

SOFTWARE TECHNOLOGY PARKS OF INDIA (STPI)

Date - 29.08.2016

Please refer RFP Reference No: STPI/HQ/PDC/09/2016-17/035/2 published on 17.08.2016 for India BPO Promotion Scheme (IBPS). The clarifications/responses for the queries received for pre-bid meeting held on 29.08.2016 are mentioned below at Table-A.

Table – A

S. No.	Query by Bidder	Response
1	<p>Point No: 3 (v) of RFP document. (Page No:9) – “An established BPO/ITES Company at one city may establish its operation at another city under the IBPS”.</p> <p>1. We have expansion plans and wish to expand the business at current location, i.e. in Trivandrum. We find practical difficulties in expanding business to another location because of additional operational cost and administrative issues to manage from location spread across. Hence we would like to know whether we can expand in Trivandrum itself and are eligible for above IBPS Scheme.</p> <p>2. We intend to refurbish existing building and add new resources which can avoid hassles of finding a new premise and creating new lease agreement with building owners. This will also be helpful in starting the operations without identifying/waiting for new location. Will this be covered in the present scheme?</p>	<p>Only new setups at different city are eligible for incentive under current IBPS RFP and policy. Under this scheme, the bidder is neither allowed to expand existing BPO/ITES operations at the same city nor shifting of operations of any kind.</p>
2	<p>Whether the IBPS scheme is applicable for expansion made in SEZ. If so, Point 2.3 restricts the company from claiming “similar financial support”. The financial support that the company is going to get under IBPS Scheme is in the nature of capital support. Hence will other benefits under SEZ Scheme like tax</p>	<p>As per RFP para 2.3: "2.3. 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.</p>

	benefits (Direct and Indirect taxes) be denied, which is purely towards ease of doing business.	
3	Can partnership firm with audited balance sheet and profit and loss accounts having turnover of more than 2 cr. per year can be a consortium bidder to support Pvt Ltd Co which is not fulfilling financial criteria.	May form consortium with an eligible Indian company to meet the financial eligibility criteria.
4	Is there any statutory/mandatory binding of Minimum emoluments payable to employees under the scheme?	There is no statutory/mandatory binding of minimum emoluments payable to employees under the scheme. However as per section 9 General Terms and Conditions - The bidders shall comply with all the labour laws of the concerned state with regard to employment.
5	<ol style="list-style-type: none"> 1. How newly established company can participate in this program? 2. Is this program is for well-established company? 3. What support we will get from government to establish? 4. What If, we are not able to submit 3yrs financial report? 5. How to form consortium? Will I get assistance from your side? 6. I want to establish BPO in Jharkhand, Will I get any financial support from state/central government side? 7. Can we bid on BPO Promotion scheme without forming consortium? 8. Who can participate in pre-bid meeting? 	<ol style="list-style-type: none"> 1. Newly established company may form a consortium with an eligible Indian company to participate. 2. Any eligible Indian company may participate 3. Please refer to section 2 of the RFP for eligible incentives under this scheme. 4. May form a consortium with an eligible Indian company to meet the financial eligibility criteria. 5. Refer of section 3(iii) of RFP. 6. Can avail benefits which is not similar to support sought under IBPS. Refer section 2.3 of RFP. 7. Please refer eligibility criteria in RFP. 8. A prospective bidder or an authorized representative can participate in the pre-bid meeting.
6	<p>With reference to RFP no. STPI/HQ/PDC/09/2016-17/035/2 dtd. 17 August, 2016. We are willing to set up BPO/ITES operations under India BPO promotion scheme (IBPS).</p> <p>Our promoter started Phonon Communication Pvt. Ltd. (PCPL), company under Companies Act, 2013 in 2015 and hence do not carries minimum average annual turnover for last 3 financial year. However, our promoter carrying on business as sole proprietor in the name and style of Phonon.in. since 2006, which is profitable and has average annual turnover for last 3 financial year that qualifies at various levels. There is an MOU between Phonon.in and PCPL for PCPL to acquire business of Phonon.in. This acquisition process is in place. Kindly confirm if PCPL can be eligible for turnover basis this acquisition?</p>	PCPL is not eligible. Please refer eligibility criteria in RFP for detail.

