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## MINUTES OF PRE-BID MEETING

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**Date:** 4<sup>th</sup> December 2018

**Venue:** Conference room

**Participants:**

**MPCB:** CAO, ASO, IT Manager

**PMC:** Bhalchandra Patil (QVCS)

**Bidders:** Veetrag Computer P Ltd, Choice Consultancy Services P Ltd., Web Werks India P Ltd

**Agenda:** Pre-bid for "Selection of Service Provider for SLA based Operation and Maintenance of IMIS"

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### Minutes:

A pre-bid meeting was held to address the queries raised by the participating bidders about RFP for "Selection of Service Provider for SLA based Operation and Maintenance of IMIS". All of the queries raised by the bidders were satisfactorily addressed during the meeting.

Below is the list of queries from the bidders and responses by MPCB and revised activity calendar. A proper corrigendum will be published addressing all the queries

P.T.O.

R.B. Ades  
5/12/2018

5/12

Selection of Service Provider for SLA based Operation and Maintenance of IMIS

Corrigendum and Responses to the queries by Bidders during Pre-bid Conference held on 04/12/2018

Sr. No	RFP Page No	RFP Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)	MPCB response
1	40	2.f	Break-Fix Support Services	Do we need to deploy dedicated manpower for the hardware support at various locations. Specifically for the hardware fixes?	As the expected SLA for any failures is not mentioned in the RFP document need clarity on this. E.g. Switch not working at the SRO or RO. And it is remote switch management is not working. In how much time it is suppose to be repaired? And where will be inventory of the spares be maintained?	Refer to 16 (c), 17 (c) (d) Manpower deployment and SLA definition in Annexure 3
2	40	2.g	Preventive Maintenance Services	Is there any standard inventory management system where in the details of all the equipments, warranties, contracts are maintained?	Access to this system is required to identify and schedule the preventive maintenance.	The required information is maintained in Excel format
3	40	2.h, 2.i, 2.j, 2.k, 2.l, 2.m	h) Help Desk Services i) Spares Management j) Review and Update (Different policies) k) Reporting and Documentation l) Service Level Management m) Additional Services	Are these documented anywhere? E.g. Policies.  Are we suppose to bring in our own tools for helpdesk, spares management or there are tools available with MPCB and access to the same will be granted to the team	because as the MPCB responsibility, it is just mentioned that access to the office will be given and table pc will be provided.  Nowhere it is clear, where the data is logged. Eg. To track SLA, a standard issue or bug reporting tool has to be in place so that time can be measured between the incident reported and incident resolved. Now the general statement is written saying "Meet and better the SLA". Now to better something historical data should be present. Where can we get that.	Currently no such Help desk tool / software is in place. SP to provide such tool.
4	42	3.a	a) Bug Fixing :	Fixing of bugs in the software. This should be an ongoing activity throughout the tenure of the contract. Additionally the bugs should be remedied as and when they are encountered. A patch for the bug fixes in a period should be released on a regular basis.	How the bugs are reported? Is there any bug tracking system in place, to track the reported bugs and its resolutions?	Bugs are reported on emails, currently no tracking system is in place.
5	42	3.d and 3.e	d) Minor development / enhancements: e) Version Control :	how do the minor development / enhancement is handled? Is it worked on the live environment or it is pushed to staging location and from there it is pushed to live location?  And which versioning control is in place to keep the versions and histories for the code?		1. SP to keep record 2. Minor development / enhancement to be tested on staging environment

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6	General	General	General	As we are suppose to work on the maintenance of the existing application is there any technical documentation like System architecture, Use Cases / Stories, Software framework diagram available of the deployed systems? So that relevent skilled manpower is kept on standby for the maintenance operations ?	No such information is available in the RFP document.	Systematic dipict is given in RFP. Proper handover to be taken from incumbent with in 15 days 2(a)
7	General	General	General	As we are suppose to work on the existing available software, request you to please arrange the demo for the same.		Systematic dipict is given in RFP. Proper handover to be taken from incumbent with in 15 days. Refer to RFP clause 2(a)
8	General	General	General	And as we are suppose to handle your infrastrcture, request you to arrange the visit for the infrastrcture as well, so that while quoting we take care of all these points.		can be arranged on 5/12/18
9	5	4.1	Laboratory Management System	What would be integration criteria or specification of Laboratory information management system? Will this integraton is current scope of work?	We will need a demo of the LMIS.	LIMS is currently under development. A proper handshake will be facilitated with LIMS vendor for intergretrion with IMIS
10	19	2.C	No of Places	Request you to change the criteria - If someone has offices which are centrally located like Mumbai and Pune who has good reach to all the MPCB offices?		Clause remains unchanged
11	22	9.2.2	Payment Terms - Part A	Regarding Payment request you to change the term as advance for 3 months since you shall already have 10% of the entire project value in form of performance bank guarantee. Mobilisation money is a industry practice which is also mentioned in CVC guideline.		Clause remains unchanged
12	22	9.2.3.d	Payment Terms - Part B	Request to merge this to 9.2.3.c as COOP would be granted on successful deployment and modules would be in operation since you shall already have 10% of the entire project value in form of performance bank guarantee and maintenance is also included in same contract.		The clause stands cancelled. Refer to revised Price bid format attached herewith as Annexure-I

