

Prebid queries for UTIITSL				
S/N	Page / Section	RFP Clause	Queries	UTIITSL's Response
1	Page no 22 Eligibility Criteria, Point no h	Bidder should have valid ISO 9001 Certification and ISO 27001 certification for Information Security in their name	TUV SUD is a global Certification Body for ISO 9001 and ISO 27001 . We are not ISO 27001 certified can we bid ?	No Change, as per the tender terms and conditions only.
2	Point no k	Client Satisfactory Cum Experience Certificate from 3 existing Clients	Can we provide client satisfactory cum experience certificate from private sector client from financial services / Insurance domain OR is it mandatory to provide the letter from Bank or a PSU or a Government Department Does ISO 27001 Certification /VAPT / Application Security Testing can be considered as auditing experience? Can this be provided one week later from the date of submission as the clients will take time to revert as the same needs to be given on their letter head which needs management approvals at their end.	Client Satisfactory certificate required from Bank or a PSU or a Government Department / financial Institution. However Private Sector client experience would also be acceptable but atleast one Govt. Client experience is mandatory. It is mentioned in the tender that IT Audit Experience is acceptable. Hence ISO 27001 Certification /VAPT only may be considered. Application Security Testing experience is not acceptable. All the required documents shall be submitted along with the technical bid only. Any shortfall of documents would
3	Regarding Scope of Work	General Query	Are you expecting onsite audit or check list based offline audit Audit is supposed to be for how many days for each vendor (i.e is it one day or two day audit)	Its Onsite Audit at Agency premise only. Any Audit assignment given to agency would have to be completed for the respective Agency wise scope of work mentioned in the tender as per given timeline only and timeline for completion of each audit is mentioned in the tender only. Please refer Clause no. B. Delivery Schedule.
4	PART II, Clause 2.0, Point j, Page No. 22	The Bidding Organization should have atleast 5 qualified Auditors on its payroll, having certification and experience (As per below mentioned requirement in point no. i to v).i. ITIL Certification. ii. Windows/Linux OS knowledge (Server/desktop editions)- (Any Relevant Certification) iii. Basic Networking knowledge (Any Networking Certification like CCNA / CCNP / Firewall) iv. General IT Audit Experience with other Clients mentioning the name of the Auditor (The Experience Letter in Client letterhead need to be submitted) v. Forensic Audit handling experience (The Experience Letter in Client letterhead need to be submitted)	Please accept on Company Letterhead in self declaration	Self declaration Letter on Company Letterhead is accepted for following points only; -The Bidding Organization having atleast 5 qualified Auditors on its payroll, having certification and experience iv. General IT Audit Experience with other Clients mentioning the name of the Auditor (The Experience Letter in bidding Company letterhead would be acceptable) Rest documents requirement under this clause remain unchanged.

5	PART II, Point C, Sub-point a, Page No. 26	Ranking from L1 to L2 will only be considered. Unless someone backs out and there are less than 2 rankings, in that case the bidder of the lower ranking will shift up.	Please clarify.	This clause is itself very much clear that Ranking from L1 to L2 will only be considered. Any lower ranking bidder will shift up if any L1 or L2 agency backs out or if there are less than 2 rankings.
	Page 3, Sr. no 4	The tender should be accompanied by a Demand Draft / Pay Order / Banker's Cheque as Signature of the Bidder - 3 - Earnest Money Deposit (non-interest bearing) of Rs.1,00,000/- (Rupees One Lakh Only). The Earnest Money Deposit should be paid by way of Demand Draft/ Pay Order in favour of "UTI Infrastructure Technology And Services Limited, Mumbai".	As per MSME clause, our organisation is exempted from paying EMD cost of Rs. 1,00,000/- Hence, we request you to exempt us from paying EMD cost. Please refer MSME clause and MSME Certificate attached(We have already got exemption with the same clause from other PSU's)	EMD exempted to MSME and NSIC Registered Company only. The valid MSME and NSIC registration Certificate shall be submitted along with the bid in support of the exemption.
	Page no. 16, Annexure A, Point 55	External VAPT on defined frequency on the IT setup	1. is it required to perform VAPT by auditor or just need to audit the control at the auditee entity ? 2. Need to know IT setup (no of IT assets) under the scope of External VAPT and what is the defined frequency –	The Agency just need to audit the control at the auditee entity. The Audit frequency is quarterly as mentioned in the tender itself.
	Page no. 17, Annexure B, Categories of Agencies	1. As understood that the audit involves Desktop audit of various agencies as below: Printing Agency, Digitization Agency, etc	1. Let us know the no of desktops (and all assets) at each of the agencies ? or estimated numbers under scope of audit ? 1.2 Will it involve all desktops at each agency location or on sample basis ?	Estimated number of Desktop under scope of Audit: Only those desktops to be audited which are deployed for UTIITSL project at Agency premise. It will involve all the desktops deployed for UTIITSL project at each agency location.
			2. How will be audit reports be prepared and requirements - Will this be prepared per agency ? or per location ? - is it required to perform compliance of the audit ? - who will cover for travel/ accommodation and other misc expenses ? - what is the report acceptance criteria ? - what is the report sign-off process ?	Audit Report would have to be prepared per Agency only. The Auditing Agency will have to ensure The compliance as per The Audit checklist mentioned in The tender document. It is clearly mentioned in The tender document that quoted per Audit cost would be inclusive of everything i.e traveling expenses, lodging / boarding and any other associated cost of Auditing etc
	Page no. 27, Payment Terms (E)	The Payment would be made only after successful completion of the audit assignment with submission of final report	Payment Terms – It should be 25% advance ; 50% on DRAFT report submission; 25% Balance on Final report submission.	No Change, as per the tender terms and conditions only.