ICSI Responses on Pre-Bid Queries - RFP For "Design, Development, Delivery, Implementation and Maintenance of a Single Sign-on Integrated Software System for Students, Members, Employees and other Stakeholders through Business Process Reengineering (BPR)"			
S.No.	RFP Reference	Queries	ICSI Response
1	Smash Portal, eLearning Portal, Custom Apps, DMSA	What is the current system architecture?	3 tier architecture (Application Layer, Business Access Layer and Data Access layer)
2		Is multilingual support required?	Yes, may be required
3		What are the approval hierarchies for registration?	Complete Student Registration process, Membership process, Training process and expected to be configurable. Eg. Student --> Level 1 approval --> Level 2 approval --> Level 3 approval
4		Is there any integration required in registration, like Aadhar or PAN?	Yes
5		What is the criteria for centre allocation, and is it manual or automated?	Centre allocation will be done as per centre capacity and breaking shall be done as per student count will provide the count of students to be allocated to particular centre. It is automated partially.
6		What is the exam volume, per cycle?	70 thousand students in CS regular exam and 10-15 thousand students in Restructured CSEET exam.
7		Which payment gateway is being currently used?	Bill desk, ICICI, HDFC
8		Does offline payment handling happen?	No, but in some cases offline payment will be accepted at chapter locations by cash/cheque. After study same needs to be automated.
9		Is there any pre-defined report format?	Multiple reports are available. Same will be shared at the time of requirement gathering time
10	Stimulate Portal	Exact workflow staged for - CLDP, Long term and short term training?	Eligible student apply for training in below work flow: Short team training-> Level 1 approval, Level 2 approval, training accomplish training, certificate generation. Eligible students apply for Long term training: Level 1 approval (quarterly report submission, approval, project report submission after completion of training with approval system).

			CLDP: Eligible students apply for CLDP training: 3 Level approval system Training exemption option is available for above training structures. 2 or 3 level approval system Configurable system is expected
11		Can a student enrol in multiple trainings simultaneously?	No
12		Which payment gateway is being currently used? Is partial payment or refund allowed?	Bill desk, ICICI bank
13	ERP- Finance & Account	How many entities will be configured?	All the offices of ICSI and its Section-8 companies are required to be configured. Presently, ICSI has approximately 82 offices and 6 Section-8 companies: – ICSI Headquarters (HQ) – Trust & Fund(PF, Pension, Medical etc) =8 – CCGRTs = 4 – Regional Offices (RO) = 4 – Chapter Offices (CO) = 73 – Section-8 Companies = 6 Presently Approx. 95 OU and 8 trust are configured in existing ERP. The number of offices may increase or decrease from time to time, and the system must be updated/configured accordingly, as and when required. For more details, please visit the Institute's website: www.icsi.edu.
14		What are the fund accounting rules?	On Accrual basis accounting
15	ERP- AP	Expected invoice per month?	Presently, ERP–AP is being used exclusively at the ICSI Headquarters (HQ). Regional Offices, CCGRTs, and all Chapter Offices are using different software such as Oracle ERP, Tally etc for accounting.Invoices/Vouchers volume per month at ICSI HQ (Approx.) only :AP- 3500GL – 500FA - 10Transaction volumes and user numbers may fluctuate during the project, so the proposed system must be scalable and extendable.
16		Invoice capture method (manual/upload/OCR)?	Presently, it is done manually, but the proposed system should support all the options—manual entry, file

