

**Maharashtra Pollution Control Board, Govt. of Maharashtra  
Selection of Service Provider for Payment Gateway for MPCB**

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**1. DISCLAIMER**

1.1 Though adequate care has been taken in the preparation of this *Request for Proposal* Document, the Bidder should satisfy himself that the Document is complete in all respects. Intimation of discrepancy, if any, should be given to the below mentioned office latest by the date mentioned in Sec.5.7. If this office receives no intimation by the date mentioned in Section 5.7, it shall be deemed that the Bidder is satisfied that the *Request for Proposal* Document is complete in all respects.

Member Secretary  
Maharashtra Pollution Control Board  
Kalpataru Point, 3rd floor,  
Opp. Cine Planet Cinema, Sion Circle  
Sion (E), MUMBAI – 22  
Ph: 022-24014701  
Fax: 022-24024068

1.2 Neither **MPCB**, nor their employees or consultants make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP nor is it possible for **MPCB** to consider the financial situation and particular needs of each party who reads or uses this RFP. **MPCB** recognizes the fact that certain prospective Bidders may have a better knowledge of the Project than others and thus encourages all prospective Bidders to conduct their own investigations and analysis and check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice from appropriate sources.

1.3 Neither **MPCB** nor their employees or consultants will have any liability to any prospective Bidder or any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP, any matter deemed to form part of this RFP, the award of the Project, the information and any other information supplied by or on behalf of **MPCB** or their employees, any consultants or otherwise arising in any way from the selection process for the Project.

1.4 **MPCB** reserves the right to reject any or all of the Bids submitted in response to this *Request for Proposal* at any stage without assigning any reasons whatsoever.

1.5 **MPCB** reserves the right to change any or all of the provisions of this *Request for Proposal*. Such changes would be intimated to all parties procuring this *Request for Proposal*.

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**2. LIST OF ABBREVIATIONS**

MPCB	Maharashtra Pollution Control Board
CPCB	Central Pollution Control Board
RO	Regional Office, MPCB
SRO	Sub-Regional Office, MPCB
DC	Data Centre
HO	Head Office, MPCB
RFP	Request for Proposal
IMIS	Integrated Management Information System
NOC	Network Operations Centre
LAN	Local Area Network
WAN	Wide Area Network
PBG	Performance Bank Guarantee
SPBG	Service Performance Bank Guarantee
LoA	Letter of Award
SLA	Service Level Agreement
ISP	Internet System Provider
SP	System Integrator
MPLS	Multi Protocol Label Switching
VPN	Virtual Private Network
Mbps	Mega Bits per Second
KBps	Kilo Byte per Second
PCI DSS	Payment Card Industry Data Security Standard
PA DSS	Payment Application Data Security Standard

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**3. DEFINITIONS**

**3.1 BID**

The bids submitted by the prospective Bidders in response to this Request for Proposal Document issued by **MPCB**.

**3.2 BIDDER**

Bidding Firm / Company that has submitted a Bid in response to this Request for Proposal Document.

**3.3 DOCUMENT / BID DOCUMENT**

This Request for Proposal Document.

**3.4 PROJECT**

To select an appropriate System Integrator (SI) for Payment Gateway

**3.5 REQUEST FOR PROPOSAL**

This Document being issued to the prospective Bidders, inviting their Bids.

**3.6 RESPONSIVE BIDDER**

Responsive Bidder is the bidder whose bid is found responsive after evaluation of the Bid as outlined in Section 5.2.

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#### **4. PROJECT CONCEPT & STRUCTURE**

##### **4.1 BACKGROUND**

Maharashtra Pollution Control Board (MPCB) is an organization under the Department of Environment, Government of Maharashtra. The Board is responsible for ensuring that all norms under the Pollution Control Act as stated by the Ministry are adhered to by all relevant establishments in Maharashtra, which can, through their operations or processes, influence the natural environmental conditions.

The Board has deployed Integrated Management Information System (IMIS) – an integrated e-governance application for automation of their various processes and workflows, such as consent management, cess management, waste management, etc. The IMIS currently is used by MPCB for various activities such as consent grant, cess, etc.

The IMIS is rolled out to various offices of the Board and the same is accessed through IT infrastructure deployed at these offices. As a part of IMIS rollout, the Board has deployed a Data Centre facility.

As per Make in India campaign and Maharashtra Initiatives for the same, MPCB has already started taking efforts to do ease of business, by simplifying its procedures and expediting administrative decisions, off course without compromising for the environment Protection and improvement thereof. A web-portal for IMIS system wherein all Consent applications and authorization applications will be received electronically (i.e. online consent applications) is in the process of being deployed. The portal will facilitate a single window for the industries in Maharashtra to apply for various consents, upload statutory reports, make payment online and also see status of individual activity online. This will bring in further transparency in interactions with the Board, cut the timelines for the processes and also reduce the administrative work at MPCB.

The portal will provide a unified interface to all industries in Maharashtra and acts as a logical front-end to Maharashtra Pollution Control Board. The portal will acts as a window for the industry and citizens and also enable the Board to prevent any fraudulent activities.

The portal will also allow the industry to make various payments through an integrated payment gateway. The Board is therefore in the process of selection of Service Provider for Payment Gateway. The Board expects the payments for Consent, authorization and Cess to be to the tune of Rs. 300 Crores per annum. The minimum transaction value through the Payment Gateway is approximately Rs. Five Hundred only and maximum transaction value is approximately Rs. Two crores.

The Board has registered its site under domain name <http://mpcb.gov.in> . Maharashtra Pollution Control Board is keen to make effective use of internet and internet related technologies to enable industries and people at large to get easy and instant information about the status of environment in the state and also the activities of the Board.

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#### **4.2 CURRENT INFRASTRUCTURE**

MPCB has a LIVE Data Centre facility at HO, Sion, which hosts IMIS application. The core infrastructure components viz Servers, Storage, Network, etc. are housed in the Data Centre. There are various applications hosted the servers which are accessed by the MPCB users in their various regional and sub-regional offices (RO and SRO) and Laboratories across Maharashtra. These various offices are connected through MPLS VPN and are protected through a Firewall. There is a robust storage and Backup infrastructure along with automated backup facility.

The Portal is proposed to be hosted in MPCB data center at MPCB HO.

The details of the relevant current infrastructure are given for the convenience of the bidders at Annexure -1.

#### **4.3 OBJECTIVE OF THE RFP**

1. The Payment Gateway is intended to facilitate provision of payment of Consent and authorization fees applicable under the provision of Water (Prevention and Control of Pollution) Act, 1974, Air (Prevention and Control of Pollution) Act, 1981 and some of the provisions under Environmental (Protection) Act, 1986 and the rules framed there under such as Biomedical Waste (M&H) Rules, 1998, **Hazardous Wastes (Management, Handling and Transboundary Movement) Rules, 2008**, etc.
2. The industries, institutions, organizations, etc. applying for Consent / Authorisation shall make payments applicable as per Central / State notifications.
3. The payment gateway facility shall be extended for payment of Water Cess for water consumption and sampling & analysis charges to be made to the Board by the concerned authority / industry.
4. RFP intends to select the most suitable Service Provider which will provide a secure, industry standard Payment gateway, integrate the same with MPCB web portal and ensure seamless services for a predefined period of three years.

#### **4.4 TECHNICAL REQUIREMENTS OF PAYMENT GATEWAY**

The payment gateway should comply with the technical specifications mentioned in Annexure - 3

#### **4.5 EXECUTION PERIOD**

The Service Provider (SP) will be required to integrate the Payment Gateway with the MPCB web Portal within FIFTEEN (15) days from the date of LoA. The Service Provider is mandated to provide services for a period of THREE (3) years from the date of CoOP as per the required Service Levels. However, in case poor performance from SP, the contract can be terminated prematurely at the sole discretion of MPCB

## **5. DESCRIPTION OF THE SELECTION PROCESS**

### **5.1 SUBMISSION OF BIDS**

The submission of Bids by interested bidders in response to the Request for Proposal should be through e-Tender system only as mentioned in Annexure 5. The Bids will be

Envelope 1 / Cover 1: Technical Bid  
Envelope 2 / Cover 2 : Price Bid.

