

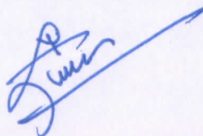
C-157

Request for Proposal (RFP) for Selection of Service Provider for Operation and Maintenance of IMIS at MPCB (Tender ID: 2022_MPCB_771427_1)

Minutes of Meeting of Pre-bid Conference held on 2/3/22 and MPCB response to the queries from Prospective Bidder

| Sr. No | RFP Document Reference(s) (Clause No.) | Pg. No. | Content of RFP requiring Clarification(s) | Points of clarification | MPCB Response |
|--------|--|---------|--|--|---|
| 1 | 4.5 Third Party Contract Management Services | 54 | MPCB has various vendors (Product support / OEM / AMC) for the IT / ICT infrastructure (Software and hardware). Service Provider will be required to provide vendor management services to ensure proper coordination and seamless operations. | As per our understanding, MPCB will renew the contract with respective Vendors (Product support / OEM / AMC) for IT / ICT infrastructure (Software and Hardware) after expiry. Service Provider Responsibility will be limited as per mentioned on page number 54. Please confirm. | After expiry of the current contracts, Vendor will have to provide Comprehensive On-site Maintenance Services for the items going out of warranty |
| 2 | General | NA | | To understand calls volumes at non-resident engineer location (Other than HO & RO) , could you please provide on-call incidence details for last 1 year or six months. | Bidder may visit MPCB with prior appointment to gather this data. Maximum 2 hours time will be given to each bidder for their assessment |
| 3 | General | NA | | Could you please provide location wise number of users. | A Total number of users has been given The estimated minimum number of resources to be provided as per RFP have been asked for depending on the priority of the location and historical analysis. |
| 4 | 4.4 Scope of Services and Minimum Resource requirement | 48 | Un-interrupted Power Supply (UPS) at various locations | Please provide the location wise details like make, model and count of UPS devices at each location to factor O&M cost | Services defined under UPS support will no longer be in the scope of Successful Bidder and the Bidders may not quote for the same |
| 5 | L. POWER BACKUP AND CONDITIONING EQUIPMENT | 57 | (b) .Monitoring the UPS efficiency and ensure minimum backup availability | Please clarify how UPS efficiency is monitored at present. Do you use any tool. If you are not using any tool do you want us to provide a new tool under this RFP ? | Services defined under UPS support will no longer be in the scope of Successful Bidder and the Bidders may not quote for the same |
| 6 | 4.1 Help Desk Operations | 52 | General Query | Do you have existing helpdesk that will be used by SP to create ticket to register incidences or SP needs to provide new helpdesk. Please clarify | Home grown tool available. Same should be used. |

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| 7 | F. Wan Support Services | 54 | e) Monitor bandwidth utilization patterns and advise MPCB about the corrective measures, if any. f) Monitor the uptime and performance of various Internet Leased Lines terminating at MPCB, escalate the matter to respective Service provider in case of any outages / issues and follow-up up to completion g) Monitor P2P link and other VPN connects, if any, for their performance and uptime. Report to MPCB and respective Service Provider in case of outages / issues and follow-up up to completion | Please clarify if you are using any existing monitoring tool or you need a new tool under this RFP | Tool available |
| 8 | 4.2 Equipment Distribution | 42 | All IT devices listed in table | Please provide the model number and serial number of all the devices listed in table | Bidder may visit MPCB with prior appointment to gather this data. Maximum 2 hours time will be given to each bidder for their assessment |
| 9 | 3.24 b ii | 21 | SEI CMM Level 5 Certification | Request you to amend the clause as "CMM Level 3 Certification" | NO CHANGE |
| 10 | 3.24 e | 21 | Number of Districts in Maharashtra where Bidder has office having min staff of 5. Districts = 2 =1 Districts < 5 but > 2 =3 Districts ≥ 5 =5 (Self-attested List of offices with Address, Telephone Number and Contact Person) | We request you to amend this clause as "Number IT Managed services resources available in Maharashtra state - 25 No.of resources = 1, 50 No. of resources = 3 , 100 no of resources ≥ 5" (HR declaration with respective resources with PF & ESIC number) | NO CHANGE |
| 11 | 3.24 3.a | 21 | Past Performance (All periods are for 3 years ending as on 31st March 2021) Completed Orders for SLA based Operation and Maintenance / Support for IT infrastructure which includes ERP support and Hardware support for a minimum period of 1 year for value >Rs. 1 crore pa . Orders ≥ 3 - 10 Orders < 3 but ≥ 1- 5 | We request you to amend this clause as " Past Performance (All periods are for 3 years ending as on 31st March 2021) Completed Orders for SLA based Operation and Maintenance / Support for IT infrastructure which includes ERP /standard Application support and Hardware support for a minimum period of 1 year for value >Rs. 1 crore pa . Orders ≥ 3 - 10 Orders < 3 but ≥ 1- 5 | NO CHANGE |
| 12 | 3.24 3.b | 21 | Completed Orders of Multi-locational Support for IT infrastructure where Locations in India > 10 Orders ≥ 5; Orders < 5 but ≥ 3; Orders <3 but > 1 | We request you to amend this clause as" Completed Orders of Multi-locational Support for IT infrastructure where Locations in India > 5 Orders ≥ 5 =15 Orders < 5 but ≥ 3=10 Orders <3 but > 1=5 | NO CHANGE |




