

No. 11(15)/2014-IP: S&ITS
Government of India
Ministry Electronics & Information Technology (MeitY)
Industry Promotion: Software & IT Services Division


Electronics Niketan,
6, CGO Complex
New Delhi-110003
Dated: 9th March, 2018

Subject: Consolidated Administrative Approval of North East BPO Promotion Scheme (NEBPS) dated 9th March, 2018.

Implementing Agency: Software Technology Parks of India (STPI)


The undersigned is directed to convey the approval of the Competent Authority to amend certain existing provisions of the North East BPO Promotion Scheme (NEBPS) for effective implementation and to achieve overall objective of the scheme, accordingly the consolidated Administrative Approval of North East BPO Promotion Scheme (NEBPS), is attached as Annexure.

2. This issues with the concurrence of IFD vide OPA No. 3066151 dated 24.01.2018 and approval of the Secretary, MeitY vide Diary No. 3 dated 29.01.2018.


(Vishwas Shrivastava)
Scientist 'B'

Copy to:

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


(Vishwas Shrivastava)
Scientist 'B'

Annexure to the Administrative Approval No. 11(15)/2014-IPS&ITS dated 9th March, 2018

North East BPO Promotion Scheme (NEBPS)

1. Summary

The North East BPO Promotion Scheme (NEBPS), envisaged under Digital India Programme, seeks to incentivize establishment of 5,000 seats in respect of BPO/ITES operations in North East Region (NER), at an outlay of ₹ 50 Crore up to 31.03.2019, thus creating employment opportunities for about 15,000 persons considering three shifts BPO/ITES operations. NEBPS provides the following financial supports with overall ceiling of ₹ 1 Lakh/seat in the form of Viability Gap Funding (VGF) to eligible Companies based on performance, i.e. generation of new employment and new economic activity in IT/ITES sector, in the North Eastern Region (NER) through BPO/ITES operations:

- (a) **Financial Support:** Up to 50% of expenditure incurred on BPO/ITES operations towards capital expenditure (CAPEX) and/or operational expenditure (OPEX) on admissible items as per Annexure-I, subject to an upper ceiling of ₹ 1 Lakh/Seat.
- (b) **Special Incentives:** The following special incentives will be provided within the ceiling of total financial support i.e. ₹ 1 Lakh/seat:
- (i) **Training Incentive:** Upto 50% of training expenditure with cap of ₹ 6,000/employee for total regular employees up to the 1.5 times (**employment target**) the number of approved seats of BPO/ITES operation (e.g. For 100 seats BPO/ITES operation, training incentive can be availed for max. 1.5 X 100 = 150 regular employees).
- (ii) **Incentive for diversity & inclusion:** Special incentive (% of eligible financial support) for Units providing employment to women and persons with disability will be provided as under:

Inclusion & Diversity	Special Incentive (% of eligible financial support)
50% women employment	5%
75% women employment	7.5%
4% employment for persons with disability	2%

- (iii) **Incentive for providing employment beyond target:** Special incentive (% of eligible financial support) for units providing employment beyond employment target (1.5 times the number of seats) will be provided as under:

Employment generation	Special Incentive (% of eligible financial support)
2 X no. of seats	5%
2.5 X no. of seats	7.5%
3 X no. of seats	10%

- (iv) **Incentive for promoting local entrepreneur:** Special Incentive (5% of eligible financial support) for units setting up BPO/ITES operations as a consortium with local entrepreneur (Domicile of the State where BPO/ITES operations are being established).



- (c) Under the NEBPS, the quantum of financial support shall be determined through an open bid system, subject to overall ceiling referred at sub-Para (a) above. Inter-alia, bids would be invited from eligible companies in each State in the N.E.R, through a Request For Proposal (RFP), to determine the lowest amount of financial Support to be provided as Viability Gap Funding.
- (d) A Company, seeking to avail financial support under this scheme, shall be under obligation not to claim the similar financial support from any other Scheme of the Central/State Government concerned. However, other supports not claimed under NEBPS may be availed from other Scheme of the Central/State Government.

