



Software Technology Parks of India

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Request for Proposal (RFP) for Third Party Evaluation of BPO Promotion Schemes

Software Technology Parks of India (STPI) invites bids for “Third Party Evaluation of BPO Promotion Schemes”. STPI is primarily looking for the bidders having existing experience in the areas as mentioned in the tender document.

1.	RFP No. & Date	STPI/HQ/PDC/09/2018-19/052/2 Date: 23.07.2019
2.	Scope of work/job	Request for Proposal (RFP) for Third Party Evaluation of BPO Promotion Schemes.
3.	Mode of RFP	e-Tender (online) on URL https://eprocure.gov.in/eprocure/app In Two-Bid System as follows: a) Technical Bid b) Financial Bid
4.	Issue of RFP document	The bidder can download RFP document from https://www.stpi.in/ & https://eprocure.gov.in .
5.	Tender Fees	Rs. 5,000/- through RTGS/NEFT.
6.	EMD	Rs. 1,00,000/- through RTGS/NEFT.
7.	RTGS/NEFT Details	Account No. : 1098101101244 IFS Code : CNRB0001098 Bank Name : Canara Bank Bank Address : Parliament Street, Delhi

8.	Pre-Bid Meeting	02.08.2019 at 11.00 Hrs
9.	Start date & Time for submission of bid	09.08.2019 at 10.00 Hrs
10.	Last date & Time for submission of bid	20.08.2019 at 17.00 Hrs.
11.	Date & Time for opening of bids	22.08.2019 at 11.00 Hrs.
12.	Date of Presentation	Will be intimated.
13.	Validity of bids	90 Days from the last date of submission of bids.

Interested Firms/Companies may submit their online proposal on URL <https://eprocure.gov.in/eprocure/app> as per timeline mentioned above.

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1 Background

The Ministry of Electronics & Information Technology (MeitY), Government of India has notified the India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS) under Digital India Programme. The objectives of the schemes are:

- (i) Creation of employment opportunities for the youth, by promoting the IT/ITES Industry particularly by setting up the BPO/ITES operations.
- (ii) Promotion of investment in IT/ITES Sector in order to expand the base of IT Industry and secure balanced regional growth.

IBPS seeks to incentivize establishment of 48,300 seats in respect of BPO/ITES operations across the country (excluding the 8 North Eastern States and Urban Agglomeration areas as per Census 2011 of the cities Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, Pune and NCR) with an outlay of ₹493 Crores. IBPS provides financial support up to ₹1 lakh per BPO/ITES seat as Viability Gap Funding (VGF) to eligible entities on meeting the criteria as mentioned in the Request For Proposal (RFP) of the scheme. Detail about the scheme along with latest RFP is available at <https://ibps.stpi.in/>. The Administrative Approval for the scheme may be downloaded from the website <https://meity.gov.in/ibps>.

NEBPS seeks to incentivize establishment of 5,000 seats in respect of BPO/ITES operations in North East Region (NER) with an outlay of ₹50 Crore. NEBPS provides financial support up to ₹1 lakh per BPO/ITES seat as Viability Gap Funding (VGF) to eligible entities on meeting the criteria as mentioned in the RFP of the scheme. Detail about the scheme along with latest RFP is available at <https://nebps.stpi.in/>. The Administrative Approval for the scheme may be downloaded from the website <https://meity.gov.in/nebps>.

1.1 Implementation Summary

Software Technology Parks of India (STPI), an autonomous society of MeitY is the Nodal Agency for the implementation of IBPS and NEBPS. STPI invites online bids through RFP from the eligible companies, who are desirous of setting up BPO/ITES operations, under the IBPS and NEBPS. Multiple rounds of RFPs for both the schemes have been published. All the RFPs published till now along with latest RFP are available at <https://ibps.stpi.in/> <https://nebps.stpi.in/>. Overall status of the schemes is placed at **Appendix-B**

2 Objective

2.1 Broad Objectives

The broad objectives for the evaluation of IBPS and NEBPS are as listed below:

- To analyze the outcome of the BPO promotion schemes viz employment generation and dispersal of IT/ITeS industry across the country.
- Creation of IT/ITeS eco-system in Tier-II/III cities.
- To conduct an analysis of impact of the BPO promotion schemes on IT/ITeS sector.
- Identification of the factors responsible for the response to these schemes in particular State /UT.
- Reporting gap areas which could have been addressed to attract more response from the industry plus Identify bottlenecks across the States/UTs with their root-causes, wherever possible.
- To assess the future potential of these schemes.
- Sense of empowerment of employees of BPO/ITES units.

