



Corporation Bank

(A Premier Public Sector Bank)

Expression of interest

Empanelment of Auditors/ Audit Organisations for conducting Comprehensive Audit of Bank's Data Center, Applications, IT Network, and Independent Assurance of the IS Audit function.

EOI No. IAD/ISAC/91/01/2015 Dated 23.02.2015

Price of EOI Document : Rs. 5,000/- (Rupees Five Thousand only)

**IS Audit Cell, Inspection & Audit Division
Head Office, Corporation Bank
Mangaladevi Temple Road
Mangaluru - 575 001
Phone: 0824-2444172; 2448747
Website: www.corpbank.com**



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Invitation to EOI

Corporation Bank, a premier public sector Bank, having its Head Office at Mangaluru-575001, Karnataka, India (hereinafter referred to as the "Bank"), in order to conduct Comprehensive Audit of Bank's Data Center, Applications, IT Network, and Independent Assurance of the IS Audit function, the Bank hereby invites responses from established and eligible entities Empaneled and Listed by CERT-IN only. (hereinafter referred to as "Auditor or Audit Organisation") in accordance with the terms and conditions described herein.

Exclusion: Bank shall not entertain Expression of Interest from Audit organisations or their subsidiaries who are engaged into any commercial contract or agreement for supply of material and/or services and/or have responded to any other expression of interest of Bank for supply of material and/or services during the period of 24 months prior to the date of this EOI document.

Established in 1906 & nationalized in 1980, the Bank today has a network of 2123 Branches working on CBS, 2802 ATMs and 4470 Branchless Banking Units. The 18000 strong workforce of the Bank is providing satisfactory service to nearly 20 million customers across India. The Bank has many firsts to its credit including uninterrupted Profit and dividend track record since its inception.

The Bank is galvanized to take the high growth path through effective use of its existing human resources and IT systems at hand. The efficient utilization of people, process and technology is imperative for achieving the said objectives. The IS audit function at the Bank has been working towards identification of areas for improvement in the domains like Data Centers, Applications and IT Network. This calls for seeking independent review of these domains through an external agency of repute so as to seek services of specialized audit professionals in these domains.

An independent review of the said domain requires professionally competent external auditors specializing in domains but not limited to areas like Vulnerability Assessment/ Penetration Testing, Backup and Storage Management, Network Architecture Assessment, IT Incident Management, Performance Audit, Capacity Planning, Application Management etc.

The Bank desires to engage the services of reputed Audit organisation/s to "conduct Comprehensive Audit of Bank's Data Center, Applications, IT Network, and Independent Assurance of the IS Audit function and therefore invites eligible Audit organisations to indicate their Expression of Interest in providing the desired services.



The EOI Document can be downloaded from Bank's Website www.corpbank.com and the EOI along with necessary documents should be submitted to the office of:

Deputy General Manager [IAD]
Corporation Bank, Head Office
Mangaladevi Temple Road, Pandeshwar,
Mangaluru: 575001, KARNATAKA.

- It may be noted that all the desired information needs to be provided. Proposals with incomplete information will be rejected.
- Bank reserves the right to change the dates mentioned in this EOI document, which will be notified on the Bank's website. The information provided by the Audit Organisations in the EOI will become the property of the Bank and will not be returned. Bank reserves the right to amend, rescind or reissue this EOI at its discretion and all such amendments will be listed on Bank's website and such amendments will be binding on the Audit Organisations participating in this EOI.
- This Expression of Interest (EOI) document is being issued to the Audit Organisations who needs to ensure that they fulfill the eligibility criteria prescribed elsewhere in this document. This EOI is not an offer by the Bank, but is an invitation by the Bank to the Audit Organisations to show their EOI for audit. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the EOI process. It may be noted that the issuance of EOI document does not confer any right to be invited to participate further in the Bank's RFP process and the Bank shall have absolute rights in its decision regarding further participation in the same. The Audit Organisations, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or to any of their authorized officer(s) including those, which are provided by the Bank on its web-site. It is also understood and agreed by the Audit Organisation(s) that decision of the Bank regarding selection of the Audit Organisation(s) for sending invitation for RFP shall be final and binding on all concerned. No communication in this regard, verbal or written, will be entertained.
- Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its Directors, Officers, Employees, Contractors, Agents, and Advisors disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of Bank or any of its Directors, Officers, Employees, Contractors, Agents or Advisors.



