

**REQUEST FOR PROPOSAL FOR ENGAGEMENT OF CONSULTANT FOR CONDUCTING COMPREHENSIVE AUDIT/REVIEW OF ACCOUNTING STANDARDS/PROCESSES OF CMPOC, HYDERABAD****RFP REFERENCE NO. SBI/CMPRFP/2021-22 /03 DATED: 02.02.2022****REPLIES TO PRE-BID MEETING QUERIES**

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Our Replies
1	5	Schedule of Events	Last date and Time for submission of Technical and Commercial Bid by the Applicants  Date: 25.02.2022 Time: 4.30 P.M.	Considering the short timeline between submission of queries to submission of bid, we request the Bank to kindly extend the bid submission by one week at least, till 4th March 2022. This will give the Bidders time enough to prepare the bid post the clarifications.	Any extension of timelines is not contemplated.
2	23	28 - Point iii	Intellectual Property Rights and Ownership:  Subject to clause 28(iv) and 28(v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of Work Product or any part thereof in India or abroad under this RFP.	Being a professional firm, we are bound by ICAI code of Ethics which has more stringent clauses that may create a conflict and therefore, we do not accept indemnity. We suggest the clause to be removed	Not Acceptable.
3	29	31	Termination for Default & Transition Clause	The termination clause and the related events should be mutually agreed with the consent of bank and the service provider.	The termination Clause and related events can be discussed at the time of execution of SLA.
4	29	31 - Point iii	In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation on liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated	In such a case, the service provider shall not be liable to bank for any increase in cost for such similar services. This is against our internal policy therefore we suggest this clause to be removed.	Not Acceptable.
5	29	SLA: Schedule A - Scope of work	Doorstep Banking – Cash and Cheque collection.	What all services will be covered? Only cash collection or any other service is involved?	The services provided under Doorstep Banking include pick up of Cash, Instruments i.e. Cheque, Demand Drafts etc. through empaneled Cash & Cheque Pick-up Agencies.

6	29	SLA: Schedule A - Scope of work	Billing and Invoices	Please provide further clarification on billing and invoices services details ? Also, provide Frequency of billing and invoicing to the client ?	Frequency of billing is done at monthly intervals for which Proforma Invoices are provided, before recovery, to all the Clients and GST compliant Invoices are provided after recovery of bills.
7	31	34	Termination for Convenience: i. The Bank, by written notice of not less than 60 (sixty) days, may terminate the Contract, in whole or in part, for its convenience. ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	This clause should be modified to add the Service Provider's right to terminate for convenience.	Not Acceptable.
8	33	42	Right to Audit	Please note that we cannot give auditing rights but we can provide the details pertaining to only this agreement	Right to audit will be confined to the activities undertaken with reference to this RFP.
9	38	Annexure A	a) Client Certificate / Appointment letter issued by the Bank clearly indicating the period covered.	Instead of client certificate/Appointment letter, can we give relevant extract of letter of engagement/ agreement evidencing the period of work and scope	Yes, same is acceptable.
10	38	Annexure A	b) Extract of Relevant pages of audit report and financials of Client	Which specific pages are required from the Audit Report?	Pages from Audit Report of the Banks depicting the Assets and Liabilities to be provided.
11	38	Annexure A	Point 3 of Eligibility criteria	As per Criteria the scope of audit / consultancy should include reporting on adequacy and operating effectiveness of the Bank's Internal Financial Controls over Financial Reporting* / advisory services in the field of IGAAP Accounting / Taxation  As per Documents required Self-declaration in Format E-3 about the areas of audit and consultation on IFCoFR including use of IT tools, if any, should be elaborated  Documents required does not mentioned about advisory services in the field of IGAAP Accounting / Taxation ? Please clarify	Documentary proof about advisory services in the field of IGAAP Accounting/Taxation also can be submitted.
