

Replies to the Prebid queries for GeM bid ref. no. GEM/2024/B/5226359 dated 31/07/2024 for Selection of Consultant for Revamping the Management Audit Process/Format and Scope in Canara Bank

| | | Section / Annexure / Appendix | RFP Clause | Sub-Clause/ Technical Specification | Bidder's Query | Bank's Response |
|---|----|---|---|--|---|---|
| 1 | 55 | Annexure 2: Pre- Qualification Criteria | S.NO :1 | The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020. Certificate of local content to be submitted as per Annexure-5. | We understand that the RFP is towards revamping of Management Audit process, including its format and scope. Please clarify the relevance of Class-I or Class-II local supplier in that context. Also, since there is no deliverables related to any goods, Annexure 5 (Make in India Certificate) will not be applicable. | Class I or Class II local supplier" means a supplier or service provider, whose goods, services or works offered for procurement meets the minimum local content as prescribed for 'Class-I or Class II local supplier' under the Public Procurement. Hence Bidder to comply with RFP terms and conditions. |
| 2 | 56 | Annexure 2: Pre- Qualification Criteria | S.NO :5 Documents to be submitted In compliance with Pre- Qualification Criteria | 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 and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. | Since the RFP is for Management Audit, please clarify the relevance of OEM, as there are no deliverables related to any goods. | This is in conformity with the Manual for Procurement of Consultancy and other services issued by Department of Expenditure. Bidder to comply with RFP terms and conditions |
| 3 | 57 | Annexure 2: Pre- Qualification Criteria | C. Experience & Support Infrastructure S.NO :10 | The bidder should have experience in providing consultancy services for Management Audit Process in at least one Scheduled commercial Bank in India during last three Financial years(i.e., 2020-21, 2021-22 and 2022-23). | Request you to consider the experience in Internal Audit and other Consulting engagements for Banks and Financial Companies instead of only Management Audit related experience | Bidder to refer Corrigendum-1 |
| 4 | 57 | Annexure 2: Pre- Qualification Criteria | C. Experience & Support Infrastructure | 3.The bidder should have support office in Bengaluru 24x7. | Since these are Consulting services for Management Audit, please clarify the requirement of availability for 24x7 | Most of the units are in Bengaluru and to study the functions, team has to visit each unit. We can not share any data outside the bank premises. |



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| Sl. No. | Page No. | Section / Annexure / Appendix | RFP Clause | Sub-Clause/ Technical Specification | Bidder's Query | Bank's Response |
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| 5 | 67 | Annexure 9: Scope of work | Circle Offices, Regional Offices, Foreign Branches, Refional Rural Banks, Zonal Inspectorates | Circle Offices, Regional Offices, Foreign Branches, Refional Rural Banks, Zonal Inspectorates | Please confirm the number for each of the below offices: Circle Offices: Regional Offices: Foreign Branches: Regional Rural Banks: Zonal Inspectorates: | Number for each of the below offices: Circle Offices:26 Regional Offices:177 Foreign Branches:3 Regional Rural Banks:04 Zonal Inspectorates:12 Study of 01 or 02 units from each category above will do the job. Wings/ Vertical:-34 MD&ED Secretariates:-5 Subsidiaries:-08 |
| 6 | 69 | Annexure 9: Scope of work | The above Scope is only indicative in nature and Bank reserves all rights to include any additional relevant services which is not included above | The above Scope is only indicative in nature and Bank reserves all rights to include any additional relevant services which is not included above | We understand that for any incremental scope added to the existing scope, the additional fees will be mutually agreed. Please confirm whether our understanding is correct | Bidder to comply with RFP terms and conditions |
| 7 | 70 | Annexure 10: Technical Evaluation Criteria | Criteria Description S.NO: 1. Expertise and Experiences: | The bidder must have experience of successful completion of providing consultancy services related to Management Audit systems for Scheduled commercial Banks /any other Banking and Financial Companies in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23). | Request you to consider the experience in Internal Audit and other Consulting engagements for Banks and Financial Companies instead of only Management Audit related experience | Bidder to refer Corrigendum-1 |
| 8 | 70 | Annexure 10: Technical Evaluation Criteria | Criteria Description S.NO: 2 Resources: | The number of professionals employed full time by the bidder with experience of working in similar projects in Scheduled commercial Banks /any other Banking and Financial Companies. | Request you to consider the experience of the team members in Internal Audit and other Consulting engagements for Banks and Financial Companies instead of only Management Audit related experience | Bidder to refer Corrigendum-1 |
| 9 | 72 | Annexure 10: Technical Evaluation Criteria | Presentation of proposal: Presentation Agenda | Table P-1 3. Detailed plan for supporting in Implementation of the project along with the system readiness and such other factors. | Is the Service Provider required to support in implementing the recommendations for the identified gaps? | NO |
| 10 | 72 | Annexure 10: Technical Evaluation Criteria | Presentation of proposal: Presentation Agenda | Table P-1 4. Deployment of various tools to conduct the in depth study or any innovative approach to implement | What type of tools are expected to be provided / used for the delivery of this engagement? | Analytical tools for better implementation of the project. |



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| 11 | 93 | Appendix F: Draft Contract Agreement | 12. TRAINING AND HANDHOLDING: | 12.2. Assisting the new Service Provider/Bank with the complete audit of the system including licenses and physical assets | Request you to clarify the requirement. The assistance needs to be provided for audit of which systems and assets? | Bidder to refer Corrigendum-1 |
| 12 | 13 | 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 of its representatives at Bengaluru 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 | Is the team expected to be stationed in Bengaluru at Canara Bank's central office? | Yes, most of the units are in Bengaluru and to study the functions, team has to visit each unit. We can not share any data outside the bank premises. |
| 13 | 68 | Annexure-9 Scope of Work | 1.2. Design and Development: | B. Subsidiaries: 8 Nos. 1. Canara Bank Securities Ltd. 2. CanBank Venture Capital Fund Ltd. 3. Canfin Homes Ltd. 4. Canara HSBC Life Insurance company Ltd. 5. Canara Robeco Asset Management Company 6. Canbank Factors Ltd. 7. Canbank Financial Services Ltd. 8. Canbank Computer Services Ltd. C. Circle Offices D. Regional Offices E. Foreign Branches F. Regional Rural Banks G. Zonal Inspectorates | For management audit, are their visits expected to subsidiary offices, circle offices, RRBs, RO, etc. referred in scope section. If yes, please confirm the number and names of locations to be covered for each category. | Study of 01 or 02 units each of Circle office, Regional Office, Zonal Inspectorate, MD&ED secretariates & RRB will serve the purpose. However HO Wings/Vertical (34) & Subsidiaries(08) need to study individually. Details of locations will be shared to the prospective bidder |



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| 14 | 70 | Annexure-10 Technical Evaluation Criteria | Technical bids will be subjected to following evaluation process. The eligible bidders will be required to give a presentation to the bank for technical evaluation. | <p>Sl. No. 1 -</p> <p>Expertise and Experiences: The bidder must have experience of successful completion of providing consultancy services related to Management Audit systems for Scheduled commercial Banks /any other Banking and Financial Companies in the last three financial years (i.e., 2020-21, 2021-22 and 2022-23).</p> <p>Document to be submitted:</p> <p>The bidder should submit purchase Order, along with reference letter / satisfactory letter duly mentioning the details of the services.</p> | Does management audit conducted for banks are counted as valid engagement under this criterion Or specific consulting services for management audit framework review is expected as submission | Bidder to refer Corrigendum-1 |

Date: 17-08-2024

Place: Bengaluru


Deputy General Manager

