

Replies to Prebid Queries for GEM/2025/B/6803799 dated 17/10/2025 for Selection of Cert-In Certified Auditor to Conduct Vendor Risk Assessments along with Due Diligence Audit & Vendor Performance Evaluation of the vendors as on 31/03/2025 and new vendors on an ongoing basis as per Bank Approved matrix in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	57	Annexure II	Qualification Criteria	point 7 - 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	We agree to the number of resources with required certification criteria but we request to reduce the pool of resource to 10 to have a fair participation from Mid sized firms as well and increase the participation to tender as well	Bidder to comply with RFP terms and conditions.
2	67	Annexure 8 - scope of work	Scope of Work	Full clause	We understand there are total 190 vendors. Please specify the locations/state of the vendors from where the services are provided	Bidder to refer Corrigendum-2, Details will be shared with the Selected Bidders.
3	34	Section G - General conditions	4. Human resource requirements	4.6.The selected bidder has to submit following KYC documents of resources engaged: 4.6.1.Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only. 4.6.2.Address Proof (Local and Permanent)- Duly attested photocopy by candidate and bidder HR. 4.6.3.Aadhaar Card - Duly attested photocopy by candidate and bidder HR. 4.6.4.Passport - Duly attested photocopy by candidate and bidder HR. 4.6.5.Background Police Verification report - Duly attested photocopy by candidate and bidder HR.	In line with applicable statutory and contractual confidentiality obligations – the sharing of personal identification documents (such as Aadhaar, Passport, and Address Proof) of employees with external entities is restricted. We propose that the required verifications (including background checks and ID validations) can be provided through: A self-declaration and HR certification confirming that all resources have undergone police/background verification and KYC validation.	Bidder to comply with RFP terms and conditions.
4	14	Section C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.2.1 project timelines	1.2.1.1The entire Vendor Risk Assessment process is to be completed within 12 weeks from the date of acceptance of the PO.	We request bank to increase the timelines to 16 weeks due to large number (190) of vendors involved in the assessment	Bidder to comply with RFP terms and conditions.



5	12	scope of work	8.5.1 -	For smooth completion of project, the selected bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.	We would like to seek clarification on the resource deployment requirement. Kindly confirm whether the resource is expected to be stationed at Canara Bank's premises on a full-time basis, or if the engagement would involve visits to the Bank's office on an as-needed basis for meetings and discussions.	Clauses is self explanatory. Bidder to comply with RFP terms and conditions.
6	91	Annexure-13	Bill of materials	Price details table	Are all the 190 vendors same for 3 activities i.e. - Conducting Vendor Risk Assessment , Conducting Due Diligence Audit , Conducting Vendor Performance Evaluation Or there will be separate vendors for each activity and the list will be provided by the bank ?	List of vendors will be provided to Selected Bidders. Bidder to comply with RFP terms and conditions.
7	13	Section B - Introduction	Scope of Work	Clause 1.2	Kindly clarify whether the Bank will provide the list of vendors to be covered under the Vendor Risk Assessment and Due Diligence Audit or if the auditor needs to identify the same.	Bidder to refer Corrigendum-2. Yes, List of vendors will be shared with the Selected Bidders by the Bank.
8	13	Section B - Introduction	Scope of Work	Generic	Please confirm if the auditor is expected to cover both domestic and overseas vendors of the Bank under the Vendor Risk Assessment scope.	Bidder to refer Corrigendum-2 Selected Bidders/Auditors are expected to cover all the vendors as per the list provided by the Bank.