12	41	Annexure A & B	Point 3 & 5 Annexure A Point 3,4 & 5 of Annexure B	As per Annexure A it is mentioned as 15-16 to FY 20-21. i.e <b>6 years</b> As per Annexure B it is mention as Four marks for each of the year of Statutory Central Audit / Consultancy during past <b>8 years</b> .  Please clarify as no. of years are different in Annexure A and B as highlighted above?	Annexure-B may be read as 6 years.

13	44	Annexure D	Penalty for non-completion of project as timelines: The Bank will reserve the right to deduct from the fees to be paid to the consultant, in the event of the following:	Will the percentages of penalty charged will be capped ? Please clarify	The Penalty will be charged as per Penalty Clause mentioned in Annexure-D. There is no cap.
14	44	Annexure D	Overall timelines of project	What is the timelines bank is expecting to complete for the given scope ?	Three months from the effective date of Contract.
15	46	Annexure E - Point 3	We hereby declare that we do not have any pecuniary liability or any claim / disciplinary / legal proceeding pending against us / our partners or any other cause which could hamper our ability to render the services as envisaged	We suggest to replace the clause with: "We hereby declare as on this date that we do not have any pecuniary liability or any claim / disciplinary / legal proceeding pending against us / our partners or any other cause which could hamper our ability to render the services as envisaged."	Acceptable
16	46	Annexure E - Point 4	We also declare that we have not been banned / declared ineligible for corrupt and fraudulent practices by the Govt. of India / State Governments / RBI / ICAI and does not have any disciplinary proceedings pending against it or any of the partners with ICAI / RBI. If the aforesaid representation / declaration or information in the annexures is found to be incorrect, we agree that the Bank shall be entitled to terminate the agreement, if allotted, or initiate suitable action as deemed fit and appropriate by the Bank, without reference to us. We or our affiliates have, during the last three years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or a judicial pronouncement or arbitration awarded against us or our Affiliates, nor been expelled from any project or agreement nor had any agreement terminated for breach by us or our affiliates.	We suggest to replace the clause with: "To the best of our knowledge and belief, we (DTTILLP) also declare that we have not been banned / declared ineligible for corrupt and fraudulent practices by the Govt. of India / State Governments / RBI / ICAI and does not have any disciplinary proceedings pending against it with ICAI / RBI. If the aforesaid representation/ declaration or information in the annexures is found to be incorrect, we agree that the Bank shall be entitled to terminate the agreement, if allotted, or initiate suitable action as deemed fit and appropriate by the Bank, without reference to us. We (DTTILLP) are, during the last three years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or a judicial pronouncement or arbitration awarded against us, nor been expelled from any project or agreement nor had any agreement terminated for breach by us pursuant to such judicial pronouncement, which restricts our ability to provide services under this RFP. "	Not acceptable
17	47	Annexure E - Point 8	We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments.	We suggest to replace the clause with: "To the best of our knowledge and belief, we (DTTILLP) hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments. "	Not acceptable
18	47	Annexure E - Point 9	We also certify that we have not been disqualified/ debarred/ terminated on account of poor or unsatisfactory performance and/or blacklisted by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments at any time, during the last 3 years.	We suggest to replace the clause with: "We also certify to the best of our knowledge and belief that we have not been disqualified/ debarred/ terminated on account of poor or unsatisfactory performance which restricts our ability to provide proposes services under this RFP and/or blacklisted by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments at any time, during the last 3 years which restricts our ability to provide proposes services under this RFP"	Not acceptable

19	48	Annexure: A Annexure E1 Annexure B	1. ICAI constitution certificate, 2. Firm No. allotted by ICAI* (Ann. E1) 3. No. of completed years of practicing in India as on 31.03.2021 (Ann E1) 4. Applicant Establishment - Number of years of practicing in India as on 31-03-2021 (Ann. B)	1. The entity which is applying for RFP should be registered with ICAI & constitution certificate is mandatory ? 2. If point 1 is no, What details need to fill in Firm No. allotted by ICAI* & No. of completed years of practicing in India as on 31.03.2021	ICAI registration is not mandatory. Instead Copy of Constitution / Incorporation Certificate and completed years since incorporation is to be filled.