### **5.2 RESPONSIVENESS OF BID**

The Bids submitted by Bidders shall be initially scrutinized to establish "Responsiveness". A Bid may be deemed "Non-responsive" if it does not satisfy any of the following conditions:

1. It is not received by the due time & date specified in the section 5.7
2. It does not include EMD as stipulated in the RFP
3. It does not include sufficient information for it to be evaluated and/or is not in the formats specified.
4. It is not signed and / or sealed in the manner and to the extent indicated in Section 6 of this RFP Document.
5. It does not conform to the terms and conditions mentioned in the RFP

The Bids of Responsive Bidders shall be evaluated in the following two steps.

### **5.3 STEP 1 (COVER 1) – TECHNICAL BID EVALUATION**

In the first step, MPCB will evaluate the information submitted by the Bidder in Cover 1 of the Bid. Bids of only the responsive Bidders shall be considered for the subsequent technical evaluation. The evaluation criteria for assessment of the Technical Bid are described in Section-7.4.1. MPCB, on a written demand, will return unopened, the Cover 2 of the Bid, viz: the Price Bid, to the Bidders whose Bids are not responsive.

### **5.4 STEP 2 (COVER 2) – PRICE BID AND PRICE BID EVALUATION**

The Price Bid would seek to identify the Bidder making the most competitive price offer to MPCB. The evaluation criteria for assessment of the Price Bid are described in Section -9. The format for the Price Bid is specified in Annexure - 4

A ranked list of Bidders based on the results of the evaluation, as detailed in Section-9 of this Document, would be presented. The top ranked Bidder will be designated the Successful Bidder. MPCB is not bound to award a LoA to the lowest price bidder.

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**5.5 AWARD OF LoA**

Successful Bidder would be given a Letter of Award (LoA) stipulating the conditions under which the bid has been qualified as the Successful Bid.

**5.6 SIGNING OF ORDER ACCEPTANCE**

The Successful Bidder would sign a copy of the Purchase / Work Order as a token of acceptance of the same.

**5.7 SCHEDULE OF ACTIVITIES**

<b>Sr. No.</b>	<b>ACTIVITY</b>	<b>Date</b>
1.	Date of Start of Sale of RFP document	18 <sup>th</sup> January 2016
2.	Date of End of Sale of RFP document	29 <sup>th</sup> January 2016
3.	Last date for receipt of requests for clarifications	3 <sup>rd</sup> February 2016
4.	Pre-bid Conference	5 <sup>th</sup> February 2016 1500 Hrs
5.	Last date & time for receipt of Bids (Containing Covers 1 & 2)	1700 Hrs, 11 <sup>th</sup> February 2016
6.	Time and Date of Opening of Cover-1	1100 Hrs, 17 <sup>th</sup> February 2016
7.	Presentation by the bidders on their project implementation and support methodology with proposed schedule of activities	1400 Hrs, 18 <sup>th</sup> February 2016

Bidders are also requested to read Annexure – 5 for detailed schedule of activities related to this RFP and bid submission process

In order to enable MPCB to meet the target dates, Bidders are expected to respond expeditiously to clarifications, if any, requested during the evaluation process. MPCB shall adhere to the above schedule to the extent possible. MPCB, however, reserves the right to modify the same. Intimation to this effect shall be given to all Bidders.



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**6. PROCEDURES TO BE FOLLOWED**

**6.1. ENQUIRIES & CLARIFICATIONS**

Enquiries, if any, should be addressed to:

**Member Secretary  
Maharashtra Pollution Control Board  
Kalpataru Point, 3rd floor,  
Opp. Cine Planet Cinema, Sion Circle,  
Sion (E), MUMBAI – 400 022  
Ph: 022-24014701  
Fax: 022-24024068**

All queries that are received on or before the date mentioned in Section 5.7 shall be addressed by MPCB in writing. MPCB shall aggregate all such queries, without specifying the source and shall prepare a response, which shall be distributed to all parties who have procured the Request for Proposal Document. It may be noted that queries in writing would be entertained only from those parties who have procured this Document.

Request for clarifications received from prospective bidders who have not paid the fee for the RFP document as defined in 6.6.1, will not be answered. Such bidders will not be allowed to attend the pre bid meeting and also to bid..

Request for clarifications received after the last date mentioned in Section 5.7, may not be addressed. Decision of the Board in the matter will be final.

The prospective Bidders shall submit the queries only in the format given below:

<b>Sr. No</b>	<b>RFP Page No</b>	<b>RFP Clause No</b>	<b>Description in RFP</b>	<b>Clarification Sought</b>	<b>Additional Remark (if any)</b>

**6.2. SUBMISSION OF THE BID**

1. Cover 1 – Technical Bid  
The information to be submitted by the Bidders as Cover 1 of their Bids is described in Section 7 and Annexure 5.
2. Cover 2 – Price Bid  
The Information to be submitted by the Bidders in the Price Bid (Cover 2) is described in Section 9 and Annexure 5.
3. Submission of the Bid  
The Bidders are requested to follow the Bid submission process which is detailed in Annexure 5 as per the schedule elaborated in Section 5.7 and Annexure 5.

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MPCB shall not be responsible for any delay in submission of the Bids. Any Bid received by MPCB after the due date for submission of the Bids stipulated in Section 5.7 and Annexure 5, will not be opened..

### **6.3. INITIALING OF THE BIDS**

As prescribed in the Annexure 5, under this e-tender process the bids should be digitally signed. Any testimonials being presented should be self-attested before uploading.

### **6.4. INSTRUCTIONS TO BIDDERS**

All Bidders should note the following:

1. Bids that are incomplete in any respect or those that are not consistent with the requirements as specified in this *Request for Proposal* or those that do not contain the Covering Letter and other documentation as per the specified formats may be considered non-responsive and may be liable for rejection.
2. Strict adherence to formats, wherever specified, is required. Non-adherence to formats may be a ground for declaring the Bid non-responsive.
3. All communication and information should be provided in writing and in the English language only.
4. The metric system shall be followed for units.
5. The price quotations for the bid should be denominated in Indian Rupees.
6. All communication and information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words.
7. Arithmetical errors will be rectified as follows –
  - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying quantities, the unit price will prevail
  - b. In case of discrepancy between grand total obtained by adding various line item totals & the grand amount stated in words, the grand total will be recalculated and the same will be taken as correct.
  - c. **The price bid will be treated as inconsistent & non-responsive, in case if more than one type of discrepancy is observed in the price bid. Such price bid/s will be rejected summarily and considered as intentional misrepresentation and the EMD will be forfeited.**
8. MPCB reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Bid. Non-submission, incomplete submission or delayed submission of such additional information or clarifications

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sought by MPCB, may be a ground for rejecting the Bid.

9. The Bids shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in this Request for Proposal, MPCB reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied across all the Bidders.
10. The Bidder should designate one person ("Contact Person" and "Authorized Representative and Signatory") authorized to represent the Bidder in its dealings with MPCB. The Acknowledgement of Receipt of Request for Proposal Document shall be signed by the "Contact Person" and "Authorized Representative and Signatory". This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, entering into contractual commitments on behalf of the Bidder etc. The Covering Letter submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the entity thereof.
11. The Bid (and any additional information requested subsequently) shall also bear the initials of the Authorized Signatory and stamp of the entity thereof on each page of the Bid.
12. MPCB reserves the right to reject any or all of the Bids without assigning any reason whatsoever
13. Conditional bids may be summarily rejected.
14. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. MPCB reserves the right to vet and verify any or all information submitted by the Bidder.
15. If any claim made or information provided by the Bidder in the Bid or any information provided by the Bidder in response to any subsequent query by MPCB, is found to be incorrect or is a material misrepresentation of facts, then the Bid will be liable for rejection and the Bid Security will be forfeited. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of MPCB and if MPCB is adequately satisfied.
16. The Bidder shall be responsible for all the costs associated with the preparation of the Bid. MPCB shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.