9	14	Section B - Introduction / Scope of Work	Generic	Generic	Request clarification on the assessment type and working arrangement expected: whether the assignments are to be conducted remotely, involve physical visits to vendor locations, or require working from Canara Bank's premises. If physical travel is required, kindly specify the in-scope cities/regions; if on-site work at Canara Bank is expected, please confirm the exact office location (e.g., Bengaluru HO or other sites).	Bidder to refer Corrigendum-2. Assessment types are clearly defined and made available in GeM bid under the Scope of Work (Annexure-8). Working arrangement need to be planned by the Selected Bidders on need basis, as per the list of vendors shared by the Bank.
10	17	Section B - Introduction	Project Completion & Management	Generic	Will the Bank provide a SPOC for coordination with vendors and internal teams during the assessment process?	Yes, SPOC will be provided by the Bank. Details will be shared with the Selected Bidders.
11	18	Section C - Deliverables & SLA	Project Timelines	Clause 1.2.2	For Due Diligence Audits, are the same vendors covered as in the Risk Assessment, or is it a separate vendor set?	List of vendors will be provided to Selected Bidders. Bidder to comply with RFP terms and conditions.
12	19	Section C - Deliverables & SLA	Project Timelines	Clause 1.2.3	Please confirm if Vendor Performance Evaluation can be conducted concurrently with Due Diligence Audit for efficiency.	Yes, Bidder to comply with RFP terms and conditions.
13	19	Section C - Deliverables & SLA	Project Timelines	Generic	The RFP mentions a contract period of one (1) year, but the timelines for individual assessments total only a few weeks. Kindly confirm whether ongoing support or periodic assessment activities are expected for the remaining duration of the contract; if yes, please specify the nature of such recurring tasks (e.g., continuous monitoring, quarterly reviews, onboarding of new vendors, etc.).	Yes, Details will be shared with the Selected Bidders.
14	20	Section C - Deliverables & SLA	Integration & Interfaces	Generic	Will the Bank facilitate access to vendor-related systems or dashboards for performance metrics and historical assessments?	Selected Bidders will be provided with required Assistance in compliance to Bank guidelines.
15	22	Section C - Deliverables & SLA	Penalties/Liquidated Damages	Clause 4.4	Can the Bank confirm that LDs will be waived for delays attributable to vendor unavailability or dependency on Bank's internal teams?	Bidder to refer to clause 4.13 & Force majeure clause of the RFP & Bidder to comply with RFP terms & conditions.
16	35	Section C - Deliverables & SLA	Project Timelines	Phase 1 & 2 (Vendor Risk Assessment)	Please confirm whether timelines for Phase 1 (8 weeks) and Phase 2 (4 weeks) are sequential or concurrent for different vendor categories.	Yes, All the 3 audits need to be conducted simultaneously as mentioned in Project timelines & Selected Bidders need to ensure the adherence of Project timelines.



17	36	Section C - Deliverables & SLA	Penalties/Liquidated Damages	Clause 4.1, 4.2, 4.3	Request confirmation if delay penalties apply cumulatively across all three assessments (Risk, Due Diligence, Performance Evaluation) or individually per activity.	Yes, Bidder to comply with RFP terms and conditions.
18	38	Section F - Ownership & Awarding of Contract	Award of Contract	Generic	The RFP states two bidders will be onboarded (60:40 ratio). Please clarify the methodology for allocation of vendors or audit scope between the two selected bidders.	Audit scope is same for all the Selected Bidders for the list of vendors provided by the Bank and split of 60:40 will be made under the list of vendors to be audited among the Selected Bidders.
19	67	Annexure-8 Scope of Work	Vendor Performance Evaluation Checklist	Generic	Kindly clarify whether all checklist parameters and controls under Vendor Performance Evaluation are mandatory for every vendor, or if applicability will vary depending on vendor category, risk profile, or service type. In case applicability varies, how will the scoring methodology be adjusted?	Bidder to refer Corrigendum-2. RFP clauses are self explanatory, Bidder to comply with RFP terms and conditions.
20	67	Annexure-8 Scope of Work	Due Diligence Audit / Vendor Risk Assessment	Generic	Please clarify whether financial-related controls or parameters (such as financial stability, net worth, turnover, etc.) are expected to be reviewed by a Chartered Accountant (CA) or whether such verification can be performed by the auditor's internal team based on documentary evidence provided by the vendor.	Bidder to refer Corrigendum-2. Bidder to comply with RFP terms and conditions.
21	23	Section D - Bidding process	6. Earnest Money Deposit (EMD)/ Bank Guarantee in lieu of EMD	Generic	We request you to please provide EMD exemption to MSME firms	As per Govt. of India guidelines with regards to MSE/Startup, eligible relaxations will be awarded subject to meeting the Quality & Technical Specifications specified in RFP document.



