Responses to Pre-Bid Queries

1. **The tender fee of Rs. 10,000 is too high and should either be removed or reduced.**
   This is an administrative fee that is part of the standard process. While it cannot be removed we are willing to reduce it to Rs. 5000. A corrigendum will be issued for the same.

2. **Translators are usually freelancers. Do we need to have 20 freelancers on our payroll?**
   We do not require 20 translators on payroll. But the company as a whole should have 20 employees across project management, leadership, administration, etc.

3. **What is the payment mode? In how many days the payment will get credited?**
   Payment will be made through bank transfer. Payment will be made within 30 days of acceptance of work done by Invest India as per Invest India Policy.

4. **What is the procedure in cases of dispute?**
   Disputes terms will be as per the terms and conditions of Arbitration and Mediation laid down at the time of finalization of contract.

5. **We are under process of changeover of status of our firm from Proprietorship to Pvt.Ltd. company under the companies act with registered office in India and the same shall be furnished before signing of the contract, in case we are selected for this project.**
   The Agency should be a company registered in India under the Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act 1932 or LLP registered under LLP Act 2008. Therefore you are not eligible to submit the bids.

6. **In lieu of Completion certificate we can provide you the notarized copy of contract, copy of invoices against this contract and receipt of corresponding payment**
   Yes copy of contracts/work order can be provided.

7. **As per GOI guidelines, MSME firms with turnover of less than 5 crores are exempted from Statutory audit.**
   CA certificate (on letter head of CA) to be submitted verifying the turnover.

8. **Should Forms be on company letter head?**
   Only documents specifically specified to be submitted on letter head(any declarations etc.). Rest can be given on paper and should be self attested, signed and stamped by authorized representative.

9. **How will we conduct interviews (if any) of translators identified for this project?**
   Interviews will be connected through video conference.

10. **What do you meant by machine translation?**
    We require translation through a service similar to Google Translate that has been developed within India. This service should have an emphasis on Indian languages and should have built in Machine Learning algorithms to improve the accuracy over time. We will supplement the machine translation with manual vetting and manual translations.

11. **What do you mean by ongoing maintenance?**
    Ongoing maintenance includes quality check of the translations on the website and ensuring all content on the website is translated either manually or through machine translation.