

SOFTWARE TECHNOLOGY PARKS OF INDIA (STPI)

Date - 05.04.2018

Please refer RFP Reference No: STPI/HQ/PDC/09/2017-18/035/6 published on 19.03.2018 for India BPO Promotion Scheme (IBPS). The clarifications/responses for the queries received for pre-bid meeting held on 05.04.2018 are mentioned below at Table-A.

Table-A

S. No.	Query	Response
1	<p>1. Our annual turnover in India is less than 50 Lakhs. We like to bid for 100 seats with 60% women employees. In the RFP, it's mentioned 2crore turnover. Can we ask for a wave-off exemption on annual turnover criteria?</p> <p>2. If annual turnover is mandatory - can we produce bank guarantee for only remaining amount after redeeming our current annual turnover amount?</p> <p>3. Our annual turnover in foreign office entity is above 2 crore. Can you consider the same for eligibility?</p>	<p>1. Annual turnover criteria will be as per RFP and there will be no further exemption in this regard. However, you may please refer the option for consortium and combined turnover as mentioned in RFP</p> <p>2. There is no such provision in RFP</p> <p>3. There is no such provision in RFP. Turnover of only the eligible bidding entities will be considered.</p>
2	<p>We are UP based organisation working in software training & entrepreneurship development. We runs our organisation under the registered Trust (Indian Trusts Act, 1882). Sir please let us know whether we are eligible or not for participation in the auction.</p>	<p>Trust is not an eligible entity to participate in IBPS. Please refer "ELIGIBILITY CRITERIA" section of RFP.</p>
3	<p>I want to open a BPO in district Hardoi (U.P.) so please tell me step by step procedure and full expenditure. I can afford only 10 or 20 seats whichever is minimum.</p>	<p>Minimum seats to bid in UP under IBPS is 100. Please refer RFP for detail</p>
4	<p>We have one company who have the turn over last three year more then one 2 cr and second is my society i want make the leading bidder to society . is it possible .if yes then how i can i make the consortium. Please provide me consortium format</p> <p>Second question can i make consortium with proprietor and make the leading bidder to proprietor</p>	<p>Eligible entity registered under Companies Act 1956/2013 or Limited Liability Partnership Act 2008 will be considered the lead bidder in the consortium. Please refer "ELIGIBILITY CRITERIA" section of RFP.</p>

5	<p>1. We are planning to take space in MIHAN, SEZ on lease for this unit. I think we can start unit at any location. Just want to confirm that there will not be any problem for starting in MIHAN, SEZ. Same benefits will be extended to unit.</p> <p>2. I know recruitment of staff has no role of STPI. But one thought we have is recruiting candidates from smaller towns around Nagpur as well as remote and not easily accessible locations like Gadchiroli, which are backward due to its location as well as being naxalite area. Along with IBPS scheme hopefully we can try for other schemes of Government of India like Skill India. Training for those candidates is must so that they can grow smoothly in industry. Will there be any problem in this? Or is there any planning from Government of India to relating these two or such schemes so that units can easily opt for those without approaching multiple departments?</p>	<p>1. Space can be leased in SEZ. There is no restriction in RFP for the same.</p> <p>2. 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 supports not claimed under IBPS may be availed from other Schemes of Central/State Government.</p>
6	<p>This is to confirm if a company registered as per the companies act, but not having an experience in BPO scheme can also apply for this scheme ?? Such a company would commence very soon after applying for the bid.</p>	<p>No prior BPO experience is necessary to participate in IBPS.</p>
7	<p>I want to confirm what kind of processes would be run in the centers for IBPS scheme would these process provided by the government or the bidder have to look for the processes to run in these center by himself</p>	<p>Please refer the FAQ section in "http://meity.gov.in/ibps" for admissible BPO/ITES services. The qualified entity under IBPS has to acquire the business process by itself.</p>
8	<p>1. We are a not for profit organization registered under section 8, Indian Companies Act,2013. Are we eligible to apply for the scheme?</p> <p>2. If yes, then, what would be the definition of annual turnover for an organization like us. For many government grant applications and proposals, we have interpreted the annual turnover as the amount of funds we have raised in a given year. Does it mean the same here?</p>	<p>1. Not for profit organization registered under section 8, may not be eligible to participate in the scheme.</p> <p>2. Copy of audited Balance Sheet/Chartered Accountant Certificate will be accepted for annual turnover. Please refer Appendix-B in RFP.</p>