20	48	Annexure: E1	17. Details of major assignments.	Please clarify, what details needs to be captured in major assignment?	Any assignment handled which is relevant to the present activity. Details should be self-explanatory for which documentary evidence is to be provided.
21	54	2	Prepare Control Testing Documentation for all new / changes in existing processes / sub-processes with detailed process controls including the Risk Event, Inherent risk assessment, Control Objective, Control Activities, and Mitigation Controls, Mapping to financial statements.	1. Please confirm if the existing Control testing pertaining to the Unit would be provided to us ; Please share the existing number of controls for the Units under the scope. 2. Please confirm the number of processes in place for CMPOC that are mapped to the financials? We understand that we will be required to review the Chart of accounts of CMPOC and recommend any changes required. Please confirm our understanding.	The details of existing Control testing/processes shall be shared with successful bidder. The understanding is correct.
22	54	1(iii)	The correctness of Reconciliation processes of various office accounts maintained at CMPOC to be analyzed and its adequacy to be confirmed. If inadequate, suggestions for improvement to be given.	1. We understand the reconciliation will be based on sample transactions (about 25-30 transations) selected by the Bank that will be representative of entire population. Please confirm. 2. Please clarify the number of office accounts for which reconciliation is required? 3. Please confirm how is the reconciliation exercise performed currently? Is it Manual or system driven?	Our office is having approx. 150 Office Accounts and the present reconciliation is mostly Sysytem driven. We are expecting the Successful bidder to verify the efficacy of the existing reconciliation process. The sample size may vary based on the nature of transactions being routed through the accounts.
23	54	1(iv)	Adequacy of access controls for the various applications used at CMPOC to be critically examined with specific focus on User Management.	Please provide the number of applications which is under the scope where the UAM needs to be reviewed.	There are 5 applications which are being used at CMPOC.

24	54	1(v)	Whether the controls in place are meeting the confidentiality requirements of Data received from various customers.	Please confirm if this confidentiality point of data applicable for both digital and physical form ; In addition, based on the existing clause, this confidentiality check pertains to Customer data maintained at Bank's end is under the scope , while the data maintenance at third party service provider/vendor if any is outside the scope.	Yes
25	54	1(vi)	The appropriateness and adequacy of the SLAs with various Clients/Govt. Depts. / Vendors to be analyzed and suggestions for improvement to be given.	Please clarify what is expected to be covered as a part of SLA review. For e.g. is the expectation to review governance aspect, or to review legal clauses or financial caveats? Further, this review will be done on sample contracts selected by the Bank and mutually agreed with the consultant.	Sample SLAs for all the processes mentioned in Scope of Work to be reviewed from regulatory, legal, operational and financial aspects. Sample SLAs would be provided by the Bank.
26	54	1(vii)	Complaint and grievance redressal mechanism to be reviewed and improvements to be suggested.	1.Please clarify the period of Bankwide Complaint received and closed which are received under "CMPOC" should be only reviewed or the consultant is expected to find the complaint from the full database. 2. We shall perform design and process level review along with sample testing , please confirm if that is the expectation.	Existing Complaint redressal mechanism of only CMPOC, Hyderabad to be reviewed.
