Request for Quotation (RFQ)

Internal Audit Services For CSC e-Governance Services India Limited

1. Background of the Organization

The Department of Information Technology, Government of India has incorporated a Special Purpose Vehicle (SPV) with the name of CSC e-Governance Services India Limited as a Company under the Companies Act 1956 on 16th July, 2009, having registered office in Delhi. The SPV (herein after referred to as "CSC SPV" or "the Company" or "the entity")) is floated under the Common Services Centers (CSC) Scheme to perform various functions such as monitoring of the CSCs, provide support for the Government to Citizen (G2C) and Business to citizen (B2C) service delivery. CSCs are being set up across the country as IT enabled delivery outlets which are to be established under CSC Scheme of Government of India across the country as an integrated service delivery channel for transmission of public and private services. The shareholders of the Company would comprise of the Ministry of Electronics and Information Technology (formerly Department of IT), Government of India, State Governments, erstwhile Service Centre Agencies (SCA) and Strategic/ Private Equity Investors viz. Financial Institutions and Banks.

CSC e-Governance Services India Limited ("the Company"), its subsidiaries and joint ventures (collectively together with the Employees' ESOP trusts referred to as "the Group") perform various functions such as monitoring of the CSCs, delivering services to citizens namely Government to Citizen (G2C), Business to citizen (B2C) and Business to Business (B2B) services including Internet Services (ISP) and implementing agency for various Government projects all over India.

To strengthen governance, risk management, and internal control systems, CSC SPV intends to appoint a qualified Internal Auditor to conduct internal audits of its operations, systems, and processes.

1.1 Company Profile

Particulars	Details
Name of the Company	CSC e Governance Services India Limited
Date of Incorporation	16.07.2009
Nature of Business	Various G2C and B2C services to citizen of India
Annual Turnover (FY 2025-26)	Approximately ₹1900 Crore
Registered Office	Ministry of Electronics & Information Technology (MeitY), Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi – 110003.
Correspondence Address	Plot No-8, Sector-106, Greater Noida, Gautham Buddha Nagar, UP-201318
ERP/Accounting Software	Tally ERP or any other software

2. Objective of the Engagement

The objective of this RFQ is to invite quotations from eligible firms/professionals to provide Internal Audit services to CSC SPV • Assess adequacy and effectiveness of internal controls

- Evaluate compliance with applicable laws, regulations, and internal policies
- Identify operational, financial, IT, and cybersecurity risks
- Recommend process improvements and control enhancements
- Strengthen governance and risk management frameworks
- Assist the Board / Audit Committee / Management in complying with the applicable requirements relating to internal audit under the Companies Act, 2013 and rules made thereunder, wherever applicable

3. Scope of Work

The Internal Auditor shall cover, but not be limited to, the following areas in respect of CSC SPV. The scope shall be performed in accordance with the applicable Standards on Internal Audit issued by ICAI, applicable laws, internal policies and directions of the Board / Audit Committee / Management:

3.1 Financial & Operational Audit

- Review of accounting policies, chart of accounts, ERP/accounting systems, and adequacy of financial controls, ensuring a clear and traceable audit trail
- Verification of accuracy, completeness, and timeliness of books of accounts and financial records, including examination of vouchers to ensure they are properly supported and approved by the appropriate authority.
- Review of revenue recognition policies, billing processes, contract accounting, and receivables management including ageing, provisioning, and recoverability, ensuring accurate recognition of revenue, including project- specific recognition, in accordance with Memorandum of Understanding (MoU) and other documentary evidence.
- Review of expenditure controls including payroll, employee reimbursements, travel expenses, and vendor payments, checking salary sheets, employee onboarding records, leave records, and compliance with Provident Fund and ESI dues. Report any discrepancies.
- Verification of bank accounts, cash management, fund flow, bank reconciliations, and treasury operations
- Review of procurement processes including purchase requisitions, tenders, purchase orders, goods receipt, invoice processing, and vendor payments
- Review of fixed asset management including capitalization, tagging, depreciation, impairment, disposal, and physical verification
- Review of inventory controls including valuation, consumption, obsolescence, and reconciliation with physical stock
- Review of budgeting, forecasting, variance analysis, cost controls, and financial performance reporting
- Review of inter-unit / inter-company transactions and reconciliation of balances
- Review of adequacy of financial MIS, dashboards, and reporting to management and Board, reconcile transactions processed through the Company's portal, ensuring accuracy and Completeness