9	<p>1. Is there a time limit on claiming capex of existing facility? We started operations in late 2016 & hadn't applied for IBPS before.</p> <p>2. Can we claim CAPEX for employees joined after Nov'17? Would they be treated as fresh employment and be counted for this bid in case we succeed?</p> <p>3. When would we be dates for Financial bids be intimated to us?</p> <p>4. If we dont quality as L1 in a particular slab, would be given an option to match L1?</p> <p>5. If answer to previous question is yes, how would the number of seats capped?. For eg, TN has 1400 seats but if 10 bidders bid for 2000 seats in all & all of them are willing to match L1, what happens?</p>	<p>1. Bidders who have existing units (not established under IBPS) are neither allowed to expand BPO/ITES operations at the same city /district nor shifting of operations of any kind.</p> <p>2. Under IBPS, employees joined after issue of IPA (In principle approval)date will be considered. Additionally, you may refer RFP para 3.(vi).</p> <p>3. After evaluation of technical bid , qualified bidders will receive communication regarding financial bid opening.</p> <p>4. Yes. Please refer RFP para 7.(vi) for detail.</p> <p>5. L1 match offer will be given subject to overall availability of seats in the scheme. Please refer RFP for detail</p>
10	<p>1. Would you consider the freshers or start-up companies? Wherein start-up companies have good projects handy though, unable to start because of support and investment lacking. In this cases push up from government is requested.</p> <p>2. Do you accept non-domain experience, like we have experience in software field but not in BPO, so could you please this?</p> <p>3. Are you considering the consortiums for better results?</p>	<p>1. Any entity eligible as per the "ELIGIBILITY CRITERIA" of IBPS RFP may participate.</p> <p>2. No prior BPO experience in necessary to participate in IBPS.</p> <p>3. Yes. Please refer RFP para 3.(iii) for detail</p>
11	<p>1. You gave us an opportunity to split the number seats in multiple locations, but here you have the restriction of minimum 25 seats and only two split and within the state, you are expecting. Here could you please consider lesser than 25 seats with more than 2 splits by having support from another state as well.Example: We have 2 branches, one in Tamilnadu and 1 branch in Bangalore which is Karnataka state, could you please consider 3 to 4 split-ups in total 2 states.This would be a great help in terms of more productivity.</p> <p>2. How do you calculate special incentive for more than 50% employment, is it based on total employees in all shifts for a respective number of seats we quoted or is it based on single shift?</p> <p>3. Now we have multiple projects based on that we recruit and will start the operations, due some catastrophic effect company went into a loss so there is morepossibility to quite the business, for this kind of situation what kind of help can we get</p>	<p>1. Bidding under IBPS is State/UT wise. Bidding and split of seats can not done across multiple States/UTs.</p> <p>2. Total employees reported across all shifts in a BPO/ITES unit will be considered.</p> <p>3. Under IBPS, financial support as mentioned in RFP para 2 only are provided to eligible entities.</p> <p>4. Advance provision is as per RFP.</p> <p>5. Employment will be calculated based on monthly progress report submitted by the unit and subsequent verification from STPI.Refer RFP for further detail.</p>

