

**Minutes of Pre-bid meeting was held in MPCB on 5th February 2016 for the RFP for
“Selection of Service Provider for Payment Gateway for MPCB”**

Following are the responses to the queries of the bidders, raised during the meeting

| S.No. | Clause | Query from the Prospective Bidder | MPCB Response |
|--------------|-------------------------------|--|---|
| 1 | | RFP is available for free download on various tender related websites. How do you control entry of prospective bidders in possession of such RFPs | The entry for pre-bid meeting is allowed to the representatives of only those bidders who submit the proof of purchase of the RFP by paying the fees for the same |
| 2 | Pg. 10 clause 6.4 (10) | If the person signing the bid is a member of the Board of Directors of the company, is the Power of Attorney needed | No. In such case Power of attorney is not needed. The bidder should attach a Board resolution authorising the Bidder to sign as the company representative and Single Point of contact for the bidding process. The DIN of the concerned Director should be attached. |
| 3 | Pg. 12 clause 6.6.2 (10) | Who is the beneficiary of the EMD while paying the same in online mode | The same will be explained during the "Training for Bid Submission". The training is being organised by MPCB and the schedule for the same will be communicated shortly |
| 4 | Pg. 18 clause 9.2.1 (10) | Can the amount for Performance BG be reduced? <i>Suggested PBG to be Rs.1Crore</i> | The PBG is revised to Rs.2 Crores |
| 5 | Pg 8 clause 5.7 (5) | Request for Last date for submission of the bids to be postponed, as there will not be sufficient time for EMD submission after the training being organised by MPCB | MPCB will announce the revised calendar for bid preparation and other tendering process related activities |
| 6 | Pg 14 clause 7.1 (4) | Are both the certifications i.e. PCI DSS AND PA DSS required as minimum eligibility? | Any of the certifications i.e. PCI DSS OR PA DSS is valid for minimum eligibility |
| 7 | Pg 28 Annex 3 (7) | Security and Vulnerability Audit report is conducted once in a year. It may not be always be within 6 months before bidding date | A declaration of the date of the most recent such audit and and the next audit planned should be presented. The audit report should be presented along with bid |
| | | Can the audit be conducted by internal team? | Such security and Vulnerability audit has to be conducted by a separate legal entity having a different organisation |
| 8 | Pg 28 Annex 3 (10) | Average time taken for processing refund for customer / cardholder. Should separate information be given for customer / cardholder? | Bidders are encouraged to give any information relevant to the point for maximum scoring |
| 9 | Pg 27 Annex 2 clause 2.2.5(4) | Requirement of 24 x 7 facility is mentioned as a prt of the scopeof Service Provider. Is this a mandatory requirement? | This is a mandatory requirement |
| 10 | | Training for submission of bids from the Service Provider of e-Tender portal | MPCB will organise such a training on demand. |