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| 13 | 4.2 | 42 | Equipment Distribution-COS / TP** | We understand the B2B OEM Support required for the assets/licenses tagged under COS, please confirm | NO CHANGE |
| 14 | 4.2 | 42 | | Kindly share the serial number or licenses details for the same to get MAF and B2B AMC/renewal prices from OEM. | Bidder may visit MPCB with prior appointment to gather this data. Maximum 2 hours time will be given to each bidder for their assessment |
| 15 | 4.2 | 42 | | Microsoft Win Server 2003 support is not available so please confirm does bidder has to upgrade it . | Bidder is not required to upgrade this license under the scope of the RFP. However, L1 and L2 level support has to be provided |
| 16 | 4.4 d iii | 49 | iii) On-site resolution in case remote management is not able to provide solution | In the current environment is there any remote management tool deployed by MPCB , please confirm | NO |
| 17 | 4.4 f | 49 | Help Desk Services based on ITIL frame work and adopting industry's best practices including Service Incidence management, Problem Management, Change Management, Inventory Management and Service Level management. | Is there any helpdesk tool is their to monitor and log the calls ,please confirm or it is manual process needs to be follow by bidders onsite deployed resources at HO Sion | Tool available |
| 18 | 4.5 e,f | | e) Monitor bandwidth utilization patterns and advice MPCB about the corrective measures, if any. f) Monitor the uptime and performance of various Internet Leased Lines terminating at MPCB, escalate the matter to respective Service provider in case of any outages / issues and follow-up up to completion | Is there any Monitoring tool deployed in the current environment ,please confirm. | Tool Available |
| 19 | q.c | 60 | The SP must deploy O & M engineers as per the minimum requirement, in the table given below | Please confirm the Service window of onsite deployed resources. | ALREADY MENTIONED IN RFP. The O&M Services will be normally required between 10 AM and 6 PM on every working day of MPCB but may also be occasionally required on Saturdays /Sundays /Holidays and during the quarterly/half yearly/annual closing period of MPCB. The SP must provide such occasional services without any additional cost. |
| 20 | 4.5.3 | 63 | 3. PENALTIES FOR NON-COMPLIANCE TO SERVICE LEVELS | Please Cap the maximum penalty up 5% of contract value. | NO CHANGE |

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| 21 | EC 3 Min Eligibility Criteria | 19 - 20, 70 | Provider of at least 3 of the following Manufacturers:- DELL, FORTINET, FS, VMWare, Microfocus, Sonicwall. Manufacturer's Authorisation Form (MAF) duly signed by Authorised signatory | MAF can be provided but it may not be in the exact format provided | Minor changes may be allowed. However, any changes which will change the binding association and responsibilities of the Manufacturer, will not be accepted. MPCB's decision in this regard will be final and binding. No arguments will be accepted in this regards. |
| 22 | of the Service Provider (SP) and MPCB are listed hereunder. SERVICE PROVIDER's Responsibilities | 48 | a) Understanding the IMIS: The successful bidder would be required to take a comprehensive handover from the incumbent Service Provider. It will be responsibility of the successful bidder to take complete knowledge transfer about the status of the IMIS within first 15 days from the start of the contract. The same will include but not be limited to study of the source code and functioning of the IMIS, inventorying the equipment to be covered under Operation and Maintenance and pointing out the discrepancies from the lists | 15 days for handover and take over is less. Need 45 days | NO CHANGE |
| 23 | Measurement Metrics for Services | 62 | Services Calls attended within stipulated response time Response time (%) = ----- ----- X 100 Total number of calls received in the month Calls closed within stipulated resolution time Resolution time (%) = ----- ----- X 100 Total number of calls received in the month | There should be a demarcation for calls that are tough to close. There may be few calls that cannot be closed | NO CHANGE |
| 24 | Attendance of Engineers | 63 | Single Engineer absent at a location for two consecutive days 1.00 More than THREE (3) engineers absent for single day across all locations 1.00 Total absentee of 10 man days in a month | Will this be considered even if replacements are provided' | Successful Bidder should submit a list of stand-by / additional engineers with their qualifications and experience matching the requirements stipulated in the RFP and get these resources to be pre-approved from MPCB (at the start of the contract and refreshed every six months). Replacement, if any should be from this pool of resources only. In case a replacement is not from this pool, penalties will be applicable. |
| 25 | Commercial Part B | 78 | Business Analyst -- Engineering Graduate / Postgraduate in any stream with 7+ years experience | Can this be relaxed to Graduate? | NO CHANGE |
| 26 | 3.25 Technical Bid Evaluation – Scoring – 3 | 22 | Past Performance (All periods are for 3 years ending as on 31st March 2021) | Changes: please allow past performance for 7 years instead of 3 years | Past Performance will be accepted for past FIVE Years ending 31st March 21 |

