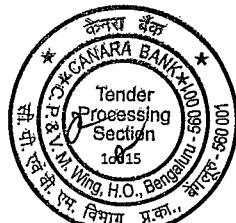


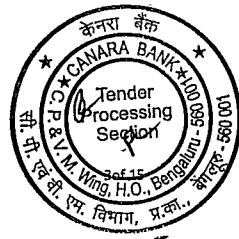
GeM Bid ref no. GEM/2025/B/6056999 dated 14/03/2025 for Selection of Vendor for conducting Money Laundering Terror Financing Internal Risk Assessment in the Bank for a period of Three Years						
Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	9	Section B - Introduction	2. Definitions	2.3. 'RFP' means Request for Proposal for Selection of Vendor for conducting Money Laundering Terror Financing Internal Risk Assessment (IRA) in the Bank for a period of Three Years 2.5. 'Services' means "Conducting Money Laundering Terror Financing Internal Risk Assessment (IRA) in the Bank for a period of five years" as per RFP terms.	While the RFP states 3 years of contract period the ATC is calling for 5 years of contract period. Kindly confirm the period for which selected service provider is expected to conduct Money Laundering Terror Financing Internal Risk Assessment (IRA).	Bidder to Refer Corrigendum-1
2	10	Section B - Introduction	3. About RFP	3.1. Bank intends to engage suitable vendor for conducting Money Laundering Terror Financing Internal Risk Assessment (IRA) in the Bank. 3.2. The selected vendor shall conduct Money Laundering Terror Financing Internal Risk Assessment (IRA) in the Bank. They should provide methodology and tool for carrying out the assessments for new products, services and technology.	The RFP is only calling out Money Laundering Terror Financing Internal Risk Assessment (IRA) to be completed in the Bank. The subsequent point asks to carry out the assessments for new products, services and technology, is this also to be completed by selected service provider.	Refer Point No.5,6 & 7 of Annexure-9 of RFP document.
3	10	Section B - Introduction	5. Requirement Details	5.2. The term of contract will be for a period of 3 years. If the services are found to be unsatisfactory, Bank reserves the right to discontinue the Services anytime during the contract..	Request to add the following: "The selected service provider may terminate the Agreement by a written notice to the Bank if the Service Provider determines that a law, regulation or anything having a similar import, or a circumstance (including cases where the Bank's ownership or constitution has changed), makes the Service Provider's performance of the Services/Agreement impermissible or in conflict with independence or professional rules applicable to the Service Provider. Upon termination, the Bank agrees to pay the Service Provider for all Services performed up to the effective date of termination."	Bidder to comply with RFP terms and conditions  RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
4	10	Section B - Introduction	5. Requirement Details	5.3. The detailed implementation plan will be discussed and agreed by the Bank with the selected Bidder, covering the scope of work and key deliverables as defined in this RFP. However, the selected Bidder have to comply with the timelines explained elsewhere in this document.	Since there is no implementation, this may not be applicable. Request to delete.	Bidder to comply with RFP terms and conditions
5	11	Section B - Introduction	8. Scope of Work	8.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-9. Bidder has to confirm compliance to the Scope of Work as mentioned in Annexure-9. The bidders are required to go through the complete RFP document thoroughly. The obligation/ responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.	Kindly confirm if the scope only includes conducting Money Laundering Terror Financing Internal Risk Assessment (IRA)	Bidder to comply with RFP terms and conditions