27	54	1. (i)	The processes followed in handling the below mentioned activities to be critically examined to make the System seamless and robust with proper checks and balances.  a. Onboarding of clients for various services. b. Doorstep Banking – Cash and Cheque collection. c. Liquidity Management d. Bulk transaction processing – Both Collections and Payments. e. Mandate Management. f. Billing and Invoices	1. We understand that the ask is to review the existing processes and accounting standards and provide observation on Bank's existing practice. 2. Please provide the details of various Products & Services which are offered under CMPOC. The scope specifies comprehensive audit/review to be conducted for compliance to accounting standards/ processes. 3. Please note, we will not perform any audit or provide any certificate or assurance in any manner as defined by the ICAI in Auditing Standards. Please confirm our understanding that the scope of the consultant will be advisory in nature and no audit/assurance is expected.	We confirm that the Consultancy Services sought are advisory in nature. The various services and products offered are listed in RFP-Scope of Work and details shall be provided after short-listing.
28	54	Annexure G	Audit Period	What will be the Audit Period for scope 1 to 7 mentioned in Annexure G?	One year period prior to commencement of Audit.
29	54	Annexure G	Scope	Considering COVID Scenario, the field work is expected to conduct from Hyderabad office or work from home?	The field work is to be conducted from Hyderabad Office mandatorily.
30	54	Annexure G	Scope Point 2	Existing number of controls with break up of manual and automation controls, if any ?	Not quantifiable.
31	54	Annexure G	Scope Point 2	If Possible, please share existing RCMs	Not feasible
32	54	Annexure G	Scope point 1	No. of Agency on onboarded for Self cash deposition	5 Agencies
33	54	Annexure G	Scope point 1	Tie-up with insurance company for insurance of cash in transit for secured cash pick. Number of insurance company tie-up and insurance agreement in place	Not applicable, Insurance is done by Cash pick-up agencies directly with Insurance Company.

34	54	Annexure G	Scope point 1	No. of client centralized pooling accounts maintained across a) cash & cheque collections b) Power Jyoti PUL TUB C) Easy collect d) Mandate e) E- Mandate f) Collection VAN g) Digi dealer	Shall be advised to L1 bidder
35	54	Annexure G	Scope point 1	No. of office accounts maintained at CMPOC	Approx. 150
36	54	Annexure G	Scope point 1	Count of number of applications/system used at CMPOC	5 Applications
37	54	Annexure G	Scope point 1	Count of number of SLA maintained with various Clients/Govt. Depts./Vendors	Approx. 50 standard SLA models
38	54	Annexure G	Scope point 1	Count of number of the applications used for E-Payments	4 Applications
39	54	Annexure G	Scope point 1	Count of number of the applications used for Corporate cheque payable at PAR (CCPAP) & Demand drafts	2 Applications (included in 5 applications mentioned in Sl. no.36.)
40	54	Annexure G	Scope point 1	<p>Liquidity management - Facilitates Company to sweep funds from its main account to different accounts as per its requirement and reverse sweep unutilized funds to the main account.</p> <p><input checked="" type="checkbox"/> Facilitates interest saving &amp; efficient management of funds for Corporate.</p> <p><input checked="" type="checkbox"/> Debit balances also can be swept if day light limits are fixed.</p> <p><input checked="" type="checkbox"/> Customized MIS facility.</p> <p>Please clarify if anything else needs to be covered apart from the details mentioned above with respect to liquidity management</p>	Adequate
41	54	Annexure G	Scope point 1	Please provide details and counts of number of policies and SOP maintained with CMPOC	Shall be advised to L1 bidder
42	54	Annexure G	Point 1 of the scope	Please provide list/count of number of process which needs to be reviewed as the part of the scope in RFP	Shall be advised to L1 bidder
43	54	Annexure G - S.No 1	Conducting Comprehensive Audit for compliance to Accounting Standards/Processes	<p>The report shall not entail any certification or assurance from the service provider and will essentially be in the form of an observations/suggestions/fact finding report.</p> <p>The services provided by service provider will not constitute an engagement to provide audit, compilation, review, or attest services as described in the pronouncements on professional standards issued by the Institute of Chartered Accountants of India, or other regulatory body and, therefore, we will not express an opinion or any other form of assurance as a result of performing the Services.</p>	Assurance on efficacy of existing processes and suggestions for improvement is expected.

