Income Rs. 01 2014 – 2015 - 75,33,349</p> <p>02 2013 – 2014 - 54,73,139</p> <p>03 2012-2013 - 45,27,235</p> <p>04 2015 – 2016 - Not audited submitted within a month period</p> <p>02. IED is a Registered Charitable Trust</p> <p>03. We are planning to give employment opportunities to SC, ST Women and physically challenged persons.</p> <p>04. Our Question is: Shall we apply/submit RFP for IBPS?</p>	<p>Please refer RFP for eligibility criteria. Registered Companies are eligible subject to meeting RFP criteria. Trusts are not eligible.</p>
46	<p>1. In the Appendix - D (Page 31 of 62) RFP document No which number we need to mentioned.</p> <p>2. In the Appendix - B i.e. Format for Technical Eligibility Point Number 8 (The necessary Permissions and registration required as per the DoT guidelines w.r.t. BPO operations - Furnish necessary supporting documents / Registration certificates. What is the Registration is required for this.</p>	<p>1. Reference No: STPI/HQ/PDC/09/2015-16/035 may be mentioned.</p> <p>2. Please refer applicable DoT guideline: http://www.dot.gov.in/carrier-services/other-services-providersincluding-bpo</p>
47	<p>1. The L1 method adopted that the lowest bidder in ascending order from the other seat slab in a State will be declared successfully in a Round Robin Manner, is a demotivating factor and a serious cause a concern somewhere making us difficult to participate in the bid process. Since the capital cost of BPO project is not similar for every kind of process undertaken. It entirely depends on the services to be provided to the client. Suppose, we have a client who asks us to provide infrastructure including DG, Online UPS, Dialers, AC, a branded PC with 5 year warranty, Structured Cabling, Data storage, Computer Networking, etc. then as per the client request we shall have to spend amount Rs.1.6 to 108 Lacs per seats, then we shall bid for Rs.80000 approx per seat. Now, a deferent company say ABC Pvt. Ltd. bids for Rs.20, 000 per seat as per the specifications of his client. In this case, we shall be forced to match L1 to get the benefit of the scheme. This is a request to find a suitable solution so that the main objective of the scheme is not jeopardized.</p> <p>2. The NCR region as per the RFP Document has mentioned Delhi, Noida, Gurgaon, and Faridabad. Kindly, clarify the greater Noida region is included in the NCR region or not.</p> <p>3. The RFP document allows a consortium to participate in the bid process. It also says that in the consortium formed, the eligible Indian company must have at least 26% equally shareholder in the Consortium and commit to maintain minimum equity shareholding (26%) for at least three years from date of commencement of BPO/ITES operations. Now, kindly clarify that for the consortium to come in effect, it shall be done in the form of the consortium agreement mentioning the minimum 26% shareholder in the consortium is allowable or for the consortium to come in to effect, the consortium partner shall have to float a new and separate Pvt. Ltd. Company for the same in which the consortium partner shall be the shareholder.</p> <p>4. At last, we request you to kindly reduce the 100% bank guarantee requirement to 5% if possible for such organizations like us who are the active member of STPI since 2003 and the only exporter of Software and IT Product in Bihar and Jharkhand.</p>	<p>1. Their will be seperate L1 for each seat-slab in a State.</p> <p>2. NCR as per definition of NCR Planning Board is excluded from IBPS.</p> <p>3. A consortium in the context of IBPS bidding participation shall be an agreement between two parties with clearly defined responsibility of each partner in respect to the BPO operation.</p> <p>4. As per RFP.</p>

48	S.no.	Clause No	Clause	Query / Clarification Sought	Suggestion			1. As per RFP 2. As per RFP. 3. As per RFP
	1	3 (v)	Eligibility Criterion	In case of new projects, bidder must be allowed to expand the business in same city	Kindly delete this clause			
	2	2.3 (v) b	Special Package for Hilly Region (Himachal Pradesh, Uttarakhand and Jammu & Kashmir)	Standard bank guarantee is 10% of the bid value	The clause should be changed to 10% Financial Bank Guarantee			
	3	8 (i)	Terms & conditions relating to commencement of BPO operations, disbursement of financial support and procedure thereof	The initial investment is of bidder and he is getting payments only after successfully running the BPO (in first six months)	The bidder should not be penalized for his own investments if he is not able to start the operations			
49	CLARIFICATIONS REGARDING RFP DOCUMENT s.no Eligibility criteria;An entrepreneur or a Society (registered under Societies Registration Act, 1860) can form a Consortium with an Indian Company which is able to fulfil above financial eligibility criteria and other conditions our suggestion in order to provide job to engineering & diploma students ,A criteria should be Any Engineering college 5 YEARS Running experience with AICTE &RGVP University & NGO on samiti registration under society registration act can apply for bid submission to set up BPO \ITES across the country pl clarify & make suitable Modification & inform us as early as possible							Eligibility criteria as per RFP
50	We are a project consulting group based in Srinagar. We would like to set up a BPO under IBPS scheme. Our average turnover of last three years is 2.2 Crores. We are a partnership firm. Can we apply for this scheme? It is difficult to enter into partnership with an entity registered under Companies Act which would be little known to us. As you may appreciate there has to be chemistry between partners for successfully operating a business of this scale. We would like to apply on our own. Please inform whether there is a possibility of a corrigendum to this effect. We will then plan accordingly.							Consortium may be formed with eligible company to participate in IBPS bidding.

