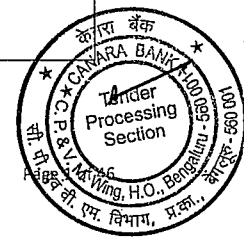
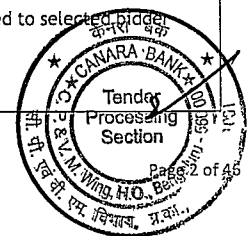


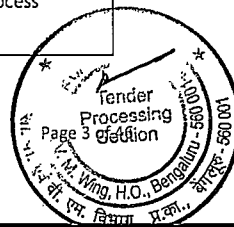
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	75	Annexure 8 Scope of Work	2.Audit Coverage: 2.1 RBIA (Risk Based Internal Audit)	2.1.2 Audit of Units (RAH, MSME Sulabh, Currency Chest, ARM, ACC, CPH) 2.1.3. Audit of Regional Office and Circle Office 2.1.4. Audit of Foreign Branch (New-York, London, Dubai, GIFT City- Ahmedabad)	All below mentioned RBIA have the same lifecycle if not what is the difference lifecycle, please clarify	Life cycle of RBIA in all audit unit will be same only the role may vary module to module.
2	75	Annexure 8 Scope of Work	2.Audit Coverage: 2.2. Regular Inspection	2.2.1. Audit of Wing and Vertical 2.2.2. Audit of Zonal Inspectorate 2.2.3. Misc regular audits (Due diligence of outsourced activity, liquidity risk management framework at RM wing, etc.)	Is it a full flex audit or review of self attested document ?	it's a full fledged audit.
3	75	Annexure 8 Scope of Work	2.3. Concurrent/Continuous Audit	2.3.1. Audit of Branch 2.3.2. Audit of Units (RAH, MSME Sulabh, Currency Chest, ARM, ACC, CPH) 2.3.3. Audit of Accounts opened in CPH and VCIP 2.3.4. Audit of Regional Office 2.3.5. Audit of Wing and Vertical (MSME, CAM, TM, Recon Vertical, CPCFT, CPCIT, Treasury-Domestic, Treasury-Forex, Card Division, CPPC)	Please clarify it included external and internal both audits or only internal audits?	It includes both internal and external audit.Detailed information will be shared with selected bidder.
4	76	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8. Risk Based Internal Audit (RBIA)	What is the current process to access the Risk and prioritized Audit?	Risk matrix and risk assessment are internally defined by bank. The same will be discussed in detail with the sucessful bidder after finalisation
5	76	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.2. Develop and implement a comprehensive risk matrix customized according to the Bank's risk appetite and tolerance levels. Business Risk and Control Risk are two major components of risk matrix for arriving final risk grade	Business Risk and Control Risk are factor for Risk Calculation ? Are they manually enter or fetched from any source?	Yes, Risk matrix and risk assessment are internally defined by bank. The same will be discussed in detail with the sucessful bidder after finalisation
6	76	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8. Risk Based Internal Audit (RBIA)	What is the parameter of Risk Rating formula/calculation to conclude the Risk Rating?	Details will be shared to selected bidder
7	76	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.3. Marking of deviated/irregular observations for accounts as well as audit unit wise mandatory checkpoints determine the final score in control risk	Marking of deviated/irregular observations for accounts means raising the observation/issue/findings?	Yes.



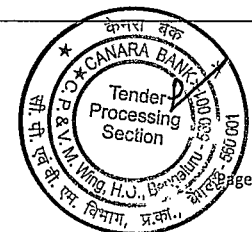
8	77	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.7. Risk assessment by the software should indicate the level of risk as High, Moderate and Low as well as the trend of risk in terms of increasing, decreasing or stable/Risk movement and analysis. Risk assessment and assignment of Risk grade to the auditee unit to be formulated by the software only without any manual intervention from auditor/admin unit. Modification of risk rating on identification of fraud in the auditee unit before commencement of subsequent RBIA can be done through wing admin only. On modification of risk rating by Wing admin, audit planner will be modified accordingly and software has the provision to prompt such cases in the dash-board	Who will respond to Risk Assessment? What is the role of Auditee in Risk Assessment?	Details will be shared to selected bidder
9	77	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.9. Identification of recurring and persisting observations, KRI (Key Risk Indicator) and Significant observations, performing quality audit (compliance audit), Rating of Inspecting officials, Marking Single query/check point for multiple accounts, detection of income leakage, closure of audit with carry-over remarks and closure of audit without carry over observations are some of the key functionalities in assessing the risk parameters.	Please share the predefined KRI? Please also share it any specific logic to group similar issue together?	KRI will be shared to selected bidder.
10	77	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.10. One Inspecting official will be made as team leader while conducting RBIA. Only the team leader can access to queries/checklists raised by other Inspecting Official for alteration. Team Leader has the option to fill executive summary and close the audit. Role of team leader can be mapped to any of the inspecting official of team members during the conducting of audit, managed by respective Zonal Inspectorate.	Please clarify Inspecting official will be review and complete the Risk Assessment or what is their role in Audit Closure.	Details will be shared to selected bidder
11	77	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.8. Risk assessment report called as RPRR (Risk Profile cum Risk Rating) report will be furnished with identified risks, impact analysis and risk mitigation strategies tailored to banking operations.	What is the current process of doing Impact analysis, please brief	No such process available, Bidder has to provide the solution.
12	77	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.11. Automatic sampling of loan accounts to be considered under current RBIA. (As per Bank's policy which is updated from time to time.) There should be provision for an auditor to manually add / select an account if he/she identifies observation / irregularity in account which is not included in above sample list	What is the current process for sampling, please brief	Details will be shared to selected bidder



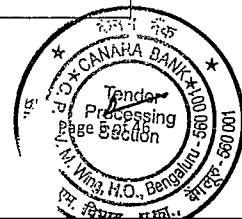
13	77	Annexure 8 Scope of Work	2.8. Risk Based Internal Audit (RBIA):	2.8.13. Certain information like risk rating of auditee unit, overdue of audit etc. to be floated on T+1 basis to BD 360 (Business Dashboard 360) of Bank for consolidation in Daily Dash Board	Please share the predefined dashboard KPI for Risk assessment based internal Audits?	Details will be shared to selected bidder
14	77	Annexure 8 Scope of Work	2.9. Regular Inspection:	2.9.1. Regular Inspection is applicable to Head Office Wings & Verticals and Zonal Inspectorate to evaluate compliance with regulatory requirements, assess operational effectiveness and address organizational functional objectives	Where is head office wings & verticals and Zonal offices master list has been mentioned? Master data for the Head/Vertical/Zonal Office will be created manually for fetched from other sources?	Branch master data will be fetched from centralized branch master. All details will be shared with selected bidder.
15	78	Annexure 8 Scope of Work	2.10. Concurrent Audit:	2.10.2. Deploy automated monitoring tools to scrutinize transnational data and detect anomalies or suspicious activities in real-time, supported by banking-specific risk parameters.	Please share the KPI to monitor automatically?	Query is not clear, Bidder to comply with RFP terms and conditions.
16	78	Annexure 8 Scope of Work	2.10. Concurrent Audit:	2.10.1. Conduct real-time monitoring of transactions and operations to unearth and deter non-complied activities and operational irregularities. Frequency of concurrent audit is monthly or quarterly.	How monthly/quarterly Control monitoring data can be fetched to the Actual Audit Engagement? Manually or automatically?	Through integration with data warehouse
17	78	Annexure 8 Scope of Work	2.10. Concurrent Audit:	2.10.4. Identification of Branches/Units for conducting Concurrent Audit based on Business provision for approving the annual audit plan, generation of appointment letter etc. to be automated in the software	Please confirm that, how to identify Branches/Unit for conducting Concurrent Audit? Please confirm Branches/Unit which need the concurrent audit are manually added to Audit plan?	Branches which are subject to concurrent audit will be decided by defined rule specified by bank in policy. Branches identified as such should be included in Audit plan for the next 1 year in concurrent audit package.
18	78	Annexure 8 Scope of Work	2.10. Concurrent Audit:	2.10.5. Evaluate internal controls and compliance measures to ensure efficacy in mitigating risks and preventing anticipated fraud according to regulatory context.	Please share what has been performed in the actual fieldwork state of concurrent audit?	Bidder to refer to the RFP wherein the details are already described in detailed manner
19	78	Annexure 8 Scope of Work	2.10. Concurrent Audit:	2.10.6. Concurrent audit reports are furnishing findings, recommendations, and risk ratings (applicable for quarterly concurrent audit) tailored to banking operations for management review and remediation.	Please share the reporting requirement for Concurrent Audits?	Bidder to refer to the RFP wherein the details are already described in detailed manner
20	78	Annexure 8 Scope of Work	2.10. Concurrent Audit:	Appraisal of ECA (External Concurrent Auditor) and evaluation of annual performance on key parameters for renewal or termination of contract for auditing of Branches/units to be facilitate in the software solution.	Please clarify if there is the workflow difference between Concurrent (Internal and External) audit and RBIA?	The same will be discussed in detailed with bidder after finalising the bidding process



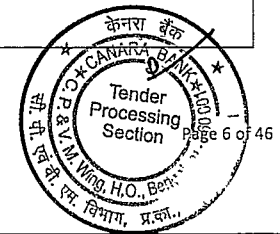
21	78	Annexure 8 Scope of Work	2.10. Concurrent Audit:	To identify income leakages across diverse banking operations and ensure legitimate income of the Bank is recovered. Income leakage detection and recovery will be covered in RBIA, Concurrent/continuous Audit and Quarterly Income Audit.	What is the current process to identify income leakages across diverse banking operations?	Checkpoints at several levels are available in various wings at Head Office. Inspection Wing is also conducting revenue audit as a intergal part of RBIA, Concurrent audit and quarterly Income audit.
22	78	Annexure 8 Scope of Work	2.11. Revenue Audit	2.11.1. To identify income leakages across diverse banking operations and ensure legitimate income of the Bank is recovered. Income leakage detection and recovery will be covered in RBIA, Concurrent/continuous Audit and Quarterly Income Audit.	What is the current process to identify income leakages across diverse banking operations?	Checkpoints at several levels are available in various wings at Head Office. Inspection Wing is also conducting revenue audit as a intergal part of RBIA, Concurrent audit and quarterly Income audit.
23	78	Annexure 8 Scope of Work	2.11. Revenue Audit	2.11.3. Scrutinize revenue-generating processes encompassing lending, deposit, fee-based services, and treasury operations, employing banking-specific metrics and benchmarks.	How is currently this details has been fetched? Please share where this details has been stored or need populate manually or through integration?	Details are being fetched through integration
24	78	Annexure 8 Scope of Work	2.11. Revenue Audit	2.11.4. Implementation plans and monitoring mechanisms to track the efficacy of income leakage recovery initiatives	Please elaborate	Query is not clear, Bidder to comply with RFP terms and conditions.
25	79	Annexure 8 Scope of Work	2.12. Management Audit	2.12.1 To assess management practices, organizational structures and strategic initiatives to evaluate governance effectiveness and operational efficiency.	Where is the management practices, organizational structures has been stored and do we have the organization hirarchy in place?	management practices, organizational structures will be maintained and managed in audit solution
26	79	Annexure 8 Scope of Work	2.11. Revenue Audit	No clause	What is difference between Revenue Audit and RBIA lifecycle?	Objective of both the audits are explained in detail in scope of work. Bidder to refer to the same.
27	79	Annexure 8 Scope of Work	2.11. Revenue Audit	2.11.5. Devised several reporting systems to consolidate information regarding income leakage detection and recovery on real time basis.	Please share the sample reports and data sources of the reports?	Reports will be shared to bidder after finalisation of bidding process.
28	79	Annexure 8 Scope of Work	2.12. Management Audit:	2.12.1. To assess management practices, organizational structures and strategic initiatives to evaluate governance effectiveness and operational efficiency.	What could be the target entity to the Audit? What is the master source of data (Management Partice/Org Str/initiative) to do the Audit?	As defined in scope of work
29	79	Annexure 8 Scope of Work	2.12. Management Audit:	2.12.3. To scrutinize management policies and procedures vis-à-vis human resources, finance, and procurement to ensure compliance with regulatory prerequisites and industry best practices.	Please confirm is these kind of audit targeted to policies master ?	As defined in scope of work