GeM Bid ref no. GEM/2025/B/6056999 dated 14/03/2025 for Selection of Vendor for conducting Money Laundering Terror Financing Internal Risk Assessment in the Bank for a period of Three Years						
Sl. No.	Page No.	Section/-Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
6	11	Section B - Introduction	8.Scope of Work 8.4. Project Completion and Management	8.4.1. For smooth completion of project, the selected Bidder should identify one or two of its representatives at Bengaluru and Hyderabad as a single point of contact for the Bank. 8.4.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.	Kindly confirm if the service provider is required to work only from the Canara Bank Offices in Bengaluru and Hyderabad. Will the Bank share the required data and inputs remotely or through VDI.	Bidder to comply with RFP terms and conditions
7	13	Section C - Deliverable and Service Level Agreements	1. Project Timelines	1.2. The selected bidder should conduct Money Laundering Terror Financing Internal Risk Assessment (IRA) within 12 weeks from the date of acceptance of purchase order.	Suggest replacing the text in red color with "SLA execution date" and similarly in the below table within the given section.	Bidder to comply with RFP terms and conditions
8	14	Section C - Deliverable and Service Level Agreements	2. Penalties/Liquidated Damages	2.1.5. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.	Requesting for further quantification to limit the unlimited risk exposure.	Bidder to comply with RFP terms and conditions
9	14	Section C - Deliverable and Service Level Agreements	2. Penalties/Liquidated Damages	2.1.7. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from the selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	Suggesting addition of the following sentence at the end "Such instance will be mutually discussed and agreed to."	Bidder to comply with RFP terms and conditions
10	15	Section C - Deliverable and Service Level Agreements	4. Documents, Standard Operating Procedures and Manuals	All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the Bidder shall become the property of the Bank.	The vendor will only provide risk assessment report for the Banks consideration.	Bidder to comply with RFP terms and conditions

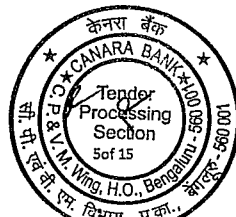


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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidder's Query	Bank's Response
11	16	Section C - Deliverable and Service Level Agreements	6. Right to Audit	<p>6.1. The selected bidder (Service Provider) has to get itself annually audited by internal/external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.</p> <p>6.2. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters</p>	<p>Due to confidentiality obligations with other Clients, we cannot provide an audit right. However, at the maximum, we can if requested by Client provide time and expense related reports. Suggest this clause is replaced by the below :-</p> <p>"Upon written request from the Bank, the Bidder shall provide time and expense related records to the Bank".</p>	Bidder to comply with RFP terms and conditions
12	20	Section D - Bid Process	5. Preparation of Bids	5.1.7. The relevant solution information, brand, and solution offered, printed product brochure, technical/functional specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.	The vendor will only provide risk assessment report for the Banks consideration.	Bidder to comply with RFP terms and conditions
13	27	Section F - Ownership & Awarding of Contract	3. Project Ownership	3.3. The Bidder also has to submit a certificate/Letter (If Applicable) from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	Suggest deletion of text in red color, as there will be no implementation.	Bidder to comply with RFP terms and conditions
14	33	Section G - General Conditions	5. Responsibility for Completeness	5.2. The selected bidder shall deliver the services as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at selected bidder's cost as per accepted time schedules. The selected bidder is liable for penalties levied by Bank for any deviation in this regard. The selected bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.	The vendor will only provide risk assessment report for the Banks consideration for the first year. For the subsequent years an access to the web based tool will be provided to selected users of the Bank for completing the risk assessment. User level demo will be provided to the selected staff of the Bank.	Bidder is expected to conduct ML-TF internal Risk Assessment for all 3 years as per the Technical specification and Scope of Work described elsewhere in the RFP and to provide the comprehensive report.