22	58	Annexure-2: Pre- Qualification Criteria	The Bidder should have Conduct at least one Vendor Risk Assessments /Due Diligence Audit/ Vendor Performance Evaluation in the last five years as on the date of submission of RFP to any Scheduled Commercial Bank.	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.	As per the clause, we are required to submit a reference from a Scheduled Commercial Bank. Instead of that, can we provide a reference from a BFSI client? Alternatively, if a bank reference is mandatory, please confirm whether references from our global banking clients would be acceptable.	Bidder to comply with RFP terms and conditions.
23	24	Section D - Bid Process	10. Submission of Bids	10.1	Kindly confirm the deadline for submission of the pre-qualification documents.	Bidder to ensure submission of bid with all required documents before bid opening date as per RFP terms and conditions.
24	2	12	Section B - Introduction	7. Pre-Qualification Criteria	7.2 Deloitte India completed the Empanelment process in November 2024. Please clarify whether we are required to submit pre-qualification documents as per the Bidding process.	Yes. Bidder to submit all documents as per the RFP terms and conditions afresh.
25	3	23	Section D - Bid Process	7. Costs & Currency	Please share the budgetary estimates or cost parameters to be considered for Vendor Performance Evaluation. If these are not predefined, kindly confirm whether bidder should make their own reasonable assumptions.	Bidder to comply with RFP terms and conditions.
26	4	85	Annexure 8 - Scope of Work	7. General Requirement from the Bidder	7.4 Kindly clarify whether submission and acceptance of deliverables should be prepared on the stationery of Canara Bank or that of the bidder.	For deliverables and documents submitted, as part of a tender process, the bidder should use their own company's stationery, unless Canara Bank's specific tender documents explicitly state otherwise.
27	10	Section B	Clause 2.3	Definitions	Vendors as on 31/03/2025 and new. The total count of vendors mentioned is as on which date? Need clarity thus ensuring there is clear count and new vendors are tagged as new vendors. During the course of execution, should a new vendor be added, will the corresponding fee be applied on a pro-rata basis? Please confirm.	The list of vendors to be assessed will be shared with Selected Bidders. Vendor fee will be paid as per the assessments done by Selected Bidders.



28	11	Section B	Clause 5.3	Requirement Details	<p>Detailed implementation plan will be discussed and agreed by the bank. However on the last line it states the selected Bidder has to comply with the timelines mentioned.</p> <p>Upon award of the contract, the selected bidder shall submit a vendor-wise detailed execution plan, which will be finalized through mutual agreement. In the event of any deviation from the agreed plan, or if a vendor is unavailable on the scheduled date, the Bank shall provide the Selected Bidder with a minimum of seven (7) days' prior written notice to facilitate the audit.</p>	Bidder to comply with RFP terms and conditions.
29	12	Section B	Clause 8.2 & 8.3	Scope of Work	<p>Kindly confirm whether the Bank has a standard checklist in place. If so, please indicate the approximate number of controls included therein.</p> <p>In the absence of a standard checklist, please confirm whether BDO may utilize its own checklist, which has been developed in accordance with industry best practices and applicable regulatory guidelines.</p>	Bidder to refer Corrigendum-2. RFP Clauses are self explanatory, Bidder to comply with RFP terms and conditions.
30	14	Section C	Clause 1.1	Acceptance of Purchase order	<p>Acceptance of purchase order timeline to be revised to - " To be accepted within 10 working days from the date of PO"</p>	Bidder to comply with RFP terms and conditions.
31	14	Section C	Clause 1.2.1	Timelines for conduction assessments	<p>Same as row 4</p> <p>Kindly confirm whether the Bank has a standard checklist in place. If so, please indicate the approximate number of controls included therein.</p> <p>In the absence of a standard checklist, please confirm whether BDO may utilize its own checklist, which has been developed in accordance with industry best practices and applicable regulatory guidelines.</p>	Scope of Work is self explanatory. Selected Bidders to refer to the same for checkpoints. However, scores for checkpoints will be shared with Selected Bidders.



