

No. 11(15)/2014-IP: S&ITS
Government of India
Ministry of Communications and Information Technology
Department of Electronics & Information Technology (DeitY)
Industry Promotion: Software & IT Services Division
Electronics Niketan, 6, CGO Complex

New Delhi-110003
Date: 13.04.2015

Subject: Addendum/Amendments to the Administrative Approval of North East BPO Promotion Scheme (NEBPS) dated 30.01.2015.

Ref.: Administrative Approval No. 11(15)/2014-IP: S&ITS dated 30.01.2015.

Implementing Agency: Software Technology Parks of India (STPI)

The undersigned is directed to convey the approval of the Competent Authority to the new provisions and amend certain existing provisions of the above referred Administrative Approval for implementation of North East BPO Promotion Scheme (NEBPS), as outlined in succeeding paras.

2. New Provisions: Additional Eligibility Criteria

(i) Para 5 (v) of the Administrative Approval reads as:

The bidder should have been in business of running a Call Centre/BPO anywhere in India for at least 3 years and achieved a minimum average annual turnover of Rs. 5 Crore, from BPO/ Call Centre operations, during the immediate past 3 financial years.

OR

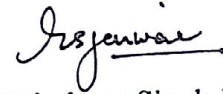
An entrepreneur can form a Consortium with an Indian BPO Company which is able to fulfill the above financial eligibility criteria. The eligible BPO Company must have at least 26 % equity shareholder in the Consortium and commit to maintain minimum equity shareholding (26%) for at least three years. The share holder having the largest equity shareholding shall be the lead member of the Consortium.

- (ii) The bidder should have positive net worth as on 31-03-14, duly certified by a Chartered Accountant. **[Added as Para 5(vii) to the Administrative Approval]**
- (iii) The bidder should have ISO certification for process quality. **[Added as Para 5(viii) to the Administrative Approval]**
- (iv) The bidder should not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies. Self-Declaration should be given by authorized signatory. **[Added as Para 5(ix) to the Administrative Approval]**

3. Amendments in existing provisions:

- (i) Para 1 (iv) of the Administrative Approval reads as “A BPO Company, seeking to avail capital support under this scheme, shall be under obligation not to claim the similar capital support under any other Scheme of the Central/State Government concerned.”
- (ii) Para 5(iv) of the Administrative Approval reads as “The bidder must furnish an undertaking to take either appropriate premises on lease for at least 3 years or produce the proof of ownership of the premises for setting up BPO operations at the location referred at (ii) above. **[Minimum 4000 Sq Ft for 100 seat or @ 40 Sq Ft per seat].**”
- (iii) Para 6 (ii) (b) of the Administrative Approval reads as:
(b) These Bids will be evaluated as per the procedure to be separately prescribed in RFP and strictly in accordance with the terms and conditions stipulated in this Scheme. However, considering the overall target of 5000 seats, the proposed ceiling of 500 seats per bidder and other relevant factors, the financial bids of the eligible bidders shall be evaluated as per the following approach:
- The bid amount for a State should be same across all locations of that State. The Weighted Average of all the Bids for each of the State shall be calculated in the following manner. Suppose there are n Bids viz. B1, B2,,Bn for n1, n2, n3,, nn seats respectively for a particular State. The Weighted Average of all the Bids (W) for that State = $(B1*n1+ B2*n2+..... Bn*nn)/(n1+n2+.....nn)$.
 - The bids under NEBPS will be evaluated State-wise (separately for each State) in a Round Robin manner. The Weighted average ‘W’ would be taken State wise and bids 20% lower than ‘W’ would be rejected being unreasonable bids. Thereafter, the lowest bidder (L1) for all the States will be determined, and bidder claiming the lowest among all States will be declared successful. Subsequently, the lowest bidder in ascending order from the other States will be declared successful in a Round Robin manner. If two or more bidders in a State (L1 & L2 or L2 & L3 and so on) bid the same amount, then bidder quoting lesser number of seats will be considered first for ensuring wider dispersal. In case numbers of seats are also same for two or more bidders in a State, then the bidder with higher net worth will be considered first.
 - The second lowest bidder(s) and other bidders in ascending order would be asked to match the lowest bid for capital support and on its acceptance such bids would be treated as successful bids, provided the sum total of the seating capacity of each bidder does not exceed 500. In the event of the bid amount being equal in respect of two or more States, the bidder in respect of a State with the lowest population would be considered first for matching L1 of the respective State.

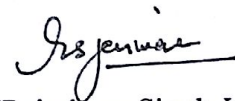
4. The other terms and conditions of the Administrative Approval will remain same.
5. This issues with the approval of the Secretary, DeitY vide Diary No. 3053303 dated 10.04.2015.



(Rajeshwar Singh Janwar)
Scientist 'D'

Copy to:

1. Pay & Accounts Officer, Department of Electronics & Information Technology, New Delhi.
2. Office of Director General of Audit, Post & Telecommunication, Shamnath Marg, Civil Lines, Delhi – 110 054
3. Drawing & Disbursing Section, DeitY
4. DFA, IFD, DeitY
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6. Chief Executive Officers of all autonomous bodies under DeitY
7. DG(STPI)/Director(STPI, Guwahati)
8. Sanction Folder



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