			upload, and OCR—whenever required
17		Please clarify the number of levels in the approval matrix?	Presently approval workflow is not using in AP but it is required in the proposed system. The approval hierarchy is dynamic and subject to change at any time, as required.
18		What is the payment mode?	Electronic, Cheque, Fund transfer
19	ERP-AR	Integration with student portal?	Required
20		In Procurement, any policy document available, contract lifecycle complexity?	Policy documents are available, which may be provided at the time of the process study.
21	ERP- Inventory	Number of entities, Integration with procurement and finance?	Presently, Inventory integration with procurement and finance is being used only at the ICSI Headquarters. However, the proposed system should provide this functionality at all the offices of ICSI and its Section-8 companies, as per the requirement
22		What is the current workflow for print order -->stock-->dispatch-->reconciliation	Presently, both modes of operation are being used—ERP and manual—for work orders (WO) and purchase orders (PO). Print orders are made manually.
23		Are there any SOPs or process document	Existing user manuals, SOPs, and process documents may be provided at the time of the process study.
24		Volume of transactions per month	Items (Study material and brand promotions items) are transacted ERP–Inventory module from main Store, Noida (Inventory Org) at ICSI Headquarter to other offices (Sub inventories Org) CCGRTS, Regional Offices, Chapter Offices and Centres. Approx. Inventory transactions in ERP per month presently: MISC ISSUE 200 MISC RECEIPT 50 MOVE ORDER ISSUE 50 MOVE ORDER TRANSFER 100 Sale of item is done through other modules like CRAS , E-cart, Amazon etc whose present detail are mentioned below: Approx. Transaction per year: E-cart= 12000 Online Registration=80000
25		How is stock currently reconciled	Through ERP and manually

26		Is vendor performance evaluation is required	Yes
27	ERP-HRMS	Which payroll system is currently used?	Oracle EBS R12 - Oracle Payroll module
28		Any existing process management document?	Existing user manuals, SOPs, and process documents may be provided at the time of the process study.
29		Which existing system need integration (Finance, LMS, Biometric, ERP)?	It is expected that the System Integrator (SI) will propose the latest unified solution as per RFP. However, the existing biometric attendance system may require integration.
30		Payroll frequency(monthly/bi-weekly)?	Presently, the Oracle payroll module is being used only for regular employees of ICSI, and the payroll frequency is monthly. Through this RFP, ICSI is seeking a payroll system for both regular and contractual staff at the offices of ICSI and its Section-8 companies, where payroll frequencies may vary.
31		Multiple pay group?	Yes, multiple pay groups exist: regular employees under the 7th Pay Commission, and contractual employees at different levels
32		Need LMS integration or basic training tracking?	LMS integration
33		Certification expiry tracking required?	May be required
34	Contract management	What types of contracts needs to be supported(vendor, employee, service, legal, MoU)?	Any type
35		Do contracts require approval workflows?	Yes
36		What level of obligation tracking is required?	As per the responsibility of WORKFLOW to be decided at the time of process study.
37		Which channels are mandatory for notification?	Currently, notifications are sent via workflow notification / popup in existing systems and through email & SMS. Required workflow notification, alerts, popup in proposed system, email, SMS, WhatsApp and push notification in Mobile Apps.
38	Placement portal	Are integrations required with external sites and applications?	Yes it may be required
39		Should recruiters have self service accounts?	Yes
40	Member Disciplinary Portal	Detailed disciplinary workflow stages?	Will be explained during the requirements gathering Phase.

