

Sr. No.	Clause	Query from the Prospective Bidder	MPCB Response
1	5.7 (5)	Request for extension of bid submission date up to 25/10/13	The bid submission date remains unchanged. i.e. 15:30 Hrs on 19 th October 2013
2	10.1	Spares required for S3 severity level : 3 Business day / NBD	Next Business Day (NBD) stands deleted
3	10.3	Request for dilution of the penalty value	The request was not accepted. The clause remains unchanged
4		Physical damage of equipment, if proven, should be excluded	Physical damage of equipment, if proven, will be excluded from the downtime and related penalty calculation. Charges for the same will be borne by MPCB at actuals
5		Should the Service Incidents be reported ONLY through Online Complaint Management tool?	MPCB will inform their users to log in their Service Requests through the Online tool. Such a tool with necessary interface and database should be deployed and maintained by the Service Provider at their cost. MPCB will not give any additional cost for such tool. The Service Provider will also conduct necessary training to the end-users about the use of such tools. Users response to such tool will be reviewed by MPCB after six months, for corrective actions, if any.

6	Annexure 2	Request for Makes and Models of the equipment to be covered under the contract to be shared with prospective bidders	It was explained that majority of the equipment is that of HP (PC and Printers). However a detailed list of equipment is attached herewith
		-	iPad (approx 15 nos) and Apple PC were added to the list of equipment and scope for comprehensive maintenance. A list of the same is attached herewith