2.2 Other Objectives

The other objective and expected outcomes are mentioned below:

- 1) Analyse the Administrative Approvals of IBPS and NEBPS regarding
 - a. Method of online bidding to select entities.
 - b. Quantum of financial support provided under the scheme.
 - c. Time given for Commencement of Operation (CoO)
 - d. Feasible employment target
 - e. Process of claiming reimbursement
 - f. Formats and Reports
 - g. Methodology/calculation of claiming reimbursement
 - h. Timelines adherence towards reimbursement of claims
 - i. Changes in policy according to industry needs
 - j. Handling of issues reported by BPO/ITES units
 - k. Roles and responsibilities of various stakeholders.

- 2) Analyse the implementation agency regarding
 - a. Dissemination of information w.r.t the schemes
 - b. Knowledge of the schemes amongst the field personal particularly the Centre Directors
 - c. Road shows/promotional events conducted
 - d. Outreach to the industry
 - e. Activity of PMU vis-à-vis expense incurred

- f. Promptness in support extended to BPO/ITES units
 - g. Bid processing
 - h. Scheme portals in terms of ease of use and other portal functionalities
 - i. Coordination between State IT Departments and STPI.
- 3) Study State's policies, as to whether they compliment the objectives of IBPS/NEBPS their examples.

3 Deliverables and Timelines

3.1 Deliverables

The selected qualified bidder is required to submit at least below mentioned deliverables:

1. **Inception report** – This report to include detail methodology for the evaluation, sample design, venues to be visited and timelines. This report is to be presented to designated committee for comment and vetting.
2. **Mid-term report** – With an objective to check if work is getting executed as per the agreed parameters and discuss any change in strategy required.
3. **Draft final report** – To be submitted for the comments to designated committee.
4. **Final report**

All the above-mentioned reports must be comprehensive.

3.2 Timelines

Bidder can propose their own times lines as part of technical presentation however tentative times lines of the above-mentioned deliverables is as mentioned in below table

#	Deliverables	Timelines to complete
1	Inception report	T1 = 2 weeks from the award of work order
2	Mid-term report	T2 = T1 + 6 weeks
3	Draft final report	T3 = T1 + 10 weeks
4	Final report	T4 = T1 + 12 weeks

4 Methodology

The methods or techniques that bidder will use in this evaluation assignment should be based on the nature of engagement, scope, nature of the BPO promotion schemes and as per objectives defined in Section 2 of this document.

Bidders should present their high-level methodology as part of technical presentation, however, some suggestive high-level guideline to be followed are as mentioned below:

- The methodology may consist of desk review, interviews and field survey.
- Desk review part mainly consist of study the scheme data present with STPI/MeitY
- Interview may cover following persons
 - State IT Secretaries/representative
 - Joint Secretary and other designated officials at MeitY
 - Director General and other designated officials at STPI
 - Jurisdictional Directors of STPI
 - PMU members for the scheme
 - BPO companies' representatives
- The survey questionnaire/instrument to be prepared for the BPO/ITES units under the schemes should be different for different levels of employees. The process should include:
 - Senior management
 - Middle management
 - Other employees
- Sample designing: It is suggested that the grouping may be based on (but not limited to) States/UTs, Locations (District/City), Business, size of the BPO/ITES units etc.

The selected qualified bidder shall prepare and submit, the detailed methodology and sampling design as part of the inception report.

5 Invitation for Bids

STPI invites technical cum financial proposal from eligible bidders to conduct an independent evaluation of the BPO promotion schemes (IBPS and NEBPS) and submit their report. Interested bidders are expected to examine the tender document carefully. Failure to furnish all information required as per the Tender Document may result in the rejection of the Bid.

5.1 Eligibility Criteria

Following criteria is must for the agency / bidder to be eligible for bidding

- Agency / bidder should be a company registered under the Companies Act, 1956/2013 or Partnership Act 1932 or Limited Liability Partnership Act 2008 since last 3 years as on 31st March 2018.
- As on date of submission of the proposal, the bidder should not have been blacklisted by any Government entity (Central or State Government or PSU) in India or is under a declaration of ineligibility for fraudulent or corrupt practices by any Government entity (Central or State Government or PSU) in India.
- Agency / bidder should have an annual turnover of not less than INR 2 crores in each

- of the last three financial years (i.e. 2015-16, 2016-17, 2017-18).
- Agency/bidder should have evaluated projects having combined turnover of over 5 crore in last three financial years.