41		Should parties receive status update via application?	Yes
42		Should there be any scheduler in the system?	Yes
43	ERP - Project Management module	Is integration with any other app or existing system required - like with ERP?	Yes, it may be required
44		Will BoQ templates be standardized?	Yes, but the proposed system should be implemented with the flexible to make the customization - as & when require
45		How frequently are BoQ revisions expected?	As & when require
46		Level of approval workflow	The approval hierarchy is dynamic and subject to change at any time, as required.
47		Budget approval process?	As per the institutes policy and hierarchy as mentioned under Delegation of Financial Powers (DOFP).
48		Cost tracking frequency	The frequency may be daily, weekly, fortnightly, monthly, or as required.
49		Vendor onboarding process - manual or portal based?	Both
50		Integration with any payment gateway required?	Yes
51		Asset categories and tagging structure?	Assets books are configured at the Office level so ICSI have multiple FA books.
52		Depreciation method	Written down value method
53	CRAS, UDIN, ECSIN	Is it to be integrated or developed?	Uniform system needs to be developed.
54	AI to detect anomalies	With reference to the requirement for "AI to detect anomalies", we request further clarification to better understand the intended scope, depth, and operational expectations. A. Nature and Scope of Anomalies - What types of anomalies are envisaged (for example, data quality issues, unusual behavioural patterns, transactional outliers, policy non-compliance, fraud-related indicators, or operational process deviations)? B. Data Availability and Readiness - What data sources will be made	A - Cash Shortfall Risk, Transaction Monitoring, Behavioural Baselines, Fraud Prevention, Cash Shortfall Risk, Vendor Default Probability, Operational Risks, policy compliances, Annual Strategic Planning Report etc., B - Structured and Unstructured for some scenarios C - Expected to Develop custom AI/ML and provisions to integrate the existing AI capabilities wherever is required after study D-Bidder hosted model acceptable

		available for anomaly detection (structured, unstructured, or semi-structured)? - Will sufficient historical data be provided to train and validate AI models, and is the data expected to be labelled or unlabelled? C. AI Expectations and Responsibilities - Is the bidder expected to develop custom AI/ML models, configure pre-trained models, or integrate with existing AI capabilities provided by the Authority? D. Deployment, Operations, and Ownership - Will the anomaly detection capability be deployed within the ICSI's environment, or is a bidder-hosted model acceptable? - Who will own ongoing model monitoring, retraining, and performance tuning post-implementation?	
55	ChatGPT Integration	We understand that any costs associated with ChatGPT integration, including ChatGPT API or transaction-based usage costs, will be borne by the Department. The bidder is expected to ensure that the proposed solution is capable of integrating with the same. Kindly confirm our understanding	Bidder has to provide complete solution
56	Profiles of Core Members	We understand that the profiles proposed as part of the bid are indicative in nature. At an appropriate stage, these will be replaced with equivalent or better profiles upon commencement of the project. Kindly confirm our understanding	As per RFP - SI should follow the replacement criteria
57	License agreement valued at INR 30 Cr or above within the last 3 financial years	We understand that all projects which are active in the last 3 financial years and meeting all the other qualification requirements as mentioned in the RFP will comply to this ask and we can provide the references to such project references. Please confirm.	Yes
58	Point 19: Proposed OEM [if any] should have at least 5 authorized implementation and support partners in India	With reference to this point, our understanding is that where a bidder proposes its pre-existing IP as an accelerator, the bidder would be acting in the capacity of an Authorized Service Provider (ASP) of the pre-existing IP, and not as an OEM as mentioned under Point 18 of the same table.	Yes

		Accordingly, for such scenarios, the referenced clause would not be applicable to bidders who themselves are the Authorized Service Provider of the pre-existing IP being proposed for implementation. Kindly confirm our understanding	
59	Responsibility of bidder to get the security audit of the portal and should share the complete details of the audits	Please confirm on the number of audits which bidder needs to undertake through authorized cert-IN certified auditors.	Complete new solution must undergo an annual review/ audit, conducted as and when required in accordance with government guidelines.
60		Please confirm whether ICSI mandates a single, unified solution platform for all the requirements outlined in the RFP, or whether vendors may propose a modular architecture using multiple platforms/components, provided they are tightly integrated and deliver a seamless user experience through SSO	As per the RFP requirements, a Single Sign-On (SSO) solution is needed. After conducting a detailed study, the vendor may submit a design proposal that ensures seamless integration and delivers an enhanced user experience through SSO.
61		Can a bidder propose multiple OEMs for HRMS	As per RFP
62		HR wants integration with member/student databases for validation. What is the exact use-case	Member/student databases integration required for validation by HR at the time of employee's recruitment through Recruitment portal.
63		Please clarify the scope of data migration for HRMS. Specifically, how many years of historical employee data and related HRMS objects (Payroll, Performance, Leave, Claims, etc.) are required to be migrated into the new system	Complete HRMS and Payroll data (Hire to retire) need to be migrated on proposed new system
64		Does payroll also include contractual employees?	Yes
65		(1) Kindly clarify whether the Learning Management functionality for employees. is expected to include the end-to-end capability to design, host, deliver, and manage various course types such as virtual sessions, classroom programmes, and e-learning modules. (2) Further, please confirm whether ICSI currently utilizes any third-party e-learning platform, or if bidders are expected to propose an LMS/e-learning provider as part of their technical solution.	(1) yes (2) currently TCS iON LMS e-learning platform is being used for the students and members only
66		With reference to the existing eLearning Portal (TCS), our understanding is that this platform is intended exclusively for Students and Members, and does not apply to employees	ICSI, at its discretion, may decide to use either the existing eLearning Portal (TCS) or the proposed LMS/eLearning portal for students,

