

SOFTWARE TECHNOLOGY PARKS OF INDIA (STPI)

Date - 06.04.2018

Please refer RFP Reference No: STPI/HQ/PDC/09/31/9 published on 19.03.2018 for North East BPO Promotion Scheme (NEBPS). The clarifications/responses for the queries received for pre-bid meeting held on 06.04.2018 are mentioned below at Table-A.

Table-A

S. No.	Query	Response
1	<p>1. [Clause 8, Page 47] Is the OSP registration with DoT mandatory? If yes, will the acknowledgement of application submission to DoT be sufficient evidence, in case the registration is under process by DoT in time before the cut-off date for bid submission?</p> <p>2. [Clause 13, Page 48] Since we have not bid in any of the earlier rounds of NEBPS and we have also not started setting up the BPO unit as yet, should we reply with a "No" for this clause or "Not Applicable".</p> <p>3. [Table F, Page 48] Since we have not bid in any of the earlier rounds of NEBPS and we have also not started setting up the BPO unit as yet, should we reply with a "No" for this Table or "Not Applicable".</p> <p>4. Is it essential to have prior experience of operating or running BPO unit in order to participate in the bid? Since we are an ITeS provider currently, can we mention the software application development projects carried out by us as Client references?</p>	<p>1. Bidder need to refer OSP guideline from DoT if registration of the applied BPO/ITES operation is required in the category. Acknowledgement of application submitted for OSP registration may be submitted during bidding.</p> <p>2. "Not applicable" in your case.</p> <p>3. "Not applicable"</p> <p>4. No prior BPO experience in necessary to participate in NEBPS.</p> <p>Please refer RFP for detail.</p>
2	<p>Is there an option where we can submit a Bank Guarantee (BG) for an equal amount of BSD instead of the deposit? Please confirm.</p>	<p>BSD/EMD is to be deposited as mentioned in RFP</p>
3	<p>1. As a part of application what are the chance of us qualifying for the scheme?</p> <p>2. Admissible item as per Appendix E doesn't includes manpower cost. Will there be a Financial Support given on manpower expenses?</p> <p>3. Is there any exclusion list for Capex & Opex?</p> <p>4. As a part of STPI what concession we will</p>	<p>1. Qualification in the bidding will be based on the evaluation of Technical and Financial bids submitted by bidder.</p> <p>2. Only admissible items as per Appendix-E of RFP will be considered for Financial support under NEBPS.</p> <p>3. Bidder should refer the admissible items as per Appendix-E of RFP.</p> <p>4. Only the Financial support as mentioned in</p>

<p>get in infrastructure like internet, electricity etc?</p> <p>5. [Clause 2.3 (ii)] How do we quantify incentive amount on diversity & inclusion ?</p> <p>6. [Clause 2.3 (iii)] How do we quantify incentive amount on employment beyond target ?</p> <p>7. [Clause 6.4] How is validity minimum period is relevant?</p> <p>8. [Clause 6.5] Do we need to have a ready space before submitting the bid?</p> <p>9. [Clause 6.5] From now if we successfully identify a property what is the process of making it STPI certified?</p> <p>10. [Clause 6.5] If I am not a part of the NEBPS what will be the benefits of getting certified with STPI?</p> <p>11. What are the Tax breaks that we get in STPI? For example do we need to pay GST or exempt from paying GST</p> <p>12. Appendix B Sl. No. 8 & 9 requires the certificates and documents like GST etc for states where the operations will be set up. If the registration under various statutes for the state are in process, will the application for registration is acceptable?</p> <p>13. When will the security deposit be refunded to successful bidders?</p> <p>14. Is submission of Aadhar mandatory for all employees recruited? What if they don't have a Aadhar</p> <p>15. [Clause 8.(iv)] As per the eligibility criteria, all 3 installments are payable on completion of 50% employment target?</p> <p>16. Procedure to calculate the employee target for disbursement of financial support?</p> <p>17. [Clause 9.1] Procedure and duration of performance review?</p> <p>18. At what interval of periodical audit will be done?</p> <p>19. Are there any specific criteria for recruiting people? For example livelihood people from marginalized sector</p> <p>20. Is there any minimum salary requirement or we can pay as per the labor law?</p>	<p>the RFP may be claimed under NEBPS. For STPI services and tariff, nearest STPI centre may be consulted.</p> <p>5 &6. Special incentive amount will be as mentioned in RFP and will be calculated as % of total eligible financial support of the unit, subject to eligibility.</p> <p>7. As per defined norms.</p> <p>8. Not mandatory. If ready space is not available at the time of bidding, undertaking to take appropriate premise (@40sq.ft./seat) on lease for at least 3 years for setting up BPO/ITES operations is required to be maintained.</p> <p>9&10. No STPI certification is required as quoted.</p> <p>11. For STPI services and tariff, nearest STPI centre may be consulted.</p> <p>12. Acknowledgement for application may be submitted.</p> <p>13. Please refer "ANNEXURE– I:IMPLEMENTATION TIMELINES" in RFP.</p> <p>14. Submission of Aadhaar is mandatory as per RFP.</p> <p>15. At least 50% of employment target is to be achieved to claim Viability Gap Funding (VGF).</p> <p>16. Please refer RFP para 8.(v) and 10.(i) for detail.</p> <p>17. Successful BPO/ITES under NEBPS will report regularly its progress status in prescribed format till the term of the master service agreement with STPI. STPI will review/verify the reported status as per the provisions of RFP.</p> <p>18. Please refer RFP for detail.</p> <p>19. No specific criteria under NEBPS for recruiting. Please refer RFP for detail to be furnished by the BPO/ITES units about its employees to STPI.</p> <p>20. Successful bidder will comply with all the labour and other laws of the concerned state with regard to employment.</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------