#### **6.5. VALIDITY OF THE PRICE BID**

Each Bid shall indicate that it is a firm and irrevocable offer, and shall remain valid and open for a period of not less than 180 days.

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Non-adherence to this requirement and other terms stipulated in the RFP document may be a ground for declaring the Bid as non-responsive. However, MPCB may solicit the Bidder's consent for extension of the period of validity if the Bidder agrees to reasonably consider such a request. The request and response shall be in writing. A Bidder accepting MPCB's request for extension of validity shall not be permitted to modify his Bid in any other respect.

**6.6. FEES AND DEPOSITS TO BE PAID BY THE BIDDERS**

**6.6.1. Fees for Request for Proposal (RFP) document**

The RFP can be purchased by making a payment (non-refundable) of Rs. 10,000.00 (Rs. Ten Thousand only) through online payment. Pls refer Annexure 5 of this document for the payment methodology.

It is mandatory for the bidders to display the proof of purchase of the RFP document to attend the pre-bid meeting. Prospective bidder failing to pay the fee for the RFP during the sale of RFP document will neither be allowed to attend the pre-bid meeting nor will his bid be accepted.

**6.6.2. Earnest Money Deposit (EMD)**

Bidders are required to submit a Earnest Money deposit (EMD) for an amount of Rs. 10,00,000.00 (Rupees Ten Lacs Only). Pls refer Annexure 5 for the payment of the same. Bids of the bidders who have not paid the EMD as stipulated in this RFP, will be rejected by MPCB as non-responsive. No exemptions to this clause will be allowed.

MPCB shall reserve the right to forfeit the Bidder's EMD under the following circumstances:

1. If the Bidder withdraws his Bid at any time during the stipulated period of Bid validity as per Section 8.1 (or as may be extended).
2. If the Bidder, for the period of Bid validity:
  - i) in MPCB's opinion, commits a material breach of any of the terms and / or conditions contained in the RFP Document and / or subsequent communication from MPCB in this regard and / or
  - ii) fails or refuses to execute the LoA (in the event of the award of the Project to it) and/or
  - iii) fails or refuses to furnish the Service Performance Guarantee within the stipulated time
3. Any claim made or information provided by the Bidder in the Bid or any information provided by the Bidder in response to any subsequent query by MPCB, is found to be incorrect or is a material misrepresentation of facts

In the event that any Bid is non-responsive or rejected after technical evaluation, the EMD of such Bidders shall be refunded with the unopened Cover – 2 of their Bid.

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In respect of the bids after Technical Evaluation and eligible for price bid evaluation, the EMD of the unsuccessful Bidders (after opening of Cover 2) can cease to be in force after 60 days following the announcement of award of the Project to the Successful Bidder through the issue of the LoA for the same. The EMD of the successful Bidder will be returned only on submission of PBG that Successful Bidder will provide at the time of signing Order acceptance & the SLA. EMD of the unsuccessful bidders will be returned after 45 days of award of contract.

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**7. SUBMISSION OF TECHNICAL BID: COVER - 1**

**7.1. CRITERIA FOR MINIMUM ELIGIBILITY AND BID RESPONSIVENESS:**

The Bidder shall fulfill the following Minimum Eligibility Criteria to participate in the bidding process. The Bidder should provide necessary documentary evidences of compliance as follows. Failure to do so for any of the Criteria mentioned below shall result in disqualification of the Bidder.

1. The Bidder should be a Corporate entity, public or private limited company registered / incorporated under The Companies Act, 1956, and in business of providing Payment Gateway for minimum FIVE (5) years. No consortiums allowed.
2. The Bidder should be authorized by Reserve Bank of India (RBI) to provide Electronic Payment Services.
3. The bidder should have a minimum Turn Over of Rs. 50,00,00,000.00 (Rs. Fifty crores only) as on 31<sup>st</sup> March 2015 and should be profitable for the past three consecutive years.
4. The bidder must be PCI DSS & PA DSS compliant
5. Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the State, Central Government/Public Enterprises.
6. The Bidder should have officially purchased the RFP document from MPCB office by paying the necessary fees as per section 6.7.1 of the RFP.
7. The Bidder should submit the EMD as stipulated in section 6.6.2

**7.2. COVER 1: INFORMATION FORMATS**

Bidders are required to organize Cover-1 as per the following checklist -

<b>Cover 1</b>	<b>Compliance to Minimum Eligibility Criteria and Technical Bid</b>
<b>Section 1</b>	<ol style="list-style-type: none"><li>a) Covering Letter as per the format specified in EXHIBIT 1</li><li>b) Attested copy of Power of Attorney</li><li>c) EMD as per section 6.6.2</li><li>d) Certificate of incorporation / registration and MoA</li><li>e) CA's certificate about the Turnover as on 31<sup>st</sup> March 2015</li><li>f) Proof of being PCI DSS / PA DSS compliant as on bidding date</li><li>g) Authorisation letter from RBI to substantiate clause 7.1 (2)</li><li>h) Proof of Purchase of the RFP document</li><li>i) Compliance of Technical Specifications as given in Annexure 3</li></ol>

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<b>Section 2</b>	<ul style="list-style-type: none"><li>a) Documentary Proofs as testimony for Evaluation of Technical bids as per criteria listed in Section 7.4.1</li><li>b) Technical proposal highlighting<ul style="list-style-type: none"><li>• Company profile</li><li>• Proposed methodology to execute the project</li><li>• Resource availability with their skill sets and deployment plan for MPCB</li></ul></li></ul>
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**7.3. TECHNICAL BID - COVER 1**

The Cover 1 submission will also include Technical Bid of the bidder.

1. The bid should explain proposed methodology for undertaking the project as envisaged in the RFP document.
2. The bid should have all relevant testimonials, so as to ensure they score maximum marks under the evaluation system defined in section 7.4.1

**7.4. TECHNICAL BID: EVALUATION CRITERIA & PROCESS**

The Bidder shall necessarily submit in Cover 1 of the Bid Document, the Technical Bid detailing his credentials for executing this project and the highlights of the services proposed with respect to scope of work defined in the Bid Document and the benefits that would accrue to MPCB. The Screening Committee appointed for this purpose will do this evaluation. The Technical Bid will contain all the information required to evaluate the bidder's suitability to MPCB for the purpose of this project.

The guidelines for evaluation have been designed to facilitate the objective evaluation of the Technical Bid submitted by the bidder. The information furnished by the bidders in the technical bid shall be the basis for this evaluation. In case any of the information is not made available, the Committee will assign zero (0) marks to that item.

While evaluating the Technical Bid, MPCB reserves the right to seek clarifications from the Bidders. Bidders shall be required to furnish such clarifications in a timely manner.

MPCB also reserves the right to seek additions, modifications and other changes to the submitted Bid. Bidders shall be required to furnish such additions / modifications / other changes in a timely manner.