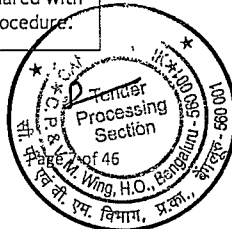
30	79	Annexure 8 Scope of Work	2.12. Management Audit:	2.12.4. Assigning of marks to all key parameters by auditor and calculation of risk matrix as defined in Inspection policy to be system based.	Please elaborate	Query not clear
31	79	Annexure 8 Scope of Work	2.12. Management Audit:	2.12.5. Action Taken Report (ATR) will be prepared by Inspection Wing and submitted to respective auditee unit for compliance. Auditee unit replies the compliance of ATR points and admin unit based on hierarchy will accept/pushback the auditee reply.	What is the format and what kind of details has been capture in ATR reports?	Format will be shared to bidder after finalisation of bidding process
32	79	Annexure 8 Scope of Work	2.12. Management Audit:	2.12.6. Presentation of organogram of auditee unit in pictorial format is one of the key feature in reporting system of Management Audit.	What kind of Pictorial Format report expected here? Also what could be source of data?	Format will be shared to bidder after finalisation of bidding process.
33	79	Annexure 8 Scope of Work	2.13. Information System (IS) Audit:	2.13.1. To evaluate IT systems, infrastructure, and controls to safeguard the integrity, confidentiality, and availability of critical banking information.	Please clarify where the master data related to IT Infra has been stored? How this IT systems, infrastructure has been updated in the system?	Query is not clear, Bidder to comply with RFP terms and conditions.
34	79	Annexure 8 Scope of Work	2.13. Information System (IS) Audit:	2.13.3. Assess the efficacy of internal controls in terms of IT policy and Cyber Security policy and risk management practices in realizing organizational objectives and mitigating operational risks.	Do we have the control mapping with Security policy and risk management policies?	Yes
35	79	Annexure 8 Scope of Work	2.13. Information System (IS) Audit:	2.13.4. Evaluation of disaster recovery and business continuity plans to ascertain the organization's preparedness for IT disruptions and incidents.	Please elaborate the factors basic what the evaluation has been performed?	Details will be shared to bidder after finalisation of bidding process.
36	80	Annexure 8 Scope of Work	2.14. Other Audits	2.14.1. KYC/AML audit to be conducted in the auditee unit on sample basis as defined in the audit planner to verify the compliance of KYC and AML guidelines for CASA and deposit account opened by the Branch.	Please elaborate the details about the sample picking method? Please clarify if there is the workflow difference from other audit?	Subject audit is rule based and audit sample and workflow will be defined by bank based on type of audit
37	80	Annexure 8 Scope of Work	2.14. Other Audits	2.14.2. Snap Audit is conducted in Moderate Risk rated branches where credit growth and cash recovery in NPA accounts is abnormal. Advances and cash recovery made by branch are verified.	Please clarify, if this is getting conducted on Moderate Risk then how the Audit Plan has been created? Is this part of RBIA risk assessment cycle? Please clarify if there is the workflow difference from other audit?	Subject audit is rule based and audit sample and workflow will be defined by bank based on type of audit
38	80	Annexure 8 Scope of Work	2.14. Other Audits	Short Inspection is conducted in case of VRS/Resignation/Superannuation of bank employees. All the aspects verified during RBIA of branch/unit are verified for the period from date of completion of previous RBIA to date of VRS/Resignation/Superannuation.	What is the process to identify the high VRS/Resignation/Superannuation of bank employees? What is the frequency of the Audit	Frequency audit - as and when an employee submits VRS/resignation/ attaining super annuation. Details may be fetched from HRMS package.



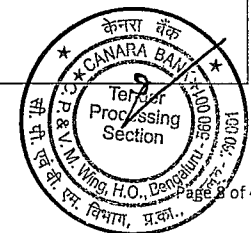
39	80	Annexure 8 Scope of Work	2.14. Other Audits	2.14.4.1. Special reports are given in the matter of fraud/suspected fraud, misconduct, major deviation in processing of credit, detection of high income leakage and regulatory infringements etc.	How this special report has been triggered? What are the parameters of Special Reports?	Special report will be issued in few cases where serious irregularities are identified and the same will be issued based on discretion of competent authority. Report format will be shared to bidder after finalising bidding procedure
40	80	Annexure 8 Scope of Work	2.14. Other Audits	2.14.4.2. Special report are submitted during RBIA, Concurrent Audit, QIA etc. To be consolidated in a single module for further proceedings and actions.	Please confirm, if Special Report is available to all Audit types?	Special report may be issued during RBIA, Concurrent Audit, Revenue Audit and any thematic audit
41	80	Annexure 8 Scope of Work	2.14. Other Audits	2.14.4.3. Compliance to audit observations to be attended in the consolidated module with in the time frame.	How this is related to the Special Audit reports?	Query not clear
42	80	Annexure 8 Scope of Work	2.14. Other Audits	2.14.5. Thematic audit is applicable with respect to compliance with regulatory requirements, assess operational effectiveness, and address specific audit objectives.	How this special report has been triggered? Is there any workflow difference from normal Internal Audit Lifecycle?	Special report will be issued in few cases where serious irregularities are identified and the same will be issued based on discretion of competent authority. Report format will be shared to bidder after finalising bidding procedure
43	81	Annexure 8 Scope of Work	3.1. User Management:	3.1.1. User Managements shall be provided for Bank Employees, Ex-Employees and ECA (External Concurrent Auditor)	Integration with HRMS is required here? kindly brief the other integrations requirements	Details of staff profile should be fetched from existing data base for which integration is necessary
44	81	Annexure 8 Scope of Work	3.1. User Management:	3.1.2. Proposed Audit package has primarily two type of users/stakeholders i.e. Inspection Wing/Admin Unit and Auditee units.	Please confirm Auditee Count which need to be onboarded in ServiceNow is 20K?	Details information will be shared with selected bidder.
45	83	Annexure 8 Scope of Work	3.2. Audit Planning	3.2.1. The Audit software to be automated for mapping of branch and units directly with Bank Branch master to retrieve branch and units profile.	Please confirm Bank Branch Master is maintained in service now or somewhere else?	Branch master data will be fetched from centralized branch master.All details will be shared with selected bidder.
46	83	Annexure 8 Scope of Work	3.2. Audit Planning	3.2.2. Advanced algorithms and decision support tools for auto calculating of audit plan based on audit scope, classification of audit units and risk assessment. The Audit software solution will utilise past and current information to assign risk ratings to the auditee units through AI & ML.	Please confirm that Audit Planning happened based on Risk Assessment ? Is there anything else expected here?	Audit planning is based on risk assessment and type of auditee unit.
47	83	Annexure 8 Scope of Work	3.2. Audit Planning	3.2.3. Integration of organizational calendars and resource management systems to optimize audit scheduling and resource allocation.	Do currently bank have the resource management system if yes what is that? IS there any plan in roadmap to have the Audit resource planning in SN ?	The same is currently not available. To be provided by the vendor
48	83	Annexure 8 Scope of Work	3.2. Audit Planning	3.2.5. The System will disable editing of audit findings and replies after the closure of audit engagement. Reopening of audit engagement will be facilitated within the solution itself to Super Admin.	What will be the impact on the other child items of Audit (ex-Control test, Finding, Remediation task) once the Audit has been reopen?	Complete life cycle will resume



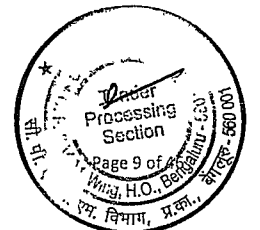
49	83	Annexure 8 Scope of Work	3.3. Data Extraction:	3.3.1. The audit package must possess robust functionality to extract pre -audit data and statistical information related to Business from various sources such as the Enterprise Data Warehouse (EDW) as per BD 360, Core Banking Solution (e.g., Flexcube), LAPS, different modules of SAS etc.	What are the different format type data extraction is expected? Is it only Excel?	PDF, Excel, Word formats are required
50	83	Annexure 8 Scope of Work	3.3. Data Extraction:	3.3.2. To ensure efficiency and compatibility, data extraction from various systems should be facilitated through the use of ready connectors. These connectors must be adept at extracting diverse data types efficiently, streamlining the extraction process and ensuring accuracy.	Which are the different connector, are referring to? Please clarify?	Bidder has to fetch Pre audit data from different data sources as per requirement. Detailed information will be shared with selected bidder.
51	84	Annexure 8 Scope of Work	3.3. Data Extraction:	3.3.3. Pre-audit data and information primarily consists of a variety of data types essential for audit assessments. These may include: • Existing reports: Reports generated from different banking solution. • Transaction data: Detailed records of financial transactions. • Queries and Checklists: Non-complied/carry over queries or checklists of previous audit and data for quality audit.	This will be maintained Offline or in the System?	It is in the system
52	84	Annexure 8 Scope of Work	3.3. Data Extraction:	3.3.4. Data extraction is executed through scheduler on daily/monthly/Quarterly basis based on requirements in audit modules.	Is it schedule report distribution or posting data to the other system if so please share the other system where data is expected to post.	Data extraction to be done to data warehouse, HRMS package etc.
53	84	Annexure 8 Scope of Work	3.3. Data Extraction:	3.3.5. The proposed software solution should be capable of matching and triggering the auto-populated verified data from above said modules with audit findings through machine learning concept.	Please elaborate	Query not clear
54	84	Annexure 8 Scope of Work	3.3. Data Extraction:	3.3.6. Existing audit reports like closure report, RPRR report (except RBIA-Branches/Units), Jotting Sheet of Query and Checklist, Query Summation sheet from all modules to be migrated to proposed audit package. Also, DB information of past and current ongoing audit to be migrated to the schema of new DB of proposed audit package.	Please elaborate	Query not clear
55	84	Annexure 8 Scope of Work	3.4. Audit Execution:	3.4.5. Implementation of risk matrix and auto calculation of scores for finalizing of risk grade for the auditee units as per the Bank policy and guidelines.	What is the Risk Calculation Scoring logic?	Bank is having internally defined risk matrix and calculation mechanism which will be shared with bidder after completion of bidding procedure.



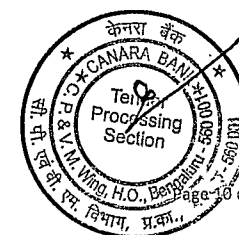
56	85	Annexure 8 Scope of Work	3.6. Audit Reporting:	3.6.3. Integration with advanced analytic tools (e.g. Power BI, Tableau) for dynamic MIS reporting and trend analysis for decision making and follow up.	Is there any specific requirement for reporting from Power BI, Tableau because SN is capable of all kind of reporting	Detailed requirement will be shared with selected bidder.
57	89	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.5. Data Analysis: Advanced data analysis tools should enable in-depth analysis of audit data, trends and patterns. The software should support various analytical techniques such as trend analysis, regression analysis, and outlier detection to identify anomalies and insights.	What are the data analysis tools that are used currently in your organization for these functions?	Bank is using in-house developed models for data analysis.
58	86	Annexure 8 Scope of Work	3.7. Audit Integration:	3.7.1. Provision of robust APIs and middleware solutions to facilitate seamless integration with existing enterprise systems. Integration with existing Bank software is one way and carried out on batch process. Details of integration to be discussed after finalization of bidder	Please share the list of Integration expected during implementation for TO-BE system	Bidder should be able to integrate any system of bank. Some of the example of core systems are Data warehouse, Active directory, LAPS, HRMS, centralised branch master, SMS gateway, email Gateway, CB, DMS etc
59	86	Annexure 8 Scope of Work	3.7. Audit Integration:	3.7.3. Provision to be made for conducting offsite audit from remote place through API integration with various platforms available within the Bank	What is the current system has been used for offsite audit	Offsite is not being conducted at present
60		Annexure 8 Scope of Work	Volumetrics	No clause	How many different audit types are conducted in Year	7500-8000 audits are being conducted in a year across various audit types
61		Annexure 8 Scope of Work	AS IS tools for evidence collection	No clause	Is there any system/tool in place used for evidence collection	Bidder has to comply with RFP terms and condition.
62		Annexure 8 Scope of Work	Reports Requirements	No clause	How many key performance reports are created for all audit function? Are these currently created manually?	As defined in scope of work
63	86	Annexure 8 Scope of Work	3.8 Audit Universe	3.8.1. The audit universe represents the auditable units of the Bank and mapped to the organizational structure. This serves as a centralized platform where the annual audit planner, audit stages, and achievement percentages of audit conducted for the financial year are compiled on single interface.	Where is the current Audit Universe Stored? Any tool currently used for this? For creating audit universe, what are the master data sources for integration required in ServiceNow? E.g. CMDB (Already available in ServiceNow)	As defined in scope of work
64	88	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.2. Checkpoints and Product/Scheme Mapping: The software should incorporate predefined audit checkpoints and queries to ensure thorough and consistent audit execution. Checkpoints should cover key areas such as regulatory compliance, operational controls, and risk management practices. Parameters in audit checkpoints are divided into a) Credit Parameters and b) Non-Credit parameters	How are the predefined audit checkpoints are stored and maintained in your system currently?	The same will be discussed in detailed with bidder after finalising the bidding process



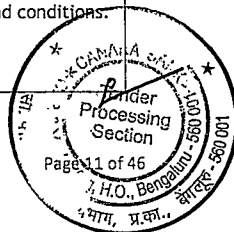
65	89	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.6. Audit Output: The software should generate comprehensive audit reports, risk rating report, summaries and findings. Reports should include detailed descriptions of audit objectives, methodologies, findings and recommendations, along with supporting evidence and documentation as prescribed by the Bank.	How do you record the audit results currently? (finding and observations)? Is there any current system in place to interact with auditees for evidence collection, issues and observations?	The same will be discussed in detailed with bidder after finalising the bidding process
66	89	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.7. Report Generation: The software should provide customized reporting templates, dashboards and visualizations. Reporting capabilities should support drill-down functionality, filtering options and interactive elements to facilitate stakeholder communication and decision-making. Facility to generate standard/ ad-hoc MIS reports on various parameters/ status on/ across various audits, say, in terms of domains / classification of observations / areas of audit activities, auditee wise, etc. with drill down/ across feature over more than one variable - Exceptions observed/ closed/ pending/ criticality - Branch/unit wise, Region/Circle wise, exception-wise, pending issue-wise, age-wise, Date wise, criticality wise and other parameters dynamically. The report generation tool should be user-friendly with drag & drop facility to add a new column or field. Use of Power Bi or comparable platform for the Audit output board is preferred.	How many unique type of audit report formats are in use? Are there any requirements for auditee portal?	As defined in scope of work
67	89	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.8. Report Confidentiality: There would be access control for viewing and downloading of the various reports. A report when downloaded should preferably contain timestamp and User Id of the user at the footer. It may be noted that the application should give an option to users at the time of downloading of reports whether user wants the report preferably in Word, Excel, PDF or any other format	Please explain the current process for maintaining the access control for viewing and downloading of the audit reports.	As defined in scope of work
68	89	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.8. A provision for the Auditor to give suggestions / learning points / highlights/ confidential inputs to the Top Management.	Is there any current system in place for Auditors to give their inputs to the top management?	Yes. Real time dashboard and MIS report are available