2. Duration

The duration of NEBPS is up to 31.03.2019. The prospective units can apply under NEBPS upto 31.03.2019, subject to availability of seats. However, considering disbursement schedule of the scheme, disbursement may go beyond 31.03.2019.

3. Location

The NEBPS is to be implemented in all the eight (8) States of NER viz. Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, and Tripura.

4. Objectives

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

5. Eligibility Criteria(s)

The bidder would be required to meet the following conditions:

- (i) The bidder should be registered in India under The Companies Act, 1956 or The Companies Act 2013 (as amended till date) or registered under The Limited Liability Partnership Act, 2008 (as amended till date) , as applicable.
- (ii) The bidder must be willing to set up BPO/ITES operations, with a minimum of 25 seats capacity at one location (city/town). However the bidder would be at liberty to quote for a maximum of 1500 seats either (a) at one location (city/town) or (b) at multiple locations (city/town) in the NER. To facilitate setting up large BPO/ITES units, the existing units under the scheme can expand their operation at the same location also by participating in fresh round of bidding. However, Maximum seats to one bidder will be limited to 1500 including the seats already approved/allotted.
- (iii) The bidder must commit to operate for a minimum period of 3 years.
- (iv) 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/ITES operations at the location referred at (ii) above. [Minimum 4000 Sq. Ft. super area including utilities etc. for 100 seats i.e. @ 40 Sq Ft per seat].
- (v) The bidder should have achieved a minimum average annual turnover during last 3* financial years, as per total number of seats applied under NEBPS, detailed as follows:

Number of seats/bidder	Minimum Average Annual Turnover of last 3 FYs (₹ in Crore)
25-50	1
51-100	2
101-500	5
501-1000	10
1001-1500	15

**To promote newly set up companies/entrepreneur, the average annual turnover criteria is relaxed from last 3 years to 1 completed audited financial year, with a condition that 100% Bank Guarantee is deposited against the disbursements of financial support.*

OR

An Entity registered under Companies Act/ Limited Liability Partnership Act, but not able to meet above financial criteria, can form a Consortium with an Indian Company which is able to fulfill above financial eligibility criteria and other conditions. The eligible Indian Company must have at least 26 % equity shareholder in the Consortium and commit to maintain minimum equity shareholding (26%) for at least three years from date of commencement of BPO/ITES operations. The eligible Indian company of the consortium will be considered as bidder and fulfill all the eligibility conditions including turnover criteria and positive net worth.

OR

An entrepreneur or a Society (registered under Societies Registration Act, 1860 or State Society Registration Act) can form a Consortium with an entity registered under Companies Act/Limited Liability Partnership Act, which is able to fulfill above financial eligibility criteria and other conditions. The eligible entity must have at least 26 % equity shareholder in the Consortium and commit to maintain minimum equity shareholding (26%) for at least three years from date of commencement of BPO/ITES operations. The eligible entity able to meet above financial criteria shall be the lead member of the Consortium or the bidder. (Criteria of Turnover and positive net worth of the eligible Indian entity will be considered.)

OR

An Entity registered under Companies Act/ Limited Liability Partnership Act but not able to meet above financial criteria or a Society (registered under Societies Registration Act, 1860 or State Society Registration Act) or a Proprietary firm can form a Consortium with an Indian Company registered under Companies Act 1956/2013 fulfilling the above financial eligibility criteria together, subject to furnishing 100% Bank Guarantee and limited upto 100 seats operations only. However, registered company under Companies Act 1956/2013/ Limited Liability Partnership Act will be the prime bidder fulfilling all other terms & conditions. The entity registered under Companies Act or Limited Liability Partnership Act must have at least 26% equity shareholder in the Consortium and commit to maintain minimum equity shareholding (26%) for at least three years from date of commencement of BPO/ITES operations.

