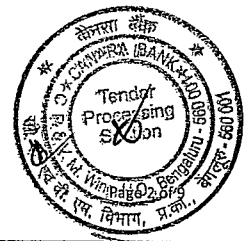


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Sl.No.	Page No.	Section/Annexure / Appendix	RFP Clause	Sub-Clause/Technical Specification	Bidder's Query	Bank's Response
6	14	Section C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	Phase wise details as per TABLE	1. When is the work expected to begin ? 2. Develop detailed audit procedures, checklists and guidelines for the following units - is the expectation to provide inputs on these documents or to update it ? 3. Is there a management audit framework/policy in place? 4. How often is it reviewed ?	1. Bidder to comply with RFP terms & conditions 2. Bidder to comply with the scope of work in the RFP 3. Yes, our process for conducting Management audit is in place but we look forward to revamp it with industry standards/as per regulatory guidelines/At par with the peers. 4. No fixed periodicity.Reviewed as & when required.
7	14	Section C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	Phase wise details as per TABLE	Is the expectation to provide inputs on these documents or to update it ?	This RFP is to review & revamp entire process, it is expected to study the present Management audit process of our bank and provide improved checklists and reporting format along with risk framework for mentioned units inline with the Industry standards.
8	11	Section B Introduction	Clause No:4 Objective	4.2. The primary objectives: □ Enhance the quality and effectiveness of our management audits. □ Incorporate best practices from the banking industry. □ Improve the efficiency and accuracy of audit processes. □ Ensure comprehensive compliance with regulatory requirements. □ Provide actionable insights for continuous improvement and strategic alignment	1. Will the team get access to the management audit system? 2. How will information/data be shared with the team?	1. Process is manual. Reports and checklists of present Management audit system will be provided to the successful bidder. 2. Data has to be collected from mentioned units. Data will not be provided outside the premises as per bank policy
9	18	Section C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause No:4 Documents, Standard Operating Procedures and Manuals	All related documents, Valuation reports, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the Bidder shall become the property of the Bank.	Scope doesn't mention valuation reports, Standard Operating Procedures as deliverable. Hence, we are considering the coverage in line with scope of work mentioned in Annexure-9.	Bidder to comply with RFP Terms & Conditions

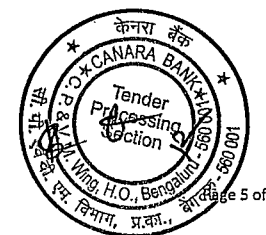


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10	18	Section C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause No:6 Right to Audit	6.1. The VENDOR has to get itself annually audited by internal/ external empanelled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of 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. 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	Is it vendor level or RFP level ? If RFP Level, until what is the period until the vendor has to make available?	Cluase is self explanatory.Bidder to comply with RFP Terms & Conditions.
11	69	Annexure 9 Scope of Work	Clause No 1. The detailed scope of work	Sub Clause No 1.2 Design and Development: A. Wings and Verticals in Head Office -35 Nos. (Including MD & CEO Secretariat and ED Secretariats)	1. Are all the wings/verticals and subsidiary stakeholders based in Bangalore ? 2. How many locations will the team have to visit? 3. Will most meetings be conducted in person or online? 4. is the team expected to be at the Canara Bank HO full time ? 5. What are the various Associates of the Bank?	1. No, 05 wings/verticals and 03 subsidiaries are out of Bengaluru. 2.Bidder to refer Scope of Work as per - Corrigendum-2. 3. Situation based 4. Not required 24*7 5. Pls refer Scope of work in RFP
12	69	Annexure 9 Scope of Work	Clause No 1. The detailed scope of work	Sub Clause No 1.2 Design and Development: B. Subsidiaries: 8 Nos.	1. What are the various verticals / departments that we need to cover of each of the 8 subsidiaries of Canara Bank ? 2. Whether the review of work performed by Circle offices, Regional offices, Foreign Branches, Regional Rural Banks, Zonal Inspectorates requires in-person visit ? 3. How many circle offices, regional offices, foreign branches, RRBs and zonal inspectorates currently ?	1. Bidder to refer Scope of Work as per Corrigendum-2 2. Bidder to refer Scope of Work as per Corrigendum-2 3. 177 Ros, 3 foreign branches, 26 COs, 12 ZIs and 04 RRBs Refer Corrigendum-2