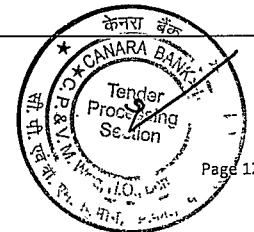
69	91	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.14. Document Management: A new document management features should enable for secure storage, version control, and retrieval of audit-related documents and artefacts. The software should support document categorization, tagging, and search functionalities to facilitate document management and retrieval.	Is there any centralised document management system in place that can be integrated with ServiceNow to store documents?	Centralised document management system available with bank.
70	91	Annexure 8 Scope of Work	4.1. Common Business/Functional Requirements for Audit Software	4.1.16. Escalation Ladder: Escalation ladder in the audit package establishes a structured framework for addressing audit findings, overdue position, uncompleted items promptly. It defines clear criteria for escalating unresolved issues, outlines hierarchical escalation procedures and mandates timely resolution responsibilities for each level of authority. Communication protocols ensures stakeholders are informed of escalated findings efficiently, while monitoring tools track the status of escalated issues for oversight and decision making	Please explain the current process for escalation. What is the hierarchy followed during any escalation process?	The same will be discussed in detailed with bidder after finalising the bidding process
71	93	Annexure 8 Scope of Work	5.1. Common Technical aspects of the package	5.1.6. Package shall have the capability to integrate with CBS, LAPS, Data Warehouse, Power BI, various modules of SAS and other packages to extract data for processing, wherever required. Availability of the Middleware required for integration to be ensured by the bidder and ensure seamless integrations	It has been assumed Bank will provide the middleware to carryout necessary integrations, please confirm if there are any different thoughts on this Also, please list out the total integrations required as part of the overall solution	Bidder has to integrate with middleware or different datasources as per bank requirement. Bidder should be able to integrate any system of bank. Some of the example of core systems are Data warehouse, Active directory, LAPS, HRMS, centralised branch master, SMS gateway, email Gateway, CB, DMS etc
72	93	Annexure 8 Scope of Work	5.1. Common Technical aspects of the package	5.1.9. Package shall have the capability to integrate with the existing "DARPAN" package for Inspection/Audit reference and archival of the data	Use case for this integration is to archive and store the data in DARPAN?	Data and reports to be extracted from DARPAN and archived
73	94	Annexure 8 Scope of Work	5.1. Common Technical aspects of the package	5.1.11. Checklist management for different types of Inspections/Audits as per bank requirement from time to time.	Kindly define the types of inspections/audits that checklist management is required	As defined in scope of work



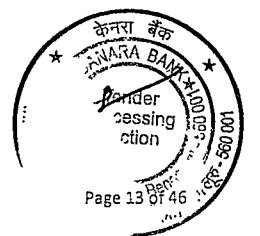
74	94	Annexure 8 Scope of Work	5.1. Common Technical aspects of the package	5.1.15.The services shall be provided in "On Premises Model". Bidder should be able to provide the solution fully or partially on On-Premises as per Banks discretion. In case of conversion to any model, the same should be done at no extra cost	<p>1. we understand that there is an existing ServiceNow on premise environment available with Canara bank, please confirm if the same will be used for Internal Audit automation</p> <p>2. Kindly list the current integration that already carried out in Platform</p> <p>2. VMwares are allowed or the requirement is to purely host on the dedicated Hardware servers?</p> <p>3. please confirm if there will be a separate team to perform movement to production environment or we will have access for all environments to perform DEV, SIT, PROD</p>	<p>1) Banks existing ServiceNow is still in implementation phase only</p> <p>2) Banks existing ServiceNow is still in implementation phase only</p> <p>3) Selected Bidder can provide the necessary infra as RFP clause (Either Vmware/Physical)</p> <p>4) Selector Bidder has to manage all enviroments including PROD</p>
75	94	Annexure 8 Scope of Work	5.1. Common Technical aspects of the package	5.1.16.The system should have proper Business Continuity Plan. As part of BCP, the system should have a DC/DRC set up	<p>In which geolocation the DR setup needs to be hosted?</p> <p>It has been understand that DC setup to be hosted in bangalore, please confirm</p>	DR setup should be hosted in mumbai.exact location will be shared with selected bidder.
76	94	Annexure 8 Scope of Work	5.1. Common Technical aspects of the package	5.1.19.Solution should support multi-server deployment for scalability, load balancing and fault-tolerance	High availability & DR setup both are required as part of the overall implementation?	As part of BCP, the system should have a DC/DRC set up
77	98	Annexure 8 Scope of Work	5.7.Data Integration & collection	5.7.3.Bidder should be able to integrate with any third-party solution for performance monitoring of the proposed solution selected by the Bank at no additional cost to Bank	Kindly define all the integration requirements in detail, it should be mutually agreed and commercially factored	It is already defined in scope of work. The same will be discussed in detailed with bidder after finalising the bidding process
78	98	Annexure 8 Scope of Work	5.7.Data Integration & collection	5.7.2.The solution should be able to monitor advanced Risk Management framework based on RBI guidelines on Internal Ratings Based (IRB) Approach for Credit Risk, Internal Models Approach (IMA) for Market Risk and Advanced Measurement Approach (AMA) for operational Risk	<p>1.what is the current advance risk management framework used in your organization?</p> <p>2. What are the parameters involved in the calculation of IRB, IMA and AMA</p> <p>3. What is the logic behind the calculation of IRB, IMA and AMA? Is there any tool used for it?</p>	Bidder to refer corrigendum.
79	99	Annexure 8 Scope of Work	5.11.MIS & Analytics/Reporting & Documentation	5.11.2.The solution/package to cooperate with our Bank's BA&IS vertical to automate the package for reducing TAT and hence efficiently use manpower	Need more clarity	The same will be discussed in detailed with bidder after finalising the bidding process
80	65	Annexure 02	Pre-Qualification Criteria	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	As an OEM most of our development of the product happens in India, but please let us know if the format requested in the RFP can be subject to modification as per agreement between vendor and Bank	Bidder to comply with RFP terms and conditions.



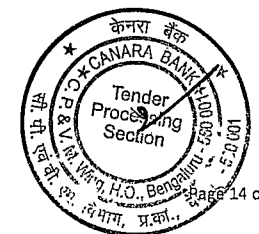
81	65	Annexure 02	Pre-Qualification Criteria	The bidder should have implemented and maintaining Audit Solution in Scheduled Commercial Banks with minimum 5000 branches in India during the last 3 as on RFP date.	Request for modification of this clause for us to qualify to bid to: Implementation experience of Audit Solution by the Bidder "The bidder should have implementation experience for Audit Solution in any bank having at least 500 branches in India"	Bidder to refer to corrigendum
82	65	Annexure 02	Pre-Qualification Criteria	No clause	In order for top OEMs to participate in the bid, we request the bank to add the following criteria as a pre qualification step: "Leader in Latest Forrester GRC Report (Q3, 2023): The proposed solution should be a leader according to the latest Forrester GRC report (Q3, 2023)."	Bidder to refer to corrigendum
83	65	Annexure 02	Pre-Qualification Criteria	No clause	In order for top OEMs to participate in the bid, we request the bank to add the following criteria as a pre qualification step: "ISO 27001 Certification Required: The solution provider must have ISO 27001 certification."	Bidder to refer to corrigendum
84	108	Annexure-10	Technical Evaluation Criteria	Implementation experience of Audit Solution by the Bidder The bidder should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 3000 branches in India.	Request for modification of this clause for us to qualify to bid to: Implementation experience of Audit Solution by the Bidder "The bidder should have implementation experience for Audit Solution in any bank having at least 500 branches in India"	Bidder to refer to corrigendum
85	108	Annexure-10	Technical Evaluation Criteria	The Bidder should have experience in the field of Implementing Audit Package Solution as on the dated of RFP	Request for modification of the clause as Audit management requirements are evolving continuously over time and there are lot of changes in the process and definitions in the last 3 years. Hence request for modification of the scoring pattern to: "The Bidder should have experience in the field of Implementing Audit Package Solution as on the dated of RFP Number of Years: • More than 3 years' implementations - 10 marks • 2 to 3 years - 7 marks • 1 to 2 years - 5 marks"	Bidder to refer to corrigendum



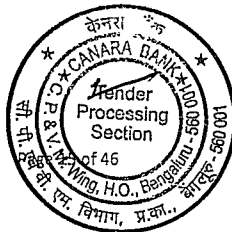
86	108	Annexure-10	Technical Evaluation Criteria	Implementation experience of Audit Solution by the OEM. The bidder/OEM should have implemented proposed Audit Solution in Public Sector Banks in India.	Request for removal of this criteria.	Bidder to refer to corrigendum
87	108	Annexure-10	Technical Evaluation Criteria	The OEM's Audit should have been implemented in Scheduled Commercial Banks having at least 3000 branches in India.	Request for removal of this criteria.	Bidder to refer to corrigendum
88	108	Annexure-10	Technical Evaluation Criteria	Bank's confidential analysis from existing users	Bank's confidential analysis from existing users	Bidder to refer to corrigendum
89	108	Annexure-10	Technical Evaluation Criteria	Proposed bidder/OEM should have global presence for providing software solution for GRC/risk management services/Audit management services	Request for low code/no code platform to be built in within the solution proposed as this is a critical requirement for the bank to manage the solution in the future with minimum TAT for CRs coming in: "Proposed OEM should be Low-Code/ No-Code leader in latest Gartner Magic Quadrant"	Bidder to refer to corrigendum
90	108	Annexure-10	Technical Evaluation Criteria	Request for additional clause to be added	Proposed OEM should be a public listed company	Bidder to refer to corrigendum
91	108	Annexure-10	Technical Evaluation Criteria	Request for additional clause to be added	Proposed OEM should ISO 27001 certified company	Bidder to refer to corrigendum
92	108	Annexure-10	Technical Evaluation Criteria	Request for additional clause to be added	Proposed OEM should provide machine learning capability without any integration requirement	Bidder to refer to corrigendum
93	108	Annexure-10	Technical Evaluation Criteria	Request for additional clause to be added	Proposed OEM should offer out of box integration with Microsoft Sharepoint	Bidder to refer to corrigendum



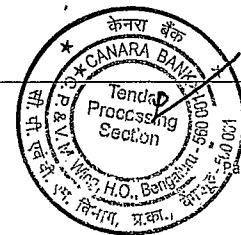
94	108	Annexure-10	Technical Evaluation Criteria	Request for additional clause to be added	<p>Proposed OEM should capabilities as follows:</p> <p>Platform Features:</p> <ol style="list-style-type: none"> 1. High Volume Data Ingestion: The proposed solution must be able to ingest millions of records daily. 2. Mobile Application Requirements: The proposed solution should provide out-of-the-box iOS and Android mobile applications with MDM capability. 3. User-Friendly Mobile App Updates: The solution should offer a user-friendly way to update the mobile application through drag-and-drop functionality. 4. Out-of-the-Box Integrations: The proposed solution must offer out-of-the-box integration with Microsoft SharePoint and Microsoft Teams. 5. Customizable Reporting and Dashboards: The solution must allow users to add additional reports and dashboards without requiring OEM intervention. 6. Built-in Multi-Factor Authentication: The proposed solution must include a built-in multi-factor authentication feature. 7. Customizable Notifications: The solution must allow users to define additional notifications without OEM intervention. 	Bidder to refer to corrigendum
96	108	Annexure-10	Technical Evaluation Criteria	Request for additional clause to be added	<p>Proposed OEM should have solution around other IRM area's such as Operational Risk, Compliance, Third party risk management, Operational resilience etc. to meet RBI Operational Resilience April 2024 guidelines</p>	Bidder to refer to corrigendum



97	53	22.Indemnity	22.5.BIDDER/VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project.	No clause	<u>We propose to modify this clause as below.:</u> Either Party's BIDDER/VENDOR/SERVICE- PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project. NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR ANY DAMAGES FOR LOST PROFITS, LOSS REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, OR LOSS OF DATA, OR INTERFERENCE WITH BUSINESS, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES.	Bidder to comply with RFP terms and conditions.
98	145	Order cancellation/Termination of contract	Order cancellation/Termination of contract	10.1.Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services.	<u>We propose to add this clause to Termination :</u> (1) The Service Provider agrees that in case the Bank has materially breached any terms and conditions of this Agreement, it shall inform Bank of the same through a notice in writing giving thirty (30) days' time for remedying the breach. The Service Provider may terminate this Agreement, if such breach is not remedied during such thirty (30) day period.	Bidder to comply with RFP terms and conditions.
99	95	Annexure-8 (Scope of Work)	5.Technical Requirements: 5.2.Hardware	i.CPU - Multicore processors with High clock speeds and supporting hyper-threading technology. (Preferred Manufacturer : Intel Xeon or AMD EPYC)	Request Bank to confirm on the term mentioned as High Clock speed, is there any particular range which bank is expecting to be proposed or bidder should propose based on the best fit to meet the system requirements	Bidder to comply with RFP terms and conditions.