32	15	Section C	Clause 1.6	Cancel the order in the event of delay and invoke performance security	<p>We would request the Bank to add below at the end of the clause:</p> <p>In the event that a delay is not attributable to the Auditor and the project requires an extension with additional man-days to complete the audit, the Bank shall compensate the Auditor for the additional man-days based on the mutually agreed fee structure. In case the applicable fees cannot be mutually concluded, the Bidder shall reserve the right to cancel the Order.</p>	Bidder to comply with RFP terms and conditions.
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33	16	Section C	Clause 2.1 & 2.2	To work different vendors and different teams of Bank for the offered assessment	<p>Given there is clearly a dependency, we would request to add below:</p> <ul style="list-style-type: none"> - Bank is responsible for notification of any 3rd party involvement that may be impacted due to this engagement - Bank will provide a trusted agent to coordinate the involvement of its vendor's team/resources and assist the auditors with the logistics of the engagement including, but not limited to: <ul style="list-style-type: none"> - Scheduling of meetings with various stakeholders - Authorize and supervise active various activities as a part of this project - Assist in collating all supporting artifacts to substantiate compliance status and acceptance 	SPOC will be provided by the Bank for coordination, Further details will be shared with the Selected Bidders.
34	16	Section C	Clause 3.1	Payment Terms	<p>We would request the Bank to change the payment clause as follow given the dependency on vendor on closure of the findings given by the auditor during initial audit:</p> <ul style="list-style-type: none"> - 70% payment to be released upon submission of initial assessment report and accepted by the Bank - 30% payment to be released upon submission of final assessment report and accepted by the Bank 	Bidder to comply with RFP terms and conditions.
35	16	Section C	Clause 3.5	Documenting Proof as per Clause 1.2 Section C	<p>Request there are different team both internal to the banks and vendors, it is paramount that the documentation proof can include the clause, were in, in the event, there is no response beyond 03 working days from the necessary point of contact, the same can be accepted as acceptance. This is owing to the fact that time is of the essence to complete these assessments</p>	Bidder to comply with RFP terms and conditions.
36	17	Section C	Clause 4.1 to 4.4	Penalties / Liquidated Damages	<p>Considering the total number of vendors and dependency on both the vendor's point of contact and information from relevant canara bank department, - Request to consider lowering the penalties / LD to 0.5% of the per unit vendor pricing and limiting to maximum 7.5% incase the issue is solely on the Bidder. If incase the delay is due to obtaining the relevant information from vendor / bank (including staff) - the same is not applicable.</p>	Bidder to comply with RFP terms and conditions.



37	18	Section C	Clause 4.13	Penalties / Liquidated Damages	<p>We would request the Bank to add below at the end of the clause:</p> <p>In the event that a delay is not attributable to the Auditor and the project requires an extension with additional man-days to complete the audit, the Bank shall compensate the Auditor for the additional man-days based on the mutually agreed fee structure. In case the applicable fees cannot be mutually concluded, the Bidder shall reserve the right to cancel the Order.</p>	Bidder to comply with RFP terms and conditions.
38	35	Section G - General Conditions	Clause 4.3	Replacement of Resource	Time period is not specified. Our understanding would be that, this would be discussed as part of initial kick off and agreement would be obtained from the Bank end on acceptable time period	Bidder to comply with RFP terms and conditions.
39	38	Section G - General Conditions	Clause 11.5	Bidder to ensure PII / SPI	Bank will have vendor classification and is there any information with regards to PII / SPI data being handled by each vendor? Providing the same would help us create guard rails while getting information.	Bidder to comply with RFP terms and conditions.
40	41	Section G - General Conditions	Clause 18.2	Location of processing data	These needs clarity as to whether the expectation is the primary place of evaluation and analysis or is it pertaining where the vendor is located? (this will change city to city, Can we mention it as India)	Bidder to comply with RFP terms and conditions.
41	42	Section G - General Conditions	Clause 20 /20.1	Indemnity	Request if the limit of the indemnity to the contract value?	RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions.




