

Request for Proposal (RFP)
For Appointment of Goods and Services Tax Consultatns
Bid Reference No. : - GEM/2024/B/5429752
Reply to Pre-Bid Queries

Sr. No.	Page	Point / Section	Category (Scope Commercial / General)	Clarification point as stated in the tender document	Comments / Suggestion / Deviation	Bank's Reply/Clarification
1	4	B) Important Clarification	General	III. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.	Request you to clarify that the affiliate entities of the bidder firm shall also be covered in the definition of 'bidder', and credentials and team details should be reviewed accordingly.	Please refer Project overview at page no 8 of the RFP it has been mentioned that consortium bidding is not permitted under this RFP.
2	11	9. Sub-Contracting	General	The selected service provider/ vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project. In case any particular specialized service in the prescribed in the scope of work requires sub-contracting / availing OEM services, it need to be specified in the proposal/ response document with all the details of the work/ services. The service Provider is allowed to avail OEM professional services. Please note that no work/services shall be subcontracted without the prior permission from the Bank in writing.	For the providing assessment and litigation support, the bidder may need assistance of a sub-contractor or a Legal Counsel. Please clarify if the same is permissible. If yes, please clarify in which document this should be mentioned.	Please refer the the section E GST Audit and appeals in the scope of work point no 3, 4 & 5. However for litigation software you may specifically mention the same in your Bid document/ presentation as the same is under a desirable. However, the Bank would reserve the right to accept or reject the same basis their qualification/experience.
3	14	17. Authorized Signatory	General	The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank , with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.	Firm will provide board resolution / power attorney of Authorized signatory who will signed the RFP and other documents / annexures. However, a different partner of the bidder firm (of its affiliates) will discuss and correspond with the Bank regarding the work to be undertaken as per the RFP. Please clarify if the same is fine.	Please refer Project overview at page no 8 of the RFP it has been mentioned that consortium bidding is not permitted under this RFP.

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4	17	20. General Terms and conditions	General	<p>20.26 The bidders required to quote for all the components/services mentioned in the “Project scope” and all other requirements of this RFP. In case the bidder does not quote for any of the components/services, the response would be deemed to include the quote for such unquoted components/service. It is mandatory to submit the details in the formats provided along with this document duly filled in, along with the offer. The Bank reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.</p>	<p>We understand from Annexure 15 for Commercial Bid that a single / consolidated annual fee quote is required to be provided for the entire scope of work. Given the same, please explain the alongside clause. If quote is required to be provided for each service, please provide the format for the same.</p>	<p>Please refer Annexure 01, under note that commercial bid should be strictly as per commercial bid format (Annexure 15). Please also refer page no 31 point (a) under 2. Commercial Bids Terms.</p>
5	22	Annexure-01 – Guidelines for submission details	General	<p>Sr. No. 7 - Technical Proposal: The proposal based on project scope (Annexure-11) requirements compliance as mentioned under RFP with Escalation Matrix.</p> <p>Bidder need to provide the Compliance of all the requirements as mentioned under Annexure-11</p>	<p>Please explain what details / documents need to be submitted herein.</p>	<p>The Bidder is required to specify the technical expertise alongwith timeline to ensure achievement of compliance requirements as per Scope of Project along with Escalation matrix.</p>
6	47	Annexure 11 – Project Details and Scope of Work	Scope	<p>2. Calculations, Review and on-site validation of Form GSTR-1, Form GSTR-3B, GSTR-6 Form GSTR-7 and Form GSTR-9 prepared by the Bank for all its existing/ future GSTINs including any new return which may be prescribed in future:</p> <p>a. Validation of liabilities viz GST, GST-TDS, State levied special Cess, including any new Cess or liability imposed by change in law, as computed by the Bank from arithmetical accuracy standpoint.</p> <p>b. Matching of income and tax liability reported in the returns with the balances appearing as per books of accounts (TB)</p> <p>c. Review of appropriateness of disclosures made in the returns by the Bank.