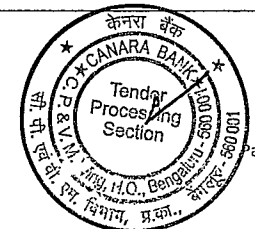


100	95	Annexure-8 (Scope of Work)	5. Technical Requirements: 5.2. Hardware	ii. Memory (RAM) - Large RAM capacity with high bandwidth for multitasking and data processing.	Request bank to confirm on the term mentioned as large RAM, if there is any particular memory modules which is expected to be proposed like 64GB, 128GB modules or should propose the RAM module which best suits the requirement	Bidder to comply with RFP terms and conditions.
101	95	Annexure-8 (Scope of Work)	5. Technical Requirements:	5.3. onsite/offsite resource	Does bidder needs to deploy separate resource to manage Hardware/storage/virtualization/network etc, as the qualification suggested does not includes the expertise on the hardware components	No. It will be covered under warranty
102	102	Annexure-8 (Scope of Work)	7. Compliance for Hardware to be ensured	24. All proposed equipment's are required to connect existing SAN infrastructure	Please confirm if the SAN storage will be provided by Bank as per the requirement or should the bidder propose the SAN storage	Selected Bidder has to provide the SAN storage
103	103	Annexure-8 (Scope of Work)	7. Compliance for Hardware to be ensured	37. The proposed server network interfaces ports should be compatible for connecting bank CISCO switches.	Please confirm the uplink needed for the TOR switches	Details will be shared to the selected Bidder
104	104	Annexure-8 (Scope of Work)	7. Compliance for Hardware to be ensured	44. Bidder should coordinate with our bank/SI team to integrate the supplied devices to SIEM/PIM/AV/backup solutions/DAM etc., 47. Bidder should supply the backup and AV license required for the project	Point 44 mentions that the supplied devices should integrate with existing backup solution, meanwhile point 47 asks to supply the backup license. Request bank to confirm if we need to supply license or we need to upgrade existing backup licenses, if so, please share the existing backup licenses details	Details will be shared to the selected Bidder
105	104	Annexure-8 (Scope of Work)	7. Compliance for Hardware to be ensured	48. k. SAN connectivity to bank existing SAN Switch	Request bank to share the details of the existing SAN switches, like ports availability, speed etc	Details will be shared to the selected Bidder
106	92	Annexure-8 (Scope of Work)	4.2. Audit specific additional functional requirement:	4.2.10. Audit Software should comply with the official language policy so that audit Report/Compliance can be submitted in Hindi also	Does this mean that users need the capability to upload reports written in Hindi as attachments? Please clarify the specific requirement."	Specific reports to be extracted in Hindi language
107	100	Annexure-8 (Scope of Work)	5. Technical Requirements: 5.13. DRP/BCP/IRP (Disaster Recovery Plan, Business continuity Plan, Incident Response Plan)	5.13.3. Package is expected to have uptime of min 99.50% (excluding downtime explicitly not attributed only to vendor's fault) where penalty will be deducted for downtime of the system (Application failure).	Could you please provide further clarification on the uptime requirement mentioned in section 5.13.3? Specifically, we would like to understand the conditions under which downtime is not attributed to the vendor's fault. Additionally, could you outline the penalty structure for application failures and specify any exceptions or circumstances that might affect the calculation of uptime?	LD is not applicable for the reasons attributable to the Bank and Force Majeure

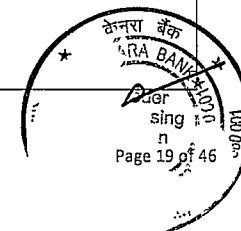


108	65	Annexure-2 Pre-Qualification Criteria	Clause 5:	The bidder should have implemented and maintaining Audit Solution in Scheduled Commercial Banks with minimum 5000 branches in India during the last 3 as on RFP date. Documents to be Submitted: The bidder should submit purchase Order and satisfactory letter/reference letter from the customer duly mentioning the details of the solution.	We request to modify the clause as below The bidder/OEM should have implemented and maintaining Audit Solution in PSU/Scheduled Commercial Banks with minimum 5000 branches in India during the last 3 as on RFP date	Bidder to refer corrigendum
109	107	Annexure-10 Technical Evaluation Criteria	Clause 1:	Implementation experience of Audit Solution by the Bidder The bidder should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 3000 branches in India.	We request to modify the clause as below Implementation experience of Audit Solution by the Bidder/OEM The bidder/OEM should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 3000 branches in India.	Bidder to refer corrigendum
110	107	Annexure-10 Technical Evaluation Criteria	Clause 2:	The Bidder should have experience in the field of Implementing Audit Package Solution as on the dated of RFP	We request to modify the clause as below The Bidder/OEM should have experience in the field of Implementing Audit Package Solution as on the dated of RFP	Bidder to refer corrigendum
111	107	Annexure-10 Technical Evaluation Criteria	Clause 3:	Implementation experience of Audit Solution by the OEM. The OEM's Audit Solution should have been implemented in Scheduled Commercial Banks having at least 3000 branches in India.	Request to Remove this clause	Bidder to comply with RFP terms and conditions.
112	107	Annexure-10 Technical Evaluation Criteria	Clause 5:	The number of certified personnel employed by the Bidder on the proposed solution. (Note: Only those experiences will be counted which have duration of at least 1 year)	We request to modify the clause as below The number of certified personnel employed by the Bidder/OEM on the proposed solution. (Note: Only those experiences will be counted which have duration of at least 1 year)	Bidder to comply with RFP terms and conditions.

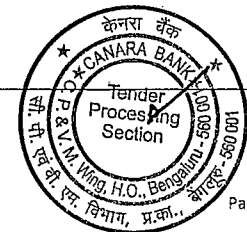
113	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8 Payment Terms:	2. User Licenses cost: 100% Yearly on delivery & installation of user Licenses and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions.	We request to modify the clause as below User Licenses cost: 70% yearly On delivery of use license on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions 30% yearly On successful installation of user license on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions	Bidder to comply with RFP terms and conditions.
114	23	8.1	8 Payment Terms	AMC: Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages (if Any).	We request to modify the clause as below AMC: Payment will be made yearly in advance after deducting applicable penalties and Liquidated damages (if Any).	Bidder to comply with RFP terms and conditions.
115	66	6	Annexure-2 Pre-Qualification Criteria	Bidder to submit details in Annexure-19 with copies of the certificates mentioned along with the profile of the professionals and letter from Company Secretary stating that they are on payroll of the bidder.	Please provide us the format for Annexure-19, as it is not included in RFP document	Bidder to refer the corrigendum.
116	12	Section - B (Introduction)	3. About RFP	3.1. The Bank intends to onboard vendor for end to end Implementation of Audit Solution for a period of 5 Years in Canara Bank as per the terms & conditions, technical requirements and scope of work described elsewhere in this document	It is assumed that there would be an implementation phase and 5 years of support counts post implementation of all phases/modules - can you clarify if the assumption is wrong?	Clause is self explanatory, Bidder to comply with RFP terms and conditions.
117	12	Section - B (Introduction)	3. About RFP	3.2 The selected Bidder has to provide the Solution in India.	We assume that this is not Make in India, but proposed bidder and OEM should have services based in India and support center based in India	Bidder to comply with RFP terms and conditions.
118	12	Section - B (Introduction)	4. Objective	4.2. The bidder should provide the proposed comprehensive Audit Solution under on-premises model	Where would be Canara bank's DC and DR located to host the on-prem solution?	DC -Bangalore DR- Mumbai



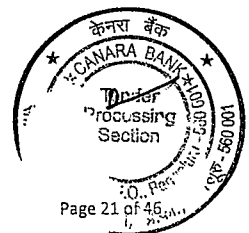
119	16	Section - C (Deliverable and Service Level Agreements)	1. Project Timelines (1.3. Delivery, Installation, Integration, Implementation and Go-Live)	1.3.6 Migration of archival data: The selected bidder should ensure migration of data for Audit Solution within Ten (10) weeks from the date of go live of solution (as per clause no. 1.3.5) for each ordered locations.	What is the volume of data expected per module (put each module) for migration? Would you need to only load open audits? Or load last 5 years of data	Bidder to comply with RFP terms and conditions.
120	17	Section - C (Deliverable and Service Level Agreements)	2. Integration & Interfaces	2.1. The selected bidder has to work with different application vendors in order to integrate new Solution to the existing workload or new workloads during contract period.	Could you address the list of OEM and list of application that needs to be integrated	Detail will be share with selected bidder.
121	17	Section - C (Deliverable and Service Level Agreements)	2. Integration & Interfaces	2.2. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution.	Can you put a cap on external third party apps to be integrated	NO Cap on third party integration.
122	17	Section - C (Deliverable and Service Level Agreements)	3. Security	3.2. The selected bidder will ensure the software delivered is in conformity with security standards and is without any security vulnerability.	Q1. What is the expected SLA's to fix the vulnerabilities Q2. What are the scanning tools available in bank for Vulnerability detection	Details will be shared to the selected Bidder
123	17	Section - C (Deliverable and Service Level Agreements)	3. Security	3.4. The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank.	Will there be a SPOC from Canara to help with Security fixes	Yes
124	18	Section - C (Deliverable and Service Level Agreements)	5. Uptime	5.2. The "Uptime" is, for calculation purposes, equals to the total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same	Can we include the inclusions and exclusions of downtime?	Bidder has to comply with RFP terms and conditions.
125	19	Section - C (Deliverable and Service Level Agreements)	6. Penalties/Liquidated Damages (6.1. Penalties/Liquidated damages for delay in Delivery, Installation, Integration, Implementation and Go-Live of Solution would be	6.1.5. However, the total Penalty/LD to be recovered under clause 6.1.1, 6.1.2, 6.1.3 and 6.1.4 shall be restricted to 10% of the total cost mentioned in Table-A.	Can the penalties be relooked at to be at max 5%?	Bidder to comply with RFP terms and conditions.



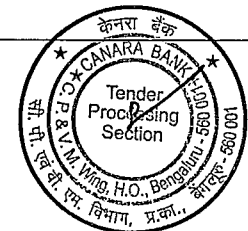
126	19	Section - C (Deliverable and Service Level Agreements)	6. Penalties/Liquidated Damages	<p>6.3. Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder</p>	Can the project be delivered in the hybrid model? Where in development team can sit out of both bidder office and SPOC can work out of canara?	one or two of its representatives of bidder should be always available at Bangalore location as a single point of contact for the Bank
127	20	Section - C (Deliverable and Service Level Agreements)	6. Penalties/Liquidated Damages (6.4 Penalties/Liquidated damages for not maintaining uptime)	<p>6.4.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.90% for the solution as per Scope of Work & Functional and Technical requirements (Annexure-8) during Warranty and AMC/ATS period, the penalty for monthly Uptime will be deducted as under:</p> <p>Level of availability calculated on monthly basis: Less than 95.00%</p> <p>Penalty Amount: 1.00% of Total cost of Ownership* for every hour or part thereof</p>	Can there be relaxation on the penalties - considering this is an on-prem solution and dependent on Canara bank network as well	Bidder to comply with RFP terms and conditions.
128	21	Section - C (Deliverable and Service Level Agreements)	7. Escrow Arrangement	<p>7.5. The application software should mitigate Application Security Risks; at a minimum those discussed in OWASP top 10 (Open Web Application Security Project)</p>	What would be the SLA to mitigate the Application security risks?	Bidder to comply with RFP terms and conditions.
129	22	Section - C (Deliverable and Service Level Agreements)	8. Payment Terms	<p>8.1. The payment schedule will be as under and will release after execution of contract agreement:</p> <p>1. Payment Stages: Hardware cost (including OS) % of Payments: 10%</p> <p>Condition: After Completion of contract period of 5 Years and after deducting applicable penalties and Liquidated damages (if any) as per GeM Terms.</p>	Can we reduce the value to 5% after 5 years and cover the rest at the earlier stages	Bidder to comply with RFP terms and conditions.



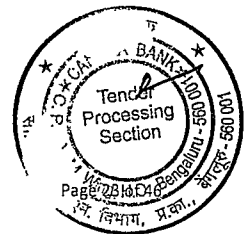
130	22	Section - C (Deliverable and Service Level Agreements)	8. Payment Terms	<p>8.1. The payment schedule will be as under and will release after execution of contract agreement:</p> <p>2. Payment Stages: User Licenses Cost % of Payments: 100%</p> <p>Condition: Yearly on delivery & installation of user Licenses and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions.</p>	License cost needs to be paid upfront, since OEM can't share license without the PO	Bidder to comply with RFP terms and conditions.
131	53	Section - G (General Conditions)	23. Conflict of Interest	<p>23.1. BIDDER/VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.</p>	<p>Request Modification for the clause</p> <p>BIDDER/VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.</p> <p>This clause is valid for to the engagement team only and 'Affiliates in India' only.</p> <p>Also we would like to clarify that "All confirmations shall be provided as on the current date as per our risk management procedures, to the best of our knowledge."</p>	Bidder to comply with RFP terms and conditions.
132	65	Annexure - 2 (Pre-Qualification Criteria)	2. Pre-Qualification Criteria	<p>Clause 2. The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.</p>	<p>Request you to modify the criteria as below.</p> <p>The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.</p>	Bidder to comply with RFP terms and conditions.



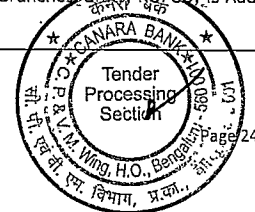
133	65	Annexure - 2 (Pre-Qualification Criteria)	5. Pre-Qualification Criteria	5. Pre-Qualification Criteria: The bidder should have implemented and maintaining Audit Solution in Scheduled Commercial Banks with minimum 5000 branches in India during the last 3 as on RFP date.	Request for modification of this clause for us to qualify to bid to: The bidder/OEM should have implementation experience for Audit Solution in any bank having at least 500 branches in India or Global banks or RBI Regulated Entities .	Bidder to refer to corrigendum
134	65	Annexure - 2 (Pre-Qualification Criteria)	6. Pre-Qualification Criteria	6. The firm should have a pool of at least 15 professionals on payroll who have experience in Information Technology, Development of Software/Application for at least 2 turnkey projects for BFSI during the last three years (i.e. 2020-21 and 2021-22 and 2022-23).	Request you to modify the Documents to be submitted In compliance with Pre-Qualification Criteria to below: Bidder to submit details in Annexure-19 with copies of the certificates mentioned along with the profile of the professionals and letter from HR stating that they are on payroll of the bidder.	Bidder to refer to corrigendum
135	66	Annexure - 2 (Pre-Qualification Criteria)	7. Pre-Qualification Criteria	7. Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	Request you to modify the Criteria to below : Any bidder from a country which shares a land border with India will be eligible to bid, only if the bidder are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	Bidder to comply with RFP terms and conditions.