Note: In case of consortium, the eligible entity will be considered as the "bidder" (all policy criteria under North East BPO Promotion Scheme (NEBPS) shall be applicable with this entity name). After winning the bid, successful bidder may form Special Purpose Vehicle (SPV) registered under Companies Act 2013 for the purpose inter-alia including implementation of NEBPS. In such case, the successful bidder would pass Rights and Obligations coming out of bid to SPV. In case SPV is formed, another Master Service Agreement would be signed with SPV to fulfill the terms & conditions of the bidder including fulfillment of employment target, claiming financial support, special incentives etc. In case of single bidder, SPV formation is not allowed.

(vi) The bidder must commit itself to employ at least 1.5 times the number of seats (**employment target**) for period of 3 years, for which the bid is submitted and claim for financial support is to be subsequently made, after the commencement of BPO/ITES operations.

(vii) The bidder should have positive net worth as on 31-03-17 or last audited Financial Year, duly certified by a Chartered Accountant.

(viii) 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.

6. Bidding Process and Evaluation of Bids

(i) On behalf of the Ministry of Electronics & IT (MeitY), the Software Technology Parks of India (STPI), an autonomous society of MeitY will be responsible for bid management and consequential steps. The STPI will invite bids from all eligible companies, who are desirous to setting up BPO/ ITES operations in N.E. Region. The bidder would be required to indicate its most reasonable amount towards capital expenditure (CAPEX) and/or operational expenditure (OPEX) as Viability Gap Funding (VGF), subject to the ceiling as stated at Para 1(a) above, and other applicable terms and conditions along with Business Plan.

(ii) In order to facilitate companies to invest as per their business needs and to keep the scheme always open, companies which started their operations after bid closing for a particular round of NEBPS are allowed to bid in the immediate next round of bidding, subject to other terms and conditions.

(iii) The RFP Document would indicate in adequate details various aspects of the bidding process, evaluation methodology, etc. and would inter-alia envisage the following:

(a) The Bidders interested in setting BPO/ITES Operations in N.E. Region would be required to submit its bid in Two-Bid Format i.e. Technical and Financial Bids along with Bid security [Bid Security would be ₹ 5000/seat], each sealed separately. The Bidder would be required to put these three sealed envelopes (Technical Bid, Financial Bid and Bid security) in a big envelope duly sealed and send it to the STPI-HQ/STPI Guwahati by or before the Due Date. The Formats for Technical and Financial Bids would be specified in the RFP Document.

(b) In order to allow flexibility to the bidder to choose any location across NER, based on business needs and ensure dispersal among bidders comparing their scale of operations, seats across NER has been categorized in Seat Slabs, detailed as under:

Seats Slab (SS) in NER	Number of Seats in a Slab	Minimum Average Annual Turnover of last 3 FYs (₹ in Crore)
SS0	25-50	1
SS1	51-100	2
SS2	101-200	5
SS3	201-400	5
SS4	401-500	5
SS5	501-1000	10
SS6	1001-1500	15

(c) 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 1500 seats per bidder and other relevant factors, the financial bids of the eligible bidders shall be evaluated as per the following approach:

- The bids under NEBPS will be evaluated in a Round Robin manner as per Seat Slabs.
- Bidder will give one bid in one Seat-Slab only, subject to fulfilling turnover criteria as per 5(v) and other terms and conditions. However, bidder may choose to setup BPO/ITES operations at a particular location or multiple locations within the NER (minimum 25 seats at one location).

e.g. For 300 seats bid @ ₹ 80,000/Seat the bidder may set up either 300 Seats BPO unit at one location or 100 Seats BPO unit in 3 different locations. The agreement and subsequent disbursement will be made separately for each location.

