

Some Clarity regarding SBD (IT/107/2016-17):

- **Clause: Timings.** Page no 9. Each RE will work 6 days a week. REs who work on Sunday will take an off on one of the following days in the week. Employee roster will be maintained.
- **Clause: Public Holidays.** REs will be expected to work on public holidays too.
- **Clause: Hardware.** Page no 16. Hardware to be provided to Helpdesk Supervisor in both campus by vendor.
- **Clause: Tool Kits and Gadgets.** Tool kits and gadgets will be provided by IBA to the RE's.
- **Clause: Training.** Page no 3. Bidders who provide a training schedule will be preferred over those who don't. Trainings can be planned for every 3 or 6 months for instance. Especially the new REs should be trained and then assigned to IBA.
- Types of Training expected:
 - OS related
 - Microsoft
 - How to deal with customers
- **Clause: Exam Fee.** Page no 18. Exam fee reimbursements can be capped to 5-6 in a year.
- **Clause: Employee Benefits.** Page no 20. Payment of PF is not as important as the three items mentioned on page number 20. They are EOBI, SESSI and Group Life Insurance.
- **Clause: Performance Reward.** Page no 16. Employee performance reward by vendor should be every quarter is reasonable.
- **Bid Security Form:** Please see the draft Bid Security Form on IBA website.