

Sl. No.	Query / Suggestion	Remarks
1	Please send the complete tender documents for RFP Ref. No. STPI/HQ/PDC/09/31/5.	Please visit www.guwahati.stpi.in , www.stpi.in , www.deity.gov.in/nebps or https://eprocure.gov.in
2	We want to open a BPO in patna, We have a setup with 1200 branded (ACER) computers and best of all amenities like 400 kva DG set, 150 IP cameras, 3 online ups with 120kva each, we are currently organising online examinations on this setup, but we want to open a BPO in patna with the new opportunities in STPI North East BPO promotion scheme. Please guide to open this in Patna Bihar.	<ul style="list-style-type: none"> ▪ Only 8 North Eastern states are covered under NEBPS. ▪ For Bihar, please refer RFP published for India BPO Promotion Scheme (IBPS). The RFP is available at www.stpi.in/ibps, www.deity.gov.in/ibps and https://eprocure.gov.in/ ▪ Only new setups are eligible for incentives.
3	We students from Guwahati wants to invest to promote growth of BPO in Guwahati. So please give us some idea how we can avail this opportunity by Digital India. We are enthusiastic entrepreneurs currently working with a BPO in Mumbai.	<ul style="list-style-type: none"> ▪ The eligible bidder should be a registered Indian company which can meet certain financial turnover criteria. ▪ An entrepreneur can form a consortium with an eligible Indian company to participate under NEBPS. ▪ Please refer RFP for detail.
4	<p>Sir, we are newly established center in Jharkhand and wants to contribute in your program for Digital India.</p> <p>Our issues are:</p> <ol style="list-style-type: none"> 1. Is our company eligible for bidding, to established center for your above mentioned program as we are incorporated on 26th FEB 2016. 2. We are not able to submit our financial proofs as we are new center. Will our company get disqualified? 3. We have all documents ready, but we are newly established center. Are we still eligible? 4. Do we need experience for above mentioned program? 	<ol style="list-style-type: none"> 1. Average annual turnover for last 3 financial years to be furnished by an eligible company. Refer RFP clause 3 for detail. 2. A company which can not fulfill the required financial criteria, may form a consortium with an Indian company which is able to fulfill the criteria. Refer RFP clause 3 for detail. 3. Refer RFP clause 3 4. Prior BPO experience is not mandatory

Sl. No.	Clause No.	Details of query	Suggestions
5	1	6.3, (iii) If there is any further distribution or allocation of quantity of BPO seats state wise.	
	2	6.3, (iii) Any sort of list of target cities state wise has been recognized by THE PURCHASER.	Shall release a list of recognized city state wise.
	3	6.3, (iii) Any sort of number of cities per state has been recognized by THE PURCHASER.	Shall release a list of recognized city state wise.
	4	8.3, (xi) There is mentioned a penalty clause on non maintenance of ET (Employment target) of last three year, please clarify with respect to the contract tenure.	
	5	8.3, (xi) Seeking clarification on the agreement period of performing successful BPO operations, or the minimum time period the agency is require to run BPO business operation.	Shall publish the capital support and incentivized term would be 3 years and the agency is require to maintain the operation for a specified time period.
	6	10 (i), d Please clarify on the term "unit needs to ensure the employment target in the next 3 years. (i.e. these ' 3 ' years is in addition to the 3 years of incentivized term)	Shall publish the total minimum time period the agency is require to maintain successful operations and cannot withdraw or shift or transfer their business operation.
	7	Appendix B, 8 Please clarify, "the necessary permissions and registrations required as per DoT guideline wrt BPO operation"	Shall mention a http link for guide line.
	8	Appendix C Please clarify, "Highlight the expertise in similar projects", is this concerns some mandatory experience in establishing & operating BPO.	
	9	Appendix F How to bid for more than one seat-slab? "Only ONE (Seat slab) row to be filled" Shall a bidder submit individual bid for different Seat slab.	
6	Can a proprietorship firm submit bid?	A bidder must be a registered Indian Company. Consortium option is available. Please refer RFP for detail.	
7	Whether multiple locations within same city can be used to create the facility?	A new setup should be in single location in a city	
8	Request to create 25 seats slab.	Minimum number of seats for a setup shall remain 50.	
9	Request to reduce target employment from 1.5 times the number of seats bid for as there may be difficulty in getting even two shifts of operation.	Many BPOs have 24x7 operation (i.e. 3 shifts or 300% employment). 150% is a resonable expectation.	
10	Request to get details of bidders from previous rounds.	The details of successful bidders from previous rounds of NEBPS bidding are available at "www.deity.gov.in/nebps"	
11	Can Board Resolution be used instead of Power of Attorney?	Board Resolution is not a substitution for Power of Attorney	

1. There is no state wise distribution of seats.
2. There is no specific list of recognized cities.
3. There is no specific list of recognized cities.
4. Refer RFP clause 10.(i) (d),(e),(f)
5. Refer RFP clause 9.10
6. 3 years from the claim of first installment
7. Refer DoT guidelines at <http://www.dot.gov.in/carrier-services/other-services-providersincluding-bpo>
8. Experience in BPO operation is not mandatory
9. One bidder may bid in one slab only.

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Whether funds/support received from PSU or under CSR be availed alongwith the current Scheme?

▪ 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."

▪ For the purpose of this scheme, PSU shall be considered as a Government entity