	<p>from IBPS.4. Could it be possible to increase the advance to 20% that would be a great help for us to more adherence and quality to a quick start?5. Employment attrition is high in everywhere perhaps often employees will keep changing, so how do you calculate the percentage employee target end of the month or year end, is it based on the count of employees or on the vintage of the employees?</p>	
12	<p>1. Will establishment of BPO in notified backward area be awarded with additional incentive, as the case are for women & handicap category?</p> <p>2. If an company applies for two IT related schemes, one being promoted by state Government and other by central. Can the company withdraw from any of the scheme later. If so, what shall be obligation that need to be fulfilled by company.</p> <p>3. Can a single structure of a company be divided into two phase and phase I runs the state promoted scheme and the other phase II of scheme runs government scheme. As the understanding of all GOI scheme is to promote employment . a company be instructed to have separate books of accounts for all the two phase as such, coupled by quarterly reporting to respective central or state bodies.</p> <p>4. In case a unit absorb the first installment of incentive by the government and later fails to revive due to certain reason:</p> <p>1. If the unit get closed with 6 months of receiving the incentive.</p> <p>2. Post one year and before the second installment of incentive.</p> <p>What shall be the penalty that shall be liable to be paid or the same shall be counter balanced with Bank guaranty submitted initially ?</p>	<p>1. Special Incentive (5% of eligible financial support) for units setting up BPO/ITES operations at locations other than the State capital.</p> <p>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 supports not claimed under IBPS may be availed from other Schemes of Central/State Government.</p> <p>4. Please refer RFP para 8 and 9 for detail.</p>

13	<p>1. We have 2 centers in Bellary (140 + 80 seats). They were set up in 2005 and 2015. Can we claim reimbursement under IBPS?</p> <p>2. As a Society meeting all financial criteria, do we have to still form a consortium with another company? - Society should be allowed to bid directly</p> <p>3. Hope JSW Steel can front end all IBPS requirements? - We plan to outsource manpower and client contracts to other subsidiary organizations</p>	<p>1. Bidders who have existing units (not established under IBPS) are neither allowed to expand BPO/ITES operations at the same city /district nor shifting of operations of any kind.</p> <p>2. The bidder must be registered under the Companies Act 1956/2013 or Limited Liability Partnership Act 2008. Entity registered Societies Registration Act may form consortium with an eligible entity to participate in IBPS. Please refer "ELIGIBILITY CRITERIA" section of RFP.</p> <p>3. Please refer RFP for detail.</p>
14	<p>1. Bidders who have existing units (not established under IBPS) are neither allowed to expand BPO/ITES operations at the same city/district nor shifting of operations of any kind. However, an established BPO/ITES Company at one city/district may establish its operation at another city/district under the IBPS.</p> <p>2. Bidder needs to provide detail of the proposed BPO/ITES unit(s)-(existing One, established under IBPS to get Financial Support) as per prescribed format in Technical Bid.</p> <p>3. Successful Bidder after issue of IPA, needs to provide sufficient proof to STPI during verification of commencement of operation, in support of the investment made towards capital expenditure.</p> <p>4. To participate in the RFP does the Bidder needs to get registered under STPI first?</p> <p>5. We Don't have any prior experience in running or handling call centre and BPO services but have all the capabilities and essential infrastructure to establish an operational BPO/Call Centre.</p>	<p>1,2 & 3. First three points taken from RFP only.</p> <p>4. There is no need to register under STPI to participate in IBPS.</p> <p>5. No prior BPO experience is necessary to participate in IBPS.</p>

