

Please find the Pre-Bid clarifications as mentioned in the below table:

Sl. No.	RFP Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Clarification sought by the bidders	STPI Response
1	Manpower Outsourcing Services-Minimum wages-skilled; Others; Electrician (1)	Educational Qualification for Electrician post	The Educational Qualification for electrician resource at Bengaluru is mentioned as Diploma & other location as ITI.	Educational Qualification for Electrician post shall be as stipulated in the bid document.
2	Service level agreement for manpower hiring services	Service Assumptions	Is the customer allow outsourced (Third party support) by adhering all the parameters	The primary interface of STPI shall be allowed with the prospective bidder only.
3	Service level agreement for manpower hiring services	SLA for providing manpower	SLA for providing manpower (what will be the minimum Grace period to place manpower from the date of PO without penalty.)	The manpower to be deployed within 07 days from the date of PO. Beyond 07 days the penalty will be applicable as per the SLA stipulated by GeM.
4	Service level agreement for manpower hiring services	Payment Terms	Additional payment will be claimed with the customers if engineers are asked to support on Non-working day	Duty shall be on shift wise and Wages shall be as per Ministry of Labour norms.
5	Buyer added bid specific terms and conditions Generic Service support	Escalation matrix	Toll free contact numbers, No changes in the Clause Sl. No. 8	The agency may be provided Toll free number if the facility is available or Contact numbers of the escalation matrix to be furnished along with the bid document.
6	Service level agreement for manpower hiring services	LD clause and penalty clause	Any loss of the property & LD clause and penalty clause	Is as per bid document, page no 39 Service Level Agreement link, clause no 8 - Penalties & Fine. Conditional bid not accepted.
7	Manpower details	Manpower details	Details of Location wise deployment of personnel	Details location wise deployment & No. of manpower. 1. Bengaluru- 48 (Technical-14 & Non-technical-34) 2. Mangaluru – 04 (Technical-04)

				<p>3. Mysuru – 01 (Technical-1)</p> <p>4. Hubballi- 04 (Technical-04)</p> <p>There is no changes in No. of manpower in the bid document.</p>
8	Service Provider Obligation	Clarification with regard to ESIC for the resources being deployed	Insurance /risk coverage for employees who exceed wage of Rs. 21,000/- and above & who does not get covered under ESIC.	To be complied as per bid document page no 39 Service Level Agreement link, term vide clause 5 - Service Provider Obligation clause para 1.