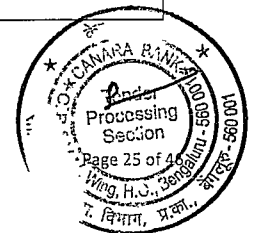
136	66	Annexure - 2 (Pre-Qualification Criteria)	7. Pre-Qualification Criteria	<p>7. Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. A natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>	<p>Request you to modify the Documents to be submitted In compliance with Pre-Qualification Criteria to below:</p> <p>A declaration stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we fulfill all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]</p>	Bidder to comply with RFP terms and conditions.
137	66	Annexure - 2 (Pre-Qualification Criteria)	9. Pre-Qualification Criteria	<p>9. The bidder should have an average annual turnover of Rs.150 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies</p>	<p>Request you to modify the Criteria to below:</p> <p>The bidder should have an average annual turnover of Rs.500 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies</p>	Bidder to refer to corrigendum
138	65	Annexure - 2 (Pre-Qualification Criteria)	9. Pre-Qualification Criteria	<p>9. The bidder should have an average annual turnover of Rs.150 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies</p>	<p>Request you to modify the Documents to be submitted In compliance with Pre-Qualification Criteria to below:</p> <p>Bidder should submitted Financial Statements/Balance Sheet/CA Certificate for last 3 financial years i.e., 2020-21, 2021-22 & 2022-23</p>	Bidder to refer to corrigendum



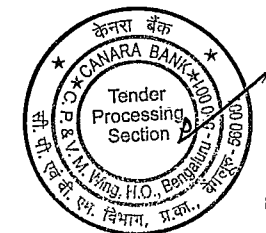
139	65	Annexure - 2 (Pre-Qualification Criteria)	10. Pre-Qualification Criteria	The bidder should have positive Net Worth as on 31/03/2023 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2023.	Request you to modify the Documents to be submitted In compliance with Pre-Qualification Criteria to below: The bidder should submit Audited Financial Statements/Balance Sheet/CA Certificate.	Bidder to refer to corrigendum
140	65-66	Annexure - 2 (Pre-Qualification Criteria)	t for additional clause to be	Request for additional clause to be added	We request the bank to add the following criteria as a pre qualification step: "Leader in Latest Forrester GRC Report (Q3, 2023): The proposed solution should be a leader according to the latest Forrester GRC report (Q3, 2023)."	Bidder to refer to corrigendum
141	65-66	Annexure - 2 (Pre-Qualification Criteria)	t for additional clause to be	Request for additional clause to be added	We request the bank to add the following criteria as a pre qualification step: "ISO 27001 Certification Required: The solution provider must have ISO 27001 certification."	Bidder to refer to corrigendum
142	74	Annexure - 8 (Scope of Work)	1. Objective	1.1. Business Objective: 1.1.1. Streamline internal audit process to improve efficiency, effectiveness and productivity by minimizing manual effort and increasing transparency. 1.1.2. Strengthen the risk management practices and ensure adherence to regulatory requirements. 1.1.3. Facilitate decision making through real time access of audit information and insights.	Can you share the current methodology and process used by the team	Currently we are using DAPRN package which is developed internally as per bank requirements and objectives
143	76	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.8. Risk Based Internal Audit)	2.8.2. Develop and implement a comprehensive risk matrix customized according to the Bank's risk appetite and tolerance levels. Business Risk and Control Risk are two major components of risk matrix for arriving final risk grade	Would we have to onboard Risk and Control library as part of the implementation? If yes, what is the count of existing risks and controls and which is the current system which is used to handle them?	Bank has a pre defined risk calculation methodology
144	76	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.8. Risk Based Internal Audit)	2.8.4. Conduct risk assessment utilizing recognized methodologies such as COSO (Committee of Sponsoring Organization) framework and ISO 31000 according to the internal policy of Bank.	How many risk methodologies are in scope and how many risk assessments need to be configured?	There are three types of risk assessments based on the auditee unit (Branches/Units, RO/GO, IS Audit)



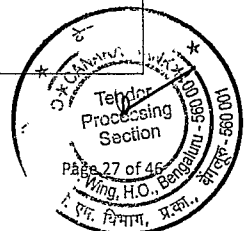
145	76	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.8. Risk Based Internal Audit)	2.8.5. Integrate the risk matrix into the audit software to facilitate assessment and prioritizing the audit alignments with organizational objectives and regulatory obligation.	Can we assume Canara bank will define the risk matrix?	Bank has a pre defined risk calculation methodology. The same will be discussed seperately after completion of bidding process.
146	77	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.8. Risk Based Internal Audit)	2.8.11. Automatic sampling of loan accounts to be considered under current RBIA. (As per Bank's policy which is updated from time to time.) There should be provision for an auditor to manually add / select an account if he/she identifies observation / irregularity in account which is not included in above sample list.	Q1. What would be the source of loan accounts? Would that be part of integrations Q2. Does the bank have rule engine to pick automated sampling? Q3.Total number of Sampling? Q4. Total number of integrations expected?	1. Source of loan accounts is data warehouse which has to be intergrated with our proposed solution. 2. No 3. Clauses for sampling size category wise will be shared after bidding process 4. It varies from module to module. The same will be discussed seperately after completion of bidding process. For instance capturing of loan details should be integrated from data warehouse, and further followup details of the account to be integrated from various packages in SAS package.
147	77	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.8. Risk Based Internal Audit)	2.8.12. Marking single query for multiple accounts option to be available for Inspecting officials to mark common deviations in the advance related accounts based on scheme code. An option to add/delete any scheme code to be made available at front end for Wing admin user.	Would the scheme codes be onboarded to the proposed solution? What would be source to fetch any scheme code?	Source of loan accounts is data warehouse which has to be intergrated with our proposed solution.
148	77	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.8. Risk Based Internal Audit)	2.8.13. Certain information like risk rating of auditee unit, overdue of audit etc. to be floated on T+1 basis to BD 360 (Business Dashboard 360) of Bank for consolidation in Daily Dash Board.	What is the tech stack behind BD 360?	DWH(Oracle Db)
149	78	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.10. Concurrent Audit)	2.10.1. Conduct real-time monitoring of transactions and operations to unearth and deter non-complied activities and operational irregularities. Frequency of concurrent audit is monthly or quarterly. Concurrent audit is carried out by both Internal and external auditors.	How are transactions data exposed to monitor?	Transaction monitoring is having separate tool being used by bank which will be used as an API in our proposed audit solution
150	78	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.10. Concurrent Audit)	2.10.2. Deploy automated monitoring tools to scrutinize transnational data and detect anomalies or suspicious activities in real-time, supported by banking-specific risk parameters.	Does the bank already have the monitoring tools or are we supposed to procure the tools to monitor?	Transaction monitoring is having separate tool being used by bank which will be used as an API in our proposed audit solution



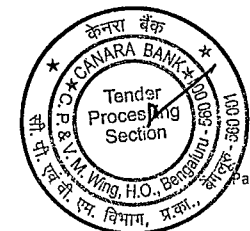
151	78	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.10. Concurrent Audit)	2.10.3. Conduct continuous transaction monitoring and pattern recognition to identify risks involved in unrealistic business growth and control deficiencies.	Can you specify if there is in any existing tool with bank for transaction monitoring or should it be procured?	Transaction monitoring is having separate tool being used by bank which will be used as an API in our proposed audit solution
152	79	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.13. Information System (IS) Audit)	2.13.3. Assess the efficacy of internal controls in terms of IT policy and Cyber Security policy and risk management practices in realizing organizational objectives and mitigating operational risks	How many policies and methodologies does the bank follow?	Details will be shared to the selected Bidder
153	79	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.13. Information System (IS) Audit)	2.13.4. Evaluation of disaster recovery and business continuity plans to ascertain the organization's preparedness for IT disruptions and incidents	Q1. What is the current number of BCP and DR plan? Q2. Frequency in which BCP/DR executed Q3. Tool where business resiliency is maintained? Q4. Does Canara have any tool for BCP/DR Management?	Details will be shared to the selected Bidder
154	80	Annexure - 8 (Scope of Work)	2. Audit Coverage (2.13. Information System (IS) Audit)	2.13.7. Inclusion of Risk matrix for audit of all wings/verticals with Risk Level being calculated with the parameters Likelihood and Impact. Based on risk matrix calculation Risk grade is awarded and periodicity will be determined through the system by implementing the Bank policy and guidelines.	Q1. Do you list of auditee's identified across for all type of audits? Q2. Do you have tool where risks and controls will be mitigated?	The same will be discussed in detailed with bidder after finalising the bidding process
155	81	Annexure-8 (Scope of Work)	3. Audit Life Cycle (3.1. User Management)	3.1 User Management (Users and Roles)	Are these unique users or is there any overlap between these set of users?	Users are unique under each role subject to audit module
156	83	Annexure-8 (Scope of Work)	3. Audit Life Cycle (3.2. Audit Planning)	3.2.1. The Audit software to be automated for mapping of branch and units directly with Bank Branch master to retrieve branch and units profile.	How many branches/unit will each audit engagement carries as an average?	7500-8000 audits are being conducted in a year across various audit types
157	83	Annexure-8 (Scope of Work)	3. Audit Life Cycle (3.3. Data Extraction)	3.3.1. The audit package must possess robust functionality to extract pre -audit data and statistical information related to Business from various sources such as the Enterprise Data Warehouse (EDW) as per BD 360, Core Banking Solution (e.g., Flexcube), LAPS, different modules of SAS etc.	What would be total number of source system which feeds data to audit solution?	Important sources are discussed in Point num 3.3.1 subject to further development/modifications in bank's internal functionalities



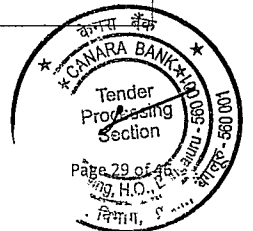
158	84	Annexure-8 (Scope of Work)	3. Audit Life Cycle (3.3. Data Extraction)	3.3.6. Existing audit reports like closure report, RPRR report (except RBIA-Branches/Units), Jotting Sheet of Query and Checklist, Query Summation sheet from all modules to be migrated to proposed audit package. Also, DB information of past and current ongoing audit to be migrated to the schema of new DB of proposed audit package.	What is the current size of DB with past audit?	Approximate size of the database for Darpan packages (Inspection related packages) would be around 2 TB
159	85	Annexure-8 (Scope of Work)	3. Audit Life Cycle (3.6. Audit Reporting)	3.6.3. Integration with advanced analytic tools (e.g. Power BI, Tableau) for dynamic MIS reporting and trend analysis for decision making and follow up.	Does the bank already possess license for PowerBI, Tableau or described analytics tool?	Bidder has to provide the end-end solution.
160	85	Annexure-8 (Scope of Work)	3. Audit Life Cycle (3.6. Audit Reporting)	3.6.6. Major MIS reports required in the audit modules are: · Audit Status report on daily basis	Does the bank of list of reports and formats defined?	Yes. The same will be shared after finalising the vendor
161	86	Annexure-8 (Scope of Work)	3. Audit Life Cycle (3.7. Audit Integration)	3.7.1. Provision of robust APIs and middleware solutions to facilitate seamless integration with existing enterprise systems. Integration with existing Bank software is one way and carried out on batch process. Details of integration to be discussed after finalization of bidder.	We request you to provide details of data sources to be integrated with platform.	Important sources are discussed in Point num 3.3.1 subject to further development/modifications in bank's internal functionalities
162	89	Annexure-8 (Scope of Work)	4. Business/Functional Requirements (4.1. Common Business/Functional Requirements for Audit Software:)	4.1.4 Evidence Uploading: Users should be able to upload supporting evidence, documents, and attachments directly within the software. This facilitates documentation of audit findings, substantiation of recommendations, and collaboration among audit team members.	What are the type of files expected as evidence? And what is the maximum size of the file as part of evidence?	Evidence in the form of PDF/JPEG/PNG etc. with maximum file size of 10 MB per file
163	100	Annexure-8 (Scope of Work)	5. Technical Requirements	5.13. DRP/BCP/IRP (Disaster Recovery Plan, Business continuity Plan, Incident Response Plan)	How many DR drills are conducted per year? How many times do we expect the system to routing to DR instead of live environment as per policy?	Per year 4 DR drill.
164	108	Annexure-10 (Technical Evaluation Criteria)	Evaluation Parameters 1. Implementation experience of Audit Solution by the Bidder. The bidder should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 3000 branches in India.	Number of Implementation: · 3 or more implementations · 2 implementations · 1 implementation	Request for modification of this clause for us to qualify to bid to: Implementation experience of Audit Solution by the Bidder/OEM The bidder/OEM should have implementation experience for Audit Solution in any bank having at least 500 branches in India or Global banks or Restricted Entities under RBI.	Bidder to refer to corrigendum