</p> <p>3. Assist in matching of income and tax liability as per GSTR-1 and GSTR-3B and Input Tax credit as per GSTR-3B and GSTR-2A/ GSTR-2B and advising on automatization of reconciliation process.</p> <p>4. Assist in matching income as per Bank’s book and income reported to platform developed for centralized collation of data.</p>	<p>1. With respect to said scope of work, will the Bidder be required to extract, handle, collate, sanitize the data from the Bank’s systems or Bidder scope is restricted to review of data provided by the Bank?</p> <p>2. Whether the Bidder is required to follow-up with the vendors for ITC mis-match in GSTR-2A?</p> <p>3. With respect to Annual return, whether annual returns whose dead-line is falling within the engagement period will be covered under the scope of service?</p> <p>4. Only the GSTR 9 returns falling due within the RFP period will be covered under the scope. Please confirm.</p> <p>5. Whether GSTR-9C is covered in the scope?</p> <p>6. Signing and filing of return on GST portal is not the responsibility of Bidder. Please confirm.</p> <p>7. Please indicate the number of GSTINs of Bank covered under Scope of work.</p> <p>8. What is volume of vendor invoices on a monthly basis?</p>	<p>1. The scope of the Bidder would be limited to review of the data provided by the Bank in compliance with GST guidelines. However the data required to be uploaded/ downloaded from the GST portal will be the responsibility of Bidder.</p> <p>2. Yes, Bidder would be required to followup with the Vendors for ITC mis-match in GSTR2A/ 2B.</p> <p>3. Yes, Annual return of which due date would fall under the engagement period would also be covered under Scope of Work.</p> <p>4. Please refer point no.3 above.</p> <p>5. Yes as the GSTR-9C is part of annual return so also covered in the Scope of Work.</p> <p>6. Scope include the filing of returns over GST portal, however the same will be digitally Signed by the authorised officer of the Bank whose name is caputred on the portal.</p> <p>7. Please refer the scope of work. Presently the Bank has 38 active GSTINs which includes one ISD registration, one Digital Banking registration & one for IFSC. The scope of work includes any future GSTINs also.</p> <p>8. Presently there are 3 lakh Invoices/ vendor payments on an average on monthly basis.</p>

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7	47	Annexure 11 – Project Details and Scope of Work	Scope	14. Depute one qualified Chartered Accountant (CA) and two other officials to be physically present in GST section, CAT Department, BCC on permanent basis. The CA must have experience of at least 1 completed years in GST Matters and the two other officials must have experience of at least one year in GST Matters and must be proficient in excel. These officials will have to follow the working hours/ working days of the Bank and will have to make their own travelling arrangements.	Said deputation will be in Head office / branch office in Mumbai only. Please confirm.	The deputation of resources would be at Mumbai at present.
8	49	Annexure 11 – Project Details and Scope of Work	Scope	D. GST-related inputs for technology 1. Advising the Bank on tax inputs for Information Technology (IT) system changes of Bank, inter-alia, to a) Examine the GST functionalities available in existing/ future software platforms/ applications of the Bank and to provide guidance/ assistance to Information Technology team of the Bank for necessary developments/ changes in these platforms for proper compliance of GST provisions. b) Advising on checks and controls for ensuring integrity and completeness of data being received at the centralized platform. c) Reviewing GST calculations and ITC claim identified by GST functionalities. d) Providing inputs for raising Business requirement documents (BRD) and reviewing the results of the same.	1. Whether the Bidder is required to conduct the review periodically or on request of Bank. 2. Please mention the different ERPs used by the Bank.	1. Reviewing the system is an ongoing exercise and whenever any amendment/ notification is there the required changes in system to comply the same should be suggested & implemented. Please refer point no 13 at page no 47 of the RFP "Review report" is required to be submitted on quarterly basis. 2. The Bank is using Finacle 10 and In house software. However new Accounts Payable Systems is also under implementation.
9	49	Annexure 11 – Project Details and Scope of Work	Scope	E. GST audits/ assessments/ appeals proceedings	We understand that the scope will cover only the matters for which submissions have to be made during the RFP period. To clarify, the bidder will assist in matters that began in the past period and at the end of engagement, the ongoing matters will be transitioned as-is and bidder will not be required to assist till conclusion of matter.	The scope would cover all the present audit/ assessment/ appeals matters also and the same should be attended till the bidder tenure continues.