7	<p>1. we will be paid to Tender fee Rs 5000/ and Bid Security Deposit Rs.5 lakhs for 100 seats before or after bid sanction? When it will be paid. We a rural NGO /Regd society working since 1986 have no such lump amount in hand. After sanction we will be arrange for the amount</p> <p>2. We have no 2 crores business pl refer table A. But having all legal status including FCRA, 80-G, 12A, and all renewed as per government procedures. But we got about 20crore rupees sanctioned and support Women Self Help Groups through ICICI Bank for 3 Years.</p>	<p>1. Tender fee and Bid Security Deposit needs to be submitted along with tender. Refer RFP for detail.</p> <p>2. Please refer to Section 3 (iii) for details on financial eligibility criteria.</p>
8	<p>3(iii) In Case of Consortium: Yes Tecno Limited(Annual Turnover as of 31 mar 2016 is approx 3 Cr.) which is incorporated in the year 2014 has taken over the Vikash Tradelink India(P.Ltd.) (Annual Turnover as of 31 mar 2016 is approx 40Cr.) and Both the company have issued the resolution of merger but the merger process is awaiting from the high court. Then Que1. Can yes Tecno Limited Bid for this BPO operation? Ques2. In case NO what is the way out for Yes Tecno Limited to participate in this Bid?</p>	<p>1. No. 2. If not eligible with its own credentials, 'Yes Tenco Limited' may form a consortium with an eligible company to participate in IBPS.</p>
9	<p>Appendix-B (S.N. 8) The necessary permissions and registration required as per the DoT guidelines w.r.t. BPO operations. Que1. If we do not know whether we will succeed in the Bid or not then Why is it required for registration as per the DoT guidelines before the successful Bidding? Que2. Can we request that necessary approval from DoT will be approved by bidder after successful bidding?</p>	<p>Refer DoT guidelines http://www.dot.gov.in/carrier-services/other-servicesprovidersincluding-bpo</p> <p>If applicable, during bid submission bidder may provide an undertaking to submit DoT registration detail to STPI before commencement of operation of the BPO setup.</p>
10	<p>Can proprietorship (shop & establishment act), form a consortium with and Indian company, which is able to fulfil financial eligibility criteria and other conditions)</p>	<p>Please refer to Section 3 (iii) of RFP for details on financial eligibility criteria.</p>
11	<p>Is this required to give new employment of 1.5 times each month or can continue previous month employees for three years</p>	<p>Employment generated after the commencement of the BPO/ITES operation will be considered. Average monthly employment shall be considered as per Quarterly Performance Report submitted by the unit.</p>
12	<p>5.3</p>	<p>Refer Section 8 (ii) of RFP - For consideration in employment target technical and</p>