- The lowest bidders (L1) for all Seat Slabs will be determined. Then the bidder claiming the lowest among all Seat Slabs will be declared successful first. Subsequently, the lowest bidder in ascending order from the other Seat Slab in NER will be declared successful in a Round Robin manner.
 - If two or more bidders in a Seat Slab (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 Seat Slab, then the bidder with higher net worth will be considered first.
 - After completion of one round across Seat Slabs, the second lowest bidder(s) and other bidders of each Seat Slab in the same sequence as determined in first round would be asked to match the lowest bid for financial support for the respective seat-slab and on its acceptance such bids would be treated as successful bids, subject to availability of seats.
- (iv) Technical and Financial evaluation of the bids will be done by respective committees comprising STPI officials and STPI will submit its report for consideration of IMC (erstwhile NMC) as per Para 7, for issuance of In-Principle Approval (IPA) to the successful bidders.
- (v) The Successful Bidders will be conveyed In-Principle Approval (IPA) by STPI, enabling it to take consequential steps for starting BPO/ITES operations. These Successful Bidders would be required to enter into an Agreement with the STPI-HQ/STPI Guwahati, within a period of two weeks from the date of issue of the above In-Principle Approval.
- (vi) In the event of non-utilization of the projected 5000 seats or failure of bidding process for whatever reasons in the first round of bidding or for any other bonafide reasons, STPI would be at liberty to go for fresh round of bidding.

7. NEBPS Management Committee (NMC)

The NEBPS Management Committee (NMC) has been constituted for monitoring and reviewing the scheme on a regular basis, comprising the following:

(i)	Additional Secretary, MeitY	Chairperson
(ii)	Joint Secretary/GC(ICIP Group), MeitY	Member
(iii)	Representative of IFD, MeitY	Member
(iv)	Representative, State Govt.(s)	Member
(v)	Director General - STPI	Member
(vi)	Director, STPI, Guwahati	Member
(vii)	HoD, IPS&ITS Division, MeitY	Member
(viii)	JD, IP:S&ITS Division, MeitY	Member-Convener

The NMC would oversee all aspects related to effective implementation of the Scheme by STPI including finalization of RFP document, bid Management Process and award of In-Principle-Approval to the successful bidder, recommendation for VGF disbursement claims and all other issues related to bidding process and implementation of the Scheme. The NMC may meet from time to time, as necessary for smooth and effective implementation of the Scheme. With the launch of India BPO Promotion Scheme (IBPS), the NMC is merged with IBPS Management Committee (IMC).

8. Terms & Conditions relating to Commencement of BPO/ITES Operations, Disbursement of financial support/incentives and procedure thereof

(i) The Successful bidder (BPO Unit) shall be under obligation to report commencement of BPO/ITES operations within 6 months, from the date of issue of In-Principle Approval (IPA) referred above. If the successful bidder is not able to report commencement of BPO/ITES operations within the 6 months from issuance of IPA, it can request to give extension not more than 3 months with penalty of 2% per month (for each completed month) of eligible financial support (on pro-rata basis for both installments) after expiry of 6 months duration. Failure to do so shall automatically result in cancellation/termination of IPA/Agreement and Bid Security Deposit (BSD)/Earnest Money Deposit (EMD) will be forfeited.

(ii) The disbursement will be made based on performance, i.e. generation of new employment and new economic activity in IT/ITES sector. To support overall objectives of the Scheme, successful bidder(s) may outsource the operations (Civil and IT infrastructure, employees) from other service provider(s), subject to conditions:

- The service provider must be a registered company under The Companies Act, 1956/2013/Limited Liability Partnership Act 2008.
- All the obligations and liabilities of the RFP will remain with the prime bidder. Prime bidder will ensure to meet all the objectives like employment target, new economic activity in IT/ITES sector for that location and timelines of the scheme.
- Detailed service/facilities agreement with the service provider needs to be submitted to STPI by the prime bidder at the time of reporting Commencement of Operation (COO).