Schedule of Events

EOI Document Availability	EOI document can be downloaded from Bank's website www.corpbank.com from 23-02-2015 to 16-03-2015
Last date for requesting clarification/s (optional), available only through email	06-03-2015
Date of publication of clarifications at bank's website	09-03-2015
Last date and Time for submission of EOI	16-03-2015 16:00 Hrs.
Date and Time for Opening of EOI Responses	16-03-2015 16.15 Hrs.
Contact Details	
Address for Communication and submission of EOI	Deputy General Manager [IAD] Corporation Bank, Head Office Mangaladevi Temple Road, Pandeshwar, Mangaluru: 575001 KARNATAKA
Telephone	+91-824-2420203 +91-824-2444172 +91-824-2448747 +91-824-2426416 to 2426420 [Ext.-484/492/494]
Email ID for sending all correspondence relating to this EOI document	isauditcell@corpbank.co.in

In case scheduled date falls on a public holiday, the same will be extended to the next working day.



Section-1

Scope of Work

A brief overview of different audit engagements is mentioned below:

Audit Domain	Audit Objective	High-Level Audit Scope
Data Center Audit	Review the effectiveness of the process, access controls, change management, data ownership infrastructure and technology utilized for data center management.	<ul style="list-style-type: none"> • DR Plan Review, Validation & Incident Management • Data Center Infrastructure including <ul style="list-style-type: none"> • Capacity Planning • Backup and Storage Management • Service Level Agreement Management • Asset Inventory preparation • Review of Asset Inventory • Access Controls
IT Application Management	Review the application management activity at the Bank to seek assurance that adequate degree of controls are in place for authentication and data processing.	<ul style="list-style-type: none"> • Access Management • Change Management • Incident Management including Service Level Management • Data Processing i.e. Input/ Output • Security assessment of Corporation Bank's Internet and Intranet Sites • Exchange Servers • Regulatory compliance • Vulnerability Assessment/ Penetration Testing • Capacity Planning • Efficacy of Network Monitoring • Risk/Vulnerabilities in alternate access • Database Management • Desktop Management
IT Network Audit	Perform hygiene check on IT Network Management contracts, infrastructure and process to identify improvement areas.	<ul style="list-style-type: none"> • Network Architecture Assessment • Network Management Process Assessment • Network Performance Assessment • Vulnerability Assessment/ Penetration Testing • Capacity Planning
Independent Assurance of IS Audit Function	<ul style="list-style-type: none"> • Assess efficiency and effectiveness of IS Audit for current and future business goals • Determine value addition from IS Audit to the business units • Benchmark, identify and recommend, successful practices of Internal Audit • Assess compliance to standards for professional practice of Internal Audit 	<ul style="list-style-type: none"> • Current IS Audit Scope review • IS Audit Approach • Review of IS Audit Reports • Offsite Audit Policy Review • Skill Enhancement of IS Audit Function for Risk Assessment • Recommend CAAT Tools and VA/PT tools suitable to the current IT set up of the Bank • IS Roadmap - 2015-18



Section-2

Eligibility Criteria: Audit Organisations fulfilling the following criteria are only eligible to respond to this EOI document. The number of years/ months shall be counted backwards from the date of EOI Document. The Audit Organisations are required to submit authenticated proof in support of the items listed in the eligibility criteria.