44	54	Annexure G - S.No 1 (i)	<p>i. The processes followed in handling the below mentioned activities to be critically examined to make the System seamless and robust with proper checks and balances.</p> <p>a. Onboarding of clients for various services.</p> <p>b. Doorstep Banking – Cash and Cheque collection.</p> <p>c. Liquidity Management</p> <p>d. Bulk transaction processing – Both Collections and Payments.</p> <p>e. Mandate Management.</p> <p>f. Billing and Invoices</p>	<p>1. We understand that only the processes followed in handling the six mentioned activities needs to be critically examined. Please confirm if our understanding is correct</p> <p>2. We understand that the scope of work is to provide suggestions for improvement, if any, after examining the processes of the six activities listed. Please confirm if our understanding is correct</p> <p>3. Please provide us more details with respect to Bank's interpretation of word 'System' here '<i>The processes followed in handling the below mentioned activities to be critically examined to make the <b>System seamless and robust</b> with proper checks and balances</i>'</p>	<p>Assurance on efficacy of existing processes and suggestions for improvement is expected.</p> <p>System refers to both manual processes and the technology associated with the processes.</p>
45	54	Annexure G - S.No 1 (ii)	All processes requiring manual interventions to be studied and suggestions to be given for its elimination.	<p>We understand that the scope of work is to review the processes for six activities as mentioned under Annexure G - S.No 1(i) and provide suggestions, if any, for elimination of manual interventions in the process</p> <p>Please confirm if our understanding is correct</p>	Yes
46	54	Annexure G - S.No 1 (iii)	The correctness of Reconciliation processes of various office accounts maintained at CMPOC to be analyzed and its adequacy to be confirmed. If inadequate, suggestions for improvement to be given.	<p>We understand that the scope of work expected is to review the reconciliation process and provide suggestions for improvement in the process</p> <p>Please confirm if our understanding is correct</p>	Yes
47	54	Annexure G - S.No 1 (iv)	Adequacy of access controls for the various applications used at CMPOC to be critically examined with specific focus on User Management	<p>1. Please provide the list of applications to be examined for assessing access controls</p> <p>2. We understand that the scope of work expected is to critically examine the access controls for the applications listed above with specific focus on User Management and provide suggestions for improvement, if any.</p> <p>Please confirm if our understanding is correct</p>	<p>1. Shall be advised to L1 bidder.</p> <p>2. Yes</p>
48	54	Annexure G - S.No 1 (ix)	Any suggestions for improvement in existing Processes/Accounting Standards and their implementation	<p>1. Our understanding is that the scope of work is to provide suggestions for improvement if any and evaluate whether the implementation by bank is in line with suggestion</p> <p>2. All the points mentioned in Annexure G - S.No 1(i) to (viii) above, pertains to process changes, please provide us more details on what accounting standard bank is expecting to provide suggestions for improvement</p>	<p>1. Study of existing processes and assurance on their adequacy &amp; suggestions for improvement, wherever required.</p> <p>2. Accounting Procedures of the Bank.</p>
49	54	Annexure G - S.No 1 (v)	Whether the controls in place are meeting the confidentiality requirements of Data received from various customers	<p>1. Whether the confidentiality requirements are documented in any form or policy?</p> <p>2. Whether the controls for the above mentioned confidentiality requirements are documented in any form or policy?</p> <p>3. We understand that the scope of work expected is to review the controls documented as detailed in (2) above and provide observations/suggestions, if any.</p> <p>Please confirm if our understanding is correct</p>	<p>1. Confidentiality requirements are documented in standard SLAs.</p> <p>2. No</p> <p>3. Review of controls to be done based on point (1).</p>

50	54	Annexure G - S.No 1 (vi)	The appropriateness and adequacy of the SLAs with various Clients/Govt. Depts. / Vendors to be analyzed and suggestions for improvement to be given.	<p>1. Please provide us the bank's expectation and understanding of the activities expected to be performed</p> <p>2. Please provide us number of categories and number of agreement under each category</p>	Sample SLAs for all the processes mentioned in Scope of Work to be reviewed from regulatory, legal, operational and financial aspects. Sample SLAs approx. 50 would be provided by the Bank.