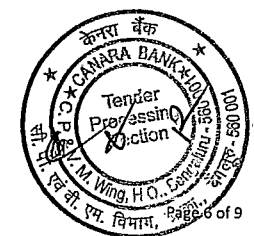
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18	42	SECTION G - GENERAL CONDITIONS	Clause No 13 Training and Handholding	13.3. Detailed walk-throughs and demos for the solution /services. 13.4. During the exit management period, the Vendor/Service Provider shall use its best efforts to deliver the services. 13.5. Successful bidder shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement Service Provider in at least last three (3) months of the project duration or as decided by Bank. 13.6. During Reverse Transition Bank will not pay any additional cost to the Vendor/Service Provider for doing reverse transition	Could you please elaborate on this request and clarify if it relevant to the overall scope shared in the RFP?	Bidder to comply with RFP Terms & Conditions
19	43	SECTION G - GENERAL CONDITIONS	Clause No 16 Hiring of Bank Staff or Ex-Staff	16 The BIDDER/VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employees of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder/VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.	Clause 16 states that the BIDDER/VENDOR/SERVICE PROVIDER or subcontractor(s) shall not hire any existing, former, or retired employees of the Bank during or after the contract period, even if they seek employment. Eligibility for rehire will follow the Bank's regulatory guidelines and HR policies, this needs to be restricted to people involved in this RFP and exclusions for responding to the RFP. We are okay with this clause, provided that this clause shall not restrict our right of recruiting generally in the media and shall not prohibit us from hiring any employee of Bank who answers any advertisement without having been initially personally solicited or recruited by us.	Bidder to comply with RFP Terms & Conditions
20	47	SECTION G - GENERAL CONDITIONS	Clause No 23 General Conditions to Contract	23.3 The VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.	Could you please elaborate on this request and clarify if it relevant to the overall scope shared in the RFP as this service does not fall under IT outsourcing.	Bidder to comply with RFP Terms & Conditions
21	49	SECTION G - GENERAL CONDITIONS	Clause No 24 Responsibilities of the Bidder	24.6 The selected bidder should abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services.	Could you please elaborate on this request and clarify if it relevant to the overall scope shared in the RFP as this service does not fall under IT outsourcing.	Bidder to comply with RFP Terms & Conditions



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22	51	SECTION G - GENERAL CONDITIONS	Clause No 32 Bidder Conformity	32.1 Bidder should ensure that, it is complying with applicable guidelines issued by RBI on outsourcing of IT services vide master direction note no: RBI/2023_24/102DoS.CO.CSITTEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.	Could you please elaborate on this request and clarify if it relevant to the overall scope shared in the RFP as this service does not fall under IT outsourcing.	Bidder to comply with RFP Terms & Conditions
23	71	Annexure 9 Scope of Work	Clause No 1.3 Monitoring and Evaluation:	2-Conduct periodic reviews and assessments to ensure continuous improvement	Regarding the requirement outlined in Annexure 9 (SOW) to 'conduct periodic reviews and assessments to ensure continuous improvement,' does this imply that a review will be necessary post-implementation? Could you please elaborate on this request?	Bidder to refer Corrigendum-2
24	71	Annexure 9 Scope of Work	Clause No 1.3 Monitoring and Evaluation:	4 Submission of requirement to the system integrator/Auditor/vendor for effective Automation of Management Audit	Could you clarify whether the requirement in Annexure 9 (SOW) regarding the 'submission of requirements to the system integrator/auditor/vendor for effective automation of management audit' implies the need to provide a Business Requirements Document (BRD)? Could you please elaborate on this request?	Bidder to refer Corrigendum-2
25	72	Annexure 10 Technical Evaluation Criteria	Clause No 1 Expertise and Experiences: The bidder should have experience in providing Management Audit/ Internal Audit /Review of Management Audit or Internal Audit/Revamping of Management Audit or Internal Audit Process in at least one Scheduled commercial Bank in India during any of last Four Financial years (i.e., 2020-21, 2021-22 and 2022-23,24-25).	Document to be submitted: The bidder should submit purchase Order/Contract Agreement/Engagement Letter along with reference letter from client/satisfactory letter from client/Email reference from the client detailing the services/ certificate from the Company's Chartered Accountant or Statutory auditor ,confirming the completion of payment for the invoices raised for the mentioned services	As per our internal policy, we are not authorized to share the full copy of the Purchase Order, Contract Agreement, or Engagement Letter. However, we can provide relevant snapshots from the agreement, highlighting the proof of engagement, period, and scope of work.	Bidder to comply with RFP Terms & Conditions