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13	4	4.2	Maintenance project	As this project is in maintenance can we see demo of the project / the site where we can log and check the current functionality of the project?		Systematic depict is given in RFP. Proper handover to be taken from incumbent within 15 days 2(a)
14	57,58	29	Annexure 4	We wish to make it to your notice that tax slabs are flexible and likely to change over time. GST slabs have been changed for several times in past one year. Therefore we request you to seek the commercial bid only in base value. Tax slab anyway will remain the same for all the vendors.		Request accepted. Refer to revised Price bid format attached herewith as Annexure-I
15	7	4.4	IT security	Request you to give clarity on security audits to be conducted for infrastructure / IMIS	As the security audit is valid for an year who will take care of Audit cost during maintenance?	Infrastructure audit is not in the scope of the SP, however modules developed as a part of Scope must be audited by third party CERT-IN empanelled auditor.
16	8,9	4.3	Objective of RFP	Do you have any ticketing system / asset management system or PM tool to manage day by day tasks ?	We need clarity on the tools which are used to manage day to day activity	Refer to the point 3 mentioned above
17	32,33	27	List of equipments	Can we have clarity on warranty / licences required? Do we need to quote for the renewal of those ? Are those taken care during cost estimation?	We would like to visit DC to have clarity on that	1. Refer to the point 2 mentioned above 2. Renewal of the licences is not in the scope of SP 3. Refer to the point 8 mentioned above
18	34	Part-B -a	Auto consent generation	Do we need to implement Digital Signature for the signing by the authority ?		DSC, if required, will be treated as per the Scope Change Request during development of module
19	34	Part-B -b	Attendance module	Does it cover Payroll management		Payroll management is not in the scope of SP

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CAO

R.B. Desai  
IT Manager

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**Revised Price Bid Format – PART A**

**Note: Commercial Offer has to be entered online only. An Online Form, similar to the Commercial format given below, will be available to the bidders in Commercial Envelope (C1) during Online Bid Preparation stage where bidders would quote their offer.**

The bidders should strictly follow the format given below for submitting the price –bids

Sr. No.	Description	Basic Price (Rs.)	Total Base Price (Rs.)
1	Cost of Operations and Maintenance as per the scope defined in Annexure 3 of this RFP for the components mentioned in Annexure -2) for the services to be provided at all the MPCB locations mentioned in Annexure -1	Per Year	
		1 <sup>st</sup> Year	
		2 <sup>nd</sup> Year	
		3 <sup>rd</sup> Year	
Grand Total Amount in Rs.			

Grand Total Amount in Words Rs.: \_\_\_\_\_

- Note:**
1. The Base Price be quoted without GST.
  2. The prices quoted are for the Components in Annexure -2, Scope and SLA as mentioned in Annexure-3 and for a period of 3years
  3. The prices are valid for 180 days from the date of bid.
  4. Taxes can be calculated as applicable during that particular O & M tenure

For and on behalf of:

Signature (Authorized Representative and Signatory of the Bidder):

Name of the Person:

Designation:

Date:

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R. B. Singh  
5/12/2019  
5/12

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#### TERMS AND PENALTY CLAUSES ADDED TO THE RFP

1. Time line and milestones for development of additional modules as mentioned in RFP will be mutually decided between MPCB and successful bidder at the time of contract. A penalty of 0.5% (maximum of 2%) of the quarterly payment will be levied per week of delay in delivering final deliverable of corresponding module which is solely attributed to delay from SP beyond which contract may be terminated.
2. A penalty of 1% (maximum of 2%) of the quarterly payment will be levied if Preventive Maintenance (including mock drills of Backup Restore is not done quarterly as stipulated in RFP beyond which contract may be terminated

R. B. Singh  
5/12/2018

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