			members, employees, or other stakeholders.
67		Does ICSI already have a biometric attendance system in place? If yes, kindly provide details of the existing hardware, software, device models, and integration mechanisms. If not, should the bidder include the supply, installation, and integration of a biometric system as part of the proposal?	Details of the existing biometric attendance system - device models: READER SAVIOR MODEL 8803-OI-K Integration mechanisms: with Oracle EBS R12- HRMS module
68		Kindly confirm whether the recruitment and onboarding of contractual employees is to be supported within the proposed HRMS solution. Further, please specify if integration with Background Verification (BGV) service providers is required. In case BGV integration is needed, please clarify whether ICSI has existing BGV vendors or whether the bidder is expected to identify, onboard, and integrate a suitable BGV vendor	Yes
69		Kindly confirm whether ICSI expects any specific HR or payroll functionalities to continue running within the existing Oracle EBS R12 environment, or whether the bidder may transition all HRMS-related modules to the proposed new integrated system. Further, during the BPR exercise, if it is assessed that certain functionalities are more efficient or cost-effective to retain within Oracle EBS—with integrations established to ensure seamless operation—please confirm whether such a hybrid architecture would be acceptable to ICSI	The bidder is required to propose a Single Sign-On solution, as specified in the RFP. However, the continuation of existing modules may be determined during the study process.
70		(1)Kindly confirm whether employees and/or contractual resources are deployed at ICSI's six overseas centres (Australia, Canada, Singapore, UAE, UK and USA). (2) In case of an affirmative response, please clarify if the bidder is expected to implement and support: (a) country-specific payroll processing, (b) time & attendance/roster and absence management with local calendars and public holidays, and (c) statutory compliance (e.g., income tax, social security, pension, year-end forms) for each applicable jurisdiction	(1) Currently no employees and/or contractual resources are deployed at ICSI's six overseas centres (Australia, Canada, Singapore, UAE, UK and USA). (2) Yes, provisions should be made available in the proposed system.

