

Corrigendum-3 to GeM Bid ref no. GEM/2023/B/4030631 dated 30/09/2023 Selection of Consultant for end to end compliance of Digital Personal Data Protection Policy and IT outsourcing policy in the bank.

It is decided to amend the following in respect of the above GeM bid:

a. GeM bid document (Bid End Date / Bid Opening Date, Page no. 1):

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
1.	Buyer Added Bid Specific Terms and Conditions 7. Buyer Added Bid Specific ATC	Section C - Deliverable and Service Level Agreements 1. Project Timelines	Existing clause for Project Timeline	The amended Project Timeline is attached to this corrigendum as Amended Section C - Deliverable and Service Level Agreements.
2.	Buyer Added Bid Specific Terms and Conditions 7. Buyer Added Bid Specific ATC	Annexure-10 Technical Evaluation Criteria	Existing clause	The amended Technical Evaluation Criteria is attached to this corrigendum as amended Annexure-10.

All the other instructions and terms & conditions of the above GeM bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 03/11/2023  
Place: Bengaluru

  
Deputy General Manager



**AMENDED SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS**

**1. Project Timelines**

- 1.1. The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order.
- 1.2. The selected Bidder should meet the deadlines for completion of the Scope of Work as per RFP terms and conditions.
- 1.3. The time of completion shall be vital to the Contract. The successful bidder shall complete the assignment as per the indicative timelines stipulated here below:

<b>Digital Data Protection Policy</b>			
<b>Phase Details</b>	<b>Activity Details</b>	<b>Timelines (from the date of Acceptance of PO)</b>	<b>Cumulative weeks (from the date of Acceptance of PO)</b>
Phase 1	Study of Existing data flow ,procedures followed by the bank with respect to the Data Protection Policy.	2 weeks	2 weeks
Phase 2	GAP Assessment/ Cycle (Max 2 Cycle).	1 week	3 week
Phase 3	Submission of report on GAP identified, recommendation(s)/roadmap for remediation.	1 week	4 week
Phase 4	Implementation of recommendations and review per Cycle /Gap Analysis report (Max 2 Cycle)	8 weeks	12 weeks
Phase 5	Preparation of Board level Digital Protection Framework, policy and other recommendation/reports as per the scope of Work mentioned in Annexure- 9	2 weeks	16 weeks
<b>IT Outsourcing Policy</b>			
<b>Phase Details</b>	<b>Activity Details</b>	<b>Timelines (from the date of Acceptance of PO)</b>	<b>Cumulative weeks (from the date of Acceptance of PO)</b>
Phase 1	Study of Existing policy/framework, procedures followed by the bank with respect to the IT Outsourcing Policy.	2 weeks	2 weeks
Phase 2	GAP Assessment/ Cycle (Max 2 Cycle).	1 week	3 week
Phase 3	Submission of report on GAP identified, recommendation(s)/roadmap for remediation.	1 week	4 week



Phase 4	Implementation of recommendations and review per Cycle /Gap Analysis report (Max 2 Cycle)	8 weeks	12 weeks
Phase 5	Preparation of Board level IT outsourcing policy and other recommendation/reports as per the scope of Work mentioned in Annexure-9	2 weeks	16 weeks

- 1.4. The bidder shall indicate the duration of all the activities in the form of a Gantt chart in conformity with stipulated time of completion of work. This Chart shall be discussed and finalized and shall form an integral part of the Contract and will also be linked with the payments proposed to be made.
- 1.5. Any extension/modification of the completion date due to unforeseen delays shall be by mutual consent.
- 1.6. If the Consultant fails to complete the assignment as per the time frame prescribed in the RFP, and the extensions if any allowed, it will be breach of contract. The Bank reserves its right to cancel the order in the event of delay and invoke the Bank Guarantee.
- 1.7. Consultant must provide professional, objective and impartial advice at all times and hold the Bank's interest paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- 1.8. Bank shall reserve the right to change the timelines in order to comply with regulatory guidelines without any additional cost.



Amended Annexure-10  
Technical Evaluation Criteria

SUB: Selection of Consultant for end to end compliance of Digital Personal Data Protection Policy and IT outsourcing policy in the Bank

Ref: GEM/2023/B/4030631 dated 30/09/2023.

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.

SL no.	Criteria Description	Rules for awarding marks	Max. Marks
1.	<b><u>Expertise and Experiences:</u></b> No. of successfully completed/on-going assignments for implementing Data Protection policy and IT Outsourcing Policy or similar IT policies as a consultant for the Banks/ any other BFSI companies.	• 15 marks	15
2.	<b><u>Expertise and Experiences:</u></b> No. of successful IT consultancy services provided in the Banks/any other BFSI companies.	• For each bank 5 marks • For each BFSI companies- 3 Marks. *Minimum 1 Bank reference is mandatory.	25
3.	<b><u>Resources:</u></b> The number of CISA/ GDPR/ ISO 27701/ Data Protection related domain certified/ IT Outsourcing related domain certified or equivalent certified personnel full time employed by the bidder.	For 05 to 10 employees- 10 marks For 11 to 15 employees-15 marks For more than 15 employees-20 marks	20
4.	Bidder has valid accreditation as below:  • ISO 9001: 2015 certification  • ISO/IEC 27001:2013 certification	for the last 3 completed years - 5 Marks for less than three completed years - 0 Marks certificate for the last 3 completed years -5 Marks certificate for less than three completed year -0 Marks	10
5.	<b><u>Bidder's Existence in the market:</u></b> The Bidder should have been in operation in India for last five years as on RFP date.	1 marks for every completed additional year over and above 5 years	5
5.	<b><u>Presentation:</u></b> Presentation representing proposed implementation plan about the detailed approach/ methodology to be adopted for delivering the project milestones and other program deliverables. It should also cover bidder's past experience &	Points will be assigned by an internal committee based on the methodology, work plan, team composition and presentations. As per Table P-1	25

	citations. (Maximum duration for presentation -45 minutes)	
<b>Total</b>		<b>100</b>

Bidders who score minimum out 70% marks on the technical evaluation criteria as mentioned above will only be considered for commercial bid. The Commercial bids of the applicants with technical marks less than 70% will not be considered for commercial/financial evaluation.

**Presentation of proposal:**

Canara Bank will schedule the presentations and intimate the bidders of the time and locations. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

**Table P-1**

Sl. No.	Presentation Agenda	Details	Marks
1	References and Case Studies	Quality of references provided from past clients in relevant sectors. Success of Case studies to be presented along with the team's ability to resolve challenges.	5
2	Project Implementation plan	Detailed Plan to implement the project scope - phase wise.	5
3	Detailed plan for supporting in Implementation of DPDP Act 2023 & Outsourcing policy as per bank's requirement.	Initial selection of Consultants till successful deployment.	5
4	Deployment of various tools to conduct the in depth study or any innovative approach to implement.	Ratio Analysis, ECL study, GAP report, EIR study, etc.	5
5	Post Implementation Support	Compliance with the regulatory guidelines and coordination with the Auditors and the Bank for finalization of Quarterly/ Annual results.	5
<b>MAXIMUM MARKS</b>			<b>25</b>

Bidders achieving the minimum passing mark 70% will be considered eligible for Commercial evaluation process.

**Terms & Conditions**

- a. Bank reserves the right to conduct interviews of the proposed team members.
- b. In case of absence of the allotted resource, the standby should perform the job of the absentee.
- c. Bank may reject such manpower if bank is not satisfied with his/her performance.

**Date:**

**Signature with seal**

**Name:**

**Designation:**

