

<b>Pre Bid Query raised by prospective bidders / interested firms and reply / clarification by the Bank during Pre Bid Meeting on 30<sup>th</sup> June 2023 for RFP:CIAD:115/7 dated 14-06-2023 - Concurrent Audit of V-CIP Cells (centrally from Gandhinagar center)</b>				
<b>Sr. No</b>	<b>Pre-Bid Query</b>	<b>RFP Section</b>	<b>Page no</b>	<b>Reply</b>
1	<p>Following para is taken from the RFP page no. 53  "Presently the calls are taken in following -11- languages; English, Hindi, Bangla, Gujarati, Marathi, Punjabi, Kannada, Odia, Tamil, Telugu, Malayalam. The audit team members must have proficiency in all these languages."  Are all audit team members must have proficiency in all these languages? or one of the members must have this capacity? If we fail to hire these kinds of Audit team members then what will be the consequences? It seems it is very difficult to hold the Audit staff with this quality i.e. Proficiency in 11- languages.  Kindly provide clarifications or give suggestions in this regard.</p>	Annexure 7 Notes on Fee Structure	53	Are all audit team members must have proficiency in English and Hindi. At the same time, two or more members must have proficiency in remaining -9- languages, (i.e. individually 1 or 2 regional languages) such that the team should be able to attend call in all the following -11- languages i.e. English, Hindi, Bangla, Gujarati, Marathi, Punjabi, Kannada, Odia, Tamil, Telugu, Malayalam.
2	Whether Concurrent Audit can be done at three different centres (i.e. South, East & West of India)?			Concurrent Audit will be carried out Centrally from Gandhinagar centre for the cells located at Gandhinagar, Bengaluru, New Delhi, Patna and at any other centre which may be opened by the Bank in future.
3	Is it compulsory to have Head Office/ Branch Office in Gandhinagar or Ahmedabad?	Annexure-3 Point No.9	46	The Bidder should have Head Office / Branch Office in the Gandhinagar or Ahmedabad
4	Application Money – Whether the DD/ Pay order should be valid up to 30-11-2023?	Key Information on the RFP Response Submission:	3	DD/ Pay order payable on Mumbai and should be valid up to 03 <sup>rd</sup> October 2023.
5	Proposal Security (Earnest Money Deposit or EMD)- Whether DD/ Pay order or by Bank Guarantee should be valid up to 30-11-2023?	Key Information on the RFP	3	DD/ Pay order payable on Mumbai or by Bank Guarantee issued by Scheduled Commercial Bank other than Bank of Baroda and should be valid up to 03 <sup>rd</sup> October 2023.

		Response Submission:		
6	What is the % volume of calls received in different languages, mentioned in the RFP?			95% of calls are received in Hindi and English languages, around 4% in Bangla and upto 1% in rest of the eight languages, mentioned in the RFP.
7	Whether LFAR & other Certifications as per RBI/Other Statutory/SEBI/ Government Guidelines / required?	Annexure 11A – Certification	59	Limited review of branches for quarter ending June, September and December as per RBI guidelines will be required.
8	Whether IT Infrastructure will be provided by the Bank?			IT Infrastructure related to the Concurrent Audit of V-CIP unit will be provided by the Bank.
9	Whether Concurrent Auditor is required to work on Holidays?			Concurrent Auditor is not required to work on holidays.