Sr. No.	Criteria	Qualification
1	General	<ul style="list-style-type: none"> a. Should have been included in the latest panel of Information System Auditors maintained by Computer Emergency & Response Team, India [CERT-IN] as on date and also while awarding Tender contract. b. Should not have been blacklisted by the Bank/other PSU Bank/GOI Organisations in the past. c. Directors/Partners of the Audit organisation should not be a member of the Bank's Board. d. Audit organisation or its sister concern should not be current statutory auditor of the Bank. e. Any Audit Organisation associated with the Bank by way of consultancy, supplying of the systems, system development, maintenance and or integration related to IT or networking services or has rendered such services during the preceding 24 months is not eligible for this empanelment process. f. If it is a partnership firm, the firm should have been in existence for more than 5 years. g. Audit Organisation should be profit (<u>Net Profit</u>) making in the last three Financial Years.
2	Experience	<ul style="list-style-type: none"> a. <u>Should have conducted information System audit of systems such as CBS, ATM Switch, Internet Banking, SMS/ Mobile Banking, DR Sites, Payment System, Network Audit, Application Audit, Data Center Audit, Microsoft Environment Audit</u> including Vulnerability Assessment & Penetration Testing in <i>at least two Scheduled Commercial Banks</i> (with a branch network of more than 1000 branches at the time when audit assignment was undertaken) during <i>the last 3 years.</i> b. <i>Should have minimum five year experience in conducting IS Audit</i> including VA&PT. c. Should have taken up the <u>IS audit</u> assignments on their own without subcontracting the assignment. d. Should have minimum five qualified permanent staff on its rolls. [CISA/CISSP/CISM]. e. Should have minimum five qualified permanent staff other than the above point (d) [CCNA/CCNP/CEH/ LPT/ISO 27001 Lead Auditor etc.]



Criteria for evaluation of EOI

PART - A

Sl.No	Evaluation Parameters	Compliance
1.	Should have been included in the latest panel of Information System Auditors maintained by Computer Emergency & Response Team, India [CERT-IN] as on date and also while awarding Tender contract.	Yes/No
2.	Should not have been blacklisted by the Bank/other PSU Bank/GOI Organisations in the past.	Yes/No
3.	Directors/Partners of the Audit Organisation should not be a member of the Bank's board.	Yes/No
4.	Audit Organisation or its sister concern should not be current statutory auditor of the Bank.	Yes/No
5.	Audit Organisation is not associated with the Bank by way of consultancy, supplying of the systems, system development, maintenance and or integration related to IT or networking services or has rendered such services during the preceding 24 months.	Yes/No
6.	In case of partnership firm, the firm should have been in existence for more than 5 years.	Yes/No
7.	Should have taken up the <u>IS</u> audit assignments on their own without subcontracting the assignment.	Yes/No
8.	Audit Organisation should be profit (<u>Net Profit</u>) making in the last three years	Yes/No

**PART - B**

Sl.No	Evaluation Parameters	Max. Marks	Scoring Pattern
9.	<u>Should have conducted information System audit of systems such as CBS, ATM Switch, Internet Banking, SMS/ Mobile Banking, DR Sites, Payment System, Network Audit, Application Audit, Data Center Audit, Microsoft Environment Audit including Vulnerability Assessment & Penetration Testing in <i>at least two Scheduled Commercial Banks</i> (with a branch network of more than 1000 branches at the time when audit assignment was undertaken) during <i>the last 3 years</i>.</u>	30	2 Banks = 15 (Minimum) 3-5 Banks = 20 >5 Banks = 30
10.	Number of years of experience in conducting IS Audit including VA&PT	30	5-7 yrs. =15 (Minimum) >7-10 yrs. =20 >10 yrs. =30
11.	Number of qualified Staff [CISA/CISSP/CISM].	30	5-10 =15 (Minimum) 11-20 =20 >20 =30
12.	Number of qualified staff other than the above point [CCNA/CCNP/CEH/LPT/ISO 27001 Lead Auditor etc.]	20	5-10 =12 (Minimum) 11-20 =15 >20 =20
13.	No. of Auditors for conducting audits on their salary rolls for the past 3 years.	20	5 = 8 (Minimum) 6-10 = 15 >10 = 20
14.	Experience in conducting audits in four audit domains as stated below: <ul style="list-style-type: none"> • Data Center Audit • Software Application Audits • IT Network Audit • Independent Assurance on Information Systems Audit Function 	20	2 Domains =10 (Minimum) 3 Domains = 15 4 Domains = 20

Note :

- The evaluation of the responses received will be done by a committee constituted for this purpose by the Bank.
- Audit Organisations confirming to the evaluation parameters listed at S.No. 1 to 8 and securing minimum marks in each category listed at S.No. 9 to 14 will be ranked based on the total marks obtained and will be shortlisted for empanelment subject to a minimum of 3 and maximum of 10.
- Names of the Audit Organisations shortlisted for empanelment will be published on the Bank's website.
- This empanelment will be valid for a period of 3 years from the date of publication on the Bank's website, subject to the conditions that the Audit Organisation continues to be listed in CERT-IN empanelment list.



