Purchase: 2015-16(ERP-Support)-September 16, 2015				
Pre Bid queries on date 24-Sep-2015				
S. No	**Bidder**	**Page No**	**Query**	**ICSI RESPONSE**
1	Zensar Technologies Ltd.	35	As per RFP L1 and L2 support is expected from bidder. Could you please confirm the responsibility of Help Desk support?	Refer to RFP - Complete Comprehensive ERP Support including upgrdataion End to end support for all modalities on the mentioned modules and platforms mentioned in this tender document. It means all kind of support such as installation of OS, system software, application; configuration; making the application workable and active in the desktops, backup and recovery, DR synchronisation, activation etc is expected from the firm excluding the hardware and network maintenance only
2	Zensar Technologies Ltd.	-	Describe typical end user transaction volumes (Typical transaction volume (master and transactional) is based on user role. For ex: AP invoice entry process, how many invoices are processed in a business day. Also volume of PO's, Payments, Sales orders etc.).	Bidder may collect the information from ICSI office. ICSI's officials will help in collecting the information.
3	Zensar Technologies Ltd.	-	Over the last 6 months, please list the ticket (issues) volume by application module (functional/technical) and complexity (High, medium, low).	Bidder may collect the information from ICSI office. ICSI's officials will help in collecting the information.
4	Zensar Technologies Ltd.	35 & 40	Are the commercials expected only for 3 number of resources deputed at ICSI as L1 support? Please also confirm whether commercials need to be provided for L2 support that is planned to be undertaken from offshore on development, maintenance & management for Oracle Apps - Functional & Technical, DBA, Sharepoint and DotNet?	As per RFP, Single amount(included L1 & L2….Ln support) is to be quoted for One Technology
5	Zensar Technologies Ltd.	-	Please list the customizations/enhancements/custom reports/integrations currently used with respect to each application module (RICEW).	Bidder may collect the information from ICSI office. ICSI's officials will help in collecting the information.

6	Zensar Technologies Ltd.	-	Regarding training – does ICSI have a) an existing training department that can assist in training? b) an existing training infrastructure (i.e. training room with Oracle access & printing capability) c) is there an existing LMS (learning management system) used to track and document training progress and achievement that will be used?	This is standard term of RFP for Knowledge upgradation of relevant Technical as well as non Technical staff at ICSI for smooth working with the Applications/Technologies being supported by Bidder. a) No b) No c) Not yet, If bidder want to use any tool then bidder have to provided the same.
7	Zensar Technologies Ltd.	12	Bid Preparation #9: Are you expecting the key personnel details for entire organization or just related to projects in scope?	just related to projects in scope
8	Zensar Technologies Ltd.	12	Bid Preparation #10: Is it OK if we provide the client references from non-educational domain?	As per RFP-client references may be from non-educational domain
9	Zensar Technologies Ltd.	35	Scope of Work: What is the current L2 team structure?	As per the requirement
10	Zensar Technologies Ltd.	35	Scope of Work: Can you share the current ticket volume on monthly or yearly basis for all the applications in scope?	Bidder may collect the information from ICSI office. ICSI's officials will help in collecting the information.
11	Zensar Technologies Ltd.	35	Scope of Work: How many resources are expected for L2 support activities?	As per the requirement ##Refer to RFP - Complete Comprehensive ERP Support require
12	Zensar Technologies Ltd.		Can you extend the submission deadline by a week more?	As per RFP only

| 13 | COROMANDEL INFOTECH INDIA LIMITED (C2il) | 12 | Point No 10. Client Reference: to be qualified proposer, the vendor must include three (3) references in its proposal response. Preference will be given to vendors with reference for Implementations at organizations most similar to the ICSI.

Queries: Please clarify about most similar to the ICSI Projects and can ICSI be considered for Oracle Apps e business Suites ERP support and implementation only for Client reference or others also (Java (J2EE Support), Custom built ERP based on Oracle Technologies, Microsoft ERP. | Similar nature means projects on Oracle Apps (Finance/Inventory/HR/Purchase), SharePoint Portal and Dot Net |
| 14 | COROMANDEL INFOTECH INDIA LIMITED (C2il) | 16 | Point No-6. Bidders should have successfully executed/continuing at least three Projects of similar nature during the last three preceding Financial years (2011-12, 2012-13 and 2013-14) , each costing not less than Rs 50 Lakhs per annum and submit proof for the same.