**7.4.1. Evaluation of Technical Bid**

The technical evaluation of the bidders will be done based on the criteria and marking system as specified as follows:

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Sr. No.	Criteria	Graded Marks	Max. Marks	Testimonial to be presented
<b>1</b>	<b>Constitution and Average Annual Turnover</b>		<b>30</b>	
a	Constitution of Bidder			Certificate of Incorporation / Partnership Deed
	Private Limited	10		
	Public Limited	15		
b	Average Turnover (AT) of the organisation for past 3 financial years ending 31st March 2015			Certificate from CA
	AT < Rs 50.00 crores but > 40.00 Crores	5		
	AT < Rs. 100.00 crores but ≥ 50.00 Crores	10		
	AT ≥ Rs. 100.00 crores	15		
<b>2</b>	<b>Past Performance</b>		<b>45</b>	
a	Orders executed for providing payment gateway services to PSU / Govt / Semi Govt organisation with transactions > 50000 in the year ending 31 <sup>st</sup> March 2015			Self Certified list of orders giving name & address of customer, telephone number & email ID of contact person, value of order, year of execution of order and brief description of the assignment
	Orders < 3 but ≥ 1	5		
	Orders < 5 but ≥ 3	10		
	Orders ≥ 5	15		
b	Orders executed for providing payment gateway with transactions > 100000 in the year ending 31 <sup>st</sup> March 2015			
	Orders < 3 but ≥ 1	5		
	Orders < 5 but ≥ 3	10		
	Orders ≥ 5	15		
c	Orders executed in the past 3 financial years ending March 2015 for any state Pollution Control Board in India	5 marks per order	15	
<b>3</b>	<b>Organisation Capabilities</b>		<b>15</b>	
a	Bidding organisation has a valid ISO 27001 Certification, as on the date of bidding	5		Self attested copy of the valid certificate
b	Evaluation of Responses to Annexure 3	10		Duly filled Annexure 3
4	Presentation on Implementation Methodology and any other unique features offered which are relevant to MPCB		10	Write-up of the plan and actual presentation to be included in the Technical Bid
<b>TOTAL MARKS</b>			<b>100</b>	

Each responsive Bid will be attributed a **technical score denoted by symbol “S(t)”** . The technical score shall be out of a maximum of 100 marks.



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If in MPCB's opinion, the Technical Bid does not meet the minimum technical specifications & service requirements or is otherwise materially deficient / inconsistent in any other aspect; the Bid shall be declared Technically Evaluated & Non-Responsive and shall not be considered for further evaluation.

After technical evaluation, MPCB will rank the bidders in descending order of their technical scores with the top ranked bidder having the highest technical score. If any bidder is found to be technically inadequate to the requirements of MPCB, i.e. if the technical marks are lower than 70, then that bidder's bid would be deemed non-responsive for further evaluation and would not be considered further in the bidding process.

If in case, after technical evaluation, only one bidder is found to be responsive & eligible, i.e. if the technical marks of only one bidder are more than or equal to 70, the Board will decide an acceptable price band and open Price Bid of the only eligible bidder. If the price bid of the bidder falls within the price band specified by the Board, the bidder will be declared as the SUCCESSFUL BIDDER.

#### **7.5. PRESENTATION BY BIDDERS**

**MPCB** shall invite the Bidders to make a presentation, at their own cost and expenses, for their execution methodology and support plan to meet the required SLA. The schedule for the presentation along with date and time slot will be communicated to the bidder/s, by MPCB at a later date.

### **8. EVALUATION OF PRICE BID: COVER 2**

#### **8.1 PRICE BID PARAMETERS**

Bidders are required to offer their best prices for the services only in the format of the price bid given at Annexure-1 of this RFP document. Price offer in any other format will result in rejection of the bid and disqualification of the bidder from the evaluation process.

#### **8.2 EVALUATION OF PRICE BIDS AND RANKING**

The price bids of only technically successful bidders whose technical Bids have been awarded or more marks by the Committee will be opened.

The evaluation will be carried out if Price bids are complete and computationally correct. For the purpose of evaluation, only the Grand Total Price Z arrived at by addition of Sub Total - X & Sub Total- Y will be considered. For the purpose of arriving at Grand Total Price Z, the locations to be covered under implementation priority -1 will only be considered. Additional and/or optional charges if any will not be considered for the purpose of price bid evaluation. Lowest Price bid (denoted by symbol "P (m)") will be allotted a Price score of 100 marks. The Price score will be denoted by the symbol "S (p)". The Price score of other bidders will be computed by measuring the respective Price bids against the lowest bid.

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These Price scores will be computed as:  $S(p) = 100 * (P(m) / P)$  where P is the Price bid of the bidder whose Price score is being calculated. The Price score shall be out of a maximum of 100 marks.

### **8.3 COMPUTING THE FINAL SCORE**

The composite score is a weighted average of the Technical and Price Scores. The weightages of the Technical vis-à-vis the Price score is **0.60** of the Technical score and **0.40** of the Price score. The composite score (S) will be derived using following formula:

$$S = (S(t) * 0.60) + (S(p) * 0.40) .$$

Thus the composite score shall be out of a maximum of 100 marks.

The responsive bidders will be ranked in descending order according to the composite score as calculated based on the above formula. The highest-ranking vendor as per the composite score will be selected. However in order to ensure that MPCB gets best solution in technical terms, MPCB reserves the right to enter into negotiation with bidder having highest technical score and place order with this bidder at a suitable price.

### **8.4 AWARD CRITERIA**

Final choice of MPCB to award this project to a suitable bidder to execute this project shall be made on the basis of composite scoring arrived as per formula mentioned above. It is not mandatory for MPCB to award the project to the lowest bidder.

### **8.5 NOTIFICATION OF AWARD**

MPCB will notify the successful bidder in writing that his bid has been accepted. Upon the successful bidder's furnishing of performance security, MPCB will promptly notify each unsuccessful bidder and will discharge their bid security.

## **9. PAYMENT TERMS**

- 9.1** The Price Bid should be valid for a minimum period of 180 days from the last date of submission of bids
- 9.2** Following payment terms will be offered to the successful Bidder:
1. Within 15 days of receipt of LoA the Successful bidder will submit to MPCB a PBG for Rs. 4,00,00,000.00 (Rs. Four Crores only). The PBG shall be in the form of a guarantee of a Nationalised Bank acceptable to the MPCB and shall be valid till 38 months from the date of acceptance of the successful bidders' deliverables by MPCB and issuance of Certificate of Operation (CoOp) by MPCB.

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2. Remittance of collection through online Payment Gateway, will be released by the SP on T+1 working day basis (T being the transaction date) or as per RBI Guidelines, whichever is earlier.
3. The transaction fees will not be chargeable to MPCB.
4. In case of any defaults by the SP, MPCB reserves the right to adjust the penalties against the PBG.

**9.3 Liquidity Damages and Penalty:**

For any delay in installation and commissioning beyond FIFTEEN (15) days from the date LoA / Purchase Order, the Board reserves the right to charge an LD (Liquidated Damages) at the rate of 1% of the total contract value for the delay of every week or part thereof, subject to a maximum of 10% of the total contract value.

For any delay in the payment realization beyond T+1 as mentioned in section 9.2(2) above, for any causes whatsoever, a penalty at the rate of 18% per annum will be charged for the number of days delayed. The same will be recovered on quarterly basis.

**10. INDEMNIFICATION**

The bidder hereby agrees and undertakes that, during the Term of the Contract, it shall indemnify and keep indemnified and otherwise save harmless, MPCB from any third party suits instituted against MPCB which are proved to be because of a direct consequence of the installation and / or use of equipment & services provided by the successful bidder.

**11. ASSIGNABILITY**

The successful bidder will not assign its rights, title or interest in the contract in favour of any third party without prior written consent of MPCB. MPCB reserves its rights to grant such consent on such terms and conditions, as it deems fits and proper. MPCB's decision to grant such consent or refusal to grant such consent shall be final.

**12. CONFIDENTIALITY**

Successful Bidder shall hold data and information about MPCB, obtained during the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of MPCB.

Successful Bidder and MPCB shall maintain in confidence any information relating to the terms and conditions of this contract, information received from each other hereto in connection with this agreement as well as the business operations and affairs of MPCB or the successful bidder and their affiliates and shall not provide access to such information to any third party. This obligation shall expire 2 years after completion of the contract.