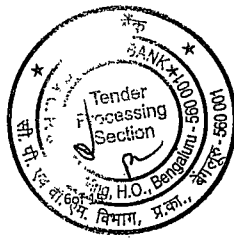




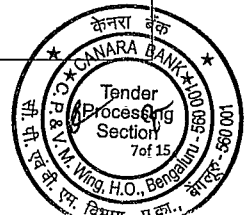
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidder's Query	Bank's Response
18	36	Section G - General Conditions	12. Exit Management Plan	<p>12.1. Bidder / Vendor / Service Provider shall submit a structured &amp; detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.</p> <p>12.2. Bidder / Vendor / Service Provider shall update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. The plan and the format shall be discussed and approved by the Bank.</p> <p>12.3. The exit Management plan shall deal with the following aspects but not limited to of exit management in relation to the Service Level as a whole and in relation to in scope applications, interfaces, infrastructure and network and the scope of work.</p> <p>12.3.1. A detailed program of the transfer process that could be used in conjunction with a replacement bidder/vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.</p> <p>12.3.2. Plans for provision of contingent support to the Project and replacement bidder / Vendor / Service Provider for a reasonable period (minimum three month and maximum as per mutual agreement) after transfer or as decided by Canara Bank.</p>	<p>As a part of the exit management plan the reosources deployed in the Bank premises (if any) will require a sign-off from the Bank stakeholders for their release.</p> <p>There will be no knowledge transfer or transition plan requirement since the final deliverables are in the form of a report.</p>	Bidder to comply with RFP terms and conditions
19	37	Section G - General Conditions	13. Training and Handholding	<p>13.1. Bidder / Vendor / Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:</p> <p>13.1.1. Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history.</p> <p>13.1.2. Change Request Logs</p> <p>13.2. Assisting the new Service Provider / Bank with the complete audit of the system including licenses and physical assets</p> <p>13.3. Detailed walk-throughs and demos for the solution</p> <p>13.4. During the exit management period, the Bidder / Vendor / Service Provider shall use its best efforts to deliver the services.</p> <p>13.5. Bidder / Vendor / Service Provider 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.</p> <p>13.6. During Reverse transition Bank will not pay any additional cost to the Bidder / Vendor / Service Provider for doing reverse transition.</p>	<p>There will be no knowledge transfer or transition plan requirement since the final deliverables are in the form of a report.</p>	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
20	39	Section G - General Conditions	20. Indemnity	20.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the BIDDER/VENDOR/ SERVICE PROVIDER.	Suggest deletion of text in red color.	Bidder to comply with RFP terms and conditions
21	40	Section G - General Conditions	20. Indemnity	20.2. The BIDDER/VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them. 20.4. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	DTTILLP does not provide indemnities as per the policies laid down internally and hence suggest deletion of the same.	Bidder to comply with RFP terms and conditions
22	43	Section G - General Conditions	24. Responsibilities of the Bidders	24.6. The selected bidder should abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services.	DTTILLP will not be providing services in relation to IT outsourcing, hence suggesting deletion for the same.	Bidder to comply with RFP terms and conditions
23	54	Annexure 2	Pre-Qualification Criteria	S.No.9 <b>Pre-Qualification Criteria</b> The Bidder must have completed at least one similar assignments in the field of ML-TF risk assessment in a scheduled commercial Bank with more than 2000 branches in last four years from the date of bid publication.  <b>Documents to be submitted</b> <b>In compliance with Pre-Qualification Criteria:</b> The bidder should submit Purchase Order/ work order along with proof of completion/ Reference Letter/ Satisfactory Letter from the customer duly mentioning the details of the services to this effect.	Due to our confidentiality agreements with our clients we can provide self declarations for similar engagements completed by DTTILLP.	Bidder to Refer Corrigendum-1
24	54	Annexure 2	Pre-Qualification Criteria	S.No.10 <b>Pre-Qualification Criteria:</b> The bidder should have support office in Bengaluru 24x7.  <b>Documents to be submitted</b> <b>In compliance with Pre-Qualification Criteria:</b> The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc., as per Annexure-8.	Ours is a national practice, and while we will have professionals in Bengaluru, we will also deploy subject matter experts from other offices as required.	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
25	60	Annexure-7	List of Major Customers of the Bidder in Last 3 Years and References in subject RFP in Banks/ Financial Institutions	List of Major Customers of the Bidder in Last 3 Years and References in subject RFP in Banks/ Financial Institutions, below is required  Name and complete Postal Address of the Customer Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer) Nature and Description of the business during last 3 years Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed	Due to our confidentiality agreements with our clients we can provide self declarations for similar engagements completed by DTTILLP.	Bidder to comply with RFP terms and conditions
26	61	Annexure-8	Office Details (Office Details has to be submitted in Company's Letter Head)	Number of Vendor	Kindly confirm what details are required against the field for Number of Vendors in the table.	Bidder to Refer Corrigendum-1
27	62	Annexure 9	Scope of Work	9. Bidder should utilize all relevant information to conduct ML-TF risk Assessment from external sources such as NRA report of Govt of India, FATF reports/ statements, Guidance and advisories from Government authorities, FIU-INDIA, Reserve Bank, etc.	Kindly confirm if the IFSCA Guidelines for the GIFT city Branch is also to be considered as a part of this assessment.	GIFT city branch is not part of assessment.
28	63	Annexure 9	Scope of Work	Note: The above Scope is only indicative in nature and Bank reserves all rights to include any additional relevant services which is not included above.	Suggest replacing the text in red color with "may" Suggest adding "The same is mutually agreeable with revised pricing if any" as the next sentence to the note.	Bidder to comply with RFP terms and conditions
29	88	Appendix-F DRAFT CONTRACT AGREEMENT	15. Right To Audit	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. 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. 15.2. Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies	Upon reasonable request, we shall provide the client with copies of invoicing and expense records.  Our policies do not allow audit rights due to confidentiality obligations to our clients.	Bidder to comply with RFP terms and conditions