15	<p>1. Case: A Private Limited firm named as 'Company_A' and a Proprietorship firm named as 'Company_B' are forming a consortium by the name 'Company_C; wherein 'Company_B' is the lead bidder since fulfilling the qualifying criteria and 'Company_A' is registered under the The Companies Act, 1956. Question: Is there any change in the arrangement required to fulfil this qualifying criteria?</p> <p>2. Case: A Private Limited firm named as 'Company_A' and a Proprietorship firm named as 'Company_B' are forming a consortium by the name 'Company_C; wherein 'Company_B' is the lead bidder since fulfilling the qualifying criteria. 'Company_C' would be setting up the operations in an SEZ location due to technical viability of operations but will not be applying for any SEZ benefits. The SEZ governing body has in principal agreed to give us a certificate confirming that 'Company_C' would not take any SEZ benefits. Question: Can STPI also confirm for a no objection; to set up operations in an SEZ location, where we would not be claiming any SEZ benefits but only STPI benefits?</p> <p>3. Case: A Private Limited firm named as 'Company_A' and a Proprietorship firm named as 'Company_B' are forming a consortium by the name 'Company_C; wherein 'Company_B' is the lead bidder since fulfilling the qualifying criteria. Both companies are based out of the state capital but are setting up a BPO unit in a Tier II city of the same state. Question: Will Company_C be eligible for the special incentive?</p> <p>4. Case: A Private Limited firm named as 'Company_A' and a Proprietorship firm named as 'Company_B' are forming a consortium by the name 'Company_C; wherein 'Company_B' is the lead bidder since fulfilling the qualifying criteria. Promoter of Company_B is a domicile of 'State_A' and wants to setup a BPO in the same State. Question: Will Company_C be eligible for this special incentive?</p> <p>5. Question: The 40 sq ft / seat area to be provided per work station is the super built up area?</p> <p>6. Question: All employees recruited from the issuance of IPA and who's Aadhaar, PAN, ESIC, PT and UAN details have been submitted will be considered for the eligible support?</p> <p>7. Case: A Private Limited firm named as 'Company_A'</p>	<p>1. Eligible entity registered under Companies Act 1956/2013 or Limited Liability Partnership Act 2008 will be considered the lead bidder in the consortium. Please refer "ELIGIBILITY CRITERIA" section of RFP.</p> <p>2. Space can be leased in SEZ. There is no restriction in RFP for the same to avail benefit under IBPS.</p> <p>3. Please refer RFP para 2.1.2 for special incentive detail</p> <p>4. Please refer RFP para 2.1.2 for special incentive detail</p> <p>5. 40 Sq Ft per seat mentioned is the super area including utilities.</p> <p>6. Yes. Please refer RFP for detail.</p> <p>7. Please refer RFP for para 3 for consortium and SPV detail. If approved, the SPV will fulfil the terms & conditions of the bidder including fulfilment of employment target, claiming financial support, special incentives etc.</p>
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	<p>does not meet the turnover criteria and hence has formed a Consortium named 'Company_C' with a Proprietorship firm named as 'Company_B'. 'Company_B' is committed to maintain a 26% share holding in the consortium for a minimum period of 3 years. Both the firms i.e. 'Company_A' and 'Company_B' is committed to form an SPV and pass on their rights and obligations to the SPV through an AoA. Question: The proof of expenditure should be in the name of the SPV?</p>	
16	<p>1. Is there any reservation criteria do have to follow in terms of recruitment.</p> <p>2. Is it possible to split into multiple centers with multiple states support?</p> <p>3. We different projects IT and Non-IT, so we recruit based on the project requirement, other than BPO like marketing jobs and projects are also do you consider them.</p> <p>4. Will make any changes in criteria to qualify the BID.</p> <p>5. In terms of financial experience, we have lesser than what you mention will be please consider lesser and support us.</p>	<p>1. No specific reservation criteria for employment under IBPS.</p> <p>2. Bidding under IBPS is State/UT wise. Bidding and split of seats can not done across multiple States/UTs. Please refer RFP for detail.</p> <p>3. The projects to be carried out in the unit setup under IBPS are to be in BPO/ITES domain.</p> <p>4. Eligibility criteria is as per RFP.</p> <p>5. Eligibility criteria is as per RFP.</p>
17	<p>1. Bid Security DEPOSIT : It is states that the Bidder should submit the Bid Security Deposit (BSD), @ Rs. 5000 per seat, e.g. BSD will amount to Rs. 5 lakhs for 100 seats [(Rs 5000 X 100)]. There will be no exemption from submitting BSD. But at EProcurement Portal, mentioned EMD is 2.5 Lacs Only</p>	<p>1. BSD/EMD is to be submitted as mentioned in RFP, i.e. @ Rs. 5000 per seat</p> <p>2. BSD/EMD is to be deposited as mentioned in RFP</p>