- Review of entity-wise and inter-company transactions, cost allocations, shared service arrangements, management charges, reimbursements and balances between CSC SPV and its subsidiaries / group entities.

3.2 Compliance & Regulatory Audit

- Review of compliance with the Companies Act, Income Tax Act, GST laws, PF/ESI, labour laws, and other applicable statutory regulations
- Review secretarial documents, especially those relating to the Registrar of Companies, and report any deviations.
- Verification of statutory payments, returns, filings, assessments, and litigation status
- Review of compliance with accounting standards, Ind AS/AS, internal financial controls (IFC), and directions / recommendations of the Board, Audit Committee and Management
- Review of compliance with government guidelines, PSU instructions, and regulatory authority requirements, wherever applicable
- Review of adherence to internal policies, delegation of authority, and financial approval matrices
- Verification of contract compliance including financial clauses, billing terms, retention money, and penalties
- Review of record retention, documentation standards, and audit trail requirements
- Review of entity-wise statutory registers, filings, ROC forms, Board / Audit Committee approvals and compliance calendars for CSC SPV and each covered subsidiary / group entity

3.3 Risk Management, Internal Controls & Governance

- Evaluation of internal control framework over financial reporting and operational processes
- Review of enterprise risk management (ERM) framework including identification, assessment, mitigation, and monitoring of financial and operational risks
- Assessment of fraud risk management controls, whistleblower mechanism, and vigilance framework
- Review of segregation of duties, authorization controls, system access controls, and exception handling
- Evaluation of adequacy and effectiveness of SOPs, policies, manuals, and governance structures
- Review of Board, Audit Committee, and management oversight mechanisms relating to finance and risk areas

3.4 Information Systems & Technology Controls including finance-related and business-critical systems

- Review of ERP/accounting systems including user access rights, role-based controls, audit trails, and system configurations
- Review of data integrity, backup procedures, disaster recovery, and cybersecurity controls affecting financial data

- Validation of automated controls embedded in financial systems and interface controls between applications
- Review of compliance with IT policies, data privacy regulations, and system change management affecting financial processes
- Review of access rights, maker-checker controls, user activity logs, password policies, privileged access, change management and audit trails in portals / applications used for financial and operational transactions
- Review of data privacy, information security, cybersecurity and data retention controls relevant to citizen services, government projects, digital platforms and financial transactions

3.5 Special Reviews & Advisory Assignments

- Conduct of special audits, investigations, forensic reviews, or management-requested assignments during the audit period subject to specific written approval of CSC SPV / concerned entity. Such assignments, if outside the approved annual internal audit plan, may be billed separately at pre-agreed man-day rates
- Review of specific business processes, projects, schemes, grants, subsidies, or cost centers as directed by management
- Pre-audit or concurrent audit of major contracts, capital expenditure, tenders, and high-value financial transactions
- Support to management in process re-engineering, control strengthening, and risk mitigation initiatives
- The Internal Auditor shall not undertake any advisory assignment that may impair its independence or result in self-review threat

3.6 Reporting & Follow-up

- Submission of periodic audit plans, risk-based audit programs, and detailed audit reports
- Classification of observations into high, medium, and low risk with root cause analysis and actionable recommendations
- Conduct of exit meetings and presentation of audit findings to management and Audit Committee
- Tracking and validation of implementation of agreed corrective actions and submission of follow-up reports
- Each audit observation should include risk category, root cause, financial / operational impact, recommendation, management response, responsibility owner, target date and follow-up status
- Separate entity-wise reports and a consolidated group-level summary report shall be submitted, wherever applicable

3.7 Any Other Related Work

- Any other finance, audit, compliance, governance, risk management, or control-related work as may be assigned by management from time to time during the audit period.