51	<p>I would like to know whether Subsidiary of Foreign Company is eligible for India BPO Promotion Scheme?</p> <p>Subsidiary Company is registered in India under Companies Act, 1956 but 75% shares are held by Foreign Company & 7.5% shares held by NRI's.</p>	<p>An company registered under companies Act 1956/2013 may participate in IBPS bidding as per criteria laid down in the RFP.</p>
52	<p>We would like to seek a clarification regarding the bid for following in Technical Eligibility:</p> <p>1) Clause no 8. Page 28 - 'The necessary permissions and registration required as per the DoT guidelines w.r.t. BPO operations. Furnish necessary supporting documents/registration certificates.'</p> <p>Query:</p> <p>2) Is it mandatory to be registered with DoT as a OSP (Other Service Provider) provider beforehand in order to submit the Bid. Is this also mandatory for companies not having inbound and outbound calls but only outsourcing activities. If not mandatory, what are the supporting documents and registration certificates to be submitted. Would Labour license and Municipal Trade license suffice?</p> <p>3) Will members already registered with STPI automatically become registered members with DoT and these permissions valid for submitting the above Bid.</p> <p>Kindly clarify so that we could support all the relevant documents.</p>	<p>1 & 2. Please refer applicable DoT guideline http://www.dot.gov.in/carrier-services/other-services-providersincluding-bpo</p> <p>3. NO</p>

S.No	Section & Page No	Details	Amended As
1	Eligibility Criteria, PageNo.7, Para 3	An entrepreneur or a Society (registered under Societies Registration Act,1860) can form a Consortium with an Indian Company which is able to fulfil Above financial eligibility criteria and other conditions. The eligible Indian Company must have at least 26 % equity shareholder in the Consortium and shall commit to maintain minimum equity shareholding (26%) for at least Three years from date of commencement of BPO/ITES operations. The eligible Indian Company able to meet above financial criteria shall be the Lead member of the Consortium or the bidder. (Criteria of Turnover and Positive net worth of the eligible Indian company will be considered)	An entrepreneur or a Society (registered under Societies Registration Act, 1860) can form a Consortium with an Indian Company. The eligibility criteria can fulfil by any of the one Society or the Company. The consortium company must have at least 26% equity shareholder in the Consortium and shall commit to maintain minimum equity shareholding (26%) for at least 3 years
2.	Eligibility Criteria, Page No. 8, Para vii	The bidder must furnish an undertaking to take either appropriate premises on lease for at least 3 years or produce the proof of ownership of the premises for setting up BPO/ITES operations at the location referred at (ii) above. [Minimum 4000 Sq. Ft. Super area including utilities etc. for 100 seats i.e @ 40 Sq. Ft. Per seat].	The bidder must furnish an undertaking to take either appropriate premises on lease for at least 3 years or produce the proof of ownership of the premises for setting up BPO/ITES operations at the location referred at (ii) above. [Minimum 2500 Sq. Ft. Super area including utilities etc. for 100 seats i.e @ 40 Sq. Ft. Per seat].
3.	Bid Security Deposit Page No. 12, Para 6.6	Bid Security deposit in should be in the form of an Account Payee Demand Draft or Banker's Cheque or in Favour of Software Technology Park of India "Payable at New Delhi.	Bid Security deposit should be in the form of an Account Payee Demand Draft or Banker's Cheque or Bank Guarantee in Favour of Software Technology Park of India "Payable at New Delhi.

As per RFP

54 We will like to know whether incentive benefit under IBPS scheme is also available for expansion in same city or opening of new branch in existing business city.