10	51	Annexure 11 – Project Details and Scope of Work	Scope	Note: To represent the Bank outside Mumbai, actual travelling expenses and local conveyance expenses shall be reimbursable on submission of invoices/ Bill/ receipts, wherever branch of the firm is not situated. In need based circumstances, Bank may allow Travelling expenses from Mumbai to centers even where the branch of the firm is situated.	Please clarify whether the commercial bid should be inclusive or exclusive of OPEs.	Please refer General T&C point no 20.31 at pager no 18. Please also refer the note at page no 51 under scope of work. "To represent the bank outside mumbai actual travelling expenses and local conveyance expenses shall be reimbursible on submission of invoices/ bills/ receipts wherever branch of the firm is not situated. In need based circumstances bank may allow travelling expenses from Mumbai to centres even where the branch of the firm is situated".

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11	47	Annexure 11 – Project Details and Scope of Work	Scope	General Questions	<p>1. Whether their will be single point of contact from Bank for scope of work?</p> <p>2. Is there any time-line within which the Bank will make the data available to the Bidder for ensuring monthly compliances?</p> <p>3. Does the Bank have an existing software (ASP / GSP) solution for GST compliances? Please provide details.</p>	<p>1. Yes, there will be single point of contact from Bank for Scope of Work.</p> <p>2. The data would be provided to the bidder well in time. However in case any extengicies esclation matrix should be used by Bidder.</p> <p>3. Presently, the Bank has Infosys as ASP being used for GSTR 1 and GSTR 7 and Cygnet as GSP for pushing the said data to GST Portal.</p>
12	55	Annexure 13 – Know Your Employee (KYE)	General	We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc.) to Bank before deploying officials in Bank premises for _____ (Name of the RFP).	We understand that only the successful Bidder will be required to submit the documents as per Annexure 13. Please confirm.	Yes, the selected bidder would be required to submit the required details.
13	55	Annexure 13 – Know Your Employee (KYE)	General	Signature of Competent Authority with company seal _____ Name of Competent Authority _____ Company / Organization _____ Designation within Company / Organization _____ Date _____	Please clarify on who is the Competent authority that needs to sign this Annexure.	In this regard, the HR Operations Head or any other person authorized by the Bidder entity would constitute the Competent Authority.
14	56	Annexure 14 – Masked Commercial Bid	Commercial	Annexure 14 – Masked Commercial Bid	Please clarify what is Annexure 14 i.e. Masked Commercial bid? What should be the contents of the same?	The masked commercial bid shall be kept as per Annexure 14 only i.e without commercial. The submissions would confirm the agreement of the Bidder for submission of commercial Bid as per annexure format only.
15	60	Annexure 18 – Integrity Pact	General	Annexure 18 – Integrity Pact	<p>1. Do we need to submit this as a part of technical bid or to be submitted by successful bidder along with SLC.</p> <p>2. Are we required to submit this on stamp paperWe we required to print on stamp paper? If yes, what value.</p>	<p>1. The Integrity Pact would be required to be submitted by the Successful bidder only.</p> <p>2. Yes, the integrity pact would be executed on Stamp Paper. The stamp duty would be payable as per Stamp Act in force Maharashtra State.</p>

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16	53 and 54	Annexure 12 – Service Levels 1. Hardware Availability 2. Resource Availability	General	<p>1. Hardware Availability Vendor should be capable of providing an uptime of 99.90% (during AMC period), calculated on a monthly basis for each of the asset separately.</p> <p>2. Resource Availability The bidder should deploy onsite one L2 resources at DC - Mumbai and one L2 resources at DR - Hyderabad) during business hours i.e. 10 AM to 7 PM to monitor the hardware alerts, firmware upgrades and coordinate with OEM for call logging and issue resolution.</p>	<p>We understand that the annexure is in relation to hardware uptime and and resource availability at Data Centre and Data Recovery Centre.</p> <p>Given that there is no requirement to provide hardware under the said RFP, we understand that Annexure-12 should not be applicable.</p>	<p>Confirmation to requirement mentioned in Annexure 12 would be applicable to Litigation portal/ software, if any, is being offered by Bidder.</p> <p>However, there would be no requirement for permanent deployment of resources with regard to this compliance. Required updation and monitoring of the application should be done by bidder.</p>
17	47	A-1	Scope	Comply with registration requirements under GST Law & Guidelines and assist in obtaining/ surrendering registration, wherever required.	How many registration bank currently has and is the bank in the process for obtaining new registration for any state. Does the Bank have any ISD registration	Presently the Bank has 38 active GSTINs which includes one ISD registration & One for IFSC, one Digital Banking registration and one IFSC unit registration. Also scope includes any future GSTINs also. New ISD registration would be obtained, if required, in consultation with the appointed firm.
