



The Institute of Chartered Accountants of India

(Setup by an Act of Parliament)

ICAI Bhawan, Indraprastha Marg, New Delhi – 110002

Pre-Bid Response on “RFP for Facility Management Services & Comprehensive Annual Maintenance of Entire Information & Communications Technology Infrastructure (ICT) at ICAI Head Office & Its Regional Offices for a Period of 3 Years

Section, Page Number	Point on which query is raised	Query	Response from ICAI
Section-I, Page 2	Last Date of Bid Submission 11-11-2020 (3 PM)	Regarding 1 Week Extension in Submission.	No Change
Section-I, Page-4	Tender Fee & EMD	Tender Fee & EMD Exemption for MSME Registered vendor for MSME Certificate.	Tender Fee/EMD is Exempted to MSME Registered Bidders on Submission of Valid MSME Certificate.
Section-I, Page-4	Tender Fee & EMD	EMD to be Accepted in Form of Bank Guarantee Considering COVID-19.	Bidders can Submit the EMD in the Form of Demand draft or bank Guarantee as per Tender Terms.
Section IV to VII	Eligibility Criteria-IV Instructions to Bidders-V Scope of Work-VI General Conditions-VII	Multiple Request received for changes in Section IV, V, VI & VII	No Change
Part-I, Technical Bid	Technical Bid/Technical Proposal	Self-Declaration for Employees. Client Certificate instead of PO	Bidders need to provide sufficient supporting documents/evidence for consideration of Eligibility/Technical Scoring. i.e. Client Certificate/PO, Self-Declaration, Contract etc
Pg 15, pt. C	Assistance in moving and reinstallation of any equipment in the Site area.	Request modification as under: Assistance in moving and reinstallation of any equipment in the Site area.	Any Equipment here means as part of IT Assets of ICAI as Part of Scope of Work.
Pg 15, pt. D	Assistance in carrying out back-up & recovery.	Please provide the details of off-site backup locations.	Onsite Resources are required to provide assistance in Backup /Recovery to ICAI.
Pg 15, pt. E	Antivirus control and updating and coordination with antivirus software vendor.	Please provide the details of Antivirus software on the end-user and server side.	Quick heal etc
Pg 15, pt. J	Identify and resolve LAN/WAN, internet, SD-WAN, ILL, Broadband faults and to keep ready disaster management plans to upkeep the CRITICAL servers.	Are there any tools for the monitoring of the servers, network, storage, databases? Please provide details	No, Bidders need to use own tools for this activity.
Pg 15, pt. K	To monitor and maintain the logs of the hits, sever uptime charts, server backup and intrusion detection on web server(s).	Is there a SIEM, WAF, etc. implemented in ICAI? Please also provide the details of the security monitoring and management tools in ICAI	Firewall is deployed at all locations of ICAI as mentioned in Asset List.
Pg 15, pt. S	Provide Service Desk/Help Desk software facility to log tickets and manage complete I.T inventory and provide response as per agreed SLAs.	1. What is the current tool in the system? If there is no current tool, please provide the detailed specifications of the expected Service Desk/ Help Desk Tool? 2. Please provide the last 12 months call data from the	1.No Specific Tool is being used across all Locations. 2. High Level Tool Requirement is mentioned in Scope of Work, detailed would be discussed at the time of onboarding.