5.2 Clarification regarding Tender Document:

A prospective Bidder requiring any clarification about the Tender Document may request STPI in writing at the STPI HQ address or at email bpo.pmu@stpi.in. The clarification and queries must be submitted in the following format:

Sl. No.	Section, Clause, Page No.	Clause description	Queries/clarification

At any time prior to the last date of submission of Bids, STPI may modify the RFP.

- The RFP and corrigenda, if any, shall be hosted on www.stpi.in and eprocure.gov.in
- STPI at its discretion may extend the last date for the receipt of Bids.
- STPI reserves the right to reject/cancel any bid or all bids or the RFP without assigning any reason thereof.

5.3 Amendment of Bids:

Bids once submitted cannot be amended by the bidder. However, in case of some administrative exigencies, STPI may decide to take fresh bids from all the bidders before opening of the Technical and Commercial Bids.

5.4 Language of Bid & Correspondence:

All the bid documents submitted should be in English and the correspondence between the Bidder & STPI will be in English language.

5.5 Period of validity of Bids:

The bids shall remain valid for 90 days after the due date of Bid submission. A bid valid for a shorter period may be rejected by STPI. During the period of validity of Bids, the rates quoted shall not change. In exceptional circumstances, STPI may ask for extension of the period of validity. STPI's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

5.6 Submission of the Bid:

- The bid shall be submitted in Two Bid System (Part A : “TECHNICAL BID” and Part B : “COMMERICAL BID”) indicating the name of the Bidder.
- The bid should be signed by an authorized signatory on each page of the bid document including enclosures.
- The bid must be submitted online at CPP eProcurement Portal (<https://eprocure.gov.in/eprocure/app>) using English Language and international numerals.
- The complete Bid must be received by STPI through specified means and not later than due date & time.
- STPI may, at its discretion, extend this deadline.
- The Bid shall contain no interlineations, erasures or overwriting. Corrections, if any, shall be done & initialled by the authorized signatory after striking out the original words / figures completely.
- Written correspondence, if any, should be addressed to (with clear reference to the RFP in subject):

The Chief Administrative Officer
Software Technology Parks of India,
9th Floor, NDCC-II, Jai Singh Road,
New Delhi -110001

5.7 Deadline for Submission of Bids:

The online bids should be submitted before the due date and time on CPP eProcurement Portal. STPI may, at its discretion, extend this deadline.

5.8 Late Bids:

Any bid received by STPI after the deadline for submission of bids prescribed by STPI, will be rejected.

5.9 Opening of Bids and evaluation:

The Bids shall be opened at the schedule date & time. Changes, if any, shall be notified

through above mentioned websites. Bids shall be opened in STPI office in the presence of representatives of the Bidders who may choose to attend the proceedings. The representatives of Bidders will sign a register in evidence of their presence.

In order to assist in the examination, evaluation and comparison of Bids, STPI may at its discretion ask the Bidder for a clarification regarding its bid. The clarification shall be given in writing, but no change in the price or substance of the Bid shall be sought, offered or permitted.

STPI's determination of technical qualification shall be based on objective evaluation of the contents of the Bid itself and not on any extrinsic evidence. However, while determining the technical qualification of various Bidders, STPI may waive off any minor infirmity, which does not constitute a material deviation. The decision of STPI in this regard shall be final.

5.10 Financial Bids:

The bidders are required to complete their Financial Bid in the format given at Appendix-E and upload on the respective section (separate from Technical Bid) while submitting online bid. Financial Bids of technically qualified bidders will only be opened.

5.11 Ranking of Bidders:

- a. Technical proposals have a weightage of 70% while the financial proposals have a weightage of 30%.
- b. Proposal with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices.
- c. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. The minimum qualifying marks for technical proposal will be 70.
- d. Based on the combined weighted score for quality and cost, the bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc.
- e. Contract will be awarded to one with highest combined marks that is ranked H-1.
- f. The following procedure will be followed. As an example, let say in response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded them 75, 80 and 90 marks respectively. The minimum qualifying marks were 70

therefore all were found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants.

Let T= Technical score awarded to the proposal

T_{High} = Highest technical score awarded to a responsible proposal

g.

$$T_{Final} = T/T_{High}$$

h. The financial evaluation committee examined the financial proposals and evaluated the quoted prices as under:

- A Rs.1200.
- B Rs.1000.
- C Rs.1100.