18	47	A-2	Scope	<p>Calculations, Review and on-site validation of Form GSTR-1, Form GSTR-3B, GSTR-6 Form GSTR-7 and Form GSTR-9 prepared by the Bank for all its existing/ future GSTINs including any new return which may be prescribed in future:</p> <p>a. Validation of liabilities viz GST, GST-TDS, State levied special Cess, including any new Cess or liability imposed by change in law, as computed by the Bank from arithmetical accuracy standpoint.</p> <p>b. Matching of income and tax liability reported in the returns with the balances appearing as per books of accounts (TB)</p> <p>c. Review of appropriateness of disclosures made in the returns by the Bank.</p>	<p>1. Whether the present Terms of Reference (TOR) include providing ASP/ GSP Services also.</p> <p>2. Does the Bank have an appointed ASP for the purpose of undertaking GST Compliance. If not, please elaborate on role of bidder with respect to appointment of different ASP (other than bidder).</p> <p>3. In case, the Bank has an ASP appointed, whether the ASP will be used by the Bidder for the purpose of GST Compliance or ASP will be used by Bank's GST Team.</p> <p>4. At what date is the GST Report ready for the purpose of sharing with the ASP.</p> <p>5. How are the reports shared with the ASP – Email, Webupload of FTP.</p> <p>6. Whether the reconciliation of turnover and other values from the financial statements and GST returns for the purpose of GSTR 9 and 9C be made available by the Bank.</p>	<p>1. Presently, the Bank has Infosys as ASP being used for GSTR 1 and GSTR 7 and Cygnat as GSP for pushing the said data to GST Portal. For reconciliation and other GST compliances for present and future, in case the same is required the bidder has to have necessary facilities with them.</p> <p>2. Please refer 1 above</p> <p>3. Please refer 1 above</p> <p>4. The data would be provided to the bidder well in time. However in case any extengicies esclation matrix should be used by Bidder.</p> <p>5. Through FTP</p> <p>6. Yes the same would be made available by Bank. However final review should be done by the bidder.</p>

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19	47	A-3	Scope	Assist in matching of income and tax liability as per GSTR-1 and GSTR-3B and Input Tax credit as per GSTR-3B and GSTR-2A/ GSTR-2B and advising on automtization of reconciliation process	<p>1. Whether ITC Matching with GSTR 2A/ 2B required to be performed by the Bidder or the ASP.</p> <p>2. Whether the Bank avails ITC on the basis of matched report shared by the ASP and the same can be considered by the Bidder for the purpose of compliance scope of work.</p> <p>3. What is the time-line in which the ASP provides the GST Matching report of Purchase Register with the Form GSTR 2A/ Form GSTR 2B.</p>	1 to 3. Refer scope of work point C. ITC matching activity as per GST law would be required to be performed by the Bidder. The Bank would be providing the PR to the bidder firm. Presently, the Bank has Infosys as ASP being used for GSTR 1 and GSTR 7 and Cygnet as GSP for pushing the said data to GST Portal. For reconciliation and other GST compliances for present and future, in case the same is required the bidder has to have necessary facilities with them
20	47	A-10	Scope	Downloading the past years GST returns already filed, past years GSTR 2A/2B or any return/ statement related to GST including their consolidation.	Is this required for all the GST registration or for particular registration	The requirement is for all the registration including future registrations, if any.