Queries: Please clarify the Three projects of similar nature , and can ICSI be considered any Support and Implementation Projects (based on Javva , Dot Net, Share Point, Custom built ERP based on Oracle Technologies)or specially in Oracle Apps e Business Suite ERP , Share Point & Dot Net, please also explain Projects of similar nature | Similar nature means projects on Oracle Apps (Finance/Inventory/HR/Purchase), SharePoint Portal and Dot Net |

| 15 | COROMANDEL INFOTECH INDIA LIMITED (C2il) | 18 | Point No 5 in Clause no 9 in Technical Bids Evaluation Criteria: Number of ERP/ Application Software Development and Implementation in the last 5 Years

Queries: it is specific for Oracle Apps ERP Development and Implementation which contains the Module of Oracle Financial , Purchasing, OM, Inventory,HRMS and Payroll only or ICSI will also consider the other ERP/ Application Software Development and implementation (like: Custom built ERP based on Oracle Technologies, open Source and Java based, Microsoft Dynamics) in the last 5 years. | Similar nature means projects on Oracle Apps (Finance/Inventory/HR/Purchase), SharePoint Portal and Dot Net will be considered |
| 16 | COROMANDEL INFOTECH INDIA LIMITED (C2il) | 22 | Point no 19 in Extension of Contract: Contract may be extended to further maximum three (3) years on mutually agreement between the institute and vendor in writing

Queries: it is 3 + 3 years as a extension of Contract and the same Fixed quote will be valid for 6 years or it will be valid for first 3 years only then extended on mutually agreement with different quote , Please clarify it | It will be valid for first 3 years only, after that Cost will be discussed at the time of extension |

17	COROMANDEL INFOTECH INDIA LIMITED (C2il)	12	Point 11. The BIDDERs are required to study the Institute's complete IT set-up before quoting for the maintenance charges for the same. Point 12. Each BIDDER is expected to fully get acquainted with the existing system / applications and related factors, which would have any effect on the performance of the contract and /or the cost. Point 13. The BIDDER is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the bidding documents. C2il Query: To study the complete existing system/process, we would require a single point of contact who understands existing process, application & technology architecture.	Bidder may collect the information from ICSI office. ICSI's officials will help in collecting the information. Mon to Friday (Except Gazetted Holiday) 10.00AM -13.00PM Contact Person Rakesh Goyal (0120-4522038)
18	COROMANDEL INFOTECH INDIA LIMITED (C2il)	40	Commercial Bid C2il Query: Is Commercial Quote will be done considering base Location as a Noida only , will same location (Noida) be applicable for optional quote as a Data Entry in ERP.	As per RFP
19	COROMANDEL INFOTECH INDIA LIMITED (C2il)	21	Point 11. The vendor will be responsible for the trouble free integrated working of the ERP, SharePoint Portal and related applications. C2il Query: Yes this can be done, can you provide us the current process and how is this integrated	Bidder may collect the information from ICSI office. ICSI's officials will help in collecting the information.

20	COROMANDEL INFOTECH INDIA LIMITED (C2il)	22	Point 18. Three Years subject to evaluation of the performance on yearly basis. In case on annual review, it is perceived by the Institute that the firm's previous year's performance is not satisfactory, it may terminate the contract with one month notice on the completion of the year of service. The Institute has to issue the termination notice within one month of the completion of the yearly maintenance otherwise the contract will automatically stand valid. C2il Query: What are the parameters of performance evaluation? Please clarify	SLA fulfillment, Proactive action of the project manager and front end team, Fulfillment of the development/upgradation assignments in time bound manner, User's feedback, Proactive management at the end of the firm etc
21	COROMANDEL INFOTECH INDIA LIMITED (C2il)	22	Point 22. In case of business critical issues, the vendor officials may have to relocate to customer location for handling the issue, the TA and DA shall be paid as per actual on submission of bills as per the norms of the Institute. C2il Query: Please clarify the norms of the institute for bill payment	Usually payment within 15-30 days of the receipt of the bill subject to the condition that there is no pending issue. All the issues are usually discussed in the Steering Committee Meeting and decision is taken as per mutual understanding..
22	COROMANDEL INFOTECH INDIA LIMITED (C2il)	22	Point 23. Vendor support team needs to be available to work on the emergency tickets, which includes extended working hours (including weekends and holidays). C2il Query: Any extra payment for extended working hours including weekends and holidays.	NO