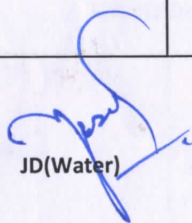
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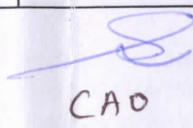
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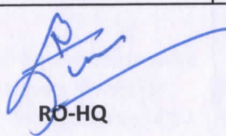
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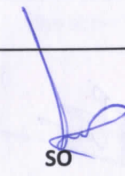
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| 27 | Minimum Eligibility EC 5 | 22 | The bidder should have an experience of having successfully completed at least ONE (1) order for providing IT infrastructure support services and ERP software support having following attributes | Changes: please allow completed/ongoing orders instead of only completed orders & make it software support instead of ERP support every | ERP and Application Support will be allowed |
| 28 | 3.25 Technical Bid Evaluation – Scoring – 3-a | 22 | Completed Orders for SLA based Operation and Maintenance / Support for IT infrastructure which includes ERP support and Hardware support for a minimum period of 1 year for value >Rs. 1 crore pa | Changes: please allow completed/ongoing orders instead of only completed orders & make it software support instead of ERP support | The clause is now revised. Orders that are ongoing and have been completed to an extent of 50% of the tenure by 31st Dec 2021 will be considered. Bidder has to additionally submit the invoices amounting to 50% of the Contract / Work Order value as on 31/12/21, accepted by the client, in addition to the corresponding Work Order |
| 29 | 3.25 Technical Bid Evaluation – Scoring – 3-b | | Completed Orders of Multi-locational Support for IT infrastructure where Locations in India > 10 | Changes: please allow completed/ongoing orders instead of only completed orders | The clause is now revised. Orders that are ongoing and have been completed to an extent of 50% of the tenure by 31st Dec 2021 will be considered. Bidder has to additionally submit the invoices amounting to 50% of the Contract / Work Order value as on 31/12/21, accepted by the client, in addition to the corresponding Work Order |
| 30 | EMD | 11 | Earnest Money Deposit (EMD) to be paid in form of Online Payment INR 15,00,000 (Rs. Fifteen Lakh Only) | Requesting you to give us EMD exemption against MSME category. As we are registered under MSME. | NO CHANGE |
| 31 | Tender Fee | 11 | Tender Fee of Rs 25000/- to be paid via Online Payment Gateway mode only. | Requesting you to give us Tender fee exemption against MSME category. As we are registered under MSME. | NO CHANGE |

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| 32 | Point No 11 | 11 | Performance Bank Guarantee (PBG) from Nationalized Bank 10% of the contract value valid up to 3 months post end of contract. PBG Should be only from Nationalised / Scheduled banks. | As per Office Memorandum issued by Government of India – Ministry of Finance – OM Reference No - F.9/4/2020-PPD Dated: 12 th November 2020 regarding Performance Security. Due to the pandemic, there is acute financial crunch among many commercial entities and contractors, which is in turn affecting timely execution of the contracts. In view of all above, it was decided to reduce Performance Security from existing 5-10% to 3% of the value of the contract till 31.12.2021. It was further extended till 31.03.2023 vide - OM Reference No - F.9/4/2020-PPD Dated: 30th December 2021 Therefore, we request you to allow 3% Performance Bank Guarantee for this tender also | PBG is revised to 5% of the Contract value. The same should be from Nationalised / Scheduled bank and for a tenure of 39 months from the date of issuance. |
| 33 | | 78 | Commercial Part B | Looking at the Scope of work, we find more resource type is required. Kindly allow us to add the different resource rates in the Commercial Part B. | Bidder may propose, additional roles with qualification and experience as a part of Commercial Bid PART B and quote their best rates per man-month. MPCB may decide to consider or reject these additional proposed resources, solely at its discretion. |
| 34 | 3.25 | | Number of certified resources for Server Maintenance and Networking from respective OEM (Min 5) | | Minimum 5 resources each for Server Maintenance and Network Maintenance will be required to get the maximum marks = 5 |


JD(Water)


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IT Expert

*Email continuation
Consultant QVC received*