51	54	Annexure G - S.No 1 (vii)	Complaint and grievance redressal mechanism to be reviewed and improvements to be suggested.	<p>1. Whether bank has any document for complaint and grievance redressal mechanism?</p> <p>2. If yes, please provide specific list of documents to be reviewed for improvement/suggestions</p> <p>3. Our understanding is that the scope of work will be to provide improvements/suggestions for the list of documents mentioned in (2) above. Please confirm if our understanding is correct</p>	To be created for our department CMPOC, Hyderabad.
52	54	Annexure G - S.No 1 (viii)	Provide inputs on the usage of data analytics for control mechanism	<p>1. Please provide the total number of controls bank have in place</p> <p>2. Out of above, please provide number of controls for which inputs on data analytics is required</p> <p>3. Our understanding is that the scope of work is only to provide inputs and implementation of same is responsibility of Bank. Please confirm if our understanding is correct</p>	Details shall be shared with L1 bidder
53	54	Annexure G - S.No 2	Prepare Control Testing Documentation for all new / changes in existing processes / sub processes with detailed process controls including the Risk Event, Inherent risk assessment, Control Objective, Control Activities, and Mitigation Controls, Mapping to financial statements.	<p>Please provide us the bank's expectation and detailed understanding of the work expected to be performed</p>	Details shall be shared with L1 bidder
54	54	Annexure G - S.No 3	<p>The Controls to be tested with walkthrough process and testing reports to be submitted. The following to be specified for testing framework:</p> <p>i. Frequency of testing.</p> <p>ii. Sampling of testing.</p> <p>iii. Responsibility of testing.</p> <p>Suggestions to be given in respect of Implementation and Compliance to the new controls</p>	<p>1. Please provide us more details in terms of which controls are expected to be tested or which risk's controls are expected to be tested?</p> <p>2. The testing report provided will not express an opinion or any other form of assurance as a result of performing the services.</p> <p>3. Please provide us more details on which are the new controls for which suggestions in respect of implementation and compliance is required??</p>	Details shall be shared with L1 bidder
55	55	4	Suggestion to be given for preparation of the policies wherever necessary	<p>1. Please clarify what type of policy is required here? Does it mean accounting policy or policies and procedures for each process or Risk policy, governance policy?</p> <p>2. Please specify the areas to be covered for preparation of policies.</p>	Suggestions for all policies mentioned are required.
56	55	6	The Correctness and appropriateness of Data and Reports generated by various applications to be analysed and commented upon.	<p>1. A list of reports and applications to be shared, along with the purpose of the report.</p> <p>2. We can share our observations on the data generated and provide guidance on the requirements, but no type of assurance can be provided.</p>	Details shall be shared with L1 bidder



57	55	7	Existing accounting and reconciliation processes of BGL / Parking / Pooling / Client Accounts to be reviewed. A comprehensive Internal Accounting Manual to be prepared. In addition, the manual to cover accounting and reconciliation processes for the new products and / BGL / Parking / Pooling / Client Accounts.	1. Please specify the number of BGL/Parking/Pooling/ Client Accounts Can you please confirm the areas where an Internal Accounting manual will be required for CMPOC? 2. Please confirm that Internal Accounting Manual does not require to cover accounting policy and processes.	1. We have approx. 150 BGL/Parking/Pooling Accounts. Details of Client Accounts shall be shared with L1 bidder. 2. Internal Accounting Manual is required to cover accounting processes.
58	55	Annexure G	Scope	Point 5 of Annexure G is missing in the scope. Please share the same if it is erroneously missed in the RFP ?	Point 5 is inadvertently missed in seriatim.