23	COROMANDEL INFOTECH INDIA LIMITED (C2il)	23	Point 32. Penalties: Min Rs. 2,000 /- (Rs. TWO Thousand only) per/part of day for SLA violation. C2il Query: Please clarify what ICSI mean by Min Rs 2000, is there any other parameters also.	All the parameters mentioned in the RFP. NO other parameters will be applicable.
24	COROMANDEL INFOTECH INDIA LIMITED (C2il)	34	Point 2. End to end support for all modalities on the mentioned modules and platforms mentioned in this tender document. It means all kind of support such as installation of OS, system software, application; configuration; making the application workable and active in the desktops, backup and recovery, DR synchronisation, activation etc is expected from the firm excluding the hardware and network maintenance only. C2il Query: Need to provide complete DBA services too(apply patches)- maintain the database, synchronization and disaster recovery of oracle ERP. Please clarify.	Yes DBA end to end support essentially required to run ERP
25	COROMANDEL INFOTECH INDIA LIMITED (C2il)	35	Level 1 support C2il Query: One support resource for oracle application is required – Pls clarify if one resource is required module wise. How many resources are required.	As per RFP Level 1 should have knowledge of all the modules and specialist of Finance , Payroll
26	COROMANDEL INFOTECH INDIA LIMITED (C2il)	35	Level 2 support C2il Query: How many numbers of resources is required.	As per RFP - Minimum 3 for L1 . Rest is to be decided by bidder as per requirement. ICSI wants complete end to end support.

27	COROMANDEL INFOTECH INDIA LIMITED (C2il)	35	Point 2. Functional support for day to day operations including Oracle Apps and customized Dotnet applications and Microsoft Sharepoint. C2il Query: For functional support in Oracle apps- Resource required should be module wise - Clarify	As per RFP - Minimum 3 for L1 . Rest is to be decided by bidder as per requirement. ICSI wants complete end to end support.
28	COROMANDEL INFOTECH INDIA LIMITED (C2il)	39	Oracle application reports C2il Query: Current reporting tools used- Need more details on what reports are currently delivered and what tools are being used.	Bidder may collect the information from ICSI office. ICSI's officials will help in collecting the information.
29	COROMANDEL INFOTECH INDIA LIMITED (C2il)	36	Manpower Assigned/Deputed to the project Shadow/Backup Resource: Shadw/backup Resource pertaining to all domains shouldvisit the institute office for (3) three days in a month. Absence of shadow /backup resorce trated as per manpower absence penalty item applicable C2il Query: there is no option in Commercial bid to enclude these price, Please clarify it	Single amount(included L1 & L2….Ln support) is to be quoted for One Technology
30	ICONMA PROFESSIONAL SERVICES & Solutions Pvt. Ltd	15	Being its second half of financial year 2015- 16, could you please change the statutory years from 2011-12, 2012-13, and 2013-14 to 2012-13, 2013-14, 2014-15. As Return (ITR) have already filed for all.	As per RFP only

| 31 | Techno Brain India Private Limited | 16 & 18 | As per the technical evaluation, the "Bidder should have successfully executed/continuing at least three projects of similar nature during the last three preceding financial years (2011-12, 2012-13 and 2013-14), each costing not less than Rs. 50 Lakhs per annum and submit the proof for the same".

But as per Technical Bids Evaluation criteria, it is mentioned as "Number of ERP/application software developed and implemented in the last 5 years".

We request you to please change the above criteria as below "Bidder should have successfully executed/continuing at least three projects of similar nature during the last five preceding financial years (2009-10, 2010-11, 2011-12, 2012-13, 2013-14), each costing not less than Rs. 50 Lakhs per annum and submit the proof for the same". | As per RFP only |