As per RFP Para 3.(v) "expansion is not allowed"

55 We have Rs. 1.5 Cr Avg turnover upto FY 2014-2015 and which was audited and return submitted , If we produce turn over of FY 2015-2016 , it will be over 2 cr.

Unaudited balance sheet for 2015-16 may be submitted.

But audit of FY 2015-2016 under process.

Audited balance sheet needs to be submitted before signing of Master Service Agreement (MSA).

Can we apply????

56	<p>1. Page 7 of your RFP regarding Minimum Average Annual Turnover of last 3 financial years.</p> <p>Query:- Do we assume the last 3 years as FY 2012-2013, 2013-2014 and 2014-2015?</p> <p>2. Page 27 of your RFP – Appendix B, SL.NO. 2 – Proof of Documents regarding “Self Certification by the Authorised Representative”.</p> <p>Query:- There is no format of self Certification given in the RFP. Do we make our own format?</p> <p>3. Page 27 of your RFP – Appendix B, SL. No. 3 – “Undertaking to take appropriate premise(@40 sqft/seat) on lease for at least 3 years for setting up BPO/ITES Operations”.</p> <p>Query:- There is no format of undertaking to take appropriate premise on lease in the RFP. Do we make our own format of undertaking?</p>	<p>1.Yes, Last three Audited FY</p> <p>2. No specific format.</p> <p>3. No specific format.</p>						
57	<p>1> We are eligible for 100 setupscan we split it in more than one centers in different location.</p> <p>2> Can we get any job support from the Government / Digital India.</p>	<p>1. Please refer RFP para 3.(ii)</p> <p>2. Not in scope of this RFP</p>						
58	<p>is it necessary to have the DoT registration certificate w.r.t. BPO operation before applying for the IBPS? (as it is asked in Apendix B - SI No 8 of Techinal Eligibility Criteria)</p>	<p>Refer applicable DoT guidelines at http://www.dot.gov.in/carrier-services/other-services-providersincluding-bpo</p>						
59	<p>I am looking for a clarification- Will (DeitY) help BPO service providers in getting new businesses?</p> <p>The reason I am asking this is because typically for building any new center we have to prepare a business case.</p>	<p>Capital support in form of VGF may be availed under IBPS.</p> <p>No other business provision under this scheme.</p>						
60	<p>1- We are an educational society registered under societies act 1860 based in Varanasi - Uttar Pradesh working in two districts I,e Varanasi & Jaunpur having we are having our institutional infrastructure 4 locations in Varanasi 2 in urban & 2 in rural area & 1 degree college in Jaunpur rural area our turnover is approx 10 crores. As of now we do have our students strength is approx 5000 and our Alumani base is more than 15000 please let us know shall we apply for establishing BPO's at our all locations??</p> <p>2- After establishment of BPO who will assign or generate the process works for BPO??</p> <p>3- The financial assistance provided by the government for the establishment of BPO's is it's nature is completely non refundable assistance??</p> <p>4- Do organisations have to provide any kind of Bank guarantee or any liquid / collateral security to obtain this financial assistance from STPI??</p> <p>5- How much exact security amount has to be deposited for this IBPS is there any clause that one organisation has to pay only one security deposit for more than one locations or has to pay separate security deposits for separate locations??</p> <p>6- As per STPI's IBPS document society has to form consortium with any company if society is itself capable then what is the need of making consortium with any company??</p> <p>Thanks & in anticipation of quick positive response from you on above mentioned clarifications.</p>	<p>1. The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable. Refer Para 3(i) in case of cosortium Refer para 3(iii)</p> <p>2. Sucessful bidded need to generate the work</p> <p>3. Financial support will be provided subject to meeting T&Cs of the RFP. If the bidder fails to meet its obligations laid down in the RFP, the security (BSD/BG) will get forfeited as per RFP.</p> <p>4. As per RFP.</p> <p>5. Please submit seperate Bid Security Deposit (BSD) for each location.</p> <p>6. As per RFP clause no. 3(i) and 3(iii).</p>						
61	<table><tr><th>S.No.</th><th>Particulars</th><th>Queries</th></tr><tr><td>1.</td><td>The bidder must be willing a setup a new BPO/ITES operations, with a minimum of 100 seats(Minimum 50 seats in case of Hilly Region) at one location . (Given on Pg No.7 under Eligibility Criteria Point no. ii)</td><td>Please clarify that this criteria is for the current year or for the last 5 years i.e. for the year 2010-11, 2011-12 2012-13, 2013-14 and 2014-15 so that accordingly the bidder can attach work orders and Experience Certificates.</td></tr></table>	S.No.	Particulars	Queries	1.	The bidder must be willing a setup a new BPO/ITES operations, with a minimum of 100 seats(Minimum 50 seats in case of Hilly Region) at one location . (Given on Pg No.7 under Eligibility Criteria Point no. ii)	Please clarify that this criteria is for the current year or for the last 5 years i.e. for the year 2010-11, 2011-12 2012-13, 2013-14 and 2014-15 so that accordingly the bidder can attach work orders and Experience Certificates.	<p>1. ReferRFP for detail</p> <p>2. No detailed specification (Please refer Appendix-E)</p> <p>3. As per the BPO requirement. However, Technical and management staff should be at least 85% of total employment while support staff can be upto 15% of total employment provided.</p>
S.No.	Particulars	Queries						
1.	The bidder must be willing a setup a new BPO/ITES operations, with a minimum of 100 seats(Minimum 50 seats in case of Hilly Region) at one location . (Given on Pg No.7 under Eligibility Criteria Point no. ii)	Please clarify that this criteria is for the current year or for the last 5 years i.e. for the year 2010-11, 2011-12 2012-13, 2013-14 and 2014-15 so that accordingly the bidder can attach work orders and Experience Certificates.						