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### **13. CORRUPT & FRAUDULENT PRACTICES**

MPCB requires that the bidder under this RFP document maintains highest standards of ethics during procurement and execution of this project. In pursuance of this policy the board defines the terms set forth as follows

**“corrupt practice”** means offering, giving, receiving or soliciting of anything of value to influence the action or decision making of public official in the procurement process or execution of the project.

**“fraudulent practice”** means misrepresentation of facts in order to influence the action or decision making of public official in the procurement process or execution of the project to the detriment of the board, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the board the benefits of free & open competition.

If it is determined that bidder / s are engaged in corrupt & fraudulent practices their bid/s will be rejected and also will be declared ineligible for indefinite period or a stated period to time to participate in any future RFP floated by MPCB.

### **14. TERMINATION OF CONTRACT**

#### **14.1 Termination for Default**

MPCB without prejudice to any other remedy available for breach of Contract may terminate the Agreement in whole or in part, by a 7 days notice in writing to the System Integrator for any one or all of the following. On such termination, in addition to any other remedy available under the contract the EMD / PBG /SPBG will be liable for forfeiture.

1. The System Integrator in the judgment of MPCB has made any misrepresentation of facts and / or engaged in corrupt, fraudulent practices. MPCB shall afford an opportunity to the System Integrator to represent his case before termination of the agreement.
2. The System Integrator fails to complete the project within the given time frame as mentioned in Clause 4.4 of this RFP.

In the event MPCB terminates the Agreement in whole or in part, MPCB may procure upon such terms and in such manner as it deems appropriate products and / or service similar to those undelivered and the System Integrator shall be liable to pay to MPCB for any excess costs occurred for procuring such similar services.

#### **14.2 Termination for Insolvency**

If the System Integrator becomes bankrupt or otherwise insolvent, MPCB may terminate the Contract by giving written notice of 15 days to the System Integrator. In

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this event, termination of the contract will be without compensation to the System Integrator, provided that such termination shall not prejudice any right to action or remedy available to the MPCB which is provided in the RFP document.

**15. ARBITRATION**

All disputes, differences, claims and demands arising under or pursuant to or touching this document shall be settled by arbitration of sole arbitrator to be appointed by both the parties and failing such agreement, by two arbitrators, one to be appointed by each party to disputes. All arbitrations shall be held at Mumbai location.

**16. FORCE MAJEURE**

Notwithstanding the provisions of the RFP, the service provider or MPCB shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the service provider and not involving MPCB or Service Provider's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the service provider shall promptly notify MPCB in writing of such condition and cause thereof. Unless otherwise directed by MPCB in writing, the service provider shall continue to perform its obligations under contract as far as possible.

**17. LEGAL JURISDICTION**

All legal disputes are subject to jurisdiction of Mumbai courts only.

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**18. EXHIBIT – 1**

**FORMAT OF THE COVERING LETTER**

*(The covering letter is to be submitted by the Bidder along with the Cover 1 of the Bid)*

Date:  
Place:

To,

**Member Secretary**  
**Maharashtra Pollution Control Board**  
**Kalpataru Point, 3rd floor,**  
**Opp. Cine Planet Cinema, Sion Circle,**  
**Sion (E), Mumbai – 22**

Dear Sir,

**Sub: Selection of Service Provider for Payment Gateway for MPCB**

Please find enclosed our Bid for “**Selection of Service Provider for Payment Gateway for MPCB**” in response to the Request for Proposal (RFP) Document issued by **MPCB** dated .....

We hereby confirm the following:

1. The Bid is being submitted by *(name of the Bidder)* who is the Bidder in accordance with the conditions stipulated in the RFP.
2. We have examined in detail and have understood the terms and conditions stipulated in the RFP Document issued by **MPCB** and in any subsequent communication sent by **MPCB**. We agree and undertake to abide by all these terms and conditions. Our Bid is consistent with all the requirements of submission as stated in the RFP or in any of the subsequent communications from **MPCB**.
3. We have enclosed the EMD as per the RFP terms.
4. The information submitted in our Bid is complete, is strictly as per the requirements as stipulated in the RFP, and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our Bid.
5. We as the Bidder, designate Mr/Ms (mention name, designation, contact address, phone no., fax no., etc.), as our Authorized Representative and Signatory who is authorized to perform all tasks including, but not limited to providing information, responding to enquiries, entering into contractual commitments etc. on behalf of us in respect of the Project.

For and on behalf of:

Signature:

(Authorized Representative and Signatory)

Name & Designation of the Person:

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**19. EXHIBIT – 2**

**FORMAT FOR COVERING LETTER SUBMISSION- WITH PRICE BID**

(The Price Bid should be submitted along with the following cover letter. Format of Price Bid is given in Annexure - 4)

Date:  
Place:

To,

**Member Secretary  
Maharashtra Pollution Control Board  
Kalpataru Point, 3rd floor,  
Opp. Cine Planet Cinema, Sion Circle,  
Sion (E), Mumbai – 400 022**

Dear Sir,

**Sub: Selection of Service Provider for Payment Gateway for MPCB**

As a part of the Bid, we hereby make the following price offer to the MPCB.

The cost of the services to be provided as per the requirements stipulated in this RFP is mentioned in the Price Bid as per **Annexure – 4** of the RFP. The price quoted is for the Scope of work as defined in **Annexure 2**.

We agree to bind by this offer if we are selected as the Successful Bidder.

For and on behalf of:

Signature (Authorized Representative and Signatory of the Bidder):

Name of the Person:

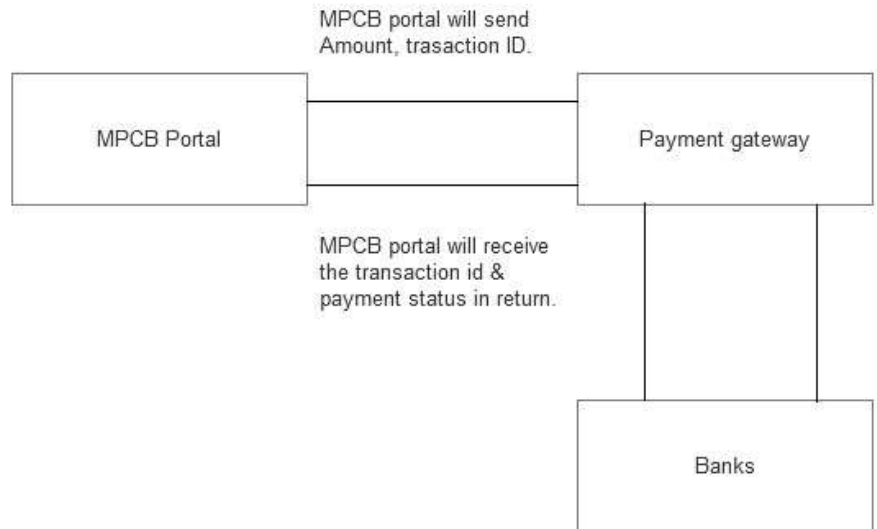
Designation:

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**20. ANNEXURE – 1**

The flow diagram explaining expected We-portal and e-Payment Gateway integration is as under.





## **21. ANNEXURE – 2**

### **1.0 SCOPE OF WORK**

#### **1.1 Stakeholders and their responsibilities**

There are THREE (3) stakeholders in the project viz. MPCB, Service Provider (SP), MPCB's Web Portal development organisation. Broad roles of each of the stakeholder is mentioned below.

MPCB as the project sponsor will ensure access to the facilities and facilitate information regarding the existing infrastructure. The Board also is the recipient of various fees paid by the Industry.

The Service Provider (SP) is responsible to provide a payment gateway and integrate the same with web portal of MPCB. The SP also will be responsible for ensuring the payment gateway services are available to industry on a 24 x 7 basis throughout the tenure of the contract as per the defined Service Level agreement (SLA)

Web Portal Development agency appointed by MPCB is an important stake holder since the Portal needs to be integrated with the Payment Gateway. The development agency under supervision of MPCB will be responsible to ensure a seamless handshake between the Portal and the Payment Gateway.