Using the formula LEC / EC, where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave them the following points for financial proposals:

- A: 1000 / 1200 = 83.3 points
- B: 1000 / 1000 = 100 points
- C: 1000 / 1100 = 91.1 points

Based on technical and financial score the final score will be as under:

Let “X” be the weightage assigned to technical score, so (1-X) would be the weightage to financial score.

#	Company	Technical Score	T _{Final} = T/T _{High}	Cost Quoted	Financial Score (F _{Final})= LEC/EC	Total Score= F _{Final} (1-X) + T _{Final} (X)
1	A	75	75/90=0.83	1200	83.33	25.58 (83.33*0.3 + 0.83 * 0.7)
2	B	80	80/90=0.88	1000	100	30.616 (100 * 0.3 + 0.88* 0.7)
3	C	90	90/90=1	1100	91.1	28.03 (91.1 * 0.3 + 1 * 0.7)

Proposal B will be H-1 after financial and technical score , therefore, declared as winner and recommended for approval, to the competent authority.

Note: The score given by the Evaluation Committee will stand final and no representation in this regard will be entertained and STPI’s decision will be final and binding on all the bidders.

5.12 Negotiations

No Negotiations are permitted. STPI shall evaluate the bids & award the work without any negotiations.

5.13 STPI's Right to accept any Bid and to reject any or all Bids

Notwithstanding anything else contained to contrary in this Tender Document, STPI reserves the right to accept or reject any Bid or to annul the bidding process fully or partially or modifying the same and to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.

5.14 Notification of Award

STPI will notify the successful Bidder in writing that it has been selected as a successful bidder for award of work.

The liability of the successful bidder to perform the services will commence from the date of this notification.

5.15 Corrupt or fraudulent Practices

STPI requires that the Bidders under this tender observe the highest standards of ethics during the tender and execution of such contracts. In pursuance of this policy, STPI defines the terms set forth as follows:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a tender process or execution of a contract to the detriment of STPI, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;

STPI will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

STPI will declare a Bidder ineligible, either indefinitely or for a stated period, to be awarded a contract if it at any time determines that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

5.16 Delay in the performance

Delivery of services shall be made by the successful bidder in accordance with the time schedule agreed with STPI. However, STPI may relax this time limit in force majeure conditions. In case of delay in performance for reasons attributable to the successful bidder, such liquidated damages shall be imposed @ 1% of financial quote per week of delay (up to a maximum of 10%).

5.17 Performance Security

Within 5 days of notification of award of the work the successful bidder shall furnish Performance Security to STPI @ 10% of the total value of quoted bid by way of irrevocable and unconditional Bank Guarantee from a reputed Nationalized Bank in favour of Software Technology Parks of India. This Bank Guarantee must be valid for minimum six months duration to cover the risk of STPI which may be extended further as per requirement of STPI. The proceeds of the Performance Security shall be payable to STPI as compensation for any loss resulting from the successful bidder's failure to complete its obligations under the terms and conditions of the work. The Performance Security will be discharged by STPI and returned to the successful bidder not later than 60 days following the date of completion of the successful bidder's performance related obligations under the terms & conditions of the work.

5.18 Payment Schedule

The selected agency shall be paid on completion of the tasks assigned based on the satisfactory performance.

5.19 Termination for Default

- a. STPI may without prejudice to any other remedy for breach of terms and conditions, including forfeiture of Performance Security by written notice of default sent to the successful bidder, terminate the work / task in whole or in part after sending a notice to the agency in this regard if:
 - The Agency fails to deliver or complete the job assigned in the terms and conditions within the stipulated time period.
 - The Agency fails to deliver satisfactory performance.
 - The Agency fails to perform any other obligations under the terms and conditions.
- b. STPI reserve rights to terminate the contract at any point of time without providing any reason.

5.20 Confidentiality

Any information pertaining to STPI or any other agency involved in the project that comes to the knowledge of the Bidders in connection with this contract will be deemed to be confidential and the bidders will be fully responsible for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to do so. The bidders shall ensure due secrecy of information and data not intended for public distribution.

5.21 Ownership of Documents

All documents and reports prepared or obtained by the bidder in performing the services shall become and remain the property of STPI, and the bidder shall, not later than upon

termination or expiration of the Contract, deliver all such documents to STPI along-with a detailed inventory thereof.