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26	72	Annexure 10 Technical Evaluation Criteria	Clause No 1 Expertise and Experiences: The bidder should have experience in providing Management Audit/ Internal Audit /Review of Management Audit or Internal Audit/Revamping of Management Audit or Internal Audit Process in at least one Scheduled commercial Bank in India during any of last Four Financial years (i.e., 2020-21, 2021-22 and 2022- 23,24-25).	Document to be submitted: The bidder should submit purchase Order/Contract Agreement/Engagement Letter along with reference letter from client/satisfactory letter from client/Email reference from the client detailing the services/ certificate from the Company's Chartered Accountant or Statutory auditor ,confirming the completion of payment for the invoices raised for the mentioned services	Could you please confirm if submitting the final deliverables to the client via email would meet the required submission criteria?	Bidder to comply with RFP Terms & Conditions
27	18	Section C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause No 5 Subcontracting	5.3 In case subcontracting is warranted in interest of the project, the selected bidder should take consent of the Bank before undertaking any such agreement. The selected bidder should further ensure subcontracting agreement is vetted by the Bank.	Could you please clarify whether we may use our internal entities under the same brand umbrella without prior consent?	Cluase is self explanatory.Bidder to comply with RFP Terms & Conditions.
28	43	Section G GENERAL CONDITIONS	Clause No 17 Adherence to Banks IS Security/Cyber Security Policies:	17.1. BIDDER/VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines 17.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the Bidder/vendor/Service Provider shall immediately report such incident to the Bank.	Could you please share relevant extracts from the mentioned policies for our perusal?	On need base, it be will be shared with successful bidder.

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32	71	Annexure-9 Scope of Work	Scope of Work	2. Deliverables 4. Training materials and support for staff	Please clarify the expectation on Training materials, support needed and audience	Bidder to Refer-Corrigendum-2
33	72	Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria	2. Resources: Document to be submitted: Letter from HR/company secretary and relevant certificate to be submitted.	Please clarify what declaration is needed from HR. Is there a specific format for Letter from HR	There is no specific format. Bidder has to submit in their Firm's/company's letter head with Seal and Signature
34	83	Appendix -A	Instructions to be noted while preparing/submitting Part A - Technical Proposal	2) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the bid documents with supporting documents.	Please clarify if there a specific format for Power of Attorney to be followed	There is no specific format. Bidder has to submit in their Firm's/company's letter head with Seal and Signature
35	85	Appendix-C	Authorization Letter Format	NOTE: This Authorization letter is to be carried in person at the time of Bid Opening	Please clarify if the Bid-opening meeting will be conducted virtually or in-person meeting	Bid opening will be through online in GeM Portal only.
36	86	Appendix-D	Bank Guarantee Format for Earnest Money Deposit		Please clarify if this is for successful Bidder	All Bidders have to submit the EMD amount before opening of technical bid in GeM portal on due date.

Date: 22-01-2025

Place: Bengaluru


General Manager