	<table border="1"> <tr> <td>2.</td><td>Technical infrastructure such as Servers, Storage, Printers, Fax EPABX etc. BPO Hardware/Software as required. (Given on Page No.24):</td><td>Please specify the specifications for all the hardware and software</td></tr> <tr> <td>3.</td><td>The bidder shall form O&M team consists of Project Manager, BPO Expert, System Administrator , Network Administrator etc. (Given on Page No.24 under point no. 11.4):</td><td>Please specify the number of Project Manager, BPO Expert, System Administrator ,Network Administrator required and please also do mention the qualification needed for the required positions?</td></tr> </table>	2.	Technical infrastructure such as Servers, Storage, Printers, Fax EPABX etc. BPO Hardware/Software as required. (Given on Page No.24):	Please specify the specifications for all the hardware and software	3.	The bidder shall form O&M team consists of Project Manager, BPO Expert, System Administrator , Network Administrator etc. (Given on Page No.24 under point no. 11.4):	Please specify the number of Project Manager, BPO Expert, System Administrator ,Network Administrator required and please also do mention the qualification needed for the required positions?	
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62	<p>1. 2.3(III)Is this special incentive 5% of the 50% amount on capital expenditure? or is it 5% of total expenditure on admissible items</p> <p>2. 2.3(IV)What happens when company directors are all domicile of the state? Suggestion: If all directors of the company are domicile of the state they should also qualify for the special incentive of 5%</p> <p>3. 3(I-III)If an existing proprietorship or partnership (that satisfies the revenue criteria as laid out in RFP) is taken over by a newly formed PVT LTD company along with all capital, assets and liabilities, shall the new pvt ltd company (that does the acquisition as per law) qualify 3(I-III)? Suggestions: It is a practice in all countries including india that acquiring company adds financials of acquired entity both prospectively and retrospectively for the purposes of credentials. Banks and Chartered Accountants carry forward the financials as well as add previous year financials of acquired entity for record and analysis. As such newly formed pvt ltd companies in this manner should qualify clauses 3(I-III) It is also suggested that proprietorships and partnerships in Hilly states be allowed to apply.</p> <p>4. 4. 3(VII)Is a separate chartered accountant certificate required for this clause or the balance sheets submitted with bid is sufficient. Suggestion:The balance sheets already shows the net worth and no separate certificate should be required for this.</p> <p>5. 8(IV)Bid security in many RPF's are taken in the form of bank guarantees , is it possible to submit Bid security in the form of bank Gurantee We suggest to modify the clause. PBG from Scheduled commercial banks should be accepted as many company do not have accounts with nationalized banks</p>	<p>1. This is % of eligible capital support</p> <p>2. Special incentive of local entrepreneur may be availed for the eligible partner local entrepreneur in a consortium.</p> <p>3. May be considered if allowed under Companies Act 1956/2013, subject to submission of required supporting documents.</p> <p>4. Audited last financial year statement should be submitted against proof for positive net worth.</p> <p>5. As per RFP</p>						