Section-3

Response to EOI

1. Interested Audit Organisations, who fulfill the eligibility criteria as per Section-2, are required to submit the EOI along with the authenticated proof documents in a closed cover, as per the format given in Annexure A and B along with the prescribed EOI document fee by means of a Demand Draft only favouring Corporation Bank, payable at Mangaluru, in order to participate in the qualification process.
2. The number of years/ months shall be counted backwards from the date of EOI Document.
3. The EOI response document along with the supporting documents submitted in printed form should be **LEGIBLE** and duly authenticated by the Authorized Official. Scan copy of the documents should be submitted as CD replica of Hardcopy along with EOI response document.
4. The documents evidencing the eligibility of the Audit Organizations are to be **properly labeled and indexed before submitting the same to the Bank.**
5. The Bank reserves the right to seek more information in due course, if considered necessary. It may also be noted that issuance of EOI does not confer any right to be invited to participate further in the Bank's RFP process and the Bank shall have absolute rights in its decision regarding further participation in the same.



Annexure A: Format for providing information

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details/ Complied
1.	Name of the Audit Organisation: Previous Names in case of Renaming/ Merger/ Acquisition of the Audit Organisation (<u>Documentary proof issued by competent authority to be submitted</u>): Constitution: Complete Postal Address: Telephone, Mobile and Fax Numbers: Email Address: Names and addresses of the directors/partners: Name, Designation and Contact Details of the person, authorised to deal with the Bank: Year of Incorporation: Date of Empanelment by CERT-IN:	
2.	Have not been blacklisted by the Bank/other PSU Bank/GOI Organisations in the past.	Yes/No
3.	Directors/partners of the Audit Organisation are not members of the Bank's Board.	Yes/No
4.	Audit Organisation or its sister concern is not a current statutory auditor of the Bank.	Yes/No
5.	Audit Organisation is not associated with the Bank by way of consultancy, supplying of the systems, system development, maintenance and or integration related to IT or networking services or has rendered such services during the preceding 24 months.	Yes/No
6.	In case of a partnership firm, the firm should have been in existence for more than 5 years.	Yes/No
7.	Should have taken up the IS audit assignments on their own without subcontracting the assignment.	Yes/No
8.	Audit Organisation should be profit (Net Profit) making in the last three years. (Should provide documentary support)	Yes/No
9.	<u>Details of information System audit of systems such as CBS, ATM Switch, Internet Banking, SMS/ Mobile Banking, DR Sites, Payment System, Network Audit, Application Audit, Data Center Audit, Microsoft Environment Audit including Vulnerability Assessment & Penetration Testing in at least two Scheduled Commercial Banks (with a branch network of more than 1000 branches at the time when audit assignment was undertaken) during the last 3 years.</u>	(Mention No. of Banks)



	(Should provide documentary support/ Purchase Order from the respective Banks)	
10.	Number of years of experience in conducting IS Audit including VA&PT. (Should provide documentary support/ Purchase Order from the respective organisations)	(Mention No. of Years)
11.	Number of qualified Staff [CISA/CISSP/CISM]. (Should provide copy of the certificate)	(Mention No. of auditors)
12.	Number of qualified staff other than the above point [CCNA/CCNP/CEH/LPT/ISO 27001 Lead Auditor etc.] (Should provide copy of the certificate)	(Mention No. of auditors)
13.	Number of Auditors for conducting Information System audit on their salary rolls for the past 3 years. (Declaration from the organisation)	(Mention No. of auditors)
14.	Experience in conducting audits in four audit domains as stated below: <ul style="list-style-type: none">• Data Center Audit• Software Application Audits• IT Network Audit• Independent Assurance on Information Systems Audit Function (Should provide documentary support/ Purchase Order from the respective organisations)	(Mention No. of Domains)

Place:

Date :

Authorized Signatory (Audit Organisation)
Name& Title of Signatory

**Annexure B: EOI Letter**

Date:

To,
The Deputy General Manager [IAD]
Corporation Bank, Head Office
Mangaluru (Karnataka)-575001.