71	On perusal of the RFP, we have observed that there is no mention of our liability under this engagement. Hence, we suggest the inclusion of this clause	In accordance with standard industry practice, our aggregate liability under this RFP and in connection with the services shall be for direct damages only and shall, in all circumstances and events, be limited to one time the fees paid to us under the engagement. We shall not be liable for any indirect or consequential losses.	As per the RFP terms published on the ICSI website and the provisions of the ICSI Purchase Policy, risk allocation and liability conditions are already defined in the tender document. Any modification to limit liability only to fees paid is not acceptable at this stage. The bidder shall be governed by the liability provisions stipulated in the RFP and resultant contract.
72	For the eligibility criteria in the RFP, where we are required to confirm the annual turnover and the headcount of the bidding entity for the captioned RFP	Can we provide the annual turnover and the headcount details of the affiliated entities of our bidding entity. If yes, can a corrigendum be issued to the RFP to this extent.	Eligibility criteria in the BPR Tender are defined for the bidding entity to ensure uniform evaluation and fairness as per ICSI Purchase Policy. Hence, turnover and headcount of only the bidding entity shall be considered.
73	The scope of work provided under the RFP, indicates services such as defining contract terms, which is legal in nature. Since, we cannot provide any legal services directly or indirectly, hence, we suggest the modification of the said scope. Further, we suggest the inclusion of this clause	Notwithstanding anything to the contrary, kindly note that we do not provide any legal services directly or indirectly since we are not permitted to provide the same. Our scope is limited to technical/commercial aspect and our services will not include provision of any legal services or legal advice. No work performed by our employees shall be construed as legal service/legal advice.	Noted. The scope of work in the BPR Tender pertains to technical/consulting services related to process re-engineering and system improvement. Provision of legal advice is not envisaged in the RFP. However, the bidder shall remain responsible for compliance with applicable laws while delivering the assignment.
74	With respect to this *Clause 15c* pertaining to 'Return of Confidential Information', provided on *Page 160* of the draft RFP, we request inclusion of this clause	Bidder shall be allowed to retain sufficient documentation as part of Bidder professional records to support and evidence the work performed by bidder. Such retention shall be subject to obligations of confidentiality mentioned herein.	As per RFP, it remains same.
75	We note that the scope of the draft RFP refers to the term "audit" in the scope of work. Hence, we suggest the inclusion of this disclaimer	The services hereunder, are not intended to be an audit, certification, examination, attestation, special report, or agreed-upon procedures	Audit in the scope is defined as information systems audits, security audits, Risk Management, Operational Efficiency, Compliance, Governance & Management Systems.
76	Number Of Years the bidder is in operation >=10<20=5 Marks (Page No. 131)	Allow Start-up to participate as per Govt. Policy	As per RFP
77	Average Annual Turnover of three Financial Years (2022-2023, 2023-2024, 2024-2025). (Page No. 131)	Allow Start-up to participate as per Govt. Policy As per GFR 2007 rule, average annual turnover should not be more than 5 to 6 times of the EMD amount	As per RFP Given the project's high risk, large scale, and critical nature, strict adherence to timelines is essential. Accordingly, the eligibility criteria have been set.

78	Technical Team Size (IT professional with minimum qualification of B.E/MCA or higher having 2 years of experience) (Page No. 131)	Allow Start-up to participate as per Govt. Policy	As per RFP
79	Certification(s), attach a copy of valid certification (Page No. 132)	Allow Start-up to participate as per Govt. Policy	As per RFP
80	The Bidder must have successfully completed/ executed at least Three (3) large scale systems comprising similar services in India (preferably in Delhi ZNCR) in last five years for Government / PSU /Statuary / Institutions of Higher Education / Universities / Large Corporates of value more than Rs. 25 Cr each. (Page No. 132)	Allow Start-up to participate as per Govt. Policy	As per RFP
81	Clients (similar projects) interactions / visits / feedback (Page No. 132)	Allow Start-up to participate as per Govt. Policy	As per RFP
82	Platform License resale and management deal of INR 30 Cr or more in a single project within India geography (Page No. 132)	Allow Start-up to participate as per Govt. Policy	As per RFP
83	Number of years of Experience in Key areas relevant to Digital Transformation and e-governance implementation (Page No. 132)	Allow Start-up to participate as per Govt. Policy	As per RFP
84	19. Bidders in the form of consortium and/or joint venture will not be allowed to participate in the bidding process. Bidders forming a cartel or multiple bids submitted by a single bidder, even though the name of the bidder is different, but, if their Promoter(s)/Director(s) are same, will not be entertained and if any bid	Can consortium or strategic implementation partnerships be allowed for bidders meeting domain capability but not independently meeting turnover thresholds?	As per RFP

is submitted by such kind of bidders, the same will be rejected without any further notice to the bidder(s). (Page No. 9)		