42	57	Annexure - 2 - Pre-Qualification Criteria	Sub point 7	Professionals certificate s	Request to add certifications that include ISO 27001, ISO 22301 and ISO 27701	Bidder to comply with RFP terms and conditions.
43	58	Annexure - 2 - Pre-Qualification Criteria	Sub point 9	Turn Over	Request if the turn over requirements be increased to Revenue over INR 50 Crore for each year.	Bidder to comply with RFP terms and conditions.
44	68	Annexure - 8 - Scope of Work	Clause 1	5th point on the page	Vendors include both IT and Non IT mentioned. The approach would be different accordingly. Need clarity on the split up the total number of vendors 166 between IT and non-IT will help us evaluate better in terms of costing	Bidder to refer Corrigendum-2. Details will be shared with the Selected Bidders.
45	70	Annexure - 8 - Scope of Work	Clause 3.1	Severity level into 3 segments	Need clarity on whether, we are to use the any metrics (bank has already defined) here to arrive at the 3 severity segments or left to the bidder to qualitatively segregate into the 3 severity levels?	Bidder to refer Corrigendum-2. Bidder to comply with RFP terms and conditions.
46	79	Annexure - 8 - Scope of Work	Point no 53 on table of Vendor Risk assessment	Due diligence of Service Provider	Is it referring to due diligence audit of the vendor in scope or do the vendor have due diligence of their vendors? Need clarity here as this would increase the effort	Bidder to refer Corrigendum-2. RFP clauses are self explanatory. Bidder to comply with RFP terms and conditions.
47	111	Appendix - F	Appendix F	Pre Contract Integrity Pact	* Point of contact from Canara Bank and designation * Should it be left blank or mentioned as per GeM document as Hanumanthu Rao Vanne	SPOC details will be shared with Selected Bidders. Presently, Bidders are hereby noted with to leave it blank.



48	115	Appendix-G	23.SERVICE LEVELS:	23.2	<p>Please confirm if vendor Assessment to be conducted Onsite or Remotely.</p> <p>Onsite Assessment shall refer to the assessment activities carried out at the Vendor's office or designated operational location.</p> <p>Remote Assessment shall refer to the assessment activities conducted either from the Selected Bidder's office through the use of a GRC tool deployed at Bank or other approved automated tool, or from the Bank's Head Office located in Bengaluru.</p>	Bidder to comply with RFP terms and conditions.
49	1	Bid Details Table	GeM bid Document	Bid End Date/Time	Request to extend till 17th November 2025, in order to assess the potential conflict of interest	Bidder to refer Corrigendum-2.
50	2	Bid Details Table	GeM bid Document	Time allowed for Technical Clarifications	Request for a 2nd round of discussion owing to questions arising out of pre-bid discussion preferably 31st October 2025	Bidder to comply with RFP terms and conditions.
51	Generic	Generic	Generic	Generic	<p>1. Does the Bank have a GRC tool?</p> <p>2. If yes, does the Bank's GRC tool includes Vendor Risk assessment as a function of it?</p>	Details will be shared with the Selected Bidders.
52	Generic	Generic	Generic	Generic	<p>In absence of any GRC toll, can we use automated tool which will help with increasing efficiency of assessment across the 3 functions.</p> <p>If yes, considering it is internal BDO tool, will the bank allow the same to be run from BDO's machine?</p>	Details will be shared with the Selected Bidders.

Date 06-11-2025
Place Bengaluru


Deputy General Manager
Sue



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