4. Deliverables

The Internal Auditor shall provide

- Annual Internal Audit Plan
- Quarterly / periodic internal audit reports for each covered entity including Audit reports for each assignment highlighting observations, risk ratings, and recommendations
- Consolidated group internal audit summary
- Executive summaries for Senior Management and the Board/Audit Committee
- Follow-up reports on implementation status of audit recommendations
- Audit Committee presentation containing high-risk observations, repeat observations, pending action points and key control weaknesses

5. Period of Engagement

The initial appointment shall be for a period of two years, extendable based on performance and mutual consent.

6. Eligibility & Evaluation Criteria for Appointment of Internal Auditor

A. Constitution of Firm

- Chartered Accountant Firm/LLP registered with the ICAI and holding valid Certificate of Practice through its partners..
- Minimum **10 years of existence**.
- Valid Peer Review Certificate issued by ICAI.
- PAN, GST Registration, and other statutory registrations.
- The firm should be eligible to conduct internal audit assignments and should comply with the applicable ICAI Code of Ethics and professional standards

B. Experience

- Minimum **5 years' experience in Internal Audit** of large corporates/PSUs/Government Companies.
- Experience of conducting Internal Audit of at least:
- 3 companies having turnover exceeding ₹500 crores each; or
- 1 company having turnover exceeding ₹1,000 crores.
- Experience in sectors relevant to the company (IT, Telecom, Financial Services, E-Governance, Infrastructure, etc., as applicable).
- Experience in e-governance, digital platforms, government projects, IT-enabled services, fintech, telecom, infrastructure or high-volume transaction environments shall be preferred.

C. Team Strength

- Minimum:
- 5 Chartered Accountants (Partners/Employees).
- 15 professional staff.
- Availability of specialists in:

- GST
- Income Tax
- Internal Financial Controls (IFC)
- Information System Audit/CISA

- At least one team member should have suitable IT audit qualification / experience such as DISA / CISA / ISA / cybersecurity audit experience
- The bidder shall provide names, qualifications, experience and role of the proposed engagement partner, manager and key team members. Replacement of key team members shall require prior approval of CSC SPV

D. Regulatory & Quality Requirements

- Firm should not be blacklisted/debarred by any Government Department, PSU, CAG, RBI, SEBI, or Regulatory Authority.
- No disciplinary proceedings pending with ICAI against the firm/partners or any adverse order that may affect the eligibility / independence of the bidder..
- Independence declaration from the auditee company.
- The bidder shall submit a declaration that it is not the statutory auditor of CSC SPV or any covered subsidiary / group entity where such appointment may create conflict of interest
- The bidder shall disclose all existing or past professional relationships with CSC SPV, its subsidiaries, directors, KMPs or senior management during the last three financial years
- The bidder shall confirm that there is no conflict of interest, self-review threat or independence impairment

E. CAG/PSU Experience (Preferable)

- Experience in auditing Government Companies covered under provisions of the Companies Act and CAG oversight.
- Familiarity with CAG guidelines and compliance framework.

6.2 Technical Evaluation Criteria (70 Marks)

Particulars	Marks
Experience of firm, years of practice and standing	10
Experience in internal audit of large companies / PSUs / government companies	15
Experience in group-level audit covering subsidiaries / multi-entity structures	10
Experience in IT, e-governance, digital platforms, government projects or high-volume transaction environment	10
CAG / PSU / government company experience	10
Qualification and strength of audit team	10
Presence of DISA / CISA / ISA / IT audit / cybersecurity professionals	5
Approach and methodology for risk-based internal audit	10
Presentation / understanding of CSC business and risks	10
Total Technical Marks	**90**

Minimum Technical Qualification

- Minimum technical qualification shall be 65 marks out of 90. Financial bids of only technically qualified bidders shall be opened.

