

MPCB RESPONSES TO QUERIES RECEIVED REGARDING RFP DOC. : PSO/1/2013 during Prebid Meeting dtd. 25th Sept., 2013

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I. Querries Received from Process LOGIX Consulting Pvt. Ltd. Thane							
1	5) Scope of Work	7	5.1.b	Conduct ISO 9001 & OHSAS 18001 Gap Assessment ... and provide the current status to MPCB management.	1. The RFP does not specify or make it clear whether the Gap Assessment is to be conducted on Sampling basis or at all locations under the scope of Consulting.	—	Processes followed at ALL the Laboratories are same. Hence Gap Assessment can be done on a sample basis where the sample is LOCATION i.e. Central Laboratory Navi Mumbai and a Regional Laboratory, Thane. Detailed Gap Assessment needs to be done for this location. For other locations Service Provider may verify if there are any separate processes.
	5.1) ISO 9001 & OHSAS 18001 Certification Framework				2. In case of Sampling basis, what is the desired sample by MPCB.		
2	5) Scope of Work	7	5.1.d	Engage External Certification Agency.	1. The RFP does not specify or make it clear the desired criterias in selecting the Certification Agency.	1. Is the bidder allowed to propose more than one Certification Agency for providing choice to MPCB.	The Bidders can propose Certification Agency of their choice. However it is mandatory that they should be member of International Accredetation Forum (IAF) .
	5.1) ISO 9001 & OHSAS 18001 Certification Framework				2. The RFP does not specify desired Accreditation to be possessed by the Certification Agency.		The Bidder MUST include the cost for the Certification in the Price Bid. The bidder CAN propose multiple Certification agencies in the Technical Bid, but that CAN NOT have any bearing on the Price Bid
					3. The RFP does not provide guidelines for pre-qualification of Certification Agency.		In case of multiple agencies choice of the Certification Agency is that of MPCB.
3	5) Scope of Work	7	5.1.f.(i)	Pre-certification Gap Assessment followed by Audit Report.	1. Does this mean Stage I Audit by the Certification Agency.		Stage-I audit report is expected from the Service Provider.
	5.1) ISO 9001 & OHSAS 18001 Certification Framework				2. If so, Audit Report is ideally not formally presented after the Stage I Audit by any Certification Agency. The Stage I Audit is Documentation Review whereas Stage II is the Implementation Review.		

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4	5) Scope of Work 5.1) ISO 9001 & OHSAS 18001 Certification Framework	7	5.1.f.(ii)	ISO 9001 & OHSAS 18001 Certification and Re-Certification by the approved certification agency.	1. The term 're-certification' is applicable only after the completion of initial certification period of Three years. Does the RFP mean Surveillance Audit here ?		No re-certification Surveillance Audits on 12 and 24 months. Refer Change in the price bid format in Corrigendum -2.
5	5.2) ISO 9001 & OHSAS 18001 Standards Awareness	7	5.2.a.(i)	Conduct the awareness and On-Floor sessions.	1. Is the Bidder free to design and decide the number of Awareness Trainings and On-Floor sessions requirement at each Laboratory?		YES. However, they should be sufficiently numbered and content developed so as to create necessary awareness and competence within the participants as required for certification aspects. Min Training Hours 50 and Awareness program 5 batches at three designated locations i.e. 2 at C. LAB. Navi Mumbai (24 each), 1 at RLAB-Nagpur (24) and 2 at either at A'bad/Nashik/Pune(24 each). Internal audit training at CLAB, Navi Mumbai (max 24 participants)
6	5.2) ISO 9001 & OHSAS 18001 Standards Awareness	7	5.2.a.(ii)	The engaged service provider shall provide Mailers & Posters for raising awareness.	1. The RFP does not provide any specifications or details of the Mailers and Posters desired. This may be needed to plan the delivery. 2. Is the Bidder expected to print and provide the Mailers and Posters or providing Soft Copy design would suffice ? 3. If the Bidder is to provide printed Mailers and Posters, please provide the desired or expected quantities per Laboratory in order to budget the cost in the proposal.		No change in the RFP provision. Sample material & quality of Print etc required by MPCB physically shown to Bidders present.
7	5.3) Documentation	8	5.3	The required exhibits should be of good quality (pre-approved by MPCB)	1. The specifications need to be provided by MPCB in order to estimate the cost or printing the Signage.		
8	5.6) Project Schedule	9	5.6	The selected service provider will be required within a period of THREE (03) months from the date of issue of LoA.	1. The estimated period of Three Months looks very aggressive considering the number of locations and spread. This is also very tight considering the amount of work expected to be done at each Laboratory for complying these Standards. Can the project period be extended ?		The project execution period will be 90 working days from the date of issue of LoA. The Bidders are required to plan their resources and activities accordingly. The detailed project plan and resource plan as a GANTT Chart should be part of the technical bid and presentation
9	6.2) Eligibility Criteria	10	6.2.a	The minimum experience of 10 (Ten) Years	1. The condition is very stringent and is not suitable for most of the mid-size Consulting Companies. Hence, is it possible to look at minimum experience of (05) years as the eligibility criteria ?		The Minimum experience reduced to SEVEN (7) years
10	6.2) Eligibility Criteria	10	6.2.b	Bidder should have office in Mumbai and minimum at two other locations in Maharashtra / India	1. The presence in additional locations could be provided and proven. Our Office arrangement in Tier 2 cities of Maharashtra is in joint venture. Is this acceptable ?		Registered Office should be in India and ONE office in Maharashtra.

