

Replies to the Pre-Bid queries against the Tender No : PC:IT:AMC- of IT Hardware/2025-26/108 dated 21st July 2025			
S/N	Queries raised by Bidders		Reply by ICSI
	Type	Queries	
1	Asset Details:	While the quantity of equipment is mentioned, we request you to kindly share the complete list of assets including model numbers and serial numbers for all desktops, laptops, printers, UPS units, etc., to enable us to prepare a precise quotation.	Make, Model and quantity of the Assets are already mentioned in the Tender documents in Annexure D Page No 27. Further informed that all the desktops & Laptops are HP / Dell / Lenovo OEM make and having configuration of i5/i7 with 8GB/4GB RAM (DD4/DD3). Serial number of the Assets could not shared for security purpose.
2	Submission Mode:	Whether submission of hard copies at ICSI Noida office is mandatory, or if the tender is also to be submitted via online portal (CPPP/eProcure). If it is to be submitted via portal, please share the exact name & link of the portal where it is published and has to be submitted.	It is suggested that the submission of hard copies at ICSI Noida office is mandatory
		Whether the financial bid (soft copy) will be required to be submitted later via email or portal (please mention the name & link of portal), or should strictly be submitted in sealed hard copy only.	Financial bid will be required to be strictly submitted in sealed hard copy only.
3	ISO Certification Version:	We are certified under ISO 20000-1:2018 for IT Service Management which is latest as compared to the requirement. Please confirm if this will be considered acceptable in place of ISO 20000-1:2011, as both represent the same standard in different versions and you have mentioned "equivalent" to it.	Yes, ISO 20000-1:2018 will be accepted.
4	Timeline	Kindly confirm the tentative timeline for contract commencement after the finalization of the tender, so that we can plan manpower allocation and logistical arrangements accordingly.	Maximum timeline for commencement of the Tender is 1st December 2025