Sir,

Subject - Expression of Interest to Bank's Invitation for EOI, vide ref. IAD /ISAC//91/1/2015 Dated-02-02-2015.

1. With reference to the above EOI, having examined and understood the instructions forming part of the EOI, we hereby enclose our submission. We declare that we are interested in the Audit, should the Bank select us for this purpose.
2. If selected, we understand that it would be on the basis of the Eligibility & Evaluation criteria as specified under Section 2 of the EOI document.
3. We understand that Bank is not bound to accept any or all responses received with regard to the captioned EOI. We also understand and accept that it does not confer any right with regard to participation in any manner whatsoever and Bank at all times will have absolute right in its decision and is authorised to suspend our candidature without assigning any reason.
4. We declare that we have neither entered into nor are party to (whether by conduct or by acquiescence) any restrictive trade practice or sub-contracting arrangement or collective arrangement with any other person or entity including the other Applicants for the IS audit, in connection with the preparation and/or submission of our responses to this Expression of Interest.
5. We declare and confirm that we have not been blacklisted by the Bank/other PSU Bank/GOI Organisations in the past.
6. We declare and confirm that directors/ partners of the Audit Organisation are not members of the Bank's Board.



7. We declare and confirm that our Company/firm or its sister concern is **not current statutory auditor of the Bank.**
8. We declare and confirm that our Company/firm was not associated with the Bank by way of consultancy, supplying of the systems, system development, maintenance and or integration related to IT or networking services or has rendered such services during the preceding 24 months.
9. We undertake that, in competing for and, if we are selected, in executing the Agreements, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
10. We submit herewith, authenticated copies of the company's Memorandum & Articles of Association / Firm's Partnership deed and audited balance sheet or balance sheet duly certified by the Audit Organisation's statutory auditor for the last three years along with other details/documents as required in Annexure A of this EOI.
11. We declare that we have disclosed all material information, facts and circumstances to the Bank.
12. We acknowledge and understand that in the event that the Bank discovers anything contrary to our above declarations; it is empowered to forthwith disqualify us from further participation in the process.
13. We agree that the company would sign a confidentiality and Non-disclosure agreement and that the information/material/soft copies acquired by us during the course of audit would not be revealed in any manner to outsiders/ persons and that strict confidentiality would be maintained.

Yours faithfully,

Authorised Signatory

Name & Title of Signatory

Name of Applicant:

Address:

Direct Telephone Number

Fax Number

Mobile Number of Contact person

Email ID



Section-4

Other Terms and Conditions

- **Language of EOI:** All EOI and supporting documentation shall be submitted in English.
- Bank reserves the right to accept or reject any or all EOIs without assigning any reason thereof and Bank's decision in this regard will be treated as final. EOIs may be accepted or rejected in total or any part or items thereof. No contractual obligation whatsoever shall arise from the EOI process.
- Any EOI not containing sufficient information, in the view of the Bank, to permit a thorough analysis may be rejected.
- The Bank shall have the right to reject the EOIs not submitted in the prescribed format or incomplete in any manner.
- Bank is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays.
- The Bank also reserves the right to alter/modify any/some/all of the requirements, as it may deem necessary, and notify the same on its website www.corpbank.com before the last date for submission of response under this EOI. The Audit Organisation(s) should be agreeable for the same.
- Bank shall have the right to cancel the EOI process at any time, without thereby incurring any liabilities to the affected Audit Organisation(s). Reasons for cancellation, as determined by the Bank in its sole discretion include but are not limited to, the following:
 - Services Contemplated are no longer required or not required immediately
 - Scope of work was not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments
 - The Audit is not in the best interest of the Bank
 - Any other reason
- Bank reserves the right to verify the validity of EOI information and to reject any EOI where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI.
- No commercial bid / indication is to be submitted with EOI
- Audit Organisations shortlisted in this process as specified under Section 2 of the EOI document will be issued Request For Proposal (RFP) and the terms and conditions set out in the RFP will be binding on them.
- The audit Organisation finally selected (after RFP process) will be required to sign confidentiality agreement /Non-Disclosure Agreement with the Bank.
- Payment to the Audit Organisations will be linked to completion of audit and further conditions stated in the RFP document.