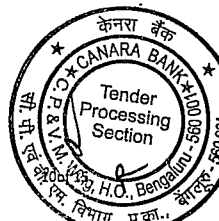
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Sl. No.	Page No.	Section/Annexure/Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
30	89	Appendix-F DRAFT CONTRACT AGREEMENT	18. Confidentiality and Non-Disclosure	<p>18.4. Provided that the Confidentiality Clause may not be applied to the data or information which;</p> <p>a) Was available in the public domain at the time of such disclosure through no wrongful act on the part of VENDOR/ SERVICE PROVIDER.</p> <p>b) Is received by VENDOR/ SERVICE PROVIDER without the breach of this Agreement.</p> <p>c) Is required by law or regulatory compliance to disclose to any third person.</p> <p>d) Is explicitly approved for release by written authorization of the Bank.</p> <p>e) Is independently acquired or developed by either Party or any of their representatives without violation of the terms of this Agreement;</p> <p>f) Is furnished to a third party by the Disclosing Party without a similar restriction on such third party's rights;</p>	Suggesting addition of the following text in red color.	Bidder to comply with RFP terms and conditions
31	90	Appendix-F DRAFT CONTRACT AGREEMENT	18. Confidentiality and Non-Disclosure	<p>THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.</p>	Suggest for determining the survival period.	Bidder to comply with RFP terms and conditions
32	96	ATC 31.14 General Conditions to Contract	ATC 31.14 General Conditions to Contract	<p>i. Canara Bank (CLIENT / BANK) agrees that the Bidder ("Bidder") shall not be liable to CLIENT for any losses for an aggregate amount in excess of the fees paid by CLIENT to the Bidder under the contract.</p> <p>ii. CLIENT shall indemnify and hold harmless the Bidder for all losses and claims arising in connection with any third party claim in relation to or pursuant to the contract or the services.</p> <p>iii. CLIENT shall not disclose to any third party the advice, opinions, reports or other work product of the Bidder provided hereunder without the prior express written consent of the Bidder.</p> <p>iv. If Client is a restricted entity, please add the below clause :-</p> <p>CLIENT shall be solely responsible for, among other things: (i) making all management decisions and performing all management functions; (ii) designating one or more individuals who possess suitable skill, knowledge, and/or experience, preferably within senior management to oversee the services; (iii) evaluating the adequacy and results of the services; (iv) accepting responsibility for the results of the Services; and (v) establishing and maintaining internal controls, including, without limitation, monitoring ongoing activities.</p> <p>v. The Bidder may terminate this contract by a written notice</p>	Suggesting the following additions (from point i-v) at the end of point number 31.14	Bidder to comply with RFP terms and conditions