6.3 Financial Evaluation Criteria (30 Marks)

- Lowest financial quote (L1) = 30 marks.
- Other bidders = (Lowest Evaluated Financial Quote / Bidder's Evaluated Financial Quote) × 30.

For this purpose, the evaluated financial quote shall mean the total cost for CSC SPV excluding GST but including all other costs, reimbursements and charges unless separately permitted in this RFQ

6.4 Combined Evaluation

Criteria	Weightage
Technical Score	70%
Financial Score	30%
Total	100%

Selection may be made on **Quality and Cost Based Selection (QCBS)** basis.

7. Information to be Provided by the Bidder

7.1 Firm Profile

- Name, address, constitution, and registration details
- Year of establishment and number of partners/professionals

7.2 Experience & Credentials

- Details of similar assignments handled in IT/Cloud/Technology sector
- Client references (optional)

7.3 Technical Approach & Methodology

- Audit methodology and tools
- Risk assessment approach
- Team structure and deployment plan

7.4 Commercial Proposal

- Fee quote should be annual lump sum fee, applicable GST, out-of-pocket expenses, travel / boarding / lodging assumptions and manday rates for special assignments
- Payment terms
- Validity of quotation

The financial proposal shall be submitted in the following format:

Entity	Annual Fee	OPE / Reimbursement	GST	Total
CSC e-Governance Services India Limited				

Minimum Professional Fee

The minimum professional fee for carrying out the Internal Audit assignment shall be ₹ **5,00,000/- (Rupees Five Lacs only) per annum**, exclusive of applicable GST.

7.5 Declaration

- Independence declaration and confidentiality commitment

8. Evaluation Criteria

The evaluation shall be carried out in accordance with the eligibility, technical and financial criteria specified in Section 6. CSC SPV may evaluate bidders on QCBS basis. Financial bids of only technically qualified bidders shall be considered. CSC SPV reserves the right to seek clarifications, presentations, supporting documents and revised commercial break-up, without changing the substance of the bid.9. Confidentiality

All information provided by CSC SPV shall be treated as confidential and shall not be disclosed without prior written consent.

The Internal Auditor shall ensure strict confidentiality, data protection and information security in respect of all financial, operational, technical, citizen-related, government project-related and personal data accessed during the engagement. The Internal Auditor shall not copy, transfer, disclose, store or use such data except for the purpose of this engagement. The Internal Auditor shall ensure secure storage of working papers and shall return / destroy confidential information as directed by CSC SPV upon completion or termination of the engagement. Any data breach or suspected breach shall be immediately reported to CSC SPV.

10. Submission Details

- Last date for submission: 31.07.2026
- Mode of submission: Email
- Contact person: Company Secretory
- Email- company.secretary@csc.gov.in
- Phone- 9873557514

The technical proposal and financial proposal shall be submitted separately, as per the format prescribed by CSC SPV. Financial proposal should not be included in the technical proposal

The bidder shall submit documentary evidence for eligibility criteria, experience claims, team strength, peer review certificate, ICAI registration, GST registration, PAN, independence declaration and non-blacklisting declaration.

11. Terms & Conditions

- CSC SPV reserves the right to accept or reject any or all quotations without assigning any reason.
- The selected Internal Auditor shall comply with all organizational policies and confidentiality requirements.
- The scope may be modified with mutual consent during the engagement period.

The selected Internal Auditor shall maintain independence and shall not undertake any assignment that creates conflict of interest or self-review threat.

The selected Internal Auditor shall submit all audit evidence and reports as may be required by CSC SPV, statutory auditors, Audit Committee, Board, CAG or any regulatory / government authority, subject to applicable professional standards and confidentiality requirements.

Authorized Signatory

Name: Pravin Chandekar
Designation: Chief Operating Officer(COO)
Organization: CSC e Governance Services India Ltd.
Date: 15.07.2026