	<p>2.As there is no Exemption in BSD, So there should be an Option of Deposit BSD in the Form of Bank Guarantee(BG) too.</p>	
18	<p>1. [Clause No (page no.)- 2.1.2 (i) (7)] The target mentioned will be calculated on the number of persons employed or on the number of seats assigned</p> <p>2. [2.1.2 (i) (7)] How the total eligible financial support is calculated?</p> <p>3. [2.1.2 (iii) (8)] Our firm is based in Panchkula,(Haryana) is adjacent to the capital of Haryana are we applicable for this incentive</p> <p>4. [2.1.2 (iii) (8)] How would BPO's in the Union territories can claim for this incentive</p> <p>5. [2.1.2 (IV) (8)] How can a firm be a domicile of a state?</p> <p>6. [6.2 (iii) (16)] As per this table some states has been allocated seats more than their respective capacity mentioned in Appendix K.</p> <p>i. Can new bidders apply in these states</p> <p>ii. How the quota for a state would be decided if appendix K is not to be followed</p> <p>iii. How the bidding process will end if the seats are not defined for each state</p> <p>7. [7 (VI) (23)] How the bidding process shall be completed</p> <p>8. [7 (iv) (23)] What if the winner of two slabs S1 and S2 bid the same amount than whom among them will be given the first preference</p> <p>9. [Appendix K (64)] The minimum seats reserved for state quota are reserved for the firms registered in the state or this is the number of seats for which the employed person is of the said state</p> <p>10. [Appendix M 3.1 (79)] According to this the financial support will be least amount of the Capex + OPEX or the bid amount per seat. Than what is the purpose of bidding if you have to only pay for the services listed in appendix E</p> <p>11. [Appendix M 5.4 82] What will happen if we claim incentive mentioned in 2.1.2 (i) but are unable to fulfill the condition on the completion of the project.</p>	<p>1. Number of persons employed</p> <p>2. 50% of expenditure incurred on admissible items subject to the quoted Financial Support per seat, whichever is lower. Refer RFP para 8 for further detail.</p> <p>3. If the location to be applied for BPO/ITES setup is outside capital territory, then the incentive for wider dispersal is applicable.</p> <p>4. Incentive for wider dispersal is applicable if BPO/ITES operation is setup outside the capital of the UT</p> <p>5. Domicile of a state is referred for the local entrepreneur here.</p> <p>6.</p> <p>i. Yes. Please refer detail on RFP page 18</p> <p>ii.To secure balance regional growth and wider dispersal, 50% of allocated seats as per the population percentage for a State/UT is reserved (as in Appendix-K).</p> <p>iii. Based on overall availability of seats in the scheme and details mentioned in RFP</p> <p>7. Please refer the quoted RFP para for detail</p> <p>8. Please refer the quoted RFP para for detail (page 24)</p> <p>9. The minimum seats reserved for a State/UT under IBPS is the seats reserved for allocation to eligible bidders after successful bidding in the scheme.</p> <p>10. Total eligible financial support would be 50% of expenditure incurred on admissible items subject to the quoted Financial Support per seat (bid amount), whichever is lower.</p> <p>11. Please refer RFP para 8.(vi) "Disbursement of Special Incentives"</p>

19	<p>1. As you mentioned for giving more employment to women will be advantage and incentive will be released, do you support in terms of recruitment especially for women.2. According to your calculation for releasing the funds on a yearly basis, do you consider total average or how.As ups and downs can happen for maintaining employees is a huge problem.3. Do you consider for development projects as well or only BPO?4. BPO projects can be national or international right there is no restriction, right?5. Do you encourage the project based on employee count or based on a number of seats?</p>	<p>1. Successful bidder will recruit employees for its BPO/ITES unit under the scheme. If 50% of recruited employment in the unit are women, then there is a provision for special incentive of 5% of eligible financial support.2. Monthly average employment will be considered. Please refer RFP para 9.15 (i)3. Please refer the FAQ section in "http://meity.gov.in/ibps" for admissible BPO/ITES services.4. BPO projects can be national as well as international.5. As per the business requirement of the BPO/ITES unit. However, please refer RFP for the target employment, minimum employment to claim support under the scheme and special incentive for providing employment beyond target.</p>
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