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**RFP for Selection of Service Provider for Provisioning of SLA based IT hardware support, maintenance and Other Services
(Reference Tender ID:A1:F12 2023_MPCB_887074_1)**

Minutes of Meeting of Pre-bid Conference held on 03/04/23 and MPCB response to the queries from Prospective Bidder

Sr. No.	Page No	RFP clause	RFP Condition	Clarifications sought for	MPCB Response
1	16	7.4.1 (3 c) Organisation Capabilities	OEM Certified support professionals ≥ 2	Which OEM certificate should we attach	Since the CAMC is predominantly for Desktops and Printers, Certified resources should be from these domains.
2	16	7.4.1 (3 a) Organisation Capabilities	Number of Manpower on payroll	Please clarify whether we have to make a declaration on the HR letterhead about the number of employees on the bidders payroll.	List of the resource names along with necessary credentials such as qualification, certifications, relevant experience, etc. should be attached as declaration from HR on Bidder's letterhead, along with other details asked. Certificates of the resources, wherever asked, should be attached.
3	16	7.4.1 (2 a) Past Performance	Average Annual Business (AB) of organisation from Services business for past 3 years ending 31/03/2022	Do we have to attach a CA certificate or PO copies for this clause?	Both should be attached. In case of Pos, please tabulate a List of Orders completed and total the value applicable during the period asked as a separate sheet. In case Bidder feels the need to give clarification of the order, they can do so by using additional sheets
4	19	9.2.1 Payment Terms (PBG)	The successful bidder at its cost, charges and expenses will submit a PBG for an amount equivalent to 5% of the value of the contract in favour of MPCB at the time of signing of the contract.	We request that you please reduce the PBG percentage from 5% to 3%.	The Bidder's were explained the importance of PBG and it was accepted by all Bidders that PBG should be 5% of the Contract value
5	41	Annex - 3 (11.3) Penalty Clauses for Service Level Nonadherence	Penalty Clauses for Service Level Non-adherence to SLA	Please lower the penalty amount / percentage	Service Levels will define the quality of support. Hence Penalties are required. The Bidders accepted the Penalty terms in the RFP
6	12	6.6.1 - 6.6.2 Fees for RFP document and EMD	Fees for Request for Proposal (RFP) document: Rs. 5000/- EMD: Rs. 7,00,000/-	Please grant EMD exemption for the RFP fee and EMD for the MSME category.	It is important to have fair competition amongst the bidders and exemptions will unsettle this balance. The Bidders accepted the RFP fees and EMD amount mentioned in the RFP.

[Handwritten signature]
23/4/23
S.O.

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7	14	7.1 (5)	Bidder must have at least 50 technical resources i.e. IT Support Engineers on its payroll	Why 50 resources? Can you make this 30 resources?	The minimum number of resources is estimated as per the MPCB requirement and buffer required considering the other assignments the bidder must be executing. The Bidders accepted the minimum number of Technical resources to be 50.
8	17	7.5. Helpdesk Management and Asset Management Software:	The Service Provider will have to manage Board's current Help Desk and Asset Management Software.	What is the current software being used?	In House Developed Web Application
9		ANNEXURE - 3: Video Conferencing System	Video Conferencing System including LED TVs attached to VC set-up. SP will be responsible for providing CAMC support for all the equipment under this category at all the locations mentioned.	Require complete details of the Products currently being used	Logitech - 09 devices; Polycom - 02 devices
10		No blacklisted undertaking	Undertaking regarding bidder not being blacklisted by any Govt, Semi-Govt, ULB, PSU, etc.	Do we have to submit a no blacklisting undertaking on the bidder's letterhead? Because you have not mentioned this in the RFP.	The declaration may be submitted on a Non-Judicial Stamp paper of Rs. 100/-
11	43	Price Bid Format	4. Providing Subscription license for 1. Zoom Webinar License up to 1000 attendees-1 Nos. 2. Zoom Meeting License up to 100 attendees-2 Nos 3. Webex meeting License- 1 Nos Providing SMS gateway and E-mail gateway services	Please provide product details for these Software licenses?	The names are as shown.
12	43	Price Bid Format		Please provide product details for these Software licenses?	Email - SendGrid SMS - DoveSoft
13				Locations for Broadband service provision	Please refer MPCB Website

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Ms. Netra Chaphekar (LO - 1)

Mr. Shyamkumar Patil (CAO)

Mr. Bhalchandra Jagtap (EE)

Mr. Nandakumar Gurav (RO BMW)

Mr. Pramod Nandgaonkar (AO EB)

Mr. Dinesh Sonawane (SO)