63	<p>1. Can a 'Trust' (like an educational trust) make the bidding? (An individual entrepreneur / a company / a society can bid. But what about a trust?)</p> <p>2. If a trust can't bid, can it be a member of a consortium which can bid & participate?</p> <p>3. We have started buying the goods for setting up of a BPO, when we first started hearing from our regional STPI, hoping that this IBPS scheme will start soon. But for obvious reasons, it's getting postponed. Now our invoices on the investment made by us are getting old. What would be the relaxation on the date of Bills which we may produce for claiming the capital assistance? Can we submit the bills which are 5 months old from today? (Bills dated Jan-2016).</p> <p>4. Producing a bank guarantee that is equal the amount of capital assistance is difficult for an entrepreneur. Can we have some relaxation on that?</p>	<p>1 &2. The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable. Trusts are not eligible.</p> <p>3. Incentives for new setups may be claimed under IBPS.</p> <p>4. As per RFP</p>
64	<p>1. Can domestic debt recovery calls (outbound) qualify as BPO operation under this scheme?</p> <p>2. Can we use DOT call centre license of our affiliate partner</p> <p>3. We are registered as partnership firm with Industries dept here in Baramullah J&K but not with Registrar companies. We have average turnover of 5.15 Crores over the last three years. Kindly let us know what we need to with the structure of our company so that we can qualify.</p>	<p>1. Yes, the list of eligible ITES/BPO operation may be referred at FAQs section (Q. No. 2) at www.deity.gov.in/ibps</p> <p>2. Refer DoT guidelines at http://www.dot.gov.in/carrier-services/other-services-providersincluding-bpo</p> <p>3. Refer eligibility criteria in RFP</p>
65	<p>Our company has been informed by ICTA, the local Association about this scheme. According to association only private limited company allowed to apply. We complained to ICTA why this is so. The association has not replied. Sir, tell us if we can apply. We are a DIC unit not a private limited company. In all govt projects we have applied and bid, no rfp ever asked us to become private limited company first. This costs almost one lakh to become private limited. We request a corrigendum so that we can make advantage of the good scheme by DEITY for the first time something become possible in bpo for j&k. We will wait for good news.</p>	<p>The bidder must be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date), as applicable. Refer para 3(i) &(iii). For ineligible entities, Consortium may be opted for (as per T&Cs RFP)</p>

66	<p>1. The proposal mentions that we need to bid for a minimum of 100 seats. What is the time frame to employ these 100 people?</p> <p>2. Is it necessary that we need to show the proof of owning/renting space to accommodate 100 people at the time of bidding?</p> <p>3. What is the criteria to prove the kind of operation is BPO in nature? Suppose we do software development for a international client with few seats and that also needs servicing their products which is a part of BPO operation, can it be considered as part of 100 seats?</p> <p>4. If we are already in business doing small sized BPO operation and would like to expand, can we include the existing one as part of new venture with 100 seater?</p> <p>5. In the RFP you have said that you will pick the L1 of SS1 (say among 5 people who have bid for SS1), isn't possible that L1 of SS1 kind of BPO operating could be for a call center which may not need VOIP phones, middle end computers, etc is compared with another SS1 of L2 which is again a BPO operation for US staffing which needs more sophistication?</p> <p>6. On the same reason cited on point no. 5 above, we may not able the match the price even though you are giving an opportunity.</p> <p>Can the policy be reviewed once again to accommodate other bidders as well based on the kind of business they do so that they too get an equal opportunity to benefit from the program.</p>	<p>1. The Successful bidder (BPO Unit) shall be under obligation to commence its BPO/ITES operations within 6 months, from the date of issue of In-Principle Approval (IPA) Refer RFP para 8(iii). Bidder must meet at least 50% employemt target when claiming for incentive.</p> <p>2. Yes, <u>Refer Appendix-B criteria no 3</u></p> <p>3. Only new setups are eligible for incentives, and the operation should conform to BPO business model. The list of eligible ITES/BPO operation may be reffered at FAQs section (Q. No. 2) at www.deity.gov.in/ibps</p> <p>4. The bidder is neither allowed to expand BPO/ITES operations at the same city nor shifting of operations of any kind. However, an established BPO/ITES Company at one city may establish it's operation at another city under the IBPS.</p> <p>5&6. Not in scope of this RFP.</p>
67	<p>1. As a consortium after the bidding the operation will continue in the name of eligible indian company</p> <p>or in the name of consortium. or a new name like bank ac,name of the new bpo set up.</p> <p>2.The bank guarantee require during the master agreement or during the release of first capital support.</p> <p>3.For consortium the indian eligible company will be 26% equite share holder in the exiting business or new bpo set up.</p>	<p>1. The eligible Indian Company able to meet the financial criteria shall be the lead member of the Consortium and will be considered as the "bidder". Refer RFP Para3(iii)</p> <p>2.Bank guarantee is required during the release of capital support.</p> <p>3. Consortium is for the proposed BPO setup.</p>