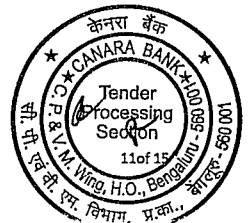
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
33	100	Annexure-1 Data Processing Terms and Conditions	3.10. Deletion or return of Personal data:	Upon expiry or termination of the Agreement or the Services for any reason or Canara Bank's earlier request, the Processor shall promptly within 30 business days: (i) return to Canara Bank and (ii) delete from all computer systems and other data storage systems, all Personal Data, provided that the Processor shall not be required to return or delete all or part of the Personal Data that it is legally permitted to retain. The Processor shall confirm to Canara Bank that it has Complied with its obligation to delete Personal Data under this clause.	Suggest adding: "The Bidder may retain the Confidential Information as is necessary to enable it to comply with its document retention policies and to be in compliance with any legal or regulatory requirement."	Bidder to comply with RFP terms and conditions
34	25	Section D - Bid Process	4. Bid System Offer	This is two bid system which has following 2 (Two) parts: 4.1. Part A - Technical proposal: Indicating the response to the Pre-Qualification Criteria, Scope of Work, Compliance to Functional and Technical Requirements and other terms & conditions. The format for submission of Technical cum Eligibility is as per Appendix-A. 4.2. Part B - Commercial Bid: Furnishing all relevant information as required as per Bill of Material as per Annexure-15. The format for submission of Commercial bid is as per Appendix-B.	Need to understand if Bank requires tool (System) to perform the IRA or Manual tool ( excel based ) 4.1. Part A - Technical proposal: Indicating the response to the Pre-Qualification Criteria, Scope of Work, Compliance to Functional and Technical Requirements and other terms & conditions. The format for submission of Technical cum Eligibility is as per Appendix-A.	All three years, ML TF Internal Risk assessment exercise has to be performed by bidder only. Bidder can deliver the requirements as per the scope and technical specifications described in RFP document either thorough tool or manually by duly following all other terms and conditions of RFP.
35	11	Section B - Introduction	8. Scope of Work	8.4.1. For smooth completion of project, the selected Bidder s	Is Bank looking for a SPOC to be placed in Canara Bank ( office ) till project completion or person can be placed in EY office of Bengaluru or Hyderabad as a single point of contact	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
36	64	Annexure-9	Scope of Work	New Product ML-TF Risk Assessment: Bidder should complete the ML-TF risk assessment for at least two new products/ services that Bank introduces after on boarding of consultancy and Bank will subsequently adopt this methodology for future assessments	This is related to performing product risk assesment which is addition to IRA. ( Please provide complete details)	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
37	65	Annexure-10	Functional and Technical Requirements	Technology and Data Analytics: 1. Evaluate AML/CFT technologies that are used in Bank and provide recommendations for improvement of the AML/CFT processes in the Bank. 2. Provide recommendation for Automation of CDD/EDD process in the Bank.	Internal Risk Assessment is on the basis of data shared for the risk factors mentioned as per point 2, and point 4 of the Annexure 10. Please confirm which other technology and data analytics is required	Bidder is expected to assess the efficiency of technologies that are used by bank, in AML/CFT processes for transaction monitoring, screening etc.



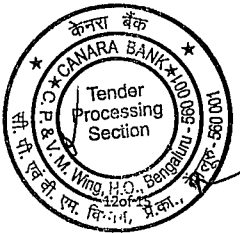
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38	54	Annexure 2	Pre-Qualification Criteria	<p>S.No.11 Pre-Qualification Criteria: Bidder should have a pool of minimum 05 professionals with related domain expertise and should be in permanent roster.</p> <p>Documents to be submitted In compliance with Pre-Qualification Criteria: Copy of the certificates of the professionals and letter from Bidder's HR stating/ Company secretary stating that they are on payroll of the bidder</p>	Request you provide details on the certificates required. It is possible that professionals with MBA degree might not possess the relevant professional certificates.	Bidder to Refer Corrigendum-1
39	64	Annexure 10 Functional and technical specifications	Risk Identification and Assessment:	<p>Risk Identification and Assessment: 1. ML/TF risk identification and assessment process should consider all the relevant risk factors including a) Customer Risk b) Geography Risk c) Products/services Risk d) Channel Risk e) Transaction Risk etc. 2. Risk factor weightage shall be based on Bank's internal policy and regulatory requirements.</p>	Request you to clarify banks expectations on this requirement. Will the bidder be expected to validate the banks existing risk weightage and refine the same as per industry better practice or will this be an	Risk factor weightage shall be as per the industry best practice. How ever this can be decided with mutual consent of Bank and bidder.
40	8	List of contents		<p>APPENDICES F.Pre Contract Integrity Pact</p>	As per the table of contents Appendix F is pre contract integrity pact. However, the appendix F as given later in the RFP is "Draft Contract agreement". There is no format of pre integrity pact defined in the RFP. Please clarify if the bidder is required to submit the pre integrity pact and if yes, provide the format.	Bidder to Refer Corrigendum-1
41	61	Annexure-8	Office Details	Office Details	Please clarify what details will have to be filled in the column "Number of vendor"	Bidder to Refer Corrigendum-1