5.22 Arbitration

All disputes, differences, claims and demands arising under the contract shall be referred to arbitration of a sole arbitrator to be appointed by the Director General, STPI. All arbitrations will be held in New Delhi.

5.23 Legal Jurisdiction:

All legal disputes are subject to the jurisdiction of New Delhi courts only.

5.24 Completeness of Tender Offer:

The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the Tender Documents. Failure to furnish all information required by the tender documents or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Bidder's risk and may result in rejection of its Bid. The Bid is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the tender document is not given therein or if asked for in the Forms / Performa in the tender are not fully furnished.

5.25 Pre-bid Meeting

Prospective bidders may attend the pre-bid meeting for seeking any clarification and /or giving suggestions.

5.26 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and STPI will in no case be responsible or liable for these costs, whether the Bid is finally accepted or not.

Appendix A - Technical Evaluation Parameters

A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are competent enough and whether the bidder's Proposal technically qualifies to the requirements set forth in the Tender. Bids received would be assigned scores based on the parameters defined in the table below:

#	Criteria	Supporting Documentation	Technical Scoring Criteria	Max Marks
1	Experience of evaluating projects	<ul style="list-style-type: none"> Work order from client Project completion report Client feedback 	<ul style="list-style-type: none"> 3 projects- 10 marks 5 projects- 15 marks 10 or above projects- 20 marks 	20 marks
2	<p>Proposed Qualified Human Resource: The Bidder should propose the team structure to execute this contract along with proposed resources as part of technical presentation.</p>	<ul style="list-style-type: none"> Team Structure Company declaration on letterhead and client certification (if available) Educational qualification Experience (Proposed team resumes) 	<p>1. Team structure: (a) Team leader (max 4 marks):</p> <ul style="list-style-type: none"> Leader in 1 project: 1 mark Leader in 2 projects: 2 marks Leader in 3 projects: 4 marks <p>(b) Team Members:</p> <ul style="list-style-type: none"> (i) IT/ITeS specialist- 2 marks (ii) Sociologist : 2 marks (iii) Statistician: 2 marks <p>2. Educational Qualification: (i) Team Leader (max 4 marks):</p> <ul style="list-style-type: none"> Post Graduate: 2 marks MBA: 4 marks <p>(ii) IT/ITES specialist: B.Tech/M.Tech with IT specialization – 2 marks</p> <p>(iii) Sociologist : Masters in Sociology- 2 marks</p> <p>(iv) Statistician- Masters in Statistics – 2 marks</p> <p>3. Experience : (i) Team Leader (max 4 marks): 2 evaluation projects – 2 marks</p> <ul style="list-style-type: none"> 2 projects of similar nature of IT/ITES domain : 4 marks <p>(ii) IT/ITES Specialist (max 2 marks):</p>	30 marks

			<ul style="list-style-type: none"> • 1 project of similar nature of IT/ITES domain- 1 mark • 2 projects of similar nature of IT/ITES domain – 2 marks (iii) Sociologist (max 2 marks): <ul style="list-style-type: none"> • 1 evaluation project – 1 mark • 1 evaluation project of IT/ITES domain- 2 mark (iv) Statistician (max 2 marks): <ul style="list-style-type: none"> • 1 evaluation project – 1 mark • 1 evaluation project of IT/ITES domain- 2 mark 	
3	Experience of evaluating similar projects of BPO/ITeS domain	<ul style="list-style-type: none"> • Work order from client • Project completion report 	<ul style="list-style-type: none"> • 2 projects- 3 marks • 3 projects- 5 marks • 5 or more projects- 10 marks 	10 marks
4	Experience of evaluating IT/ITES/BPO projects in Tier-II/III cities	<ul style="list-style-type: none"> • Work order from client • Project completion report 	<ul style="list-style-type: none"> • 2 projects- 3 marks • 3 projects- 5 marks • 5 or more projects- 10 marks 	10 marks
5	Technical Presentation including Approach, sampling design, Methodology & strategy to execute this contract.	NA	Technical Presentation on - Overall understanding of the BPO Promotion Schemes Overall understanding of the requirement	30 marks
Total				100 marks

Note: Bidder would need to score minimum technical score of 50 marks to be considered for financial bid opening process

Appendix B - Status of BPO Scheme

Status of BPO Promotion Scheme (as on 16.07.2019)

After previous 9 rounds of bidding for India BPO Promotion Scheme (IBPS) and 12 rounds of bidding of North East BPO Promotion Scheme (NEBPS), the overall status of BPO scheme is as mentioned below:

Detail	India BPO Promotion Scheme (IBPS)	North East BPO Promotion Scheme (NEBPS)	Total
Total Seats	48300	5000	53300
Allocated Seats	51297	1675	52972
Total Companies Approved	189	16	205
Total Units Approved	276	21	297
Total Cities Covered	108	12	120
Operational Seats	43705	1175	44880
Operational Units	214	12	226
Employment Reported by the units	29776	545	30321
Women Employment Reported	9926	146	10072
States/UTs covered	22	6	28

State wise status:

State/UT	Cities where unit allocated	Seats Allocated	Units Allocated	Operational Seats	Operational Units	Employment Reported
Andhra Pradesh	12	14692	55	12975	42	9100
Arunachal Pradesh	1	50	1	0	0	0
Assam	7	650	11	350	5	201
Bihar	3	2300	12	2300	12	1668
Chandigarh U.T.	1	100	1	100	1	32
Chhattisgarh	1	400	4	400	4	192
Gujarat	1	100	1	100	1	16
Haryana	1	300	3	300	3	130
Himachal Pradesh	3	300	4	200	2	16
Jammu and Kashmir	5	400	8	400	8	559
Jharkhand	5	2950	20	2550	14	1225
Karnataka	7	2900	12	2300	10	1114
Kerala	2	400	3	300	2	142
Madhya Pradesh	6	1400	8	1300	6	912
Maharashtra	9	3750	19	3040	14	1665

Manipur	1	350	4	250	3	82
Meghalaya	1	150	2	150	2	122
Nagaland	1	400	1	400	1	130
Odisha	7	2832	26	1932	18	1781
Puducherry U.T.	1	100	1	100	1	126
Punjab	3	2600	10	2400	8	3265
Rajasthan	3	600	5	400	3	403
Tamil Nadu	17	7605	51	5890	42	5878
Telangana	4	2598	5	2398	3	204
Tripura	1	75	2	25	1	10
Uttar Pradesh	9	3420	14	3220	12	949
Uttarakhand	2	550	7	400	4	258
West Bengal	6	1000	7	700	4	141
Total	120	52972	297	44880	226	30321

City wise Status

State/UT	City	Seats Allocated	Units Allocated	Operational Seats	Operational Units	Employment Reported
Andhra Pradesh	Bhimavaram	200	1	200	1	262
Andhra Pradesh	Chittoor	100	1	100	1	269
Andhra Pradesh	Guntupalli	750	2	750	2	1988
Andhra Pradesh	Guntur	700	5	600	4	629
Andhra Pradesh	Kandukur	200	1	200	1	50
Andhra Pradesh	Krishna	200	2	0	0	0
Andhra Pradesh	Mangalagiri	310	2	310	2	119
Andhra Pradesh	Srikakulam	100	1	0	0	0
Andhra Pradesh	Tirupati	1109	7	600	5	670
Andhra Pradesh	Vijayawada	300	3	200	2	69
Andhra Pradesh	Visakhapatnam	9223	27	8615	22	5006
Andhra Pradesh	Vizianagaram	1500	3	1400	2	38
Arunachal Pradesh	Itanagar	50	1	0	0	0
Assam	Barpeta	50	1	50	1	15
Assam	Diphu	50	1	0	0	0
Assam	Guwahati	350	5	250	3	180
Assam	Kokrajhar (Pt)	50	1	0	0	0
Assam	Majuli	50	1	50	1	6
Assam	Nagaon	50	1	0	0	0
Assam	Silchar	50	1	0	0	0
Bihar	Gaya	100	1	100	1	60
Bihar	Muzaffarpur	100	1	100	1	110
Bihar	Patna	2100	10	2100	10	1498
Chandigarh U.T.	Chandigarh	100	1	100	1	32
Chhattisgarh	Raipur	400	4	400	4	192