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11	6.2) Eligibility Criteria	10	6.2.c	Minimum average Annual Turnover of Rs. 5 Crores	1. This is highly impossible for mid-size Consulting Companies having only ISO Consulting as business line. The Certification part is not always handled by Consulting companies and hence does not contribute to their turnover. Can this criteria be re-considered ?	With this criteria, the companies having various services billing can only be eligible to bid. Hence, the request for re-consideration.	Revised to minimum Av. Annual Turn Over to Rs. One crore
12	6.2) Eligibility Criteria	10	6.2.d	Atleast 10 of OHSAS 18001 certification in last Three years.	1. OHSAS is industry specific standard majorly accepted by limited industry domains. Hence, though we have successful clients with us, the number for OHSAS may not be that big. Can this criteria be re-considered ?		Certification of ISO and OHSAS in any combination for 10 Certificates in the past 5 years ending 31st March 2013
13	7.2.3) Commercial Bid	13	7.2.3	The bid should include all costs towards execution and certification.	1. The incidental costs towards consulting and certification such as travelling, stay, food, other expenses are dependent on the on-site visits and tasks to be carried out at each Laboratory. Hence, does MPCB expect the costs to be included in the Consulting cost in total ?		YES
14	7.2.4) Earnest Money Deposit (EMD)	13	7.2.4	The Demand Draft / Pay Order from a scheduled Bank in India.	1. We have Banking relations with Axis Bank and Kotak Mahindra Bank only. Can one of them qualify for drawing a Demand Draft for EMD ?		No Change.

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15	7.3.3) Contents of the 3 Envelopes	15	7.3.3.m	Satisfactory performance certificates from minimum 2 customers .. Laboratory ..	1. Does MPCB primarily wants Laboratories as Clients for ISO 9001 and OHSAS 18001 ? We have Clients including a Laboratory for both the Standards but would like to re-confirm the expectation.		Clients including Laboratories, with the Laboratory processes also included, are acceptable.
16	9.2) Evaluation of Technical Bids	20	9.2.1.b	Net worth of the Organisation	1. The target net-worth's are highly impossible for mid-size Consulting Companies having only ISO Consulting as business line. Can this criteria be re-considered ?	With this criteria, the companies having huge setups and setups may only be eligible to bid. Hence, the request for re-consideration.	Changed in proportion with the Annual Turn Over Criteria (Refer Corrigendum-2)
17	Annexure C2 – Price Bid Format	45	Annexure C2.	ISO 9001 & OHSAS 18001 Surveillance Services	1. The Certification period will have 2 (Two) Surveillance Audits in addition to initial Certification Audit. The Surveillance Audits will be conducted after 12 months and 24 months from initial Certification ideally. The Re-Certification is another cycle of 3 years. Hence, Under Part 3 only `a` and `b` should be applicable for Certification Audit.		No re-certification. Surveillance Audits on 12 and 24 months. Change in the price bid format.(Refer Corrigendum-2)
					2. The Costs for Part 3 also need to be broken up as Part 1 and Part 2 so that the clear picture could emerge. Consulting will be for 3 years whereas Certification Audit (Surveillance) will be only for 2 years.		
18	10.7) Payment Terms	24	10.7	Payment Schedule	1. The Payment schedule is not clear for Part 2 under Annexure C2 i.e. Certification Charges.		
19	7.2.4) EMD	13	7.2.4	Earnest Money Deposit & Performance Bank Guarantee	1. We are a registered SSI Unit under Maharashtra Government. Hence, It ideally avails us an exemption for EMD and Security Deposit for Tenders. Kindly confirm if this is honoured by MPCB as well.		EMD will be waived against valid SSI certificate from Govt. stating term of Exemption from EMD. PBG will be mandatory for this Bid, since this is a "Services ONLY" bid
	10.3) Performance Bank Guarantee	23	10.3				
I. Omnex India Pvt. Ltd. Pune							
1	6.2) Eligibility Criteria	10	6.2.b	Bidder should have office in Mumbai and minimum at two other locations in Maharashtra / India	we are strong contender for this tender and we have 5 offices in India but we don't have office in Mumbai. Kindly allow the deviation on this point.		Registered Office should be in India and ONE office in Maharashtra.
2	7.2.3) Commercial Bid	13	7.2.3	The bid should include all costs towards execution and certification.	while quoting, do we need to quote amount including travel, lodging, boarding etc? Pls confirm		YES. All cost of Bidding and execution will be born by the bidder except TA/DA & Accomodation to MPCB Staff for training etc. Individual Traing material/Hand book (Soft & Hard copy) shall be provided to each participant by the bidder. Two master sets tobe given to MPCB HO.

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3					are you looking for joint certification of all Labs or you are looking for separate certification of each LAB		MPCB require Joint Certification for all laboratories. Each certificate should explicitly mention ALL the laboratories and their locations being covered under certification. Uniform processes and documentation to be followed.
4	5.6) Project Schedule	9	5.6	The selected service provider will be required within a period of THREE (03) months from the date of issue of LoA.	project duration is mentioned at 3 months. But 3 months performance data is mandatory by ISO9001 so project duration will extend to 4 month instead of 3 months		The project execution period will be 90 working days from the date of issue of LoA. The Bidders are required to plan their resources and activities accordingly. The detailed project plan and resource plan as a GANTT Chart should be part of the technical bid and presentation
5	9.3.3 Evaluation Proce	21	9/3.3	As stated	General clarity sought on evaluation process		Explained elaborately with examples. Satisfied and appreciated by all the bidders.