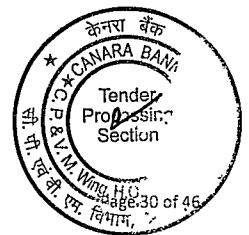
165	108	Annexure-10 (Technical Evaluation Criteria)	<p>Evaluation Parameters</p> <p>2. The Bidder should have experience in the field of Implementing Audit Package Solution as on the dated of RFP.</p>	<p>Number of Years:</p> <ul style="list-style-type: none"> • More than 7 years' implementations • 5 to 7 years • 3 to 5 years 	<p>Request for modification of the clause as Audit management requirements are evolving continuously over time and there are lot of changes in the process and definitions in the last 3 years. Hence request for modification of the scoring pattern to: "The Bidder/OEM should have experience in the field of Implementing Audit Package Solution as on the dated of RFP</p> <p>Number of Years:</p> <ul style="list-style-type: none"> • More than 3 years' implementations - 10 marks • 2 to 3 years - 7 marks • 1 to 2 years - 5 marks" 	Bidder to refer to corrigendum
166	108	Annexure-10 (Technical Evaluation Criteria)	<p>Evaluation Parameters</p> <p>3. Implementation experience of Audit Solution by the OEM.</p> <p>The OEM's Audit Solution should have been implemented in Scheduled Commercial Banks having at least 3000 branches in India.</p>	<p>Number of Implementation:</p> <ul style="list-style-type: none"> • 3 or more implementations • 2 implementations • 1 implementation 	Request for removal of this criteria.	Bidder to refer to corrigendum
167	108-109	Annexure-10 (Technical Evaluation Criteria)	<p>Evaluation Parameters</p> <p>4. The bidder/OEM should have implemented proposed Audit Solution in Public Sector Banks in India.</p>	<p>Number of PSB client:</p> <ul style="list-style-type: none"> • More than 2 • 1 to 2 	Request for removal of this criteria.	Bidder to refer to corrigendum
168	109	Annexure-10 (Technical Evaluation Criteria)	<p>Evaluation Parameters</p> <p>6. Bank's confidential analysis from existing users</p>	5 Marks	<p>Modification requested and request to limit maximum marks to 10:</p> <p>Bank's confidential analysis from existing users</p>	Bidder to refer to corrigendum



169	109	Annexure-10 (Technical Evaluation Criteria)	Evaluation Parameters 7. Proposed bidder/OEM should have global presence for providing software solution for GRC/risk management services/Audit management services	5 Marks	Request for low code/no code platform to be built in within the solution proposed as this is a critical requirement for the bank to manage the solution in the future with minimum TAT for CRs coming in: "Proposed OEM should be Low-Code/ No-Code leader in latest Gartner Magic Quadrant"	Bidder to refer to corrigendum
170	108-109	Annexure-10 (Technical Evaluation Criteria)	t for additional clause to be	Request for additional clause to be added	Proposed OEM should be a public listed company	Bidder to refer to corrigendum
171	108-109	Annexure-10 (Technical Evaluation Criteria)	t for additional clause to be	Request for additional clause to be added	Proposed OEM should ISO 27001 certified company	Bidder to refer to corrigendum
172	108-109	Annexure-10 (Technical Evaluation Criteria)	t for additional clause to be	Request for additional clause to be added	Proposed OEM should provide machine learning capability without any integration requirement	Bidder to refer to corrigendum
173	108-109	Annexure-10 (Technical Evaluation Criteria)	t for additional clause to be	Request for additional clause to be added	Proposed OEM should offer out of box integration with Microsoft Sharepoint	Bidder to refer to corrigendum
174	108-109	Annexure-10 (Technical Evaluation Criteria)	t for additional clause to be	Request for additional clause to be added	Proposed OEM should capabilities as follows: Platform Features: 1. High Volume Data Ingestion: The proposed solution must be able to ingest millions of records daily. 2. Mobile Application Requirements: The proposed solution should provide out-of-the-box iOS and Android mobile applications with MDM capability. 3. User-Friendly Mobile App Updates: The solution should offer a user-friendly way to update the mobile application through drag-and-drop functionality. 4. Out-of-the-Box Integrations: The proposed solution must offer out-of-the-box integration with Microsoft SharePoint and Microsoft Teams. 5. Customizable Reporting and Dashboards: The solution must allow users to add additional reports and dashboards without requiring OEM intervention. 6. Built-in Multi-Factor Authentication: The proposed solution must include a built-in multi-factor authentication feature. 7. Customizable Notifications: The solution must allow users to define additional notifications without OEM intervention.	Bidder to refer to corrigendum

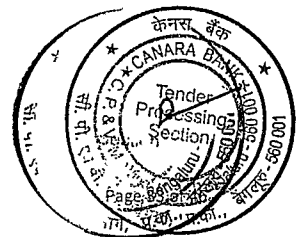


175	108-109	Annexure-10 (Technical Evaluation Criteria)	Request for additional clause to be added	Request for additional clause to be added	Proposed OEM should have been solution around other IRM area's such as Operational Risk, Compliance, Third party risk management, Operational resilience etc. to meet RBI Operational Resilience April 2024 guidelines	Bidder to refer to corrigendum
176	148	Annexure - G (Draft Contract Agreement)	15. Right to Audit	<p>15.1. The VENDOR has to get itself annually audited by internal/ external empanelled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER.</p> <p>The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.</p>	<p>Can you confirm if the audit will comply with below conditions:</p> <p>(i) The audit shall be restricted to the engagement and shall be conducted with prior reasonable notice</p> <p>(ii) Bank or its authorized representatives shall execute a Non-Disclosure Agreement before such audit which shall govern the conduct of audit and any results thereof</p> <p>(iii) The auditors or the representatives of Bank for the audit shall not be bidder's competitors</p> <p>(iv) The audit shall not be conducted more than once in a calendar year and twice in entirety</p> <p>(v) Any findings during the audit, shall be shared with bidder and be discussed and agreed mutually with Bank and bidder for its closure.</p>	Bidder to refer to corrigendum
177	2	A. Bid Schedule & Abbreviations	Serial Number - 8	<p>Last Date, Time and Venue for Submission of Bids:</p> <p>Details: Bid End Date/Time as mentioned in GeM Bid Document. Response should be submitted in GeM portal and physical documents should be submitted at below mentioned address before due date/time: Canara Bank, Centralized Procurement and Vendor Management Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru - 560001</p>	We request you to extend the last day of submission by 14 days	Bidder to refer to corrigendum

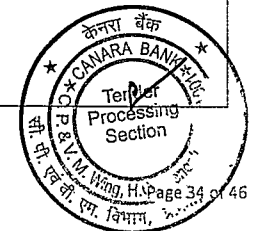


178	65	Annexure-2 Pre-Qualification Criteria	General	General	Request to add following criteria for enterprise wide solution as required under the rfp functional requirements: "The Bidder/ System Integrator/ OEM must be recognized as a leader in the field of enterprise Audit - Risk and Operational Compliance. They must be at least in the Leader's Quadrant in any one of the report - Chartis, IDC, Gartner , Forrester for Risk Management Services."	Bidder to refer to corrigendum
179	65	Annexure-2 Pre-Qualification Criteria	Clause 5:	The bidder should have implemented and maintaining Audit Solution in Scheduled Commercial Banks with minimum 5000 branches in India during the last 3 as on RFP date.	Request to make following changes "The bidder should have implemented and maintaining Audit Solution in Scheduled Commercial Banks with minimum 500 branches in India during the last 3 as on RFP date."	Bidder to refer to corrigendum
180	109	Annexure-10 Technical Evaluation Criteria	Clause 1:	Implementation experience of Audit Solution by the Bidder The bidder should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 3000 branches in India. Number of Implementation: <ul style="list-style-type: none">• 3 or more implementations - 15 marks• 2 implementations - 10 marks• 1 implementation - 5 marks	Request to make the following changes" Implementation experience of Audit Solution by the Bidder The bidder should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 500 branches in India. Technical Score: 15	Bidder to refer to corrigendum
181	109	Annexure-10 Technical Evaluation Criteria	Clause 2:	The Bidder should have experience in the field of Implementing Audit Package Solution as on the dated of RFP Number of Years: <ul style="list-style-type: none">• More than 7 years' implementations - 10 marks• 5 to 7 years - 7 marks• 3 to 5 years - 5 marks	Request to make the following changes: "The Bidder/SI should have experience in the field of implementing GRC Solution as on the dated of RFP Number of Years: <ul style="list-style-type: none">• More than 3 years' implementations - 10 marks• 2 to 3 years - 7 marks• 1 to 2 years - 5 marks"	Bidder to refer to corrigendum

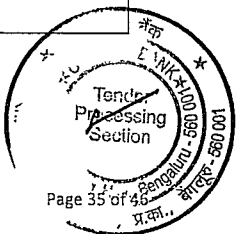
187	17	Section-C	Clause 1.3.6	Migration of archival data: The selected bidder should ensure migration of data for Audit Solution within Ten (10) weeks from the date of go live of solution (as per clause no. 1.3.5) for each ordered locations.	Data migration will be subject to compatibility mapping.	DB migration of current version is mandatory. Legacy reports from previous versions of DARPAN to be extracted. Bidder has to comply with RFP term and conditions.
188	17	Section C	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.6 Migration of archival data: The selected bidder should ensure migration of data for Audit Solution within Ten (10) weeks from the date of go live of solution (as per clause no. 1.3.5) for each ordered locations.	How many year data needs to be migrated?	10 Years data for DB to be migrated and report related data for current version.
189	17	Section C	1.3.6	The selected bidder should ensure migration of data for Audit Solution within Ten (10) weeks from the date of go live of solution (as per clause no. 1.3.5) for each ordered locations.	What are the kind of data exists in the current system to be migrated like Audit details, checkpoints review, reports	10 Years data for DB to be migrated and report related data for current version.
190	17	Section C	1.3	The selected bidder should ensure migration of data for Audit Solution within Ten (10) weeks from the date of go live of solution (as per clause no. 1.3.5) for each ordered locations.	What is the timeline for SRS Documentation, UAT.	Module wise SRS to be finalised - within 45 days from the selection of bidder
191	17	Section-C	Clause 1.8	End to End implementation of the solution will be deemed as complete only when the same is accepted by the Bank and sign off given in accordance with the terms & conditions of this RFP and satisfactory working of the solution.	The RFP is missing the definition of "Satisfactory work" which may kindly be provided. It is important to remove all subjectivity from fixed bid RFP.	Satisfactory can be decided based on compliance level to scope of work
192	4	Section-C	Clause 3.6	Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract period.	The "change" needs to be defined i.e. if the "change" is mandated by the Bank or "The Bidder". In the case of change mandated by Bank, additional costs may apply on case to case basis	Bidder to comply with RFP terms and conditions.
193.	20	Section-C	Clause 6.1.5	However, the total Penalty/LD to be recovered under clause 6.1.1, 6.1.2, 6.1.3 and 6.1.4 shall be restricted to 10% of the total cost mentioned in Table-A.	1. All penalties/LDs may be restricted to maximum of 5% of the relevant cost . Also, it should be clear without any ambiguity that delay is solely attributable to the failure of selected bidder. 2. Also, there is no provision of "Extension of Time" in the event of any delay attributable to the Bank	Bidder to comply with RFP terms and conditions.



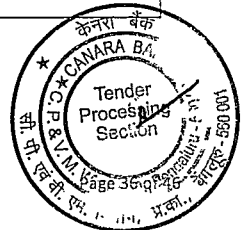
194	21	Section-C	Clause 6.5	<p>Penalties/Liquidated Damages for non-performance: If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidders cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the Bank reserves its right to withhold the payment, impose penalty and invoke the Bank Guarantee/ nullify the contract.</p>	<p>For withholding payment, the suitable necessary details may be provided, such as amount of the payment from the particular running bill will be put on hold etc. The formula to calculate such hold "sum" may please be elaborated.</p>	Bidder to comply with RFP terms and conditions.
195	21	Section C	Clause 6.7	<p>If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.</p>	<p>This is a very open ended statement where loss suffered or cost incurred by bank cannot be defined. The penalty/LD provides for coverage to Bank and such open ended clause needs to be removed. bank can provide for proper project management, escalation mechanism including arbitration process to handle such situation. Kindly delete these clause.</p>	Bidder to comply with RFP terms and conditions.
196	22	Section C	Clause 7	Escrow arrangement	<p>Bank shall accept the agency from the US This will be relevant for a services contract. MetricStream is offering a standard SaaS product that is configured to Canara Bank's requirements using a low code/no code toolkit for purpose of RFP. This is a proprietary application wherein the IP is retained by OEM (MetricStream). Being a software product, there are periodic updates, patch releases and versions, and maintaining the escrow to latest version entails additional costs that will be borne by Canara Bank.</p>	Bidder to comply with RFP terms and conditions.
197	22	Section-C	Section-C, Clause 8.1 (1)	<p>Payment Terms On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions</p>	<p>100% of the Hardware Cost including OS should be released on delivery.</p>	Bidder to comply with RFP terms and conditions.



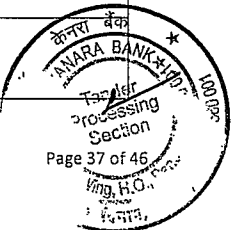
198	24	Section-C	Clause 8.1 (3)	On successful implementation of phase-1 as per clause 1.3.5 and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions.	Implementation should be paid based on milestone delivered and not after going live. More so the payment should be distributed modulewise.	Bidder to comply with RFP terms and conditions.
199	24	Section-C	Clause 8.1 (6)	AMC - Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages (if Any).	Commercial template clearly mentions Licenses fees to be charged on yearly basis, then where is the question of AMC. Please elaborate.	Bidder to comply with RFP terms and conditions.
200	43	Section C	Clause 12.1.5.	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions	Termination with 'recovery of expenditure' is a serious concern as it impedes revenue recognition for subscription or services.	Bidder to comply with RFP terms and conditions.
201	25	Section-C	Clause 10.4	The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Time lines for submission: - we will need 4 weeks time from the receipt of clarifications from Bank for submission	Bidder to comply with RFP terms and conditions.
202	27	Section-D	Clause 13	Submission of Bids 13.1. The bidder has to submit their response in GeM portal before the bid end date & time mentioned in the GeM bid document. The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule.	Time lines for submission: - we will need 4 weeks time from the receipt of clarifications from Bank for submission	Bidder to comply with RFP terms and conditions.
203	42	Section-F	Clause 9.1	The successful bidder should submit a Performance Security equivalent to 5% of the Total Cost of Ownership (TCO) within 30 days from the date of acceptance of the Purchase Order with the validity period of 60 months from the acceptance of PO and shall be retained till the completion of Contract period. The guarantee should also contain an additional claim period of 2 months from the last date of validity.	For MSME, the PBG offered by banks is for 3 years and can be extended to another 2 years. Kindly confirm.	Bidder to comply with RFP terms and conditions.