Gujarat	Ahmedabad	100	1	100	1	16
Haryana	Panchkula	300	3	300	3	130
Himachal Pradesh	Baddi	200	2	200	2	16
Himachal Pradesh	Ner Chowk	50	1	0	0	0
Himachal Pradesh	Shimla	50	1	0	0	0
Jammu and Kashmir	Bhaderwah	50	1	50	1	75
Jammu and Kashmir	Budgam	50	1	50	1	87
Jammu and Kashmir	Jammu	100	2	100	2	107
Jammu and Kashmir	Sopore	50	1	50	1	75
Jammu and Kashmir	Srinagar	150	3	150	3	215
Jharkhand	Deoghar	50	1	50	1	9
Jharkhand	Dhanbad	75	2	50	1	14
Jharkhand	Giridih	25	1	0	0	0
Jharkhand	Hazaribag	100	1	100	1	9
Jharkhand	Ranchi	2700	15	2350	11	1193
Karnataka	Attibele	200	1	200	1	3
Karnataka	Dharwad	300	1	300	1	83
Karnataka	Gulbarga	200	2	200	2	84
Karnataka	Hubli	1200	3	1200	3	188
Karnataka	Mangalore	300	2	300	2	666
Karnataka	Mysore	600	2	0	0	0
Karnataka	Tumkur	100	1	100	1	90
Kerala	Kakkanad	200	1	200	1	74
Kerala	Thiruvananthapuram	200	2	100	1	68
Madhya Pradesh	Bhopal	200	1	200	1	11
Madhya Pradesh	Gwalior	750	2	700	1	688
Madhya Pradesh	Indore	200	2	200	2	38
Madhya Pradesh	Sagar	100	1	100	1	130
Madhya Pradesh	Shivpuri	50	1	0	0	0
Madhya Pradesh	Vidisha	100	1	100	1	45
Maharashtra	Aurangabad	800	2	800	2	829
Maharashtra	Bhiwandi	205	2	100	1	115
Maharashtra	Dhawalgaon	100	1	100	1	45
Maharashtra	Dhule	100	1	0	0	0
Maharashtra	Latur	100	1	0	0	0
Maharashtra	Nagpur	390	3	290	2	162
Maharashtra	Nashik	1855	7	1550	6	384
Maharashtra	Sangli	100	1	100	1	88

Maharashtra	Wardha	100	1	100	1	42
Manipur	Imphal	350	4	250	3	82
Meghalaya	Shilong	150	2	150	2	122
Nagaland	Kohima	400	1	400	1	130
Odisha	Balasore	50	1	50	1	25
Odisha	Bhubaneswar	2278	20	1478	13	1183
Odisha	Chandrasekharapur	150	1	150	1	311
Odisha	Jaleswar	150	1	150	1	204
Odisha	Puri	54	1	54	1	6
Odisha	Rourkela	100	1	0	0	0
Odisha	Sambalpur	50	1	50	1	52
Puducherry U.T.	Puducherry Taluk	100	1	100	1	126
Punjab	Amritsar	300	1	300	1	1
Punjab	Mohali	2200	8	2000	6	3254
Punjab	Pathankot	100	1	100	1	10
Rajasthan	Ajmer	100	1	0	0	0
Rajasthan	Jaipur	400	3	300	2	362
Rajasthan	Udaipur	100	1	100	1	41
Tamil Nadu	Auroville	200	2	200	2	132
Tamil Nadu	Chengalpattu	100	2	100	2	33
Tamil Nadu	Coimbatore	3765	19	2690	14	3416
Tamil Nadu	Hosur	290	3	150	2	132
Tamil Nadu	Kotagiri	25	1	25	1	11
Tamil Nadu	Kottakuppam	100	1	100	1	81
Tamil Nadu	Madurai	300	3	200	2	94
Tamil Nadu	Mayiladuthurai	450	3	450	3	507
Tamil Nadu	Namakkal	600	2	600	2	536
Tamil Nadu	Rajapalayam	100	2	100	2	31
Tamil Nadu	Thiruparankundram	100	1	100	1	48
Tamil Nadu	Tiruchirappalli	900	5	600	4	415
Tamil Nadu	Tirunelveli	200	2	200	2	17
Tamil Nadu	Tiruppattur	100	1	100	1	148
Tamil Nadu	Tiruppur	75	1	75	1	23
Tamil Nadu	Vellore	200	2	200	2	254
Tamil Nadu	Viluppuram	100	1	0	0	0
Telangana	Ameenpur	1998	1	1998	1	26
Telangana	Karimnagar	200	1	200	1	95
Telangana	Nizamabad	200	1	200	1	83
Telangana	Warangal	200	2	0	0	0
Tripura	Agartala	75	2	25	1	10
Uttar Pradesh	Allahabad	100	1	0	0	0
Uttar Pradesh	Baitalpur	200	1	200	1	67
Uttar Pradesh	Bareilly	200	1	200	1	38
Uttar Pradesh	Faizabad	100	1	100	1	11