The responsibilities of each of these stakeholders (SP, MPCB and Portal Developer) are broadly outlined here. These should be taken as broad guidelines only and mentioned here for necessary resource planning by the Bidders. However, as mentioned earlier, the Scope of Work for the successful bidder i.e. Service Provider (SP) will be to integrate Payment Gateway with the Portal and operate the same for the contract period. The Certificate of Operation (CoOP) will be issued to the SP only upon satisfactory completion of the Scope of Work which maybe substantiated by necessary documentation.

For the sake of convenience of the Bidders, the Scope of Work is further elaborated as below. The same should be taken as general guidelines and not an exhaustive list.

#### **2.2 Responsibilities of the Solution Provider (SP)**

##### **2.2.1 Overall responsibilities**

1. The SP shall facilitate the Online payment gateway collection through NetBanking / Credit Cards / Debit Cards and should have the ability to collect through Prepaid Cash Cards/ Wallets, Mobile Based Payments utilizing Online service mechanism on behalf of MPCB and in allowing consumers of the MPCB to avail the benefits of such services

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2. SP shall nominate a single point of contact (nodal officer) for any kind of help in online payment to MPCB. SP shall secure required permissions for making online payment gateway system available as needed.
3. SP shall ensure a close coordination with MPCB and ensure overall supervision on functioning of online payment gateway system
4. SP shall ensure provision of quality service by online payment gateway system to MPCB customers.
5. SP shall be responsible to the requirement of the MPCB consumers for delivery of the agreed service(s) and put in place appropriate grievance lodging and redressal, mechanisms for this purpose. SP shall take corrective steps for restoration and modification of the system to meet the requirement of MPCB and the scheduled downtime shall be mutually agreed by the parties but not exceeding 8 hours.

**2.2.2 Integration with the MPCB web Portal and MPCB bank account**

1. Provide a Payment Gateway to facilitate online transactions through which industry can pay various fees to MPCB using the online payment gateway
2. Seamless integration of payment gateway with the web portal of MPCB. The Portal will work as a “single window”
3. Ensure that the payment made by the Industry towards various statutory requirements, reach MPCB bank account as per mutual agreement with MPCB.
4. Have a post integration and pre-live security audit for the payment gateway and portal to ascertain the secure payments. In case of any non-conformations or vulnerabilities, take corrective and remedial actions.
5. The SP should have the capability of remittance to the respective Zone / Branch account of MPCB or centrally, as may be specified by MPCB

**2.2.3 Operations**

1. Ensure a 24 x 7 working as per the Service Level Agreement (SLA) defined.
2. Daily / weekly / monthly statement to cross check and confirm the transactions completed during the timeframe.
3. Address and resolve any payment related issues of the customers within 24 working hours from the time the issue is raised.
4. Give reports in the formats agreed mutually with MPCB as per the frequency decided with MPCB.
5. SP would do the reconciliation every day and remit the collected to funds to MPCB on T+1 Working Day basis or as per RBI Guidelines, whichever is earlier
6. Receipt will be displayed after getting a successful response from the SP through MPCB Portal

**2.2.4 Documentation**

1. Prepare and submit the documentation related to payment gateway operation and its integration with MPCB web portal. The same is mandatory for obtaining CoOP from MPCB.
2. Give reports in the formats agreed mutually with MPCB as per the frequency decided with MPCB.

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It may be noted that the CoOP will be awarded only after receipt of the documentation acceptable to MPCB.

**2.2.5 Support**

1. The Solution Provider is to provide support for the payment gateway for a period of THREE (3) years from the date of CoOP.
2. Any customer complaints regarding the commercial transaction should be resolved within 24 clock hours.
3. Any loss of transaction resulting into loss to either customer using the Payment Gateway and / or MPCB should be the responsibility of SP
4. A 24 x 7 Call Centre facility should be provided by the Solution Provider (SP) to address customer queries. The queries should be identified with ticket numbers and the same should be resolved in a pre-defined SLA.
- 5.

**2.3 Responsibilities of MPCB**

1. Facilitate a functional Portal to the Solution Provider.
2. Make available all the documentation necessary for seamless integration of the Payment Gateway with the Portal.
3. Ensure availability of the web portal development agency to be available for the integration and testing of the Payment Gateway.
4. Provide restricted and time-bound access to the SP for integration and any other (e.g. scheduled maintenance) purposes as may be required.
5. Implement necessary changes to comply with the Security Audit observations, as may be necessary.

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**22. ANNEXURE – 3**

**TECHNICAL REQUIREMENTS AND COMPLIANCE**

(Bidders are required to submit the duly completed Annexure and submit the same on Letterhead with signature and seal of the organization)

Sr. No.	Particulars	Compliance (Yes/No)	Details / Deviations, if any
1	Vendor should have tier III Data Centre and Disaster Recovery facility (DC and DR), either owned or Hosted in tier III environment preferably in India having valid SLA for more than three years from the date of RFP.		
2	System should have capability of Server to Server Integration (between payment gateway server and MPCB portal Server) for intimating the success / failure of the transaction in real-time basis and a fallback arrangement should this S2S fail for any reasons. This is needed to provide for Browser / Internet / Desktop failure.		
3	The payment gateway should be compatible with web and smart device like mobile/tablet etc.		
4	For all online payment transactions, the payment gateway should provide a minimum of 128-bit SSL encryption, with real time authorization and capturing the transaction details.		
5	Vendor should have remote 24 X 7 service delivery infrastructure to ensure immediate response and faster resolution.		
6	Maximum concurrent transactions handled by the payment gateway system at a given point of time during the last one year. (Number of transaction per second, i.e. TPS)		
7	Third party IT security and vulnerability audit report, not more than Six month old.		
8	Peak load processing capacity (Number of transaction per second, i.e. TPS)		
9	Response time per Transaction(in seconds)		
10	Average time taken for processing refund of payment to customer/cardholder. (Data of last 6 months)		

Note: Each point carries One mark, totaling to Ten marks.

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**23. ANNEXURE – 4**

**Price Bid Format**

The bidders should strictly follow the format given below for submitting the price –bids and should submit the same on their official letter head.

Sr. No.	Approx number of transactions per annum	Approx transaction value (in Rs.)	Service provider fees per transaction (in Rs.)	Total Fees (in Rs.)
	A	B	C	$D = A * B * C$
1	1000(LSI)	Rs.5,00,000/-		E
	2000(LSI)	Rs. 2,00,000/-		F
	6000 (LSI)	Rs. 50,000/-		G
	3500 (MSI)	Rs. 25,000/-		H
	80000 (SSI)	Rs. 500/-		I
<b>SUB TOTAL A</b>		<b>Transaction Fees Chargeable to industries by the Service Provider</b>		<b>(E + F + G+H+I)</b>
2	One Time Fees for Service Setup and Integration Fees			
<b>SUB TOTAL B</b>		<b>Implementation and Integration fees</b>		
<b>GRAND TOTAL (SUB TOTAL 1 + SUB TOTAL 2)</b>				

**Grand Total Amount in Words**

**Rs.:** \_\_\_\_\_

For and on behalf of:

Signature (Authorized Representative and Signatory of the Bidder):

Name of the Person:

Designation:

Date:

Note: The no. of transactions and transaction values are approximate figures only and are given for objective Price Bid evaluation. The actual figures will vary.