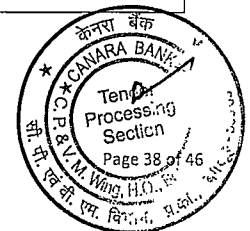
204	65	Annexure 2 Pre Qualification Criteria	Clause 02	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	The OEM is US based company and not Class 1 and class 2	Bidder to comply with RFP terms and conditions.
205	43	Section-F	Clause 12.1.5.	Order Cancellation/Termination of Contract Excessive delay in execution of order placed by the Bank.	Order Cancellation/Termination of Contract Excessive delay in execution of order placed by the Bank.	Query is not clear. Bidder to comply with RFP terms and Conditions.
206	47	Section-G	Clause 10	Insurance - The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	"If there is any delay attributable to bank, the insurance may not cover the losses pertaining to it"	Bidder to comply with RFP terms and conditions.
207	68	Annexure 3	Pt.05	Proposed Offsite Transaction Monitoring (OTM) Solution OEM	Wrong Name of Solution	Bidder to refer the corrigendum.
208	74	Annexure-8	1.2.3	Integrate advanced analytics and reporting functionalities to furnish actionable insights for decision making purpose.	Kindly elaborate. This is an audit management solution and not Data Analytics solution.	Audit related data to be analyzed for decision making. Same can be flashed in dashboard and some specific MIS Report
209	83	Annexure-8	3.3.1	The audit package must possess robust functionality to extract pre - audit data and statistical information related to Business from various sources such as the Enterprise Data Warehouse (EDW) as per BD 360, Core Banking Solution (e.g., Flexcube), LAPS, different modules of SAS etc.	All other integrations except EDW (for limited purpose like branch profile, Accounts for assessments, and reporting data) should be removed and especially the word 'etc'. Data integration and handling volumes of Canara bank in itself is a mammoth project and has no relevance to be part of Audit solution.	It is mandatory.
210	86	Annexure-8	3.7.1 3.7.2 3.7.3	Provision of robust APIs and middleware solutions to facilitate seamless integration with existing enterprise systems. Integration with existing Bank software is one way and carried out on batch process. Details of integration to be discussed after finalization of bidder.	Kindly remove this section and make integration with only EDW from where data will be picked up for Audit purpose along with LDAP. All other integrations would be a special large project in bank.	It is mandatory.



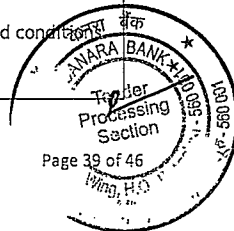
211	38	Annexure-8	3.6.6	Any other ad-hoc report required at the time of implementation & later on.	Any other ad-hoc report required at the time of implementation & later on. This is vague and should be removed else kindly provide for specific details / counts / complexity for effort estimation purpose.	Adhoc reports may be required as per bank's requirements
212	91	Annexure-8	4.1.15.	Statistical Modelling Techniques:	This request is best handled under Advanced Business Intelligence tools and not under Audit solution. Kindly remove this point.	It is mandatory under AI/ML tool
213	76	Annexure-11	2.7.5 2.14.6	Offsite Audit	This needs clear understanding on what is banks expectation in off-site. How many control points(Off-site monitoring reports), what frequency, who will consume and how?, what will be the volume metrics. We recommend removal of this request as this is a very heavy data intense project and several parameters will be required to arrive at any estimates. Kindly note this will also need specialized purpose solution compatible to extract voluminous data from multiple source and help write complex programs. This should be specialized requirement and needs detailed explanation, else removal.	Verified statistical data already available in integrated platforms, digitalized format of loan document, uploaded evidence are sources of offsite audit at present which may be explored further.
214	16	Section C	1.3	The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed Audit Solution	Require Tier landscape Architecture & Design	Bidder to comply with RFP terms and conditions.
215	17	Section C	1.3.6	Migration of archival data: The selected bidder should ensure migration of data for Audit Solution within Ten (10) weeks from the date of go live of solution (as per clause no. 1.3.5) for each ordered locations.	Application team need to do. DB Migration Assistance can be done	DB migration of current version is mandatory. Legacy reports from previous versions of DARPAN to be extracted. Bidder has to comply with RFP term and conditions.
216	19	Section C	5.3	The selected bidder should consider high-availability (active-passive) at DC & DR with RPO of 15 minutes and RTO of 120 minutes.	To use existing tool or procure new	Bidder to comply with RFP terms and conditions.
217	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	5.Uptime:	The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the Solution/solution as per Scope of Work and Technical and Functional requirements (Annexure-8), during contract period, which shall be calculated on monthly basis	As per the Bank's requirements, 02 resources is way too less, kindly clarify	Bidder to comply with RFP terms and conditions.
218	74	Annexure 8 Scope of Work	5.1	Bidder to be in line with the racking and stacking of the physical IT infrastructure served by our Bank	How do you want your servers to be? Physical/Virtual	On Premises



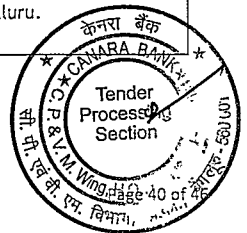
219	100	Annexure 8 Scope of Work	5.13.5	Robust data backup, recovery and storability procedures with offsite and onsite backup		Query is not clear
220	74	Annexure 8 Scope of Work	5.1	Bidder to be in line with the racking and stacking of the physical IT infrastructure served by our Bank	Physical - no of core? Virtual - do you want to incorporate in bank's virtual environment we can use Bank's storage solution by purchasing additional licenses?	Selected Bidder has to provide required infrastructure for their proposed solution
221	102	Annexure 8 Scope of Work	13	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment. And as per the bank secure configuration documents	Any Specific Make/Model for Hardware. Scope should be clearly defined.	Bidder to comply with RFP terms and conditions.
222	103	Annexure 8 Scope of Work	42	Day to day activities like backup, monitor the infra, Patching, Firmware upgrades, configuration audit, server and storage hardening, OS Canara Bank, CP & VM Wing, HO - GEM/2024/B/4988346 dated 28/05/2024. Page 104 of 155 hardening, application hardening, VAPT, Troubleshooting technical issues to be attended by the onsite team.	Any monitor tools require / Bank will be provide all the access like backup software, Monitor tools / For Infra Management activities, Manpower require onsite or remote support for these activities.	Selected Bidder has to provide required infrastructure for their proposed solution
223	104	Annexure 8 Scope of Work	44	Bidder Should coordinate with our bank/SI team to integrate the supplied devices to SIEM/PIM/AV/backup solutions/DAM etc.,	Any Specific Solution require for Backup & AV.	Details will be shared to the selected Bidder
224	104	Annexure 9 Details of Resources	47	Bidder should supply the backup and AV license required for the project		Query is not clear, Bidder to comply with RFP terms and conditions.
225	101	Annexure 9 Details of Resources	23	All the connectivity for the hardware i.e. LAN and SAN switches need to be ensured by the bidder.	How would we connect our LAN switches with Bank's switches? Fibre or 10G	Switches will connect with Bank's Switches through Fiber
226	104	Annexure 9 Details of Resources	108	Bidder should coordinate with our bank/SI team to integrate the supplied devices to SIEM/PIM/AV/backup solutions/DAM etc.,	This point shall be removed	Bidder has to comply with RFP terms and conditions.
227	120	Annexure 17 Bill of Material	Table D	Cost of Onsite Resources Audit Solution from the date from go-live	2 support resources for the expected uptime with 24*7*365 and considering all the modules live for such large user group is way to less. Please provide for additional support staff.	Bidder to comply with RFP terms and conditions.
228	NA	1	General	General	Licences will be procured over period of time then how do we plan for Hardware and concurrency	Procurement Hardware to be work for next 5 years. Accordingly licences to be obtained by the bidder.
229	NA	2	General	General	Whether all licenses should be procured in the name of Bank or SI?	Yes In name of Bank



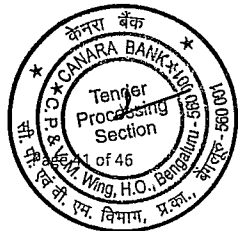
230	NA	3	General	General	Is this RFP for all subsidiaries and overseas offices etc of Canara Bank?	RFP is applicable to overseas office and audit of subsidiaries. However internal audit system of subsidiaries have their own audit system
231	NA	4	General	General	If license commercial is asked on per year basis, then AMC is not applicable.	Bidder to comply with RFP terms and conditions.
232	NA	5	General	General	Will there be any VPN connectivity for delivery?	No VPN connectivity will be provided.
233	NA	6	General	General	RFP is silent on Number of training batches, number of pax, number of years and location. Kindly provide the necessary details including the commercial template for the same.	2 batches with 100 users in total in two locations on Go live. On New launch or new version in software, training to be provided to staff of Head office Bengaluru.
234	NA	7	General	General	There is no clause for Arbitration	Bidder to comply with RFP terms and conditions.
235	14	B - Introduction	Scope of Work	8.4. Project Completion and Management	Can Project implementation team work remotely from Bidder's office and visit onsite for installation or deployment only. Or does it have to be fully onsite	one or two of its representatives of bidder should be always available at Bangalore location as a single point of contact for the Bank
236	21	C- Deliverables and Timeline	7. Escrow arrangement	7.1The selected bidder shall inform the Bank about the software if any developed by the selected bidder/anyone supplying through the bidder and customized to the requirements of the Bank.	if Escrow criteria is not possible due to internal risk clearances from OEM and SI, will the bidder be still eligible?	Bidder to comply with RFP terms and conditions.
237	34	D - Bid process	13. Submission of Bids	13.1 - The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule.	Do we have to submit documents in Person to the concerned authority or physical copies can be sent over courier/post?	Documents can be submitted through GEM portal. Only hard copies of EMD and integrity pact to be submitted physically in person or through courier
238	34	D - Bid process	13. Submission of Bids	General	EMD reduction	Bidder to comply with RFP terms and conditions.
239	49	G - GENERAL CONDITIONS	14. Exit Management Plan	14.3.3.Plans for training of the Replacement Service Provider/Canara Bank staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by Canara Bank. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of bidder/Vendor/Service provider.	What is the tentative number of employees or teams which Bidder has to train. Also, will that be in a single location or multiple or online?	2 batches with 100 users in total in two locations on Go live. On New launch or new version in software, training to be provided to staff of Head office Bengaluru.
240	61	H - Purchase reference	3. Procurement through Local Suppliers (Make in India)	Clarification of the clause	Is Canara bank looking for OEM's with product only make in India or atleast 50% (made in India content)?	Bidder to comply with RFP terms and conditions.
241	65	Annexure-2 : Pre-Qualification Criteria	Clause 6:	Bidder to submit details in Annexure-19 with copies of the certificates mentioned along with the profile of the professionals and letter from Company Secretary stating that they are on payroll of the bidder.	Requesting to removal of the letter requirement from Company Secretary, Bidder can submit on company letterhead as self declaration	Bidder to comply with RFP terms and conditions.



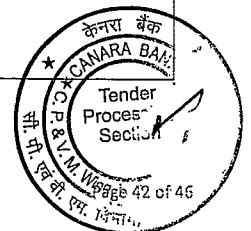
242	76	Annexure-8 : Scope of Work	2. Audit Coverage	2.8. Risk Based Internal Audit (RBIA):	Expectation is to design and implement the solution. Advisory for defining Audit framework, process, SOPs, Risk Matrix etc. is not part of scope and will be provided by the Bank. Please clarify	Risk matrix and risk assessment are internally defined by bank. The same will be discussed in detail with the bidder after finalisation
243	76	Annexure-8 : Scope of Work	2. Audit Coverage	2.1.1. Revenue Audit	which are the tools used for revenue audit and needs to be integrated , what kind of data will be integrated	No tool is necessary for revenue audit. However integration with other data sources for fetching necessary data is required.
244	76	Annexure-8 : Scope of Work	2. Audit Coverage	2.13. Information System (IS) Audit:	Do you have an Existing GRC tool with all controls and risk matrix defined which needs to be integrated as well ?	No GRC tool is available in audit solution at present. Risk matrix and risk assessment are internally defined by bank. The same will be discussed in detail with the bidder after finalisation
245	86	Annexure-8 : Scope of Work	6. Deliverable	6.6 Integration	Please specify the list or number of applications which needs to be integrated with Audit solution	The same is already defined in scope of work
246	97	Annexure-8 : Scope of Work	6. Deliverable	6.7 Data Migration	Which is your existing solution or tool for Audit management	In house developed package is being used by bank for Audit management at present
247	97	Annexure-8 : Scope of Work	6. Deliverable	6.7 Data Migration	What do you mean by 'assist in Data Migration'. Does Bidder have to perform end to end data migration?	End to End migration of current version is necessary.
248	82	Annexure-8 : Scope of Work	3. Audit Life Cycle:	08. BRANCH OR UNITS ADMIN/USERS	Are there any duplicate users against the 24000 user count shared as per the activities provided	DIT. (role wise User Count to be removed)
249	82	Annexure-8 : Scope of Work	3. Audit Life Cycle:	3.2.2. Advanced algorithms and decision support tools for auto calculating of audit plan based on audit scope, classification of audit units and risk assessment. The Audit software solution will utilise past and current information to assign risk ratings to the auditee units through AI & ML.	Can AI/ML functionalities be part of next phase (phase 3) as it does not have any boundary for us to scope at this moment.	Bidder to comply with RFP terms and conditions.
250	82	Annexure-8 : Scope of Work	3. Audit Life Cycle:	3.7.3. Provision to be made for conducting offsite audit from remote place through API integration with various platforms available within the Bank.	Can you please elaborate this requirement	Verified statistical data, digitalized format of loan document, uploaded evidence are sources of offsite audit at present which may be explored further.
251	88	Annexure-8 : Scope of Work	4. Business/Functional Requirements	4.1.4. Evidence Uploading	What are the requirements for Data retention in the platform (Reports,data repository etc..)	Data uploaded should be retained in the platform for minimum period of 3 years or 2 audit periods, which ever is later
252	49	Appendix - G : Draft Contract Agreement	12. TRAINING AND HANDHOLDING:	12.1 -	Does training needs to be provided onsite or remotely. What would be the approximate number of people to be trained and how many locations the training needs to be conducted.	2 batches with 100 users in total in two locations on Go live. On New launch or new version in software, training to be provided to staff of Head office Bengaluru.



