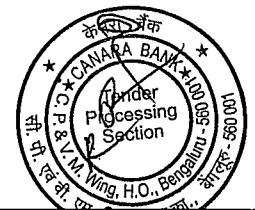


Pre-Bid Replies for Engagement of CERT-In certified auditor for conducting Vendor risk assessment along with due diligence audit of IT vendors for the financial year 2023-24 in Canara Bank.

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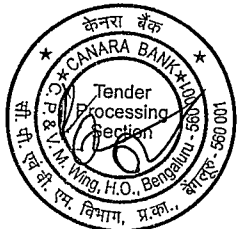
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	53	Annexure 2	Pre-Qualification Criteria	<p>S.No.7 Pre-Qualification Criteria: The Bidder should have provided same Category of Assessment(s) in the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company/BFSI sector.</p> <p>Documents to be submitted for Compliance: Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year</p>	<p>Request you to modify as follows: The Bidder should have provided same Category of Assessment(s) in the last five financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company/BFSI sector.</p>	Refer Corrigendum-1
2	54	Annexure 2	Pre-Qualification Criteria	<p>S.No.12 Pre-Qualification Criteria: The Bidder/OEM has ISO 27001 Certification.</p> <p>Documents to be submitted for Compliance: Copy of the valid certificate to be submitted.</p>	Request you to relax this clause.	Refer Corrigendum-1
3	69	Annexure-9 Scope of Work	Due Diligence Audit of IT Vendors providing Critical Services and IT Outsourced Services	<p>S.No:3 To verify Business reputation and culture, compliance, complaints and outstanding or potential litigations of the vendor.</p>	<p>Will the Bank provide any criteria to evaluate this? What is the benchmarking we need to do especially on Business Reputation, Culture, complaints and outstanding potential litigation of the vendor.</p>	Assessment will be as per Bank's requirement following the best industry standards
4	69	Annexure-9 Scope of Work	Due Diligence Audit of IT Vendors providing Critical Services and IT Outsourced Services	<p>S.No:4 To verify financial soundness and ability to service commitments even under adverse conditions.</p>	Will the Bank provide any criteria/threshold to evaluate this?	Assessment will be as per Bank's requirement following the best industry standards



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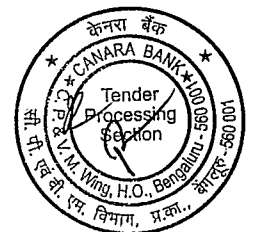
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
5	69	Annexure-9 Scope of Work	Due Diligence Audit of IT Vendors providing Critical Services and IT Outsourced Services	S.No.5 To verify Business background, brand, reputation, status in the industry, previous work history	Will the Bank provide any criteria to evaluate this? What is the benchmarking we need to especially on Business background, reputation, status on the industry Culture.	Assessment will be as per Bank's requirement following the best industry standards
6	69	Annexure-9 Scope of Work	Due Diligence Audit of IT Vendors providing Critical Services and IT Outsourced Services	S.No.6 To verify If vendor is a group company or not, If not than shall not be owned or controlled by any director, or key managerial personnel or approve of the outsourcing arrangement of the bank or their relatives.	Will the declaration from the vendor enough or we required to do evaluate through other publicly available information.?	Selected bidder has to do the assesment through publicly available information
7	69	Annexure-9 Scope of Work	Due Diligence Audit of IT Vendors providing Critical Services and IT Outsourced Services	S.No.7 To verify Qualitative, Quantitative, Capability, Operational, Legal and reputational factors, independent reviews and market feedback, concentration risk	Will the Bank provide any criteria to evaluate this? What is the benchmarking for Qualitative, Quantitative, Capability, Operational, Legal and reputational factors, independent reviews and market feedback, concentration risk Does the SLA clause with the service providers permit the same?	Assessment will be as per Bank's requirement following the best industry standards
8	69	Annexure-9 Scope of Work	Due Diligence Audit of IT Vendors providing Critical Services and IT Outsourced Services	S.No.8 To verify quality of the service provided to other clients based on inputs from the service providers previous / existing customers and or independent parties' compliance, complaints, pending litigation etc.,	Does it mean we are required to discuss with the customers of the service providers? If yes, basis of selecting the service providers customers and number of customers to be selected and discussed.	Bidder to comply with RFP terms and conditions
9	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Payment Terms	Final assessment	What will be timeline taken by the Bank for clearing the draft report submitted as part of Initial assessment.	Bidder to comply with RFP terms and conditions
10	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Payment Terms	Initial Assessment and Final assessment	Request you to release the payment on submission of initial assessment report for each of the 25 Vendors as a milestone payment.	Bidder to comply with RFP terms and conditions



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Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
11	NA	General	GA	GA	<p>Does all SLAs contain Right to Audit Clause? If yes, we would be requesting authorisation letter addressed to each vendor for regarding the audit</p> <p>Whether the draft report has to be signed off by the Vendor? If yes, same has to be covered in the authorisation letter.</p> <p>What happens if the vendor does not agree for the draft report - is there timeline for agreement of the report by the Vendor.</p>	Bidder to comply with RFP terms and conditions
12	31	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	10. Execution of Agreement	<p>S.NO.10.3 10.3. The Pre Contract Integrity Pact Agreement submitted by the Bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract</p>	<p>Please specify Pre-Contract needs to submit with bid or not. If yes Please specify the amount of Non-Judicial Stamp Paper</p>	Refer Corrigendum-1
13	49	SECTION H- PURCHASE PREFERENCE	3. Procurement through Local Suppliers (Make in India):	<p>S.No: 3.8. The 'Class -I Local supplier'/'Class -II Local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class -I Local supplier'/'Class-II Local supplier' as the case may be. They shall also give details of the location(s) at which the local value addition is made.</p>	Please specify where local value addition is made	Bidder to comply with RFP terms and conditions

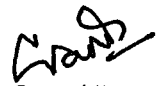


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Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
14	53	Annexure 2	Pre-Qualification Criteria	<p>S.No.7 Pre-Qualification Criteria: The firm should have a pool of at least 20 professionals with active international accreditation like CISA (Certified Information Systems Auditor), CISSP (Certified Information Systems Security Professional), CEH trained lead auditors employed with them. Minimum experience of the professionals' post qualification should be 5 years or more in similar kind of assessments.</p> <p>Documents to be submitted for Compliance: Copy of the certificates mentioned along with the profile of the professionals and letter from HR that stating they are on payroll of the bidder.</p>	Please add ISO 27001 in this criteria	Refer Corrigendum-1
15	73	Annexure-13	Bill Of Material	No. of Vendors selected for Assessment/ Classification*	Please specify they are same vendors for which we have to do the audit or different vendors.	The Vendors to be assessed for Risk assessment and Due Dilligence audit could be same or different also. The list of vendors for respective assessment shall be shared with the successful bidder

Date:19/06/2024
Place: Bengaluru


Deputy General Manager