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**24. ANNEXURE – 5**

**DETAILS FOR E-TENDER PROCEDURE**

**NOTICE DETAILS**

<b>Tender Reference no.</b>	MPCB/EIC/e-payment/252 dated 16/01/2016
<b>Name of Work / Item</b>	Selection of service Provider (SP) for Payment Gateway for MPCB
<b>Cost of blank tender document &amp; Mode of Payment</b>	<b>Rs. 10,000/- (Rupees Ten Thousand Only) (Non Refundable) to be paid through Online Payment Modes i.e. Net Banking, Debit Card and Credit Card during Tender Document Download Stage.</b>
<b>EMD Amount &amp; Mode of Payment</b>	<b>Rs.10,00,000/- (Rupees Ten Lakhs Only) to be paid through Online Payment Modes i.e. Net Banking, Debit Card, Credit Card and NEFT/RTGS during Bid Preparation Stage.</b>
<b>Date ,Time and Place for Training on e-Tendering Process</b>	<b>05<sup>th</sup> February 2016 11:00 Hrs at MPCB Conference Hall, Kalpataru Point, 4<sup>th</sup> Floor, Sion Matunga Scheme Road No.8,Opp. Sion Circle. Sion (East), Mumbai - 400 022</b>
<b>Date ,Time and Place of Pre Bid Meeting</b>	<b>05<sup>th</sup> February 2016 15:00 Hrs at MPCB Conference Hall,Kalpataru Point, 4<sup>th</sup> Floor, Sion Matunga Scheme Road No.8,Opp. Sion Circle. Sion (E), Mumbai-400 022</b>
<b>Venue of online opening of tender</b>	<b>MPCB Conference Hall, Kalpataru Point, 4<sup>th</sup> Floor, Sion Matunga Scheme Road No.8,Opp. Sion Circle. Sion (East), Mumbai - 400 022</b>
<b>Address for Communication</b>	<b>Member Secretary MPC Board, Kalpataru Point, 4<sup>th</sup> Floor, Sion Matunga Scheme Road No.8,Opp. Sion Circle. Sion (East), Mumbai - 400 022</b>
<b>Contact Telephone &amp; Fax Numbers</b>	<b>Tel.No. - 022- 240 87 295, 022- 240 10437 Fax - 022- 240 87 295 Email - eic@mpcb.gov.in</b>
<b>e-Tendering Helpline Support:</b>  <b>Monday-Friday: 09:00 AM - 08:00 PM</b> <b>Saturday - 09:00 AM - 06:00 PM</b>	<b><u>Telephone:</u></b> <b>020 - 3018 7500</b> <b><u>Email: support.gom@nextenders.com</u></b>

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**e-TENDER TIME SCHEDULE**

**Please Note:** All bid related activities (Process) like Tender Document Download, Bid Preparation, and Bid Submission will be governed by the time schedule given under Key Dates below:

Sr. No.	Activity	Performed by	Start		Expiry	
			Date	Time	Date	Time
1	<i>Release of Tender</i>	<i>Department</i>	<i>18-01-2016</i>	<i>11.00</i>	<i>18-01-2016</i>	<i>15.00</i>
2	<b>Tender Download</b>	<b>Bidders</b>	<b>18-01-2016</b>	<b>16.00</b>	<b>29.01.2016</b>	<b>17.00</b>
3	<b>Bid Preparation</b>		<b>18-01-2016</b>	<b>16.00</b>	<b>11-02-2016</b>	<b>17.00</b>
4	<i>Superhash Generation &amp; Bid Lock</i>	<i>Department</i>	<i>12-02-2016</i>	<i>11.00</i>	<i>12-02-2016</i>	<i>17.00</i>
5	<b>Control Transfer of Bid</b>	<b>Bidders</b>	<b>12-02-2016</b>	<b>17.01</b>	<b>16-02-2016</b>	<b>17.00</b>
6	<i>Envelope 1 Opening</i>	<i>Department</i>	<i>17-02-2016</i>	<i>11.00</i>	<i>17-02-2016</i>	<i>14.00</i>
7	<i>Envelope 2 Opening</i>		<i>24-02-2016</i>	<i>11.00</i>	<i>24-02-2016</i>	<i>14.00</i>

\* Dates mentioned here, are scheduled dates for Bid Opening Activities. Any changes in dates of opening of technical and commercial bids shall be notified in 'Press Notice / Corrigendum' section on the e-Tendering sub portal of the department before opening of the same.

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**INSTRUCTIONS TO BIDDERS FOR e-Tendering**

**GENERAL INSTRUCTIONS:**

The bidders are requested to familiarize themselves with the use of the e-Tendering portal of Government of Maharashtra well in advance

To view- Tender Notice, Detailed Time Schedule, Tender Document for this Tender and subsequently purchase the Tender Document and its supporting documents, kindly visit following e-Tendering website of **Government of Maharashtra**:  
<https://maharashtra.etenders.in>

The Contractors participating first time for e-Tenders on GoM e-tendering portal will have to complete the Online Registration Process for the e-Tendering portal. A link for enrollment of new bidders has been provided on <https://maharashtra.etenders.in>

All bidders interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having 2 certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using individual's Digital e-Token.

An important Training Workshop on e-Tendering procedure will be held on 05<sup>th</sup> February 2016 at 11:00 Hrs. at 4<sup>th</sup> floor Conference Hall , MPCB, Sion.

**e-Tendering Tool Kit for Bidders** (detailed Help documents, designed for bidders) has been provided on e-Tendering website in order to guide them through different stages involved during e-Tendering such as online procedure for Tender Document Purchase, Bid Preparation, Bid Submission.

Bidders will have to pay cost of Tender Document through online modes of payment such as **Net Banking, Debit Card and Credit Card** during **Tender Document Download stage**. This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

Similarly, Bidders will have to pay Earnest Money Deposit through online modes of payment such as **Net Banking, Debit Card, Credit Card and NEFT/RTGS** during **Bid Preparation stage**. This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

The interested contractors / bidders will have to make online payment (using credit card/debit card/net banking) of Rs. **1054/-** (inclusive of all taxes) per bid per tender to online service provider of e-Tendering system (Sify Nextenders) at the time of entering **Online Bid Submission** stage of the tender schedule.



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If any assistance is required regarding e-Tendering (registration / upload / download) please contact GoM e-Tendering Help Desk on number: **020 – 3018 7500 (Pune Helpline)**, Email: **[support.gom@nextenders.com](mailto:support.gom@nextenders.com)**

**For a bidder, online bidding process consists of following 3 stages:**

1. *Online Tender Document Purchase and Download*
2. *Online Bid Preparation*
3. *Online Bid Submission*

**All of 3 stages are mandatory in order for bidders to successfully complete Online Bidding Process.**

**TENDER DOCUMENT PURCHASE AND DOWNLOAD:**

The tender document is uploaded / released on Government of Maharashtra, (GOM) e-tendering website <https://maharashtra.etenders.in>. Tender document and supporting documents may be purchased and downloaded from following link of Maharashtra Pollution Control Board on e-Tendering website of Government of Maharashtra, <https://allgom.maharashtra.etenders.in> by making payment through **Online Payment Modes i.e. Net Banking, Debit Card and Credit Card**.

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder proceed further for next stage resulting in his/her elimination from Online Bidding Process.

This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

Subsequently, bid has to be prepared and submitted online ONLY as per the schedule.

The Tender form will be available online only. Tender forms will not be sold / issued manually from M.P.C.Board office

The bidders are required to download the tender document within the pre-scribed date & time mentioned in online tender schedule. After expiry of the date and time for tender document download, Department / Corporation will not be responsible for any such failure on account of bidders for not downloading the document within the schedule even though they have paid the cost of the tender to the Department / Corporation. In such case the cost of the tender paid by the bidders will not be refunded.

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**PREPARATION & SUBMISSION OF BIDS**

Both the Bids (Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted online will not be entertained.

**Online Bid Preparation**

**EARNEST MONEY DEPOSIT (EMD)**

Bidders are required to pay Earnest Money Deposit (if applicable) through Online Payment modes i.e. **Net Banking, Debit Card, Credit Card and NEFT/RTGS** during Bid Preparation Stage.

This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder to complete Bid Preparation stage resulting in his/her elimination from Online Bidding Process.

In case EMD is mandatory to all the bidders for a tender, offers made without EMD shall be rejected. No exemption will be given for EMD.

