

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
5	9	7. Project Scope of Empanelment	Project Scope of Empanelment	7.1. Empanelment would be for Security Auditors for the below mentioned I.T. Audit services but not limited to: a. Vulnerability Assessment b. Penetration Testing c. Source Code Audit d. Application /web security Audit e. Ethical Hacking f. Forensic Audit g. Configuration Review Audit h. BCP / DR Preparedness / Readiness Audit i. Network Audit including Virtualization, wireless & Mobile Technologies j. Database Audits / Migration Audit k. Switch/ATM Terminals Audit/ ATM Network Audit l. Comprehensive IT and IS Audits including Outsourced Activities and Third Party Audits. m. Comprehensive cyber Security Audit n. Any other activity/audit as decided by the Bank during the empanelment period.	For both scope of work will the empanelment services be different or will empanelment be for both scope	This is for Empanelment. The Scope of Work for individual assessments will be provided in the Work order.
6	9	7. Project Scope of Empanelment	Project Scope of Empanelment	7.2. Empanelment would be for Forensic Analyst for conducting the analysis based on the scope.	For both scope of work will the empanelment services be different or will empanelment be for both scope	This is for Empanelment. The Scope of Work for individual assessments will be provided in the Work order.
7	10	8. Empanelment Procedure:	Empanelment Procedure:	The IT Auditors & Forensic Analyst will be empaneled as per the following process: 8.1. IT / Cyber Security Auditors satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder. 8.2. All the shortlisted intending bidders have to make a presentation before a panel of Bank Officials at the discretion of the Bank. The date of presentation shall be intimated to the short listed bidders in advance. 8.3. Based on the documents submitted, and the presentations made and the expertise, the panel shall select the Security Auditors & Forensic Analyst for empanelment.	Will there by tiered level of Service providers empanelled , if so how many tier levels and how many service provider per tier	Please refer the EOI. Bidder has to comply with the EOI terms.
8	10	8. Empanelment Procedure:	Empanelment Procedure:	The IT Auditors & Forensic Analyst will be empaneled as per the following process: 8.3. Based on the documents submitted, and the presentations made and the expertise, the panel shall select the Security Auditors & Forensic Analyst for empanelment.	Is there going to be an marking system for shortlisting	Please refer the EOI. Bidder has to comply with the EOI terms.



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9	12	15. Preparation of Bids:	Preparation of Bids	<p>15.1. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.</p> <p>15.2. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.</p> <p>15.3. The bid must contain EMD/ Bank Guarantee in lieu of EMD as per Annexure-8 of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Annexure 1.</p>	Considering the pandemic will it be possible to submit bids via email electronically .	Bidder has to comply with the EOI terms.
10	12	17. Submission of Bids	Submission of Bids	<p>17.1. The sealed envelope containing the response to EOI along with the required documents shall be superscribed on the top of the envelope "Empanelment of Consultants for Setting Up Center for Digital Customer Experience (C-DiCE) in Canara Bank" in response to EOI 01/2020-21 dated 21/07/2020. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in the Bid details in brief description.</p> <p>17.2. If the last day for submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.</p> <p>17.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.</p> <p>17.4. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.</p> <p>17.5. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated in the Bid details in brief description.</p> <p>17.6. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.</p>	Considering the pandemic will it be possible to submit bids via email electronically .	Bidder has to comply with the EOI terms.
11	17	Annexure 1	CHECKLIST	A Demand Draft of Rs.5,900/- (Non-Refundable) favoring Canara Bank payable at Bengaluru towards Application Fee.	<p>Application fee mentioned in INR 5900/- while Tender fee mentioned in INR 2360 /- . Kindly clarify if both are to be submitted or it is a typo error</p> <p>Can EMD/tender fee/application fee be submitted through NEFT.</p>	Kindly refer Amendment-1 to this EOI.