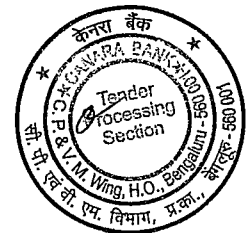
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42	52	Annexure -2	Pre-Qualification Criteria	<p>S.No.5 <b>Pre-Qualification Criteria</b> Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM 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  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.</p> <p><b>Documents to be submitted</b>  <b>In compliance with Pre-Qualification Criteria:</b>  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</p>	Given that there is no requirement of an OEM. Request you to kindly rectify the declaration.	Bidder has to submit self declaration for compliance to the said GeM/RFP
43	88	Appendix-F DRAFT CONTRACT AGREEMENT	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. 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>15.2.Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies</p>	3.With respect to the clause on conduct of audit by the bank clause 6 page 16, please propose inclusion of the following conditions to the bank: "Any audit/inspection shall be subject to the following: (i) the audit shall be restricted to the engagement and shall be conducted with prior reasonable notice (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; (iii) the auditors or the representatives of Bank for the audit shall not be bidder's competitors; (iv) the audit shall not be conducted more than once in a calendar year and twice in entirety; and (v) any findings during the audit, shall be shared with bidder and be discussed and agreed mutually with Bank and bidder for its closure."	Bidder to comply with RFP terms and conditions



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44	39	Section G - General Conditions	20. Indemnity	20.1. The BIDDER/VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: 20.5. BIDDER/VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project.	As per the RFP vendor's aggregate liability has been capped to the total contract value, however confidentiality and data protection breach is outside this cap. It is advisable to include the liability for confidentiality and data protection breach within the cap and limit the same to the total contract price.	Bidder to comply with RFP terms and conditions
45	40 and 94	Conflict of interest	Conflict of interest	21. Conflict of Interest: 21.1. 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. 21.2. BIDDER/VENDOR/ SERVICE PROVIDER represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/Service Provider shall immediately inform the Bank in writing of such conflict. 21.3. BIDDER/VENDOR/ SERVICE PROVIDER acknowledges that if, in the reasonable judgment of the Bank, such conflict poses a material conflict to and with the performance of VENDOR/ SERVICE PROVIDER's obligations under this Agreement, then the Bank may terminate the Agreement immediately upon Written notice to VENDOR/ SERVICE PROVIDER; such termination of the Agreement shall be effective upon the receipt of such notice by VENDOR/ SERVICE PROVIDER	We agree to this clause. However, we assume that these provisions would be applied to the members of the engagement team of KPMG who are involved in the performance of the services and such engagement team shall avoid conflicts. Any disclosure or declaration on conflict will be for actual conflicts only and not for future or potential possibilities.	Bidder to comply with RFP terms and conditions
46	100	Appendix F	Deletion or return of personal data	3.10. Deletion or return of Personal data: Upon expiry or termination of the Agreement or the Services for any reason or Canara Bank's earlier request, the Processor shall promptly within 30 business days: (i) return to Canara Bank and (ii) delete from all computer systems and other data storage systems, all Personal Data, provided that the Processor shall not be required to return or delete all or part of the Personal Data that it is legally permitted to retain. The Processor shall confirm to Canara Bank that it has Complied with its obligation to delete Personal Data under this clause.	We agree this clause. However, we assume "Notwithstanding anything to the contrary, the bidder shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by the bidder. Such retention shall be subject to obligations of confidentiality mentioned herein."	Bidder to comply with RFP terms and conditions