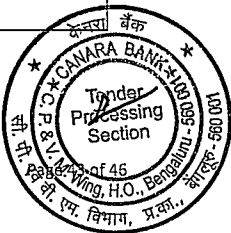
253	108	Annexure-10 Technical Evaluation Criteria	S No - 1	The bidder should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 3000 branches in India.	Requesting for revising the criteria with reducing the bank size (branches) as there are limited number of banks with more than 3000 branches in India	Bidder to refer the corrigendum.
254	86	Annexure-8 : Scope of Work	6. Deliverable	Software	What would be the roll out expectations - Phase wise Go-Live for all branches/regions or one time (big bang)	Module wise Go-Live as defined in the RFP to be complied. Solution to be implemented for all the branches due for audit at that the time of Go-Live.
255	65	Annexure-2 : Pre- Qualification Criteria	Clause 2:	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	As an OEM most of our development of the product happens in India, but please let us know if the format requested in the RFP can be subject to modification as per agreement between vendor and Bank	No, Bidder to comply with RFP terms and conditions.
256	65	Annexure-2 : Pre- Qualification Criteria	Clause 5:	The bidder should have implemented and maintaining Audit Solution in Scheduled Commercial Banks with minimum 5000 branches in India during the last 3 as on RFP date.	Request for modification of this clause for us to qualify to bid to: Implementation experience of Audit Solution by the Bidder The bidder should have implementation experience for Audit Solution in any bank having at least 500 branches in India.	Bidder to refer the corrigendum.
257	65	Annexure-2 : Pre- Qualification Criteria	No clause	No clause	In order for top OEMs to participate in the bid, we request the bank to add the following criteria as a pre qualification step: "Leader in Latest Forrester GRC Report (Q3, 2023): The proposed solution should be a leader according to the latest Forrester GRC report (Q3, 2023)."	Bidder to refer the corrigendum.
258	65	Annexure-2 : Pre- Qualification Criteria	No clause	No clause	In order for top OEMs to participate in the bid, we request the bank to add the following criteria as a pre qualification step: "ISO 27001 Certification Required: The solution provider must have ISO 27001 certification."	Bidder to refer the corrigendum.



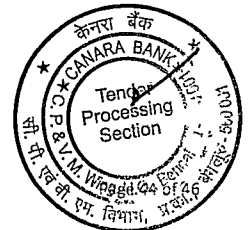
259	108	Annexure-10: Technical Evaluation Criteria	Clause 1:	<p>Implementation experience of Audit Solution by the Bidder</p> <p>The bidder should have implementation experience for Audit Solution in Scheduled Commercial Banks having at least 3000 branches in India.</p> <p>Number of Implementation:</p> <ul style="list-style-type: none"> • 3 or more implementations - 15 marks • 2 implementations - 10 marks • 1 implementation - 5 marks 	<p>Request for modification of this clause for us to qualify to bid to: Implementation experience of Audit Solution by the Bidder</p> <p>The bidder should have implementation experience for Audit Solution in any bank having at least 500 branches in India.</p>	Bidder to refer the corrigendum.
260	108	Annexure-10: Technical Evaluation Criteria	Clause 2:	<p>The Bidder should have experience in the field of Implementing Audit Package Solution as on the dated of RFP</p> <p>Number of Years:</p> <ul style="list-style-type: none"> • More than 7 years' implementations - 10 marks • 5 to 7 years - 7 marks • 3 to 5 years - 5 marks 	<p>Request for modification of the clause as Audit management requirements are evolving continuously over time and there are lot of changes in the process and definitions in the last 3 years. Hence request for modification of the scoring pattern to: "The Bidder should have experience in the field of Implementing Audit Package Solution as on the dated of RFP</p> <p>Number of Years:</p> <ul style="list-style-type: none"> • More than 3 years' implementations - 10 marks • 2 to 3 years - 7 marks • 1 to 2 years - 5 marks" 	Bidder to refer the corrigendum.
261	108	Annexure-10: Technical Evaluation Criteria	Clause 3:	<p>Implementation experience of Audit Solution by the OEM.</p> <p>The OEM's Audit Solution should have been implemented in Scheduled Commercial Banks having at least 3000 branches in India.</p> <p>Number of Implementation:</p> <ul style="list-style-type: none"> • 3 or more implementations - 15 marks • 2 implementations - 10 marks • 1 implementation - 5 marks 	Request for removal of this criteria.	Bidder to refer the corrigendum.
262	108	Annexure-10: Technical Evaluation Criteria	Clause 4:	<p>The bidder/OEM should have implemented proposed Audit Solution in Public Sector Banks in India.</p> <p>Number of PSB client:</p> <ul style="list-style-type: none"> • More than 2 -10 Marks • 1 to 2 -5 Marks 	Request for removal of this criteria.	Bidder to refer the corrigendum.



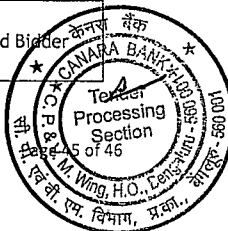
263	108	Annexure-10: Technical Evaluation Criteria	Clause 6:	Bank's confidential analysis from existing users	Bank's confidential analysis from existing users	Query not clear. Vendor to arrange for independent feedback from existing client of the said package
264	108	Annexure-10: Technical Evaluation Criteria	Clause 7:	Proposed bidder/OEM should have global presence for providing software solution for GRC/risk management services/Audit management services	Request for low code/no code platform to be built in within the solution proposed as this is a critical requirement for the bank to manage the solution in the future with minimum TAT for CRs coming in: "Proposed OEM should be Low-Code/ No-Code leader in latest Gartner Magic Quadrant"	Bidder to refer the corrigendum.
265	108	Annexure-10: Technical Evaluation Criteria	General	Request for additional clause to be added	Proposed OEM should be a public listed company	Bidder to refer the corrigendum.
266	108	Annexure-10: Technical Evaluation Criteria	General	Request for additional clause to be added	Proposed OEM should ISO 27001 certified company	Bidder to refer the corrigendum.
267	108	Annexure-10: Technical Evaluation Criteria	General	Request for additional clause to be added	Proposed OEM should provide machine learning capability without any integration requirement	Bidder to refer the corrigendum.
268	108	Annexure-10: Technical Evaluation Criteria	General	Request for additional clause to be added	Proposed OEM should offer out of box integration with Microsoft Sharepoint	Bidder to refer the corrigendum.
269	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	(1.3.1)Delivery of Hardware & other Items (including OS) at UAT (at DC Location) within Six (6) weeks from the date of acceptance of Purchase Order or Seven (7) weeks from the date of issue of Purchase Order.	We request bank to amend the clause as "Delivery of Hardware & other Items (including OS) at UAT (at DC Location) within Eight (8) weeks from the date of acceptance of Purchase Order or Ten (10) weeks from the date of issue of Purchase Order."	Bidder to comply with RFP terms and conditions.
270	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	(1.3.2)Delivery of Hardware & other Items (including OS) at DC & DRC Locations (Production Setup) within twelve (12) weeks from the date of acceptance of Purchase Order or thirteen (13) weeks from the date of issue of Purchase Order.	We request bank to amend the clause as "Delivery of Hardware & other Items (including OS) at DC & DRC Locations (Production Setup) within Fourteen (14) weeks from the date of acceptance of Purchase Order or Sixteen (16) weeks from the date of issue of Purchase Order.	Bidder to comply with RFP terms and conditions.
271	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	(1.3.3)Installation, Integration and Commissioning of Hardware & Other Items (including OS) at UAT (at DC Location): The selected bidder should ensure installation, configuration, integration and commissioning of the delivered Hardware and other items at the bank branch/office within two (2) weeks from the date of delivery of all the materials for each ordered locations.	We understand that the physical load balancer and SSL certificate for Audit solution URL will be provided by bank.	As per the terms and conditions of the RFP, the bidder has to provide end to end solution.



272	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3.Delivery, Installation, Integration, Implementation and Go-Live	(1.3.4)Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC & DRC Locations (Production Setup): The selected bidder should ensure installation, configuration, integration and commissioning of the delivered Hardware and other items at the bank branch/office within four (4) weeks from the date of delivery of all the materials for each ordered locations.	We assume Bank will be responsible for providing and configuring a physical load balancer to support the Audit Solution, kindly clarify.	As per the terms and conditions of the RFP, the bidder has to provide end to end solution.
273	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8.Payment Terms	<p>1. Hardware cost (including OS) 70%</p> <p>On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions</p> <p>20%</p> <p>On successful go-live of the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents and after deducting applicable penalties & Liquidated damages (if any) as per GeM Terms & conditions</p> <p>10%</p> <p>After Completion of contract period of 5 Years and after deducting applicable penalties and Liquidated damages (if any) as per GeM Terms.</p> <p>Or</p> <p>On submission of a bank guarantee for equivalent to 10% of Hardware Cost.</p>	<p>We request for change in clause as follows:</p> <p>1. Hardware cost (including OS) 90%</p> <p>On delivery of Hardware and required Software items for the setup of infrastructure for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents.</p> <p>10%</p> <p>On successful go-live of the proposed solution and on submission of Invoice</p>	Bidder to comply with RFP terms and conditions.
274	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8.Payment Terms	6. AMC: Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages (if Any).	We request for change in clause as - "6. AMC: Payment will be made Quarterly in advance"	Bidder to comply with RFP terms and conditions.
275	32	SECTION D - BID PROCESS	6.Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD		Our organisation is registered as a "Medium" entity under MSME Act of Govt, of India, Request Bank to waive off the tender fee & EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSME's should be exempted from payment of tender fees and EMD.	Bidder to comply with RFP terms and conditions.



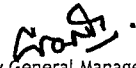
276	33	SECTION D - BID PROCESS	8. Software Version	The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.	We understand Patch management system required for updation of patches for OS, DB etc will be taken care by bank.	Selected Bidder has to ensure all patching of the provided infrastructure.
277	65	Annexure-2	Pre-Qualification Criteria	The bidder should have implemented and maintaining Audit Solution in Scheduled Commercial Banks with minimum 5000 branches in India during the last 3 as on RFP date.	We request bank to amend the clause as " The bidder should have implemented and maintaining Audit Solution in atleast two Scheduled Commercial Banks with minimum 2000 branches in India during the last 3 as on RFP date. <u>Documents to be submitted</u> <u>In compliance with Pre-Qualification</u> <u>Criteria:</u> "The bidder should submit Purchase Order OR satisfactory letter/reference letter from the customer duly mentioning the details of the solution."	Bidder to refer the corrigendum.
278	93	Annexure-8 (Scope of Work)	5. Technical Requirements		We request bank to confirm on network availability either is it on Fiber or Copper network availability at all locations	All Switch to Switch connectivity must be on Fiber
279	102	Annexure-8 (Scope of Work)	7. Compliance for Hardware to be ensured	18. If any more additional licenses are procured by the bank through the successful bidder all such licenses are to be maintained by the bidder.	In future if bank undergoes any merger or amalgamation process in that case the current hardware requirements submitted will have changes and which will have an additional costs and resources, bank will have to pay in addition. Request you to kindly confirm.	Bidder to comply with RFP terms and conditions.
280	102	Annexure-8 (Scope of Work)	7. Compliance for Hardware to be ensured	24. All proposed equipment's are required to connect existing SAN infrastructure.	Will bank provide SAN/ Network switches with required cables kindly confirm	Selected Bidder has to provide required infrastructure for their proposed solution
281	104	Annexure-8 (Scope of Work)	7. Compliance for Hardware to be ensured	47. Bidder should supply the backup and AV license required for the project	Please confirm on Backup policy of bank, also, request bank to confirm on duration of Storage restoration.	Details will be shared to the selected Bidder



282	118	Annexure-17 (Bill of Material)	Table - A Cost of Hardware & other Items for implementation of Audit Solution	4. Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)	Since Oracle will be provided by Bank we assume that Bank to provide Oracle RAC.	In case proposed database is Oracle then required license for oracle RAC setup will be provided by bank.
283	120	Annexure-17 (Bill of Material)	Table - D (Charges for Onsite Resources)	Cost of Onsite Resources Audit Solution from the date from go-live	Please specify the location where onsite resources will be deployed along with their timing.	Details will be shared to selected bidder

Date: 20/06/2024

Place: Bengaluru


Deputy General Manager