59	55	Annexure G	Existing accounting and reconciliation processes of BGL / Parking / Pooling / Client Accounts to be reviewed.	Does this relate to checking and review of the existing accounting and reconciliation process as per accounting standards or from controls perspective?	Both
60	55	Annexure G	A comprehensive Internal Accounting Manual to be prepared	Does this pertain to preparation of accounting manual from accounting standards perspective or from control perspective similar to SOP.	Internal Accounting Manual to be prepared from control perspective.
61	55	Annexure G	Scope point 3	Is there any internal policy for number of samples or it will be as per IIA standards	Sample selection may be done as deemed fit.
62	55	Annexure G	Scope point 6	Please provide further clarifications/count of number on Data and Reports generated by various applications	Details shall be shared with L1 bidder
63	55	Annexure G - S.No 4	Suggestion to be given for preparation of the policies wherever necessary	1) Please provide us more details for which policies suggestions is expected to be provided  2) We understand that the scope of work only includes providing suggestions for the preparation of policies wherever necessary. The preparation of policy will be the responsibility of Bank. Please confirm if our understanding is correct	Suggestions for accounting policy or policies and procedures for each process, Risk policy and governance policy is to be provided.
64	55	Annexure G - S.No 6	The Correctness and appropriateness of Data and Reports generated by various applications to be analysed and commented upon.	1. Please provide us more details for which applications and for which reports under those applications comments is expected to be provided  2. Please provide us more details on the bank's expectation of exact of scope work to be performed when mentioned ' <i>Correctness and appropriateness of Data and Reports to be analysed and commented upon</i> '	Details shall be shared with L1 bidder
65	55	Annexure G - S.No 7	Existing accounting and reconciliation processes of BGL / Parking / Pooling / Client Accounts to be reviewed.  A comprehensive Internal Accounting Manual to be prepared. In addition, the manual to cover accounting and reconciliation processes for the new products and / BGL / Parking / Pooling / Client Accounts.	1) We understand that scope of service is to review the existing accounting and reconciliation processes of BGL / Parking / Pooling / Client Accounts and provide suggestion for improvement if any and document the same in the Internal Accounting Manual to be prepared  2) Whether bank has existing Internal accounting manual in place. Our understanding is that scope of work is to review existing internal accounting manual in place and provide inputs for new products Updating the manula for inputs provided will be bank's responsibility	1. Yes 2. Accounting manual to be prepared based on the processes.

66	58	Annexure J	Service level Agreement	There is no format attached for Service Level Agreement in Annexure J. Requesting you to please provide copy of Service Level Agreement in advance. Further, once the copy is shared we understand that the bidder will be allowed to revert with comments/suggested edits from terms & conditions perspective	Service Level Agreement is shared as Annexure-J separately on Bank's website for reference.
67	64	Point 3 (b)	<p>Rights and Remedies</p> <p>Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.</p>	<p>We suggest to add the wordings after the word "same"</p> <p>"to the extent permissible under law and professional standards."</p>	Acceptable
68	54, 55	3	<p><b>The Controls to be tested with walkthrough process and testing reports to be submitted. The following to be specified for testing framework:</b></p> <ul style="list-style-type: none"> <li>i. Frequency of testing.</li> <li>ii. Sampling of testing.</li> <li>iii. Responsibility of testing.</li> </ul> <p>Presentation to be made to the Management of the Bank on results of testing of controls. Suggestions to be given in respect of Implementation and Compliance to the new controls.</p>	<p>1. Please provide clarification on this point through an example to us to have a clear understanding of the expectation. Also please confirm how many processes are there which needs to be tested under this points.</p> <p>2. Please confirm whether the sample size and the sampling methodology be provided by the Bank or can be decided by the consultant.</p>	<p>1. Details shall be shared with L1 bidder.</p> <p>2. Sample size and the sampling methodology can be decided by the consultant.</p>