(iii) After the report of commencement of BPO/ITES Operations, STPI should provide the report of commencement of operation after site visit to MeitY within two weeks from the intimation by the BPO unit. The BPO Unit can request for release of

advance of 10% of approved financial support as per IPA, after verification of COO by STPI, subject to furnishing Bank Guarantee of 10 % of approved financial support as per IPA valid for 3 years from commencement of operation and its verification by STPI. The eligible support as per the agreed amount shall be released in 3 yearly installments, subject to fulfillment of all formalities and compliance with various conditions laid down in this scheme and submission of following documents:

- (a) Aadhaar number of regular employees recruited/joined the unit after the issuance of In Principle Approval (IPA).
- (b) PAN of regular employees recruited/joined the unit after the issuance of In-Principle Approval (IPA).
- (c) Provident fund account number and Aadhaar linked Universal Account Number (UAN) for the regular employees recruited/joined the unit after the issuance of In Principle Approval (IPA).
- (d) Proof of Employee State Insurance (ESI) contribution for the regular employees eligible under this scheme and recruited/joined the unit after the issuance of IPA.
- (e) Proof of State Professional Tax, as applicable.
- (f) Certificate of disability issued by a medical authority (Notified by State Govt), if applicable.
- (g) Any other relevant documents.

**For consideration in employment target technical and management staff should be atleast 85% of total employees while support staff can be upto 15% of total employment provided.*

- (iv) **Disbursement of VGF:** The successful bidder needs to submit proof of expenditure at the time of claiming VGF. The approved amount of financial support will be disbursed in three installments as under:

The first installment shall be upto 40% of the total eligible VGF, to be calculated on pro-rata basis, subject to at least 50% of employment target from commencement of operation (one time waiver of up to first three months may be provided from commencement of operations in calculating employment target) and further subject to verification of required proofs/documents and site inspection by STPI. This installment shall be claimed anytime after one year from commencement of operation but not later than fifteen months from commencement of operation.

The Second installment shall be upto 70% of total eligible VGF, to be calculated on pro-rata basis, subject to meeting at least 50% of employment target from [waived] commencement of operation and further subject to verification of required proofs/documents and site inspection by STPI. This installment shall be claimed anytime after twenty four months from commencement of operation, but not later than twenty seven months from commencement of operation.

The Third installment shall be upto 100% of total eligible VGF, to be calculated on pro-rata basis, subject to meeting at least 50% of employment target from [waived] commencement of operation and further subject to verification of required proofs/documents and site inspection by STPI. This installment shall be claimed anytime after thirty six months from commencement of operation, but not later than thirty nine months from commencement of operation.

- (v) **Procedure to calculate employment target for disbursement of VGF:** Average monthly employment for the duration from commencement of operation till the time of request for release of each installment of VGF will be



considered to calculate the eligible amount of VGF for each installment detailed as under:

e.g. Assuming the estimated per seat expenditure for setting up BPO/ITES operations is Rs. 1,60,000/seat then the bid amount of the Unit shall be Rs. 80,000/seat. If the unit wins the bid for 100 seats BPO/ITES operation @ ₹ 80,000/seat and the actual expenditure by the unit is Rs. 1,60,000/seat or more, then the disbursement of financial support in different scenarios will be as under:

S. No.	Achieved average monthly Employment Target (E.T.) at the time of claiming 1 st installment from commencement of operation	Disbursed amount of financial support in 1 st installment (X% of E.T. * 40% of Total financial support - advance amount)	Achieved average monthly Employment Target (E.T.) at the time of claiming 2 nd installment from commencement of operation	Disbursed amount of financial support in 2 nd installment (remarks) [(X% of E.T. * 70% of Total financial support) - disbursed amount till 1 st installment]	Achieved average monthly Employment Target (E.T.) at the time of claiming 3 rd installment from commencement of operation	Disbursed amount of financial support in 3 rd installment (remarks) [(X% of E.T. * Total financial support) - (disbursed amount till 2 nd installment)]
I	90% (135 persons against E.T. of 150)	₹ 20.8 Lakh [₹ 28.8Lakh - ₹ 8 Lakh]	80% (120 persons against E.T. of 150)	₹ 16 Lakh [₹ 44.8Lakh - ₹ 28.8 Lakh]	70% (105 persons against E.T. of 150)	₹ 11.2 Lakh [₹ 56Lakh - (₹ 28.8 Lakh+₹ 16 Lakh)]
II	90% (135 persons against E.T. of 150)	₹ 20.8 Lakh [₹ 28.8Lakh - ₹ 8 Lakh]	90% (135 persons against E.T. of 150)	₹ 21.6 Lakh [₹ 50.4Lakh - ₹ 28.8 Lakh]	90% (135 persons against E.T. of 150)	₹ 21.6 Lakh [₹ 72Lakh - (₹ 28.8 Lakh+₹ 21.6 Lakh)]
III	60% (90 persons against E.T. of 150)	₹ 11.2 Lakh [₹ 19.2Lakh - ₹ 8 Lakh]	90% (135 persons against E.T. of 150)	₹ 31.2Lakh [₹ 50.4 lakh - ₹ 19.2 Lakh)	80% (120 persons against E.T. of 150)	₹ 13.6 Lakh [₹ 64 lakh - (₹ 19.2 Lakh + (₹ 31.2 Lakh)
IV	60% (90 persons against E.T. of 150)	₹ 11.2 Lakh [₹ 19.2Lakh - ₹ 8 Lakh]	90% (135 persons against E.T. of 150)	₹ 31.2Lakh [₹ 50.4 lakh - ₹ 19.2 Lakh)	100% (150 persons against E.T. of 150)	₹ 29.6 Lakh [₹ 80 lakh - (₹ 19.2 Lakh + (₹ 31.2 Lakh)

- (vi) **Disbursement of Special Incentives:** The special incentives is to be provided with/after the disbursement of 1st installment of VGF on production of documentary proofs of employment as per Para 8(iii) above, subject to fulfillment of other terms and conditions:

- (a) **Training Incentive.**
- (b) **Incentive for diversity & inclusion:** This incentive will be provided on subject to fulfillment of at least 50% of employment target.
- (c) **Incentive for providing employment beyond target:** This incentive will be provided to the units providing employment beyond employment target i.e. 1.5 times the number of seats as stated above.
- (d) **Incentive for promoting local entrepreneur.**
- (vii) The BPO Unit would be required to furnish Bank Guarantee of 10% of the approved financial support as per IPA from a Public Sector bank or Scheduled Commercial Bank, valid for a period of 3 years before the release of 10% advance of the approved financial support as per IPA (excluding period of claim).
- (viii) STPI Hqrs shall timely recommend to the MeitY, the release of BPO Unit wise financial Support, in respect of each installment, after completion of verification and other formalities, which shall be arranged to be released by IP: Software and ITS Division, MeitY, after securing the approval of the Competent Authority.

9. Implementation Timeline

Sl. No	Activity/Milestone	Time Periods
1	Award of In-Principle Approval (IPA) to the successful bidder	T0
2	Signing of Master Service Agreement (MSA)	T1 : T0 to T0+02 weeks
3	Commencement of BPO/ITES operations	T2: T0 to T0 + 06 months T2: T0 to T0 + 09 months [with penalty as per Para 8(i)]
4	Report to STPI about commencement of operation (COO)	T3 : T2 to T2 + 02 weeks
5	Verification of COO by STPI	T4: T3 + 02 weeks
6	Grant of advance	T5: T4 + 04 weeks, after furnishing of Bank Guarantee for 10% of eligible bid amount and its verification by STPI.
7	Release of Bid Security Deposit (BSD)/Earnest Money Deposit (EMD)	T6: T5
8	Request for release of VGF1 and special incentives	T7 : T2 + 1 year to T2+ 1 year and 3 months
9	Request for release of VGF2	T8 : T2 + 2 year to T2+ 2 year and 3 months
10	Request for release of VGF3	T9 : T2 + 3 year to T2+ 3 year and 3 months
11	Release of BG	On disbursement of VGF3