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12	17	Annexure 1	CHECKLIST	A Demand Draft of Rs.5,900/- (Non-Refundable) favoring Canara Bank payable at Bengaluru towards Application Fee.	discrepancy in the tender fees value amount	Kindly refer Amendment-1 to this EOI.
13	20	ANNEXURE-2	Bid Covering Letter Format	"We enclose a list of Public Sector/ Private Sector Banks in India (giving their full addresses of IT Department) to whom we have provided services of IT/Cyber Security Auditors & Forensic Analyst. "	Due to NDA with client we may provide generic names and locations. Other details can be provided on request.	Bidder has to comply with the EOI terms.
14	22	Annexure 3	Eligibility Criteria Declaration	Financial and other Requirements to be met by the Bidder: The bidder should have minimum 25 qualified professional with market standard certification (CISA, DISA, CISM, CISSP, CEH, ISO 27001, etc.) **Only those employees will be considered who is involved in Operation work. Those employees working in Management or Administrative office will not be counted. Documents to be submitted along with the EOI: HR Certificate (along with list and certifications of the employees and self declaration forms of employees on their experience and qualifications/certifications)	Can we just provide names ,employee number and certificates of employees as part of proposal and signed by authorised partner	Bidder has to comply with the EOI terms.
15	22	Annexure 3	Eligibility Criteria Declaration	Service-wise eligibility	Due to NDA with client we can provide masked copies of PO / EL. On specific request we can provide details after getting client approvals	Bidder has to comply with the EOI terms.
16	28	Annexure 6	List of Major Customers of the Bidder in Last 3 Years and References in IT/Cyber Security Audit	Annexure 6	Due to NDA with client we may provide generic names and locations. Other details can be provided on request.	Bidder has to comply with the EOI terms.
17	NA	NA	NA	NA	Can you provide a word format of the RFP	Kindly refer the document uploaded at Canara Bank's website https://canarabank.com/User_page.aspx?cid=110 .
18	NA	NA	NA	NA	Post empanelment we assume that there will a formal NDA/agreement with all clause around indemnity, liability, confidentiality which will be discussed and agreed mutually	Bidder has to comply with the EOI terms.

Date: 07/12/2020
Place: Bengaluru

S. S. Salyan
Deputy General Manager
[Signature]



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1	2	Bid Details in Brief Description	Tender Fee (Non Refundable)	Rs.2,360 /- (Including 18% GST)	discrepancy in the tender fees value amount	Kindly refer Amendment-1 to this EOI.
2	8	6. Tender Fee and Earnest Money Deposit	6.1.Tender Fee	6.1.1. The tender fee specified in the Bid details in brief description should be kept along with the bid cover. Submission of the cost of the bid document in other than the bid cover is liable to be rejected on grounds of non-payment of the cost of the bid document. 6.1.2. The bidder shall bear all costs associated with the preparation and submission of the bid and the Bank will not be responsible for the costs, regardless the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the bidder in replying to this EOI. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.	Considering the pandemic scenario can we do NRFT / RTGC of the amount instead of DD/ BG BY what time EMD will be returned of unsuccessful bidders	1. Kindly refer Amendment-1 to this EOI. 2. Kindly refer clause 6.2.3 of the EOI.
3	8	6. Tender Fee and Earnest Money Deposit	6.2. Earnest Money Deposit (EMD)/Bank Guarantee in Lieu Of EMD:	6.2.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) as specified in Bid details in brief description by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bengaluru and should be kept along with the bid. 6.2.2. In case the EMD is submitted in the form of Bank Guarantee, the same should be valid for the minimum period of 6 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per Annexure-8. 6.2.3. The EMD of bidders will be returned upon the finalization of Empanelment. 6.2.4. The EMD may be forfeited/ Bank Guarantee may be invoked, if the bidder withdraws or amends the bid during the period of bid validity which is six months from the date of Expression of Interest or date of finalization of the empanelment whichever is later.	Considering the pandemic scenario can we do NRFT / RTGC of the amount instead of DD/ BG BY what time EMD will be returned of unsuccessful bidders	1. Kindly refer Amendment-1 to this EOI. 2. Kindly refer clause 6.2.3 of the EOI.
4	8	6. Tender Fee and Earnest Money Deposit	Tender Fee and Earnest Money Deposit	6.3.1. Failure to produce the documents as necessary proof along with the EMD and Tender Fee while submission of EOI proposal shall render the applicant ineligible for empanelment. 6.3.2. The Bidder should submit separate DDs one each for EMD and Tender Fee, if DDs are submitted. 6.3.3. The Bidder should not provide any commercial proposal with the response to this EOI.	Considering the pandemic scenario can we do NRFT / RTGC of the amount instead of DD/ BG BY what time EMD will be returned of unsuccessful bidders	1. Kindly refer Amendment-1 to this EOI. 2. Kindly refer clause 6.2.3 of the EOI.