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47	26	Section E - Selection of Bidder	Selection of successful Bidder/Vendor	<p>7.1. The bidder/s who quotes the lowest price (L1) after the reverse auction will be referred as the successful bidder/ bidders and will be notified through the GeM portal. No separate intimation will be sent to the bidder in this regard.</p> <p>7.2. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.</p> <p>7.3. The Bank reserves the right to re-tender without assigning any reasons whatsoever. The Bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection</p> <p>7.4. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.</p> <p>7.5. The bidder/s who is L1 after the reverse auction will be referred as the selected bidder/ successful bidder.</p>	Please clarify if the selection criteria can be changed A Quality and cost based selection.	RFP clause is self explanatory. Bidder to comply with RFP terms and conditions
48	62	Annexure-9	Scope of Work	<p>Selection of Vendor for conducting Money Laundering Terror Financing Internal Risk Assessment (IRA) in the Bank for a period of Three Years</p>	<p>We would like to seek clarification on whether the current requirement is specifically for consultancy services or if they extend to a comprehensive risk assessment tool.</p> <p>As a specialized software solutions provider, we have developed a Risk Assessment Solution designed to enhance compliance frameworks within financial institutions.</p> <p>Our Risk Assessment solution provides a holistic risk-based approach that measures risk factors beyond existing customer-specific risk, and helps to assess and manage overall risk in governance, internal controls and mitigation. It has advanced features like automatic risk assignment, manual intervention and integrated workflow.</p> <p>Given the scope of our solution, we would appreciate your confirmation on whether we can participate exclusively with our tool in response to the current requirements.</p>	<p>All three years, ML TF Internal Risk assessment exercise has to be performed by bidder only. Bidder can deliver the requirements as per the scope and technical specifications described in RFP document either thorough tool or manually by duly following all other terms and conditions of RFP.</p>



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49	42	Section G - General Conditions	24.Responsibilities of the Bidder	24.5. The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Bidder	As a software provider, we would like to clarify whether it is mandatory to include hardware as part of the bid submission.	RFP scope is self explanatory. Bidder to comply with RFP terms and conditions.
50	54	Annexure-2	Pre-Qualification Criteria- 9th point	<p>S.No.9 Pre-Qualification Criteria The Bidder must have completed at least one similar assignments in the field of ML-TF risk assessment in a scheduled commercial Bank with more than 2000 branches in last four years from the date of bid publication.</p> <p>Documents to be submitted In compliance with Pre-Qualification Criteria: The bidder should submit Purchase Order/ work order along with proof of completion/ Reference Letter/ Satisfactory Letter from the customer duly mentioning the details of the services to this effect.</p>	<p>We request Canara Bank to relax this eligibility clause concerning the minimum number of branches.</p> <p>We have successfully supplied and maintained similar products such as AML and Fraud detection Applications across Asia, Africa, and the ANZ region with banks having 5000 plus branches.</p>	Bidder to Refer Corrigendum-1
51					<p>Volume Questionnaire</p> <ol style="list-style-type: none"> <li>1.Total number of customers -</li> <li>2.Total number of accounts (excluding ledger / internal accounts) -</li> <li>3.Total number of accounts (including ledger/internal and loan accounts) -</li> <li>4.Total number of branches -</li> <li>5.Average number of daily transactions excluding office transactions -</li> <li>6.Average number of daily transactions including office transactions -</li> <li>7.Peak number of daily transactions excluding office transactions -</li> <li>8.Peak number of daily transactions including office transactions -</li> <li>9.Total number ofIRA system users -</li> <li>10.Data growth rate to be considered (E.g., 20% year-on-year data growth) -</li> <li>12.Data Retention Period -</li> <li>13.Core system being used -</li> <li>14.Database being used -</li> <li>15.No. of source systems from which data will be extracted -</li> <li>16.Products offered - corresponding to source</li> </ol>	Data required from Bank for delivery of required services as per RFP will be shared with selected bidder



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52	30	Section F	13	Order Cancellation/Termination of Contract	The right to terminate must be mutual for both parties as Protiviti also needs a right to terminate the contract. Our suggestion would be to make this clause mutual.	Bidder to comply with RFP terms and conditions
53	52	Annexure-2	Pre-Qualification Criteria	<p>S.No.9 Pre-Qualification Criteria The Bidder must have completed at least one similar assignments in the field of ML-TF risk assessment in a scheduled commercial Bank with more than 2000 branches in last four years from the date of bid publication.</p> <p>Documents to be submitted In compliance with Pre-Qualification Criteria: The bidder should submit Purchase Order/ work order along with proof of completion/ Reference Letter/ Satisfactory Letter from the customer duly mentioning the details of the services to this effect.</p>	Please confirm whether our global credentials on ML/TF risk assessments will be considered for this prequalification criteria.	Bidder to Refer Corrigendum-1

Date 01-04-2025  
Place Bengaluru

*[Signature]*  
Deputy General Manager