		Helpdesk? 3. Will ICAI provide servers and storage for the Service Desk/ Help Desk tool?	3.Yes, ICAI will provide Server & Storage for Service Desk.
Pg 15, Management of IT Resources	<p>a) Creating databases of hardware resources with details like location, configuration, under AMC/warranty details etc.</p> <p>b) Assigning unique asset identification number to all items of hardware in coordination with ICAI I.T. team (Preferably Bar Code/QR Code /RFID based).</p> <p>c) Creating database of all software resources with details like location, license version.</p> <p>d) Coordination with vendors for installations / up gradation of new hardware as per the order placed by ICAI.</p> <p>e) Updating databases regarding all new installations, movement within or out of the Site, configuration changes etc.</p> <p>f) End to end coordination and follow ups with respective OEMs, vendors, supplier's customers, functional owners etc. till issue closure.</p>	<p>1. Is there a Hardware Asset Management Tool implemented in ICAI? If yes, please provide details. If not, please provide the specifications for the Hardware Asset Management Tool?</p> <p>2. Is there a Software Asset Management Tool implemented in ICAI? If yes, please provide details. If not, please provide the specifications for the Software Asset Management Tool?</p> <p>3. Please confirm if ICAI will provide the required hardware and storage for the Hardware Asset Management and Software Asset Management tools?</p>	<p>1. No Specific Hardware Asset Management Tool is being used in ICAI.</p> <p>2. No Specific Software Asset Management Tool is being used in ICAI.</p> <p>3. Yes, ICAI will provide the required Server space for Deployment of Tool.</p>
Pg 17, pt. D	ICAI will not be liable to interact with any of OEMs (Original Equipment Manufacturer).	<p>1. Please clarify if you need AMC for the equipment for which the warranty is getting expired in the middle of the tenure of the contract?</p> <p>2. For specific components like Firewalls, L3 switches, OEM backlining is must for firmware updates. Please baseline the OEM backlining components in detail</p>	<p>1.Yes, AMC is required from Bidder where Warranty is not applicable/expired in OEM. The AMC Rate would be calculated on pro rate basis as per amount quoted in Financial Proposal. Details are available in Annexure Published on Website.</p> <p>2. ICAI is already having AMC from Supplier on Firewall. Onsite engineers need to be well versed to manage them and track.</p>
Pg 17, pt. N	The Service Provider must give back to back guarantee/ warranty of all the items/peripherals to come under AMC.	Please confirm if you need backlining of the equipment with the OEMs. If yes, please provide the detailed BOQ for which you need backlining of the OEMs?	AMC Support is required from Bidder. Back to back support is not required from OEM.
Section VI.u/18	All LAN equipment's on the present network will be covered under this AMC. The Service Provider has to give the complete Network Audit Report and compiled list of nodes on LAN with hardware address, users, location etc. and to provide the same to EDP-IT, ICAI within the first month of the contract.	We assume that the bidders onsite deployed resources will be responsible for the network Audit activity other than regular activities and there is no external auditors required to perform it , please confirm .	Yes, Bidders Onsite team will perform this activity. If required Bidders offsite resources need to provide training/assistance to onsite team time to time on requirement basis.

Section VI.w/18	The Service Provider will undertake cable laying activities as and when required to extend network connectivity at ICAI's request based on accepted rate.	We understood that the required cables will be provided by ICAI, please confirm.	Yes
Section VIII/3.2/32-33	No. of infrastructure management services and Comprehensive AMC Orders for Government Sector / PSU / Autonomous Bodies of Govt./Universities/ Listed Companies with similar nature of CAMC/ FMS with minimum order value of INR 50 Lac (per annum) in last 3 Years i.e. Financial Year (2016-17, 2017-18, 2018-19). (orders of multiple divisions/Branches of the single company may be combined for the financial year to decide the order value, however it would be considered as one order for counting purpose)	Can bidder provide separate purchase orders placed by different regions/states under one PSU, we assume that these purchase orders will be considered as separate /multiple purchase orders? Please confirm	No, This will be considered as Single Project.
Section VIII/3.8/34	Number of Regular Engineers expert in planning and implementation solution for I.T. Security such as Antivirus server, Access Management, DLP solution, ATP solutions etc. Required certifications (CISSP/CISM/CISA/ SSCP / Microsoft Technology Associate/ ISACA CSX (MTA) or equivalent)	We understood that the ICAI will accept the Certificates copies of equivalent certifications e.g.. CCSA/Ethical Hackers Certification or CCIE or any security certification for any OEM or Security Auditors certifications etc.. , please confirm.	Yes, ICAI would consider equivalent Certifications. However, ICAI reserve the right for consideration.
Section VI/14	AMC of Servers, Networks and other equipment's	Since back to back AMC is required or not. Pls provide the Serial No. , Model No and OEMs name. And date of expiry of AMC /Warranty.	Back to Back AMC is not required from OEM. Refer Annexure A Published on Website.
Existing clause at page number 22 is as follows:	Minimum Qualifications & Experience Required for FMS/AMC Personnel : refer clause 4 where qualification and experience of security specialist has been mentioned.	Query is as : when the qualification of a security specialist has been mentioned then same need to be correlated with ask of manpower to eb deployed at page number 21. At page 21 system administrator and desktop engineers has been mentioned SO deployment of security specialist at DC level must also be mentioned.	System Administrator/Desktop Engineer would be deployed onsite whereas Security Specialist/Network Specialist assistance is required from offsite for activities as mentioned in Scope of Work. They will assist from Remote Desktop. If situation needs, Network/Security Specialist shall be required to visit the ICAI.
	Bidder must Provide Service Desk/Help Desk software facility to log tickets Online Form, Email or WhatsApp and manage complete I.T inventory and provide response as per agreed SLAs.	Kindly elaborate? Do ICAI wants to buy Service Desk/Help Desk software in addition to AMC and FMS services, if yes no of licensees required, whether named or concurrent	The Software to be either purchased/developed by Bidder only. ICAI will not make any additional payment for software/licenses.