21	47	A-14	Scope	Depute one qualified Chartered Accountant (CA) and two other officials to be physically present in GST section, CAT Department, BCC on permanent basis. The CA must have experience of at least 1 completed years in GST Matters and the two other officials must have experience of at least one year in GST Matters and must be proficient in excel. These officials will have to follow the working hours/ working days of the Bank and will have to make their own travelling arrangements.	Whether these additional requirement of staff will be deployed at Head office or at any other location of the bank? Is the number of staff requirement fixed during the whole tenure of contract or not?	The deputation of resources would be at Mumbai presently. The requirement is fixed for the tenure.
22	48	B-13	Scope	Providing knowledge repository for important case laws, advance rulings, GST laws, rules, circulars, notifications, guidelines etc.	Should the knowledge repository be related to case laws, GST laws etc, specifically related Banking sector or it should encompass all sectors in general	Preferable related to the Banking sector. However for claiming ITC the repository should encompass other sectors in general.
23	49	B-18	Scope	To provide training of GST to Bank personnel working/joining the GST team from time to time.	Whether training is to be provided to employees on all india basis or just to corporate office employee	The requirement is for Corpoarte Office level only and would include the personnel joining the department time to time.
24	49	E-1	Scope	Draft replies/ communications to various letters, Notices, enquiries and show-cause notices received by the Bank in relation to GST matters along with preparation of their annexures, sufficiently before the due date of submission.	Currently are there any litigations going on, If yes then what is the status of them.	Presently, there are 5 appeals to be filed with GSTAT, 39 appeals pending with Commissioner appeals and 17 orders for which appeals has to be filed. (it includes the surrendered GSTIN of amalgamating bank).
25	50	E-3	Scope	Preparing grounds of appeal and file appeals in all GST related cases before all the Appellate authorities/ tribunals on behalf of the Bank for all GSTINs; provide draft appeals papers along with annexures at least 30 days before the due date.	Trust this means that Pan-India assessments are centrally managed by the Bank at Corporate level. So the successful bidder's team shall liaise with the Corporate office for assessments anywhere in India?	Yes, the Bidder team would be required to liasion with Coroprate Team. However in case of Audit/ Assessment/ Appeals the Bidder team is to travel to respective authority if required.
26	50	E-4	Scope	Represent the Bank before the GST authorities (including upto Commissioner appeals) in connection with the assessment/ appeal proceedings, resolution of issues raised by them and related matters.	Whether the successful bidder is required to prepare, file and represent the bank for Advance Ruling applications? Whether appeal to appellate advance ruling authority is also covered in scope?	Please refer point no 3 to 5 of E GST audits/ asesment/ appeal proceedings at scope of work Annexure 11.

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27	53	Annexure 12	General	Harware availablility - Vendor should be capable of providing an uptime of 99.90% (during AMC period), calculated on a monthly basis for each of the asset separately Resource Availibility - The bidder should deploy onsite one L2 resources at DC - Mumbai and one L2 resources at DR - Hyderabad) during	What is the Hardware requirement in the present of Scope of Work. Does the resource mean, Information technology perosn	Confirmation to requirement mentioned in Anneuxre 12 would be applicable to Litigation portal/ software, if any, is being offered by Bidder. However, there would be no requirement for permanent deployment of resources with regard to this compliance. Required updation and monitoring of the application should be done by bidder.
28			General		Whether the Bidder is required to connect and request the Branch Officers for data and related reports to undertake compliance and departmental matters.	No, the reports will be made available by Centralized GST team.
29			General		Please clarify how the computation reports will be shared by Bank. Whether the same will be uploaded or a remote access will be provided to the Bidder	As per the T&C the bidder firm has to depute the resources at mumbai they will access the data in Bank premises and also with other permitted methods as advised by Bank's IT Team.
30			General		Whether the Bidder is required to sign any documents or reports as part of the scope	Scope include the filing of return, however the same will be digitally Signed by the authorised officer of the Bank whose name is caputred on the portal.
31			General		Is the state trial balance readily available with the Bank? If not, is there any support required from the bidder with respect to preparation of trial balance.	The state wise trail balance is available with the Bank, the Bidders would be required to review the data.
32			General		Whether the Bidder is required to travel to any back office locations or remote offices for the purpose of extracting reports or data to undertake the scope of work.	No, the Bidder would not be required to do this.
33					We would request you to kindly consider the corporate experience also for the marking and evaluation.	Eligibility and Expearence requirement given in the RFP documents shall only be considered.