	Is there any specific type of employment required?	management staff should be at least 85% of total employees while support staff can be up to 15% of total employment provided.								
13	Annexure B-8 Is this mandatorily required the necessary permissions and registration required as per the DoT guidelines w.r.t. BPO operation.	Refer DoT guidelines http://www.dot.gov.in/carrier-services/other-servicesprovidersincluding-bpo If applicable, during bid submission bidder may provide an undertaking to submit DoT registration detail to STPI before commencement of operation of the BPO setup.								
14	9.5 (C) We would like to understand how would you compute the Average monthly Employment for a unit.	Total Average Monthly Employment $g = (M1+M2..+Mn)/n$, where M1, M2... Mn are monthly employments. Procedure to calculate Average Monthly Employment in the unit (example): Assuming a unit setup for 100 seats BPO/ITES operations commenced form 1st day of the month. If the number of employees in the unit changed (Joined or relieved) at 2 instances (in this example it is 11th and 16th day of the month) then monthly average employment will be calculated as under: <table border="0"> <thead> <tr> <th><u>Duration (D)</u></th> <th><u>Number of employees (N)</u></th> </tr> </thead> <tbody> <tr> <td>1st to 10th day of the month (D1) 50</td> <td>(N1)</td> </tr> <tr> <td>11th to 15th day of the month (D2) 120</td> <td>(N2)(70 employees joined on 11th day of the month)</td> </tr> <tr> <td>16th to 31st day of the month (D3) 225</td> <td>(N3)(105 employees joined on 16th day of the month)</td> </tr> </tbody> </table> D= Number of days, N= number of employees Average Monthly Employment = (N1 X D1 + N2 X D2 + N3 X D3)/Total Number of days in a Month = (50 X 10 + 120 X 5 + 225 X 16)/31 = 151.6	<u>Duration (D)</u>	<u>Number of employees (N)</u>	1st to 10th day of the month (D1) 50	(N1)	11th to 15th day of the month (D2) 120	(N2)(70 employees joined on 11th day of the month)	16th to 31st day of the month (D3) 225	(N3)(105 employees joined on 16th day of the month)
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15	3. iii Does the turn Average turnover essentially mean that it should have minimum turn as specified in the table year on year or it is fine to have peaks and low to have the average turnover. Example: 1 Year 1 – Turn over - 15 Year 2 – Turn over - 45	Both are applicable.								

	<p>Year 3 – Turn over – 60</p> <p>Average turn over is 40</p> <p>Example: 2</p> <p>Year 1 – Turn over – 40 Year 2 – Turn over – 40 Year 3 – Turn Over – 40 Average Turn over is 40</p> <p>Case I or II or both are applicable.</p>	
16	<p>Appendix – J</p> <p>Since Hyderabad is excluded from setting up these operations, however can we recruit manpower whose residence is in Hyderabad?</p>	<p>Residence of prospective employees of the BPO/ITES units has no relation with the list of cities/location excluded from IBPS.</p>
17	<p>2.1.2</p> <p>Do we need to explicitly mention about woman employment, employment with people with disability, planned employment generation, wider dispersal, and local entrepreneur at the time of technical bid submission only?</p>	<p>There is no requirement to explicitly mention about woman employment, employment with people with disability, planned employment generation at the time of technical bid submission. Wider dispersal is concerned with proposed BPO/ITES location. Regarding Local Entrepreneurs requirement please refer to Section 3 (iii) of RFP.</p>
18	<p>We wish to bring to your notice an innovative scheme of MKCL- Maharashtra Knowledge Corporation Limited's job cum educations scheme as per the tagged email. We wish to know whether employment under this scheme will qualify for the employment under IBPS Scheme.</p> <ul style="list-style-type: none"> The initiative is in form of work based degree programs viz: <ol style="list-style-type: none"> BBA (BPM) i.e. Bachelor of Business Administration in Business Process Management B.Sc. in Computer System Administration i.e. B.Sc. in CSA (www.mkcl.org/mfs www.mkcl.org/mfs/bba www.mkcl.org/mfs/bsc) Here, the interns join the industry and work at the actual industry workplace for three years and simultaneously get enrolled for the 	<p>Any business operation which meets BPO/ITES work model is eligible under IBPS. The list of eligible ITES/BPO operation may be referred at FAQs section (Q. No. 2) at www.meity.gov.in/ibps.</p> <p>Further the bidder has to provide the employment to become eligible for claiming support under IBPS.</p>

three year degree program. Eligibility criteria to join is 12th passed and 18 years of age.

- During these years, they earn work ratings based on the performance at the workplace – which are given by the industry and secondly they earn knowledge credits based by solving the scenarios, challenges in the eLearning environment provided to them at their workplace.

- MKCL is partnering with the industry, providing real workplaces and work ratings to the interns. The eLearning platform is provided by MKCL along with scenario based content. The degree is awarded by the Maharashtra State Open University.

- It's a 'learning through working' model. After three years, the students get a relevant degree with three years of work experience. The model makes them independent at the very beginning of their graduation.