In Bid Preparation stage, bidders get access to Online Technical and Commercial Envelopes where they require uploading documents related to technical eligibility criteria and quote commercial offer for the work / item in respective online envelopes.

**TECHNICAL BID**

Following documents should be uploaded in Online Technical Envelope (T1) in PDF format, if required can be zipped as well and then uploaded during **Online Bid Preparation stage**.

The list of documents for Technical Envelope is as follows:

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Sr. No.	List of Documents	Compulsory / Additional
1	Covering Letter As per Format in EXHIBIT 1	Compulsory
2	Attested copy of Power of Attorney	Compulsory
3	Proof of Purchase of RFP	Compulsory
4	EMD as per Section 6.6.2	Compulsory
5	Certificate of incorporation / Registration and Service Tax registration certificate	Compulsory
6	CA's Certification regarding net worth of the bidder as on 31 <sup>st</sup> March 2015	Compulsory
7	Documentary Proofs as testimony for Evaluation of Technical bids as per criteria listed in Section 7.4.1	Compulsory
8	Technical Proposal as mentioned in section 7.2 section2	Compulsory
9	Covering Letter As per Format in EXHIBIT 2	Compulsory
10	Duly filled, signed and stamped Technical Compliance form as per Annexure - 3	Compulsory

**COMMERCIAL BID**

All commercial offers must be prepared online (An online form will be provided for this purpose in Online Commercial Envelope (C1), during **Online Bid Preparation** stage).

Any bidder should not quote his offer anywhere directly or indirectly in Technical Envelope (T1), failing which the Commercial Envelope (C1) shall not be opened and his tender shall stand rejected.

*Note: During Online Bid Preparation stage, bidders are allowed to make any changes or modifications in the bid data uploaded by them in Technical (T1) as well as Commercial (C1) envelope.*

*Towards the end of Bid Preparation, once verification of EMD payment is successful, bidder completes the Bid Preparation stage by generating the Hash Values for T1 and C1. Post this, system won't allow him/her to make any further changes or modifications in the bid data.*

**Online Bid Submission**

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In this stage, bidders who have successfully completed their Bid Preparation stage are required to transfer the data, already uploaded by them during Bid Preparation stage, from their custody to department's custody.

*Note: During this stage, bidders won't have any capability to make any kind of changes or editing into technical as well as commercial data.*

**INSTRUCTION TO BIDDERS FOR ONLINE BID PREPARATION & SUBMISSION**

Bidders are required to pay Earnest Money Deposit (if applicable to them) through Online Payment modes i.e. **Net Banking, Debit Card, Credit Card and NEFT/RTGS** during Bid Preparation Stage.

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder to complete Bid Preparation stage resulting in his/her elimination from Online Bidding Process.

Hence, it is strongly recommended to bidders to initiate this payment well in advance prior to expiry of Bid Preparation stage in order to avoid elimination from Online Bidding Process on grounds of failure to make this payment.

During the activity of **Bid Preparation**, bidders are required to upload all the documents of the technical bid by scanning the documents and uploading those in the PDF format. This apart, bidders will have to quote commercial offer for the work / item, for which bids are invited, in an online form made available to them in Commercial Envelope. This activity of **Bid Preparation** should be completed within the pre-scribed schedule given for bid preparation.

After **Bid Preparation**, the bidders are required to complete **Bid Submission** activity within pre-scribed schedule without which the tender will not be submitted.

Interested contractors / bidders will have to make online payment (using credit card/debit card/net banking/Cash Card) of Rs. **1054/-** (inclusive of all taxes) per bid per tender to online service provider of e-Tendering system (Sify NexTenders) at the time of commencing **Online Bid Submission** stage of the tender schedule.

Non-payment of processing fees will result in non submission of the tender and Department will not be responsible if the tenderer is not able to submit their offer due to non- payment of processing fees to the e-tendering agency.

Detailed list of different modes of online payment to e-tendering service provider (**E-Payment Options**) has been provided under **E-Tendering Toolkit for Bidders** section of **<https://maharashtra.etenders.in>** .

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The date and time for online preparation followed by submission of envelopes shall strictly apply in all cases. The tenderers should ensure that their tender is prepared online before the expiry of the scheduled date and time and then submitted online before the expiry of the scheduled date and time. No delay on account of any cause will be entertained. Offers not submitted online will not be entertained.

If for any reason, any interested bidder fails to complete any of online stages during the complete tender cycle, department shall not be responsible for that and any grievance regarding that shall not be entertained.

Any amendment to the tender will be placed on sub portal of the Department, who have invited the bids, on e-tendering portal of the Govt. of Maharashtra. The tenderer will not be communicated separately regarding the amendment.

**OPENING OF BIDS:**

The bids that are submitted online successfully shall be opened online as per date and time given in detailed tender schedule (if possible), through e-Tendering procedure only in the presence of bidders (if possible).

Bids shall be opened either in the presence of bidders or it's duly authorised representatives. The bidder representatives who are present shall sign a register evidencing their attendance. Only one representative per applicant shall be permitted to be present at the time of opening the tender.

**TECHNICAL ENVELOPE (T1):**

First of all, Technical Envelope of the tenderer will be opened online through e-Tendering procedure to verify its contents as per requirements.

At the time of opening of technical bid the tenderer should bring all the original documents that have been uploaded in the Online Technical Envelope (T1) so that same can be verified at the time of opening of technical bid.

If the tenderer fails to produce the original documents at the time of opening of technical bid then the decision of the committee taken on the basis of document uploaded will be final and binding on the tenderer.

If the various documents contained in this envelope do not meet the requirements, a note will be recorded accordingly by the tender opening authority and the said tenderer's Commercial Envelope will not be considered for further action but the same will be recorded.

Decision of the tender opening authority shall be final in this regard.

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The right to accept or reject any or all tenders in part or whole without assigning any reason thereof is reserved with Tender Opening Authority and his decision(s) on the matter will be final and binding to all.

The commercial bids shall not be opened till the completion of evaluation of technical bids.

The commercial Bids of only technically qualified Bidders as mentioned above will be opened.

**COMMERCIAL ENVELOPE (C1):**

This envelope shall be opened online as per the date and time given in detailed tender schedule (if possible), through e-Tendering procedure only,

**PRICE SCHEDULE**

**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.**

**Final List of Documents to be uploaded Online:**

The following documents should be uploaded by the bidders in the form of PDF Files in the same order as mentioned below, on the e-Tendering website during **Online Bid Preparation** stage.

<b>Sr. No.</b>	<b>List of Documents</b>	<b>Compulsory / Additional</b>
	<b>FOR TECHNICAL BID</b>	
1	Covering Letter As per Format in EXHIBIT 1	Compulsory
2	Attested copy of Power of Attorney	Compulsory
3	Proof of Purchase of RFP	Compulsory
4	EMD as per Section 6.6.2	Compulsory
5	Certificate of incorporation / Registration and Service Tax registration certificate	Compulsory
6	CA's Certification regarding net worth of the bidder as on 31 <sup>st</sup> March 2015	Compulsory
7	Documentary Proofs as testimony for Evaluation of Technical bids as per criteria listed in Section 7.4.1	Compulsory
8	Technical Proposal as mentioned in section 7.2 section2	Compulsory

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9	Covering Letter As per Format in EXHIBIT 2	Compulsory
10	Duly filled, signed and stamped Technical Compliance form as per Annexure - 3	Compulsory
<b>FOR COMMERCIAL / PRICE BID</b>		
1	Covering Letter As per Format in EXHIBIT 2	Compulsory
2	Price Bid in the format given in Annexure 3, duly signed and sealed	Compulsory
3		

Note: During **Online Bid Preparation**, apart from the above mentioned documents, if any need arises to upload additional documents in Technical Envelope, an option of '**Upload Additional Documents**' has been provided in the e-Tendering software which will be available to bidders during **Online Bid Preparation** stage