10. Performance and Exit Management

(i) The RFP would spell out in detail the various aspects of Performance and Exit Management including the following:

(a) In the event of the BPO Unit not being able to claim VGF within stipulated timeframe from the date of commencement of its operations, the BPO Unit will not be eligible for any support whatsoever and the IPA/Agreement shall be deemed to have been cancelled/ terminated.

(b) In the event of the BPO Unit not being able to achieve minimum employment target of 50%, within stipulated timeframe from the date of commencement of its operations (one time waiver of up to first three months may be provided from commencement of operations in calculating employment target), the Unit shall not be eligible for any support whatsoever and the IPA/Agreement shall be deemed to have been cancelled/ terminated.

(c) The BPO Unit will be obligated to furnish quarterly performance report, inter-alia, indicating the average monthly employment in the Unit. At the stage of release of Bank Guarantee, average employment of last three years will be calculated. In the event of the BPO Unit not meeting the employment target (based on which the VGF amount was released), the STPI would be at liberty to invoke the Bank Guarantee.

(ii) The BPO Unit shall be under obligation to furnish any information sought by an authorized representative of MeitY/STPI, within a reasonable time frame and failure to do so may amount to Encashment of Bank Guarantee.

(iii) The MeitY shall be at liberty to relax any condition, for reasons to be recorded in writing, for achieving the larger objective of this Scheme and removal of difficulties.

11. Financial Outlay

Year wise Phasing of the NEBPS Cost Outlay


Budget Outlay of NEBPS (₹ in Crore)							
Category	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	Allotted Budget
Total Financial Support @ ₹ 1 lakh/seat (Including CAPEX, OPEX and Special Incentives)	0	0	5.0	15.0	15.0	15.0	50.0
Administrative expenses including Awareness & Communication, publicity for bidding process, PMU, Monitoring etc.	0.3	0.3	0.2	0.2	--	--	1.0

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Note: The budget of ₹ 1 Crore for Administrative Expenses (Including Publicity, PMU, Travel and other expenses) of NEBPS is to be allocated from already approved budget outlay of IBPS, as major head for NEBPS and IBPS is same i.e. "Promotion of IT/ITES industry".

12. Nodal Agency for Implementation:

The Software Technology Parks of India (STPI) shall be the Nodal Agency for implementation of this Scheme.


(Vishwas Shrivastava)
Scientist-B

List of admissible items for Capital Expenditure (CAPEX) and Operational Expenditure (OPEX)

<i>S. No.</i>	<i>Item Description</i>
1	Servers with OS
2	Software and Hardware per license cost for BPO/ITES operations
3	Networking Equipments (Switches, Routers, Firewalls, Voice/Video Conferencing Gateways)
4	Workstations (Desktop, Laptop, Tablets, IP phones, Headsets)
5	Data Storage
6	Structured Cabling
7	UPS
8	Printer, Copier, Scanner & Projector
9	Refrigerator & Water Purifier
10	Fire & Security systems
11	Computer Furniture
12	Central Air-conditioning equipment, air-conditioning System
13	Captive Diesel Generating Set and transformer of capacity commensurate with the actual requirement of the unit , solar power / Non conventional Energy Generation Set (OPTIONAL)*
14	Fax Machine
15	Private automatic branch exchange
16	Data Communication
17	Premise Rental
18	Electricity Charges
19	Travelling allowance for employees
20	Research and Innovation
21	Other misc. goods and services not exceeding 5 % of the total cost of above items including canteen setup, tools, kits and spares

* The unit may avail incentive on Generating Set from the State Govt., if needed.

Note: Any item not covered above shall be decided by and permitted by IBPS Management Committee (IMC).