Uttar Pradesh	Kanpur	300	1	300	1	222
Uttar Pradesh	Lakhimpur	100	1	100	1	33
Uttar Pradesh	Lucknow	670	4	670	4	216
Uttar Pradesh	Unnao	100	1	100	1	107
Uttar Pradesh	Varanasi	1650	3	1550	2	255
Uttarakhand	Dehradun	450	6	300	3	253
Uttarakhand	Haldwani	100	1	100	1	5
West Bengal	Asansol	100	1	0	0	0
West Bengal	Darjeeling	100	1	0	0	0
West Bengal	Durgapur	200	2	100	1	23
West Bengal	Krishnanagar	400	1	400	1	4
West Bengal	Ranaghat	100	1	100	1	72
West Bengal	Siliguri	100	1	100	1	42
	Total	52972	297	44880	226	30321

Appendix C - Declaration regarding T&C in RFP Document

DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE RFP DOCUMENT

To

**The Chief Administrative Officer
Software Technology Parks of India,
9th Floor, NDCC-II, Jai Singh Road,
New Delhi -110001**

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document -----
---- dated -----regarding “Third Party Evaluation of BPO Promotion Schemes”

I declare that all the T&Cs of this Tender Document are acceptable to me. I further certify that I am an authorized signatory and competent to make this declaration.

Yours truly,

Date:

Signature:

Place:

Name:

Designation:

Seal:

Appendix D - Declaration regarding Blacklisted

DECLARATION

We declare and confirm that (i) we have not been blacklisted or deregistered by any central/ state government department or public sector undertaking and none of our works had ever been terminated by client after award of contract, during last three years; and (ii) no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We acknowledge the right of the STPI, if STPI finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded, to declare the Contract to be null and void.

We also declare that the data provided by STPI will be used only for this purpose only and it will not be shared /accessed to any person/institution/firm/company/corporation/body etc. without the written consent of the STPI. We acknowledge the right of the STPI, if STPI finds to the contrary, STPI is entitled to claim appropriate compensation from us and the decision of STPI in this regard shall be final.

Authorized Signatory with Seal

Appendix E - Financial Bid Form

Financial Bid Form

#	Description	Cost (in INR)
1.	Cost of Tender	
		In figures
		In words

- The costs mentioned are exclusive of taxes, if any.
- In case of any discrepancies, the cost mentioned in words to be considered for evaluation.

Appendix F - Professional Bid Form

Professional Bid Form

#	Item	Details
1.	Name	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Name of the CEO/MD	
5.	Brief Description of capabilities related to the scope of work along with company profile	
6.	Scanned copy of proof of online payment of tender fees & EMD along with UTR number.	
7.	PAN (Scanned copy)	
8.	GST number (Scanned copy)	
9.	Certificate of Registration or Incorporation of company	Registration No.
10.	Turn Over: FY 2015-2016 FY 2016-2017 FY 2017-2018 (Scanned Copy of Balance sheet/ CA certified statement indicating the turnover of the company/firm for last Financial Years.)	Rs.----- Rs.----- Rs. -----
11.	Turnover from Auditing services (excluding implementation & hardware deployment projects) for last financial year.	Rs.-----
12.	Experience Scanned copies of completion certificate(s) or any other proof stating the experience of the company/firm for last two years ending March 2018.	----- Years
13.	Scanned copy of other documents, if any	
14.	Declaration by an authorized signatory as per Appendix -C	
15.	Declaration by an authorized signatory as per Appendix -D	

Date:

Signature:

Place:

Name:

Designation:

Seal:

Flow of Events

S/no	Event
1	Submission of Bid (Technical) as per tender document electronically on CPP Portal using valid digital signatures
2.	Technical Presentation by the bidders and technical evaluation as per Parameters defined at Annexure A, sub point 7.
3	Bidder must score minimum 70 marks for technical qualification
4	Financial Bids will be opened for all technically qualified bidders. Financial Score will be calculated as mentioned in the tender document under ranking of bidders
4	Final score will be calculated by assigning 70% weightage to technical score and 30% to financial score.
5.	EMD of unsuccessful bidder will be returned within 30 days from the date of empanelment. EMD of successful bidder will be returned after getting bank guarantee.
9.	Proposal will be examined by STPI and finalized after mutual consent between the bidder and STPI.
10	Time Lines will have to be followed as per tender document failing which penalties as mentioned under liquidated damages in performance will be invoked.